

All about myGov

How to use myGov safely for important things like Medicare, pensions and more.

What is myGov?

There are a lot of government services to keep track of – health, tax, pension, and more! It's easy to forget something in all those piles of paper, so myGov gives you a way to organise all of that online, securely, with a single login and one password. Here are some of the things myGov can help you do:

- Keep government letters, notices, and emails safe in a secure myGov **Inbox**. Also, myGov will let you know when a new letter or message has been received.
- Access services such as your tax return with the Australian Tax Office (ATO), plus Medicare and My Health Record, and the pension.
- Claim Medicare rebates, check your pension entitlements, and get lots of help with your tax return.

All you need to do is set up a free myGov account. You can then **link** your different services to your newly created myGov account.



myGov lets you access many government services online from the one place

How to get started with myGov

The first step on the path to managing your government services online, is to create a free and secure myGov account. A myGov account has a login and a single password. The login is a code, but you can also use your email address.

What you need:

- A computer and an email address that you have already set up.
- A mobile phone with an active mobile phone account and number.
- You need a mobile because to keep your account secure, and make sure it's really you trying to access your information, myGov will send secure access codes via a text message to your phone.

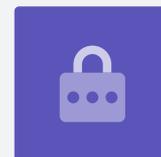
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- When your account is set up, you can log in and link services such as **Medicare**, **My Aged Care**, the **Australian Tax Office**, and more.
- Before you can link services, you'll need to visit **my.gov.au** and sign in to your myGov account with your email address and password.
- myGov sends letters the government might send you, to your **myGov Inbox**, and you'll get an email or text message whenever you receive a new notice.
- You can also use myGov to update your personal details, such as changing your address or updating your mobile number.



You sign in to your myGov account with an email address and password

For security, you don't receive government notices to your regular email inbox. Instead, you'll get an email or text message saying there's a new notice in your myGov Inbox. You'll need to log in securely to your myGov account and read the notice there.



How myGov benefits you

myGov can help you stay organised, and be a better alternative than some other ways of accessing important services.

- The myGov Inbox keeps all your letters and notices in the one place, organised in the order you received them.
- You can safely and securely process important claims, change your personal details, and view very private information.
- You don't need to queue up at a government office, and then ask a government employee to look something up for you.
- Save time! You can do simple tasks (like checking your pension) online in a few minutes. No more queuing!

All about myGov

How myGov helps with Centrelink and the ATO

myGov can help you with Centrelink payments – including the pension – and doing your tax via the Australian Tax Office, or ATO.

With myGov and **Centrelink** you can:

- Check the status of a pension claim.
- Check or change your personal information.
- Manage your pension payments. To claim any Centrelink service, you need what's called a **Customer Reference Number**, or **CRN**, which you can get from myGov or a Centrelink office.

With myGov and the **ATO** you can:

- Get reminders in your **myGov Inbox** if any payments are due, or if the ATO needs info before they can pay you.
- Lodge your tax return online, which is easier to manage than all those paper forms.
- myGov can also do some things automatically, such as claim pensioner or veteran tax offsets and refunds for you.



myGov lets you manage Centrelink pension payments

How myGov helps with My Health Record and Medicare

When it comes to medical information, privacy is paramount, so myGov securely protects the sensitive health information in your Medicare and My Health Record accounts.

With myGov and **Medicare** you can:

- Lodge and process claims, and see information about benefits such as which medicines are covered by Medicare.
- Claim a Medicare refund online, without the hassle of leaving the house. You can learn how to lodge a Medicare claim, step-by step, in the course called, *Process a claim with myGov*.



Lodge Medicare claims online with myGov

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With myGov and **My Health Record** you can:

- See pathology reports.
- Add and manage your Advanced Care Plan (if you have one).
- Update important health information.
- Access this information from the convenience of your own computer at home, safely and securely.
- Manage what others see about your medical history.
- Allow **Representatives**, such as a family member, friend or health professional who is helping with your care, to access your health record.
- Manage exactly what kinds of information your Representatives – and even your doctor – can see.

With myGov and Medicare you can:

- Lodge and process claims, and see information about benefits such as which medicines are covered by Medicare.
- Claim a Medicare refund online, without the hassle of leaving the house. You can learn how to lodge a Medicare claim, step-by step, in the course called, *Process a claim with myGov*.



My Health Record

Access health information
from Medicare and
My Health Record
with myGov