

Applying for a Centrelink Payment

During these times of COVID-19 restrictions, many people are finding they need to access Centrelink payments for the first time.

Below is a step-by-step process, with some additional relevant information.

Step 1

Google **Centrelink**, and access the site shown below.

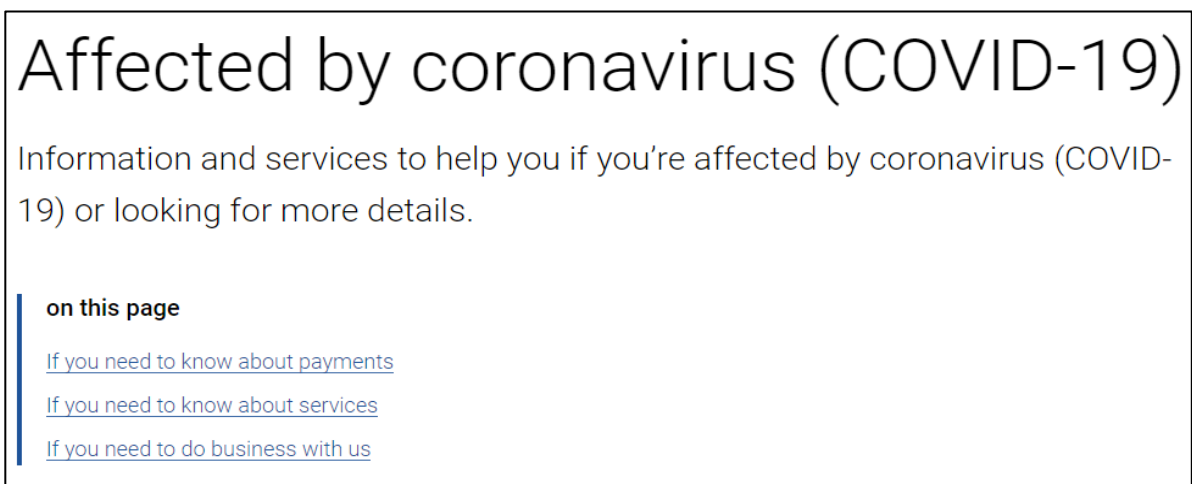


Step 2

Click on the words **affected by coronavirus (COVID-19)** in the orange banner across the top of the Centrelink website as shown below.



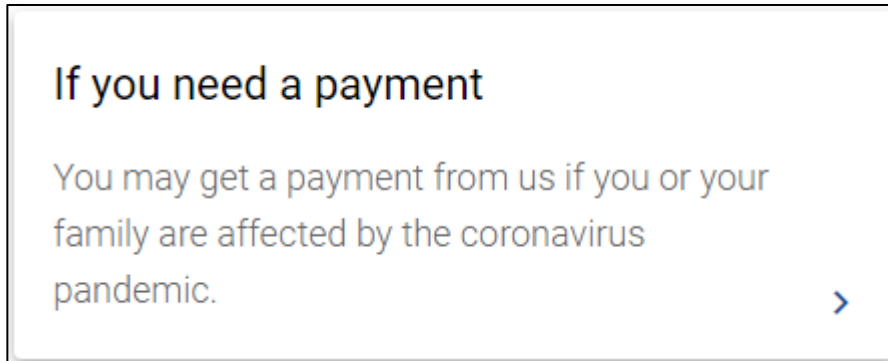
The following information page will be displayed.



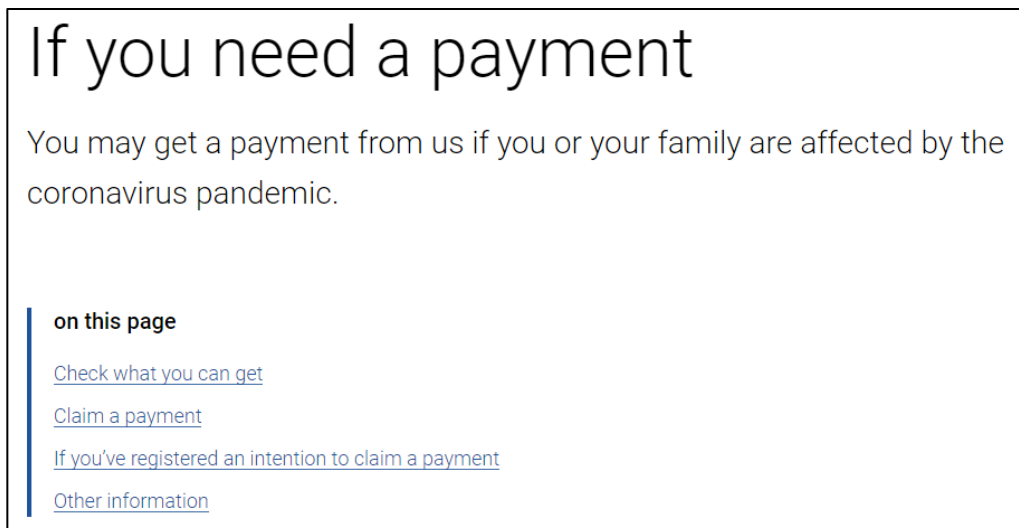
Applying for a Centrelink Payment

Step 3

Scroll down to the bottom of the page and click on the box **If you need a payment**.

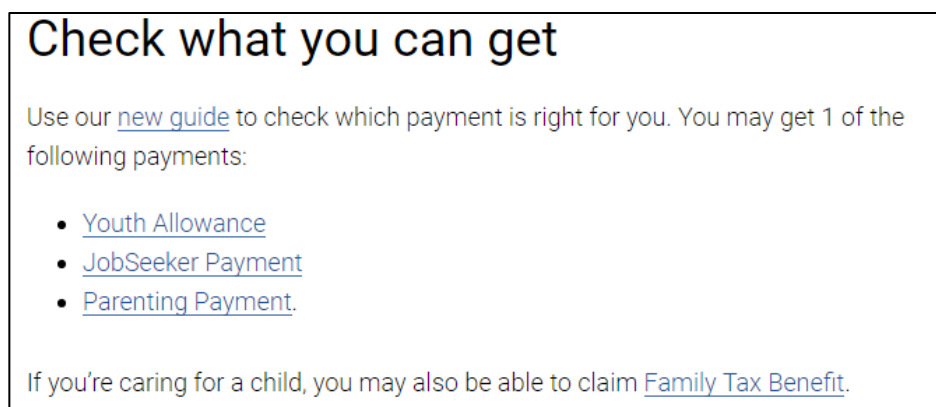


The following information page will be displayed:



Step 4

Click on **Check what you can get** and use the new guide to determine what payment you may be eligible for.



Applying for a Centrelink Payment

The new guide will advise you of the payment you may be eligible for.

Step 5

Scroll down on the same page to **Claim a payment** and here you will find a video explaining how to set up your Centrelink online account and claim a payment.

Claim a payment

If you've got a Centrelink online account, you can [claim a payment](#).

If you don't have a Centrelink online account, you can get one online. You can [establish your identity and get a Centrelink Reference Number \(CRN\) with myGov](#) and then link to Centrelink. You don't need to visit a service centre or call us.

Watch our video to find out about setting up your Centrelink online account and [claiming a payment](#).



[Transcript](#) | [Watch on YouTube](#)

If you experience difficulties following the instructions in the video call Centrelink on **132 850**.

Applying for a Centrelink Payment

Additional Information

Centrelink has provided the following additional information regarding waiting periods, partner income and identification documentation.

(Source: <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/changes-claims-and-your-obligations#a5>)

What changes apply to partner income

For JobSeeker Payment, we're increasing the amount your partner can earn before it affects your eligibility and payment amount. From 27 April 2020, the partner income limit at which your payment will cancel temporarily increases to \$3,086.80 gross per fortnight. If you earn any income, it will also count in this income test.

What the changes are to requirements and waiting periods

We've suspended mutual obligation requirements for:

- JobSeeker Payment
- Youth Allowance as a job seeker
- Parenting Payment
- Special Benefit.

We've suspended participation requirements for Disability Support Pension.

We've removed the assets test for:

- JobSeeker Payment
- Youth Allowance
- Parenting Payment
- Austudy
- ABSTUDY.

We've removed the liquid asset test waiting period for:

- JobSeeker Payment
- Youth Allowance
- Austudy
- Parenting Payment.

We've also removed the newly arrived residents waiting period and seasonal work preclusion period for:

- JobSeeker Payment
- Youth Allowance
- Austudy
- Parenting Payment
- Farm Household Allowance
- Special Benefit.

Applying for a Centrelink Payment

Establishing your Identity and obtaining a CRN with MyGov

When obtaining a new CRN using MyGov, the documents required to establish your identity are:

You'll need 1 of these documents:

- current Australian passport
- Australian birth certificate
- Australian citizenship certificate
- Australian visa.

You'll also need 1 of these documents:

- Australian driver licence
- Department of Immigration issued ImmiCard
- Australian Citizenship by Descent Certificate.

Plus, you will need some information from your Medicare card.

If you are unable to establish your identity and obtain a CRN through MyGov, Centrelink will contact you to obtain details from one or more of the following documents.

- Australian birth certificate
- Australian citizenship by descent certificate
- Australian citizenship certificate
- Australian driver licence
- Australian marriage certificate
- Valid Australian passport
- Australian visas
- Certificate of identity
- Change of name certificate
- Department of Immigration issued ImmiCard
- Australian Shooters Licence
- Australian Security Licence
- Overseas Passport government issued Proof of Age (POA) cards
- Secondary student photo identification cards.