

I lost my job or I think I'm about to. How do I access Centrelink's JobKeeper or JobSeeker payments?

The first step is probably to take a deep breath. Losing work is difficult. The essential thing to remember right now is that everyone is doing it tough and losing your job is not your fault. You'll hopefully fall into one of two options:

1. You've lost your job and your employer isn't able to keep you on for the **JobKeeper** payments.
2. Your employer is going to keep you on until the **JobKeeper** payments start.

If you're in category 1, read on. If you're in category 2, click [here](#).

In order to start the process with Centrelink you need to **register** your intention to claim the **JobSeeker** payment. The easiest way is to register online. The queues for Centrelink are pretty crazy right now and the phone lines are probably just as difficult. If you can navigate the computer, it would be a better option.

Registering online

You **don't** need to complete a full claim right now. Centrelink will **backdate** your payment. Once you register, Centrelink will contact you to make a time and place for you to fill in the full claim.

You can register online pretty easily if you already have a **MyGov** online account. If you don't, that's okay. It's not too hard to get one. There are four options explained below:

1. You have a MyGov account that's linked to the ATO or Medicare
2. You have a MyGov account that's linked to Centrelink
3. You have a MyGov account that's not linked to anything yet
4. You don't have a MyGov account but you're willing to take the plunge and get one!

1. If your MyGov account is linked to the ATO or Medicare but not Centrelink

Log in at <https://my.gov.au/> and the first box you'll see will be a link to 'register intention to claim'. Click the link and follow the prompts.



Claiming a Centrelink payment

The fastest way to claim a Centrelink payment is through your online account. You can do this if you've linked Centrelink to myGov.

If you haven't linked Centrelink to myGov and your circumstances are affected by coronavirus (COVID-19), you can register your intention to claim a payment. You only need to do this once.

We'll let you know the next step to make your claim.

[Register intention to claim](#)

2. If you have a MyGov account that's linked to Centrelink

You can log in at <https://my.gov.au/> and choose to either:

- go to your Centrelink online account and start your claim now, or
- register your intention to claim on the myGov Welcome screen.

3. I have a MyGov account but it's not linked to Centrelink, the ATO or Medicare

Here's what you need to do. Sign in at <https://my.gov.au/>. Click 'Link another service' and choose the service you want to link.

4. I don't have a MyGov account but I'm feeling brave!

They're not too hard to set up and surely a much quicker process than queuing for hours outside Centrelink. At least you can do this with a cup of coffee in one hand. Go to <https://www.servicessaustralia.gov.au/individuals/online-help/create-mygov-account> for instructions. The video tutorial is pretty easy to understand.

Disclaimer:

The information sheet is general and not intended to substitute for professional advice.

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