**JobSeeker Payment explained**

If you've lost your job or your income's been reduced, you may be able to claim JobSeeker Payment or Youth Allowance for job seekers. You need to be between 22 and Age pension age to claim JobSeeker Payment. You'll also need to meet residence rules and income tests.

If you're under 22 you may be able to claim Youth Allowance for job seekers. There's also an income limit. It depends on your situation but remember if you have a partner, we need to know about their income too. We'll ask for information about your employment situation. This includes if you're still working but your hours or earnings have reduced.

If you've never claimed a payment from Centrelink before, you can still get started online. You don't need to go into a service centre. You'll need a myGov account and a Customer Reference Number or CRN.

First, you'll need a myGov account, then you select ‘continue’ and ‘I need a CRN’.

Follow the prompts to establish your identity.

Centrelink will give you a Customer Reference Number and link your Centrelink online account. Now you're ready to start your claim in your Centrelink online account.

If you already have a Centrelink online account, you can start your claim online using your

Centrelink online account or the Express Plus Centrelink mobile app. Once you've submitted your claim you don't need to contact us.

Use the claim tracker in your online account to see the progress of your claim. We'll send you a letter with the outcome. If your claim is successful, you'll need to report your and your partner's income even if it's $0 to get your first payment. This is so we pay you the right amount.

If you don't report it, your claim may be cancelled. Be sure to check the letter we sent you. Before your payment starts, you may also need to attend an appointment with an Employment Service Provider if you're referred to one or agree to a Job Plan if you're referred to Workforce Australia Online. The Department of Employment and Workplace Relations will let you know what you need to do.

For more information go to **servicesaustralia.gov.au/jobseeker**