



Australian Government mobile service centres

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 (MSCs) travel extensively throughout rural and regional Australia to provide help and support. During natural disasters and emergencies, they can provide on-the-ground support for disaster recovery efforts.

Services Australia staff travel with the MSCs and can help you with Medicare and Centrelink payments and services. Our MSCs also have disabled access.

Our staff can also help veterans and their families connect to the Department of Veterans' Affairs phone line and online services.

Wi-Fi is available for visitors to the MSC 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 provide you with friendly face-to-face service, information and support. From time to time, representatives from other government agencies also travel with the MSCs.

More Information

To view the latest itineraries for the MSCs, go to servicesaustralia.gov.au/mobileoffice

The stopping locations are promoted in each town and on social media before each visit.

Information and help you can access on board the MSCs

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 agency's online services
- new claims for Centrelink payments
- updating and confirming Medicare and Centrelink information
- 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.