



Popular Government Services online



There are many different federal and local government services you can access online.

Popular Government Services

- Centrelink
- Medicare
- Department of Veterans' Affairs
- My Aged Care
- My Health Record
- Child Support
- National eHealth Record System
- National Disability Insurance Scheme
- Australian Taxation Office

Benefits

- Faster payments
- Convenience in organising appointments
- Quick to submit forms
- Change your details quickly
- View your history in home place
- Request replacement cards easily
- Pull many government services together into one place – **myGov**
- Do it all from home!

myGov

- Fast and simple way to access government services online
- Link a range of Australian Government services and access them all in one place
- A growing range of member services including:
 - Medicare
 - Australian Tax Office
 - Centelink
 - Australian Job Search
 - National Disability Insurance Scheme
 - My Health Record
 - My Aged Care
 - Child Support
 - Dept of Veterans' Affairs

Benefits of myGov

- myGov Inbox – central and secure place where you can receive messages, letters, statements, etc from many of the services
- Update your details in one place for all members
- Connect and manage ABNs – access government business online services
- Security Codes – single use codes to sign in instead of secret questions
- Inbox forwarding trial – your myGov messages are also being forwarded to your MyPost Digital Mailbox



Download the Apps

- **Express Plus Centrelink**
 - View and update personal details
 - View and update family income estimates
 - View online letters
 - Upload documents
 - Apply for advance payments
 - Provide proof of birth
 - Track your online claims
 - View your payment history
 - View and save appointments in your calendar and set reminders
 - To use this app, you need to be registered for a Centrelink online account through myGov

- **Express Plus Medicare**
 - View and update your personal details
 - View your Medicare claim history
 - Update your bank account details
 - Lodge your Medicare claims
 - Request a replacement or duplicate Medicare card
 - View your child immunisation history statement
 - View and store statements
 - Find your nearest Medicare service centre
 - And more!
 - To use this app, you need to be registered for a Centrelink online account through myGov

- **Express Plus Child Support**
 - View Child Support Payments
 - Update and update your contact details
 - View and update your bank account details
 - Check when payments are due and how much to receive or pay
 - Make child support payments
 - View your online letters
 - Advise of any changes in care arrangements
 - Update your income estimate
 - Store important documents in the vault
 - To use this app, you need to be registered for a Centrelink online account through myGov



- **My Child's eHealth Record**
 - For parents with children aged 14 or under
 - Keep track of your child's health information, development and immunisation
 - Before you use this app, sign in on a computer with your MyGov account and set up access to our children's eHealth records
- **Australian Taxation Office**
 - Lodge your tax return
 - Find your tax file number
 - Check progress of your return
 - Update bank details
 - Update contact details
 - See superannuation accounts and balance
- **My Health Record**
 - All Australians now have a My Health Record, unless they chose to opt out before 31 January 2019
 - Log in to view and manage your health information
 - Check information about recent doctor visits, prescriptions and allergies
 - You have full control over who is allowed to see your medical history.
 - You decide what you want to include and start sharing with your doctors and healthcare providers (some hospital workers can get temporary access if there is an emergency)
 - You choose to keep your My Health Record up to date or not, or opt out of various parts of the service
 - You can delete all information in My Health Record at any time and cancel your account
 - You can set rules and others as Nominated Representatives
 - If you did opt out before 31st January 2019, you can register for a record at any time

Popular Local government services

- Local council will have online services too such as:
- Pay parking fines
- Pay council rates
- Apply for permits

Benefits

- Save time and money
- Faster and more convenient, especially if you live far away from the closest government office near you
- You can do a lot of the work from home!



Useful Instructions to get started

Step 1: How to create a My Gov account

<https://www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account>

Step 2: How to set up a Medicare online account

<https://www.servicesaustralia.gov.au/individuals/subjects/how-enrol-and-get-started-medicare/setting-your-medicare-online-account>

Step 3: How to access your My Health Record

<https://www.myhealthrecord.gov.au/for-you-your-family/before-you-register>

Step 4: How to link Medicare and other online services to your My Gov account

<https://www.servicesaustralia.gov.au/individuals/online-help/link-service-mygov-using-linking-code>

BeConnected Handouts to print

All about myGov:-

- https://beconnected.esafety.gov.au/pluginfile.php/51687/mod_resource/content/3/t24%20c1%20MyGov%20all%20about%20%20BeConnected.pdf

All about My Health Record:-

- https://beconnected.esafety.gov.au/pluginfile.php/51691/mod_resource/content/3/t24%20c5%20MGov%20My%20health%20record%20BeConnected.pdf

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