

# Targeted Compliance Framework – job seekers in Online Employment Services/New Employment Services Trial



Meeting all  
your requirements



## Meeting all your requirements:

- Mutual obligation requirements include job search, participating in job interviews and activities.
- Call the Digital Services Contact Centre 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, log into your dashboard within 2 business days to take steps to avoid having your payment put on hold. Meet your requirements and any hold on your payment 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 the Digital Services Contact Centre 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
- behave appropriately at a job interview.

## 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? Call the Digital Services Contact Centre 1800 314 677.