



Fact Sheet for Providers and Digital Services Contact Centre: Two Business Day Payment Suspension Delay

What does the two business day payment suspension delay mean?

To further support job seekers and participants to meet their requirements, there is now a two business day period between the day a job seeker or participant in the Green Zone or Warning Zone appear to have failed to meet a requirement and the day their payment may actually be put on hold.

In effect, job seekers and participants in the Green Zone or Warning Zone will now receive a notification before their payment is put on hold. They will have two business days after they have missed a requirement, during which they can avoid payment impacts by:

- providing a valid reason to their provider or, for digital participants, providing a valid reason to the Digital Services Contact Centre (DCSS), or
- meeting a re-engagement requirement.

From 7 December 2020, when a job seeker or participant fails to meet a requirement, and the failure is recorded in ESSWeb, the job seeker or participant will receive a new notification advising them that:

- it appears they have missed a requirement
- their payment will be put on hold in two business days, and
- they must:
 - if they have a provider, contact their provider to discuss, or
 - if they are in the Online Employment Service or are a digitally managed participant in the New Employment Services Trial regions, log onto their dashboard for more information, or, contact the DCSS if they have additional questions.

If the job seeker or participant does not have a valid reason for the failure, or if they do not meet a re-engagement requirement during the period, their payment will be put on hold overnight once the two business days have lapsed.

For more information on how the non-compliance timeline will look after the change, please see *Attachment 1*.

Re-engaging job seekers and participants

You should always carefully consider if it is appropriate to require a job seeker or participant to meet a re-engagement requirement. As is the case now, if you have discussed the non-compliance event and are satisfied that they don't need to re-engage, or there are circumstances that prevent a job

seeker or participant from meeting a re-engagement requirement in the next two business days, you must record the appropriate result in ESSWeb.

Does this affect the way demerits are accrued?

This change does not affect the way demerits are accrued.

When the job seeker or participant commits a failure, a pending demerit* is created. If the job seeker has a provider and contacts them or is in, Online Employment Services/New Employment Services Trial, and contacts the DSCC to discuss the failure:

- the pending demerit is removed if the job seeker or participant has a valid reason
- the demerit is confirmed if the job seeker or participant does not have a valid reason.

The payment suspension delay does not change the date or the way that demerits are created, confirmed or removed.

**Demerits are automatically created and confirmed when it is the first, second or fourth demerit as a result of failing to agree to a job plan; failing to submit adequate job search or failing to meet a Points Requirement. If the provider or DSCC records that the job seeker or participant has a valid reason for a job plan, job search, or point based failure, the confirmed demerit will be removed.*

What changes are there for providers and the DSCC?

Business processes will remain the same, with attendance results and non-compliance needing to be recorded in ESSWeb. The change projected in ESSWeb, is the printing and posting of a second letter notification at the end of the two business day period if the job seeker's or participant's primary form of notification is letter, and they have not made contact or re-engaged with the provider or DSCC.

What changes are there for job seekers and participants?

The change for job seekers and participants in the Green Zone or Warning Zone is that they will not have their payment put on hold immediately if they fail to meet a requirement. Instead, they will be given a notification that the suspension will occur if they don't have a valid reason, or if they don't meet a re-engagement requirement, within two business days.

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

The two business day delay in a payment being put on hold does not apply to job seekers in the Penalty Zone. Following a missed requirement in the Penalty Zone, payments will be put on hold immediately.

For more information

Further information can be found on the Provider Portal and the Targeted Compliance Framework Learning Centre page.

Attachment 1.

Non-compliance timeline with two business day payment suspension delay

