
Session Plan: Introduction to myGov

Session overview & objectives:

This session is designed to give learners a practical understanding of what myGov is, how it works, and how it can allow them to independently manage government services. At the end of this session, learners will have:

- Learned how to create a myGov account
- Gained an understanding of myGov works, along with how it interacts with:
 - Centrelink
 - The ATO
 - My Health Record
 - Medicare

If learners already have a myGov account but just want to know more about it, they may want to attend for a portion of the session.

Suggested session length:

90 minutes

Prior knowledge:

Before attending this session, learners need to be familiar with the following topics:

- Email (learners will need an email address to register for myGov)
- Filling in online forms

If learners require support on these topics, there are courses on the Be Connected Learning Portal (beconnected.esafety.gov.au) and session plans ready for Network Partners to use here (www.beconnectednetwork.org.au/training-resources/session-plans)

Tip: Each learner will need to have access to an internet-connected device to complete this session.

Section	Timing	Activity	Assessment
Introduction	10 mins	<p>Welcome everyone into the session. Ask learners to sign in on your CaptureIT sign-in sheet as they arrive.</p> <p>Make sure everyone is comfortable and introduce yourself.</p> <p>Ask the group some questions about myGov to gauge their understanding. Some examples are:</p> <ul style="list-style-type: none"> - Who has heard of myGov? - What is myGov? - What can myGov be used for? - How do you get a myGov account? - What services can you access through your myGov account? - How do you link a service to your myGov? <p>Where learners are struggling to answer questions, explain the answer to them.</p>	<p>The answers learners give to your questions will inform you how much detail you need to go into when explaining the various aspects of myGov.</p>
Learning about myGov	40 minutes	<p>Direct learners to the Be Connected Learning Portal and have them navigate to the "Introduction to myGov" topic in the topic library (https://beconnected.esafety.gov.au/topic-library/introduction-to-mygov/).</p> <p>From there, ask learners to complete the five courses in the "All about myGov" course. These are:</p> <ol style="list-style-type: none"> 1. What is myGov? 2. Basic features of myGov 3. How myGov benefits you 	<p>Learners should be able to successfully complete the courses on the Be Connected Learning Portal.</p>



		<p>4. How myGov helps with Centrelink and the ATO</p> <p>5. How myGov helps with My Health Record and Medicare</p>	
Break	5 mins		
Creating a myGov account demonstration	25 minutes	<p>Play the video on the Department of Human Services website (bit.ly/myGovCreateAccount)</p> <p>Pause at each stage of the video and explain what is happening on the screen, what you would put in each box and where to click. Before continuing onto the next stage, ask if learners have any questions.</p> <p>Tip: At the email address screen, check with learners that they all have their own email addresses and don't share them with anyone else eg a partner. A unique mail address is required to register for myGov.</p> <p>Tip: When the video mentions choosing a password, pause the video and ensure learners are comfortable with picking a secure password that meets the requirements.</p>	<p>By the end of the video, learners should have an understanding of how to create a myGov account.</p> <p>When asked, learners should feel confident that they are able to create their own account.</p>
Session review and wrap up	10 mins	Gather learners together and discuss what you have covered in the session. Refer back to the learning objective and make sure all learners agree that this has been met.	Asking similar questions to those at the beginning, learners should now be able to answer these confidently and leave feeling ready to start using their new

		<p>Distribute the “All about myGov” tip sheet from the Be Connected Learning Portal (https://beconnected.esafety.gov.au/pluginfile.php/51687/mod_resource/content/1/t24%20c1%20MyGov%20all%20about%20%20BeConnected.pdf).</p> <p>Learners can refer back to the tip sheet when they’re not with you to remind them what they can do with myGov.</p>	myGov account.
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Suggested next steps:

Now learners are aware of what myGov is, what it can be used for and they’ve seen a demonstration on how easy it is to create a myGov account, they may want to attend a session for them to create their own myGov account and to learn how to link services to it. [Further session plans on how to use myGov can be found here.](#)