Australian Government

Workforce Australia

Participant Journey Map: Did not accept a suitable job

Initial contact attempt

Your provider or the DSCC receives information about you refusing or failing to accept an offer of suitable paid work. This includes accepting but not commencing suitable paid work.

Your provider or the Digital Service Contact Centre (DSCC) must review all evidence available and attempt to contact you to discuss the offer of work.

Your provider or the DSCC could not contact you.

They will assess the evidence available to decide if they are satisfied a Work Refusal Failure has happened.

Are they satisfied?

YES

- **A Work Refusal Failure is created**.
- This will start your **5 business days** of resolution time.

NO

- They won't create a Work Refusal Failure.
- **Your payment won't be put on hold.**
- If you have a provider, they will schedule a follow up appointment with you to attend at a later date.

Your provider or the DSCC successfully contacted you

Did they accept your reason for not accepting the job (including if the work was not suitable)?

YES

- They won't create a Work Refusal Failure.
- **Your payment won't be put on hold.**

NO

- **The Work Refusal Failure will be created, confirmed** and sent to **Services Australia**.
- Your provider or the DSCC will discuss the importance of accepting suitable paid work with you.

Because cancellation decisions for Work Refusal Failures are currently paused, **Services Australia** will not investigate the Work Refusal Failure, and **no further action is required of you.**

Resolution time

5 DAYS

Reconnect with your provider or the DSCC within **5 business days** to avoid your payment being put on hold.

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

You don't contact your provider or the DSCC to discuss the offer of paid work during resolution time.

- **Your payment will be put on hold.**

You contact your provider or the DSCC to discuss the offer of paid work.

Did they accept your reason for not accepting or starting the job (including if the work was not suitable)?

YES

- **The Work Refusal Failure will be removed**
- **Your payment won't be put on hold.**

NO

- **The Work Refusal Failure will be confirmed** and sent to **Services Australia**.
- Your provider or the DSCC will discuss the importance of accepting suitable paid work with you.

Because cancellation decisions for Work Refusal Failures are currently paused, **Services Australia** will not investigate the Work Refusal Failure, and **no further action is required of you.**

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-day reconnection Period

28 DAYS

You need to contact your provider or the DSCC to discuss the offer of paid work to complete your reconnection requirement.

Did you contact your provider or the DSCC?

YES

- They will assess your reason for not accepting the job (including if the work was not suitable).
- **Your payment will be taken off hold.**

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.

Did they accept your reason for not accepting the job (including if the work was not suitable)?

YES

- **The Work Refusal Failure will be removed.**
- No further action is required of you.

NO

- **The Work Refusal Failure will be confirmed** and sent to **Services Australia**.
- Your provider or the DSCC will discuss the importance of accepting suitable paid work with you.

Because cancellation decisions for Work Refusal Failures are currently paused, **Services Australia** will not investigate the Work Refusal Failure, and **no further action is required of you.**

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.