Youth • Newstart Allowance • Special Benefit • Parenting Payment • Allowance • (Requirements

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WHY YOU HAVE TO ATTEND YOUR APPOINTMENTS AND ACTIVITIES

Department of Human Services

humanservices.gov.au/mutualobligation

humanservices.gov.au/yourlanguage

If you need assistance, contact us:

humanservices.gov.au/mutualobligation • 13 22 850

humanservices.gov.au/yourlanguage • 13 1202
Why you have to attend your appointments and activities

These arrangements apply to you if you are a job seeker getting Newstart Allowance, Youth Allowance, Parenting Payment or Special Benefit (unless you are temporarily exempt from Mutual Obligation Requirements).

If you miss an appointment or activity with your Employment Services Provider, your payment may be stopped until you talk to them and, if required, attend another appointment.

You may lose some of your income support payment if you don’t:
- call your provider before the appointment to let them know you can’t go, and
- have a good reason for missing the appointment.

This will mean that you will not get full back pay when your payment starts again.

If you don’t attend an activity you may also lose payment for every day you don’t attend.

We will always speak with you before applying a penalty.

How you can make sure your payments are not affected

You can avoid your payments being stopped or reduced by:
- going to all appointments and activities, unless you have a good reason for not being able to attend
- contacting the organisation your appointment or activity is with before the appointment or activity if you can’t attend, for any reason
- rescheduling your appointment or activity if you have a good reason for not being able to attend
- letting us know if you change your address, and
- letting us or your Employment Services Provider know if you are having personal difficulties as soon as possible, so this can be appropriately taken into account.

How do I find out more?

To find out more, talk to your Employment Services Provider.

For more information about attending appointments:
- visit humanservices.gov.au/mutualobligation
- call Employment Services (Looking for work 22 years of age or older) 132 850
- call Youth and Students (Looking for work younger than 22 years of age) 132 490.

For information in your language go to humanservices.gov.au/yourlanguage or call 131 202.

Note: calls from your phone to ‘13’ numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls from public and mobile phones may be timed and charged at a higher rate.