



Australian Government
Department of Human Services



Department of Human Services

Information for supporting families

Department of Human Services

The Department of Human Services is the focal point for social and health related services

Vision – Excellence in the provision of Government services to every Australian

Mission – Connecting Australians to the services they need.

Incorporates key program delivery for:

- Medicare
- Centrelink
- Child Support



Did you know?

In 2013/2014 financial year . . .

The Department of Human Services:

- administered payments worth **\$159.2 billion**
 - **\$22.1 billion** paid in family-related payments
 - **\$3.5 billion** transferred in child support for 1.2 million children
 - **\$358 million** Medicare claims processed
- recovered **\$1.27 billion** in outstanding Centrelink debts

2.9 million myGov online accounts were activated in 2013/2014

Currently there are over **5 million** active myGov accounts



DHS Specialist Officers

The Department has a number of specialist officers who can provide additional support :

- Social Workers
- Financial Information Service Officers
- Indigenous Service Officers
- Multicultural Service Officers
- Community Engagement Officers
- Prison Liaison Officers
- Grandparent Advisers
- Families Stakeholder Coordinators

Grandparent Advisers

A Grandparent Adviser can help you by:

- Understanding your family circumstances
- Providing information and access to our payments and services
- Arranging appointments for you with our specialist staff
- Arranging referrals to other federal, state and community service providers

Contact a Grandparent Adviser on
1800 245 965 (Freecall TM service)



The screenshot shows a webpage titled "Support for non-parent carers". The page includes a navigation menu with options like "Home", "Find us", "Contact us", and "Cpncwa". Below the menu is a grid of service categories such as "Families", "Separated parents", "Job seekers", "Older Australians", "Your health", and "People with disability". The main content area features a heading "Support for non-parent carers" and a sub-heading "Payments to help non-parent carers". A text box states: "We provide payments and services to non-parent carers, such as grandparents, who provide full time care for a child." Below this is a section "on this page" with links to "Payments to help non-parent carers", "Payments to assist with health care", "Medicare services", "Child support for non-parent carers", and "Other government and community support services". A "Payments to help non-parent carers" section lists several benefits: Child Care Benefit, Child Care Rebate, Jobs, Education and Training Child Care Fee Assistance, and Grandparent Child Care Benefit. A sidebar on the right lists "Payments & services" including Carer Adjustment Payment, Carer Allowance, Carer Payment, Carer Supplement, Child Care Benefit, Child Care Rebate, Child Disability Assistance Payment, Child support assessment, Disability Support Pension, Foster Child Health Care Card, Grandparent advisers, and Parenting Payment.

Payments for families

We provide payments to help you with the expenses of raising children and looking after health issues:

- Newborn Supplement
- Child Care Benefit/Child Care Rebate
- Grandparent Child Care Benefit
- Foster Care Health Care Card
- Carer Allowance
- Family Tax Benefit
- School Kids Bonus
- Parental Leave Pay
- Dad and Partner Pay
- Double Orphan Pension
- Strengthening Immunisation



Indigenous Specialist Officers (ISOs)

ISOs are a vital and an expert connection point linking the Department to Aboriginal and Torres Strait Islander customers and communities. ISOs complement and add value to existing service delivery arrangements by:

- Identifying customer and community service gaps and/or trends through established relationships, service delivery interactions, capacity building and internal/external management information
- Delivering key messages regarding programs and services to increase the level of understanding, awareness and service uptake by Aboriginal and Torres Strait Islander customers and communities



Indigenous Specialist Officers (ISOs) role ... continued

- Assessing relevant available data in order to develop effective service delivery responses aimed at minimising or eliminating identified service delivery gaps
- Brokering internal and external stakeholder relationships to assist with implementing holistic and sustainable service delivery responses
- Developing and maintaining partnerships with service providers and Aboriginal and Torres Strait Islander Australians
- Advocating for vulnerable Aboriginal and Torres Strait Islander Australians to achieve outcomes that effectively lessen the level of disadvantage experienced by individuals and/or the community

Contact the Indigenous Call Centre on **1800 136 380**

Families Stakeholder Coordinators (FSCs)

The FSCs responsibilities include:

- Working with relevant national/state stakeholders to understand customer needs; improve service delivery; correct misinformation; educate the community on new initiatives or changes to existing initiatives
- Promote the department's programs, payments and services
- Deliver Families messages to a broader sector
- Arrange information sessions and focus groups for stakeholders
- There are six FSCs based in:
 - Sydney (NSW & ACT)
 - Melbourne (Vic & TAS)
 - Townsville (Nth QLD/NT)
 - Adelaide (SA)
 - Perth (WA)
 - Brisbane (Sth QLD & Nth NSW)

Our Partnerships

The Department has contact with the majority of Australians throughout many stages of their lives.

Customers often contact at times of crisis or distress such as separation, family violence, homelessness and financial difficulty and they may not know where to go to get the help they need.

The Department offers a range of referral options including internal Social Workers or externally to one of the various government-funded services such as:

- 1800RESPECT
- Child Abuse Prevention Service
- Family Relationships Advice Line
- Financial Counselling Australia
- Kids Helpline
- Lifeline
- MensLine Australia
- Stepfamilies Australia



The Family and Domestic Violence Strategy - Background

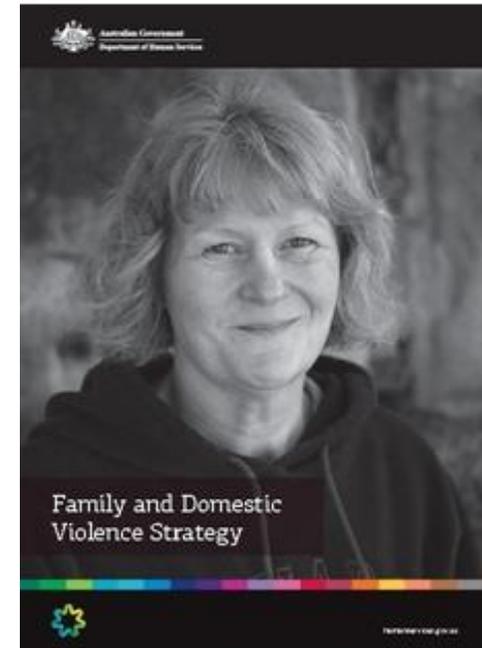
Launched 31 July 2013

The Strategy reflects:

- *National Plan to Reduce Violence Against Women and their Children 2010-2022*
- The Australian Law Reform Commission's report '*Family Violence and Commonwealth Laws – Improving Legal Frameworks*'

The Strategy recognises:

- Both men and women can be users or survivors of violence, but the majority of the violence is perpetrated by men against women
- There are different types of violence and different relationships
- Particular vulnerabilities such as age, ability, culture or religion



Further Information

- Information about family and domestic violence can be found on our website by searching 'domestic violence'
- We have updated the *Help for people experiencing family and domestic violence* brochure
- Information about other services can be found by searching under 'separated parents' in our service finder



Digital Services

The screenshot displays the Australian Government Department of Human Services website. At the top, it features the Australian Government logo and the Department of Human Services name. Navigation links include 'Corporate', 'Business', 'Community', 'Health professionals', and 'Minister'. A 'customer online accounts' section includes a 'myGov Log on' button and links for 'Register' and 'Help'. Below this is a search bar with a 'Search' button and a 'Turkce' language selector. The main heading asks 'How can we help you?' and lists services: 'centrelink', 'medicare', and 'child support'. A grid of service categories is shown, including Families, Separated parents, Job seekers, Older Australians, Your health, People with disability, Students & trainees, Migrants, refugees & visitors, Carers, Rural & remote Australians, Indigenous Australians, and Help in an emergency. At the bottom, there are links for 'Corporate', 'Business & employers', 'Community', and 'Health professionals'. The footer contains the Department of Human Services name, icons for 'Payment Finder', 'Service Finder', and 'Print large version', and a list of 'General subjects' including 'Customer Information', 'General Information', 'Corporate Information', and 'Sections'.

Online Options

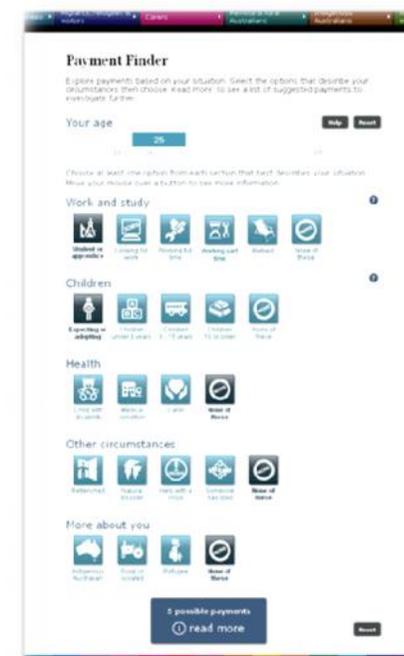
- Centrelink
- Express Plus apps
- Child Support
- eHealth
- Document Lodgement Service
- Phone Self Service and Place in Queue
- Payment Finder
- Service Finder
- myGov
- Medicare

Online tools to help find payments and services

Payment Finder and **Service Finder** are interactive tools to help you:

- find payments and services relevant to your circumstances
- step through information when and where it suits you

Payment Finder and Service Finder are available on humanservices.gov.au

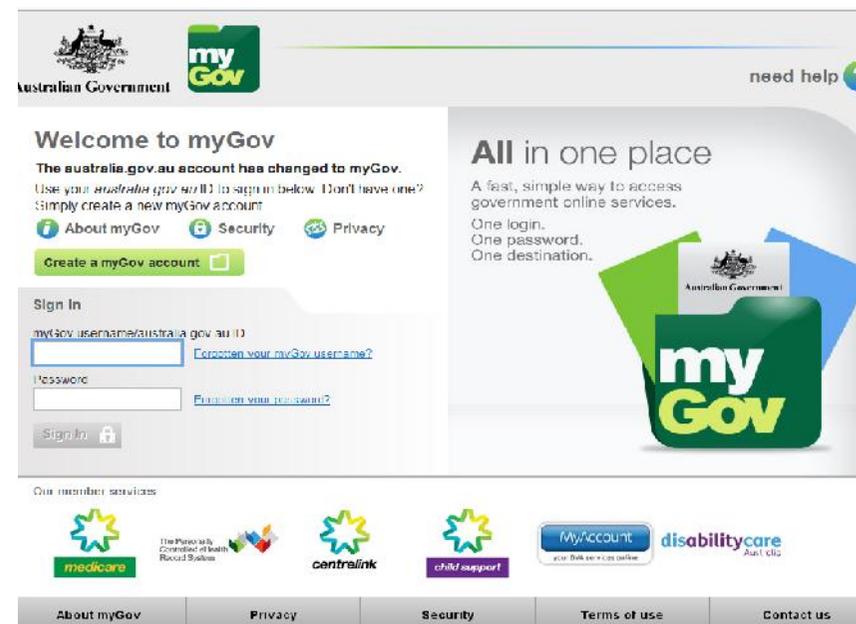


myGov



You can link the following accounts to your myGov account:

- Medicare
- eHealth
- Centrelink
- Child Support
- Department of Veterans' Affairs
- National Disability Insurance Scheme
- Australian Taxation Office
- Australian JobSearch



When using your myGov account you only need a single username and password

Thank You



Go to humanservices.gov.au/selfservice to find out about **self managed services**, including **online accounts**, **phone self service** and **Express Plus apps**

Check out :



Payment Finder and Service Finder to find out what payments and services may be available to you.