Reasons to not do activities

Without getting in trouble

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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. |
| image of Aboriginal and Torres Strait Islander people with the Aboriginal and Torres Strait Islander flags in the background | We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on. |
| teal map of australia | They were the **first people** to live on and use the   * Land * Waters. |

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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. |

Reasons you could not do your activities

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| A man leaning towards a smiling woman in a pink wheelchair with a thought bubble above them. | Sometimes there are **good reasons** you could **not** do your activities.  They could be you |
| red tram with a cross through it | * Could **not** get to the activities |
| Person in a light blue t-shirt holding their forehead and stomach. | * Were sick |
| Three people showing signs of illness, one touching his throat, one covering her mouth, and one wiping his forehead. | * Were looking after someone who was sick |
| Young man on a phone call, wearing a dark shirt with a red cross over them. | * Could **not** tell your employment provider |
| Elderly woman on phone with a worker with a red cross over it. | * Could **not** tell Services Australia |
| One woman raises her fist while another woman looks down, both displaying tense expressions. | * Were experiencing **violence**   Violence is when someone hurts you.  It can also be called Domestic and Family Violence. |
| Person pointing at a presentation board with three house models. | * Did **not** have a **stable home**   A stable home is when you have somewhere safe to live.  You can choose how long you can stay there. |
| Man covering his face with both hands, wearing a black leather jacket with a fur collar. | * Were having a hard time which made it so you could **not** do your activities |

What you need to do

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| 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. |

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** |

More information

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| teal icon of a computer mouse clicking | You can go to our website to read more information**.**  [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. |

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