

# Support if you are looking for work

Benefits and  
support you may  
get if you are  
looking for work

Getting the right information and help when you're looking for work is essential. This leaflet tells you about the support you might get. It doesn't go into detail, but explains where you can get more information and who to contact. Other organisations may also be able to help you.

## Jobseeker's Allowance

Jobseeker's Allowance is the main benefit paid if you're out of work and looking for work. To get it you must:

- be looking for work
- usually be able to work for at least 40 hours a week
- be over 18 and under State Pension age, and
- live in Great Britain.

You must have paid enough National Insurance contributions, or have income/savings under a certain limit.

If you're paid an occupational or personal pension, it may affect the amount of Jobseeker's Allowance you get.



Claim online at  
[www.direct.gov.uk/jsaonline](http://www.direct.gov.uk/jsaonline)



Claim by phone **0800 055 6688**

When you claim you'll need to have handy:

- your National Insurance number
- your bank account details
- details about your rent or mortgage
- details of your past or present employer
- details of other income and savings, and
- details about your partner (if you have one).

## Help with housing costs

You may be entitled to other help, including support with your mortgage, rent or council tax costs. To see what help you could get check online at [www.direct.gov.uk/benefitsadviser](http://www.direct.gov.uk/benefitsadviser)

## Tax credits

If you get tax credits and stop working, you must let the Tax Credit office know.



Find out more at  
[www.direct.gov.uk/taxcredits](http://www.direct.gov.uk/taxcredits)



Helpline 0845 300 3900

## Finding a job

Many employers now advertise vacancies online and ask you to apply online. To keep up with the latest vacancies, make sure you:

- know how to use the internet
- have your own email address, and
- know how to find vacancies and fill in applications online.

Jobcentre Plus has details of many jobs. You can search online or by phone.



Search online at  
[www.direct.gov.uk/jobsearch](http://www.direct.gov.uk/jobsearch)



Phone 0845 606 0234

You can find lots of other resources online to help you get back to work. This might be advice on writing a CV, planning a career, help with childcare, or how to become self-employed.



Find out more at  
[www.direct.gov.uk/jobseekers](http://www.direct.gov.uk/jobseekers)

## Textphones

If you have a textphone because you can't speak or hear clearly, there are different numbers for each service listed in this leaflet. These numbers don't accept voice calls or text messages from mobile phones.

Claim Jobseeker's Allowance Textphone **0800 023 4888**

Tax credits Textphone **0845 300 3909**

Find a job Textphone **0845 605 5255**

## We also have basic information leaflets covering:

- Support if you are ill or disabled
- Support for carers
- Support for parents and guardians
- Support after a death
- Support if you're planning retirement.

## This information is available in other formats on request

If you can't use the internet, you can phone for a more detailed leaflet.



Phone **0845 606 5065**  
Textphone **0845 604 0210**

## Call charges

Calls to the 0800 numbers in this leaflet are free from BT land lines and most mobiles.

Calls to 0845 numbers from BT land lines should cost no more than 7p a minute with a 11p call set-up charge. You may pay more if you use another phone company or a mobile phone. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider. Charges were correct as of the date below.

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure the leaflet is correct as of the date below. Some of the information may be oversimplified or may become inaccurate over time, for example because of changes to the law. We recommend that you get independent advice before making financial decisions based on this leaflet.

DWP aims to provide a high quality of service to all its customers. You can find out more in our Customer Charter at

[www.direct.gov.uk/dwppcharter](http://www.direct.gov.uk/dwppcharter)

