



## 新移民须知

如果您最近移居澳大利亚，那么本手册所含信息可能会对您有所帮助。在新的国度安顿生活可能会面临诸多挑战。作为新移民，您可能会获得 Australian Government 提供的某些福利金和服务。

### 医疗保健服务

澳大利亚拥有一套全国性医疗保健系统 (Medicare)。Medicare 可提供多种福利金和服务，可在医疗保健服务或购买药物方面为您提供帮助。其中包括看诊费用的部分报销，通过 Pharmaceutical Benefits Scheme 或 Repatriation Pharmaceutical Benefits Scheme 获得减价药品等。欲了解更多信息，请访问 [servicesaustralia.gov.au/medicare-services](http://servicesaustralia.gov.au/medicare-services)。

欲了解相关资格要求以及如何注册 Medicare 的更多信息，请访问 [servicesaustralia.gov.au/medicarecard](http://servicesaustralia.gov.au/medicarecard)

注册 Medicare 时，会获得一份 My Health Record。My Health Record 是一份记录个人医疗信息的加密在线摘要。账户持有人可控制其中记录的内容，决定谁可以获取这些信息，并可选择将个人健康信息与医生、医院和其他医疗保健机构共享。家长可在子女年满 14 前代为管理他们的 My Health Record。一旦子女年满 14，他们就可管理自己的 My Health Record。

有关使用 My Health Record 的信息，请访问 [myhealthrecord.gov.au](http://myhealthrecord.gov.au) 或致电 **1800 723 471**。

如果是从某些特定的国家来澳，则可能有权根据 Reciprocal Health Care Agreements 享受部分医疗服务补贴。澳大利亚与多个国家签订了 Reciprocal Health Care Agreements。欲了解这些国家的名单，请访问 [servicesaustralia.gov.au/rhca](http://servicesaustralia.gov.au/rhca)。

如果您来自该名单上的国家，并且符合资格要求，则可能有资格在澳大利亚期间享受 Medicare 服务。

### 福利金

福利金的申领可能取决于申领者所持有的签证类型或澳大利亚公民身份。申领者需要了解可能存在的福利金申领等待期和其他申领条件。

如果是最近抵澳，并且持有永久居留、人道主义、难民、配偶临时居留或临时保护类别签证，或者是持有 Special Category 签证居住在澳大利亚的新西兰人，则可获得特定的福利金。

有关居住要求的更多信息，请访问 [servicesaustralia.gov.au/residence-descriptions](http://servicesaustralia.gov.au/residence-descriptions)

## 福利金申领的连带义务

对于某些福利金来说，申领者须按规定从事特定活动并参加预约面谈，这一点很重要，否则可能会导致福利金停发。

## 疫苗接种和家庭补助金

National Immunisation Program Schedule 中列出的儿童疫苗接种与家庭补助金挂钩。我们会核查获得家庭补助金支持的每个孩子是否符合免疫接种要求。

孩子必须始终按时接种疫苗才能获得：

- Family Tax Benefit Part A 的全部福利
- Child Care Subsidy.

欲查看 National Immunisation Program Schedule，请访问 [health.gov.au/immunisation](http://health.gov.au/immunisation)

有关疫苗接种要求的更多信息，请访问 [servicesaustralia.gov.au/immunisation](http://servicesaustralia.gov.au/immunisation)

家长无需报告孩子何时接种疫苗的信息——我们会在 Australian Immunisation Register (AIR) 查看到孩子疫苗接种的情况。

可通过 myGov 或 Express Plus Medicare 移动应用程序，使用 Medicare 在线帐户查看自己或年龄未满 14 岁子女的疫苗接种历史记录。如果年满 14 岁，则可查看自己的疫苗接种历史详情。如果没有 myGov 帐户，则可在 [my.gov.au](http://my.gov.au) 创建一个帐户并链接到 Medicare。

有关 AIR 的更多信息，请访问 [servicesaustralia.gov.au/air](http://servicesaustralia.gov.au/air)

## 等待期

新居民在申请福利金前必须满足特定等待期的要求，但有些情况例外。例如，持难民签证的抵澳人士。

等待期从申领者拿到永久居留签证后开始在澳生活的第一天起算。只有在澳大利亚度过的天数才会计入等待期。

欲了解更多信息，请访问 [servicesaustralia.gov.au/newresidentswaiting](http://servicesaustralia.gov.au/newresidentswaiting)

## 跨国社保协议

澳大利亚与其他国家签订的相关协议，可能有助于在澳申领社保福利金，此类协议还可能帮助您从其他国家申领社保金。在澳大利亚和其他国家度过的时间可能会用作福利金申领资格考量。欲了解更多信息，请访问 [servicessaustralia.gov.au/issa](https://servicessaustralia.gov.au/issa)

## 福利金的境外支付

如果要出国，福利金的领取或优惠卡的使用可能会受到影响。根据具体福利金的相关要求，可能需要在离境前通报旅行计划。更多信息，请访问 [servicessaustralia.gov.au/paymentsoverseas](https://servicessaustralia.gov.au/paymentsoverseas)

## 相关服务

### 社区语言信息

我们有超过 65 种语言版本的文本、音频或视频信息，可帮助您理解相关的福利金和服务。欲了解英语以外的其他语言版本信息，请访问 [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

申请福利金或服务时，若需将外语材料翻译成英文，我们可提供免费翻译服务。

请致电 **131 202**，使用中文咨询 Centrelink 的相关福利金和服务。如需 Medicare 或 Child Support 服务方面的帮助，请拨打 131 450 联系 Translating and Interpreting Service (TIS National)。

### Multicultural Service Officers

Multicultural Service Officers 与社区团体和组织合作，帮助移民和难民申办相关福利金和服务。

## 难民服务

持难民签证或人道主义签证的抵澳人士，或者在澳大利亚获批 Permanent Protection Visa 签证的人士，可获得在澳适应新生活方面的帮助。我们的难民服务可以帮助您申办经济援助、Medicare 注册、Tax File Number 并推介您：

- 参加英语课程
- 接受教育和培训
- 获得就业帮助
- 获得其他政府和社区服务

如果您是 Humanitarian Settlement Program 机构的客户，他们将会帮助您获取我们的服务。如果没有人可以帮助您，请拨打 **131 202** 联系中文客服。

## 社会工作者

我们的社工可提供短期心理咨询、帮助信息和转介支持服务，帮助您度过困难时期。您可拨打任一 Centrelink 福利金专线或亲临服务中心，要求获得社工的帮助。

## International Services

我们可以核查您是否可以根据澳大利亚与他国签订的社保协议从我们这里获得社保福利金。我们还可帮助您申请国外养老金。请拨打 **131 673** 与我们联系。

## 其他信息

### 通报个人动态

如果个人情况发生了改变，请及时告知我们。例如更换地址，开始或停止工作或学习，生了孩子。

如果不通报个人情况的变化，可能会导致超额领取福利金，并还要因此偿还超额部分。

我们会进行定期审查，确保您所领取福利金的类型和金额无误。

有关通报内容和通报方式的信息，请访问 [servicesaustralia.gov.au/notifychanges](https://servicesaustralia.gov.au/notifychanges)

## 欠债

某些情况下，福利金领取者会背负福利金债务。如果出现这种债务，则需偿还。欲了解更多相关信息，请访问 [servicesaustralia.gov.au/owingmoney](https://servicesaustralia.gov.au/owingmoney)

## Assurance of Support

Assurance of Support 是某人或某机构向申请移民澳大利亚的人士提供经济支持的承诺。

如果您根据 Assurance of Support 协议来到澳大利亚，并且领取了一定的收入支持补贴，那么您的担保人必须偿还协议期间领取的全部补贴金额。

## 学习英语

我们可帮助您参加学习英语或提高英语水平的课程。如果想成为澳大利亚公民，则需要学习英语。

如果是以移民、难民或人道主义入境者的身份获得了来澳的签证，则可通过 Department of Home Affairs 的 Adult Migrant English Program (AMEP) 免费参加英语课程。您需在抵达澳大利亚或获得永久居留权后的 6 个月内（如果年龄在 15 至 17 岁之间，则为 12 个月）向 AMEP 服务机构注册。

Skills for Education and Employment 计划可帮助您提高英语、阅读、写作和基本数学技能，增加获得和保住工作的机会。欲了解是否有资格参加该计划，请致电垂询或来访服务中心。

## 家庭和婚姻暴力

我们通过提供信息、资源和转介服务来支持受到家庭和婚姻暴力影响的人士。

我们提供不同语言版本的相关信息。如果您或您所认识的人受到家庭暴力的影响，请访问 [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

您也可从以下机构获得支持：

1800RESPECT—1800 737 732 或 [1800RESPECT.org.au](https://1800RESPECT.org.au)

MensLine Australia—1300 789 978 或 [mensline.org.au](https://mensline.org.au)

## 额外援助

### 委托代办

如果希望找他人代办 Centrelink、Medicare 或 Child Support 业务，则可授权某个人或机构代您办理。

有关此类安排的更多信息：

- 请访问 [servicesaustralia.gov.au/authorisedrepresentative](https://servicesaustralia.gov.au/authorisedrepresentative)
- 致电垂询
- 来访服务中心

### 管理金钱

人在一生中用钱的方式会发生改变。有关不同时期管理钱财方面的帮助，请访问 [servicesaustralia.gov.au/managingmoney](https://servicesaustralia.gov.au/managingmoney)

### Centrepay

Centrepay 是一项对客户免费的自愿付费服务。您可使用 Centrepay 来安排从 Centrelink 福利金定期扣款的事宜，使用 Centrepay 支付日常账单和其他费用，如租金、电费和电话费。您可随时开始或停止使用 Centrepay，并可通过 myGov 或 Express Plus 移动应用程序使用 Centrelink 在线帐户，设置或管理扣款事宜。

欲了解更多信息或查询经核准的 Centrepay 合作机构，请访问 [servicesaustralia.gov.au/centrepay](https://servicesaustralia.gov.au/centrepay)

### 额外福利金和服务

在某些费用或问题上您可能需要额外帮助。您还可以获得以下部分帮助：

- Rent Assistance

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

有关相关福利金和服务的更多信息，请访问 [servicesaustralia.gov.au](https://servicesaustralia.gov.au) 或致电垂询。

## 在线办理业务

有关福利金和服务的业务，可随时随地在线办理。请使用 Centrelink 或 Medicare 在线帐户访问个人信息办理业务，无需致电或访问服务中心。

### myGov 和在线账户

myGov 可让您一站式在线访问所有政府服务。

请访问 [my.gov.au](https://my.gov.au)，按照提示创建 myGov 帐户。链接在线帐户时，请选择 **Services**，然后选择 **Medicare** 或 **Centrelink**。您需要回答一些关于您个人的特定问题。这有助于我们将正确的记录链接到您的 myGov 帐户。

有关 myGov 的更多信息，请访问 [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

欲创建 myGov 帐户，或注册 Medicare 或 Centrelink 在线帐户，请访问 [servicesaustralia.gov.au/register](https://servicesaustralia.gov.au/register)

欲获得关于 myGov 帐户、Centrelink 在线帐户和 Medicare 在线帐户的帮助，请访问 [servicesaustralia.gov.au/onlineguides](https://servicesaustralia.gov.au/onlineguides)

### myGov 代码生成器应用程序

如果打算出国或手机信号不稳定，则可能需要使用 myGov Code Generator 应用程序。

myGov Code Generator 可创建代码。登录 [my.gov.au](https://my.gov.au) 上的 myGov 账户时，可从该应用程序中获得一个代码用于输入。您无法通过该应用程序直接登录 myGov 帐户。

如果出国时会带上手机等移动设备，则要确保在离境前下载并设置好 myGov Code Generator 应用。

关于 myGov Code Generator 的重要信息，请访问 [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

## Express Plus 移动设备应用

使用 Express Plus 移动应用程序，可每周 7 天、每天 24 小时办理相关福利金和服务的业务。在设置应用程序之前，myGov 帐户需要已链接到 Centrelink 或 Medicare。

有关使用 Express Plus 办理业务的更多信息，请访问 [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

## 防范诈骗与在线安全

要保障个人信息的在线安全。请访问 [servicesaustralia.gov.au/scams](https://servicesaustralia.gov.au/scams) 了解相关信息。

如果认为遭遇了诈骗，请致电 **1800 941 126** 联系 Scams and Identity Theft Helpdesk。

## 了解最新动态

欲了解相关福利金和服务发生的变化，请：

- 访问并订阅在线新闻服务，了解最新动态信息，网址：[servicesaustralia.gov.au/multicultural](https://servicesaustralia.gov.au/multicultural)
- like us on [facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia) and ask us a question
- 在 [facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia) 点赞，并提出问题
- 在 Twitter 上关注我们 ([twitter.com/ServicesGovAU](https://twitter.com/ServicesGovAU))

## 其他格式的信息

信息的呈现格式可能包括音频 CD/DVD、大字体、盲文和电子文本。如有需要，请拨打 **132 717** 与我们联系。

失聪或有听力或语言障碍人士，请致电 **1800 555 660** 联系 National Relay Service Helpdesk 或访问 [communications.gov.au/accesshub](https://communications.gov.au/accesshub)

## 更多信息

- 请致电福利金事务专线。若需口译服务，我们会免费为您安排一名口译员。相关联系电话清单，请访问 [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- 请致电 131 202，用中文办理 Centrelink 福利金和服务相关业务。
- 请致电 **131 450** 联系 Translating and Interpreting Service (TIS National)，用中文咨询 Medicare 和 Child Support 相关福利金和服务。
- 请访问 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) 了解更多中文信息

**注意：**从澳大利亚境内任何地方使用座机拨打“13”开头的号码，适用固定电话费率。该通话费率可能与本地通话费率不同，且可能因电话公司而异。使用座机拨打“1800”开头的号码免费。使用公共电话和手机拨打可能会适用计时收费，且费率高于座机通话费率。

**免责声明：**本手册所含信息截至 2020 年 7 月准确无误，并仅限用作福利金和服务指南。读者应自行决定是否要根据个人特定情况申请福利金并提交申请表。





# Recently arrived in Australia?

This brochure has information that might be useful to you if you have recently moved to Australia. Moving to a new country can be difficult. 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 **[servicesaustralia.gov.au/medicare/services](https://servicesaustralia.gov.au/medicare/services)**

For more information about eligibility requirements and how to enrol in Medicare go to **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

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](https://myhealthrecord.gov.au)** or call **1800 723 471**.

If you are 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 **[servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)**

If you are from one of these countries and meet the eligibility requirements, you may be eligible for Medicare services while you are 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 are new to Australia and have a permanent residence, humanitarian, refugee, provisional partner or temporary protection type visa, or you are a New Zealander living in Australia on a Special Category visa.

For more information about residence requirements go to **[servicesaustralia.gov.au/residence/descriptions](https://servicesaustralia.gov.au/residence/descriptions)**

## Your payment obligations

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

## Immunisation and family assistance

Childhood vaccinations listed on the National Immunisation Program Schedule are linked to family assistance payments. We will check if each child you are getting 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](https://health.gov.au/immunisation)

For more information about immunisation requirements, go to [servicessaustralia.gov.au/immunisation](https://servicessaustralia.gov.au/immunisation)

You do not need to tell us when your child is immunised—we check their status on the Australian Immunisation Register (AIR).

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 are 14 years or older, you can view your own immunisation history statement. If you do not have a myGov account you can create one at [my.gov.au](https://my.gov.au) and link to Medicare.

Read more about the AIR at [servicessaustralia.gov.au/air](https://servicessaustralia.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 [servicessaustralia.gov.au/newresidentswaiting](https://servicessaustralia.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 [servicessaustralia.gov.au/issa](https://servicessaustralia.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 [servicessaustralia.gov.au/paymentsoverseas](https://servicessaustralia.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 [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

If you need a document in another language translated to claim one of our payments or services, we will do this 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 have 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.

If you have a Humanitarian Settlement Program provider, they will help you access our services. If you do not have someone to help you, call **131 202** to speak to someone in your language.

## Social workers

Our social workers can provide short term counselling, information and referrals to support services to help you through a difficult time. You can ask to speak with a social worker by calling any Centrelink payment line or by visiting 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 can include changing your address, starting or stopping work or study, or if you have a baby.

If you do not 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 **[servicessaustralia.gov.au/notifychanges](https://servicessaustralia.gov.au/notifychanges)**

### Owing money

Sometimes people owe us money. If you owe us money you will need to pay us back. For more information go to **[servicessaustralia.gov.au/owingmoney](https://servicessaustralia.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 will 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 Home Affairs' Adult Migrant English Program (AMEP). You will 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 are 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 **[servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)**

Support is also available from:

1800RESPECT—1800 737 732 or [1800RESPECT.org.au](https://1800respect.org.au)

MensLine Australia—1300 789 978 or [mensline.org.au](https://mensline.org.au)

## Extra assistance

### Getting someone to deal with us on your behalf

If you would 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 **[servicesaustralia.gov.au/authorisedrepresentative](https://servicesaustralia.gov.au/authorisedrepresentative)**
- call us
- 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 **[servicesaustralia.gov.au/managingmoney](https://servicesaustralia.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 **[servicesaustralia.gov.au/centrepay](https://servicesaustralia.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 [servicesaustralia.gov.au](https://servicesaustralia.gov.au) or call us.

## Do your business online

It is 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](https://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 will 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 [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

To create a myGov account, or register for a Medicare or Centrelink online account, go to [servicesaustralia.gov.au/register](https://servicesaustralia.gov.au/register)

For help with your myGov account, Centrelink online account and Medicare online accounts, go to [servicesaustralia.gov.au/onlineguides](https://servicesaustralia.gov.au/onlineguides)

### myGov Code Generator app

If you are planning to travel overseas or you have limited mobile reception, you may need the myGov Code Generator app.

myGov Code Generator creates codes. You enter a code from the app when you sign in to your myGov account at [my.gov.au](https://my.gov.au). You cannot sign in to your myGov account through the app.

If you are 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 Code Generator go to [servicesaustralia.gov.au/mygov](https://servicesaustralia.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 will 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 [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

### Scams and your online security

Keep your information safe online. Go to [servicesaustralia.gov.au/scams](https://servicesaustralia.gov.au/scams) to find out how.

If you think you have 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 **[servicesaustralia.gov.au/multicultural](https://servicesaustralia.gov.au/multicultural)**
- like us on **[facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia)** and ask us a question
- follow us on Twitter at **[twitter.com/ServicesGovAU](https://twitter.com/ServicesGovAU)**

## Information in other formats

Some information is available in audio CD/DVD, large print, Braille and e-text. Call us on **132 717** with your request.

If you are deaf or have a hearing or speech impairment call the National Relay Service Helpdesk on **1800 555 660** or go to **[communications.gov.au/accesshub](https://communications.gov.au/accesshub)**

## For more information

- Call your regular payment number and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to **[servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)**
- 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.
- Go to **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)** for more information in your language.

**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:** this information is accurate as at July 2020. 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.