



Australian Government
Department of Social Services



Australian Government
Department of Employment
and Workplace Relations

Decision about stopping Centrelink money

People **not** doing activities



Australian Government
Department of Social Services



Australian Government
**Department of Employment
and Workplace Relations**



Bold

Not bold

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.

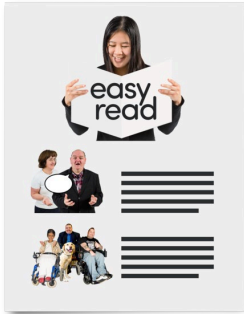
We wrote this in an easy to read way.

We use pictures to explain some ideas.

We have some words in **bold**.

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.

This means it has the most important ideas.

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 mutual obligation failure



We have **laws** for

- People who get Centrelink money for **not** having a job

We call this **job seeker**.



- The things they need to do to get their Centrelink money.

We call these **activities**.

Laws are **rules** for how we live.



You can read about the different activities on our website.

www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is in Easy Read.



It is called **mutual obligation failure** if you do **not** do them



If you do **not** do them we can

- Make changes to
- Stop

Your Centrelink money.

The law says we **can** do this.

Decisions we have made



The **Targeted Compliance Framework** is the rules we have for people who do **not** do their activities without a **good reason**.

We call it **TCF** for short.

You can read about some of the good reasons for **not** doing your activities on our website.



www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is in Easy Read.



If people do **not** do their activities they can have their Centrelink money

- Stopped
- Changed.



2 people do an **assessment** to see if people are **not** doing their activities.

Assessments help us work out if you are following the rules.

An assessment will be done by

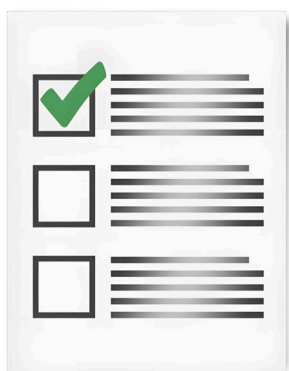


1. Your employment provider
2. Services Australia.



Most of the time if people do **not** do their activities **8** times they can have their Centrelink money **stopped**.

The law says we can **stop** your Centrelink money after this time.



The only time you will **not** have your Centrelink money stopped for **not** doing activities is if you have a **good reason**.



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.



You will have to wait for **4 weeks** before you get money from Centrelink.



In July 2024 we **stopped for now** cancelling Centrelink money for people who do **not** do the activities.

Why we made this decision



In July 2024 we think some of the decisions to **stop** Centrelink money might **not** have been right.



We are checking that the way we do things

- Are fair
- Follow the law.

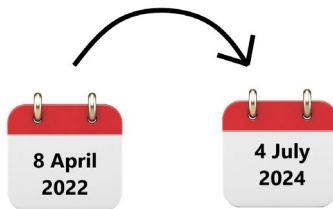


We have stopped these decisions while we make changes.

Who will be affected



Some people had their Centrelink money **stopped** for **not** doing their activities.



We have looked at the payments that were **stopped** between

- 8 April 2022
- 4 July 2024.



If you were 1 of the people you can read more about what

- To do
- Will happen next

On our website.



www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is Easy Read.



Job Seeker

Some of the people who were affected got Centrelink money for

- Job seeker



Youth allowance

- Youth allowance other



Parenting Payment Single

- Parenting payment single

After your youngest child is 6 years old.



Special Benefit

- Special benefit for **nominated visa holders.**

This is for people from overseas working here.

It could also be anyone who took part in



**Workforce
Australia**

- Workforce Australia



- **Disability Employment Services**

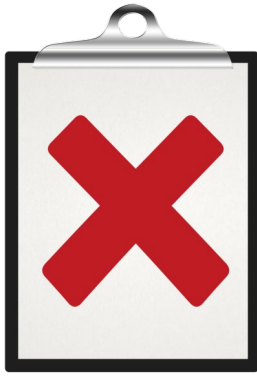
We call it **DES** for short.



- The Jobactive program



- Parents Next Program.



It does **not** affect anyone who was in the Community Development Program.



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



You do **not** need to do anything at the moment.



You will get a letter in the mail in the next few weeks.

It will explain what will happen next.



We will look at the reasons why you did **not** do your activities.



This will help us find out if the decision was

- Right
- Wrong.



You need to keep doing your activities.



Talk to

- Your employment provider

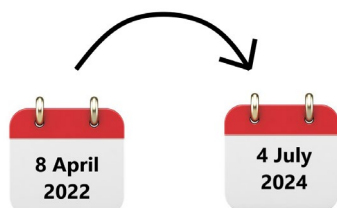


- The Digital Services Contact Centre

1800 314 677

To make sure your activities are right for you.

Past decisions



We will review all the decisions to **stop** Centrelink money between

- 8 April 2022
- 4 July 2024.



We will do the review following the rules for the **Compensation for Detriment caused by Defective Administration**.

We call it **CDDA** for short.



You can read more about CDDA on the website.

www.finance.gov.au/cdda-scheme

It is **not** Easy Read.

You do **not** need to do anything.



We will let people know in the next few weeks.



You can read more about how we will do the review on our website.

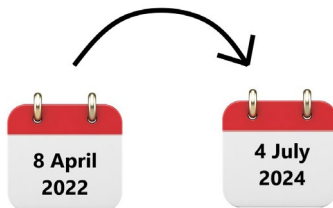
www.finance.gov.au/cdda-scheme

It is **not** Easy Read.



If you have questions you can call the DEWR National Customer Service Line

1800 805 260



We will look at all decisions to **stop** Centrelink money between

- April 2022
- July 2024.

We might decide that the decision was **not** right.



We might pay you

- The money you should have got
- Money for your payments stopping when they should **not** have.

This is called **compensation**.

About the review



CDDA will do the review in **2 parts**.



Part 1

CDDA will look at information about the decisions when they were made.



The information could be stored with

- DEWR
- Employment providers
- Services Australia.



If the decision did **not** look at all the information we will

- Let you know
- Pay you back the money.



Part 2

We might need to ask you more questions.



We will let you know if we

- Need more information from you



- Think the decision was right.



You might have another chance to tell us the reasons you could **not** do your activities.

You can look at our website to see some of the reasons you could **not** do your activities.

www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework

It is in Easy Read.

Support



You might

- Have questions



- Be worried



- 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.



You can call the DEWR National Customer Service Line

1800 805 260

Other decisions that are stopped for now



There are other decisions that have been **stopped for now**.



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

It is in Easy Read.

What is next



We have updated our computer systems.

They will **not** stop Centrelink payments for anyone that does **not** do their activities.



We will keep working to make sure the decisions

- Follow the law
- Are fair.



We are doing a **review** of this law.

A **review** is when you check what

- Works
- Needs to change.



We have made sure the review is

- Done in a fair way
- Following the law.



We have an **independent** person checking our computer systems.

Independent means separate to the government.



This means we are checking if our computer systems are following the rules.



If we do **not** believe the decisions

- Follow the law
- Are fair

We will stop them right away.

We need to make sure that any changes to



- The way we do things



- Our computer systems



- The law

Are done in the right way.



We are working on this.



We will let you know when we make more decisions.

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