

New compliance system from 1 July 2018

Know where you stand and how the new rules can affect you



Meeting all your requirements

Meeting all your requirements:

- Mutual obligation requirements include job search, attending provider appointments, job interviews and activities.
- Tell your provider ahead of time if you can't meet your requirements.



Warning (1 to 5 demerits)

If you do not meet your requirements you will get a demerit:

- Every time you miss your requirements your payment will be suspended. Contact your provider, meet the requirements and you will get your payment.
- Meet all your requirements to get back to the zone.
- If you continue to get demerits you will have a review with your provider and Centrelink to see why you are not meeting your requirements.
- If you get 5 demerits you will move to the penalty zone.



Financial penalties

In this zone, you will get financial penalties:

- 1st time fail to meet your requirements = lose 1 week's pay.
- 2nd time fail to meet your requirements = lose 2 weeks' pay.
- 3rd time fail to meet your requirements = payment cancelled, 4 week wait to re-apply.

Demerits

You will get demerits if you do not...

- agree to a Job Plan
- do job search
- attend or behave appropriately at a provider appointment
- attend or behave appropriately at a third-party appointment
- attend or behave appropriately at an activity
- attend a job interview
- behave appropriately at a job interview
- act on a job referral.

Payment cancelled

4 week wait to re-apply if you:

- fail to accept or commence suitable work
- voluntarily leave or are dismissed for misconduct from suitable work.

Need help? Speak to your provider.