Decision about stopping Centrelink money

People not doing activities

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| Australian Government logo with Department of Social Services underneath  Department of Employment and Workplace Relations logo | The Australian Government   * Department of Social Services wrote this.   We say **DSS** for short.   * Department of Employment and Workplace Relations   We say **DEWR** for short.  When you see the word **we** it means DSS and DEWR. |
| A person holding a white book with easy read on the cover | We wrote this in an easy to read way.  We use pictures to explain some ideas. |
| The word bold is in bold and the words not bold are in plain text | We have some words in **bold**.  This means the letters are thicker and darker.  These are important words. |
| An easy read document with pictures and lines for text. | This is an Easy Read summary of another document.  This means it has the most important ideas. |
| Two people with their arms around each other with thumbs up. | You can ask for help to read this document.  You can ask   * A friend * Family members * A support person. |

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What is mutual obligation failure

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| a book with rules on the front and a green tick and red cross | We have **laws** for   * People who get Centrelink money for **not** having a job   We call this **job seeker**. |
| fanned out money | * The things they need to do to get their Centrelink money.   We call these **activities**.  Laws are **rules** for how we live. |
| teal icon of a computer mouse clicking | You can read about the different activities on our website.  [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)  It is in Easy Read. |
| Man in a suit holding a clipboard with two red X marks and a red marker. | It is called **mutual obligation failure** if you do **not** do them |
| fanned out money with a red cross | If you do **not** do them we can   * Make changes to * Stop   Your Centrelink money.  The law says we **can** do this. |

## Decisions we have made

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| a document with TCF and check boxes with a tick | The **Targeted Compliance Framework** is the rules we have for people who do **not** do their activities without a **good reason**.  We call it **TCF** for short. |
| teal icon of a computer mouse clicking | You can read about some of the good reasons for **not** doing your activities on our website.  [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)  It is in Easy Read. |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' . | If people do **not** do their activities they can have their Centrelink money   * Stopped * Changed. |
| Two women conversing, one taking notes, with 'Assessment' text on a purple banner below. | 2 people do an **assessment** to see if people are **not** doing their activities.  **Assessments** help us work out if you are following the rules. |
| An open book with an assessment checklist and a person in a suit taking notes. | An assessment will be done by   1. Your employment provider 2. Services Australia. |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' . | Most of the time if people do **not** do their activities **8** times they can have their Centrelink money **stopped**.  The law says we can **stop** your Centrelink money after this time. |
| Image of a checklist with one item checked off. | The only time you will **not** have your Centrelink money stopped for **not** doing activities is if you have a **good reason**. |
| Hand holding a pen filling out an application form with sections for name, address, education, and work. | You need to **apply** for your Centrelink payments again if they are stopped.  **Apply** means you send in information to Services Australia about   * Who you are * What payments you need. |
| Three people seated in a row with calendar pages for May, August, and December behind them. | You will have to wait for **4 weeks** before you get money from Centrelink. |
| Woman in orange cardigan with a name badge, thinking with a thought bubble above her head with red cross. | In July 2024 we **stopped for now** cancelling Centrelink money for people who do **not** do the activities. |

Why we made this decision

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| Person with red hair wearing a patterned shirt and headband, resting chin on hand. | In July 2024 we think some of the decisions to **stop** Centrelink money might **not** have been right. |
| Man looking through a magnifying glass while wearing a blue checkered shirt. | We are checking that the way we do things   * Are fair * Follow the law. |
| A red octagonal stop sign with white lettering. | We have stopped these decisions while we make changes. |

Who will be affected

|  |  |
| --- | --- |
| A red octagonal stop sign with white lettering. | Some people had their Centrelink money **stopped** for **not** doing their activities. |
| 2 calendar icons with an arrow pointing from 8 April 2022 to 4 July 2024 | We have looked at the payments that were **stopped** between   * 8 April 2022 * 4 July 2024. |
| Person in a red polo shirt reading a piece of paper.teal icon of a computer mouse clicking | If you were 1 of the people you can read more about what   * To do * Will happen next   On our website.  [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)  It is Easy Read. |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' with a banner below reading 'Jobseeker. | Some of the people who were affected got Centrelink money for   * Job seeker |
| Three people standing together, smiling and casually dressed with a banner saying youth allowance. | * Youth allowance other |
| A woman and a young girl smiling and waving at the camera witha banner saying parenting payment single. | * Parenting payment single   After your youngest child is 6 years old. |
| a person holding a visa with a banner saying special benefit | * Special benefit for **nominated visa holders**.   This is for people from overseas working here. |
| 2 people sitting looking at a device with the banner saying workforce Australia. | It could also be anyone who took part in   * Workforce Australia |
| 2 people sitting a desk with disability employment services | * **Disability Employment Services**   We call it **DES** for short. |
| Front entrance of a jobactive program office with signs for help, advice, jobs, and training. | * The Jobactive program |
| A woman and a young girl with glasses, both smiling and holding paper that says parents next program | * Parents Next Program. |
| Clipboard with a red 'X' mark on the paper. | It does **not** affect anyone who was in the Community Development Program. |
| tree in the outback with rock and grass in the background | This program supports people who live in remote areas to get   * Fair money for work they do * Jobs that help the community. |

What you need to do

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| Clipboard with a red 'X' mark on the paper. | You do **not** need to do anything at the moment. |
| A brick house with an envelope addressed to it. | You will get a letter in the mail in the next few weeks.  It will explain what will happen next. |
| Three people using magnifying glasses to examine something closely. | We will look at the reasons why you did **not** do your activities. |
| Woman holding scales labelled 'Right' and 'Wrong'. | This will help us find out if the decision was   * Right * Wrong. |
| Person holding a clipboard with a completed checklist. | You need to keep doing your activities. |
| Two people having a serious conversation, one explaining and the other listening. | Talk to   * Your employment provider |
| Woman sitting on a plaid armchair, talking on a phone. | * The Digital Services Contact Centre   **1800 314 677**  To make sure your activities are right for you. |

Past decisions

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| --- | --- |
| 2 calendar icons with an arrow pointing from 8 April 2022 to 4 July 2024 | We will review all the decisions to **stop** Centrelink money between   * 8 April 2022 * 4 July 2024. |
| Man looking through a magnifying glass while wearing a blue checkered shirt. | We will do the review following the rules for the **Compensation for Detriment caused by Defective Administration**.  We call it **CDDA** for short. |
| teal icon of a computer mouse clicking | You can read more about CDDA on the website.  [www.finance.gov.au/cdda-scheme](https://www.finance.gov.au/cdda-scheme)  It is **not** Easy Read. |
| Clipboard with a red 'X' mark on the paper. | You do **not** need to do anything.  We will let people know in the next few weeks. |
| teal icon of a computer mouse clicking | You can read more about how we will do the review on our website.  [www.finance.gov.au/cdda-scheme](https://www.finance.gov.au/cdda-scheme)  It is **not** Easy Read. |
| A smartphone screen displaying a dial pad and a phone number. | If you have questions you can call the DEWR National Customer Service Line  **1800 805 260** |
| 2 calendar icons with an arrow pointing from 8 April 2022 to 4 July 2024 | We will look at all decisions to **stop** Centrelink money between   * April 2022 * July 2024. |
| A person in a striped shirt thinking with a checkmark and an 'X' in a thought bubble. | We might decide that the decision was **not** right.  We might pay you   * The money you should have got * Money for your payments stopping when they should **not** have.   This is called **compensation**. |

About the review

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| A blue square with a white number 2 in the center. | CDDA will do the review in **2 parts**. |
| Three people using magnifying glasses to examine something closely. | **Part 1**  CDDA will look at information about the decisions when they were made. |
| Woman in black blazer sitting at a desk with an old-style computer and telephone. | The information could be stored with   * DEWR * Employment providers * Services Australia. |
| A silver balance scale with 'Right' in blue on the left pan and 'Wrong' in red on the right pan. | If the decision did **not** look at all the information we will   * Let you know * Pay you back the money. |
| Woman raising her arm with a speech bubble containing a question mark. | **Part 2**  We might need to ask you more questions. |
| Two men having a discussion, one holding and pointing at a document. | We will let you know if we   * Need more information from you |
| A balance scale with 'Right' and 'Wrong' labelled on its pans. | * Think the decision was right. |
| teal icon of a computer mouse clicking | You might have another chance to tell us the reasons you could **not** do your activities.  You can look at our website to see some of the reasons you could **not** do your activities.  [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)  It is in Easy Read. |

Support

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| Woman raising her arm with a speech bubble containing a question mark. | You might   * Have questions |
| A man stands with crossed arms and thought bubbles showing him in various worried poses. | * Be worried |
| 3 people standing with thumbs down | * Want to make a **complaint**.   **Complaints** are when you tell someone they have **not** done a good job.  Everyone has the right to make a complaint. |
| A smartphone screen displaying a dial pad and a phone number. | You can call the DEWR National Customer Service Line  **1800 805 260** |

Other decisions that are stopped for now

|  |  |
| --- | --- |
| A red octagonal stop sign with white lettering. | There are other decisions that have been **stopped for now**. |
| teal icon of a computer mouse clicking | You can go to our website to read about the other decisions we have **stopped for now.**  [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)  It is in Easy Read. |

What is next

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| A silver laptop with a light blue screen and black keyboard with fanned out money with a red cross. | We have updated our computer systems.  They will **not** stop Centrelink payments for anyone that does **not** do their activities. |
| Man in a suit holding a clipboard with a checklist and a green marker. | We will keep working to make sure the decisions   * Follow the law * Are fair. |
| Man looking through a magnifying glass while wearing a blue checkered shirt. | We are doing a **review** of this law.  A **review** is when you check what   * Works * Needs to change. |
| Person in a wheelchair holding a clipboard with a green check mark, smiling and giving a thumbs-up. | We have made sure the review is   * Done in a fair way * Following the law. |
| Person examining something with a magnifying glass. A silver laptop with a light blue screen and black keyboard. | We have an **independent** person checking our computer systems.  Independent means separate to the government. |
| White hardcover book with 'RULES' on the cover, featuring a green checkmark and a red 'X'. | This means we are checking if our computer systems are following the rules. |
| A red octagonal stop sign with white lettering. | If we do **not** believe the decisions   * Follow the law * Are fair   We will stop them right away. |
| A paper with 'Policy' written on it and a green checkmark. | We need to make sure that any changes to   * The way we do things |
| A silver laptop with a light blue screen and black keyboard. | * Our computer systems |
| White hardcover book with 'RULES' on the cover, featuring a green checkmark and a red 'X'. | * The law   Are done in the right way. |
| A woman with short reddish-brown hair, glasses, and a white floral top giving a thumbs-up. | We are working on this. |
| Man with striped sweater and speech bubble | We will let you know when we make more decisions. |

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