



Australian Government

# Workforce Australia

Employment. Skills.  
Support.

## Tailoring your points target to reflect your circumstances

Each month you'll need to earn a points target to meet your mutual obligation requirements in return for income support. Your points target starts at 100 points which includes a minimum of 4 job searches (with each job search being worth 5 points).

Your points target or minimum job search may be reduced based on your personal circumstances. If your requirements are not appropriate for your circumstances and you need your points target adjusted, you should talk to your provider or the department's Digital Services Contact Centre on 1800 314 677.

### Recognising difficult labour market conditions

Your points target can be reduced by 20 points if you live in one of the following regions:

Regions	State/Territory	Regions	State/Territory
Adelaide North	SA	Mid North SA	SA
Ballarat	VIC	Murray and South East	SA
Broome	WA	New England and North West	NSW
Cairns	QLD	North and North Western Tasmania	TAS
Darling Downs	QLD	North Coast	NSW
Far West Orana	NSW	North Western Melbourne	VIC
Fitzroy	QLD	North West Country SA	SA
Geraldton	WA	Sydney South West	NSW
Gippsland	VIC	Western Melbourne	VIC
Goulburn/Murray	VIC	Wide Bay and Sunshine Coast	QLD
Hobart and Southern Tasmania	TAS	Wimmera Mallee	VIC
Mid North Coast	NSW	Wivenhoe	QLD

**Note:** All individuals that live on Norfolk Island can also have their points target reduced by 20 points.

If you live outside of these regions, but the local labour market or your skills or circumstances mean that you have difficulty accessing that labour market, your points target may also be reduced.

**Example:** Steve is in Workforce Australia Online and lives in Hobart. He contacts the Digital Services Contact Centre and his points target is reduced by 20 points. Steve's points target is now 80 points for the month.

### Recognising your personal circumstances

Your points target can be reduced by 40 points if you:

- have an assessed reduced work capacity, are a principal carer parent or are mature aged (55 years and older).

Your points target can also be reduced for other personal circumstances, including, but not limited to, disability, transport options, family and caring responsibilities, age, education and experience, the costs of complying with requirements, or any other factors affecting your ability to meet your requirements.

**Example:** Helen is in Workforce Australia Online and is a principal carer parent of a 10 year old. She contacts the Digital Services Contact Centre to discuss her circumstances and her points target. The Digital Services Contact Centre applies a personal circumstances credit of 40 points to recognise that she is a principal carer parent. Helen's points target is now 60 points for the month.

**Example:** Sally is in Workforce Australia Services and lives in Mid North SA. Her provider reduces her points target by 20 points to recognise her difficult labour market conditions. Her provider also applies a personal circumstances credit of 20 points due an ongoing health condition. Sally's points target is now 60 points for the month.