

Targeted Compliance Framework – ParentsNext participants



Meeting all
your requirements



Meeting all your requirements:

- Mutual obligation requirements include participating in activities and behaving appropriately.
- 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. 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 your provider 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 apply if you do not...

- agree to a Participation Plan
- 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.

Need help? Speak to your provider.