



WA  
**digital  
inclusion**  
project

# **Digital Skills Training – Government Services online CRC Champions Program**

2025



Department of  
Primary Industries and  
Regional Development

GOVERNMENT OF  
WESTERN AUSTRALIA



# Trainer Notes: Government Services

- Print these handouts for participants:
  - [MyGov](#) handout
  - [Connecting Centrelink to myGov](#)
  - [Connecting ATO to myGov](#)
  - [Connecting Medicare to myGov](#)
  - [Connecting My Health Record to myGov](#)
  - Any other linking services [you might need from this page](#)
- Print a single copy of these slides with the notes section for you to use when presenting.
- Read:
  - through the slides, and make sure you are familiar with the content
  - the handout for participants
- Get in touch with Elliot [Elliot@wacoss.org.au](mailto:Elliot@wacoss.org.au) before the session if you have any questions
- Remove/hide this slide before presenting
- Update the time/date of the next session on the final slide.
- You can replace any of the pictures with images you have of your community using computers or phones.
- You know your audience, you may wish to remove the myID section.

# Acknowledgement of Country

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We know we are on Aboriginal land. We respect Aboriginal people from this land.

Aboriginal people have lived on this land for many years.

We respect all Aboriginal people and their Elders.

We can learn a lot from their stories.

This land always was and always will be Aboriginal land.

# Government Services online

WA Digital Inclusion Project

# Introductions

- Introduce yourself to the group.
- Share your experience with government services online.



# Session overview

This session will cover:

- What online government services are, including myGov,
- How to create a myGov account,
- Linking services to myGov, and
- Where to get help if you need it.



myGov

medicare



My Health Record



centrelink



# What is myGov?



- myGov is a secure way to access government services online.
- It allows you to link services like Centrelink, Medicare, and the ATO to your myGov account.
- You can then access these services in one place through your myGov login.

# Creating a myGov account



You'll need an email address and access to your mobile phone to create a myGov account.

Here are the steps to create a myGov account:

1. Go to [myGov](#) and select Create Account.
  2. Select Continue with Email.
  3. Read the Privacy Notice and Terms of use. If you understand and agree to the Terms of use, select Next.
  4. Enter an Email address and select Next.
  5. Enter the Code sent to your email, then select Next.
  6. Enter your Mobile Number (optional) and select Next.
  7. Enter the Code sent to your mobile phone and select Next.
  8. Enter a Password and then Re-enter password.
  9. Create your 3 Secret questions and answers. Choose from the list or create your own.
- More information: <https://my.gov.au/en/about/help/mygov-website/create-mygov-account>

# Linking Services



# Linking Centrelink to a myGov Account



- How you link Centrelink depends whether you have a Customer Reference Number or Not.
- Refer to the handout for information about how to connect these or go to:

<https://my.gov.au/en/about/help/mygov-website/link-services-to-your-account/link-centrelink>

# Linking Centrelink to a myGov Account

When you link Centrelink to your myGov account you can:

- find your Centrelink Reference Number (CRN),
- claim a payment,
- track your claim,
- upload documents,
- report your income,
- manage your details with Centrelink.



# Linking the ato to your myGov Account



1. Sign into myGov
2. Click **View and Link Services**
3. Select **Link** next to the ATO
4. Enter personal details – you might need a Notice of Assessment and your Tax File Number

More information:

<https://my.gov.au/en/about/help/mygov-website/link-services-to-your-account/link-the-australian-taxation-office>

# Linking the ato to your myGov Account

When you link your myGov account to the ATO, you can:

- manage your personal and employment details,
- view your tax information,
- lodge and pay your tax,
- view, manage and access your super,
- view your student loan balance,
- manage your lodgements as a sole trader.



# Linking medicare to your myGov Account



**medicare**

- You'll need your Medicare card number.
- You'll need to answer some questions specific to you to link Medicare to myGov.

- More information:

<https://my.gov.au/en/about/help/mygov-website/link-services-to-your-account/link-medicare>

# Linking Medicare to your myGov Account

- Sign in to myGov.
- Select View and Link Services.
- Select Link on the Medicare tile.
- If your details are already recorded in myGov, they need to match your Medicare record. Select Continue. If you're linking Medicare for the first time you'll need to agree to myGov storing your personal details. Select I agree.
- You can link Medicare using your Medicare card details or a linking code. Select the best option for you, then select Next.
- Enter your Medicare card number and personal details or your linking code. Select Next.



*medicare*

# What you can do when you link medicare to myGov

When you link Medicare to your myGov account you can:

- make a claim
- get a Medicare card
- add or remove someone from your Medicare card
- update your personal details
- view your claim history and statements.



# Linking My Health Record to your myGov Account



My Health Record

My Health Record gives you access to key health information, such as:

- your COVID-19 information, including vaccinations and pathology in one place
- pathology and diagnostic imaging reports
- prescription and dispensing information
- hospital discharge summaries.

# Linking My Health Record to your myGov Account using medicare details

1. Sign in to myGov.
2. Select View and link services.
3. Select Link on the My Health Record tile.
  - If you have already linked Medicare, we'll use your Medicare details to link My Health Record. Select Continue and follow the prompts to link My Health Record.
  - If you haven't already linked Medicare, you'll need to confirm your identity to link My Health Record.
  - Continue with these steps:
4. Select Use my Medicare record, then select Continue. You'll need your Medicare card number and to answer some questions specific to you. Select Next.



My Health Record

# Linking My Health Record to your myGov Account using Identity Verification Code

1. If you're not eligible for Medicare or if you want to verify your identity over the phone, you can use an Identity Verification Code to link My Health Record to your myGov account.
2. To get a code, contact the My Health Record help line on 1800 723 471.
3. Follow these steps when you have an Identity Verification Code:
  1. Sign in to myGov.
  2. Select View and Link Services.
  3. Select Link on the My Health Record tile.
  4. Select Use my access code, then Continue.
  5. Enter your Identity Verification Code, family name and date of birth. Select Next.



My Health Record

# Using My Health Record



My Health Record

You and your healthcare providers can use your My Health Record online to:

- view your medicines,
- manage your medical information in your record,
- get your complete immunisation history statement,
- view your pathology and diagnostic imaging reports,
- add or update your personal information,
- track your child's development,
- get messages sent to your myGov inbox.

# myID

A secure way to access myGov with 2-factor authentication

To set up your myID, you need:

- **a personal smart device.** The myID app is compatible with most smart devices, such as smart phones. The app is only available from the Apple App Store or Google Play
- **a personal email address.** As it's your personal Digital ID, your ID documents will be linked to the email you choose. It should not be a shared or work email address
- **to be 15 years or older.** Age restrictions may also apply to use some government online services.



# Setting up myID



## 3 Steps:

1. Download the myID app on your smart device from App Store (iPhone) or Google Play Store (Android). Don't download it from anywhere else.
2. Enter your details.
3. Choose your identity strength.

# Using myID



myID and your myGov account are different.

Your myGov account lets you link to and access government services like Medicare and the ATO.

myID is the Australian Government's Digital ID app. You can use it to sign in to a range of participating government online services, like myGov.

You cannot view your myGov account or Inbox within the myID app.

When you sign in to myGov using your myID app, you'll enter or accept a 4-digit code in your myID app. This is instead of using your myGov username, password and security codes.

You can use myID to access myGov and then use linked services

# Useful resources & more assistance



- [MyGov](#) handout
- [Connecting Centrelink to myGov](#)
- [Connecting ato to myGov](#)
- [Connecting medicare to myGov](#)
- [Connecting My Health Record to myGov](#)
- Any other linking services [you might need from this page](#)

# Session reflection



myGov, My Health Record, and myID help you manage your government services and health information online.

Remember to keep your login details secure.

If you use myID, make sure your phone has a password that no one else knows.

# Thank you!

Next session time:



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