

# Services are changing

From **Monday 30 October 2023** you can access all Medicare and Centrelink services at:

**Windsor Service Centre**  
255 High Street, Prahran

**Yarra Service Centre**  
313 Victoria Street, Abbotsford.

Opening hours are 8:30 am to 4:30 pm.

Services at **South Melbourne Service Centre, 94 York Street, South Melbourne** will no longer be available due to no suitable property options. To continue to provide services to the community we're upgrading our Windsor Service Centre.

Services Australia's specialist staff will continue supporting vulnerable community members in the inner city area through:

- on the ground face to face services at over 14 locations including the Sacred Heart Mission, St Kilda Crisis Contact Centre, Melbourne City Mission and Peter MacCallum Cancer Centre
- a specialist staff member based at the Salvation Army Project 614 and the Father Bob Maguire Foundation in South Melbourne
- a weekly visiting service at Launch Housing Southbank and Launch Housing South Melbourne.

## We offer a range of options to do business with us.

You can:

- use your myGov account, Express Plus mobile apps or phone self service to complete some of your business with us. To find out more go to [servicesaustralia.gov.au/selfservice](https://servicesaustralia.gov.au/selfservice)
- book an appointment for Centrelink services to minimise wait times
- have a one-on-one digital coaching session to help access our digital services.

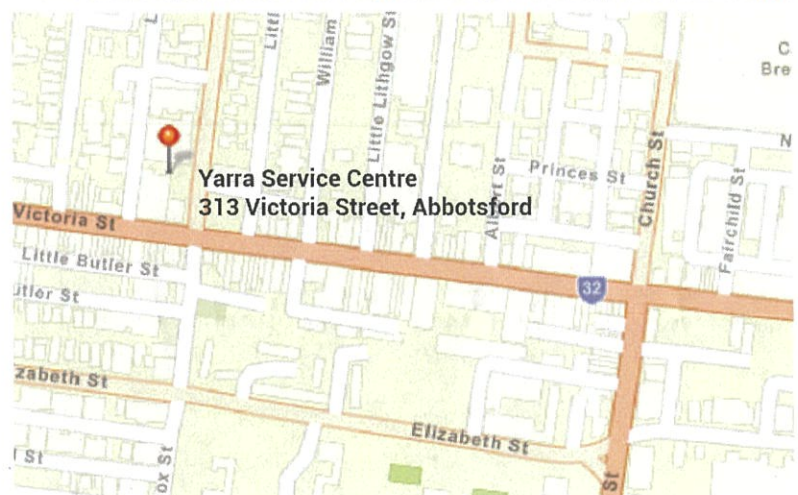
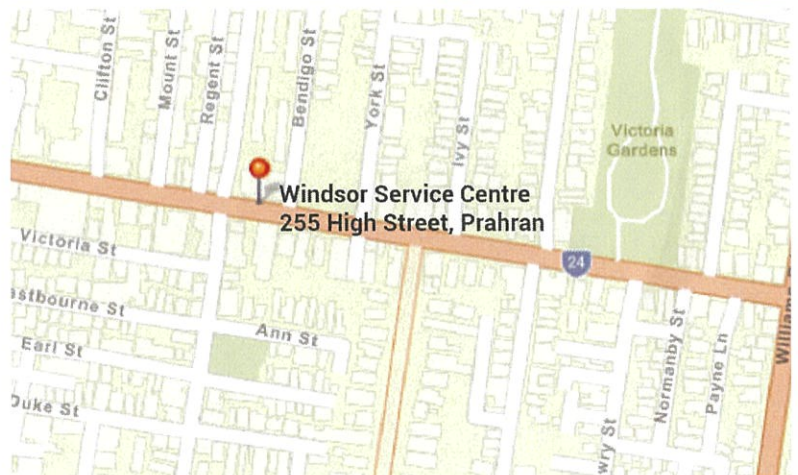
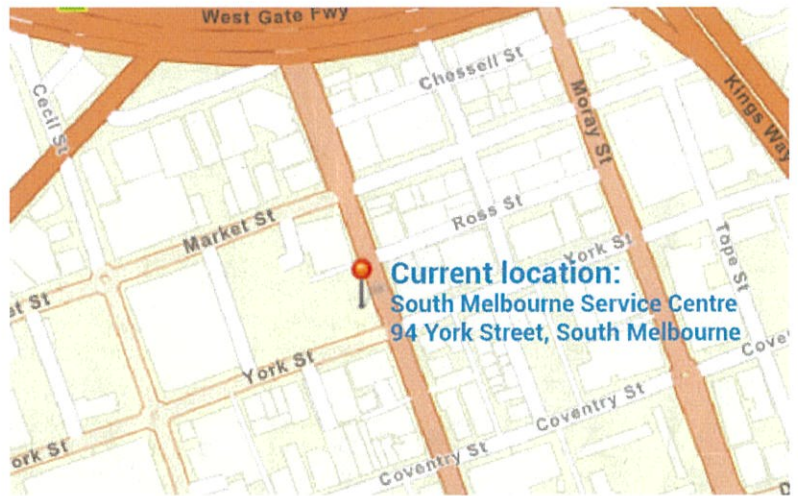


To book an appointment call us on your main payment line or go to [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)

For Medicare call **132 011** and let us know if you need an interpreter. We will arrange one for free.

For Centrelink payments and services call **131 202** to speak with someone in your own language.

For Child Support call **131 272** and let us know if you need an interpreter. We will arrange one for free.



To find your nearest service centre go to [servicesaustralia.gov.au/findus](https://servicesaustralia.gov.au/findus)

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