



Changes to how your payment may be impacted if you miss a mutual obligation requirement: Digital Participant Fact Sheet

To further support 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, you will have two business days to sign into your jobactive dashboard and address the failure before your income support payment is put on hold.

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

If you have a good reason for missing a requirement, contact the Digital Services Contact Centre to discuss this within two business days. Your payment will not be put on hold.

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

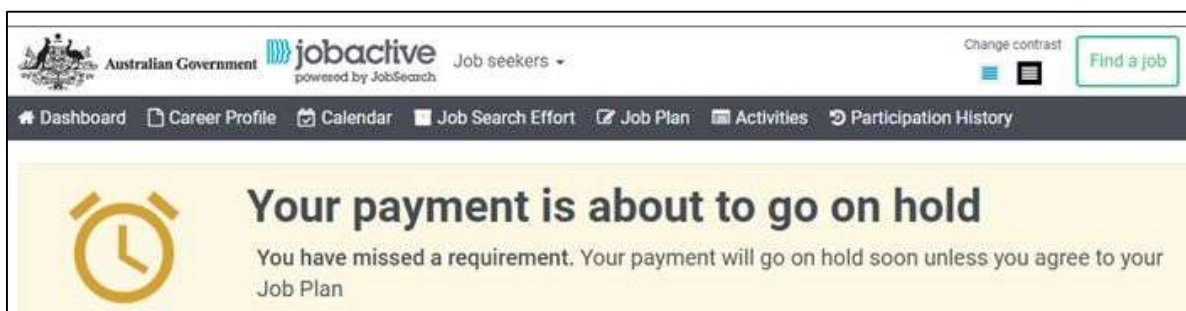
If you call the Digital Services Contact Centre within two business days and they assess you do not have a good reason, you may have to meet a re-engagement requirement, such as submitting job search applications. If you meet the re-engagement requirement within the two business days, your payment will 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 sign in to your jobactive dashboard, 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—like the one below, for example.



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.

Do all participants have two business days to address a missed requirement and avoid having their payment put on hold?

The delay in payments being put on hold does not apply to participants in the Penalty Zone. Following a missed requirement in the Penalty Zone, payments will be put on hold immediately to assist with the fast resolution of any issues.

For more information

Do you have any questions? Talk to the Digital Services Contact Centre on 1800 314 677.