

Hank Jongen – Coronavirus Update

Services Australia touches the lives of almost all Australians. We're working hard to provide the best support we can during this difficult time.

Helping people during emergencies is what we do best.

Just as we did during the summer bushfires, we're mobilising quickly to get payments and support to those who need it, whilst ensuring the health and safety of our customers and staff.

To minimise the spread of COVID-19 and the impact on our services, we're following the latest Government advice. We're using the most up to date health and hygiene processes in our service centres and workplaces.

Our service centres remain open during normal business hours. However, most Centrelink, Medicare and Child Support business can be done online. If you're able to use these options, I urge you to do so.

You can use self-service to update your details, report your income, view your payment history, and more. If you haven't got one already, create a myGov account or download the Centrelink, Medicare or Child Support apps.

Centrelink phone self-service is also available 24 hours a day, 7 days a week.

There may be changes to the way we do things as the situation unfolds, but our customers and staff will be at the centre of these decisions. If we need to make changes to our service arrangements, we'll let you know.

To see the most current information, go to servicesaustralia.gov.au/covid-19.