

Applying for Jobseeker Payment

Try to complete as much of the application process online before you consider going to a service centre or ringing the hotline. This is safer in terms of keeping apart and often quicker.

Top Tip! Register your claim ASAP. You will be back paid to the date you first registered an intent to claim. You will also be eligible for a one-off stimulus payment of \$750 if you register before April 13.

Step 1: Create a MyGov account or log into your existing one.

Step 2: If you don't already have one, create a Centrelink account. This normally involves proving your identity by showing three original documents, but you can now simply call Centrelink (a wait will likely be involved) and identify yourself over the phone.

Staff will give you validation over the phone, meaning you can go online and register through MyGov without the need to provide proof of identity documents in person.

Step 3: Log into your MyGov account and "link" it to your Centrelink account. Now you can log into the MyGov portal and click through to your Centrelink account.

Step 4: If you're still working but your hours have been reduced, you'll need a letter from your employer confirming this. If you have lost your job completely then the Government has dropped the requirement to complete an employment separation certificate.

Step 5: It's time to make your claim. Log into MyGov, go to Centrelink, and select "Payments and Claims" from the menu. Then select "Claims", then "Make a claim".

Choose the category that best describes your circumstance and click "Get started".

You'll have to submit any required documents online now (so best to have these on hand), but you'll have two weeks to submit any supplementary documents.

Step 6: As part of the claim, you'll need to book a phone appointment.

Step 7: Centrelink will let you know, once you've completed the previous steps, if your claim has been approved. If it is, they'll tell you when you need to report (which means letting them know how much money you've earned over the past 14 days). The approval may come through your MyGov inbox, the Express Plus Centrelink app or by mail.

Once you're approved and mutual 'obligation'

You will be a "jobseeker" and will have to meet what are called "mutual obligations". The government has relaxed these to reflect changes to the job market. You will be assigned to an employment services provider and they will create a job search plan for you. This will include applying for a minimum of four jobs a month. You will have to record these job searches.

You will also have to report your income (whether you earn any or not) each fortnight to Centrelink. You may be asked to undertake training courses. These will be done online during the crisis.

Other Payments and Financial Support

If you're eligible for Disability Support Pension, you may also get other benefits including a **Pensioner Concession Card**. If you start work you may still get this payment, depending on the number of hours you work and how much you earn.

Mobility Allowance helps you take part in approved activities when you have a disability, illness or injury. It helps with transport costs if you can't use public transport without substantial help, either permanently or for long periods. To get this payment you must be looking for work or taking part in paid or voluntary work, study or training.

You won't get Mobility Allowance if you're getting a funded package of support through the National Disability Insurance Scheme.

Youth Disability Supplement provides extra financial support to young people with physical, intellectual or psychiatric disability who get certain income support payments.

Other government and community support services

There are a range of other organisations that provide support services and information you may find helpful. You can use Centrelink's **Payment and Service Finder** to find help in your area.

JobAccess offers help and workplace solutions for people with disability who are looking for work, and their potential and current employers.

The Department of Education, Skills, and Employment offers a range of services, including:

- ♥ **jobactive** - connects job seekers with employers through a network of providers
- ♥ **New Enterprise Incentive Scheme** - helps job seekers who want to become self-employed business owners
- ♥ **Job Jumpstart** - an online resource with tips and articles about careers and job hunting

myfuture is Australia's national career information and exploration service. It helps with career decisions, planning career pathways and managing work transitions.

MoneySmart has information to help you make the most of your money. Read the **Losing your job** section on the MoneySmart website.

Beyond Blue is an independent, not for profit organisation for depression, anxiety and related mental health disorders in Australia.

MensLine Australia gives professional telephone and online support and information services for men with family and relationship concerns.