



Australian Government

## Targeted Compliance Framework

You need to know how to meet your mutual obligation requirements to avoid your payment being impacted or financial penalties being applied.

### It's important you understand:

- what your requirements are and how to meet them
- when and how compliance is applied
- how compliance can affect your payments

### Key points

In return for income support you'll need to agree to a Job Plan. Your Job Plan will include your requirements.

You need to meet and report on these requirements, including meeting your points target, each month.

Your homepage on the Workforce Australia website and/or Workforce Australia mobile app will help you manage your requirements in your Job Plan. You can:

- Track your points target
- Report the jobs you have applied for and other tasks you have done towards your points target
- Check 'Your tasks' list for other requirements you need to meet
- Record attendance at appointments and activities
- See any demerits and financial penalties and the reasons for getting them

The Targeted Compliance Framework will apply if you don't meet your mutual obligation requirements without a good reason.

## Compliance Symbols — know where you stand.

Compliance symbols make it quick and easy to understand your compliance status. You'll see them on your Workforce Australia homepage and your participation history page.



**Meeting your requirements**



**Warning**

You have demerits



**Financial Penalties**

Financial penalties may apply

### Online homepage

Link Workforce Australia to your services in myGov to access your homepage. You can also download the Workforce Australia Online app to your mobile device.

Sign in to myGov and select the Workforce Australia icon.

If you can't see the Workforce Australia icon, select **Link to another service** and select Workforce Australia.

Follow the prompts to set up an account. Have your Customer Reference Number handy.

## Want more information?

- Go to **WorkforceAustralia.gov.au**. You can also access your homepage to track your compliance with your mutual obligation requirements
- If you have a provider, talk to them about your mutual obligation requirements
- If you self-manage online, please contact the Digital Services Contact Centre (DSCC) on 1800 314 677

### 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.*



## Check your status – what do the symbols mean?



### Green Zone Meeting your requirements

You will see this on your homepage when you meet all of your requirements. This includes reporting your tasks and activities and meeting your points target.

- Check 'Your tasks' list regularly
- Report your tasks and activities, including the jobs you have applied for
- Report your participation in appointments, activities and job interviews

Talk to your provider, or if you are self-managing online, talk to the DSCC, to address any missed requirements within 2 business days. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

#### Important

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



### Warning Zone (1 to 5 demerits)

You will see this on your homepage when you have not met a requirement(s) and you have a demerit(s).

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

- Agree to your Job Plan
- Meet your monthly points target, including any minimum job search requirement
- Participate in or behave appropriately at appointments, interviews or activities
- Report your attendance throughout your points reporting period

Each demerit lasts 6 months and then expires.

Talk to your provider, or if you self-manage online, talk to the DSCC, to address any missed requirements within 2 business days. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

#### Important

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



### Penalty Zone

You will see this on your homepage when you have moved to the Penalty Zone.

In this zone, you will get financial penalties if you don't meet your requirements and you don't have a good reason.

- The first time you fail to meet your requirements you will lose 1 week's payment
- The second time you fail to meet your requirements you will lose 2 weeks' payment
- 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.

### Reviews

In the Warning Zone, if you get **3 demerits** you will have a Capability Interview with your provider or, if you self-manage online, with the DSCC. 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 to make sure you can meet them.



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

### Payment cancelled; 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.