

# FINANCIAL COUNSELLING FACT SHEET #12

## CENTRELINK SUPPORT

**Note: Centrelink procedures and eligibility change often. Check [Services Australia](#) for the latest information.**

### Applying for Centrelink

If you have become unemployed or your income has decreased below a certain amount, you can apply for government support through Centrelink. You can read about the eligibility criteria [here](#). Information on the financial support provided by Centrelink for people affected by coronavirus can be found on the [Services Australia Website](#).

You can submit a claim for income support online by linking your Centrelink online account to your MyGov account. If you do not already have a Centrelink online account, you can now set this up online through MyGov, where you can:

- [confirm your identity](#)
- [get a Centrelink Reference Number \(CRN\)](#)
- [create a Centrelink Online Account](#)
- link your Centrelink online account to MyGov.

### Tips when applying for Centrelink:

- You need to lodge a claim online
- You will need to confirm your identity – have your identity documents ready
- You need bank account statements for the last three months
- The application process online through MyGov can be difficult and time-consuming. You can save your application and come back if you need to
- Be patient and read the questions carefully. If you need to, ask a person you can trust for support.

If you need more support [contact Centrelink by phone](#) or visit your closest Centrelink office.