











# The new JobSeeker Payment

From 20 March 2020, JobSeeker Payment is the main income support payment. You can get it if you are between 22 years of age and Age Pension age.

You can get this payment if you either:

- are looking for work and meet mutual obligation requirements
- have a job but currently cannot work or study due to sickness or injury
- have recently lost your partner.

From 20 March 2020, these payments are stopping:

- Newstart Allowance
- Sickness Allowance
- Wife Pension
- Bereavement Allowance
- Widow B Pension.

Eligible customers will transfer to JobSeeker Payment or another payment.

## If you get Newstart Allowance

Newstart Allowance will end from 20 March 2020 and we will transfer you to JobSeeker Payment. You do not need to do anything if you continue meeting your mutual obligation requirements.

You will keep the same rate of payment and your concession card eligibility as long as your circumstances do not change.

## If you get Sickness Allowance

From 20 March 2020, you will keep getting Sickness Allowance until your medical certificate expires. After it expires your Sickness Allowance payment will stop.

We will send you a letter or myGov message before your medical certificate expires. This letter or message will tell you how to transfer to JobSeeker Payment if you still need financial help. You do not need to do anything until you get the letter or message.

Make sure you tell us about changes to your circumstances.

From 20 March 2020, we will not accept new claims for Sickness Allowance. If you are sick or injured and cannot work or study you can apply for JobSeeker Payment.

Go to [humanservices.gov.au/sicknessallowance](https://humanservices.gov.au/sicknessallowance) for more information in English.

## If you get Wife Pension

Wife Pension will end from 20 March 2020.



## Living in Australia

If you are living in Australia as an Australian resident, you will transfer to Carer Payment, Age Pension or JobSeeker Payment, depending on your circumstances. You will continue to get your current payment rate.

## Living overseas

If you are living overseas and are Age Pension age, you will transfer to Age Pension. You do not need to do anything and you will keep the same payment rate.

If you are under Age Pension age, and live overseas you will no longer be able to receive Wife Pension. Your payment will stop on 20 March 2020. We sent you a letter in October 2019 to let you know about this change to your payment.

However, you should check if you are living in a country that has an international social security agreement with Australia. There may be payments you can get if you are under Age Pension age.

Go to [humanservices.gov.au/international](https://humanservices.gov.au/international) for more information in English.

## Returning to Australia

If you return to Australia after your payment stops, you may have to wait to get a new payment or concession card.

Go to [humanservices.gov.au/newresidentswaiting](https://humanservices.gov.au/newresidentswaiting) for more information in English.

Use the Payment and Service Finder to see what payments you may get. Go to [humanservices.gov.au/paymentfinder](https://humanservices.gov.au/paymentfinder) to use it in English.

## Going overseas temporarily

If you travel outside Australia temporarily, it may affect your eligibility for transferring to another income support payment. If you plan to be outside Australia on 20 March 2020, you need to tell us.

If you are planning on travelling outside of Australia after 20 March 2020 and would like to know how this will impact your payment, go to [humanservices.gov.au/paymentoverseas](https://humanservices.gov.au/paymentoverseas).

Go to [humanservices.gov.au/wifepension](https://humanservices.gov.au/wifepension) for more information in English.

## Transferring to Carer Payment

From 20 March 2020, if you qualify, we will transfer you to Carer Payment.

You qualify if all of the following apply:

- you get Wife Pension
- you get Carer Allowance, and
- you are living in Australia.

We sent you a letter in September 2019 to let you know. Make sure you tell us about changes to your circumstances.

Go to [humanservices.gov.au/carerpayout](https://humanservices.gov.au/carerpayout) for more information in English.

## Transferring to Age Pension

From 20 March 2020, if you qualify we will transfer you to Age Pension.

You qualify if all of the following apply:

- you are Age Pension age
- you get Wife Pension, and
- you do not get Carer Allowance.

We sent you a letter in September 2019 to let you know. Make sure you tell us about changes to your circumstances.

Go to [humanservices.gov.au/agepension](https://humanservices.gov.au/agepension) for more information in English.

## Transferring to JobSeeker Payment

Australian residents who cannot get Carer Payment or Age Pension will transfer to JobSeeker Payment.

You qualify if all of the following apply:

- you are living in Australia
- you get Wife Pension
- you are under Age Pension age
- you are not getting Carer Allowance.

We sent you a letter in September 2019 to let you know. Make sure you tell us about changes to your circumstances.

Go to [humanservices.gov.au/jobseekerpayment](https://humanservices.gov.au/jobseekerpayment) for more information in English.

## If you get Widow B Pension

Widow B Pension will end from 20 March 2020. All customers will transfer to Age Pension.

We sent you a letter in September 2019 to let you know. Make sure you tell us about changes to your circumstances.

Go to [humanservices.gov.au/widowbpension](https://humanservices.gov.au/widowbpension) for more information in English.

## If you get Bereavement Allowance

Bereavement Allowance will end from 20 March 2020.

If you are getting Bereavement Allowance on 19 March 2020, you will keep getting it until the end of your bereavement period. This is usually 14 weeks, or if you are pregnant, for the length of your pregnancy. When this period ends, if you still need income support, you can claim either:

- JobSeeker Payment
- Youth Allowance, or
- another payment based on your circumstances.

You can use Payment and Service Finder to see what you may be eligible for. Go to [humanservices.gov.au/paymentfinder](https://humanservices.gov.au/paymentfinder) to use it in English.

We will not accept new claims for Bereavement Allowance from 20 March 2020.

## For more information

- go to [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- 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.