

# Family and domestic violence checklist



If you're experiencing family and domestic violence, we can help. Here are some things to keep in mind if you contact us.

## 1 Have you updated your personal details with us?

You'll need to update your personal details with Centrelink, Medicare or Child Support. This could be a new phone number, home address or postal address. This will make sure you get your payments, messages and letters from us. Talk to us first if you're concerned about your safety.

## 2 Does someone else deal with us on your behalf?

We may tell the other person if you change your circumstances, or end your nominee arrangement. Talk to us first if you're worried about your safety and someone else:

- is getting and using your Centrelink payment or Medicare benefit
- deals with Centrelink, Medicare or Child Support on your behalf
- has access to your online accounts for myGov, Centrelink, Medicare or Child Support.

**Please note:** you'll need to end arrangements separately with Centrelink, Medicare and Child Support.

## 3 Do you need help to understand our information?

We can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have disability, illness or injury.

Go to [servicesaustralia.gov.au/accessibility](https://servicesaustralia.gov.au/accessibility)

You can speak to us in your language. Call **131 202** about Centrelink payments and services. Or, call the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

You can find information in your language at [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

If you're an Aboriginal or Torres Strait Islander person, call our Centrelink Indigenous Call Centre on Freecall™ **1800 136 380**.

## 4 Do you have access to personal identity documents?

We may ask you for personal identity documents. This could include documents like a:

- driver licence
- birth certificate
- bank card.

There's an easy way to prove who you are online. Download the myGovID app. Go to [mygovid.gov.au](https://mygovid.gov.au)

If you don't have access to them, we can still help you. We'll work with you to find other options.

## 5 Has someone stolen your personal details?

Our Scams and Identity Theft Helpdesk can give you advice and support (including myGov users). You can talk to them about scams and if you've lost, or someone has stolen, your personal details. You can also talk to them if you're concerned about the security of your records. Call the helpdesk on **1800 941 126** Monday to Friday, 8 am to 5 pm, AEDT.

## 6 Do you have secure access to a bank account in your own name?

As part of your safety planning, you should have secure access to a bank account in your name only.

If you'd like us to send your payments to that account, you'll need to change your bank account details. Remember, you'll need to do this separately for Centrelink, Medicare and Child Support.



