

Your online dashboard— know where you stand.



From 1 July 2018 there will be a new compliance system.

From 1 July 2018, you can use your online dashboard to keep track of your mutual obligation requirements:

- Record the jobs you have applied for.
- Check your To-Do list.
- Confirm appointments, activities and job interviews that you attended.
- See any demerits and financial penalties and the reasons for getting them.

Online dashboard

You can link **Australian JobSearch** to your services in **myGov** to access the jobactive website. You can also download the **jobactive Job Seeker app** to your device or phone.

Login to myGov then click on the 'Australian JobSearch' button.

If you can't see the 'Australian JobSearch' button click 'link to another service' and select 'Australian JobSearch'.

Follow the prompts to set up an account.

What to do next

Talk to your provider about the new compliance rules and get help to access the dashboard.

It's important you understand:

- what your requirements are and how to meet them
- when and how the new system is applied
- how the new rules can affect your payments.

Want more information?

- Go to jobactive.gov.au
- Call the National Customer Service Line on **1800 805 260**

Do you need help with this information?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **131 450*** and ask for the Employment Services Information Line on **13 62 68***.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit relayservice.com.au*

** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones.*

You need to know about these changes if you have mutual obligation requirements in jobactive, Disability Employment Services and ParentsNext.

There are some key changes

- You will get demerits if you don't meet your requirements and you could lose some or all of your payments.
- A new online dashboard will help you manage your requirements in your Job Plan or Participation Plan.

From 1 July 2018, three images on your online dashboard will show you where you stand:



Meeting your requirements



Warning

You have demerits.



Financial Penalties

You have not met your requirements and have more than 5 demerits. You will start getting financial penalties and may lose your payments.

Talk to your provider if you don't have a computer or the internet. They will help you record your requirements.

Check your status – what do the symbols mean?



Meeting your requirements

You will see this on your online dashboard when you meet all of your requirements, like attending your activities and appointments, doing your job search, and attending job interviews.

- Use the dashboard to record the jobs you have applied for.
- Check your To-Do List.
- Confirm the appointments, activities and job interviews you have attended.

If you miss a requirement your payment will be suspended until you re-engage with your provider and you may get a demerit. But you will not lose payments.

Important!

Stay in the Green Zone - tell your provider ahead of time if you can't meet your requirements.



Warning (1 to 5 demerits)

It's time to take control. You will see this on your dashboard when you have not met your requirements and you have demerits.

You will receive demerits if you don't have a valid reason and you do not:

- Agree to your Job Plan or Participation Plan.
- Complete your Job Search.
- Attend or behave appropriately at appointments with your provider and other organisations.
- Attend or behave appropriately at your activity.

Each demerit lasts 6 months and then expires.

If you miss a requirement your payment will be suspended until you re-engage with your provider. But you will not lose payments.

Important!

To move back to the Green Zone, you have to meet all your requirements until your demerits expire.



Financial Penalties

You will see this on your dashboard when you have moved to the Penalty zone.

In this zone, you will get financial penalties if you don't meet your requirements.

- The first time you fail to meet your requirements you will lose 1 week's pay.
- The second time you fail to meet your requirements you will lose 2 weeks' pay.
- The third time you fail to meet your requirements your payment will be cancelled and you will have to wait 4 weeks before you can re-apply.

Important!

You have to meet all your requirements for 3 months to move back to the Green Zone.

Provider and Centrelink reviews

In the warning zone, if you get **3 demerits** you will have a Capability Interview with your provider. If you get **5 demerits** you will have a Capability Assessment with Centrelink.

You will have a chance to discuss the reasons you haven't met your requirements, identify issues, and review your Job Plan and make sure you can meet your requirements.

If Centrelink decides at a Capability Assessment you can meet your requirements, you will move to the Penalty Zone where you will lose money if you do not meet your requirements.

Payment cancelled anytime, 4 week wait to re-apply if you...

fail to accept or start a suitable job or if you leave a suitable job or are dismissed for misconduct without a good reason.