Decision about changes to 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 |
| 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 the activities. |
| 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. |
| 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. |
| fanned out money with an arrow pointing down | We can make your Centrelink money less if they both find that you are **not** doing your activities.  The law says when we can do this. |
| a person sitting at a computer with jobs on the screen with a red cross | On 6 March 2025 we **stopped for now** changes to Centrelink money if people do **not** do the activities. |

## Why we made this decision

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| a book with rules on the front and a green tick and red cross | We want to make sure we are following the rules. |
| Person with red hair wearing a patterned shirt and headband, resting chin on hand. | We do **not** think the decisions   * Are wrong * Have hurt people. |
| A red octagonal stop sign with white lettering. | We are stopping the decisions for now to make sure decisions are following the rules.  This will make sure no one has a decision made that is wrong. |
| A person in a striped shirt thinking with a checkmark and an 'X' in a thought bubble. | We will keep the decision stopped while we make changes to the way we do things. |
| fanned out money with a arrow pointing down and a red cross over it | Anyone who gets job seeker for Centrelink will **not** have less money if they do **not** do their activities while we have **stopped**. |
| teal icon of a computer mouse clicking | You can have a look at our website for more information.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-reductions-peoples-social-security-participation-payments-due-persistent-mutual/information-jobseekers](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-reductions-peoples-social-security-participation-payments-due-persistent-mutual/information-jobseekers)  It is Easy Read. |
| Woman in orange cardigan with a name badge, thinking with a thought bubble above her head with a question mark. | We are thinking about what to do about decisions that have been made already. |

Who will be affected

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| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' with a banner below reading 'Jobseeker. | The people who will have less Centrelink money if they do **not** do their activities are people who get   * 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 will also affect anyone who must take 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. |
| yellow envelope with wages on the front and money coming out the top with a red cross | It does not affect anyone who is **volunteering**.  **Volunteering** is helping someone but **not** getting paid. |

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. |
| 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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| Person seated at a table with thought bubbles showing thumbs-down gestures. | If you think a decision we have made is **not** right you can ask us to   * Look at it again * Explain our reasons for the decision. |
| A smartphone screen displaying a dial pad and a phone number. | You can do this by   * Calling Services Australia |
| Entrance of a commercial building with an open glass door and 'Wear a Mask' sign. | * Going to a Services Australia centre |
| Elderly woman in a pink sweater filling out an easy-read form at a wooden table. | * Filling out a form online.   [www.servicesaustralia.gov.au/ss351](https://www.servicesaustralia.gov.au/ss351) |
| Person seated at a table with thought bubbles showing thumbs-down gestures. | If you do **not** **agree** with our decision you can ask us to look at it again.  You can ask Services Australia to have an Authorised Review Officer look at the decision. |
| Panel of three people facing a woman with a speech bubble. | If you still do **not agree** with our decision you can have it looked at by the **Administrative Review Tribunal**.  We call it **ART** for short. |
| a calendar sitting on a table | It is important to ask for a review by ART **before** 13 weeks have passed.  If it is **longer** than 13 weeks and the decision is changed it will **not** be for the whole time. |
| teal icon of a computer mouse clicking | You can go to the ART website to read more information.  [www.art.gov.au/](https://www.art.gov.au/) |
| A smartphone screen displaying a dial pad and a phone number. | You can call ART  **1800 228 333** |
| fanned out money with a red cross | It will **not** cost you any money for ART to look at the decision. |
| Two women, one standing and one seated, engaged in an activity with manila envelopes at a table. | When you ask for ART to review the decision Service Australia will be told.  Services Australia will send documents to you about the decision. |
| Smiling woman with a headset and a signpost graphic in a speech bubble labeled 'SUPPORT', 'HELP', and 'ADVICE'. | You can also get help from the Commonwealth Ombudsman  [www.ombudsman.gov.au/](https://www.ombudsman.gov.au/)  If you can **not** fill the form out online you can call them  **1300 362 072** |

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

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| --- | --- |
| 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 laptop with fanned out money and an arrow pointing down with a cross over it | We have updated our computer systems.  They will **not** change 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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