



Waliofika Australia hivi karibuni?

Brosha hii ina habari ambayo inaweza kuwa ni muhimu kwako ukiwa umehamia Australia hivi karibuni. Kuanza Maisha mpya kunaweza kuwa uzoefu mgumu. Kama umefika hivi karibuni, unaweza kupata malipo na huduma kadhaa kutoka Australian Government.

Huduma za afya

Australia ina mfumo wa kitaifa wa utunzaji wa afya—Medicare. Medicare hutoa malipo na huduma zinazoweza kusaidia wakati unapotumia huduma za utunzaji wa afya au kununua dawa. Hii ni pamoja na kurudishiwa pesa ikiwa utalipa kutembelea daktari, na kupata dawa za bei rahisi kupitia Pharmaceutical Benefits Scheme au Repatriation Pharmaceutical Benefits Scheme. Kwa habari zaidi nenda kwenye humanservices.gov.au/medicare/services

Kwa habari zaidi juu ya mahitaji ya kustahiki na jinsi ya kujiandikisha Medicare nenda kwenye humanservices.gov.au/medicarecard

Unaweza kupata My Health Record unapojiandikisha Medicare. My Health Record ni muhtasari mtandaoni wa habari yako ya afya. Unaweza kudhibiti kile kinachoingia ndani yake, na ni nani anayeweza kuipata. Unaweza kuchagua kushiriki habari zako za kiafya na madaktari wako, hospitali na watoa huduma wengine wa afya. Unaweza kusimamia mtoto wako My Health Record mpaka wageuke 14. Wakati wanapofikia miaka 14, wanaweza kujisimamia wenyewe.

Kwa habari juu ya kutumia My Health Record nenda kwenye myhealthrecord.gov.au au ita **1800 723 471**.

Ikiwa unatembelea Australia kutoka nchi fulani, unaweza kuwa na haki ya huduma zingine za ruzuku zilizo chini Reciprocal Health Care Agreements. Australia ina Reciprocal Health Care Agreements na idadi ya nchi zingine. Kwa orodha ya nchi hizi nenda kwenye humanservices.gov.au/rhca

Ikiwa unatoka katika moja ya nchi hizi na unakidhi mahitaji ya ustahiki, unaweza kustahiki kwenye Medicare huduma ukiwa Australia.

Malipo yetu

Malipo unayoweza kupata yanategemea aina ya visa unayoshikilia au ikiwa tayari unayo uraia wa Australia. Kunaweza pia kuwa na vipindi vya kungojea na hali zingine ambazo unahitaji kujua kuhusu.

Unaweza kupata malipo kadhaa ikiwa wewe ni mpya kwa Australia na unayo makazi ya kudumu, msaada wa kibinadamu, ukimbizi, rafiki wa muda au visa vya aina ya ulinzi, au wewe ni New Zealand unaishi Australia kwenye Special Category visa.

Kwa habari zaidi juu ya mahitaji ya makazi nenda humanservices.gov.au/residence-descriptions

Jukumu lako la malipo

Malipo yetu yanahitaji kufanya shughuli fulani na kwenda kwa miadi fulani. Ni muhimu kufanya shughuli hizi na kwenda kwa miadi yako ili malipo yako yasisimamishwe.

Chanjo na usaidizi wa kifamilia

Chanjo zilizoorodheshwa kwenye National Immunisation Program Childhood Schedule zimeunganishwa na malipo ya msaada wa familia. Tutaangalia ikiwa kila mtoto unapokea malipo ya familia kwa kutimiza mahitaji ya chanjo.

Mtoto wako lazima awe alipata chanjo zote ili wewe upate:

- haki kamili ya Family Tax Benefit Part A
- Child Care Subsidy.

Kuangalia National Immunisation Program Schedule, nenda kwenye [health.gov.au/immunisation](https://www.health.gov.au/immunisation)

Kwa habari zaidi juu ya mahitaji ya chanjo, nenda kwenye [humanservices.gov.au/immunisation](https://www.humanservices.gov.au/immunisation)

Huna haja ya kutuambia wakati mtoto wako amepata chanjo - tunaangalia hali yao kwenye Australian Immunisation Register (AIR) kutumia Medicare maelezo yao.

Unaweza kutazama taarifa za historia ya chanjo kwako au kwa mtoto wako chini ya miaka 14 kwa kutumia Medicare akaunti mtandaoni kupitia myGov au Express Plus Medicare programu ya simu ya rununu. Ikiwa una umri wa miaka 14 au zaidi, unaweza kutazama taarifa yako ya historia ya chanjo. Ikiwa hauna myGov akaunti unaweza kuunda moja kwa [my.gov.au](https://www.my.gov.au) na unganisha na Medicare.

Soma zaidi juu ya AIR at [humanservices.gov.au/air](https://www.humanservices.gov.au/air)

Vipindi vya kungojea

Wakazi wapya lazima watumie vipindi fulani vya kusubiri kabla ya kudai malipo. Kuna misamaha kwa hii. Kwa mfano, ikiwa ulifika kwenye visa ya wakimbizi.

Muda wako wa kungojea unaanza siku utakapoanza kuishi hapa baada ya kupata visa ya makazi ya kudumu. Siku tu umemaliza ukiwa Australia wakati huu zinahesabiwa kwenye kipindi cha kungojea.

Kwa habari zaidi, nenda kwenye [humanservices.gov.au/newresidentswaiting](https://www.humanservices.gov.au/newresidentswaiting)

Mikataba ya kimataifa ya usalama wa kijamii

Tunayo makubaliano na nchi zingine ambazo zinaweza kukusaidia kupata malipo kutoka kwetu. Wanaweza pia kukusaidia kupata malipo kutoka nchi nyingine. Muda unaotumika Australia na nchi nyingine inaweza kukusaidia kufuzu malipo. Kwa habari zaidi nenda kwenye [humanservices.gov.au/issa](https://www.humanservices.gov.au/issa)

Malipo yaliyolipwa nje ya Australia

Kadi yako ya malipo au makubaliano inaweza kuathirika ikiwa unakwenda nje ya nchi. Kulingana na malipo gani unayopata, unaweza kuhitaji kutuambia kuhusu mipango yako ya kusafiri kabla ya kuondoka. Kwa habari zaidi, nenda kwenye [humanservices.gov.au/paymentoverseas](https://www.humanservices.gov.au/paymentoverseas)

Huduma zetu

Habari katika lugha yako

Tunazo habari katika lugha zaidi ya 65 ambazo unaweza kusoma, kusikiliza au kutazama ili kukusaidia kuelewa malipo na huduma zetu. Kwa habari katika lugha zingine isipokuwa Kiingereza nenda humanservices.gov.au/yourlanguage

Ikiwa unadai moja ya malipo na huduma zetu, tutatafsiri hati unayohitaji kwa bure.

Tuite simu **131 202** kuongea na mtu kwa lugha yako Centrelink malipo na huduma. Kwa msaada na Medicare au Child Support huduma zinaita Translating and Interpreting Service (TIS National) on **131 450**.

Multicultural Service Officers

Multicultural Service Officers wafanya kazi na vikundi vya jamii na mashirika kwa kusaidia wahamiaji na wakimbizi kuungana na malipo na huduma zetu.

Huduma za wakimbizi.

Ikiwa umewasili Australia kwa visa mkimbizi au ya kibinadamu, au umepewa Permanent Protection Visa hapa Australia, tunaweza kukusaidia kutulia katika maisha yako mapya. Huduma zetu za wakimbizi zinaweza kukusaidia na msaada wa kifedha, Medicare uandikishaji, kupata Tax file number na marejeleo ya:

- Darasa la lugha ya Kiingereza
- Elimu na Mafunzo
- msaada wa ajira
- huduma zingine za serikali na jamii.

Humanitarian Settlement Program mtoaji wako atakusaidia kupata huduma zetu. Unaweza pia kutembelea kituo cha huduma kudai malipo au huduma.

Wafanyakazi wa jamii

Wafanyakazi wetu wa kijamii wanaweza kutoa ushauri nasaha mfupi na habari kukusaidia kupitia wakati mgumu. Wafanyakazi wa jamii wanaweza pia kukuunganisha na msaada mwingine na huduma ili kukusaidia. Kuzungumza na mfanyakazi wa kijamii kwenye simu **132 850** au tembelea kituo cha huduma.

International Services

Tunaweza kuangalia ikiwa unaweza kupata malipo kutoka kwetu kulingana na makubaliano ya usalama wa kijamii na nchi nyingine. Tunaweza pia kukusaidia kudai pensheni ya kigeni. Wasiliana nasi kwenye **131 673**.

Habari nyingine

Tuambie kuhusu mabadiliko katika maisha yako

Unahitaji kutuambia ikiwa hali zako zitabadilika. Hii inaweza kujumuisha kubadilisha anwani yako, kuanza au kuacha kazi au kusoma, au ikiwa una mtoto.

Ikiwa hautatuambia juu ya mabadiliko kwa hali yako, tunaweza kukulipa sana na utahitajika kuturudishiya pesa zetu.

Tunafanya ukaguzi wa mara kwa mara ili kuhakikisha kuwa watu wanapata malipo sahihi na kiwango sahihi.

Kwa habari juu ya nini cha kusasisha na jinsi, nenda kwenye **humanservices.gov.au/notifychanges**

Kumiliki pesa

Wakati mwingine watu wana deni letu la pesa. Ikiwa umetukopa pesa utahitaji kutulipa. Kwa habari zaidi nenda kwenye **humanservices.gov.au/owingmoney**

Assurance of Support

Assurance of Support ni kujitolea kwa mtu binafsi au shirika kusaidia mtu ambaye anaomba kuhamia Australia.

Ikiwa uko Australia kuhusu mpangilio Assurance of Support na unalipwa malipo kadhaa ya usaidizi wa mapato kutoka kwetu, mhamini wako lazima alipe kiasi kamili wakati mpangilio uko tayari.

Kujifunza Kiingereza

Tunaweza kukusaidia kupata madarasa ambapo unaweza kujifunza au kuboresha Kiingereza chako. Utahitaji kujifunza Kiingereza ikiwa unataka kuwa raia wa Australia.

Ikiwa umepewa visa ya kuja Australia kama mhamiaji, wakimbizi au mgeni wa kibinadamu, unaweza kupata madarasa ya bure ya Kiingereza kupitia Department of Education's Adult Migrant English Program (AMEP). Utahitaji kujiandikisha na moja ya AMEP watoa huduma kati ya miezi 6 (au miezi 12 ikiwa una kati ya miaka 15 na 17) ya kufika Australia au kupewa makazi ya kudumu.

Skills for Education and Employment mpango, inaweza kukusaidia kuboresha Kiingereza chako, kusoma, kuandika na ujuzi wa msingi wa hesabu ili kuongeza nafasi zako za kupata na kutunza kazi. Ili kujua ikiwa unastahili mpango huu, tupigie simu au tembelea kituo cha huduma.

Vurugu za kifamilia na za nyumbani

Tunasaidia watu walioathirika na ukatili wa kifamilia na wa nyumbani kwa kutoa habari, rasilimali na marejeleo.

Tunayo habari inayopatikana katika lugha tofauti. Ikiwa wewe au mtu unayemjua ameathiriwa na ukatili wa kifamilia na wa nyumbani, nenda kwa **humanservices.gov.au/domesticviolence**

Msaada unapatikana pia kutoka:

1800RESPECT—1800 737 732 au 1800RESPECT.org.au

MensLine Australia—1300 789 978 au mensline.org.au

Usaidizi wa ziada

Kupata mtu wa kushughulika na sisi kwa niaba yako

Ikiwa unapenda mtu mwingine ashughulike Centrelink, Medicare or Child Support biashara, unaweza kuidhinisha mtu au shirika kushughulika na sisi kwa niaba yako.

Kwa habari zaidi juu ya mipango hii nenda humanservices.gov.au/authorisedrepresentative tupigie simu au tembelea kituo cha huduma.

Kusimamia pesa zako

Njia unayotumia pesa yako itabadilika zaidi ya maisha yako. Kwa habari kukusaidia kwa nyakati tofauti katika maisha yako nenda humanservices.gov.au/managingmoney

CentrePAY

CentrePAY ni huduma ya kulipa bili kwa hiari ambayo ni bure kwa wateja. Tumia CentrePAY kupanga makato ya kawaida kutoka malipo yako ya Centrelink malipo. Unaweza kulipa bili zako za kawaida na gharama zingine kama kodi, umeme na simu. Unaweza kuanza au kuacha kutumia CentrePAY wakati wowote unapotaka. Kuanzisha au kusimamia makato yako unaweza kutumia akaunti mtandaoni wako wa Centrelink kupitia myGov au Express Plus programu ya simu ya rununu.

Kwa habari zaidi au kupata biashara iliyoidhinishwa nenda kwenye humanservices.gov.au/centrePAY

Malipo ya ziada na huduma

Tunafahamu unaweza kuwa na gharama au maswala ambayo unahitaji msaada wa ziada nayo. Unaweza pia kupata zifuatazo:

- Rent Assistance
- Child Care Subsidy
- Rent Deduction Scheme
- Agents and Access Points
- Financial Information Service.

Kwa habari zaidi juu ya malipo haya na huduma nenda kwa humanservices.gov.au au tupigie simu.

Fanya biashara yako mtandaoni

Ni rahisi kufanya biashara na sisi mtandaoni, wakati wowote na mahali popote. Tumia akaunti ya mtandaoni wa Centrelink au Medicare kupata habari yako na fanya biashara yako bila kuhitaji kutupigia au kututembelea.

myGov na akaunti za mtandaoni

myGov inakupa ufikiaji wa huduma za serikali mtandaonin kwa sehemu moja.

Nenda kwenye my.gov.au na ufuate maelekezo ya kuunda akaunti yako ya myGov. Ili kuunganisha akaunti yako mtandaonini, chagua Huduma (Services) na kisha Medicare au Centrelink. Utahitaji kujibu maswali kadhaa, mahususi kwako. Hii inatusaidia kuunganisha rekodi sahihi na akaunti yako ya myGov.

Kwa habari zaidi kuhusu myGov nenda kwenye humanservices.gov.au/mygov

Ili kuunda akaunti ya myGov, au kujiandikisha kwenye akaunti ya Medicare au Centrelink, nenda humanservices.gov.au/register

Kwa msaada na akaunti yako ya myGov, Centrelink akaunti ya mtandaoni na Medicare akaunti za mtandaoni, nenda kwenye humanservices.gov.au/onlineguides

myGov Access programu ya muumbaji wa kificho

Ikiwa unapanga kusafiri kwenda nje ya nchi au una mapokezi mafupi ya rununu, unaweza kuhitaji Programu ya myGov Access. myGov Access ni programu ya muumbaji wa msimbo. Huunda nambari ya matumizi ya wakati mmoja unapoingia kwenye akaunti yako myGov Sio programu ya myGov.

Ikiwa unasafiri kwenda ng'ambo na una kifaa cha rununu, hakikisha unapakua na kusanidi programu kabla ya kwenda.

Kwa habari muhimu kuhusu myGov Access nenda kwenye humanservices.gov.au/mygov

Express Plus programu za rununu

Tumia Express Plus programu za simu za kufanya biashara na sisi masaa 24 kwa siku, siku 7 kwa wiki. Utahitaji myGov akaunti iliyounganishwa na Centrelink au Medicare, kabla ya kusanidi programu.

Kwa habari zaidi juu ya kazi unazoweza kufanya na programu zetu nenda humanservices.gov.au/expressplus

Express Plus Lite programu ya simu ya rununu

Express Plus Lite programu ya simu hukuruhusu kuripoti mapato yako kwa Kiarabu, Kichina, Kiingereza, Kiajemi (Farsi) na Kivietinamu. Nenda kwenye humanservices.gov.au/expresspluslite some zaidi.

Kashfa na usalama wako mtandaoni

Kulinda habari yako mtandaoni kwa usalama. Nenda kwenye humanservices.gov.au/scams kujua jinsi.

Ikiwa unafikiria umeshtushwa piga simu yetu Scams and Identity Theft Helpdesk kwenye **1800 941 126**.

Kuwa na habari ya kileo

Ili kujua juu ya mabadiliko yanayofanywa kwa malipo na huduma:

tembelea na jandikishe kwa huduma yetu ya habari mtandaoni kwa habari mpya ya humanservices.gov.au/multicultural

kama unatupendelea kwenye facebook.com/HumanServicesAU na tuulize swali

tufuate Twitter at twitter.com/HumanServicesAU

Kwa habari zaidi

- nenda kwenye humanservices.gov.au/multicultural kwa habari zaidi kwa kiingereza
- nenda kwenye humanservices.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama habari katika lugha yako
- ita **131 202** kuongea na sisi kwa lugha yako kuhusu Centrelink malipo na huduma

- ita Translating and Interpreting Service (TIS National) kwenye **131 450** kuongea na sisi kwa lugha yako kuhusu Medicare na Child Support malipo na huduma.
- tembelea kituo cha huduma.

Kumbuka : simu kutoka kwa simu yako ya nyumbani kwenda kwa nambari za '13' kutoka mahali popote nchini Australia zinatozwa kwa kiwango kamili. Kiwango hicho kinaweza kutofautiana kutoka kwa bei ya simu ya mahali na inaweza pia kutofautiana kati ya watoa huduma ya simu. Simu za nambari za '1800' kutoka simu yako ya nyumbani ni bure. Simu kutoka kwa umma na simu za rununu zinaweza kutolewa kwa wakati na kushtakiwa kwa kiwango cha juu.

Kanusho

Habari iliyomo kwenye chapisho hili imekusudiwa tu kama mwongozo wa malipo na huduma. Ni jukumu lako kuamua ikiwa unataka kuomba malipo na kufanya maombi kuhusu hali yako ya mambo fulani.



Recently arrived in Australia?

This brochure has information that might be useful to you if you've recently moved to Australia. Settling in can be a challenging experience. As a new arrival, you may get some payments and services from the Australian Government.

Health services

Australia has a national health care system—Medicare. Medicare provides payments and services that can help when you use health care services or buy medicines. This includes getting some money back if you pay to visit a doctor, and getting cheaper medicines through the Pharmaceutical Benefits Scheme or Repatriation Pharmaceutical Benefits Scheme. For more information go to humanservices.gov.au/medicare/services

For more information about eligibility requirements and how to enrol in Medicare go to humanservices.gov.au/medicare/card

You can get a My Health Record when you enrol in Medicare. A My Health Record is a secure online summary of your health information. You can control what goes into it, and who can access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers. You can manage your child's My Health Record until they turn 14. Once they turn 14, they can manage it themselves.

For information about using your My Health Record go to myhealthrecord.gov.au or call **1800 723 471**.

If you're visiting Australia from certain countries, you may be entitled to some subsidised health services under Reciprocal Health Care Agreements. Australia has Reciprocal Health Care Agreements with a number of other countries. For a list of these countries go to humanservices.gov.au/rhca

If you're from one of these countries and meet the eligibility requirements, you may be eligible for Medicare services while you're in Australia.

Our payments

The payments you can get depend on the type of visa you hold or if you already have Australian citizenship. There may also be waiting periods and other conditions you need to know about.

You may get certain payments if you're new to Australia and have a permanent residence, humanitarian, refugee, provisional partner or temporary protection type visa, or you're a New Zealander living in Australia on a Special Category visa.

For more information about residence requirements go to humanservices.gov.au/residence/descriptions

Your payment obligations

Some of our payments require you to do certain activities and go to certain appointments. It's important you do these activities and go to your appointments to avoid your payments being stopped.

Immunisation and family assistance

Vaccines listed on the National Immunisation Program Childhood Schedule are linked to family assistance payments. We'll check if each child you're receiving family payments for meets the immunisation requirements.

Your child must be up to date with their immunisations for you to get:

- the full entitlement of Family Tax Benefit Part A
- Child Care Subsidy.

To view the National Immunisation Program Schedule, go to health.gov.au/immunisation

For more information about immunisation requirements, go to humanservices.gov.au/immunisation

You don't need to tell us when your child is immunised—we check their status on the Australian Immunisation Register (AIR) using their Medicare details.

You can view immunisation history statements for yourself or your child under 14 years using your Medicare online account through myGov or the Express Plus Medicare mobile app. If you're 14 years or older, you can view your own immunisation history statement. If you don't have a myGov account you can create one at my.gov.au and link to Medicare.

Read more about the AIR at humanservices.gov.au/air

Waiting Periods

New residents must serve certain waiting periods before claiming payments. There are exemptions to this. For example, if you arrived on a refugee visa.

Your waiting period starts on the day you start living here after you get a permanent residence visa. Only days spent in Australia during this time count towards the waiting period.

For more information, go to humanservices.gov.au/newresidentswaiting

International social security agreements

We have agreements with other countries that may help you get a payment from us. They may also help you get a payment from the other country. Time spent in Australia and the other country may help you to qualify for payments. For more information go to humanservices.gov.au/issa

Payments paid outside Australia

Your payment or concession card may be affected if you go overseas. Depending on which payment you get, you may need to tell us about your travel plans before you leave. For more information, go to humanservices.gov.au/paymentsoverseas

Our Services

Information in your language

We have information in over 65 languages that you can read, listen to or watch to help you understand our payments and services. For information in languages other than English go to humanservices.gov.au/yourlanguage

If you're claiming one of our payments or services, we'll translate documents you need for free.

Call us on **131 202** to speak to someone in your language about Centrelink payments and services. For help with Medicare or Child Support services call the Translating and Interpreting Service (TIS National) on **131 450**.

Multicultural Service Officers

Multicultural Service Officers work with community groups and organisations to help migrants and refugees connect with our payments and services.

Refugee services

If you've arrived in Australia on a refugee or humanitarian visa, or you were granted a Permanent Protection Visa in Australia, we can help you settle into your new life. Our refugee services can help you with financial assistance, Medicare enrolment, to get a Tax file number and referrals for:

- English language classes
- education and training
- employment assistance
- other government and community services.

Your Humanitarian Settlement Program provider will help you access our services. You can also visit a service centre to claim payments or services.

Social workers

Our social workers can provide short term counselling and information to help you through a difficult time. Social workers can also connect you with other support and services to help you. To speak to a social worker call **132 850** or visit a service centre.

International Services

We can check if you can get a payment from us based on a social security agreement with another country. We can also help you claim a foreign pension. Contact us on **131 673**.

Other information

Tell us about changes in your life

You need to tell us if your circumstances change. This could include changing your address, starting or stopping work or study, or if you have a baby.

If you don't tell us about changes to your circumstances, we may pay you too much and you will need to pay it back to us.

We do regular reviews to ensure people get the right payment and the right amount.

For information on what to update and how, go to humanservices.gov.au/notifychanges

Owing money

Sometimes people owe us money. If you owe us money you'll need to pay us back. For more information go to humanservices.gov.au/owingmoney

Assurance of Support

An Assurance of Support is a commitment by an individual or an organisation to support a person who is applying to migrate to Australia.

If you are in Australia under an Assurance of Support arrangement and you are paid certain income support payments from us, your assurer must repay the full amount while the arrangement is in place.

Learning English

We can help you access classes where you can learn or improve your English. You'll need to learn English if you want to become an Australian citizen.

If you were granted a visa to come to Australia as a migrant, refugee or humanitarian entrant, you can access free English classes through the Department of Education's Adult Migrant English Program (AMEP). You'll need to register with one of the AMEP service providers within 6 months (or 12 months if aged between 15 and 17 years) of arriving in Australia or being granted permanent residence.

The Skills for Education and Employment program, can help you improve your English, reading, writing and basic maths skills to increase your chances of getting and keeping a job. To find out if you're eligible for this program, call us or visit a service centre.

Family and domestic violence

We support people affected by family and domestic violence by providing information, resources and referrals.

We have information available in different languages. If you or someone you know is affected by family and domestic violence, go to humanservices.gov.au/domesticviolence

Support is also available from:

1800RESPECT—1800 737 732 or 1800RESPECT.org.au

MensLine Australia—1300 789 978 or mensline.org.au

Extra assistance

Getting someone to deal with us on your behalf

If you'd prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf.

For more information about these arrangements go to humanservices.gov.au/authorisedrepresentative call us or visit a service centre.

Managing your money

The way you use your money will change over your lifetime. For information to help you at different times in your life go to humanservices.gov.au/managingmoney

Centrepay

Centrepay is a voluntary bill-paying service which is free for customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can pay your regular bills and other expenses such as rent, electricity and phone. You can start or stop using Centrepay whenever you like. To set up or manage your deductions you can use your Centrelink online account via myGov or the Express Plus mobile app.

For more information or to find an approved business go to humanservices.gov.au/centrepay

Additional payments and services

We understand you may have some costs or issues you need extra help with. You may also access some of the following:

- Rent Assistance
- Child Care Subsidy
- Rent Deduction Scheme
- Agents and Access Points
- Financial Information Service.

For more information about these payments and services go to humanservices.gov.au or call us.

Do your business online

It's easy to do business with us online, anytime and anywhere. Use a Centrelink or Medicare online account to access your information and do your business without needing to call or visit us.

myGov and online accounts

myGov gives you access to government services online all in one place.

Go to my.gov.au and follow the prompts to create your myGov account. To link your online account, select Services and then Medicare or Centrelink. You'll need to answer some questions, specific to you. This helps us link the correct record to your myGov account.

For more information about myGov go to humanservices.gov.au/mygov

To create a myGov account, or register for a Medicare or Centrelink online account, go to humanservices.gov.au/register

For help with your myGov account, Centrelink online account and Medicare online accounts, go to humanservices.gov.au/onlineguides

myGov Access code creator app

If you're planning to travel overseas or you have limited mobile reception, you may need the myGov Access app. myGov Access is a code creator app. It creates a one-time use code you use when you sign in to your myGov account. It isn't an app for myGov.

If you're travelling overseas and you have a mobile device, make sure you download and set up the app before you go.

For important information about myGov Access go to humanservices.gov.au/mygov

Express Plus mobile apps

Use our Express Plus mobile apps to do business with us 24 hours a day, 7 days a week. You'll need a myGov account linked to Centrelink or Medicare, before you can set up the app.

For more information about the tasks you can do with our apps go to humanservices.gov.au/expressplus

Express Plus Lite mobile app

The Express Plus Lite mobile app lets you report your income in Arabic, Chinese, English, Persian (Farsi) and Vietnamese. Go to humanservices.gov.au/expresspluslite to read more.

Scams and your online security

Keep your information safe online. Go to humanservices.gov.au/scams to find out how.

If you think you've been scammed call our Scams and Identity Theft Helpdesk on **1800 941 126**.

Keeping up to date

To find out about changes being made to payments and services:

visit and subscribe to our online news service for up-to-date information at humanservices.gov.au/multicultural

like us on facebook.com/HumanServicesAU and ask us a question

follow us on Twitter at twitter.com/HumanServicesAU

For more information

- go to humanservices.gov.au/multicultural for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.