

#DHSTV December 2016 Update - Transcript

This month, an online security check-up, changes to the Pensioner Assets Test, and what you need to know if your payment dates fall on a public holiday.

G'day, I'm Hank Jongen, General Manager, Department of Human Services here to tell you what's happening with the department this December.

First up I wanted to say thanks to everyone who followed my Movember updates on Facebook and Twitter last month. Many of you also made donations and sent kind words of support. It was great to be a part of something that is helping change the face of men's health.

Christmas is a time of giving, but it can also be one of taking. Sadly we often get reports of people falling victim to a scam during the festive season.

Remember - we'll never contact you by email, phone or social media and ask for personal information like your bank account details or PIN.

Go to our website to find tips and information to help you stay safe online.

And if you think you've spotted a scam you can report it to the Australian Competition and Consumer Commission at www.scamwatch.gov.au

A couple of months ago I talked about upcoming changes to the Pensioner Assets Test.

The assets test free area for pensions will increase from 1 January, meaning you can own more assets before they affect your pension.

However the taper rate is also increasing, meaning we will reduce your pension by \$3 each fortnight for every \$1000 of assets you own over the assets test free area.

Go to our website and use the estimator to see how your pension may change. Remember, most people will have no change to their pension.

It's important to know that if your pension is affected, we would have sent you a letter about this, so you won't have to contact us.

Finally: to make sure you're not put out by our office closures over the holiday period, we have special arrangements in place.

Over the Christmas 2016 and New Year 2017 holiday period we will be closed from Boxing Day on Monday 26 December to Wednesday 28 December, and again on Monday 2 January for the New Year's Day public holiday.

During this time you can still to use your myGov online account, Express Plus mobile apps and phone self-service to report your income or make other updates.

If you need to report income over the holidays, remember to go to our website to see if your reporting or payment dates have changed.

Thanks for watching, on behalf of the team here at the Department of Human Services, I'd like you wish you and your loved ones a Happy Christmas.

Remember to like or follow us on social media and subscribe to our channel to keep up to date.

I'll see you in the New Year, bye for now.