
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:

- Created a MyGov account
- Increased their confidence in using MyGov
- Gained an understanding of how to link relevant services to their MyGov account

If learners already have a MyGov account but just want to know more about it, they may only 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: Learners will need to access their emails during the session so inform them beforehand that they'll need to know their email address and password to take part.

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

Section	Timing	Activity	Assessment
<p>Introduction</p>	<p>10 mins</p>	<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>Tip: Make sure learners are aware that they will be entering personal information during this session. This information should not be shared with fellow learners or the Digital Health Mentor.</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>

<p>Creating a MyGov account demonstration</p>	<p>25 minutes</p>	<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 email 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>
<p>Break</p>	<p>5 mins</p>		
<p>Practical activity</p>	<p>30 minutes</p>	<p>Learners will now work independently to have a go at creating their own MyGov account.</p> <p>Get them to open a web browser and go to my.gov.au, then click on 'create account' and follow the steps from the video.</p> <p>Remind them that you are there to help if they are stuck or don't understand something. Work your way around the room making sure everyone is getting on OK.</p>	<p>Learners are able to successfully set up their MyGov account.</p>

		<p>Tip: If a learner is trying to register but their email address is rejected, they may already have a MyGov account. Let them follow the forgotten password prompts to reset it and regain access.</p> <p>Tip: You may want to print out the step-by-step guide from the Department of Human Service's website for learners to follow as they go through the process (bit.ly/MyGovcreateaccount).</p>	
Linking a service to a MyGov account	15 mins	<p>Now learners have a MyGov account, they need to add the services they use to it. The easiest way to do this is with a linking code.</p> <p>Play the video on the Department of Human Services website about adding a service through a linking code (bit.ly/MyGovlinkservice). Pause the video at each stage and explain what is happening. Allow time for questions.</p> <p>Tip: If learners ask where to get a linking code from, direct them to the service they're wanting to add and ask them to give them a call after the session is finished.</p>	Learners should feel confident in acquiring a linking code from the services they want to use and know how to add the service to their MyGov account.
Session review and wrap up	5 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 MyGov account.

Suggested next steps:

Now learners are able to access their MyGov account, they need to add the services relevant to them. One that they may not be aware of is **My Health Record**, a service containing information relating to their health and wellbeing from medical professionals.

Unless they expressly opted out of having a My Health Record, all Australian's had one created automatically in 2018. Learners may wish to know more about this and see what is in their My Health Record.

There is a session plan for introducing learners to My Health Record here (https://www.beconnectednetwork.org.au/sites/default/files/sessionplan_intro_mhr.pdf).