

# Save time— claim online



centrelink

Use the Payment and Service Finder on our website to work out what you may be eligible for. Visit [humanservices.gov.au/paymentfinder](https://humanservices.gov.au/paymentfinder)



To claim online, you'll need your:

- bank account details
- tax file number
- previous work details (where appropriate).

If you don't have this information, start your claim anyway. You can save it and come back later.

- 1 Sign in** to your Centrelink online account at [my.gov.au](https://my.gov.au)
- 2 Answer questions**—we'll ask you questions to check if you're eligible, including questions about your income and assets if needed.
- 3 Review** and confirm the details you've provided.
- 4 Upload documents**—download the Express Plus Centrelink mobile app or use your Centrelink online account to upload most documents digitally. For instructions, go to [humanservices.gov.au](https://humanservices.gov.au) and search **upload documents**. Please provide your documents to us as soon as possible, otherwise you may not be able to submit your claim.
- 5 Book appointment**—we'll tell you if you need to book an appointment. You can do this through our online appointment service, which has instructions on how to book.
- 6 Submit your claim**—we'll give you a Claim ID and keep you updated about the progress of your claim.



Australian Government  
Department of Human Services

[humanservices.gov.au](https://humanservices.gov.au)

# Continuing your business with us

You can manage your personal details, report your employment income and check your payment details with your online account or the mobile app.



You'll need a myGov username or email address and password to access your Centrelink online account or the Express Plus Centrelink mobile app.

If you already have a myGov account, make sure you've linked your Centrelink online account.

If you don't have a myGov account, create one and link it to your Centrelink online account.

## More information



For a full list of payments you can claim online, go to [humanservices.gov.au/claimonline](https://humanservices.gov.au/claimonline)



If you're having problems with your online account, call the Online Services Support Hotline on **132 307** and select option 2 from Monday to Friday, 7am–10pm or Saturday to Sunday, 10am–5pm.



If you have a general question about how to claim online, connect with us on social media. Go to [humanservices.gov.au/socialmedia](https://humanservices.gov.au/socialmedia)



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