

Australian Government Mobile Services Centres



centrelink

medicare

child support

If you live in a rural area, you may be affected by remoteness and may need to travel greater distances to access vital 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 regional Australia and also to disaster affected areas to provide much needed support and assistance.

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. From time to time, representatives from other government agencies also travel with the Mobile Service Centres.

Information and assistance you can access on board the Mobile Service Centres

The Mobile Service Centres provide a wide range of services. We can assist you with:

- new claims for Centrelink payments
- updating and confirming Centrelink and Medicare customer information
- conducting a hearing health check/hearing test
- information on how financial matters may impact on payments
- assistance with payment and service options to suit individual circumstances
- 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.

Our staff will provide you with friendly face-to-face service, information and support. They are specialists in rural and remote servicing and live and work in the communities they serve.

Mobile Service Centre customers

We provide information, assistance and support to all rural and regional customers, including:

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

How to find out more

To view the latest itineraries for the Australian Government Mobile Service Centres, visit

humanservices.gov.au/mobileoffice

The stopping location details for each Mobile Service Centre are promoted in each town and advertised in the media before each visit.

Disclaimer

This information is intended only as a guide to payments and services. The information is correct as at June 2014. 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