

Christmas, New Year holidays see... Changes to payments and services

THERE will be some changes to payments and services over the Christmas and New Year holiday period for Centrelink, Medicare and Child Support customers.

All service centres and most phone lines providing Centrelink, Medicare and Child Support services will be closed on Tuesday, December 25, Wednesday, December 26, Thursday, December 27 and Tuesday, January 1.

Department of Human Services general manager, Hank Jongen, said self-service options will continue to be available during the holiday period and people can still use myGov to access their online accounts.

"The department's Express Plus mobile apps, phone self-service lines and online accounts are the easiest way to do business with us over the Christmas and New Year break," he said.

"You can use your Centrelink online account through myGov to change some of your appointments, apply for an advance payment and request a document."

Mr Jongen said people would be able to check their reporting dates, report employment income, update their details and also lodge some Medicare claims.

Automatic payments would not be delayed by the holidays, but some people may get their payments earlier than usual.

"People who are due to report on a

holiday closure date may need to report early...their payment will be made after they have reported," Mr Jongen said.

"Reporting dates are on reporting statements and people can check them through their myGov and Centrelink online accounts or phone self-service.

"While reporting dates may be different, the assessment period remains the same.

"People still need to report estimates of earnings and other changes for their normal 14 day assessment period.

"There are no changes to Child Support arrangements, however, payments made after December 22 may be delayed by public holidays.

"People can continue to lodge Medicare claims at their doctor's office or using self-service.

"Critical services for Medicare providers such as organ donor and PBS authorities will remain available over the Christmas/New Year period."

People can transfer funds to their BasicsCard throughout the holiday period by using self-service or calling 1800 132 594 between 8am-5pm.

BasicsCard balances can be checked at any time by calling 1800 057 111.

Find out more about holiday period reporting and payment dates at human-services.gov.au/holidays.



MAKING A DIFFERENCE: Carevan treasurer Ross Johnston (left) accepts the generous \$12,000 donation from George Prothero from Alpine Truss.

Continued compassion from Alpine Truss, with \$12,000 gift to Carevan

CAREVAN Wangaratta recently received a \$12,000 contribution from George Prothero on behalf of Alpine Truss.

"This donation from George is vital to Carevan Wangaratta's sustainability," Ross Johnston, Carevan treasurer, said.

"George is a long-time supporter of Carevan and he has once again shown his compassion to the Wangaratta Community by making a donation

to help with the day-to-day running of the van."

Carevan Wangaratta provides meals to the community three nights a week, at three different locations (Bindall Avenue Mondays, Rangeview Tuesdays and Apex Park Wednesday).

Regular clientele includes the underprivileged, the homeless, and the lower socio-economic families of Wangaratta and surrounding district.

Anyone in need of a meal is welcome. None are turned away.

With no ongoing government funding, the day to day running of the service is reliant on donations like that of Alpine Truss.

For more information regarding Carevan's services, phone (03) 5721 2125, email info@carevanwangaratta.org.au, or visit www.carevanwangaratta.org.au and Facebook: [carevanwangaratta](https://www.facebook.com/carevanwangaratta).

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