

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.

Job seeker commences in Employment Services

Job Seeker Servicing

Work Refusal Failure or Unemployment Failure – Report to DHS

4 week cancellation of payment

Increased level of non-compliance can result in fast-track to capability review

In Green Zone or Warning Zone and pre-Capability Interview: Fast-track to Capability Interview

In Warning Zone and post-Capability Interview: Fast-track to Capability Assessment

1st Demerit
2nd Demerit
3rd Demerit

Capability Interview (with Provider)

4th Demerit

5th Demerit

Capability Assessment (with DHS)

50% loss of payment

1st Financial Penalty

100% loss of payment

2nd Financial Penalty

3rd Financial Penalty

Green Zone (Meeting requirements)

Warning Zone (Not meeting requirements)

Penalty Zone (Persistent non-compliance)

Not Capable (returns to Green Zone)

Capable (continues in Warning Zone)

Not Capable (returns to Green Zone)

Capable (enters Penalty Zone)

DHS are responsible for investigating and determining if the job seeker has a Reasonable Excuse in the Penalty Zone.

Job seeker fully meets requirements for three consecutive months whilst in Penalty Zone – Returns to Green Zone