



Australian Government

Targeted Compliance Framework

You need to know how to meet your mutual obligation requirements to avoid your payment being put on hold or financial penalties applied.

Key points

You may get demerits if you don't meet your requirements. You could lose some or all of your payments.

Your jobactive.gov.au/jobseekers dashboard will help you manage your requirements in your Job Plan or Participation Plan.

You can use your dashboard to keep track of your mutual obligation requirements:

- Report the jobs you have applied for.
- Check your tasks to do.
- Record attendance at appointments and activities.
- See any demerits and financial penalties and the reasons for getting them.



Meeting your requirements



Warning

You have demerits.



Financial Penalties

Financial penalties may apply.

Your online dashboard— know where you stand.

Online dashboard

Link Australian JobSearch to your services in myGov to access the jobactive website. You can also download the Job Seeker app to your device or phone.

Sign in to my.gov.au and click on the Australian JobSearch button.

If you can't see the Australian JobSearch button click link to another service and select Australian JobSearch.

Follow the prompts to set up an account.
Have your Customer Reference Number handy.

What to do next

If you have a provider, talk to them about your mutual obligation requirements.

If you are an online job seeker, please contact the Digital Services Contact Centre on 1800 314 677.

It's important you understand:

- what your requirements are and how to meet them
- when and how compliance is applied
- how compliance can affect your payments.

All job seekers can access their dashboard to track their compliance with their mutual obligation requirements.

Want more information?

- **Go to jobactive.gov.au** and sign in via myGov. Check your tasks to do, and review your participation history.

Do you need help with this information?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **131 450*** and ask for the Employment Services Information Line on **13 62 68***.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit **relayservice.com.au***

** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones.*

Check your status – what do the symbols mean?



Green Zone – Meeting your requirements

You will see this on your dashboard when you meet all of your requirements, like participating in your activities and appointments, doing your job search, and participating in job interviews.

- Use the dashboard to record the jobs you have applied for.
- Check your To-Do List.
- Confirm you have participated in appointments, activities and job interviews.

Talk to your provider and address any missed requirements within 2 business days to avoid having your payment put on hold. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

Important!

Stay in the Green Zone – tell us ahead of time if you can't meet your requirements.



Warning Zone – (1 to 5 demerits)

It's time to take control. You will see this on your dashboard when you have not met your requirements and you have demerits.

You will receive demerits if you don't have a good reason and you do not:

- Agree to your Job Plan or Participation Plan
- Complete your job search
- Participate in or behave appropriately at appointments
- Participate in or behave appropriately at your activity.

Each demerit lasts 6 months and then expires.

If you have a provider, please contact them. If you are an online job seeker, please contact the Digital Services Contact Centre.

Talk to your provider and address any missed requirements within 2 business days to avoid having your payment put on hold. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

Important!

To move back to the Green Zone, you have to meet all your requirements until your demerits expire.



Penalty Zone

You will see this on your dashboard when you have moved to the Penalty Zone.

In this zone, you will get financial penalties if you don't meet your requirements and you don't have a good reason.

- The first time you fail to meet your requirements you will lose 1 week's payment.
- The second time you fail to meet your requirements you will lose 2 weeks' payment.
- The third time you fail to meet your requirements your payment will be cancelled and you will have to wait 4 weeks before you can re-apply.

Important!

You have to meet all your requirements for 3 months to move back to the Green Zone.

Reviews

In the Warning Zone, if you get **3 demerits** you will have a Capability Interview with your Provider or, for online job seekers, with the Digital Services Contact Centre. If you get **5 demerits** you will have a Capability Assessment with Centrelink.



You will have a chance to discuss the reasons you haven't met your requirements, identify issues, and review your Job Plan and make sure you can meet your requirements.



If Centrelink decides at a Capability Assessment you can meet your requirements, you will move to the Penalty Zone where you may lose money if you do not meet your requirements.

Payment cancelled anytime, 4 week wait to re-apply if you...

fail to accept or start a suitable job or if you leave a suitable job or are dismissed for misconduct without a good reason.