

INFORMATION FOR CUSTOMERS

# Australian Government Mobile Service Centre



## Serving Regional Australia

Visit the Mobile Service Centre to find out about Australian Government payments and services for rural families, older Australians, students, job seekers, people with disability, carers, farmers and self-employed people.

Information about Department of Veterans' Affairs programs and support services for veterans and their families will also be available.

Staff can provide you with information and support. They can also help you create a myGov account. myGov is a simple and secure way to access government services online.

For more information, go to [servicesaustralia.gov.au/mobileoffice](https://servicesaustralia.gov.au/mobileoffice)

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Services  
Australia

[servicesaustralia.gov.au/mobileoffice](https://servicesaustralia.gov.au/mobileoffice)

# 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 travel extensively throughout rural and regional Australia and also to disaster affected areas to provide help and support.

Staff from Services Australia travel with the Mobile Service Centres and can help you with Centrelink and Medicare payments and services. Our Mobile Service Centres also have disabled access.

Information about Department of Veterans' Affairs programs and support services for veterans and their families will also be available.

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

## More information

To view the latest itineraries for the Australian Government Mobile Service Centres, visit [servicesaustralia.gov.au/mobileoffice](https://servicesaustralia.gov.au/mobileoffice)

The stopping locations for Mobile Service Centres are promoted in each town and on social media before each visit.

## Information and help you can access on board the Mobile Service Centres

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 Centrelink and Medicare 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.