This guide will step you through some of the main transactions you can do online.

Connecting with us online means you can manage some of your business with Centrelink, Medicare and Child Support at a time and place that suits you. This includes accessing and managing your eHealth record online.

By using an online account you don’t have to wait in line at a service centre or on the phone, saving you time for more important things.

You can also refer to our step-by-step online guides on our website at humanservices.gov.au/onlineguides or watch our instructional videos.
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Create your myGov account

Create a myGov account to manage some of your government services online at my.gov.au

Create your myGov account

To create a myGov account:

1. Go to my.gov.au
2. If you are new to myGov, select ‘Create a myGov account’.
   Note: if you have an australia.gov.au account, log in using your current user ID and password.
3. Accept the terms of use after you have read them and select ‘Next’.
4. Enter your email address. This email address must not be shared with another person so that we can send you secure information, such as how to recover your username if you forget it.
5. Enter a password that you can remember. Your password needs to be at least seven characters long and include at least one number.
6. For further security, choose three secret questions and answers.
7. Select ‘Next’ and your myGov account will be created. You’ll be given a username which will be emailed to you, but just in case, write it down and keep it safe.

Once you have created your account, you can link your Medicare, Centrelink and Child Support online accounts, your eHealth record and more.

Registering for one of our online accounts

If you’re not registered for a Medicare, Centrelink or Child Support account but want to be, you’ll need some additional documents. This may include a bank statement, Medicare card or your Customer Reference Number and some information regarding your recent activity with the service.
Link your other online accounts to your myGov account

Once you’ve created a myGov account, you can access your Medicare account, eHealth record and Centrelink, Child Support, Department of Veterans’ Affairs and National Disability Insurance Scheme online accounts. You need to link the services you want to use or those you’re already registered to use.

Once you have created your myGov account, you can link your online accounts.

To link another online account:

1. Click the ‘Services’ button on your myGov home page. All the services currently available will be listed.
2. You will be asked to select the option that best describes your situation.
3. If you already have an online account for that member service, select Option 1 ‘I have an online account’ then use your normal logon details.
   • You will need to answer a few more questions to link the service to your record.
   • Repeat this with the other services you want to use.
   • If you need help, click the button on the top right-hand corner.
4. If you do not have an online account for that member service, select Option 2 ‘I do not have an online account’.
5. You may be asked to verify information and will need documents on hand to complete the registration. This may include a bank statement, Medicare card or your Customer Reference Number and some information regarding your recent activity with the service.
6. You will be asked questions based on information you’ve already given to the member service to make sure the correct record is linked.
7. Repeat this with the other services you want to use. If you need help, click the help button on the top right-hand corner.
8. Once your services are linked, they will appear on your myGov homepage. You’ll be able to access them with one username and one password through my.gov.au

New services will be added in the future and you can link them to your myGov account when you want.
Submit your documents online

Use a Centrelink online account to provide documents quickly and easily. You can use a camera or scanner to capture an image, or use a file already on your computer. You can submit any document we request, as long as it isn’t being used to prove your identity to us. This can be provided at a service centre.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. On the left hand menu, go to ‘Documents and Statements’ > ‘Upload Documents’.
4. Select your document type from the list. For example, a school enrolment form would come under ‘Study’.
5. Select ‘Choose files’ and the file you wish to upload. The file will appear in the right hand column.
6. Select ‘Submit documents’ to upload the files to your record.
7. You will receive a notification the document was submitted and you can view it in your Upload history.
Claim Youth Allowance (students)

Youth Allowance provides financial help for young people to study or train. If you want to claim Youth Allowance, lodge your claim online.

Don't have a Centrelink online account?
1. Go to humanservices.gov.au
2. Select ‘Log on’ > ‘Centrelink Online Services’ > ‘Log on’ > ‘Register’.
You will need some basic personal details and your Customer Reference Number (CRN), if you know it.

Before you claim, it would be useful if you have your tax file number and bank account details. If you are under 18 years old you will need your parents’ bank account details.

You should start your claim if you don’t have this information right now. This will allow you to be paid from the earliest possible date. You can come back to your claim later by logging back into your online account.

You can apply before you have course confirmation—just let us know your intended course details. Don’t worry if these details change, we can update them later.

Follow the simple steps below:
2. Select ‘Apply for a payment’ > ‘Make a claim’ from the left hand menu.
3. Answer the claim questions. It is handy to have bank account and tax file numbers nearby. You can save and exit the claim at any time, but remember you should complete it within 14 days—the sooner we have your claim, the sooner your entitlement can be assessed.
4. Submit your claim. We will tell you at the end of the process if you need to complete any other forms or provide any verification documents such as proof of identity. You are given 14 days to provide these documents—the sooner we have them, the sooner your claim will be processed.
5. Once you’ve finished you may be eligible for Youth Allowance if you are:
   • 16 to 21 years old and looking for full-time work or undertaking approved activities
   • 18 to 24 years old and studying full-time
   • 16 or 17 years old and have completed year 12 or equivalent
   • 16 or 17 years old and in full-time secondary study, and need to live away from home in order to study, or are considered independent for Youth Allowance, or
   • 16 to 24 years old and undertaking a full-time Australian Apprenticeship.

To find out more about eligibility for Youth Allowance, go to humanservices.gov.au/youthallowance
Report your employment income

You must report your employment income on or after your reporting day, you cannot report early. Report your employment income by 5pm on your reporting day to avoid any delays in receiving your payment.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
4. Carefully read the information on the ‘About this service page’. This contains the dates for your reporting period and other information you may need to provide.
5. If there have been changes to your circumstances select ‘Yes’ and provide these details.
6. ‘Employers recently worked for’ will be displayed. Add a new employer by selecting the ‘Add New Employer’ button.
7. Enter your gross income earned and the hours you worked during the reporting period. Your gross income is the amount you earned before tax. You must include details for all the employers you have worked for in the reporting period.
8. Enter any income earned from other sources during the reporting period, including paid leave.
9. If you have a partner who has earned income during this reporting period enter these details.
10. If you are on an activity test, or participation payment, you will need to answer questions about your approved activity.
11. If you have not undertaken your approved activity, answer ‘No’ and provide a reason.
12. Review your details and select ‘Submit’.
13. You can print this receipt page for your records.

Important information will be provided including details of your next payment and your next reporting date.

You will be provided a receipt number and summary of the details you have reported. You only need to make further contact if you receive a message advising you to contact us.
Apply for an advance payment

You can apply for an advance payment using your Centrelink online account. There are different conditions depending on your payment type.

To apply for an advance payment:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select ‘View/Apply/Manage Advance Payments’ from the left hand menu.
   - If you are not eligible, you will see a blue information box which will explain why you are not eligible at this time.
   - If you are eligible, you will see a summary of your past or current payments. You can start your application.
4. Indicate how much money you have left over at the end of each fortnight.
5. You will be given a minimum and a maximum and asked to select how much you would like to apply for.
6. Choose if you would like a single payment or two separate payments.
7. Check your details are correct and select ‘Submit’.
8. You will be provided a receipt number and summary and confirmation if your application has been successful.
9. Print this page for your records.

Your payment will be in your account between one and three working days depending on your payment type.

Advance payment conditions

For non-pension customers (i.e. Newstart Allowance, Youth Allowance)
• You can receive one advance per 12 month period.
• You cannot have an existing advance of the same type.
• The minimum amount is $250.
• The maximum amount is $500.

For pension customers (i.e. Age Pension, Disability Support Pension)
• You cannot receive an advance payment if you have received an advance payment more than 12 months ago which has not been repaid.
• You can receive multiple advance payments (as long as the minimum amount is available each time).
• The minimum and maximum amounts are based on the individual’s rate of payment.

For Family Tax Benefit customers:
• You can be paid a regular advance (new advance is paid automatically if ongoing eligibility is met).
• Regular advances are paid at the minimum amount.
• You can be paid a one-off advance on application.
• The one-off amount will depend on what you can afford to repay.
• You must have fully repaid any advance payment of Family Tax Benefit which was granted more than 12 months ago.
Update your address or accommodation details

You need to tell us if you move or if your accommodation situation or contact details change. You can update your details using your online account.

To update your address, accommodation, telephone or email details:

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select ‘Personal details’ > ‘View/update address’, ‘Accommodation’ or ‘Contact details’ from the left hand menu.
4. View your current details and if changes are required select ‘Update’.
5. Select the details that require updating and select ‘Continue’.
6. Answer the questions presented to you and then enter your new contact details.
7. You will need to answer a few questions about your change in circumstance. The questions will be based on the type of changes you make and your circumstances.
8. Review your details and select ‘Submit’.
9. You will be provided with a receipt number, a summary and confirmation of the details you have updated. You only need to make further contact if you receive a message advising you to contact us.
10. If we need to verify your new rent details, we will send you a letter. The best way to access this information is by registering to receive your letters online.
11. Select ‘View new details’ for a full summary of your changes.
12. Print this page for your records.
Request a document or replacement concession card

You can easily get a copy of documents such as your income statement or payment summary using your Centrelink online account. You can also request a replacement concession card.

To request an income statement:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select ‘Documents and statements’ > ‘Request a document’ from the left hand menu.
4. Select the document type from the list provided.
5. Choose to receive your document to print immediately, or have it sent to your mailing address. Replacement concession cards can only be received via mail.
Update your study details

You need to tell us if your study situation changes, such as if you begin or stop studying, change educational institutions or reduce your course load.

To update your study details:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Go to ‘Student updates’ > ‘View/update student details’ from the left hand menu.
4. Select ‘Update’ or ‘Add New Course’ from the list.
5. To update your course select either ‘My study end date has changed’ or ‘I need to update my current course’.
6. Add the new details.
7. To add a new course enter in as much information as you have about the new course.
8. If you have all your course information, choose ‘I will be studying a new course’ and enter details, especially in all boxes with a red asterisk.
9. You’ll then get a ‘Review page’ with a summary of the changes you have made.
10. Check these details carefully as you may be required to provide proof of your study details. Accept the declaration.
11. Once you submit the changes you will be given a receipt number. Print this for your records.
Update your Family Income Estimate

You need to update your Family Income Estimate if your circumstances change to ensure you receive the correct payment amounts.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select ‘Family Assistance’ > ‘Update Family Income Estimate’ from the left hand menu. The ‘About this Service’ page will be displayed.
4. Update your estimate—Select ‘Start now’, the ‘Current Financial Year’ or the ‘Next Financial year’. The ‘Income Details’ screen will be displayed.

The current financial year can be updated at any time. The new financial year can be updated between April and June each year.

5. Answer the required questions—there’ll be questions for you to answer about your income. We need the most accurate estimate you can give us. This means income for yourself and your current partner. Make sure you include income from all sources, not just your taxable income. Other income can include things like rental property income or losses, income you may get from overseas or fringe benefits you get from your employer.
6. Select ‘Continue’.
7. Review your details and select ‘Submit’.
8. A declaration will be displayed for you to read. If you disagree with the declaration, your estimate will not be recorded on your customer record. Select ‘I accept this declaration’ for your income estimate to be accepted and select ‘Submit’.
9. The ‘Possible Overpayment’ page will be displayed if it’s relevant to your circumstances. It will display your receipt number and any possible overpayments for Child Care Benefit for the current financial year. You will need to select one of the options on this page and select ‘Submit’.
10. The ‘Receipt’ page will show your receipt number and the result of the update including the new income estimate provided and your rate of payment.

Don't forget you can update your current financial year estimate any time your circumstances change.

We will balance your payments after the end of the financial year when we have confirmed your income with the Australian Taxation Office or you have told us you are not required to lodge a tax return. If you overestimate your income you may be underpaid and you’ll receive any additional entitlements when your payments are balanced. If you underestimate your income, you may be overpaid and incur a debt which you’ll have to pay back.

If you or your partner receives an Income Support Payment, you will need to update your income or earnings for these separately. The easiest way to do this is via your online account or Express Plus app.
Manage your Centrepay payments online

Centrepay is the easy way to pay your bills. Centrepay is a free direct bill paying service available to customers who receive a Centrelink payment. You can manage most of your Centrepay deductions from your Centrelink online account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select the ‘Deductions’ menu to view, add or change your Centrepay deductions.
4. You can view your current deductions on the Deduction Summary page. To view, change or cancel a current deduction, select the name of the organisation.
5. To add a new Centrepay deduction, select Add ‘Centrepay’ or ‘Tax Deduction’ on the Deduction Summary page.
6. When adding a Centrepay deduction make sure you have:
   • your account reference number from your service provider
   • the amount you want deducted from your Centrelink payment each fortnight
   • the Centrelink payment from which you want the deduction to be paid
   • the date you want the deduction to start.
7. When you have completed adding or varying a Centrepay deduction, review your details and select ‘Submit’.
8. You will be presented with your future payments to ensure that the deductions are correct.
9. From your Deduction Summary page, you can also view your deduction history, deduction priority order and your cancelled deductions.
10. We will advise you in writing of any changes you make to your Centrepay deductions.

For more information on Centrepay, go to humanservices.gov.au/centrepay
Change your payment destination

You can update your payment destination online. The account must be in your name or in joint names with another person. If the account is not in your name, you can’t use this service. If the account is in joint names, you can only update your own payment destination. If your partner wishes to have their payment destination updated, they must log in to their online account.

You can only update your payment destination if:

• you receive a current Centrelink payment (this does not include Seniors Supplement)
• you receive Youth Allowance or Abstudy and are over 18 years of age or have the payment going to you and not to your parent
• the payment destination is not a Group Payment Schedule (paid to State Trustees or a nursing home, etc.)
• the payment destination is not paid to an overseas account (you normally live overseas and are only back in Australia for a visit)
• the payment is not made to someone else on your behalf (you have a payment nominee).

To update your payment destination:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
3. Select the ‘View/Update Payment Destination’ option on the entry page. You will be able to view all your current payment destinations (unless you have a payment nominee).
4. Select the ‘Update’ option. You will be presented with the ‘About this service’ page. Please read this information to make sure you can use this service. If you cannot use this service, select ‘Cancel’, otherwise, select ‘Start Now’.
5. You will be presented with the ‘Update Payment Destination—What do you want to do?’ page. Select ‘Continue’.
6. You will need to complete your BSB number, Account number and Name of account holder. To search for your BSB select the ‘BSB Search’ button and enter the name of your financial institution, state and suburb.
7. From the ‘Enter Details’ page, select ‘Continue’ to go to the ‘Update Payment Destination—Apply these details’ page. If you think you have made an error, select ‘Back’ or if you do not want to continue, select ‘Cancel’.
8. On the ‘Update Payment Destination—Apply these details’ page, you need to select the payment/payments you want sent to this account. Once the selection has been made, select ‘Continue’ to go to the ‘Update Payment Destination – Review and Submit’ page.
9. Check the details are correct, read the declaration and select ‘Submit’ to go to the ‘Receipt’ page. You can also choose to go ‘Back’ to the previous page or ‘Cancel’ to stop the process.
10. The ‘Update Payment Destination—receipt page’ will confirm the update has been successful and confirm the payment destinations for your payments.
View and transfer or recall funds to your BasicsCard

Money can be transferred from your Income Management account to your BasicsCard and recalled from your BasicsCard to your Income Management account. The easiest way to keep track of your BasicsCard balance is by accessing your Centrelink account online.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
4. Your current balances and any recent transactions will be displayed.
5. Select either ‘Transfer Funds to BasicsCard’ or ‘Recall Funds From BasicsCard’.
6. Read ‘About this service’ and select ‘Start now’.
7. Enter the amount of funds you wish to transfer or recall and select ‘Continue’.
8. Review your details and select ‘Submit’.
9. A receipt number will be provided. Select ‘Print this page’ or ‘Return Home’.

For more information on BasicsCard, go to humanservices.gov.au/basicscard
View your Centrelink letters online

You can use your Centrelink online account to view most of your letters online, instead of receiving them through the post. You can view, print or save letters, and they will remain accessible in your online account for 90 days. We will continue to send some letters to your postal address. These include letters with reply paid envelopes, paper forms that you are required to fill and return and some brochures that are not currently available online.

Letters are displayed in Portable Document Format (PDF). To view them you will need a PDF viewer. Download a free PDF viewer from the Adobe website.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Centrelink online account.
4. The ‘View Online Letters’ page will display information about the service. Scroll down for a list of your current letters.
5. Letters displaying the ‘Green Envelope’ beside them and with the titles in bold text have not been viewed. To view, select the title of the letter under the heading ‘Letter’.
6. The document will open in a separate window. You can print this document by selecting the print icon or selecting ‘File’ > ‘Print’ from the menu. You can also save a copy of this letter by selecting this option from the File menu. These are usually located at the top left hand side of the page.
7. If a letter includes extra information or an online brochure, this will display under the heading ‘Attachments’. Select ‘Show’ to view the details of the attachment.
8. Details of the attachment will be displayed as a link. To open the attachment, select the relevant link.

Note: This will open a new window in your browser. The information contained within this new tab is not part of your secure online account. You will be directed to a page on humanservices.gov.au

9. Your secure session within your Centrelink online account will remain open. Select the original window to return to your details.
10. Once you have viewed a letter there will no longer be a green envelope symbol showing and the letter details will not be in bold. The letter will be available for you to view and print for 90 days from its sent date.
11. If you are the correspondence nominee for another person, their letters will be displayed further down the page. Scroll down the page to view these letters.
12. Once you have finished viewing your letters, scroll down to the bottom of the page and select ‘Return home’.
Lodge a Medicare claim for services

You can lodge some basic GP Medicare claims online with your Medicare online account. You can submit claims for anyone listed on your Medicare card. If you have registered your bank account details with us, your benefit will usually be paid into your account the next working day.

To claim online:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Medicare online account.
3. Select ‘Lodge a Medicare claim’ > ‘Start claim’.
4. Select the customer on the card that you want to lodge a claim for and select if the doctor’s account has been paid in full. Select ‘Next’.
5. Enter the provider number, which can be found on your doctor’s account.
6. Enter the item number, date and cost for each service you want to claim. Select ‘Next’.
7. The next screen will show a summary of your claim. If you are happy with the summary, select ‘Submit Claim’.
8. The next screen will show a ‘Claim Successful’ page.

You will receive your rebate into your nominated bank account within one to two days.

Only some consultations can be claimed through your Medicare online account.

You can claim the following item numbers online:
- Item 3—GP Consultation—Level ‘A’
- Item 23—GP Consultation—Level ‘B’
- Item 36—GP Consultation—Level ‘C’
- Item 44—GP Consultation—Level ‘D’
- Item 53—Other Medical Practitioner Standard Consultation
- Item 54—Other Medical Practitioner Long Consultation
- Item 57—Other Medical Practitioner Prolonged Consultation
- Item 5020—GP Consultation—Level ‘B’ (after hours)
- Item 5060—GP Consultation—Level ‘D’ (after hours)
- Item 5200—Other Medical Practitioner Brief Consultation (after hours)
- Item 5203—Other Medical Practitioner Standard Consultation (after hours)
- Item 5207—Other Medical Practitioner Long Consultation (after hours)
- Item 5208—Other Medical Practitioner Prolonged Consultation (after hours)
- Item 10951—Diabetes Education Service
- Item 10952—Audiology Health Service
- Item 10953—Exercise Physiology Service
- Item 10954—Dietetics Services
Lodge a Medicare claim for services—continued

- Item 10956—Mental Health Service
- Item 10958—Occupational Therapy Health Service
- Item 10960—Physiotherapy Health Service
- Item 10962—Podiatry Health Service
- Item 10964—Chiropractic Service
- Item 10966—Osteopathy Health Service
- Item 10968—Psychology Health Service
- Item 10970—Speech Pathology Health Service.

Although you may have a claim for an eligible item, you can't claim through your Medicare online account if:

- the item is for a service provided to someone who is not on your Medicare card
- the service was provided more than two years ago
- the item is for a service provided for a hospital or approved day facility in-patient
- you have been bulk billed for the item.

If you can't lodge your Medicare claim online, it can be lodged at a service centre, by post, or by calling 132 011.
Request a replacement or duplicate Medicare card

You can request a replacement or duplicate card via your Medicare online account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Medicare online account.
3. Select 'Replacement or duplicate card'.
4. Select either a replacement card or a duplicate card.
5. If you’ve selected a replacement card, select the reason it is required. You also have the option to request a duplicate copy of the new Medicare card.
6. Select ‘Submit’.
Update your banking details

Medicare payments may be paid directly to your bank account. Ensure your bank account details are correct so you can get your payments paid directly to your account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Medicare online account.
3. Select ‘Banking details’.
4. Enter your BSB number, account number and name of account holder and select ‘Submit’.
5. Your bank account details will display on the screen.
6. If the details are correct select ‘Yes’ or select ‘No’ to make any changes.
7. Your bank account details have now been updated.
Update your personal details

Make sure your personal details are up to date with your Medicare online account.

To update your details:
1. Go to my.gov.au and sign in to your myGov account.
2. Access your Medicare online account.
3. Select ‘Personal Information’.
4. Select ‘Next’ at the bottom of the contact details page.
5. To update your address details, select the address you want to update from the drop down box.
6. Enter your suburb and postcode and choose the correct address from the search results. Alternatively you can manually type these details into each of the fields. Select ‘Next’.
   When the address has been selected and is complete it should appear in a line of text under the ‘Search’ box.
7. Select ‘Submit’. A summary of the new details will be displayed.
8. Select ‘Submit’. A confirmation screen will be displayed.
View your child’s immunisation history statement

The Australian Childhood Immunisation Register provides parents and guardians with immunisation history statements as a record of their child’s immunisations. The Immunisation Register records vaccinations given from 1 January 1996 to children up to seven years of age. This means that immunisation history statements do not display details of vaccinations given before January 1996 or after the child turns seven years of age.

To view your child’s immunisation history statement:

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Medicare online account.
3. Select ‘Your child’s immunisation history’.
4. Select the child’s name whose statement you wish to view and select the box to confirm that you are the parent or legal guardian.
5. Select ‘View Statement’. Their immunisation history statement will be displayed.
6. You can select ‘Request New Statement’ to view statements of another child.
Update your personal details

You can use your Child Support online account to update your personal details such as your address, contact number and email address.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Child Support online account.
3. Select ‘Personal details’ from the menu on the left hand side.
4. Select ‘Update contact’ details.
5. Select which details are to be updated from the drop down list.
6. Select ‘Edit’ and complete the relevant fields.
7. Once updated, the ‘Submit’ button will appear.
8. Select ‘Submit’ once your details are updated or ‘Reset’ to clear fields.
Update your banking details

You can use your Child Support online account to update your bank account details.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Child Support online account.
3. Select ‘Personal details’ > 'Update bank details' from the left hand menu.
4. Add the new details, ensuring that the BSB number and account details are correct.
5. Once you have entered all the details select ‘Next’.
6. Confirm your bank details are correct and select ‘Submit’.

**Note:** the change to your bank account details should be finalised within 14 days.
Advise of a change of care arrangement

If your caring arrangements change, you can advise us using your Child Support online account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Child Support online account.
3. Select ‘Children’ from the menu on the left hand side.
4. Select ‘Advise a change of care’.
5. Select a case.
6. Enter care details.
7. Enter a parenting plan, court order or agreement if applicable.
8. View your summary and select ‘Submit’.
Lodge a non-agency payment

If you receive a payment from another agency, let us know using your Child Support online account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Child Support online account.
3. Select ‘Payments’ from the menu on the left hand side.
4. Select ‘Advise of non-agency payments’.
5. Select the relevant case and select ‘Next’.
6. Answer the two questions relating to payments.
7. Enter the payment details, select ‘Next’.
8. Review the information and select ‘Submit’.
Supply an income estimate

Use our income calculators to help you supply your income estimate with your Child Support online account.

1. Go to my.gov.au and sign in to your myGov account.
2. Access your Child Support online account.
3. Select ‘Income’ from the menu on the left hand side.
4. Select ‘Update your current income’.
5. Select a case and select ‘Next’.
6. You can use the ‘Year to Date Income calculator’ or ‘Estimate Income Calculator’ to calculate your income or estimated income details.
7. Enter your details, review and select ‘Submit’.
Register for an eHealth record

Your eHealth record is a secure online summary of your health information. You control what goes into it and who is allowed to access it. Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care.

To register for an eHealth record, go to ehealth.gov.au.

It only takes four simple steps to register. These steps are:

1. Read essential information
2. Create a myGov account or login to your existing account
3. Verify your identity
4. Set up your eHealth record.