

Family and domestic violence checklist



If you're experiencing family and domestic violence, we can help. Here are some things to keep in mind if you contact us.

1 Have you updated your personal details with us?

You'll need to update your personal details with Centrelink, Medicare or Child Support. This could be a new phone number, home address or postal address. This will make sure you get your payments, messages and letters from us. Talk to us first if you're concerned about your safety.

2 Does someone else deal with us on your behalf?

We may tell the other person if you change your circumstances, or end your nominee arrangement. Talk to us first if you're worried about your safety and someone else:

- is getting and using your Centrelink payment or Medicare benefit
- deals with Centrelink, Medicare or Child Support on your behalf
- has access to your online accounts for myGov, Centrelink, Medicare or Child Support.

Please note: you'll need to end arrangements separately with Centrelink, Medicare and Child Support.

3 Do you need help to understand our information?

We can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have disability, illness or injury.

Go to servicesaustralia.gov.au/accessibility

You can speak to us in your language. Call **131 202** about Centrelink payments and services. Or, call the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

You can find information in your language at servicesaustralia.gov.au/yourlanguage

If you're an Aboriginal or Torres Strait Islander person, call our Centrelink Indigenous Call Centre on Freecall™ **1800 136 380**.

4 Do you have access to personal identity documents?

We may ask you for personal identity documents. This could include documents like a:

- driver licence
- birth certificate
- bank card.

There's an easy way to prove who you are online. Download the myGovID app. Go to mygovid.gov.au

If you don't have access to them, we can still help you. We'll work with you to find other options.

5 Has someone stolen your personal details?

Our Scams and Identity Theft Helpdesk can give you advice and support (including myGov users). You can talk to them about scams and if you've lost, or someone has stolen, your personal details. You can also talk to them if you're concerned about the security of your records. Call the helpdesk on **1800 941 126** Monday to Friday, 8 am to 5 pm, AEDT.

6 Do you have secure access to a bank account in your own name?

As part of your safety planning, you should have secure access to a bank account in your name only.

If you'd like us to send your payments to that account, you'll need to change your bank account details. Remember, you'll need to do this separately for Centrelink, Medicare and Child Support.



7 Do you have a myGov account?

myGov is a secure way to access government services online in one place.

You can link your Centrelink, Medicare or Child Support online accounts to myGov. This is a secure, safe and convenient way to do your business with us.

If you don't have a myGov account, create one to access a range of government services. Go to **my.gov.au** and select Create a myGov account on the homepage.

8 Have you changed your passwords and PINs?

You should change your passwords or PIN. This will make sure only you have access to your myGov and online accounts. You can also request additional passwords as extra security to protect your information with us.

If you're concerned about the security of your records, let us know. For example, if you think someone's accessed your myGov account, call the myGov help desk on **132 307**.

9 Do you or your children have a My Health Record?

Your or your child's My Health Record can contain contact details, such as your address.

If this could put your family at risk, call the My Health Record Help line. Call them on **1800 723 471**.

10 Do you want to speak with a social worker about your circumstances?

Our social workers can provide short-term counselling, support and information to help you through this difficult time. Social workers can also direct you to other supports and services to assist you. You can ask to speak to a social worker by calling **132 850** or visiting your local service centre. Let us know if you need an interpreter. We'll arrange one for free.

11 Do you know what payments and services you can get?

Use our Payment and Service Finder to see what payments and services you may be able to get.

You can use it to find services near you. Select your state or territory, then family and domestic violence. Go to **servicesaustralia.gov.au/paymentfinder**

12 Do you have any requirements you need to meet to get your Centrelink payment?

You may need to meet participation or mutual obligation requirements to get a Centrelink payment. Talk to us, or your provider, if you can't:

- attend an appointment
- meet your participation or mutual obligation requirements.

13 Do you have a current child support case or need to apply for child support for your Family Tax Benefit?

Call Child Support on **131 272** if you're concerned about:

- seeking child support from your ex-partner
- us contacting your ex-partner.

14 Do you need to transfer yourself to another Medicare card or Medicare Safety Net?

You can transfer yourself and your dependents to a new Medicare card if it's unsafe to remain on a current card. To do this, call Medicare on **132 011** and tell us what you want to do. We'll direct you to the next step.

Please note: You should transfer off your current Medicare card before updating your address.

15 Is there other business you need to talk to us about?

You can talk to us if you have questions about:

- Centrelink payments or debt
- Medicare benefits or processes
- Child Support assessments or debt
- the security of your Centrelink, Medicare or Child Support records.

Go to **servicesaustralia.gov.au/contact**

16 Where can you find other support services?

There are other organisations to help you. You can find a list at **servicesaustralia.gov.au/domesticviolence**

1800RESPECT (1800 737 732) has a 24 hour, 7 day a week helpline. You can also access an interpreter and use 'Find services in your area' function.

Ask Izzy is a directory to help you find services in your area. Go to **askizzy.org.au**

If you're in immediate danger call **000**.