



Sababu lazima uhudhurie mkutano na shughuli zako

Mipango hii inakuhusu ikiwa wewe ni mtafuta ajira anayepata Newstart Allowance, Youth Allowance, Parenting Payment au Special Benefit (isipokuwa iwe umepata msamaha wa Mutual Obligation Requirements).

Ukikosa kuhudhuria mkutano au shughuli ya Employment Services Provider yako, huenda malipo yako yakatishwa hadi uzungumze nao na, kama itahitajika, uhudhurie mkutano mwingine.

Unaweza kupoteza baadhi ya malipo yako ya usaidizi wa kipato ukikosa:

- kumpigie simu mtoa huduma wako kabla ya mkutano ili umfahamishe kuwa huwezi kuhudhuria, na
- Kuwa na sababu nzuri ya kukosa kuhudhuria mkutano.

Hii itamaanisha kuwa hutapata malipo kamili wakati malipo yako yanapoanza tena.

Kama huhudhuria shughuli unaweza pia kupoteza malipo ya kila siku ambayo hauhudhuria.

Kila wakati tutaongea na wewe kabla ya kutekeleza adhabu.

Jinsi unavyoweza kuhakikisha malipo yako hayajaadhirika

Unaweza kuepuka malipo yako kusitishwa au kupunguzwa kwa:

- kuhudhuria miadi na shughuli zote, isipokuwa uwe na sababu nzuri ya kutoweza kuhudhuria
- kuwasiliana na shirika ambalo linapanga mkutano au shughuli yako kabla ya mkutano au shughuli kama huwezi kuhudhuria kwa sababu yoyote ile
- kupanga tena mkutano au shughuli yako kama una sababu nzuri ya kutoweza kuhudhuria
- kutufahamisha ukibadilisha anwani yako, na
- kutufahamisha sisi au Employment Services Provider yako haraka iwezekanavyo kama una ugumu wowote wa kibinafsi, ili uweze uweze kuzingatiwa ipasavyo.

Kwa maelezo zaidi

- nenda kwenye humanservices.gov.au/mutualobligations kwa maelezo zaidi kwa Kiingereza
- nenda kwenye humanservices.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama maelezo kwa lugha yako
- nenda kwenye humanservices.gov.au/forms kwa orodha ya fomu zetu kwa Kiingereza
- piga simu **131 202** ili uzungumze na sisi kwa lugha yako kuhusu malipo na huduma za Centrelink
- pigia simu Translating and Interpreting Service (TIS National) kwenye nambari ya simu **131 450** ili uzungumze na sisi kwa lugha yako kuhusu malipo na huduma za Medicare na Child Support



Kumbuka: simu kutoka kwa simu yako ya nyumbani kwa nambari '13' kutoka mahali popote Australia hulipishwa ada iliyowekwa. Kiwango hicho kinaweza kutofautiana na bei ya simu za nchini na kinaweza pia kutofautiana kati ya watoa huduma ya simu. Simu kwa nambari '1800' kutoka kwa simu yako ya nyumbani hazina malipo. Simu kutoka kwa simu za umma au za mkononi zinaweza kuwekewa muda na kulipishwa kiwango cha juu.

Kanusho

Maelezo yaliyo katika chapisho hili yamekusudiwa kama mwongozo wa malipo na huduma. Ni wajibu wako kuamua kama unataka kuomba malipo na kutuma maombi yanayohusiana na hali zako maalum.



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.

For more information

- go to humanservices.gov.au/mutualobligations for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch information in your language
- go to humanservices.gov.au/forms for a list of our forms in English
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services



Note: calls from your home 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 to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application, with regard to your particular circumstances.