



myGov

myGov is a simple and secure way for you to access Australian Government services online. You can access 13 government services online, including Medicare, Centrelink, Child Support and the Australian Taxation Office.

To get started, you need to create a myGov account. Services Australia have created a [Getting Started Factsheet](#) to help with creating an account.

Go to the myGov website, my.gov.au. By using myGov, you can:

- do your tax return
- claim a Medicare benefit
- claim a Centrelink payment
- update your personal details with a number of government services.

You can use your myGov Inbox to keep messages in one place. You'll get a notification by SMS or email when you get a new message in your Inbox.

Centrelink

To set up a Centrelink account, you will first need to [prove your identity](#). This can be done by either:

- online
- over the phone
- in person at a service centre

This will give you a Customer Registration Number (CRN), which can be used to log in to Centrelink online. Your CRN will remain the same, even if you make multiple claims. You can link your Centrelink account by following the steps on the [Getting Started Factsheet](#).

Making a claim

- Sign in to myGov → Your services → Centrelink
- Select Payments and Claims from the menu → Claims → Make a claim
- Use the Payment and Service Finder tool, or select the Payment you are applying for (e.g. [Crisis Payment for Humanitarian Entrants](#))
- Select Apply
- Answer all the questions
- Submit your claim

If you encounter any issues, you can also make a claim over the phone on 132 307, however you should prepare for extended wait times. You might like to contact the settlement support workers or case manager (where possible) for administrative support.

After submitting, you will receive a receipt of your claim with tracking details and expected date of delivery.