



A quick update on initiatives happening within the department.

A new way to give us proof of birth

As of April 2015, if a customer has lodged a pre-birth claim, the easiest way to provide us with proof of birth for their baby is by using the 'Add newborn' service on the Express Plus Centrelink mobile app.

This is a consolidated app that combines functions and tools for customers receiving Families, Student and Jobseeker payments and services.

Customers will need to answer some questions about their baby and attach a photo of the Proof of Birth declaration from their Doctor or Midwife. This declaration is on the back page of the Newborn Child Declaration.

If the customer didn't lodge a pre-birth claim prior to the birth of their baby, they can submit their declaration online using myGov.

More information on these, and other updates can be found on our website humanservices.gov.au/families.

New! Changes to Centrelink Online accounts

myGov will soon be the only way customers can access their Centrelink online account. Once a customer has created a myGov account, they can link their Centrelink, Medicare and Child Support online accounts within their myGov account.

myGov is a simple and secure way to access a range of Australian Government services online including: Centrelink, Medicare, Child Support, the Australian Taxation Office, Personally Controlled eHealth Records, Department of Veterans' Affairs and the National Disability Insurance Scheme.

Customers who use myGov need only one username and password to access all of their accounts. Detailed guides and information on myGov can be found on humanservices.gov.au/myGov.

Customers can also ask us questions about myGov on [Twitter @mygovau](https://twitter.com/mygovau) or subscribe to our YouTube channel and watch instructional videos at youtube.com/mygovau.

The myGov factsheet has been translated into multiple languages. Please let me know if you would like more information about connecting with the department online.

Reminder! Income estimates for 2015-16

The new financial year is nearly here, which means it's time for customers to update their family income estimate. It's important that customers provide an accurate income estimate to make sure they are paid the correct family assistance, including Family Tax Benefit and Child Care Benefit.

Customers can update their family income estimate using their Centrelink online account through myGov or Express Plus Centrelink mobile app.

More information on these, and other updates can be found on our website humanservices.gov.au/families.