

## January 2019 Update DHSTV transcript

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[Start of transcript]

This month: keeping your details up-to-date, assistance for students and trainees and special arrangements for Australia Day.

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

As we head into a new year, it's a good time to check to make sure your details are up to date.

Remember – it's important to let us know if your circumstances change, as it can affect your payments. This includes changes to your work status, relationship or accommodation details.

The good news is you don't need to call or visit us to complete most updates.

Simply go to our website to find the self service option that's most convenient for you. This includes updating your details using a Centrelink, Medicare or Child Support online account or an Express Plus mobile app.

On our website you'll also find step-by-step guides on how to update details using the self service options.

If you have general questions about updating your details – you can also ask us on Facebook or Twitter.

If you've decided to take up study, training or an Australian Apprenticeship this year – you may be able to get assistance with study and living costs.

Depending on your situation, you may be eligible for Youth Allowance, Austudy or ABSTUDY.

If you're moving to study – you may also be able to get the Relocation Scholarship. In addition, Rent Assistance may help with accommodation costs.

Your eligibility for payments depends on a number of things. The easiest way to check your eligibility is by using the Payment and Service Finder on our website.

You can submit a claim for a student payment up to 13 weeks early – this will ensure you get paid from the earliest possible date.

Visit our website for more information, including how to claim and what information you'll need to provide.

Monday 28 January is the Australia Day Public Holiday – and our offices and call centres will be closed.

You'll still be able to use self service options to do your business, including online accounts and Express Plus mobile apps.

Remember, your payment and reporting dates might also change. In some cases, we may even pay you early.

I'd encourage you to visit our website to find out more information about these changes.

Thanks for watching, and don't forget to like or follow us on social media and subscribe to our YouTube channel to keep up to date. See you next month!

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