











## Recently unemployed or been made redundant

We have payments available if you have recently lost your job or had to stop working.

We have payments available if any of the following apply. You:

- have recently lost your job
- had to stop working
- are sick or injured and cannot do your usual work or study for a short time.

Which payment you can get depends on your circumstances.

### If you are looking for work

You may be able to get one of these payments:

- JobSeeker Payment if you're 22 or older and looking for work
- Youth Allowance for job seekers if you're 16 to 21 and looking for work.

For more information, go to

**[servicessaustralia.gov.au/jobseekerpayment](https://servicessaustralia.gov.au/jobseekerpayment)**

**[servicessaustralia.gov.au/youthallowancejobseeker](https://servicessaustralia.gov.au/youthallowancejobseeker)**

We have other payments available depending on your circumstances. To find out what payments you might be eligible for, go to **[servicessaustralia.gov.au/paymentfinder](https://servicessaustralia.gov.au/paymentfinder)**

### When to claim

You can start a claim up to 13 weeks before your circumstances change. You can start your claim earlier if you know your circumstances are going to change. Otherwise, it's best to claim as soon as possible after the change happens.

If you start your claim early, you'll be able to submit it within 14 days of your circumstances changing. We will let you know when you can submit your claim.

If you submit an early claim within the 14 days before your circumstances change, you may be eligible for payment from the day after your circumstances change. You may need to serve any waiting period that applies to you.

If you submit your claim after your circumstances change, in most cases you may be eligible for payment from the day you submitted your claim.

You may need to serve any relevant waiting periods. See 'waiting periods' below for more information. In most cases, you'll get paid from the day you submitted your claim.

### How to claim

You can start your claim using your myGov or Centrelink online account, if you have one.

If you do not have one, you will need to create a myGov account and link it to Centrelink. You will need your own email address to create a myGov account. To create an account, go to **[my.gov.au](https://my.gov.au)**

### Supporting documents when you claim

When you claim a payment from us, you will need to give us supporting documents. The documents you need to provide will depend on which payment you are claiming.

Some of these documents may include:

- Tax File Number
- proof of residency
- your and your partner's income details
- bank account details
- proof of rental arrangements.

If information is missing, it may take longer for us to assess your claim or your claim may be rejected for not supplying documents.

### Employment Separation Certificate

If you or your partner stop work, we will need an Employment Separation Certificate from you. We use it to check if you have to wait before we can start paying you.

Your previous employer will need to complete this certificate.

We will need the certificate either:

- when you are claiming a new payment and you or your partner have stopped work in the 12 months before you submit a claim
- within 14 days if you are currently getting a payment from us.

Your previous employer can send the Employment Separation Certificate to us. You can also upload this to your Centrelink online account or as part of your new claim when asked.

If you cannot get an Employment Separation Certificate from your previous employer, we can accept a letter or email from them.

**For more information, go to [servicesaustralia.gov.au/sepcertemployers](https://servicesaustralia.gov.au/sepcertemployers)**

### Waiting periods

If we grant your claim, there are some waiting periods that may happen before you get your payment.

**Ordinary waiting period:** you may need to wait one week for your payment to start.

**Liquid assets waiting period:** you may have to wait if you and your partner have enough money to live on for a while.

**Income maintenance period:** if you or your partner have left or lost your job, you may have a waiting period based on how much the employer paid when work ended.

**Seasonal work preclusion period:** if you or your partner have earned money from seasonal, contract or intermittent work in the last 6 months.

**Newly arrived resident's waiting period:** if you've recently arrived as a resident in Australia, you may have to wait to get payments.

We will let you know when you claim if any of these waiting periods apply to you.

**For more information, go to [servicesaustralia.gov.au/waiting-periods](https://servicesaustralia.gov.au/waiting-periods)**

### Change in circumstances

You need to tell us about changes that happen to you or your partner if you:

- get a Centrelink payment

- plan to claim a payment
- owe us money
- get or pay Child Support.

You need to tell us things like:

- you start a new job
- you start studying
- changes to your relationship
- changes to your living situation.

These changes could affect your payments. If you don't tell us, we may pay you too much. This means you may get a debt and you'll need to pay us back.

For more information, go to [servicessaustralia.gov.au/notifychanges](https://servicessaustralia.gov.au/notifychanges)

## Help looking for work

An employment services provider can help you look for work and get a job. If you are eligible, we will refer you to an employment services provider in your area.

For more information, go to [servicessaustralia.gov.au/lookingforwork](https://servicessaustralia.gov.au/lookingforwork)

## Mobility Allowance

Mobility Allowance can help with travel costs if you have a disability, illness or injury that means you are not able to use public transport.

For more information, go to [servicessaustralia.gov.au/mobilityallowance](https://servicessaustralia.gov.au/mobilityallowance)

## For more information

- Go to [servicessaustralia.gov.au/recently-unemployed](https://servicessaustralia.gov.au/recently-unemployed) for more information in English
- Go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.