

Targeted Compliance Framework – job seekers with providers



Meeting all your requirements



Meeting all your requirements:

- Mutual obligation requirements include job search, participating in 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 a requirement and you do not have a good reason, you will get a demerit:

- If you do not meet a requirement, talk to your provider and address any failures within 2 business days to avoid having your payment put on hold. If your payment is put on hold, meet your requirements and that hold will be lifted.
- 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 have a review with Centrelink. If Centrelink assess that you can meet your requirements, 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 payment.
- 2nd time fail to meet your requirements = lose 2 weeks' payment.
- 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
- participate in or behave appropriately at a provider appointment
- participate in or behave appropriately at a third-party appointment
- participate in or behave appropriately at an activity
- participate in or behave appropriately at a job interview
- act on a job referral.

Payment cancelled

You will have a 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.