



What's new about my obligations?



“ From 1 July 2006 you need to treat any type of contact from a provider very seriously, because it is the same as receiving a Centrelink letter or being notified of your requirements by Centrelink. ”

These changes are intended to ensure you receive a better service from your provider. They are there to help you find a job that suits your skills and abilities and assist you with any training you might need.

If you have any questions or problems you can talk to your provider or your local Centrelink Office.

Understanding the changes



What is changing on 1 July 2006?

From 1 July 2006, you will no longer receive letters on Centrelink letterhead about appointments with your employment or related service provider.

Instead, you are likely to be contacted directly by your provider and asked to attend an appointment at the next available opportunity.

“ **Getting to see your provider sooner means they can provide a better service more suited to your individual needs. This means you receive the help and advice you need to find a job.** ”

What do these changes mean for me?

Your provider will contact you by phone to arrange an appointment time that suits you. If you can't be reached by phone, your provider will send you a personal letter to tell you about your appointment. They will try to arrange it as soon as possible so that it is easier for you to remember because it is very important that you turn up.

If an appointment can't be made within the next few days, your provider may follow up with a personal letter, email or SMS to confirm your appointment.

Your provider may also give you a quick reminder call (or SMS or email) the day before, or on the day, of your appointment.

If you genuinely can't attend the appointment, make sure that you **phone your provider to explain**. They won't mind changing the appointment time if you have a good reason.



What are my obligations?

From 1 July 2006 you need to treat any type of contact from a provider very seriously, because it is the same as receiving a Centrelink letter or being notified of your requirements by Centrelink.

If your provider phones to arrange an appointment, make sure you:

- understand the reason for the appointment, and whether you need to bring anything along, and
- write down the time, date and place of the appointment, as well as the contact person's name and phone number.

If your provider sends you a personal letter or an email reminder about an appointment, make sure you put the letter or email in a place where you see it often to remind you of the appointment.

If you genuinely can't attend the appointment, make sure that you phone the provider beforehand to explain. They won't mind changing the appointment time if you have a good reason.

What will happen if I don't attend the appointment?

If you don't turn up for the appointment, or call beforehand to explain why you can't attend, the same process will apply as before:

- Your provider will try to contact you to find out why you missed the appointment. If you don't have a good reason, they will report you to Centrelink.
- Centrelink will try and make contact with you to discuss your reasons for not attending. If they cannot contact you before your payment day, they will stop your payment until they have spoken to you. This will usually occur when you hand in your application for payment form. It is better if you talk to them sooner rather than later so your payment doesn't get delayed.
- Centrelink will need to speak to you (which may include a three way conversation with your provider to make sure they have all the facts) and you will need to attend a reconnection appointment with your provider. If you do not turn up to this appointment your payment may be stopped until you do turn up. You will not get this money back, so make sure you attend the reconnection appointment.
- If Centrelink decides that you have broken the rules, then you will have a participation failure recorded against you. If you have three or more participation failures within a twelve month period your payment will be stopped for 8 weeks. Centrelink will explain this to you when they talk to you.