

New Compliance Arrangements from 1 July 2011 Fact Sheet

From 1 July 2011 there are changes to what will happen when you can't attend appointments or activities with your employment services provider or Centrelink. It is important that you understand these changes as they will affect Centrelink payments differently and more immediately than under previous arrangements.

These new arrangements apply to you if you are getting Newstart Allowance, Youth Allowance, Parenting Payment or Special Benefit (unless you are exempt from participation requirements).

Under these changes:

- If you don't attend an appointment or activity your Centrelink payment may be immediately stopped until you speak to Centrelink and agree to attend a further appointment. You will get full back pay once you agree to attend a further appointment.
- If you don't attend this next appointment your payment will again be stopped.
- This time, if you don't have a reasonable excuse for not attending, you will actually lose payment every day until you do attend a further appointment. You won't get back pay for these days.
- Money for these days will be deducted from your very next Centrelink payment.
- If you cannot attend an appointment or activity you must contact the organisation that made the appointment, **before the time of the appointment or activity**, to let them know why you can't attend.
- If you don't tell them before the appointment your payment may be stopped, a penalty may be applied and your Centrelink payment could be reduced, even if you have a reasonable excuse for not being able to attend (such as working or being sick on the day).

How do I stop my payments being stopped or reduced?

You can avoid your payments being stopped or reduced by:

- attending all compulsory appointments with your provider and Centrelink and all compulsory activities, unless you have a good reason for not being able to attend.
- If you cannot attend for any reason, you must contact the organisation that made the appointment for you in the first place. You will be told who you should contact when you are notified of the requirement to attend any appointment or activity.
- You must contact them **before the appointment or activity is due to occur**.
- If you have a good reason for not being able to attend, your appointment or activity may be rescheduled.
- If you are having personal difficulties it is important to let Centrelink know as soon as possible as these will be taken into account.

How do I find out more?

You can find out more about these new arrangements by speaking with your employment services provider or Centrelink, or by calling the Employment Services Information Line on 13 62 68.