

Targeted Compliance Framework update Participant fact sheet - August 2026

Intention to resume payment suspensions for work refusal failures and payment cancellations for not meeting a reconnection requirement

This fact sheet outlines information about the intention to resume the following paused elements of the Targeted Compliance Framework:

- payment suspensions for **work refusal failures** and
- payment cancellations for not **meeting a reconnection requirement** within 4 weeks.

It gives you early notice about what this means for you once these decisions resume from 26 October 2026.

This update applies to participants in Workforce Australia Services, Workforce Australia Online, Inclusive Employment Australia and Transition to Work who have mutual obligation requirements.

Work Refusal Failure

On 5 July 2025, the department paused [decisions impacting a person's social security participation payment for work refusal failures](#).

What's changing

On 26 October 2026, decisions to suspend social security participation payments for work refusal failures will start again.

This means if you don't accept an offer of suitable employment and do not re-engage within the resolution timeframe, your payment may be suspended.

What is a work refusal failure?

If you're receiving a social security participation payment and you refuse an offer of suitable paid work, it's known as a work refusal failure. This includes accepting but not commencing a suitable job.

Decisions to suspend your social security participation payment are based on evidence available to your employment services provider that you have refused an offer of suitable paid work. Your provider must still attempt to contact you to discuss your reasons for not accepting a job.

If you have a work refusal failure, we may raise compliance action as a result. Compliance action can include a payment suspension (also called a payment hold).

What you will need to do

You must continue to accept offers of suitable work, not just offers in your preferred industry. If you don't accept a suitable job offer, including if you accept it but don't commence the job, your payment may be suspended.

If you can't accept an offer of suitable paid work, you need to tell us straight away. Contact your provider if you have one. If you don't have a provider, you can [contact us](#) on 1800 805 260.

Payment cancellations for not meeting a reconnection requirement within 4 weeks

On 24 September 2024, the department paused all [decisions to cancel people's social security participation payments due to not meeting a reconnection requirement within 4 weeks](#).

What's changing

On 26 October 2026, payment cancellations will resume for not meeting a reconnection requirement within 4 weeks of being notified.

This means if your payment is suspended following a mutual obligation failure or work refusal failure, and you don't meet your reconnection requirement or provide a valid reason for the mutual obligation failure or work refusal failure within 4 weeks of being notified, your payment may be cancelled.

What is a reconnection requirement?

If your payment is suspended for a mutual obligation failure or a work refusal failure, you will be notified of the need to meet a reconnection requirement, such as contacting your employment services provider or the Digital Services Contact Centre. It gives you an opportunity to have your payment restored.

If your payment has been suspended, the suspension will end and you will receive your payment in full if you do one of the following within 4 weeks of being notified of the reconnection requirement:

- meet the reconnection requirement; or
- provide a valid reason for not meeting your mutual obligation requirements or for not accepting or commencing suitable work.

If you don't meet the reconnection requirement or provide a valid reason within 4 weeks after being notified of your reconnection requirement, your payment may be cancelled.

What you will need to do

You must continue to meet your mutual obligation requirements.

If your payment is suspended, you will receive a message from us about your reconnection requirement. You will need to meet your reconnection requirement within 4 weeks after being notified, or your payment may be cancelled.

If you can't meet your reconnection requirement, you need to tell your Provider if you have one, or us straight away. If you don't have a provider, you can [contact us](#) on 1800 805 260.

If you have a valid reason, we may be able to remove this requirement.