Targeted Compliance Framework

Making sure it is working well

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| Australian Government logo with Department of Social Services underneath  Department of Employment and Workplace Relations logo | 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. |
| A person holding a white book with easy read on the cover | We wrote this in an easy to read way.  We use pictures to explain some ideas. |
| The word bold is in bold and the words not bold are in plain text | We have some words in **bold**.  This means the letters are thicker and darker.  These are important words. |
| An easy read document with pictures and lines for text. | This is an Easy Read summary of another document.  This means it has the most important ideas. |
| Two people with their arms around each other with thumbs up. | You can ask for help to read this document.  You can ask   * A friend * Family members * A support person. |

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Making sure the Targeted Compliance Framework is working well

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| a book with rules on the front and a green tick and red cross | We have **laws** for   * People who get Centrelink money for **not** having a job   We call this job seeker. |
| fanned out money | * The things they need to do to get their Centrelink money.   We call these activities.  Laws are **rules** for how we live. |
| a document with TCF and check boxes with a tick | 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. |
| Person in blue shirt looking at a laptop screen displaying the word 'Jobs' . | If people do **not** do their activities they can have their Centrelink money   * Stopped * Changed. |
| Man looking through a magnifying glass while wearing a blue checkered shirt. | We are doing a **review** of this law.  A **review** is when you check what   * Works * Needs to change. |
| Person in a wheelchair holding a clipboard with a green check mark, smiling and giving a thumbs-up. | We have made sure the review is   * Done in a fair way * Following the law. |
| Person examining something with a magnifying glass. A silver laptop with a light blue screen and black keyboard. | We have an **independent** person checking our computer systems.  Independent means separate to the government. |
| White hardcover book with 'RULES' on the cover, featuring a green checkmark and a red 'X'. | This means we are checking if our computer systems are following the rules. |
| Man giving a thumbs-down gesture beside a whiteboard with red 'X' marks. | We do **not** think our computer systems are following the rules at all times. |
| A person in a striped shirt thinking with a checkmark and an 'X' in a thought bubble. | We are also looking to see if decisions are   * Being made properly * Following the law. |
| A man in a suit with a thought bubble above his head, looking thoughtful. | We will keep updating information to show what   * Decisions we are making |
| Person in a wheelchair holding a clipboard with a green check mark, smiling and giving a thumbs-up. | * We have done to fix the issues. |

## What we have done so far

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| Department of Employment and Workplace Relations logo | You can read about what the **Secretary** of DEWR has said about the issues on the website.  The **Secretary** is a leader for a government department.  Every government department has a different leader. |
| a teal icon of a computer mouse clicking | You can go to the website.  [www.aph.gov.au/-/media/Estimates/eet/add2425/DEWR\_-\_Opening\_Statement.pdf?la=en&hash=40DD83352878CD595477B88C6C09FBE513E3ABDA](https://www.aph.gov.au/-/media/Estimates/eet/add2425/DEWR_-_Opening_Statement.pdf?la=en&hash=40DD83352878CD595477B88C6C09FBE513E3ABDA)  It is **not** in Easy Read. |
| Man with striped sweater and speech bubble | We will keep telling you what we are doing to fix the issues.  You can go to our website.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/announcements/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/announcements/assuring-integrity-targeted-compliance-framework)  It is **not** Easy Read. |

Decisions made so far

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| Woman with light brown hair wearing a black and white floral dress, holding her right hand to her ear. | We have listened to the people doing the reviews.  We have made the decision to stop some parts for now. |
| Man giving a thumbs-down gesture beside a whiteboard with red 'X' marks.A paper with 'Policy' written on it and a green checkmark. | The reviews have helped us find out that some parts of our computer system are **not** following   * The law * Our **policies**.   **Policies** are plans for how to do things. |
| money fanned out with a red cross | When the computer system does **not** follow the rules people might have their Centrelink payments   * Stopped * Changed.   This might happen when it is against the rules. |
| A red octagonal stop sign with white lettering. | We want to stop this from happening. |
| teal icon of a computer mouse clicking | You can go to our website to see   * What you need to do * Any decisions we make.   [www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework](https://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework) |
| calendar with an hourglass next to it | On 24 September 2024 DEWR **stopped for now** cancelling Centrelink money for people who are **not** doing their activities on purpose.  They have **4 weeks** to start doing them again.  This is called **a reconnection requirement**. |
| teal icon of a computer mouse clicking | You can read more about this decision on our website.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-cancellations-peoples-social-security-participation-payments-not-meeting-reconnection/information-job-seekers](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-cancellations-peoples-social-security-participation-payments-not-meeting-reconnection/information-job-seekers)  It is Easy Read. |
| Woman in orange cardigan with a name badge, thinking with a thought bubble above her head with red cross. | In July 2024 we **stopped for now** cancelling Centrelink money for people who do **not** do the activities. |
| teal icon of a computer mouse clicking | You can read more about this decision on our website.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-payment-cancellation-decisions-due-persistent-mutual-obligation-failures/information-job-seekers](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-payment-cancellation-decisions-due-persistent-mutual-obligation-failures/information-job-seekers)  It is Easy Read. |
| Two people raising their right hands as if giving a high five, standing side by side. | On 5 March we **stopped for now** cancelling Centrelink money if people   * Choose to leave their job.   This can be called **unemployment failure**. |
| fanned out money with a red cross | There is a set amount of time that we do **not** pay Centrelink money for unemployment failure. |
| teal icon of a computer mouse clicking | You can read more about this decision on our website.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-cancellations-peoples-social-security-participation-payments-and-impose-nonpayment/information-job-seekers](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-cancellations-peoples-social-security-participation-payments-and-impose-nonpayment/information-job-seekers)  It is Easy Read. |
| a person sitting at a computer with jobs on the screen with a red cross | On 6 March 2025 we **stopped for now** changes to Centrelink money if people do **not** do the activities.   * Choose to leave their job |
| teal icon of a computer mouse clicking | You can read more about this decision on our website.  [www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-reductions-peoples-social-security-participation-payments-due-persistent-mutual/information-jobseekers](https://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/decision-pause-reductions-peoples-social-security-participation-payments-due-persistent-mutual/information-jobseekers)  It is Easy Read. |

Support

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| Woman raising her arm with a speech bubble containing a question mark. | You might   * Have questions |
| A man stands with crossed arms and thought bubbles showing him in various worried poses. | * Be worried |
| 3 people standing with thumbs down | * 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. |
| A smartphone screen displaying a dial pad and a phone number. | You can call the DEWR National Customer Service Line  **1800 805 260** |

What is next

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| Man in a suit holding a clipboard with a checklist and a green marker. | We will keep working to make sure the decisions   * Follow the law * Are fair. |
| A red octagonal stop sign with white lettering. | If we do **not** believe the decisions   * Follow the law * Are fair   We will stop them right away. |
| A paper with 'Policy' written on it and a green checkmark. | We need to make sure that any changes to   * The way we do things |
| A silver laptop with a light blue screen and black keyboard. | * Our computer systems |
| White hardcover book with 'RULES' on the cover, featuring a green checkmark and a red 'X'. | * The law   Are done in the right way. |
| A woman with short reddish-brown hair, glasses, and a white floral top giving a thumbs-up. | We are working on this. |

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