



Australian Government
Department of Social Services



Australian Government
**Department of Employment
and Workplace Relations**

Reasons to not do activities

Without getting in trouble



Australian Government
Department of Social Services



Australian Government
**Department of Employment
and Workplace Relations**



Bold

Not bold

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.

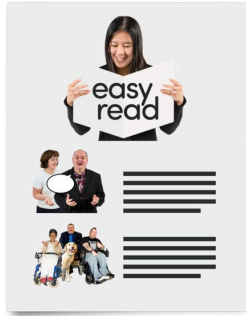
We wrote this in an easy to read way.

We use pictures to explain some ideas.

We have some words in **bold**.

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.

This means it has the most important ideas.

You can ask for help to read this document.



You can ask

- A friend
- Family members
- A support person.



We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on.



They were the **first people** to live on and use the

- Land
- Waters.

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What is mutual obligation failure



We have **laws** for

- People who get Centrelink money for **not** having a job

We call this **job seeker**.



- The things they need to do to get their Centrelink money.

We call these **activities**.

Laws are **rules** for how we live.



You can read about the different activities on our website.

www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is in Easy Read.



It is called **mutual obligation failure** if you do **not** do them



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



Sometimes there are **good reasons** you could **not** do your activities.

They could be you



- Could **not** get to the activities



- Were sick



- Were looking after someone who was sick



- Could **not** tell your employment provider



- Could **not** tell Services Australia



- Were experiencing **violence**

Violence is when someone hurts you.

It can also be called Domestic and Family Violence.



- 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.



- Were having a hard time which made it so you could **not** do your activities

What you need to do



You need to keep doing your activities.



Talk to

- Your employment provider



- The Digital Services Contact Centre

1800 314 677

To make sure your activities are right for you.

Support



You might

- Have questions



- Be worried



- 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.



You can call the DEWR National Customer Service Line

1800 805 260

More information



You can go to our website to read more information.

www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is in Easy Read.