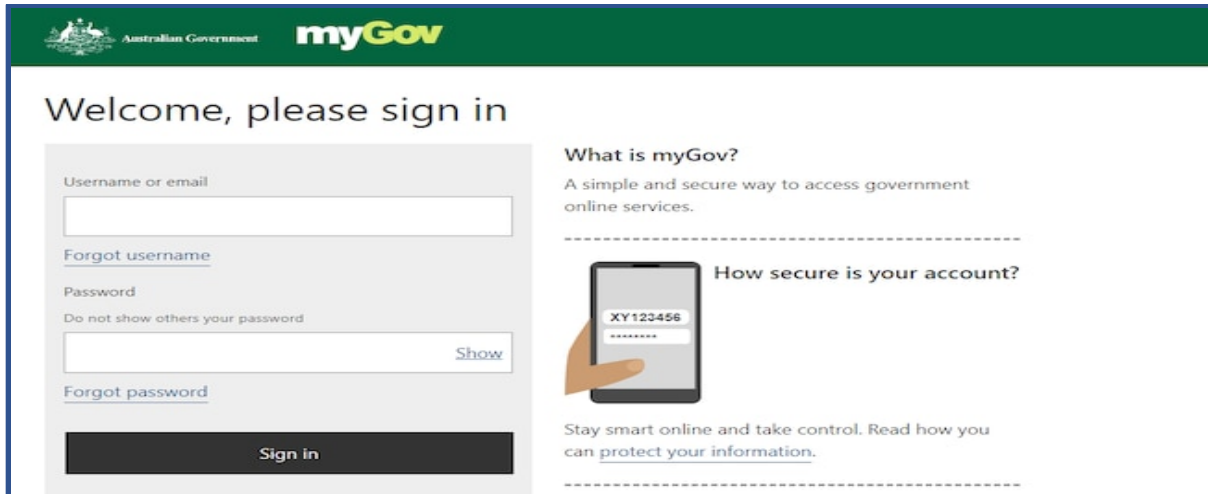


Centrelink job seeker payment: How to make a claim online



The screenshot shows the myGov login interface. At the top is a green header with the Australian Government logo and the myGov text. Below the header, it says "Welcome, please sign in". On the left, there is a login form with fields for "Username or email" and "Password", each with a "Forgot" link below it. A "Show" button is next to the password field. At the bottom of the form is a "Sign in" button. On the right, there is a section titled "What is myGov?" with a description: "A simple and secure way to access government online services." Below this is a section titled "How secure is your account?" which includes an illustration of a hand holding a smartphone displaying a security code "XY123456" and a link to "Stay smart online and take control. Read how you can protect your information."

With the impacts of social distancing regulations, more Australians than ever are desperately seeking help from the government. Credit: my.gov.au

So how do you apply for unemployment benefits?

To access Jobseeker payments, the federal government has urged Australians to [claim online](#).

Register online

To claim online, you need a myGov account linked to Centrelink.

If you have an authorised representative (Armenian Resource Centre) - that is, someone to deal with Centrelink on your behalf - they will also need their own account.

If you don't have a myGov account or a Centrelink online account you'll first need to [set one up](#).

You may need to [confirm your identity](#) before you can start your claim**.

Confirm your identity

Confirm your identity when you claim a payment or service.



There is no need to come to a service centre during this period. If you need to establish your identity or create a [Centrelink Online Account](#), you can do this [over the phone](#).

If you can't claim online, you can call Centrelink on the [Job seekers line](#).



Newstart Allowance changed on 20 March 2020. Read about [how this affects you](#).

[JobSeeker Payment - 22 years of age and over](#)

[Special Benefit and Employment Services Providers](#)

Job seekers

Mon – Fri
8 am –
8 pm

Sat – Sun
9 am –
5 pm

132 850

[service centre](#) visits – due to **social distancing and other coronavirus regulations in place, authorities are enforcing that only urgent need should visit Centrelink.**

What documents will I need?

You'll need to get some [supporting documents](#) ready to help answer some of the questions that will be presented to you.

When you claim, we'll ask you for some documents to support your claim for a payment or service.

on this page

[What documents you need](#)

[What are common documents](#)

[How to submit your documents](#)





You don't need to give us an Employment Separation Certificate or a letter from your employer.

What are the common documents?

Documents	Details
Financial	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • tax file number • bank account details • savings, term deposits, mortgage offsets or overseas account details • investments • insurance agreements • income and assets, including real estate assets • superannuation.

Study	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • planned and previous course details • scholarship details • enrolment details or fee receipts • course acceptance notices • academic transcripts.
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Employment/Work	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • income tax returns • employer separation certificates • PAYG certificates • payslips • profit and loss statements • Taxation Notices of Assessment (NOA), if self employed.
	<div>  <p>We've removed the need to provide proof of your rental arrangements from 25 March 2020. This is due to coronavirus (COVID-19). We'll let you know once this starts again.</p> </div>

Living arrangements	<p>You don't need to give us proof of your rental arrangements for:</p> <ul style="list-style-type: none"> • JobSeeker Payment • Youth Allowance • Austudy • ABSTUDY • Parenting Payment • Special Benefit • Farm Household Allowance. <p> This is due to coronavirus (COVID-19). We'll let you know when you need to again.</p>
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	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • housing, rental property or real estate details • rent certificate – if you pay rent to your parents they'll need to sign a statutory declaration, signed and declared true before an authorised witness • student or campus accommodation • proof of assets ownership documents • rates notices • living away from home.
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Relationships	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • parent or guardian details, including work and income details • partner details, including citizenship, study, work and income details • separation details.
Residence details if you've lived outside Australia	<p>Documents you may need, include:</p> <ul style="list-style-type: none"> • visa information • the date you and your partner became Australian citizens • the dates you and your partner lived in other countries.

Child care	Documents you may need, include: <ul style="list-style-type: none">• newborn child claim proof of birth forms• birth certificates• adoption or surrogacy agreements• child care receipts• change of care documents.
Medical	Documents you may need, include: <ul style="list-style-type: none">• Health Care Card claims• medical reports• Centrelink medical certificates• doctor issued medical certificates.

How to submit your documents?

You can upload documents in your Centrelink online account or the Express Plus Centrelink mobile app. Read more about how to submit your Centrelink documents online.

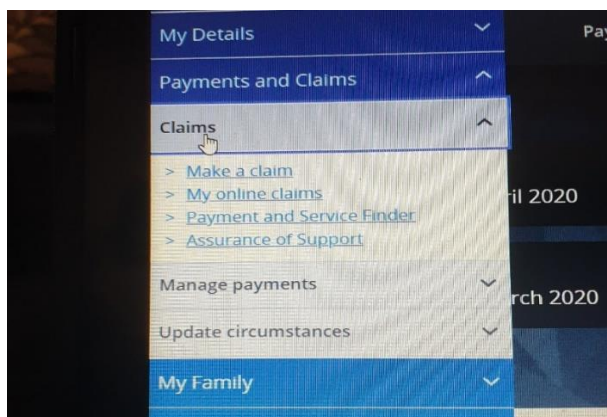
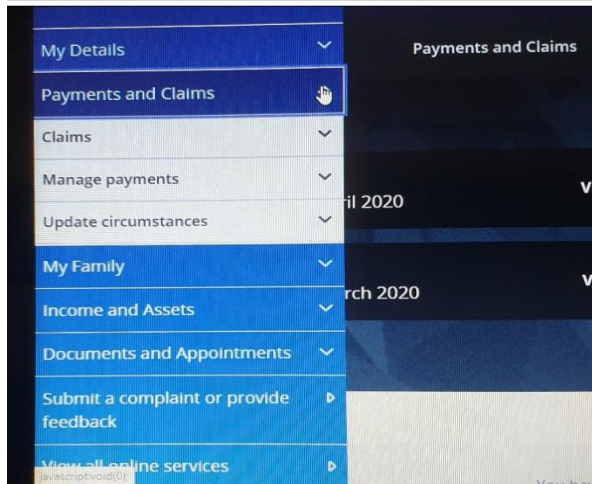
You can also give them to Centrelink by mail, fax, or by visiting a Centrelink service centre (urgent cases only).

**** Centerlink Page last updated: 26 March 2020**

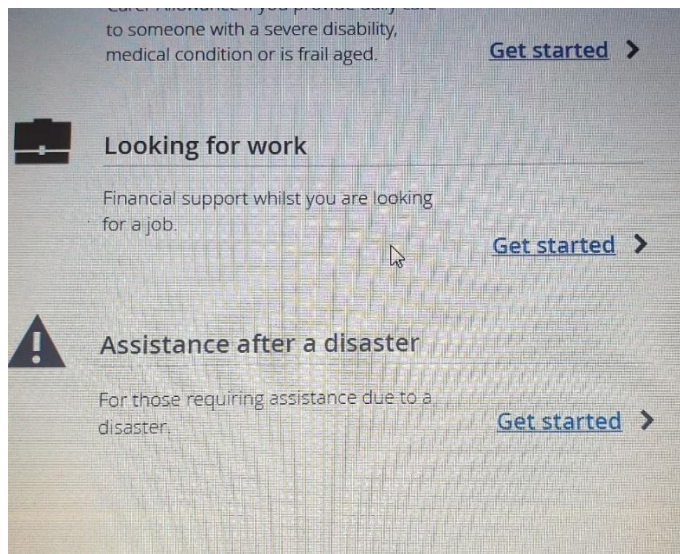
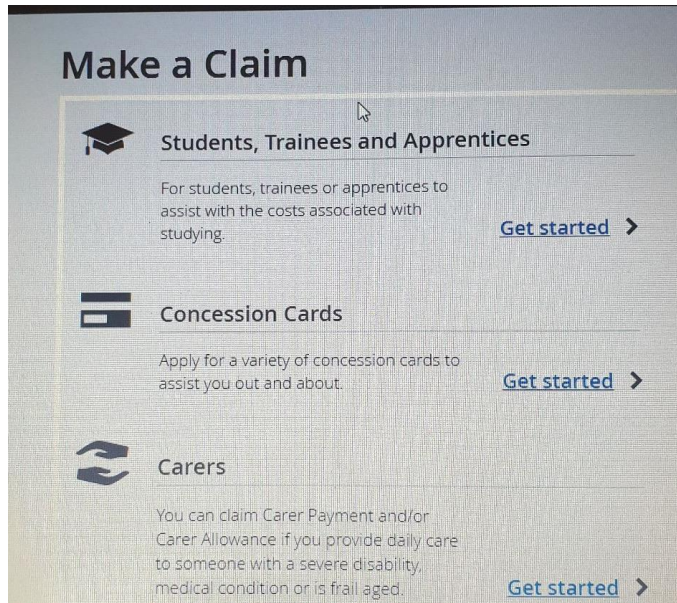
The government has also **waived the assets test**, meaning personal assets - such as property - will not be considered when determining your claim.

Make your claim

- Sign in to myGov and go to Centrelink.
- Select Payments and Claims from the menu, then Claims, then Make a claim.



- Select Get started from the category that best describes your circumstances.



- Answer all the questions. Each screen has information to help you complete the claim.
- Submit your claim

Tracking your claim

After you submit your claim online, you'll get a receipt advising the claim was submitted.

The receipt will provide the **ID number of your claim**, an **estimated date for completion** and a **link to track your claim's progress online**.

Sign in to [myGov](#) and go to **Centrelink**, or use the [Express Plus Centrelink mobile app](#).

What can you receive?

- From April 27, job seekers will receive a \$550 supplement to existing payments, bringing the total to \$1,100.
- Two, separate \$750 payments will also be made to social security, veteran and other income support recipients and eligible concession card holders.
- These payments will be made automatically on March 31 and July 13.
- [Up to \\$100,000 will be provided to eligible small and medium-sized businesses](#) and not for-profits (NFPs) that employ people, with a minimum payment of \$20,000
- Businesses must continue to be active to qualify for payments

Who can access?

The income support payment categories eligible to receive the coronavirus supplement are:

- JobSeeker Payment (and all payments progressively transitioning to JobSeeker Payment)
- Partner Allowance, Widow Allowance, Sickness Allowance and Wife Pension.
- Youth Allowance Jobseeker.
- Parenting Payment (Partnered and Single)
- Farm Household Allowance
- Special Benefit recipients

Anyone eligible for the coronavirus supplement will **receive the full rate of \$550 per fortnight.**

Those eligible will include those **who lose their jobs during the pandemic, whether they're full time, casual or a sole trader.**

The government is also providing **two separate \$750 payments to social security, veteran and other income support recipients and eligible concession card holders.**

These **two payments** will be **made automatically to those eligible, on March 31 and July 13.**

Asset testing will be **waived during the period for those on the JobSeeker Payment, Youth Allowance Jobseeker and Parenting Payment.**

"Income testing will still apply to the person's other payments, consistent with current arrangements," the government said.

For more information, see the federal government's coronavirus stimulus [fact sheet for individuals](#), or [information for businesses](#).