

# Australian Government Mobile Service Centres



**centrelink**

**medicare**

**child support**

**If you live in a rural area, you may need to travel greater distances to access government payments and services. To make it easier for you to access these services, we're bringing them to you and your community.**

Mobile Service Centres travel extensively throughout rural and regional Australia and also to disaster affected areas to provide help and support.

Staff from the Department of Human Services travel with the Mobile Service Centres and can help you with Centrelink, Medicare, Child Support and Australian Hearing payments and services. Our Mobile Service Centres also have disabled access.

Information about Department of Veterans' Affairs programs and support services for veterans and their families will also be available.

Wi-Fi is available for visitors to the Mobile Service Centre and staff will be able to help you create a myGov account. myGov is a simple and secure way to access government services online.

Our staff will provide you with friendly face-to-face service, information and support. From time to time, representatives from other government agencies also travel with the Mobile Service Centres.

## Information and help you can access on board the Mobile Service Centres

We provide information, help and support to rural and regional communities, including:

- families
- older Australians
- students
- job seekers
- people with disability
- carers
- farmers
- self-employed people.

We can assist you with:

- registering and using the department's online services
- new claims for Centrelink payments
- updating and confirming Centrelink and Medicare information
- conducting a free hearing health check for people 16 and over
- information on how financial matters may impact on payments
- assistance with payment and service options
- rural payment entitlements for eligible farmers
- non-cash Medicare transactions
- enrolling for and issuing new Medicare cards
- updating and re-issuing Medicare cards
- social work support and referrals.

## More information

To view the latest itineraries for the Australian Government Mobile Service Centres, visit **[humanservices.gov.au/mobileoffice](http://humanservices.gov.au/mobileoffice)**

The stopping locations for Mobile Service Centres are promoted in each town and on social media before each visit.

## Disclaimer

This information is intended as a guide only. The information is correct as at July 2018. If you use this publication after that date, please check with us that the details are current.



**Australian Government**  
**Department of Human Services**

**[humanservices.gov.au](http://humanservices.gov.au)**