



## 新移民须知

如果您最近刚移居澳大利亚，本手册中的信息可能会对您有所帮助。在新的国家安顿生活可能会面临诸多挑战。作为新移民，您可能从 Australian Government 获得一些福利金和服务。

### 医疗保健服务

澳大利亚拥有国民医疗保健系统——Medicare。Medicare 帮助符合条件的人支付医疗费用。这包括部分报销您看医生的费用，通过药品福利计划（Pharmaceutical Benefits Scheme）或退伍军人药品福利计划（Repatriation Pharmaceutical Benefits Scheme）获得减价药品等。

如需更多信息，请访问 [servicesaustralia.gov.au/medicare/services](https://servicesaustralia.gov.au/medicare/services)

如需更多有关获取福利的资格以及如何注册 Medicare 的信息，请访问 [servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)

在您注册 Medicare 的同时，您可以获得一份“我的医疗健康记录（My Health Record）”。我的医疗健康记录（My Health Record）是一份您的健康信息的摘要，它可以安全地将相关信息保存在线上。您可以控制其内容，也可以控制谁能访问它。您可以选择与您的医生、医院和其他医疗保健服务提供方分享您的健康信息。您可以在您的子女年满 14 岁前代为管理他们的我的医疗健康记录（My Health Record）。一旦子女年满 14 岁，他们就可以自行管理该记录。

如需有关使用我的医疗健康记录(My Health Record)的信息，请访问 [myhealthrecord.gov.au](https://myhealthrecord.gov.au) 或致电 **1800 723 471**。

如果您从某些特定的国家来澳，您可能有权根据互惠医疗保健协议（Reciprocal Health Care Agreements）获得一些有补贴的医疗保健服务。澳大利亚与一些国家有互惠医疗保健协议（Reciprocal Health Care Agreements）。如需查看这些国家的列表，请访问 [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

如果您来自上述国家，且具备相关资格，您可能有资格在在澳居留期间享受 Medicare 服务。

### 福利金

您可能获得的福利金或优惠卡取决于您持有的签证类型或您是否已经拥有澳大利亚公民身份。您需要了解可能存在的福利申领等待期和其他申领条件。

如果您在近期移居澳并拥有永久居留、人道主义、难民、临时伴侣或临时保护类型签证，或者您是持有特殊种类（Special Category）的签证的在澳大利亚居住的新西兰人，您可能获得特定的福利金或优惠卡。

如需更多有关居住要求的信息，请访问 [servicesaustralia.gov.au/residencedescriptions](https://servicesaustralia.gov.au/residencedescriptions)

### 特殊津贴（Special Benefit）

如果您没有资格获得下一笔福利金，且因经济困难而寻求援助，您可能有资格获得特殊津贴（Special Benefit）。

如果您因无法控制的原因陷入财务困境，且您无法赚取足够的收入来养活自己和您的家属，特殊津贴（Special Benefit）可为您提供帮助。

如果您（和您的伴侣）由于您的澳大利亚居留身份而没有资格获得收入补助金（**income support payment**），且在您监护下的（一个或多个）儿童是澳大利亚公民或澳大利亚永久居民的话，那么他们可能有资格获得特殊津贴（**Special Benefit**）。

## 申领福利金涉及的义务

部分福利金要求申领人必须从事某些特定的活动并参加特定的预约。请务必从事这些活动并赴约，以避免您的福利金被停止。

## 疫苗接种和家庭补助金

国家免疫接种项目计划表（**National Immunisation Program Schedule**）上列出的儿童疫苗与家庭补助金（**family assistance payment**）挂钩。我们会核查获得家庭补助金的每个孩子是否符合免疫接种要求。

您的孩子必须及时接种疫苗，只有这样您才能获得：

- 家庭税收福利 A 部分（**Family Tax Benefit Part A**）的全部福利
- 托儿补贴（**Child Care Subsidy**）
- 额外的儿童保育补贴（**Additional Child Care Subsidy**）。

如需查看国家免疫接种项目计划表（**National Immunisation Program Schedule**），请访问 **health.gov.au/immunisation**

如果您在其他国家接种过疫苗，您可将其添加到澳大利亚免疫登记处（**Australian Immunisation Register, AIR**）。如需更多有关海外免疫接种的信息，请访问 **servicesaustralia.gov.au/overseasimmunisations**

如需更多有关免疫接种要求的信息，请访问 **servicesaustralia.gov.au/immunisation**

您无需告诉我们您的孩子何时接种了疫苗——我们会在 AIR 上查看孩子接种情况。

您可使用您的 Medicare 在线帐户通过 myGov 或 Express Plus Medicare 移动端应用程序查看您自己或您未满 14 岁的子女的免疫接种记录。如果您已满 14 岁，您可查看自己的免疫接种记录。如果您没有 myGov 帐户，您可以在 **my.gov.au** 创建一个帐户并将其链接到 Medicare 上。

如需更多有关 AIR 的信息，请访问 **servicesaustralia.gov.au/air**

## 等待期

新居民在申领福利金或优惠卡之前可能需要等待一段特定的时间，但有些情况例外。例如，如果您持难民签证抵澳，您无需等待即可享受相关福利。

您的等待期从您获得永久居留签证，开始在这里居住的那一天开始计算。只有在澳大利亚度过的天数才会被计入等待期。

如需更多信息，请访问 **servicesaustralia.gov.au/newresidentswaiting**

## 跨国社保协议（**International social security agreements**）

我们与其他国家签订了协议，可以帮助您从我们这里领取社保福利金。他们还可以帮助您从其他国家领取福利金。在澳大利亚和其他国家度过的时间都可能被用作判断您是否符合福利金申领资格的依据。当您申领福利金时，我们将根据澳大利亚与其他国家的协议判断您是否可以领取。如需更多信息，请访问 **servicesaustralia.gov.au/issa**

## 在澳大利亚境外领取福利金

如果您离开澳大利亚，您的福利金或优惠卡可能会受到影响。根据您申领的福利金的种类，您可能需要在出发前告诉我们您的旅行计划。

如需更多信息，请访问 [servicesaustralia.gov.au/paymentsoverseas](https://servicesaustralia.gov.au/paymentsoverseas)

## 相关服务

### 用其他语言提供的信息

我们用超过 70 种语言为您提供可供您阅读、收听或观看的，能帮助您了解福利金和我们提供的服务的信息。

如需了解英语以外的其他语言版本的信息，请访问 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

在申领福利金或服务时，如果您需要将外语文件翻译成英语，我们将免费为您提供翻译服务。

请拨打 **131 202** 用中文咨询有关 Centrelink 福利金和服务的事宜。如需联系 Medicare，请拨打 **132 011**；如需联系 Child Support，请拨打 **131 272**。如果您需要口译员的帮助，请您在来电时告诉我们。我们可以免费为您安排一位口译员。

### 多元文化服务官（Multicultural Service Officers）

多元文化服务官（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

我们可以帮助持难民或人道主义签证抵澳的人，或在澳大利亚获得永久保护签证（Permanent Protection Visa）的人适应新生活。

我们的难民服务可以帮助您申办经济援助、注册 Medicare、办理税号（Tax File Number）。难民服务还可以转介您：

- 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。

如果您是提供人道主义安置计划（Humanitarian Settlement Program）服务的机构的客户，他们会帮助您获取我们的服务。如果没有人可以帮您，请致电 **131 202** 获取中文服务。

### 社会工作者

我们的社会工作者可以提供短期心理咨询、帮助信息以及将您转介至相关支持服务的服务。

您可以拨打 Centrelink 的电话联系社会工作者，要求获得社工的帮助。

如果您需要口译员的帮助，请您告诉我们，我们可以为您安排一位口译员。

## 国际服务（International Services）

我们可以帮助您根据相关社保协议（**Social Security Agreements**）申请澳大利亚福利金。我们还可以帮助您申请国外的养老金。请拨打 **13 16 73** 联系我们。

## 其它信息

### 通报个人动态

如果您的个人情况发生了改变，请您告诉我们。这包括更换地址、开始或停止工作或学习，或生育子女。

如果您不向我们通报您个人情况的变化，您可能会超额领取福利金，并因此需要偿还超额领取的部分。

我们会定期进行审查以确保被领取的福利金的种类和额度正确无误。

如需获取有关通报的内容和通报方式的信息，请访问 **[servicesaustralia.gov.au/notifychanges](https://servicesaustralia.gov.au/notifychanges)**

### 欠债

在某些情况下，福利金领取者会背负福利金债务。如果出现这种情况，您需要偿还债务。

如需更多相关信息，请访问 **[servicesaustralia.gov.au/owingmoney](https://servicesaustralia.gov.au/owingmoney)**

## 经济担保（Assurance of Support）

经济担保（**Assurance of Support**）是个人或组织向申请移民澳大利亚的人提供经济支持的承诺。

如果您依据经济担保（**Assurance of Support**）来澳，且领取了一定的收入补助金，那么在经济担保期间您的担保人必须偿还被领取的全部补助金额。

## 学习英语

我们可以帮助您参加学习或提高英语水平的课程。如果您想成为澳大利亚公民，您需要学习英语。

如果您是以移民、难民或人道主义入境者的身份获取的来澳签证，您可以通过以下方式参加免费英语课程：内务部提供的成人移民英语培训计划（**Department of Home Affairs' Adult Migrant English Program, AMEP**）。

您需要在抵达澳大利亚或获得永久居留权后的 6 个月内（如果年龄介于 15 到 17 岁之间，则为 12 个月内）与 AMEP 服务机构注册。

教育与就业技能（**Skills for Education and Employment**）计划可以帮助您提高英语、阅读、写作和基本数学技能，从而增加您获得和保住工作的机会。如需了解您是否有资格参加此计划，请拨打您获取的定期福利金的电话询问或莅临服务中心咨询。

## 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。如果您或您认识的人受到家庭或婚姻暴力的影响，请访问 **[servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)**

您还可以从以下机构获得支持：

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

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

## 额外援助

### 委托他人代替您与我们交涉

如果您希望让其他人来处理您的 Centrelink, Medicare 或 Child Support 业务, 您可以授权个人或组织代表您与我们交涉。

如需更多有关此类安排的信息:

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

### 财务管理

在人的一生中, 人们用钱的方式会发生改变。

如需获取不同时期的有关财务管理的帮助, 请访问 [servicesaustralia.gov.au/managingmoney](http://servicesaustralia.gov.au/managingmoney)

## Centrepay

Centrepay 是一项免费且自愿的服务。您可以用它从您的 Centrelink 福利金中支付定期扣款的账单和费用。您可以用它支付定期账单, 或其他诸如房租、电费和电话费之类的其他花销。您可通过以下任一方式随时开始、更改或停止扣款:

- 通过 myGov 使用您的 Centrelink 在线帐户
- 在您的移动设备上使用 myGov 的移动端应用程序
- 在您的移动设备上使用 Express Plus Centrelink 的移动端应用程序
- 去服务中心由工作人员为您办理
- 拨打您领取定期福利金的相关号码联系我们办理
- 咨询您想要支付的账单的公司, 由其为您办理。

如需更多相关信息或查询经核准的 Centrepay 合作机构, 请访问 [servicesaustralia.gov.au/centrepay](http://servicesaustralia.gov.au/centrepay)

## 额外的福利金和服务

在某些费用或问题上您可能需要额外的帮助。您还有可能获得以下部分帮助:

- 租房补助 (Rent Assistance)
- 托儿补贴 (Child Care Subsidy)
- 租金抵扣计划 (Rent Deduction Scheme)
- 优惠卡 (Concession cards)
- 财务信息服务 (Financial Information Service)。

如需更多与上述福利金和服务有关的信息，请访问 [servicesaustralia.gov.au](http://servicesaustralia.gov.au) 或致电垂询。

## 在线管理您的信息

您可随时随地轻松在线管理您的信息。您无需致电或亲自来访，使用 Centrelink、Medicare 和 Child Support 在线帐户即可访问并管理您的信息。您可通过 myGov 或 Express Plus 移动端应用程序访问这些在线帐户。

### myGov

myGov 可让您一站式在线访问所有政府服务。您可通过 myGov 网站或应用程序访问相关服务。

如需创建 myGov 帐户，请按 [my.gov.au](http://my.gov.au) 上的提示操作。

如果您想将 myGov 账户与 Centrelink、Medicare 或 Child Support 链接起来，请选择 **View and link services**，然后选择 Centrelink、Medicare 或 Child Support 旁边的 **Link** 按钮。

您需要回答有关您自己的问题。这有助于我们将正确的记录链接到您的 myGov 帐户上。

如需有关 myGov 帐户或链接 Centrelink、Medicare 或 Child Support 的帮助：

- 请访问 [my.gov.au/help](http://my.gov.au/help)
- 在 [youtube.com/mygovau](https://youtube.com/mygovau) 上观看 myGov 的视频
- 拨打 132 307 并选择选项 1 致电 myGov 服务台。

### myGov 应用程序

使用手机上下载的 myGov 应用程序。扫描 QR 码或访问 [my.gov.au/app](http://my.gov.au/app)

Apple 和 Apple 标志是苹果公司（Apple Inc.）在美国及其他国家的注册商标。应用商店（App Store）是苹果公司的服务标志。

Google Play 和 Google Play 的标志是谷歌公司（Google LLC）的商标。

### Express Plus 移动端应用程序

您可以使用 Express Plus 移动端应用程序管理您的信息。您需要先将 Centrelink、Medicare 或 Child Support 链接到您的 myGov 帐户上才能使用该应用程序。

如需更多有关 Express Plus 移动端应用程序的信息，请访问

[servicesaustralia.gov.au/expressplus](http://servicesaustralia.gov.au/expressplus)

### 防范诈骗与在线安全

如需了解保护您的在线个人信息安全的方法，请访问 [servicesaustralia.gov.au/scams](http://servicesaustralia.gov.au/scams)。

如果您想举报与 myGov 或 Services Australia（包括 Centrelink、Medicare 或 Child Support）有关的诈骗，请发送电子邮件至 [reportascam@servicesaustralia.gov.au](mailto:reportascam@servicesaustralia.gov.au)

如果您认为自己被冒充 myGov 或 Services Australia（包括 Centrelink、Medicare 或 Child Support）的人诈骗，请拨打 **1800 941 126** 致电我们的反诈骗和身份窃取帮助台（Scams and Identity Theft Helpdesk）。

## 了解最新动态

如需了解福利金和服务的变化，请您：

- 订阅我们的 *新闻* 以获取最新信息：[servicesaustralia.gov.au/news](https://servicesaustralia.gov.au/news)
- 在社交媒体上关注我们 [servicesaustralia.gov.au/socialmedia](https://servicesaustralia.gov.au/socialmedia)

## 其他格式的信息

部分信息以 CD/DVD 音频、大字体、盲文和电子文本的形式提供。如有需要，请拨打 **132 717** 联系我们。

失聪或有听力或言语障碍的人士请拨打 **1800 555 660** 联系全国转接服务台（National Relay Service Helpdesk）或访问 [communications.gov.au/accesshub](https://communications.gov.au/accesshub)

## 更多信息

- 请访问 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)，以文本、音频或视频的方式获取更多中文信息
- 请拨打 **131 202** 用中文咨询有关 Centrelink 福利金和服务的事宜
- 如需联系 Medicare，请拨打 **132 011**；如需联系 Child Support 请拨打 **131 272**。如果您需要口译员的帮助，请您告诉我们。我们可以免费为您安排一位
- 来访服务中心。

**注意：**从澳大利亚境内任何地方使用座机拨打“13”开头的号码均按固定费率收费。该费率可能与拨打本地电话的费率有所不同，并且也可能因电话服务提供商的不同而有所不同。使用您家的座机拨打“1800”开头的号码是免费的。使用公用电话或手机拨打这些号码可能会被计时收费，且费率高于座机通话费率。

## 免责声明

截至 2023 年 9 月，本资料中所含信息准确无误。本手册中包含的信息仅为福利金和服务的指南。您有责任根据您的具体情况决定是否想申请福利金并提出申请。



## 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 helps eligible people with the cost of their health care. 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 or concession cards you may 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 or concession cards 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)**

### Special Benefit

If you are not eligible for another payment, and are seeking assistance because of financial hardship, you may be eligible for Special Benefit.

Special Benefit is a payment to help if you are in financial need because of reasons outside of your control and you are unable to earn enough income to support yourself and your dependants.



If you (and your partner) are not eligible for an income support payment due to your Australian residence status, any child (or children) you have in your custody may be eligible to get Special Benefit, provided they are an Australian citizen or an Australian permanent resident.

## 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
- Additional Child Care Subsidy.

To view the National Immunisation Program Schedule, go to **[health.gov.au/immunisation](https://health.gov.au/immunisation)**

If you have had immunisations in another country, you can have them added to the Australian Immunisation Register (AIR). For more information about overseas immunisations, go to **[servicessaustralia.gov.au/overseasimmunisations](https://servicessaustralia.gov.au/overseasimmunisations)**

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 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 may need to serve certain waiting periods before claiming payments or concession cards. 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. When you claim a payment, we will check if you can get it based on the agreement with the other country. 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 leave Australia. Depending on which payment you get, you may need to tell us about your travel plans before you leave.

For more information, go to [servicesaustralia.gov.au/paymentsoverseas](https://servicesaustralia.gov.au/paymentsoverseas)

## Our services

### Information in your language

We have information in over 70 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 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.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 **131 202** to speak with us in your language about Centrelink payments and services. Call **132 011** for Medicare and **131 272** for Child Support and let us know if you need an interpreter. We will arrange one for free.

### 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, enrolling in Medicare and getting a Tax File Number. They can also help you with 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.

You can contact a social worker by calling us on the same number you use to call Centrelink and asking to speak with one.

If you need an interpreter, let us know and we can arrange one for you.

### International Services

We can help you claim an Australian payment under one of our Social Security Agreements. We can also help you claim a foreign pension. Contact us on **13 16 73**.

## 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 make sure 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's 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 on your regular payment line 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 [servicessaustralia.gov.au/domesticviolence](https://servicessaustralia.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/nominees](https://servicesaustralia.gov.au/nominees)**
- 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 free and voluntary service to pay bills and expenses as regular deductions from your Centrelink payments. You can pay your regular bills and other expenses such as rent, electricity and phone. You can start, change or stop deductions at any time, one of these ways:

- online using your Centrelink online account through myGov
- using the myGov mobile app on your mobile device
- using the Express Plus Centrelink mobile app on your mobile device
- at a service centre with help from our staff
- by calling us on your regular payment number
- by asking the business you want to pay, to set it up for you.

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
- Concession cards
- Financial Information Service.

For more information about these payments and services go to **[servicesaustralia.gov.au](https://servicesaustralia.gov.au)** or call us.

## Manage your information online

It is easy to manage your information with us online, anytime and anywhere. Use a Centrelink, Medicare and Child Support online account to access and manage your information without needing to call or visit us. You can access these online accounts through myGov or the Express Plus mobile apps.

### myGov

myGov lets you access government services online all in one place. You can do this through the myGov website or the app.

To create a myGov account, follow the prompts at **my.gov.au**

To link Centrelink, Medicare or Child Support, select **View and link services**, then select the **Link** button next to Centrelink, Medicare or Child Support.

You will need to answer questions about yourself. This helps us link the correct record to your myGov account.

For help with your myGov account or linking Centrelink, Medicare or Child Support:

- go to **my.gov.au/help**
- watch myGov videos at **youtube.com/mygovau**
- call 132 307 and select Option 1 for the myGov help desk.
- myGov app
- Download the app to use myGov on your mobile. Scan the QR code or go to **my.gov.au/app**

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Google Play and the Google Play logo are trademarks of Google LLC.

### Express Plus mobile apps

You can manage your information using the Express Plus mobile apps. You will need to link Centrelink, Medicare or Child Support to your myGov account before you can use the apps.

For more information about the Express Plus mobile apps go to **servicesaustralia.gov.au/expressplus**

### Scams and your online security

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

If you need to report a scam related to myGov or Services Australia, including Centrelink, Medicare or Child Support, email it to **reportascam@servicesaustralia.gov.au**

If you think you have been scammed by someone impersonating myGov or Services Australia, including Centrelink, Medicare or Child Support, call our Scams and Identity Theft Helpdesk on **1800 941 126**.

### Keeping up to date

To find out about changes to payments and services:

- subscribe to our *News* for up-to-date information at **servicesaustralia.gov.au/news**
- connect with us on social media at **servicesaustralia.gov.au/socialmedia**

## 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

- go to **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre.

**Note:** calls from your 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 September 2023. 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.