



## Changes to how your payment may be impacted if you miss a mutual obligation requirement job seeker and participant Fact Sheet

To further support job seekers and participants to meet their requirements, the way the Targeted Compliance Framework operates is changing from Monday 7 December 2020. From that date, if you are in the Green Zone or Warning Zone and miss a requirement outlined in your Job Plan or Participation Plan, you will have two business days to contact your provider and address the failure before your income support payment is put on hold.

Note: if you are in Online Employment Services, including being a digital participant in the New Employment Services Trial, please refer to the Digital Participants Fact Sheet on [the DESE website](#).

### What if you have a good reason for missing a requirement?

If you have a good reason for missing the requirement and contact your provider to discuss within two business days, your payment will not be put on hold.

### What if you do not have a good reason for missing the requirement?

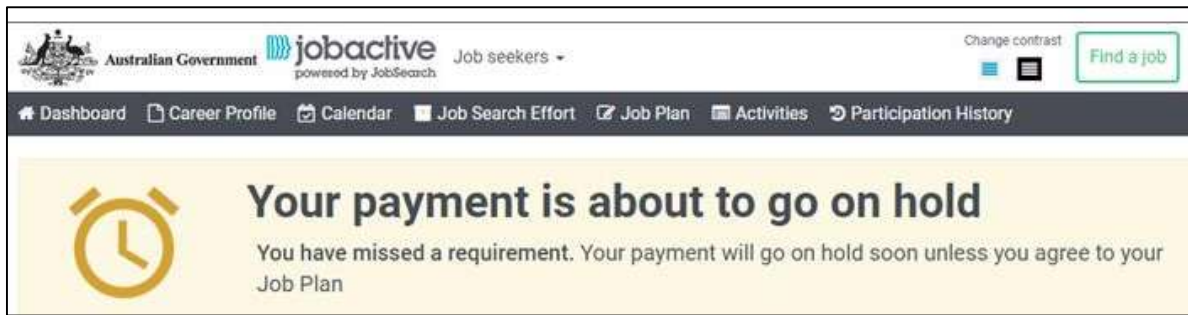
If you contact your provider within two business days and they assess you do not have a good reason, you may have to meet a re-engagement requirement. Often, this is attending an appointment with your provider. If you meet that re-engagement requirement within the two business days, your payment will not be put on hold.

### How will you know if you have missed a requirement?

You will receive an SMS, email or inbox message advising you have missed a requirement. The message will let you know that you should contact your provider, within two business days, to address the missed requirement and avoid having your payment put on hold.

### Your dashboard on the Job Seeker app or jobactive account

If you miss a requirement, you will now see an alert on your dashboard—for example:



The screenshot shows the top navigation bar of the jobactive website. On the left, there is the Australian Government logo and the jobactive logo, which includes the text "powered by JobSearch". To the right of the logo is a "Job seekers" dropdown menu. Further right are links for "Change contrast" and a "Find a job" button. Below the navigation bar is a dark grey menu with icons and labels for "Dashboard", "Career Profile", "Calendar", "Job Search Effort", "Job Plan", "Activities", and "Participation History". The main content area features a yellow alert banner with a clock icon on the left. The text in the banner reads: "Your payment is about to go on hold" in large bold letters, followed by "You have missed a requirement. Your payment will go on hold soon unless you agree to your Job Plan" in smaller text.

This alert means you will need to take action—it will describe what you need to do to avoid having your payment put on hold.

### **Does this affect the way you may get demerits?**

This change does not affect whether you might get a demerit if you miss a requirement. If you miss a requirement and have a good reason, you will not get a demerit. If you do not have a good reason, you may still get a demerit.