

Title: February 2018 Update DHSTV transcript

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This month: the Australian Organ Donor Register, claiming student payments, and improvements to the online claim for Age Pension.

G'day, I'm Hank Jongen, here to tell you what's happening with the department in February.

This month I'd like to talk about the Australian Organ Donor Register. At any time more than 1,300 Australians are waitlisted for a life-saving transplant. If you decide to become an organ donor, make sure you register your decision. Doing this, you have the potential to save up to 10 lives.

It's easy to register using your Medicare online account through myGov, the Express Plus Medicare mobile app or the DonateLife website.

Register your decision today and make sure you share your decision with your family. 9 in 10 families uphold their loved one's decision when they're a registered organ donor.

If you're heading to university or TAFE this year, you might be eligible for Youth Allowance or Austudy.

Before you make a claim, go to our website to check eligibility and claiming information, including a list of the things we might need from you like your tax file number, bank account details and payslips.

Once you make a claim you can check its progress in your Centrelink online account through myGov or through the Express Plus Centrelink mobile app.

If you're using the Express Plus app, select the menu at the bottom of the screen, then 'My Claims'. If you're using your Centrelink online account through myGov, click 'Apply for a Payment or Concession Card' from the menu, then 'View your Online Claims' to check the progress of your claim. We aim to process claims as quickly as possible, however in peak times like now, it may take a little longer.

There have been some improvements made to the Age Pension online claim.

Information you've already provided to us will be pre-filled in the claim, and you'll only need to answer the mandatory questions and any questions that are relevant to you. You'll be able to save information you've entered, exit and come back later to complete your claim.

To make a claim, sign in to your Centrelink online account through myGov. Once submitted you can view the status of your claim online, meaning you don't need to call or visit an office to check its progress.

Thanks for watching, and as always, don't forget to like or follow us on social media and subscribe to our channel to keep up to date.

I'll see you next month, goodbye for now.

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