



Australian Government  
Department of Social Services



Australian Government  
Department of Employment  
and Workplace Relations

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# Targeted Compliance Framework

Making sure it is working well



**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.

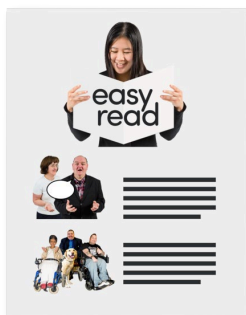
We wrote this in an easy to read way.

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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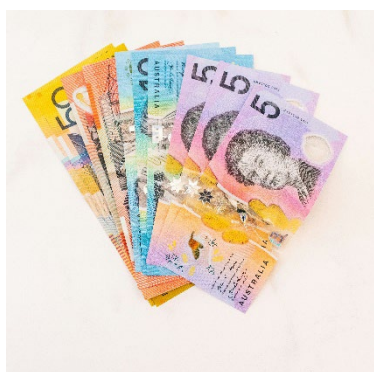
# Making sure the Targeted Compliance Framework is working well



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.



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.



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

- Stopped
- Changed.



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.



We do **not** think our computer systems are following the rules at all times.



We are also looking to see if decisions are

- Being made properly
- Following the law.



We will keep updating information to show what

- Decisions we are making



- We have done to fix the issues.

# What we have done so far



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**Department of Employment**  
**and Workplace Relations**

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.



You can go to the website.

[www.aph.gov.au/-  
/media/Estimates/eet/add2425/DEWR -  
\\_Opening\\_Statement.pdf?la=en&hash=40DD  
83352878CD595477B88C6C09FBE513E3A  
BDA](http://www.aph.gov.au/-/media/Estimates/eet/add2425/DEWR_-_Opening_Statement.pdf?la=en&hash=40DD83352878CD595477B88C6C09FBE513E3ABDA)

It is **not** in Easy Read.



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](http://www.dewr.gov.au/assuring-integrity-targeted-compliance-framework/announcements/assuring-integrity-targeted-compliance-framework)

It is **not** Easy Read.

# Decisions made so far



We have listened to the people doing the reviews.

We have made the decision to stop some parts for now.



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.



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.



We want to stop this from happening.



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](http://www.dewr.gov.au/resources/assuring-integrity-targeted-compliance-framework)



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**.



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](http://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.



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



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](http://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.



On 5 March we **stopped for now** cancelling Centrelink money if people

- Choose to leave their job.

This can be called **unemployment failure**.



There is a set amount of time that we do **not** pay Centrelink money for unemployment failure.



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](http://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.



On 6 March 2025 we **stopped for now** changes to Centrelink money if people do **not** do the activities.

- Choose to leave their job



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](http://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



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**

# What is next



We will keep working to make sure the decisions

- Follow the law
- Are fair.



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.