

Agent

At a Services Australia Agent you can:



use our computer to access **my.gov.au** and other government programs and services and to search for jobs



use the telephone to access our self service options or speak to us



access free Wi-Fi 24/7 to connect to government services. No password required



scan, fax and photocopy documents



have your confirmation of identity documents certified



lodge forms or pick up brochures

Agents can:

- respond to general questions on payments and services
- show you a quick and easy way to do your business using self service
- help you complete forms and other paperwork, and
- arrange referrals to specialist services.

Agents can't:

- make, review, assess or vary your payments, or
- issue Electronic Banking Transfers (EBTs), concession or Medicare cards.

Agents aren't Services Australia staff.

Your local Agent is:

Address:

Hours of business:

To find other Agent locations go to **servicesaustralia.gov.au**

Self service

You can use your myGov account to access your Centrelink, Medicare and Child Support online accounts. Go to **my.gov.au**

You can also access our services through the Express Plus mobile apps.

For more information go to **servicesaustralia.gov.au/selfservice**

Centrelink phone self service

Phone self service	136 240
To report your income and changes to your circumstances	133 276

How to contact us

Go to **servicesaustralia.gov.au** for more information about payments and services or call the listed '13' or '1800' number most relevant to your situation.

ABSTUDY	Freecall™ 1800 132 317
Assistance for Isolated Children	132 318
BasicsCard balance enquiry	Freecall™ 1800 057 111
Centrelink debt repayment	Freecall™ 1800 076 072
Child Support	131 272
Disability, Sickness and Carers	132 717
Families	136 150
Farmers and their partners	132 316
Financial Information Service	132 300

For information in other languages:

• Centrelink	131 202
• Medicare and Child Support	131 450
Grandparent Advisers	Freecall™ 1800 245 965
Income Management and BasicsCard	Freecall™ 1800 132 594
Indigenous Call Centre	Freecall™ 1800 136 380
Indigenous debt repayment	Freecall™ 1800 138 193
Job seekers	132 850
Low Income Health Care Card	132 490
Medicare	132 011
Medicare Aboriginal and Torres Strait Islander Access Line	Freecall™ 1800 556 955
National Redress Scheme	Freecall™ 1800 737 377
Older Australians	132 300
Students and trainees	132 490
TTY* enquiries	Freecall™ 1800 810 586
Complaints and feedback	Freecall™ 1800 132 468

Call costs from your home phone to a:

- **13 number** from anywhere in Australia may vary depending on the call plan you have chosen from your telephone service provider—mobiles may incur a higher charge.
- **1800 number (Freecall™)** are free—calls from a public phone and mobiles may be timed and charged at a higher rate.

* TTY is only for people who are deaf or have a hearing or speech impairment. A TTY phone is required for this service.

