



Australian Government

Services Australia

Securing your Voiceprint

Privacy Statement

The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy.

Self Service Conditions of Use

Providing you with a Voiceprint will assist you to access the agency's services, including Self Service. Your voiceprint will be securely stored by Telstra on behalf of Services Australia. It will be linked with information about you that is kept by the agency. This will allow you to identify yourself when you call. Using the agency's Self Service facilities is voluntary. If you have a myGov account, it may be given to your myGov member services so they can identify you. When using your voice or PIN to access these services your personal information will be treated as described in the privacy notice

You can enrol only once. Voiceprints are checked to ensure only one exists per customer. You must not permit any other person to record their voice to access your record. If your access has been misused or you wish to cancel your access, please contact us.

1

Ring the Self Service line

136240

Use your mobile, or use our Self Service Phones
(in a quiet location)



2

Enter your Customer Reference Number

Enter the PIN provided

When prompted repeat the phrase

"In Australia my Voice Identifies me" (three times)



3

Once your Voiceprint is successfully recorded
you are done for today.

Next time you call us on any of our phone lines you only need your
Customer Reference Number and to repeat the pass phrase once.

- No more PINs
- Quicker
- Faster
- More secure



There are many services available using the Self Service lines (with no
wait times) - turn over to find out more.

(2020)



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Phone Self-Service

Self-service line **136 240**

Listen to the options and select the task you'd like to do.



You can say....

"Report employment income"

"Basics Card Balance"

"Check my payment"

"Advance payment"

"Request a document"

"Update bank account"

"Update tax deductions"

"FTB Payment Choices"

"Urgent payment"

"Holiday payment advice"

"Advise future study intentions"

You can then....

Some of the tasks you can complete are:

Declare your Earnings/Fortnightly Reporting, update including Participation requirements

Check Basics Card balance

Apply for an Advance and check current or historical payment balance

Apply for, check current and previous Advance payments

Issue an Income Statement, Payment Summary, Reporting statement or New concession card to receive in the mail

Update the account your payments are paid into

Add, remove and alter the amount of tax deducted from your payments

Update the way you receive your Family Tax Benefit payments

Apply for an Urgent Payment due to severe financial hardship

Provides change to reporting date due to National Public holidays

Extend, change or end your study details

Depending on your circumstances different options will be available to you.

Centrelink phone self service - 24 hours a day, 7 days a week