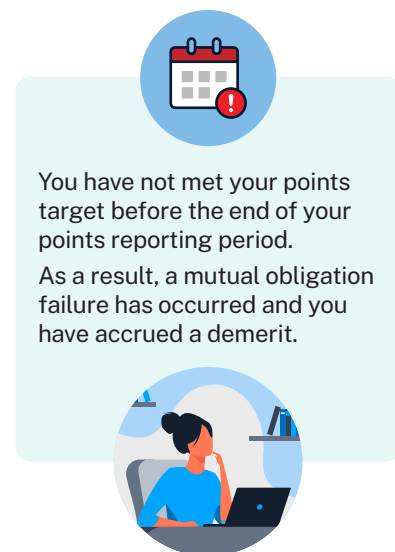


Creation of a mutual obligation failure

Resolution time

28-day reconnection period



Note: If you have a reason why you aren't able to meet your points target before the end of the reporting period, you can contact your provider or the Digital Service Contact Centre (DSCC) to discuss.

5 DAYS

Reconnect with your provider or the DSCC, or complete your outstanding task within **5 business days** to avoid having your payment put on hold.

You will receive a reminder notification through your preferred contact method before the end of resolution time.

Note: If you need to make up for missed points, you will need to submit job search efforts at a rate of 5 points per job search effort.

You can make up your missed points requirement on your own by completing your outstanding job search efforts.

Did you submit the outstanding job search efforts before the end of resolution time?

YES

- Your payment won't be put on hold.
- No further action is required of you.

NO

- Your payment will be put on hold.

You get in contact with your provider or the DSCC to discuss your reason for not meeting your points target.

Did they accept your reason for not meeting your points target?

YES

- The accrued demerit will be removed.
- Your payment won't be put on hold.
- No further action is required of you.

NO

- You will need to complete your outstanding job search efforts to avoid your payment being put on hold.

Your payment has now been put on hold, and you will be given a reconnection requirement to complete.

You must complete your reconnection requirement within **28 calendar days** after being notified of it or your payment will be cancelled.

You will receive reminder notifications that your payment is on hold.

28 DAYS

You need to complete the outstanding job search efforts to meet your reconnection requirement.

Did you submit the outstanding job search efforts?

YES

- Your payment is taken off hold.
- No further action is required of you.

NO

- Your payment will be cancelled.

Your payment has been cancelled because you did not complete your reconnection requirement within **28 calendar days** after being notified of it.

You will need to apply to Centrelink to receive your payment again.

Note: After you've been given a reconnection requirement to complete, if you're unable to complete it you can contact your provider to discuss.

If you disagree with a decision

- Talk to your provider or the Digital Services Contact Centre (DSCC) for an explanation of the decision and your options.
- You can contact Services Australia if you still have concerns. They may be able to resolve the issue without a formal review.
- For decisions under social security law, you can also apply for a free formal review with Services Australia.
- Check the decision notification you received for detailed information about your review and appeal rights, including timeframes.

You can also make a complaint by contacting the National Customer Service Line or [submit a complaint online](#).