

Job Seeker – Youth Allowance – Parenting Payment

Fact Sheet

If your job is affected by COVID-19, the Government is providing support for individuals to assist during the next six months. Please follow the steps below to see what you are eligible for from the Government.

You are eligible to receive a payment in any of the following circumstances:

- unable to work,
- in isolation or hospitalisation,
- caring for children,
- Joint GROSS income is below approximately \$1,800 per fortnight. This will be current until the higher threshold is legislated.

If this is the case, you may get one of the following payments:

- Economic Support payment (one-off \$750 payment),
- Coronavirus Supplement,
- Youth Allowance,
- JobSeeker Payment,
- Parenting Payment.

Prepare for your claim

Before you proceed with your claim, you must gather the necessary documents and information. This will make your claim processes much easier.

- ✓ Birth Certificate or Australian Passport
- ✓ Drivers License
- ✓ Utility account
- ✓ Tax file number
- ✓ Income tax return
- ✓ Bank account details
- ✓ Savings, term deposits, investments, shares etc.
- ✓ Income and asset information, including real estate assets
- ✓ Superannuation
- ✓ Housing, rental property or real estate details
- ✓ Employer Separation certificate
- ✓ Pay slips (minimum three)

Have you got a MyGov account yet?

In order to make your claim, you must have a MyGov account and a Customer Reference Number from Centrelink.

Don't have a MyGov account yet? No worries!

Click this [link](#) (or type the link below into your browser) and click on the button which says, "Create an account." Follow the steps below to set up your MyGov account.

<https://my.gov.au/LoginServices/main/login>

1. Create your account (have a pen and paper ready to record your information)
2. MyGov will provide you with an access code that will be sent to your email address.
3. Have your mobile phone ready as another access code will be sent to your mobile.
4. You will then be prompted to create a password and three secret questions
5. Your MyGov account is now set up!

Need a Customer Reference Number from Centrelink?

In order to proceed with your claim, you will need to ensure your MyGov account is linked to Centrelink.

In order to do this, you need a Customer Reference Number (CRN). If you have never had a previous payment or registered with Centrelink, you may not have a CRN.

If you need to obtain a CRN from Centrelink, **you will need to call Centrelink on 132 307 – select option 2.**

During your call, you will need to identify yourself using three original identification documents. They can also assist with setting up your online account.

The three documents you will need are:

1. Birth Certificate or Australian Passport,
2. Drivers License and either,
3. Bank statement, utility account, student ID card, motor vehicle registration or rates notice.

If you cannot get anyone on the phone in order to set up your CRN, you can register your intent to claim on the MyGov welcome screen via your MyGov portal.

- Click [here](#) to understand how to register an *intent* to claim

Already have a MyGov account & a Customer Reference Number from Centrelink? Great!

Ensure MyGov is linked to Centrelink.

If you need assistance with this, [click here](#) (or type the link below into your web browser), this will walk you through how to link your MyGov with Centrelink.

<https://www.servicesaustralia.gov.au/individuals/online-help/link-service-mygov-using-existing-online-account>

All set up? You're ready to make your claim.

Now that you have:

- ✓ Set up your MyGov account
- ✓ Have a Customer Reference Number (CRN) from Centrelink
- ✓ Have linked your MyGov to Centrelink
- ✓ Have all the appropriate paperwork ready

You are ready to proceed with your claim. See 'Payment Service Finder'.

Payment Service Finder

The "Payment service finder" will help you determine what you are eligible for. [Click here](#) or visit the link below.

https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay

Next Steps:

1. Click on 'Payments'
2. Follow the prompts and answer the questions
3. Click 'Submit'
4. An estimate rate will appear. Answer any questions being asked.
5. View results
6. **Click on the 'Learn More' button – this will take you to the 'Claim Now' web page.**

Proceed with your claim.

Further information on payments available to you.

Job Seeker Payment

<https://www.servicesaustralia.gov.au/individuals/job-seekers/help>

- Available to all persons between 22 and aged pension age
- Unemployed and looking for work
- Claim will take approximately 30–60 minutes to complete online
- If you can't claim online, you will need to call **132 8**
- As part of your Jobseeker Payment online claim, **you'll book a phone appointment.**
 - **You need to make sure you answer this call, so please check the date and time.**
 - **The call will come from a private number.**
- Centrelink have **waived** the following for a period of 6 months
 - Assets test
 - Ordinary waiting period
 - Liquid asset test waiting period
 - Mutual obligation or participation requirements
 - Providing an employment separation certificate
 - Providing proof of reduced work hours
 - Providing proof of your rental arrangements
 - Providing a bank statement
- Income limits apply:
 - Income maintenance period may apply due to employer lump sums paid ie annual leave, redundancy payments, long service leave. Centrelink calculates this.
 - Severe Financial hardship provisions may apply and reduce waiting periods
 - e.g. single person, no children get full payment of \$565.70 per fortnight if income below \$104 per fortnight

Youth allowance Payment

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance-job-seekers/how-much-you-can-get/dependent-or-independent>

- Claiming as above or **call 132 490**
- Available to persons between 16 to 21
- Studying part time and looking for work
- Looking for full time work
- Doing approved activities
- Temporarily unable to work
- Rules around being dependent or independent

Parenting Payment

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/parenting-payment/how-much-you-can-get>

- Claiming as above or **call 132 160**
- Have the care of a child either younger 8 if you're single or 6 if you have a partner.
- You're considered the principal carer of a child if you have the most amount of responsibility for all their day to day care, welfare, development.
- Income and Asset tested
- Waiting periods as above
- Severe Financial hardship provisions may apply

Centrelink Information

- Further information on Services Australia's COVID-19 procedures [here](#).
- There's no need to register more than one intent to claim, and no need to visit Centrelink.
- A temporary fortnightly Coronavirus Supplement of \$550 will be paid from 27 April 2020 if you're getting an eligible payment. This payment is on top of your income support payment.