

## **Hank Jongen: Monthly YouTube Video – August 2016**

This month more improvements to myGov, Immunisation awareness and what you need to do if you have an income stream review.

G'day I'm Hank Jongen, here to tell you what's happening with the department in August.

Recently you asked us to make signing in to your myGov account easier.

We've heard this loud and clear and, as a result, when you sign in to your myGov account you now have the option to use your email address as your myGov username. Which means you'll never have to worry about forgetting your username again.

We've also reduced suspension times for unsuccessful sign-ins, made our security and confirmation codes simpler and updated the myGov Inbox to allow you to search and file messages.

These changes have all been made possible thanks to your feedback, and we'll continue to listen and improve.

It's Immunisation awareness month and it's important for parents to know that some of our payments can only be paid for children who have been immunised or have an immunisation exemption.

Families with children who are not immunised (and do not have an approved medical reason) can not receive Child Care Benefit, Child Care Rebate or Family Tax Benefit Part A supplement.

If your child has missed vaccines on the National Immunisation Program Schedule, talk to your GP or vaccination provider to arrange a suitable catch up schedule for their age.

We check your child's immunisation status, which is updated by your doctor, with the Immunisation Register. So you don't need to tell us when your child is up to date.

August is also the time for income stream reviews. This applies to people and their partners who receive an income support payment and an income stream from a self-managed or APRA fund.

If this is you, keep an eye out for a letter this month. It will list the income streams held by you and your partner and explain what you need to tell us.

If you receive your letters online, we'll send you an SMS or email letting you know when it's available to view in your online account.

And finally we're celebrating #DonateLife week. Did you know you can now join the Australian Organ Donor Register using your Medicare Online account through myGov or the Medicare Express Plus app? You can find more information about this (and anything else I've mentioned this month) on our website.

Thanks for watching, as always, please like or follow us and subscribe to our channel to keep up to date.

I'll see you next month. Goodbye for now.