





Australian Government

Workforce Australia

Changes for people with mutual obligations

What you need to know

Easy Read version

Easy Read®

How to use this fact sheet

Australian Government
Department of Employment and Workplace Relations

We are the Australian Government Department of Employment and Workplace Relations (DEWR).

We wrote this fact sheet.



We wrote some words in **bold**.

We explain what these words mean.



You can ask for support to read this document.

You can ask a:

- friend
- family member
- support person.

About this fact sheet



Centrelink money is for people who:

- don’t have a job

  or

- only work sometimes.



There are laws that say what people need to do to get Centrelink money.

We call these mutual obligation requirements.



You need to do activities as part of your mutual obligation requirements.

For example, you might have to:



- look for a job



- take part in training or study.



We can:

- pause your Centrelink money for a short time
- cancel your Centrelink money – this is when we end your Centrelink money completely.

We might do this if you:



- don’t do your activities – we call this a mutual obligation failure



- don’t agree to or start a job – we call this a work refusal failure.



We found out that some of our rules were not working the way they should.



We stopped using these rules.



We wanted to make sure our rules follow:

- the law
- our **policies**.



A policy is a set of rules or ideas that tell people how they should do things.



We have made sure these rules and decisions now follow the law and our policies.



On 26 October 2026 we will start using some of these rules again.



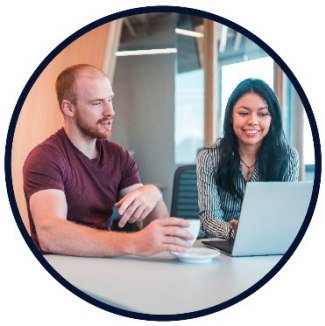
This document explains:

- who these changes will affect
- what is changing.

Who these changes will affect

These rules are about mutual obligation requirements.

They affect people who take part in:



- Workforce Australia Services



- Workforce Australia Online



- Inclusive Employment Australia



- Transition to Work.

What rules are changing



The changes affect rules about when we might:

- pause your Centrelink money for a short time
- cancel your Centrelink money – this is when we end your Centrelink money completely.



We explain these rules on the following pages.

When we might pause your payments for a short time

We can pause your Centrelink money for a short time when you:



- don’t agree to or start a job you can do



- aren’t doing your activities.



We will tell you what you need to do to start getting your Centrelink money again.

We call this a reconnection requirement.



You might need to talk to your **provider** if you have one.

A provider is an organisation that supports people to find and keep a job.

You will have 5 weekdays to:



- make up for the activities you missed

or



- tell them if you have a good reason.



If you don't have a provider, you can call the Digital Services Contact Centre.

1800 314 677



If you don't do this, we can pause your Centrelink money for a short time.

When we might cancel your Centrelink money

If we pause your Centrelink money for a short time, you will have 4 weeks to:



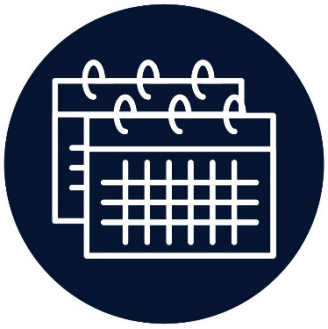
- do the things we have told you to do

or



- tell us a good reason for not doing your activities.

We might cancel your Centrelink money if you:



- take longer than 4 weeks



- don’t do the things we told you to do



- don’t have a good reason for not doing your activities.

What you will need to do



You need to contact your provider straight away if you can't do the things we ask you to do.



If you don't have a provider you can call us.

1800 314 677



You can find more ways to contact us on our website.

www.workforceaustralia.gov.au/contact-us/

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