Decision about stopping Centrelink money

For not doing your activities in the time you need to

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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 the reconnection requirement

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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 | We can **stop** your Centrelink money if you do **not**   * Do your activities |
| An elderly woman in a pink sweater and a young man in a navy blue suit shaking hands and smiling. | * Agree to or start a job.   This is called **work refusal failure**. |
| Image of a checklist with one item checked off. | You will be told what you **need to do** to start your Centrelink money again. |
| Two people having a serious conversation, one explaining and the other listening. | You might need to talk to   * Your employment provider |
| Woman sitting on a plaid armchair, talking on a phone. | * The Digital Services Contact Centre   **1800 314 677.** |
| Two people shaking hands with a checklist labeled 'Plan' in the background. | You can say   * What you will do to make up what you missed |
| teal icon of a computer mouse clicking | * Tell them if you have a **good reason**.   You can read about some of the 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. |
| Spiral-bound notebook with a week planner layout from Monday to Sunday with a red arrow from monday to friday. | You will have 5 **workdays** to do this.  **Workdays** are the days between   * Monday * Friday. |
| fanned out money with a red cross | We will **stop** your Centrelink money for a short time if you do **not** do this. |
| Two women seated at a table, one pointing at a clipboard and the other with her hand on her head. | If we **stop** your Centrelink money we will tell you what you **need to do** to start it again.  This is called **reconnection requirement**. |
| A man leaning towards a smiling woman in a pink wheelchair with a thought bubble above them. | You have **less than** 4 weeks to tell us   * A **good reason** for **not** doing your activities |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' witha green tick. | * Start doing your activities again   From when we **stopped** your Centrelink money.  We will start your money again if you do. |
| A man leaning towards a smiling woman in a pink wheelchair with a thought bubble above them with a red cross. | If you take longer than 4 weeks **and**   * Do **not** have a **good reason** for **not** doing your activities |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' with a red cross. | * Do **not** start doing your activities again   We can **stop** your Centrelink money.  The law says we **can** do this. |
| 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. |

## Decisions we have made

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| calendar with an hourglass next to it | On 24 September 2024 DEWR **stopped for now** cancelling Centrelink money for people who are **not** doing their activities on purpose.  They have **4 weeks** to start doing them again. |

Why we made this decision

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| Person in a red shirt holding a clipboard with red X marks. | The government has laws to follow to make sure things are done in a fair way.  We are worried that our computer systems are **not** following the rules at all times.  We need to make sure this is **fixed quickly**. |
| A silver laptop with a light blue screen and black keyboard with a red cross and a calendar icon with september 2024. | We found out that our computer system was **not** following the rules at all times in **September 2024**. |
| calendar icon with december 2020 on it | We found out that the computer problem **started** in **December 2020**. |
| A red octagonal stop sign with white lettering. | We made the decision to stop Centrelink money being   * Changed * Stopped.   Because the computer system is **not** following the rules at all times. |
| Two men holding signs with thumbs up and thumbs down gestures. | These decisions will be **stopped for now** while we make things better. |

Who will be affected

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| Two women seated at a table, one pointing at a clipboard and the other with her hand on her head. | You might be affected if you had your Centrelink money **stopped** for **not** doing your **reconnection requirement** in 4 weeks. |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' with a banner below reading 'Jobseeker. | Some of the people who are 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 |
| 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. |
| 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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| Man looking through a magnifying glass while wearing a blue checkered shirt. | We are looking at decisions we have already made.  They are called **past decisions**. |
| Woman in orange cardigan with a name badge, thinking with a thought bubble above her head. | We are still working out what we need to do next. |

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 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 **not** doing your **reconnection requirements** in 4 weeks. |
| 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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