

s 22 - Irrelevant material



Australian Government
Services Australia

Exempting a job seeker from mutual obligation requirements due to special circumstances 001-09120030

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Background

s 22 - Irrelevant material

This procedure is under **review**. Read Operational Message [Resumption of mutual obligation and participation requirements](#)

This document explains how to assess and record an exemption from compulsory mutual obligation requirements because of special circumstances. Some of these exemptions apply only to a principal carer of a dependent child or a job seeker assessed as having a partial capacity to work.

Single principal carers payment rate

Single principal carers of a dependent child who are exempted from mutual obligation requirements for the following reasons are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)):

- Registered and active foster carer
- non-parent relative caring for a child/ren (under court order such as Family Law)
- home schooling
- distance education, or
- large family caring for 4 or more dependent children

See the [References](#) page - Social Security Guide 5.1.1 Jobseeker payment & youth allowance - current rates.

Voluntary participation during exemption period

While an exemption is in place, job seekers may volunteer to participate. Job seekers may choose to volunteer to participate in employment services such as Workforce Australia or Community Development Program (CDP).

Exemption timeframes

Special circumstance exemptions are limited to 13 weeks, except where noted otherwise.

The legislation allows for exemptions for most of these reasons to be granted for a period of up to 13 weeks and where necessary this period can be extended. However, actual periods should be determined according to the individual circumstances.

Major personal crisis (MPC)

Although the legislation allows for up to 13 weeks, this exemption should be limited to the time required to address the immediate circumstance - usually 2 or 4 weeks in exceptional circumstances.

Parenting Payment (PP) job seekers travelling overseas or affected by drought

PP job seekers:

- travelling overseas for any reason are automatically exempt from mutual obligation requirements while they remain payable during their absence. Generally, the exemption will be limited to 13 weeks but may be longer in exceptional circumstances
- whose livelihood is affected by drought (where they would meet the criteria for Farm Household Allowance (FHA)) may be exempted for a maximum of 16 weeks at a time. This can be renewed for further periods if necessary

Non-Applied Exemptions - special circumstances are the result of substance misuse

Most job seekers cannot be granted an exemption if the circumstances arose wholly or mainly because of the job seeker's drug or alcohol dependency/misuse. If a decision is made to not grant an exemption on the grounds of substance dependency/misuse, a [Non-Applied Exemption](#) decision must be recorded.

Exemption types that are most likely to be subject to the substance dependency/misuse rules are Temporary Incapacity (medical certificate).

However, an exemption that would otherwise be granted for a Major Personal Crisis (for example, eviction) would not be applied where the job seeker's substance misuse or dependency was the reason for the crisis. The [Resources](#) page contains a list of the valid Non-Applied Exemption Types and codes for payments with mutual obligation requirements.

Where a Non-Applied Exemption is recorded, the job seeker will remain connected with Workforce Australia. They will be required to continue meeting their mutual obligation requirements. However, their Job Plan may be updated to include drug and/or alcohol treatments or interventions if appropriate.

These changes do not apply to Community Development Program (CDP) participants. If a job seeker ceases to be a CDP participant and they currently have an exemption from their mutual obligation requirements for a reason that is wholly or mainly caused by their substance misuse, the exemption will remain in place for the duration of the original exemption period granted. Any further exemptions will be determined under the new policy, which will apply to anyone outside a CDP-defined region.

Non-Applied Exemptions can only be updated or deleted if applied in error.

Major disruption to the person's home caused by fire, flood, burglary or similar event

It is generally appropriate to grant these exemptions for 2 weeks. These exemptions are limited to the time required to arrange alternative accommodation, replace lost items and arrange repairs and insurance claims.

Major personal crisis

This exemption is limited to the time required to address the immediate circumstance - usually 2 or 4 weeks in exceptional circumstances. Where appropriate the exemption end date should align with the job seekers regular pay day code (EPED). This will be dependent on the start date of the exemption period and the exemption duration granted. Circumstances may include the death of an immediate family member, breakdown of a marriage or equivalent relationship, [family and domestic violence](#) and Indigenous sorry business.

Note: decisions about eligibility for an exemption due to family and domestic violence and marriage or relationship breakdown should be based on recommendations made by a Services Australia social worker. See [Family and domestic violence or relationship breakdown](#) section below.

Death of a partner

Job seekers including principal carers with a dependent child

A [bereavement mutual obligation exemption](#) may be granted to job seekers subject to mutual obligation requirements following the death of their partner. The exemption is granted for a period of 14 weeks from the date of death or if the bereaved is pregnant (and verification of pregnancy provided) 14 weeks from the date of death or to the end of the pregnancy, whichever is longer.

Death of an immediate family member

Job seekers

Where a job seeker has an immediate family member (other than a partner) pass away, the appropriate exemption to be considered is a Major Personal Crisis (MPC) exemption.

Principal carers of a dependent child

Principal carers of a dependent child may have a special family circumstance exemption granted on a case-by-case basis for up to 16 weeks where an immediate family member passes away.

Declared natural disaster

This exemption is for job seekers living in and/or affected by an officially declared natural disaster area (for example, due to bushfire, flooding, or cyclone). An official government declaration that the area has natural disaster status must be made before the exemption can be granted.

An initial exemption for 4 weeks will usually be appropriate, but exemptions can be applied for up to 13 weeks at a time.

Volunteering in a state or national emergency

Exemptions for job seekers who volunteer during state or national emergencies (for example, bushfires or floods), can be granted for up to 13 weeks. The job seeker **must** provide proof of their active involvement, such as a written statement from their rural fire service/State Emergency Service commander.

Temporary caring responsibilities

Job seekers

A caring exemption may be appropriate when a job seeker has temporary caring responsibilities not expected to last more than 13 weeks. This may include caring for an adult or child.

If the period will be longer than 13 weeks, the job seeker should be invited to claim Carer Payment (CP).

See [Exempting job seekers from their mutual obligation requirements due to caring responsibilities](#).

Principal carers with a dependent child

Principal carers with a dependent child may be entitled to a Special family circumstance exemption up to a maximum 16 weeks.

Distance education or home schooling

Secondary pupil child

People facilitating distance education or providing home schooling for a [secondary pupil child](#) under 19, even if they are not considered to be a principal carer, are granted an exemption for up to 12 months at a time.

Principal carers

An [automatic exemption](#) may be granted for up to 12 months at a time if a job seeker has provided verification they are facilitating distance education or home schooling.

Foster carers

Foster carers are exempt during periods of foster care placement (the length of the exemption should be that of the placement, generally up to 12 months at a time).

Note: there are differences for non-principal carer job seeker. An [automatic exemption](#) may be granted for up to 12 months at a time if a job seeker has provided verification and is a registered and active foster carer.

Released prisoners

While job seekers released from prison or custody may be eligible for the same exemptions as other job seekers depending on their circumstances, the following exemptions should be considered:

- job seekers undertaking a Community Service Order for more than 20 hours per week may be granted an exemption for up to 13 weeks. After that period, any remaining part of the Community Service Order must be undertaken together with job search
- job seekers released under supervision orders (known as Extended Supervision Orders in Victoria and South Australia) may be granted an exemption of 13 weeks. A 13 week exemption should only be granted when a job seeker's circumstances make it unreasonable for them to meet **any** of their mutual obligation requirements. This exemption is [manually reviewed](#) and extended as required
- job seekers released on a Drug Treatment Order and who have to participate in a [Drug Court Program](#) will need to have the requirement included in their Job Plan for no more than 6 months at a time. Job seekers (except those within Community Development Program (CDP) regions only) should not be exempt from mutual obligations to undertake Drug Treatment Orders. Encourage provider managed job seekers to discuss their drug treatment order with:
 - their Employment Services Provider, or
 - [Department of Employment and Workplace Relations \(DEWR\) Digital Services Contact Centre](#)

Bail conditions

Customers may be at home awaiting a court trial. They will have a bail conditions document which will need to be read carefully.

Job seekers detained at home under strict bail condition orders may be granted an exemption of 13 weeks. A 13 week exemption should only be granted when a job seeker's circumstances make it unreasonable for them to meet any of their mutual obligation requirements. This exemption is [manually reviewed](#) and extended as required.

Indigenous job seekers

Indigenous job seekers participating in:

- [Sorry Business](#) may be exempted due to Major Personal Crisis (**MPC**)
- Cultural Business may be exempted due to Other Special Circumstances (**OSC**)

It is the responsibility of individual job seekers to request an exemption due to cultural or sorry business. Exemptions should not be granted based on a request from an employment services provider or Community Development Program (CDP) provider.

This applies to urban, regional, and remote job seekers.

Additional exemption reasons

Additional general exemption reasons:

- influenza pandemic
- jury duty
- Witness Protection program
- refugees are granted an exemption for 13 weeks from the date they arrive in Australia

Temporary incapacity

Job seeker with a partial capacity to work - carer temporarily incapacitated

A person with a partial capacity to work who is unable to participate because their carer is temporarily or permanently unable to care for them due to unforeseen circumstances may be granted a temporary exemption under the major personal crisis exemption.

The exemption is normally limited to the time required for alternative care arrangements to be put in place or until their carer recovers from their temporary incapacity. This can be up to 13 weeks at a time.

Temporary incapacity (all other job seekers)

Job seekers who are temporarily unable to meet their mutual obligation requirements are required to provide a medical certificate. See [Assessing and coding medical certificates for temporary incapacity exemptions](#).

Additional exemptions for principal carers of a dependent child

These job seekers may be exempted for special family circumstances.

Job seekers **must** provide evidence to support special family circumstances exemption requests. Evidence can include:

- a statement from the child's or family members doctor/specialist
- evidence from a state/territory authority confirming support of an informal kinship or family care arrangement
- evidence of a Parenting or Protection Order made under the Family Law Act (usually in a Children's Court or Family Law Court)
- recommendations made by a Services Australia social worker

Exemption for up to 16 weeks

[Case by case exemptions](#) for up to 16 weeks at a time may be granted for circumstances which include the following:

- caring for an adult family member who is frail, aged or disabled
- caring for a child who is temporarily ill or injured or who has not yet started school
- providing informal kinship or family care (that is, without a Family Law court order or Protection Order, but where the arrangement may have the support of the state/territory authorities)

Evidence must be provided to support these circumstances. Service Officers should use their discretion in determining the appropriate evidence provided.

Case by case exemption for up to 12 months

A [case by case exemption](#) may be granted for up to 12 months if the job seeker is caring for a disabled child but does not qualify for Carer Payment (CP).

Automatic exemption for 12 months at a time

An [automatic exemption](#) may be granted for up to 12 months at a time, if the job seeker is:

- caring for a large family (where the job seeker is the principal carer of 4 or more dependent children aged under 16, or a [secondary pupil child](#) between 16 to 18 years old inclusive)
- caring for a child when the job seeker is a relative (other than a parent), as directed by a Parenting or Protection Order made under the Family Law Act (usually in a Children's Court or Family Court), or
- a family or community member (not the parent) caring for a child under a Parenting Plan or other document that has the support of the relevant state/territory authority (the definition of child in this case relates to the child definition in each state or territory and may include children over the age of 16 years)

Approval for exemptions

The delegation for making decisions for granting an exemption from mutual obligation requirements is at the APS 3 level or above. Consultation with a team leader, Local Peer Support (LPS) or Service Support Officer (SSO) may be required in some cases.

Principal carer exemptions, and exemptions for PP job seekers travelling outside Australia, do not require senior officer approval but generally, verification is needed.

Where a customer has had contact with a social worker, the social worker can make recommendations for mutual obligation exemptions based on professional expertise. However, social workers are not authorised to code exemptions.

Staff should not contact social workers for assistance in determining exemptions, other than where a social worker has made the recommendation.

Family and domestic violence or relationship breakdown

This is a [Family and Domestic Violence Interaction Point](#). If the job seeker is with another person, on speaker phone, or already identified with family and domestic violence concerns, continue with the current business conversation. Otherwise, go to the [Family and domestic violence](#) procedure to conduct the risk identification and referral process.

In cases of [family and domestic violence](#) or stress following separation or relationship breakdown, primary consideration should be given to the recommendation made by a Services Australia social worker as to whether an exemption should be granted and the appropriate length of the exemption. All job seekers who notify Services Australia they have experienced family and domestic violence or unusually high stress due to a recent relationship breakdown are to be offered social worker assistance, whether they are seeking an exemption or not.

Note: where a customer advises they are separating, the process in [Separating safely - protecting personal details](#) needs to be followed to ensure personal information is kept safe.

Principal carers

[Family and domestic violence](#) includes any case that has occurred within the last 26 weeks, regardless of whether the job seeker has left the relationship or not. If an exemption is to be granted to a principal carer on the grounds of family and domestic violence or relationship breakdown, the initial exemption must be for the maximum 16 weeks. This may be extended for one or more

further periods of up to 16 weeks if appropriate, and the duration of these will again be determined by social worker recommendation as part of the [review of principal carer exemptions due to family and domestic violence and stress following separation](#).

For all approvals, a **DOC** must be recorded on the job seeker's record including the reasons for approving the exemption and it must be supported by the relevant legislative references.

Note: for principal carers, there is a specific family and domestic violence exemption.

Restricted Access job seekers

Relevant staff can grant a job seeker with a current [Restricted Access](#) a Special Circumstances (SCI) exemption for **s 47E(d)**

The end date of the SCI exemption is to be aligned with the job seeker's next review date of their [Restricted Access](#) (where possible). Before granting the exemption, the job seeker should be advised during a discussion that having Restricted Access limits their ability to access employment services.

Note: [Restricted Access](#) limits Employment Services Providers' access to a job seeker's record and thereby limits their capacity to provide a full range of services to the job seeker. Job seekers who choose to continue participating with their provider need to give the provider some contact details such as a mobile phone number. Otherwise, the provider will not be able to service the job seeker, as they will not be able to view any contact details for the job seeker on their system.

Manually end dating an exemption

Where a job seeker notifies that their circumstances have changed and they no longer require an exemption from their mutual obligation requirements, a suitably skilled Service Officer can manually end date the exemption on the **s 47E(d)** screen. The date used should be the last day of their exemption eligibility + 1 day.

This coding may be required where, for example, a job seeker who has had a home-schooling or temporary caring exemption, notifies that home-schooling or caring has ended prior to the exemption end date. It may also apply to other exemption reasons.

Job seekers

Unless the job seeker indicates they will be undertaking an approved requirement that will make them Centrelink managed, connect or reconnect the job seeker with their Employment Services Provider. Record a **DOC** confirming the advice given and any other relevant information disclosed by the job seeker. If the job seeker will be Centrelink managed, negotiate a new Job Plan with the job seeker.

The [Resources](#) page contains:

- examples of aligning exemption periods with a job seeker's regular pay day code (EPED)
- a scenario for determining a special circumstances exemption for a principal carer caring for a disabled child - exemption reason **CCE**
- lists of codes used for Non-Applied Exemptions on the **s 47E(d)** screen
- intranet links to Indigenous Funeral Notices and Indigenous Community Events, and
- a link to the Australian Government Disaster Assist website

Related links

[Mutual obligation requirement exemptions](#)

[Exemptions from mutual obligation requirements for prison release customers](#)

[Assessing and coding medical certificates for temporary incapacity exemptions](#)

[Job seeker compliance for job seekers affected by a natural disaster, declared emergency or other significant event](#)

[Family and domestic violence](#)

[Identifying barriers to participation for Indigenous customers](#)

[Identifying barriers to participation for prison release customers](#)

[Principal Carer Social Worker Exemption Service Update for review of Domestic Violence or Relationship Breakdowns exemptions](#)

[Negotiating Centrelink Managed Job Plans](#)

[Circumstances impacting job seeker compliance](#)

[Separating safely - protecting personal details](#)

Process

This page contains processing guidelines for exempting a job seeker from mutual obligation requirements due to special circumstances.

On this page:

[Job seeker requests exemption due to special circumstances](#)

[General special circumstance exemptions](#)

[Principal carer exemptions](#)

[Social work recommendation](#)

[Assessing and coding an exemption](#)

[Manually end dating exemptions](#)

[Manually updating or deleting a Non-Applied Exemption](#)

Job seeker requests exemption due to special circumstances

Table 1

Step	Action
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1	<p>Check if job seeker is a Restricted Access job seeker + Read more ...</p> <p>Is the job seeker a Restricted Access job seeker?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3
2	<p>Restricted Access job seeker + Read more ...</p> <p>Job seekers who have a current Restricted Access recorded are eligible for an exemption from meeting their mutual obligation requirements. Relevant staff can grant them a Special Circumstances (SCI) exemption for s 47E(d)</p> <p>Prior to granting the exemption, a discussion should take place with the job seeker, advising them that having Restricted Access limits a Workforce Australia Employment Service Provider's access to their record and thereby limits the provider's capacity to provide a full range of services to the job seeker.</p> <p>If the job seeker decides to continue participating with their provider, and not be granted an SCI exemption, tell the job seeker they need to give the provider some contact details, for example a mobile phone number. Otherwise, the provider will not be able to view any contact details for the job seeker on their system.</p> <p>If a Restricted Access job seeker expresses a desire to continue to access employment services, staff should discuss alternative options available to the job seeker, such as password protection.</p> <p>s 47E(d)</p> <p>Does the Restricted Access job seeker need a SCI exemption recorded?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, procedure ends here
3	<p>Reason for application + Read more ...</p> <p>Ask the job seeker why they are applying for an exemption from their mutual obligation requirements.</p> <p>Ask the job seeker to provide evidence of their special circumstances if needed. Service Officers should also use their discretion to grant an exemption where appropriate. Evidence must be provided to grant a special circumstance exemption, unless specifically stated throughout this resource.</p> <p>For non-Community Development Program (CDP) job seekers, consider whether the special circumstances are wholly or mainly the result of drug and/or alcohol dependency/misuse. Evidence or third-party verification may also be needed to establish that an exemption is not to be applied due to drug or alcohol related reasons. The</p>

[Resources](#) page contains a table of the Non-Applied Exemption codes for assistance when making these determinations.

Exemptions for principal carers are either [case by case exemptions](#) or [automatic exemptions](#).

Although 'automatic' exemptions (for example, foster care) are subject to the substance dependency/misuse policy, it is very unlikely that those circumstances could be deemed to be wholly or mostly due to the job seeker's drug or alcohol misuse. Staff must use discretion in making any exemption decision and take individual circumstances into account on a case by case basis.

All special circumstance exemptions need to be manually recorded on the **s 47E(d)** screen. A Start Date and End Date must be recorded.

Note: where appropriate align exemption periods with the job seeker's regular pay day code (EPED). See the [Resources](#) page for an example.

If a Service Officer has been allocated a work item where a social worker has recommended an exemption from mutual obligation requirements and their recommendation requires coding, see [Table 4](#). Staff should not contact social workers for assistance in determining exemptions, other than where a social worker has made the recommendation.

Does the customer receive Parenting Payment (PP)?

- **Yes**, [go to Step 4](#)
- **No**, [go to Step 5](#)

4 **Check if the Parenting Payment (PP) job seeker is travelling overseas** + Read more ...

Is the PP job seeker travelling outside Australia?

- **Yes**, an exemption is automatically granted for the period the PP job seeker is payable outside Australia. See [Exempting a job seeker from their mutual obligation requirements when going overseas](#)
- **No**, [go to Step 5](#)

5 **Delegation to approve an exemption** + Read more ...

s 47E(d)

s 47E(d)

s 47E(d) All job seekers who notify Services Australia they have experienced family and domestic violence, or relationship breakdown are to be offered social worker e, whether they are seeking an exemption or not.

Note: where a customer advises they are separating, the process in [Separating safely - protecting personal details](#) needs to be followed to ensure personal information is kept safe.

If appropriate, make an immediate [referral to a Services Australia social worker](#).

s 47E(d)

[Go to Step 6.](#)

6

Identify which special circumstances exemption and exemption period apply to the job seeker + Read more ...For further details, see the [References](#) page. For information about special circumstances exemptions that may apply to:

- **most job seekers**, select the situation in [Table 2](#)
- **principal carer** of a dependent child, see [Table 3](#)
- a job seeker assessed as having a **partial capacity to work** whose carer is temporarily unable to care for them, see [Table 2 > Item 12](#)
- an **Indigenous job seeker** participating in cultural business or sorry business, see [Table 2 > Item 8](#)
- a job seeker affected by an **influenza pandemic**, see [Table 2 > Item 13](#)
- a job seeker affected by an officially **declared national disaster**, see [Table 2 > Item 3](#)
- **after the death of a partner**, see [Table 2 > Item 16](#)
- for **Special Benefit job seekers**, see [Mutual obligations requirements for Special Benefit \(SpB\)](#) if required. Go to [Table 2](#)

General special circumstance exemptions

Table 2

Item	Description
1	<p>Caring for adult/child + Read more ...</p> <p>If the job seeker is temporarily caring for an adult or child, an exemption can be granted for up to 13 weeks (reason CAR).</p> <p>If the period will be longer than 13 weeks, the job seeker should be invited to claim Carer Payment (CP)/Carer Allowance (CA).</p> <p>See Exempting job seekers from their mutual obligation requirements due to caring responsibilities.</p>
2	<p>Community Service Order + Read more ...</p> <p>Job seekers undertaking a Community Service Order for more than 20 hours per week may be granted an exemption for up to 13 weeks (reason CSO).</p> <p>After a maximum 13 week exemption, any further time is expected to be undertaken in combination with job search for job seekers.</p> <p>See Table 5.</p>
3	<p>Declared national disaster + Read more ...</p> <p>Case by case exemptions may be granted to job seekers residing in and/or impacted by local government areas officially declared as natural disaster areas. For example, due to bushfire, flooding or cyclone (reason DND).</p>

An official government declaration that the area has Natural Disaster Relief and Recovery Arrangements (NDRRA) activated must be made before the exemption can be granted. See the [Resources](#) page for a link to details of NDRRA declared areas.

The **duration of the exemption** should be determined on a case by case basis, but generally, an initial period of 4 weeks should be granted. In special circumstances, an exemption can be applied for up to 13 weeks at a time.

An exemption may be granted if one of the following applies, either because the job seeker lives in an officially declared national disaster area, or because of the effects of an officially declared natural disaster area on the job seeker:

- the job seeker has been personally impacted by the floods and severe weather
- for principal carer job seekers, where the childcare facilities are unavailable as a result of damage or unsafe conditions, including long day care and family day care operations
- the job seeker is providing support to a relative or loved one affected by floods or severe weather
- the job seeker is volunteering to help with clean up, recovery or emergency relief efforts in an area affected by the disaster and through an approved agency, for example, State Emergency Service
- the job seeker cannot be expected to look for work because viable options for employment have been destroyed by the disaster in their area

The job seeker's job seeker registration remains current, and they will not be suspended from Employment Provider Services when a **DND** exemption is recorded. This allows the job seeker to continue to access employment services.

Note: a job seeker who volunteers during state or national emergencies (for example, bushfires or floods) can be granted an exemption for up to 13 weeks. The job seeker must provide proof of their active involvement, such as a written statement from their rural fire service/State Emergency Service commander.

See [Table 5](#).

4

Distance education + Read more ...

Job seekers who are not considered to be a principal carer and who are facilitating distance education for a [secondary pupil child](#) under 19 years old, are exempted for up to 12 months (363 days) at a time (reason **ECH**).

See [Table 3 > Step 9](#).

5

Drug/alcohol rehabilitation program within Community Development Program (CDP) areas + Read more ...

Note: this section applies to job seekers within CDP regions only.

Job seekers within CDP regions undertaking a drug and/or alcohol rehabilitation program, in particular where the program is undertaken as an in-patient in a facility, would be unable to satisfy their requirements through job search requirements, and/or any other approved program.

These job seekers may be eligible to be granted a Temporary Incapacity exemption from their mutual obligation requirements if they have less than 8 hours per week capacity and are unable to participate in a suitable requirement. The job seeker's participation in the rehabilitation program should **not** be grounds for determining that they have capacity to participate in a suitable requirement and should **not** affect their eligibility to be granted a Temporary Incapacity exemption.

A [valid medical certificate](#) from the treating doctor is required as evidence to approve the Temporary Incapacity exemption.

The exemption can be granted for job seekers who are participating in the residential rehabilitation program both voluntarily and by Court Order.

See [Prison release](#).

6	<p>Foster care + Read more ...</p> <p>Emergency and respite foster carers who are not principal carers are exempted (reason FCR) for:</p> <ul style="list-style-type: none"> • the duration of foster care placements, and • the following 12 weeks after the child has left care and the job seeker is awaiting another placement <p>See Table 3 > Step 7.</p>
7	<p>Home schooling + Read more ...</p> <p>Job seekers who are not considered to be a principal carer and who are providing home schooling to a secondary pupil child under 19 years old are exempted for up to 12 months (363 days) at a time (reason PHS).</p> <p>See Table 3 > Step 8.</p>
8	<p>Indigenous job seekers participating in cultural business or sorry business + Read more ...</p> <p>Indigenous job seekers participating in:</p> <ul style="list-style-type: none"> • Indigenous Cultural Business may be exempted due to Other Special Circumstances (OSC) • Indigenous Sorry Business may be exempted due to Major Personal Crisis (MPC) <p>This applies to urban, regional, and remote job seekers.</p> <p>Determining length of exemption</p> <p>Legislation allows for a special circumstances exemption to be granted for up to 13 weeks at a time and this period can be extended. However, 4 weeks is considered a reasonable amount of time for most cultural and sorry business activities.</p> <p>Tell job seeker that:</p> <ul style="list-style-type: none"> • the period of exemption will be calculated according to the particular needs of the activity, and • formal verification, local information and knowledge of cultural business details will be used to help in determining eligibility and length of the exemption, including consultation with an Indigenous Service Officer (ISO) if required <p>Verification of cultural or sorry business activity</p> <p>Information to support an exemption for this activity can be obtained from a range of sources and will not always need to be paper based:</p> <ul style="list-style-type: none"> • ask the job seeker to provide information to support exemption. This can include supporting documentation that may be provided by an Indigenous Organisation Chairperson, secretary or CEO of an incorporated Indigenous organisation such as land council, community council or housing organisation • check media and internal notification for nationally recognised community events such as Sorry Day, NAIDOC or Reconciliation Week • clarify activities using knowledge of Indigenous Service Officers (ISO) • indigenous funerals and community events, see the Resources page for an intranet link to Indigenous Funeral Notices and Indigenous Community Events

Absence from job seeker programs

Job seekers may apply to their provider for short periods of absence from any program. The Department of Employment and Workplace Relations has advised that:

- any such absences will be limited to a few days at a time
- the absence will be documented in the job seeker's file
- time will be made up immediately before or after an absence and preferably within the fortnight, and
- if a job seeker is attending a range of programs and any one provider does not agree to the absence, then the absence will not be granted

Clearly **DOC** all information supplied to the job seeker and any verification received in support of the exemption.

See [Table 5](#).

9

Jury duty + Read more ...

For job seekers undertaking jury duty, an exemption (reason **JUR**) can be granted for up to 13 weeks at a time as required.

For more information about treatment of income received for Jury duty, see [Exempt Income](#).

See [Table 5](#).

10

Major disruption to home + Read more ...

If the job seeker has suffered major disruption to their home caused by fire, flood, burglary or similar event, and exemption can be granted (reason **MPD**).

Two weeks is generally appropriate.

See [Table 5](#).

11

Major personal crisis (reason MPC) + Read more ...

This may include:

- the death of an immediate family member
- breakdown of a marriage or equivalent relationship
- [family and domestic violence](#)
- temporary caring responsibilities
- for people assessed as having a partial capacity to work (PCW), where their carer is temporarily or permanently unable to care for them because of unforeseen circumstances, and
- Indigenous sorry business
- homelessness

Note: decisions on eligibility and length of exemption due to family and domestic violence and stress due to relationship breakdown should be based on recommendations made by a Services Australia social worker. The exemption for customers experiencing family and domestic violence may be up to 16 weeks, with the possibility of extension if required.

The exemption is limited to the time required to address the immediate situation only, such as finding accommodation. This is usually 2 weeks, or 4 weeks in exceptional circumstances. Where appropriate the exemption end date should be coded to align with the job seekers regular pay day code (EPED). This will be dependent on the start

date of the exemption period and the exemption duration granted.

Note: where a social worker recommends the exemption, it is not necessary for the job seeker to also attend a face-to-face appointment with a Service Officer. In this circumstance, suitably skilled Service Officers record the exemption. Social workers are not authorised to code exemptions.

See [Table 5](#).

12

Job seeker with a partial capacity to work (PCW) only + Read more ...

If the job seeker is unable to participate because their carer is temporarily or permanently unable to care for them due to unforeseen circumstances, a temporary exemption may be granted, reason **MPC** (Major Personal Crisis).

The exemption is normally limited to the time required for alternative care arrangements to be put in place or until their carer recovers from their temporary incapacity, usually up to 13 weeks at a time.

See [Table 5](#).


13

Influenza pandemic + Read more ...

If the job seeker contacts Services Australia to advise they are affected by an influenza pandemic, an exemption should be granted (reason **MPC** - major personal crisis).

The duration of the exemption granted should be for an initial period of no more than 14 days, even where no supporting evidence has been provided. If at the expiration of the exemption the job seeker is still unwell (with any diagnosis), the job seeker needs to supply a [valid medical certificate](#) to support an [application for a temporary medical incapacitation exemption](#).

Record on a **DOC**:

- reasons for the exemption
- method the job seeker used to contact Services Australia
- advice given regarding arrangements for applying for a medical exemption
- advice given regarding an exemption to personally lodge a SU19 form during the **MPC** exemption if required. Job seekers can report via  Self Service (Online Services or Phone Self Service), in person or in writing (SU19)
- use the keyword **s 47E(d)** when recording the **DOC**, which is finalised and closed

Decisions regarding and coding of any further exemptions after the initial 14 day period must be handled by staff in accordance with general exemption procedures.

Under no circumstances should job seekers be told to attend Services Australia appointments if they have indicated they are currently affected by an influenza pandemic.

See [Table 5](#).

14

Prison release + Read more ...

Job seekers will generally find it difficult to focus on looking for work immediately after their release from prison. Their focus will be on sorting out basic personal needs such as food, accommodation and clothing.

A separate and subsequent 13 week exemption may apply if the job seeker is:

- undertaking a Community Service Order (reason CSO)
- released under supervision orders (known as Extended Supervision Orders in Victoria and South Australia) and the conditions of the supervision order make it unreasonable for them to meet **any** of their mutual obligation requirements (reason MPC). After the 13 weeks, this exemption is [manually reviewed](#) and extended as required
- unable to meet any of their mutual obligation requirements as a court order prevents them from leaving their home or the place they are residing except for defined purposes, such as attending court (reason OSC). After the 13 weeks, this exemption is [manually reviewed](#) and extended as required
- living in a CDP designated region **and** released on a Drug Treatment Order **and** participating in a [Drug Court Program](#) (reason INP)

Note: job seekers **not living in a CDP region** who are released on a Drug Treatment Order/Drug Court Program:

- are required to meet mutual obligation requirements after a maximum 13 week initial MPC exemption, or sooner if requested by the Probation and Parole service
- should have their Job Plan
 - negotiated by their Provider, taking into account their Drug Court program obligations and their ability to look for and take up work
 - renegotiated every 6 months

See [Identifying barriers to participation for prison release customers](#).

15

Refugees + Read more ...

Refugees are auto-exempted for 13 weeks from the date they arrive in Australia (reason **REF**).

This may be extended by up to 13 weeks if they are undertaking a preparatory Adult Migrant English Program known as the Special Preparatory Program (SPP). Reason **R6M**.

See [Table 5](#).

16

After the death of a partner + Read more ...

Job seekers are automatically exempted from mutual obligation requirements for 14 weeks from the date of their partner's death, or if pregnant, to the end of the pregnancy (whichever is longer) where verification is provided.

For JobSeeker Payment (JSP) and Youth Allowance (YA) job seekers, completion of the ^{s 47E(d)} in Process Direct or the ^{s 47E(d)} guided procedure in Customer First, will automatically update the ^{s 47E(d)} screen on the job seeker's record.

For SpB customers, create an open work item:

- Use [Fast Note](#) - select ^{s 47E(d)}

SpB processing staff will update the ^{s 47E(d)} screen manually.

The ^{s 47E(d)} updates apply the 14 week Bereavement Period - Partner (BPP) on the ^{s 47E(d)} screen. If the job seeker is pregnant when their partner dies, they are eligible for a further Bereavement Period - Pregnant Partner exemption (BPE). The extended exemption is applied through updates to the ^{s 47E(d)} on the ^{s 47E(d)} screen on provision of verification of pregnancy.

To apply bereavement exemptions for Parenting Payment (PP) job seekers go to [Death of a partner of a Parenting Payment Partnered \(PPP\) customer](#) and [Processing Parenting Payment \(PP\) claims](#).

17	<p>Restricted Access job seeker + Read more ...</p> <p>Job seekers who have a current Restricted Access recorded are eligible for an exemption from meeting their mutual obligation requirements.</p> <p>A Special Circumstances (SCI) exemption can be granted for s 47E(d)</p> <p>The end date of the SCI exemption should align with their next review date of their Restricted Access, where possible.</p> <p>See Table 5.</p>
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Principal carer exemptions

Table 3

Step	Action
1	<p>Exemptions - principal carers + Read more ...</p> <p>Case by case exemptions may be granted for up to 16 weeks at a time, for example due to the following special family circumstances (reason SCI):</p> <ul style="list-style-type: none"> • death of an immediate family member (including a partner) for principal carers • caring for an adult family member who is frail, aged or disabled • providing informal kinship or family care (that is, without a family law order, but where the arrangement may have the support of the state/territory authorities) • other special circumstances beyond the job seeker's control that prevent them from meeting their mutual obligation requirements, including caring full-time for a child who is temporarily ill or injured • principal carers whose livelihood is affected by drought where they would meet the criteria for Farm Household Allowance (FHA). Go to Step 3 • caring for a child who has turned 6 but has not yet started school <p>See Table 5.</p> <p>The following exemptions are also case by case special circumstance exemptions which have specific exemption codes:</p> <ul style="list-style-type: none"> • family and domestic violence • special circumstances associated with the family, such as unusually high stress due to a recent relationship breakdown <p>Go to Step 2.</p> <p>A case by case exemption may be granted for up to 12 months at a time if the job seeker is caring for a disabled child but does not qualify for Carer Payment (CP), go to Step 4.</p> <p>An automatic exemption may be granted for a maximum period of 12 months at a time if the principal carer is:</p> <ul style="list-style-type: none"> • a principal carer who is a registered and active foster carer, go to Step 5 • a non-principal carer providing emergency or respite foster care, go to Step 6

- caring for a child where the job seeker is a family or community member (not a parent) but providing care under a state/territory authority supported Parenting Plan or other document, [go to Step 7](#)
- providing home schooling for their children, [go to Step 8](#)
- facilitating distance education for their children, [go to Step 9](#)
- caring for a large family as a principal carer of 4 or more dependent children, [go to Step 10](#)
- caring for a child where the job seeker is a relative (other than a parent) under a Family Law court order (for example, Protection Order or Parenting Order), [go to Step 11](#)

Verification to support these circumstances **must** be provided before an exemption can be granted.

2

Special circumstances exemptions- Domestic violence or relationship breakdown + Read more ...

Special circumstances - principal carer job seekers that have been subject to family and domestic violence in the past 26 weeks or are experiencing unusually high stress associated with a relationship breakdown.

Principal carers who have been subject to [family and domestic violence](#) within the past 26 weeks, regardless of whether they are still in the relationship and/or not still living at the same address or not may be eligible to receive a special circumstances exemption.

Principal carers may also experience unusually high stress due to a relationship breakdown. They may be experiencing unusually high levels of emotional and stress related problems, or psychological or behavioural problems.

Relationship separation or breakdown is usually associated with high levels of stress and in itself is not grounds for exemption. However, principal carers who experience unusually high levels of stress due to a relationship breakdown may be granted an exemption.

In both instances of family and domestic violence or unusually high stress due to a recent relationship breakdown, primary regard should be given to the recommendation made by a Services Australia social worker as to whether an exemption should be granted, and as to the appropriate length of the exemption.

Family and domestic violence (reason D26)

All job seekers who notify they have experienced family and domestic violence, should be offered social worker assistance, whether they are seeking an exemption or not. See the [Family and domestic violence](#) procedure for referrals.

The duration of the initial exemption period recommended by the social worker is **not** discretionary and must be applied for the maximum of 16 weeks. This can be extended for one or more further periods of up to 16 weeks if appropriate.

Relationship Breakdown (reason R26)

All job seekers who notify they have experienced unusually high stress due to a recent relationship breakdown should be offered social worker assistance, whether they are seeking an exemption or not.

The duration of the initial exemption period recommended by the social worker **is** discretionary and can be applied for **up to 16 weeks**. This can be extended for one or more further periods of up to 16 weeks if appropriate.

See [Table 5](#).

3

Parenting Payment Single (PPS) job seeker whose livelihood is affected by drought (reason SCI) + Read more ...

Parenting Payment Single (PPS) job seekers with mutual obligation requirements whose livelihood is affected by drought, may be eligible to receive a special circumstances exemption. This exemption will enable the job seeker to remain on PP, without being required to meet their mutual obligation requirements for the duration of the exemption.

The job seeker will be considered eligible to receive a special circumstances exemption due to the effects of a drought, where they would meet the [criteria for Farm Household Allowance \(FHA\)](#).

Job seekers who are eligible to receive this exemption, should have the **s 47E(d)** code placed on the **s 47E(d)** screen and the outcome of the decision recorded in a **DOC**. This will enable a maximum of 16 weeks exemption to be coded at one time and is able to be renewed for further periods if necessary. The extent to which the exemption can continue to be renewed depends on the job seeker remaining eligible for Farm Household Allowance (FHA) and the exceptional circumstances end date in the job seeker's area.

The exceptional circumstances end date is determined by the Department of Agriculture, Fisheries and Forestry in each nominated drought affected area. Due to the likelihood of the job seeker remaining eligible to receive this exemption for greater than 16 weeks, it may be appropriate to create a **s 47E(d)** activity, to mature prior to the end date of the exemption. This will allow the exemption to be reassessed and re-recorded as appropriate, prior to the job seeker being subject to mutual obligation requirements.

See [Table 5](#).

4

Principal carer caring for a disabled child (reason CCE) + Read more ...

To be granted an exemption for this reason, it must be determined that the care needs of the children are such that, as a result:

- the principal carer does not have capacity to undertake 15 hours of paid part-time work a week. A determination should give regard to:
 - the extent to which the children can attend school without the principal carer parent being constantly at hand or on call, and
 - a statement from the school (where appropriate) and the assessment of a Treating Health Professional (THP) stating that the principal carer needs to be always available to care for the children with a disability

Exemption requests for school holiday periods

In some circumstances, a principal carer job seeker may request a CCE exemption only during school holidays.

While it is acceptable to grant this exemption for the period the children do not attend school, the exemption must **not** be granted only based on a lack of appropriate childcare. A statement from a THP is required to confirm that the job seeker would need to always be 'on hand' and available to care for their children with a disability if they were to be in childcare during the holiday period.

Details for the THP assessment

A THP assessment report is needed to verify the condition and determine the functional impact of the child's care needs upon the principal carer's available time and capacity to undertake job seeking requirements. This does not have to be provided on a Centrelink Medical Report form, as with claims for Carer Allowance (CA) and Carer Payment (CP) (unless the job seeker wants to claim CA and/or CP), but can be any evidence, such as a report, provided by the THP that states the following:

- the disability, illness or injury the child is experiencing
- the reliance upon the principal carer to be available to care for the child and therefore the principal carer's capacity to undertake work of up to 15 hours per week. The assessment of the extent of the reliance should be provided by the THP, not assessed by the Service Officer
- the period of time that the child's condition will impact on the job seeker. This will determine the duration of the exemption if granted, up to a maximum of 12 months at one time

A new THP assessment report should be used for determining subsequent applications for the exemption, where the principal carer indicates there has been a significant change in the condition or the impact of the disability upon the principal carer's ability to undertake requirements. If the THP report is more than 12 months old, then a new THP report should be requested.

Statement from school

In addition to the assessment of a THP, a statement from the children's school is also required if the children are attending school at the time the exemption is sought.

The period of the exemption cannot exceed 363 days at a time. See the [Resources](#) page for a scenario on the determination of this exemption.

Entitlement to CP/CA

When a principal carer is enquiring about payment/services available when they are caring for a child who has a disability, the Service Officer needs to advise the job seeker of possible entitlement to CA and/or CP and/or exemption from mutual obligation requirements.

If the job seeker wishes to claim CP/CA and is current on JSP/YA (job seeker) or PP (with mutual obligation requirements), it may be appropriate to defer the participation interview until the claim for CP/CA has been finalised.

If it is determined that the job seeker is eligible for CP for the child, they will have no mutual obligation requirements. If the job seeker has already lodged a claim for JSP/YA (job seeker) or PP, the claim should be rejected. If already current on one of these payments, then payment should be cancelled prior to transferring to CP.

If the job seeker only wishes to claim, or is only entitled to CA, the Service Officer needs to determine the functional impact of the child's care needs upon the principal carer's mutual obligation requirements, based on the THP assessment report.

See [Table 5](#).

5 Principal carer - registered and active foster carer (reason FCR) + Read more ...

Foster children may need more intensive support (for disabilities including a range of emotional, physical or psychological conditions) and state welfare agencies' requirements need to be considered in the care of the foster child.

The job seeker will need to provide verification from the state/territory authority, for example, the Department of Child Protection. This verification will differ between the various states and territories.

[Automatic exemptions](#) from mutual obligation requirements should be applied to principal carers who are registered and active foster parents. Depending on the state/territory authority involved, and how they choose to issue their foster carers with verification (for example, Annual certificates), this could mean they are described in the documentation as 'registered', 'recognised', an 'approved carer', or on an 'approved' list of foster carers with the authority. Not all documentation will use the term 'registered and active foster carer'. The document may also state that the person is an approved 'kinship carer' with the state/territory department. However, many departments will confirm in their documentation that their approval meets the criteria of a 'registered and active foster carer' for Social Security Law exemption purposes.

An exemption may be granted for up to 12 months (363 days), however, this depends on the period the job seeker will be a registered and active foster carer, as indicated by the documentation from the state/territory authority. The foster carer may ask for a review for a new period of exemption.

The principal carer does not have to be providing foster care to a child to access this exemption. Their status as a 'registered and active' foster carer with the state/territory department is sufficient for qualification.

Single principal carers on JobSeeker Payment (JSP), Special Benefit (SpB) and Youth Allowance (YA) (job seeker) who are granted this exemption are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)).

	See Table 5 .
6	<p>Non-principal carers providing emergency or respite foster care (reason FCR) + Read more ...</p> <p>If the job seeker is not a principal carer, but provides emergency or respite foster care, they can still access exemptions for individual foster care placements. This means a foster care child must actually be in care for an exemption to be granted. The period of the exemption is for the duration of the placement (up to a maximum of 12 months at a time), and for a further 12 weeks after the child leaves care, and the job seeker is awaiting another placement.</p> <p>Verification of foster carer status is required before an exemption can be granted. This means documentation confirming the job seeker's status as a 'registered and active foster carer' or 'emergency/respite foster carer', as well as the foster carer placement plan.</p> <p>Both members of a couple are potentially exempt if they both have documentation to support their status as registered and active foster carers, and they both have documentation about the placement of a child or children in their care. This could be a placement of siblings with a couple, rather than an individual child or children placed in the care of just one of the couple. As this is an automatic exemption, as long as evidence is provided, the exemption should be granted. The only discretion to be applied is to the length of the exemption.</p> <p>If the job seeker provides regular respite care, for example, on the first weekend of every month, before granting the exemption, confirm the job seeker is an active emergency or respite foster carer and they are willing to accept other children in their care at any time, without notice. If not, the job seeker could only be granted a special circumstances exemption for temporary caring responsibilities of a child, for up to 13 weeks at a time, and only for the duration of any placement - not for periods in between placements.</p> <p>Informal care arrangement: in some cases, children may be in the care of a relative and this may have the support of the state/territory authority. In these cases, a non-discretionary exemption is not available, but where the job seeker can provide documentation from their state/territory authority, a case by case exemption of up to 16 weeks at a time may be granted.</p> <p>Code the principal carer type on the ^{s 47E(d)} screen to indicate the type of foster care. A formal arrangement as verified by the state/territory authority is recorded on the ^{s 47E(d)} screen with the code s 47E(d)</p> <p>Single principal carers granted this exemption will not be paid the higher rate of JSP, YA or SpB.</p> <p>See Table 5.</p>
7	<p>Principal carer - family or community members caring for a child (reason CNC) + Read more ...</p> <p>This care (also known as Kinship care) will allow principal carers who are not the parent of the child but providing care without a formal court (Family Law) to access exemptions. Where the principal carer is caring for a child under a document (such as a Parenting Plan) which has the support of the relevant state/territory authority, they will have access to a 12 month exemption.</p> <p>The job seeker will need to provide verification (the document showing the care arrangements and support/endorsement of the state/territory authority) before this exemption can be granted and this will be considered evidence of the job seeker's kinship (family or community).</p> <p>Automatic exemptions from mutual obligation requirements should be applied to the principal carers who provide kinship care on income support.</p> <p>An exemption may be granted for up to 12 months (363 days), however, this depends on the period the job seeker will be providing the care as indicated by the documentation from the state/territory authority. The kinship carer may ask for a review for a new period of exemption.</p> <p>Informal care arrangement: in some cases, children may be in the care of a relative and this may have the support of the state/territory authority, without a Parenting Plan or other document with the support of the relevant state/territory authority protection case plan/care plan. In these cases, a non-discretionary exemption for formal</p>

relative care is not available. However, a [case by case exemption](#) for informal kinship or family care arrangements of up to 16 weeks at a time may be granted.

Single principal carers granted this exemption will not be paid the higher rate of JSP, YA or SpB.

Note: for job seekers providing kinship care with an order made under the Family Law Act (for example, a Court Order), or for informal arrangements, [go to Step 11](#).

See [Table 5](#).

8

Principal carer - home schooling (reason PHS) + Read more ...

Home schooling is different to distance education because children are not generally enrolled in, or part of, the registered school system. The parent selects or develops an appropriate curriculum together with the method of assessing and recording education progress, and generally registers with the relevant state authority (for children of compulsory school age).

If the principal carer is properly registered (where necessary) for home schooling and has the level of competency required to home school, an [automatic exemption](#) will be applied.

Home educators have registration periods which range from 6 months to 2 years, depending on the state/territory. The exemption should be granted for the period the principal carer is registered as a home schooler (up to a maximum of 363 days at a time), which may include school holidays.

When renewing a home schooling exemption after an initial or subsequent 12 month (363 day) period, Service Officers should not re-request documentation the job seeker has already provided, if it covers a future period, that is, where they have already provided verification of a 2 year registration. Details of documentation that is provided covering more than a 12 month (363 day) period being coded, should be recorded on a **DOC** on the job seeker's record for future use.

Service Officers should not lift or 'end date' the exemption during school holidays, as home schooling does not necessarily follow the normal school term periods. Therefore, the principal carer may still be providing home schooling for their dependent children during this period. The principal carer may ask for a review for a new period of exemption as needed.

For the exemption to apply the job seeker must be:

- a registered home schooler in their State/Territory (where the child is of compulsory school age) and provide evidence of this registration
- the home educator of the children

Examples of documentation which can be provided by the principal carer as proof that they are providing sufficient home-schooling related activities include:

- previous curriculum list (if the principal carer has been previously registered with the relevant Board of Education as a home schooler) and current curriculum to show the similarity of workload and requirement
- workbooks and lesson plans covering a sufficient time period to support the exemption
- evidence such as enrolment for state or other examinations the child will sit

This exemption also applies to job seekers who are providing home schooling to their children who are aged 16 years and over and considered a [secondary pupil child](#). The job seeker may no longer be considered a principal carer, due to the age of the child but still eligible for the exemption until the child turns 19.

Note: the compulsory school age in NSW, QLD, WA, VIC, ACT and the Northern Territory is 17 years of age. This means that once the dependent child reaches their 17th birthday and 16th birthday (SA and Tasmania), a parent will no longer be required to be registered with the relevant Board of Education to lawfully provide home-schooling for their child.

When a job seeker claims an [automatic exemption](#) on the basis of home schooling a child (either under or over the compulsory school age) for whom they are the principal carer, Service Officers should give primary regard to documentation which can be (or has already been) provided by the parent themselves, such as their curriculum, to determine if the job seeker is still an active home schooler. If the Service Officer is satisfied that the principal carer is providing home schooling on this basis, the Service Officer may determine an exemption from mutual obligation requirements is appropriate. A determination concerning the length of the exemption should also be made based on the sort of documentation. For example, if the curriculum provided by the parent relates to the next 6 months, the exemption should be provided for this period only.

Single principal carers on JobSeeker Payment (JSP) or Youth Allowance (YA) (job seeker) who are granted this exemption are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)).

Principal carers on Special Benefit (SpB) who are granted this exemption will **not** be paid the higher rate of payment.

Note: consider if the job seeker may be eligible for Assistance for Isolated Children (AIC) Distance Education Allowance (DED). See [Assistance for Isolated Children \(AIC\), eligibility](#).

See [Table 5](#).

9

Principal carer - distance education (reason ECH) + Read more ...

Distance education is available for school students who, for example, live a long way from school. Other students can also access distance education, for example, if they are overseas or travelling, have itinerant families, have a medical condition or are approved for special enrolment.

If the job seeker's children are enrolled in Distance Education, an [automatic exemption](#) will be applied.

The maximum initial period of reduced mutual obligation requirements or an exemption is 12 months, but the parent may ask for a review for a new period of exemption.

This exemption also applies to job seekers who are providing distance education to their children who are aged 16 years and over and considered a [secondary pupil child](#). For the exemption to apply the children must be enrolled in a distance education course.

The job seeker may no longer be considered a principal carer, due to the age of the child but still eligible for the exemption until the child turns 19.

Single principal carers on JobSeeker Payment (JSP) or Youth Allowance (YA) (job seeker) who are granted this exemption are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)).

Principal carers on Special Benefit (SpB) who are granted this exemption will **not** be paid the higher rate of payment.

Note: consider if the job seeker may be eligible for Assistance for Isolated Children (AIC) Distance Education Allowance (DED). See [Assistance for Isolated Children \(AIC\), eligibility](#).

See [Table 5](#).

10

Principal carer - large family (reason LF4) + Read more ...

The large family exemption will be applied to principal carers with 4 or more children who are either 0-15 years old, or who are 16-18 years old inclusive but still completing secondary study. If the child over 16 meets the [secondary pupil child](#) definition, they will be counted for this exemption.

To meet this [automatic exemption](#) the job seeker must have at least one child aged less than 16 years of age, and therefore still be considered a principal carer.

	<p>Single principal carers on JobSeeker Payment (JSP) or Youth Allowance (YA) (job seeker) who are granted this exemption are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)).</p> <p>Principal carers on Special Benefit (SpB) who are granted this exemption will not be paid the higher rate of payment.</p> <p>See Table 5.</p>
11	<p>Principal carer - relative caring for a child (reason CNP) + Read more ...</p> <p>This exemption is available to principal carers where a court order, for example, Protection Order or Parenting order, made under the Family Law Act 1975 (a 'Family Law order') is in place which states that a child or children should live with a relative who is not a parent of the child and the person is complying with the order.</p> <p>A relative may be described as:</p> <ul style="list-style-type: none"> • any person to whom the dependent child is or has been related by blood, adoption or marriage • if the dependent child is an Aboriginal person who has traditional Aboriginal kinship ties, any person considered to be related to the dependent child according to Aboriginal kinship rules, and • if the dependent child is a member of a community that accepts relationships other than those referred to above as kinship ties, any person considered to be related to the dependent child by that community <p>Examples of a relative may be a grandparent, an extended family member or other family, relative or kinship carer (excluding parents).</p> <p>Note: a Family Law order, under the Family Law Act 1975, means:</p> <ul style="list-style-type: none"> • a parenting order within the meaning of section 64B • a family violence order within the meaning of section 4 • a state child order registered under section 70D. Any Parenting, Protection or other 'Family Law' order made in an Australian State or Territory court (for example, Children's Court or Family Court) with an official court stamp on it, can be taken as meeting this definition • an overseas child order registered under section 70G <p>The maximum initial period of exemption is 363 days, depending upon the duration of the Parenting Order. This exemption may be renewed as necessary, providing the job seeker produces the documentation required. Documentation in the form of parenting plans is not sufficient for the purpose of this exemption; that is, a copy of a parenting order made by a court must be sighted.</p> <p>Single principal carers on JobSeeker Payment (JSP) or Youth Allowance (YA) (job seeker) who are granted this exemption are eligible to receive a higher rate of payment (equal to the maximum rate of Parenting Payment Single (PPS)).</p> <p>Principal carers on Special Benefit (SpB) who are granted this exemption will not be paid the higher rate of payment.</p> <p>See Table 5.</p>

Social work recommendation

For Services Australia social workers only.

Step	Action
1	<p>Social worker is/is not recommending an exemption from mutual obligation requirements + Read more ...</p> <p>Social workers must clearly document their discussion and recommendation on the job seeker's record using the appropriate Fast Note.</p> <p>Is a recommendation being made to exempt the job seeker?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ◦ For urgent assistance, go to Step 2 ◦ For non-urgent assistance, go to Step 3 • No, go to Step 4
2	<p>Social worker is recommending an exemption from mutual obligation requirements - Urgent + Read more ...</p> <p>Social workers may request urgent coding where all the following apply:</p> <ul style="list-style-type: none"> • the customer is experiencing vulnerability • the customer has complex needs • failure by Services Australia to respond quickly and effectively will present a significant risk to the customer or the agency <p>Consider each job seeker's individual circumstances when determining who might require the urgent coding of an exemption.</p> <p>To request urgent coding</p> <p>Note: do not use this option unless urgent coding is required.</p> <p>Use s 47E(d)</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • The Service Officer may contact the social worker for clarification or further discussion, if required <p>Procedure ends here.</p>
3	<p>Social worker is recommending an exemption from mutual obligation requirements - Non-Urgent + Read more ...</p> <p>Where non-urgent exemption coding is required, the Fast Note will be allocated to a suitably skilled Service Officer for further action.</p> <p>Use s 47E(d)</p>

	<p>s 47E(d)</p> <ul style="list-style-type: none"> The Service Officer may contact the social worker for clarification or further discussion, if required <p>Procedure ends here.</p>
4	<p>Social worker not recommending an exemption from mutual obligation requirements + Read more ...</p> <p>Social workers not recommending an exemption from mutual obligation requirements may use the relevant Fast Note to record their decision not to recommend an exemption.</p> <p>Use s 47E(d).</p> <ul style="list-style-type: none"> Record all relevant information DOC will automatically be closed as no further action is required <p>Procedure ends here.</p>

Assessing and coding an exemption

Table 5

Step	Action
1	<p>Verification and recording + Read more ...</p> <p>Social workers can make recommendations for an exemption from mutual obligation requirements based on professional expertise. Social workers are not authorised to delegate and code exemptions.</p> <p>Where a Service Officer has received the social worker exemption request and has concerns or wishes to enquire with the social worker, the Service Officer must contact the social worker before next steps.</p> <p>Staff should not contact social workers for assistance in determining exemptions, other than where a social worker has made the recommendation.</p> <p>An exemption cannot be granted if the special circumstances were caused by substance dependency or misuse.</p> <p>This will not normally apply to principal carer exemptions.</p> <p>Note: if an extension of a current Major Personal Crisis (MPC) exemption, go to Step 3.</p> <p>Consider the circumstances. Is it possible the special circumstances were caused wholly or mainly by the job seeker's substance dependency/misuse?</p>

	<ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3
2	<p>Special circumstances may involve substance dependency/misuse + Read more ...</p> <p>The Resources page contains a table of the Non-Applied Exemption codes to assist with these decisions.</p> <p>Obtain verification if needed.</p> <p>Consider the following:</p> <p>s 47E(d)</p> <p>Note: these questions are intended as a guide for Service Officers to consider, and to direct conversation with the job seeker. Answering yes to any of the above questions does not automatically mean that the job seeker's special circumstances are wholly or mainly caused by substance misuse.</p> <p>If, following a conversation with the job seeker, the Service Officer is:</p> <ul style="list-style-type: none"> • not satisfied that the job seeker's special circumstances are wholly or mainly caused by substance misuse, the exemption must be granted • satisfied that the special circumstances are wholly or mainly caused by substance misuse, the exemption must not be granted. Record the Non-Applied Exemption decision <p>Record the recommendation to exempt/not exempt the job seeker from the mutual obligation requirements on a DOC.</p> <p>If needed, forward the DOC to a team leader, Local Peer Support (LPS) or Service Support Officer (SSO) using the Tier 0 technical support - self-sufficiency referral process. Principal carer exemptions do not need to be referred.</p>
3	<p>Decision to grant/extend exemption + Read more ...</p> <p>Is the exemption being granted or extended?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ◦ granted, go to Step 6 ◦ extended, go to Step 7 • No, go to Step 4
4	<p>Exemption not granted + Read more ...</p> <p>Advise the job seeker:</p> <ul style="list-style-type: none"> • the reasons for the decision

- their review and appeal rights
- their ongoing obligation to satisfy their mutual obligation requirements
 - for job seekers, see [Applying mutual obligation requirements](#)

If the exemption is not granted because the job seeker's special circumstances are deemed to be wholly or mainly the result of their drug or alcohol dependency/misuse, a [Non-Applied Exemption](#) decision must be recorded.

Does a Non-Applied Exemption need to be recorded?

- **Yes**, [go to Step 5](#)
- **No**, procedure ends here

5

Record Non-Applied Exemption + Read more ...

Job seekers only

s 47E(d)

Procedure ends here.

6

Exemption granted + Read more ...

Determine exemption period based on the circumstances and maximum period. This is generally up to 13 weeks, but may be longer for principal carers (up to 16 weeks for [case by case exemptions](#), 12 months for [automatic exemptions](#)) or after the death of a partner. The exemption may need to be reviewed and extended, as in the case of job seekers with an Extended Supervision Order (ESO).

Exemptions must be manually keyed on the s 47E(d) [Bereavement Payment \(PBV\)](#).

screen. Partner bereavement exemptions are coded on the s 47E(d) screen. See [Partner](#)

Note: where appropriate align exemption periods with the job seeker's regular pay day code (EPED). See the [Resources](#) page for an example.

In Process Direct:

s 47E(d)

For job seekers with an ESO, in **Customer First**, s 47E(d) on the s 47E(d) screen and complete the fields as follows:
s 47E(d)

The review will mature on the **Due Date** coded in the s 47E(d) activity. Workload Management will allocate the review for manual action.

A **Note/DOC** must be recorded with an explanation of the reasons for the exemption. Where it is not appropriate to end the exemption period on the job seeker's regular pay day code (EPED), the reason should be noted in the **DOC**.

For job seekers with a Restricted Access, record granted a Special Circumstances (SCI) exemption, record a **DOC** using s 47E(d)

If a Service Officer is coding a social worker recommendation for an exemption from mutual obligation requirements, the social worker's recommendation **DOC** can be annotated, and the **Fast Note** completed.

7

Manually updating or extending an exemption + Read more ...

Determine exemption period based on the circumstances and maximum period. This is generally up to 13 weeks, but may be longer for principal carers (up to 16 weeks for [case by case exemptions](#), 12 months for [automatic exemptions](#)) or after the death of a partner. The exemption may need to be reviewed and extended as in the case of job

seekers with an Extended Supervision Order (ESO).

Exemptions must be manually keyed on the **s 47E(d)** screen. See [Partner Bereavement Payment \(PBV\)](#).

screen. Partner Bereavement exemptions are coded on the **s 47E(d)**

Note: where possible align exemption periods with the job seeker's regular pay day code (EPED). See the [Resources](#) page for an example.

Where an extension of a current Major Personal Crisis (MPC) exemption is required, and the Service Officer is:

- suitably skilled, manually update/extend the end date of the exemption on the **s 47E(d)** screen
- not suitably skilled, contact [Local Peer Support \(LPS\)](#), for assistance to action


In Process Direct:

s 47E(d)

8

Advise outcome + Read more ...

Tell the job seeker:

- an exemption has been granted
- how long the exemption applies for
- if the exemption will be reviewed
- what changes in circumstances affecting the exemption must be notified to Services Australia
- they are still required to report via  Self Service (online or phone self service), in person or in writing (SU19). Consider eligibility for variable reporting. See [Reporting overview](#)

Their job seeker registration remains current during the exemption period. A job seeker connected to an Employment Services Provider may be suspended from Employment Provider Services when an exemption is recorded, except when Declared National Disaster (DND) exemption granted. Once the exemption ends, the

suspension from Employment Provider Services will also end.

The job seeker may choose to volunteer to participate with their provider at any time during the period of the exemption by contacting their provider.

Services Australia may book a re-engagement appointment with their provider when they attend the service centre where there is no future provider appointment booked.

Note: the current process for [Disability Employment Services \(DES\)](#) will continue.

If the exemption is applied after they have been connected to an Employment Services Provider, participation in the requirements previously agreed with the provider during that period is voluntary.

Manually end dating exemptions

Table 6

Step	Action
1	<p>End date the exemption + Read more ...</p> <p>Where a job seeker notifies that they no longer require an exemption from their mutual obligation requirements, a suitably skilled Service Officer can manually end date the exemption on the s 47E(d) screen.</p> <p>If the Service Officer is not suitably skilled, they can refer the job seeker to Local Peer Support (LPS) for action.</p> <p>The date used should be the last day of the exemption eligibility + 1 day.</p> <p>DOC the record detailing the job seeker's contact and reasons for requesting the exemption be end dated.</p> <p>Will the job seeker be Centrelink managed?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3
2	<p>Centrelink managed job seeker + Read more ...</p> <p>If the job seeker will be undertaking an approved activity that makes them Centrelink managed, code the s 47E(d) screen with the approved activity. The system will populate the appropriate Job Plan with the relevant Sentence Text for the approved activity. See Negotiating Centrelink Managed Job Plan if required.</p> <p>Procedure ends here.</p>
3	<p>Provider managed job seeker + Read more ...</p> <p>If the job seeker will be provider managed, connect or reconnect them with their Employment Services Provider.</p>

Manually updating or deleting a Non-Applied Exemption

Table 7

Step	Action
1	<p>Check if the Non-Applied Exemption can be updated or deleted + Read more ...</p> <p>Non-Applied Exemptions can only be updated or deleted if applied in error.</p> <p>Does the Non-Applied Exemption need to be updated or deleted?</p> <ul style="list-style-type: none"> • Yes, the Non-Applied Exemption can be: <ul style="list-style-type: none"> ◦ updated, go to Step 2 ◦ deleted, go to Step 3 • No, the Non-Applied Exemption cannot be changed, procedure ends here
2	<p>Update an existing Non-Applied Exemption + Read more ...</p> <p>s 47E(d)</p> <p>Procedure ends here.</p>
3	<p>Delete an existing Non-Applied Exemption + Read more ...</p> <p>s 47E(d)</p>

s 47E(d)

The changes can be viewed on the s 47E(d) screen.

References

Policy

JobSeeker Payment (JSP) and Youth Allowance (YA) job seekers

[Social Security Guide 3.11.5 Exemptions - overview](#)

[Social Security Guide 3.11.5.30 Special family circumstances](#)

[Social Security Guide 3.11.5.20 Special circumstances](#)

[Social Security Guide 3.11.5.90 Exemption for job seeker with partial capacity to work whose carer is unavailable](#)

[Social Security Guide 3.11.5.80 Exemption for JSP claimants who would previously have qualified for WA](#)

Parenting Payment (PP) job seekers with mutual obligation requirements

[Social Security Guide 3.11.5.20 Special circumstances](#)

[Social Security Guide 3.11.5.30 Special family circumstances](#)

Current rates

[Social Security Guide 5.1.1 Jobseeker payment & youth allowance - current rates](#)

Legislation

Links to the Federal Register of Legislation site go to an 'All versions' page. Select the 'Latest' version.

JobSeeker Payment (JSP)

[Social Security \(Administration\) Act 1999, 40L, Circumstances making it unreasonable etc. to comply with requirements](#)

Youth Allowance (YA)

[Social Security Act 1991, section 542H, Special circumstances exemption](#)

Parenting Payment (PP) job seekers - exemption from participation requirements

[Social Security Act 1991](#)

- section 502C, Domestic violence etc.
- section 502D, People with disabled children and other circumstances
- section 502F, Special Circumstances
- Part 2.10 Division 3A, Participation exemptions

Principal carer definitions

[Social Security Act 1991, section 5, Family relationships definitions](#)

[Social Security Participation Exemption - Parenting Order \(DEWR\) Instrument 2007, Definition of relative under the Social Security Participation Exemption](#)

Resources

s 47E(d)

s 47E(d)

s 47E(d)

s 47E(d)

s 47E(d)

Intranet links

[Indigenous Funeral Notices](#)

[Indigenous Community Events](#)

External websites

[Australian Government Disaster Assist website](#)

Tools

[Tier 1 - Request for LPS Assistance - Centrelink](#)

Training & Support

Add the course number to the ^{s 47E(d)} field in the ^{s 47E(d)} in ESSentials:

- ^{s 47E(d)}
- Job Seeker Snapshot and RapidConnect
 - Job Plans, requirements and exemptions

s 22 - Irrelevant material



Australian Government

Services Australia

Changes in circumstances and date of effect for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) 007-17103143

Currently published version valid from 9/07/2025 7:32 PM

Background

s 22 - Irrelevant material

This procedure is under **review**. Read Operational Message [CCS and ACCS enquiries - hints and reminders](#)

This document outlines the actions required when a customer notifies Services Australia of changes in their circumstances and/or advises of notifiable events for Child Care Subsidy (CCS).

Customer's requirement to notify of changes in circumstances

Customers must notify Services Australia of changes in circumstances that will impact their eligibility or entitlement to CCS or and/or Additional Child Care Subsidy (ACCS).

Notifying change of circumstances



Customers should be encouraged to update their circumstances by accessing their online account via myGov or using the Express Plus Centrelink mobile app.

Where the customer advises of a [change in circumstances or notifiable event for Child Care Subsidy \(CCS\)](#) verbally or in writing, Services Australia is responsible for accepting notification of changes and recording or updating circumstance information on the customer's record.

Recording changes in circumstances

On receipt of the information, the details will be entered onto the customer's record and they will be advised of the effect of the changes on their payments.

With any change of circumstances 3 different dates apply:

- date of receipt (the date the agency is notified of the change)
- date of event (the date the change of circumstance actually occurred)
- date of effect (the date the changes will be applied to their payment)

The date the change takes effect will be determined by the date the customer notified of the change and if the impact of the change has a **favourable** or **unfavourable** outcome on the customer's entitlement.

s 47E(d)

Viewing change in circumstance updates completed online

Receipt details for CCS and ACCS change of circumstance transactions can be accessed and viewed in Process Direct.

Some examples of the types of updates that can be viewed are:

- Standalone ACCS applications (Transition to Work, Temporary Financial Hardship, Grandparent)
- Income estimate updates
- CCS activity test updates
- Child education details updates

s 47E(d)

s 47E(d)

Date of effect - favourable determination (does not apply to income estimate updates)

Where the customer has advised a change of circumstances that results in a favourable determination (for example an increase in Child Care Subsidy (CCS) entitled hours as a result of an update to the Activity details) the following date of effect rules apply:

- Where the customer notifies us of a change of circumstances **in the CCS fortnight the event occurred or before the event occurs**, the date of effect will be the start of the CCS fortnight following the date of event
For example: customer commenced voluntary work on the second Tuesday of a CCS fortnight. The commencement of voluntary work in addition to the customer's other activity increases their activity test result to 72 hours per fortnight. The increased entitlement will take effect from the start of the next CCS fortnight
- Where the customer notifies us of a change of circumstances after the CCS fortnight the event occurred, the increased entitlement will only be backdated up to a maximum of 28 days to the beginning of a CCS fortnight (after the event occurred)
For example: customer commenced voluntary work 6 months ago and has not advised us until today. The commencement of voluntary work in addition to the customer's other activity increases their activity test result to 72 hours per fortnight. The increased entitlement will only be backdated up to 28 days from the date notified and must be a CCS Monday (cannot be before 2 July 2018)

s 47E(d)

Commencing or increasing hours of paid work

The exception to the above rule is where the customer (and/or their partner) commences or increases their hours of paid work. In these circumstances, the date of effect (DOE) is the Monday of the CCS fortnight before the fortnight in which the change occurred. The fortnight in which the change occurred is referred to as an 'event CCS fortnight'.

To benefit from this rule, customers must notify Centrelink as soon as possible when they (or their partner) start a job or increase their hours of paid work.

Customers who notify after the event are subject to the same backdating provisions above. That is, if the increased hours result in an increase in eligible subsidised hours, the increased entitlement will only be backdated a maximum of 28 days to the beginning of a CCS fortnight after the event occurred. If there is an 'event CCS fortnight' within those 28 days, the customer would be entitled to payment for that fortnight based on the different DOE rules.

See the [Resources](#) page for more examples of how date of effect rules apply.

Date of effect - unfavourable determination (does not apply to income estimate updates)

Where the customer has advised a change of circumstances that results in an unfavourable determination (for example a decrease in Child Care Subsidy (CCS) entitled hours as a result of an update to the Activity Test details) the following date of effect rules apply:

- Where the customer notifies us of the update **in the CCS fortnight the event occurred or before the event occurs**, the date of effect will be the start of the next CCS fortnight following the date of event
For example: customer ceased voluntary work on the second Tuesday of a CCS fortnight. The impact of ceasing voluntary work reduces the activity test result to 36 hours per fortnight. The reduced entitlement will take effect from the start of the next CCS fortnight
- Where the customer notifies us of the update **after the CCS fortnight the event occurred**, the reduced entitlement will be backdated to the start of the CCS fortnight after the event occurred (no limit)
For example: customer ceased voluntary work 6 months ago and has not advised us until today. The impact of ceasing voluntary work has reduced the activity test result to 36 hours per fortnight. This will be backdated to the start of a CCS fortnight after the date the event occurred (cannot be before 2 July 2018)

See the [Resources](#) page for a further example of the date of effect rules for an unfavourable determination.

Date of effect - income estimate updates

Income estimate updates (both favourable and unfavourable) will take effect from the start of the next CCS fortnight after the update was made. Any income related adjustments will be made as part of the end of financial year reconciliation process.

Date of effect - Multiple Child Subsidy (MCS) updates

Higher CCS (MCS) updates will take effect from the start of the next CCS fortnight after the update was made.

See the [Resources](#) page for examples of the date of effect rules for Higher CCS (MCS).

Date of effect - Aboriginal and Torres Strait Islander children (HERITAGE) updates

Where a **s 47E(d)** screen update results in:

- a favourable determination (increase in hours) if notified:
 - from 8 July 2024 **onwards**, the date of effect will be the earliest CCS Monday within 28 days before notification
 - **before** 8 July 2024, the date of effect may be backdated to 10 July 2023
- an unfavourable determination (decrease in hours), the date of effect will be the start of the next CCS fortnight after notification

See the [Resources](#) page for examples on how the date of effect rules apply.

For more information, see [Coding Activity Test details for Child Care Subsidy \(CCS\)](#).

Date of effect - Parent Pathways participation updates

If a participation update on the **s 47E(d)** screen results in a **favourable determination** (an increase in hours) the following rules apply.

If the Parent Pathways start date is:

- **more than 28 days before** the date the Parent Pathways data is received (Date of Receipt), the CCS date of effect will be the earliest CCS Monday within 28 days from the Date of Receipt of the Parent Pathways data. **Note:** if the customer has queried the automatic activity test result start date, see [Exceptional circumstances for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#) for more information
- **less than 28 days before** the date the Parent Pathways data is received (Date of Receipt):
 - the date of effect will be the first CCS Monday after the Parent Pathways start date
 - where the Parent Pathways start date is a CCS Monday, the base level of 36 hours will apply from this date

If a customer's Parent Pathways participation status change results in an **unfavourable determination** (decrease in hours) the following rules apply:

- the date of effect is the CCS Sunday after the Parent Pathways Exit date
- where the Parent Pathways End Date is a CCS Sunday, the base level of 36 hours will cease on this date

See the [Resources](#) page for examples on how the date of effect rules apply.

For more information go to [Parent Pathways](#).

The [Resources](#) page contains a link to the Centrelink Calendar and examples of how favourable and unfavourable date of effect rules are applied to a change in activity, changes in marital status and when children enter care.

Related links

[Enrolment requirements for Child Care Subsidy \(CCS\)](#)

[Combined family income for Child Care Subsidy \(CCS\)](#)

[Activity Test for Child Care Subsidy \(CCS\)](#)

[Updating school status, and assessing age exemptions for Child Care Subsidy \(CCS\)](#)

[Helping families provide a reasonable annual income estimate for family assistance payments](#)

[Updating income estimates for the current financial year](#)

[Family assistance customer becomes partnered](#)

[Family Tax Benefit \(FTB\), Parental Leave Pay \(PPL\) and/or Child Care Subsidy \(CCS\) customer separates](#)

[Child leaves customer's care/custody](#)

[Cancellation, rejection and not effective codes for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#)

[Entitlement for Child Care Subsidy \(CCS\)](#)

Process

This document outlines the actions required when a customer notifies Services Australia of changes in their circumstances and/or advises of notifiable events for Child Care Subsidy (CCS).

On this page:


[Change of circumstances or notifiable events for CCS](#)

[Actioning updates with customer present](#)

[Viewing change in circumstance updates completed online](#)

Change of circumstances or notifiable events for CCS

Table 1

Step	Action
1	<p>Update using online services + Read more ...</p>  <p>Customers should be encouraged to advise any change of circumstances through online services.</p> <p>Advise the customer of services available online to update their details, see:</p> <ul style="list-style-type: none"> • Centrelink self service – access status, locking and unlocking • Accessing and using Centrelink self service <p>Will the customer be advising the change via online services?</p> <ul style="list-style-type: none"> • Yes, procedure ends here. However, to view receipt details of change of circumstances previously advised online, see Table 3 • No, <ul style="list-style-type: none"> ◦ if completing updates with the customer present, see Table 2 ◦ if actioning an allocated work item, go to Step 2 <p>s 47E(d)</p>
2	<p>Select work item + Read more ...</p> <p>s 47E(d)</p>

	<p>s 47E(d)</p> <p>s 47E(d)</p> <p>go to Step 3.</p>
3	<p>Action work item + Read more ...</p> <p>s 47E(d)</p> <p>s 47E(d)</p>
4	<p>Check receipt + Read more ...</p> <p>s 47E(d)</p> <ul style="list-style-type: none">• Yes, s 47E(d)• No, go to Step 5 <p>Go to Step 7</p>
5	<p>Additional checks + Read more ...</p> <p>s 47E(d)</p> <ul style="list-style-type: none">• Yes, go to Step 6• No, go to Step 7
6	<p>Automated system update + Read more ...</p> <p>s 47E(d)</p> <p>Procedure ends here.</p>
7	<p>Check transaction details + Read more ...</p> <p>s 47E(d)</p>

	<p>s 47E(d)</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, go to Step 8 • No: s 47E(d) <p>◦ Procedure ends here</p>
8	<p>Action transaction + Read more ...</p> <p>s 47E(d)</p> <p>Procedure ends here.</p>

Actioning updates with customer present

Table 2

Step	Action
1	<p>Updating customer details impacting CCS and/or ACCS + Read more ...</p> <p>If the customer:</p> <ul style="list-style-type: none"> • advises they or their partner has had a change in their activity type or hours, s 47E(d) For more information see Activity test for Child Care Subsidy (CCS) • changes bank account, s 47E(d) For more information see Changing payment destination • requests enrolment details be confirmed, disputed or rejected, or previous enrolment confirmation amended, see Enrolment requirements for Child Care Subsidy (CCS) • leaves Australia, run the s 47E(d) and see Coding departures and returns for customers leaving Australia • changes their income estimate, see Update the income estimates for the current financial year. (Note: income estimate changes will take effect from the start of the next CCS fortnight. Service Officers can view the impact of an income change to a customer's CCS entitlement by s 47E(d)) • advises a change to their relationship status (partnered or separated), see Family assistance customer becomes partnered or Family Tax Benefit (FTB), Parental Leave Pay (PPL) and/or Child Care Subsidy (CCS) customer separates • advises that they are no longer using child care for their child/ren, see Cancellation of Child Care Subsidy (CCS)
2	<p>Date of effect - favourable determination (does not apply to income estimate updates) + Read more ...</p> <p>Where the customer has advised a change of circumstances that results in a favourable determination (for example an increase in CCS entitled hours as a result of an update to the Activity details) the following date of effect rules apply:</p> <ul style="list-style-type: none"> • Customer notified the update in the CCS fortnight the event occurred or before the event occurs, the date of effect will be the start of the CCS fortnight following the date of event For example: customer commenced voluntary work on the second Tuesday of a CCS fortnight. The

	<p>commencement of voluntary work in addition to the customer's other activity increases their activity test result to 72 hours per fortnight. The increased entitlement will take effect from the start of the next CCS fortnight</p> <ul style="list-style-type: none"> Customer notified the change of circumstances after the CCS fortnight the event occurred, the increased entitlement will be backdated up to a maximum of 28 days to the beginning of a CCS fortnight (after the event occurred) <p>For example: customer commenced voluntary work 6 months ago and has not advised us until today. The commencement of voluntary work in addition to the customer's other activity increases their activity test result to 72 hours per fortnight. The increased entitlement will be backdated up to 28 days but must be a CCS Monday (cannot be before 2 July 2018)</p> <p>s 47E(d)</p> <p>Advise the customer of the outcome and the effect on their entitlement. Entitlement details are only viewable in Process Direct by selecting the s 47E(d) Advise the customer they will be formally advised of changes to CCS by letter.</p> <p>When updating a customer's details, Service Officers should review the impact of any changes on other payments or services the customer may be receiving.</p>
3	<p>Date of effect - unfavourable determination (does not apply to income estimate updates) + Read more ...</p> <p>Where the customer has advised a change of circumstances that results in an unfavourable determination (for example a decrease in CCS entitled hours as a result of an update to the Activity Test details) the following date of effect rules apply:</p> <ul style="list-style-type: none"> Customer notified the update in the CCS fortnight the event occurred or before the event occurred, the date of effect will be the start of the next CCS fortnight following the date of event <p>For example: customer ceased voluntary work on the second Tuesday of a CCS fortnight. The impact of ceasing voluntary work reduces the activity test result to 36 hours per fortnight. The reduced entitlement will take effect from the start of the next CCS fortnight</p> <ul style="list-style-type: none"> Customer notified the update after the CCS fortnight the event occurred, the reduced entitlement will be backdated to the start of the CCS fortnight after the event occurred <p>For example: customer ceased voluntary work 6 months ago and has not advised us until today. The impact of ceasing voluntary work has reduced the activity test result to 36 hours per fortnight. This will be backdated to the start of a CCS fortnight after the date the event occurred (cannot be before 2 July 2018)</p> <p>Advise the customer of the outcome and the effect on their entitlement. Entitlement details are only viewable in Process Direct by selecting the s 47E(d) Advise the customer they will be formally advised of changes to CCS by letter.</p> <p>When updating a customer's details, Service Officers should review the impact of any changes on other payments or services the customer may be receiving.</p>
4	<p>Date of effect - commencing or increasing hours of paid work + Read more ...</p> <p>Customers (or their partners) commencing or increasing their hours of paid work may have the increased Activity Test result apply from the beginning of the CCS fortnight before the CCS fortnight when the change actually occurred.</p> <p>To benefit from this rule, customers must notify the change as soon as possible when they know they (or their partner) are starting a job or increasing their hours of paid work. Customers who notify late will be subject to the usual maximum 28 day favourable decision.</p> <p>The Resources page has examples of the DOE rule applied depending on when the customer notifies of the change.</p> <p>This rule cannot be applied to other recognised activities. For activities other than paid work, individuals notifying Centrelink of a change in their activity will have their new activity test result apply from the beginning of the next CCS fortnight.</p>
5	<p>Date of effect - favourable determination backdating (does not apply to income estimate updates) + Read more ...</p> <p>s 47E(d)</p>

s 47E(d)

s 47E(d)

Does the customer meet all the above criteria for escalation?

- Yes, [go to Step 6](#)
- No, [go to Step 7](#)

6

Date of effect - favourable determination backdating (does not apply to income estimate updates) refer to Policy + Read more ...

s 47E(d)

	<p>s 47E(d)</p> <p>Procedure ends here.</p>
7	<p>Backdating conditions not met + Read more ...</p> <p>s 47E(d)</p> <p>Procedure ends here.</p>

Viewing change in circumstance updates completed online

Table 3

Step	Action
1	<p>Viewing receipt details + Read more ...</p> <p>Receipt details for CCS and ACCS change of circumstance transactions can be accessed and viewed in Process Direct.</p> <p>s 47E(d)</p> <p>To view the receipt details, including an overview of the customer's application or update, and evidence requested at the time of lodgement:</p> <p>s 47E(d)</p>

References

Policy

[Family Assistance Guide, 5.2.1, Change of circumstances](#)
[Family Assistance Guide, 3.5.2.10 CCS - activity test - general](#)

Legislation

Links to the Federal Register of Legislation site goes to a 'Series' page. Select the 'Latest' version.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017, Division 6, Giving information](#)
[A New Tax System \(Family Assistance\) Act 1999](#)
[A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)

- section 105C Review of entitlement to be paid CCS or ACCS - taking account of changes of circumstances etc.
- section 109DB Review of entitlement to be paid CCS or ACCS - taking account of changes of circumstances etc.
- section 109DC Review of entitlement to be paid CCS or ACCS - time limit on increase

Resources

Calendars

s 47E(d)

Date of effect rule - Changes in hours of activity

Table 1

Item	Scenario
1	<p>Notification at time of change</p> <p>On 10 February 2025, Sue accessed their online account and increased their hours of activity from 40 hours per fortnight to 50 hours per fortnight with a start date of 13 February 2025. As a result, Sue's Activity Test result increased from 72 to 100 hours per fortnight.</p> <p>The increase in eligible hours takes effect from 17 February 2025 (the start of the CCS fortnight after Sue's activity hours increased).</p>
2	<p>Notification within 28 days of change</p> <p>Peter contacts the agency on 10 March 2025 to advise their hours of study increased from 15 hours per fortnight to 36 hours per fortnight from 11 February 2025. As a result, Peter's Activity Test result increased from 36 to 72 hours per fortnight.</p> <p>The increase in eligible hours takes effect from 17 February 2025, (the start of the CCS fortnight after Peter's activity hours increased).</p>
3	<p>Favourable determination</p> <p>Jane started volunteering at the local primary school 10 hours a fortnight from 15 August 2024. Jane contacts the agency on 24 February 2025 to advise a change to their activity details. Jane was already doing paid work for 40 hours per fortnight. By adding the 10 hours of volunteering to her paid work hours Jane's Activity Test result is 100 hours per fortnight.</p>

	The date of event for the new activity will be 15 August 2024, and the increase in eligible hours will apply from 3 February 2025 (the earliest CCS Monday in the last 28 days).
4	<p>Unfavourable determination</p> <p>Assad ceased studying 13 October 2024. Assad contacts the agency on 10 March 2025 to advise of this.</p> <p>The date of event will be 13 October 2024, and the reduced Activity Test result will take effect from 14 October 2024. (the start of the CCS fortnight after the change occurred).</p>
5	<p>Commencing or increasing hours of paid work - prompt notification</p> <p>Max contacts on 10 February 2025 to advise they will be starting a new job on 12 February 2025 (increasing his Activity Test result from 36 to 100 hours per fortnight).</p> <p>As Max notified before commencing their new job, the date of effect will be 3 February 2025. (the start of the CCS fortnight before the fortnight in which Max started the new job).</p>
6	<p>Commencing or increasing hours of paid work - late notification</p> <p>Lily contacts on 28 January 2025 to advise they started paid work on 1 December 2024 (increasing the Activity Test result from 24 to 100 hours).</p> <p>Due to Lily notifying late, the new Activity Test result of 100 hours per fortnight will only apply from 6 January 2025. (the earliest CCS Monday in the last 28 days).</p>
7	<p>Commencing or increasing hours - Customer notified as soon as practicable</p> <p>Taylor is a single parent who is working part-time (16 hours per fortnight), which entitles them to 36 hours of subsidised care per fortnight.</p> <p>On Monday 10 February 2025, Taylor commences a training program in accounting for 22 hours per fortnight. This brings their total hours of recognised activity to 38 hours per fortnight, with a new Activity Test result of 72 hours of subsidised care per fortnight.</p> <p>Taylor does not notify the agency of this change until Saturday 22 March 2025. This is due to major flooding in town that affects Taylor's house on Friday 14 February 2025. As a result of the flood, Taylor had not:</p> <ul style="list-style-type: none"> • had access to the internet or their home phone, and • been able to visit a service centre as access to roads have been cut off <p>Afterwards Taylor contacts the agency to explain their circumstances.</p> <p>The delegate determines that, based on Taylor's circumstances, their new Activity Test result of 72 hours of subsidised care per fortnight can be applied from Monday 17 February 2025 (the CCS fortnight after the change occurred).</p>

Date of effect rule - Children enter care

Table 2

Item	Scenario
1	<p>CCS start date is after the date child entered care</p> <p>Martin lodges a claim for CCS on 2 December 2024, advising that child Kyra has entered care from 29 November 2024. When the claim is finalised on 20 December 2024, the CCS start date for Kyra is 09 December 2024 (the first CCS Monday after the child has entered care).</p>
2	<p>CCS start date equals the date child entered care</p> <p>Sue lodges a claim for CCS on 16 December 2024, advising that child Jane entered care on 9 December 2024. When the claim is finalised on 7 January 2025, the CCS start date for Jane is 9 December 2024 (the first Monday of a CCS fortnight after the child has entered care).</p>

Date of effect rule - Changes of marital status

Table 3

Item	Scenario
1	<p>Customer separates</p> <p>Omar and Amal have been partnered since the beginning of the CCS year. Amal is claiming CCS for their children, which has been calculated on a combined income of \$175,000. Amal contacts 11 February 2025 to advise Amal and Omar separated 5 February 2025. The new CCS percentage based on Amal's income only takes effect from 17 February 2025 (the first CCS Monday following the change in circumstance).</p>
2	<p>Customer becomes partnered - No change to Activity Test result</p> <p>Gene has been single since the beginning of the CCS year, receiving 72 hours of subsidised care per fortnight.</p> <p>Gene contacts on 19 March 2025 to advise they became partnered to Mandy on 21 January 2025. Mandy works 80 hours per fortnight.</p> <p>Based on working 80 hours per fortnight, Mandy's Activity Test result is 100 hours.</p> <p>As Gene has the lower ATD result of 72 hours, CCS will be assessed according to Gene's level of activity (the lesser of the two).</p> <p>See Table 2 of Coding Activity Test details for Child Care Subsidy (CCS), for instructions on how to code ATD when a CCS customer becomes partnered.</p>
3	<p>Customer becomes partnered - Unfavourable determination</p> <p>Tanya has been single since claiming CCS and was granted from 19 February 2024. Tanya has been receiving CCS at 85% for 100 hours per fortnight and works 75 hours per fortnight.</p> <p>Tanya contacts on 19 October 2024 to advise of becoming partnered to John from 15 July 2024. Tanya advises John has an income estimate of \$15,000 and has been looking for work for 10 hours per fortnight since they became partnered.</p> <p>John's income estimate of \$15,000 is added using the DOV of 15 July 2024 (the date customer became partnered).</p> <p>John's Looking For Work activity of 10 hours per fortnight is added with the ATD Date of Receipt of 15 July 2024 (the date the customer became partnered).</p> <p>John is assessed as having the lower Activity Test result of 36 hours based on 10 hours of looking for work per fortnight. This means Tanya, who has been receiving 100 hours per fortnight, has only been entitled to 36 hours per fortnight from the first CCS Monday after 15 July 2024 when they became partnered.</p> <p>The unfavourable decision will apply retrospectively to the CCS Monday following the date Tanya became partnered.</p> <p>Any hours Tanya has utilised over 36 hours from the CCS Monday following 15 July 2024, until the date of notification:</p> <ul style="list-style-type: none"> will become an undetermined debt, and will be included in the 2024/2025 financial year CCS reconciliation result <p>See Table 2 of Coding Activity Test details for Child Care Subsidy (CCS), for instructions on how to code ATD when a CCS customer becomes partnered.</p>

Date of effect rule - Higher CCS (Multiple Child Subsidy) changes

Table 4

Item	Scenario
1	<p>Child turns 6</p> <p>Grant has 3 children under 6 years who attend child care (Sonya 5, Jake 3, and Billy 2).</p> <p>Sonya is the Standard Rate Child and receives the income tested rate of CCS of 50%. Jake and Billy are the Higher Rate Children and receive the higher rate of CCS of 80%.</p>

	<p>Sonya turns 6 on 10 February 2025 (part way through a CCS fortnight) and:</p> <ul style="list-style-type: none"> will no longer be considered a child in the MCS group from the following CCS Monday, and will continue to receive the income tested rate of CCS of 50% <p>From the first CCS Monday after Sonya turns 6 (17 February 2025):</p> <ul style="list-style-type: none"> Jake will be assessed as the Standard Rate child and will begin receiving the income tested rate of CCS (50%) Billy will continue to be a Higher Rate Child receiving the higher rate of CCS (80%)
2	<p>Customer advises child no longer using child care</p> <p>Tania has 2 children under 6 years who attend child care (Francine 4 and Brandon 2).</p> <p>Francine is the Standard Rate Child and receives the income tested rate of CCS of 35%.</p> <p>Brandon is the Higher Rate Child and receives the higher rate of CCS of 65%.</p> <p>Tania advises on 16 August 2024 that:</p> <ul style="list-style-type: none"> Francine is no longer using child care, and there is no intention for her use child care again <p>Francine's CCS is cancelled.</p> <p>Brandon will continue to be assessed as the Higher Rate Child until the Monday after Francine's CCS is cancelled. From 19 August 2024, Brandon:</p> <ul style="list-style-type: none"> will now be assessed as the Standard Rate Child, and will begin receiving the income tested rate of 35%
3	<p>Standard Rate Child leaves care</p> <p>Jeff and Joanne have 3 children under 6 years, all attending child care (Blake 4, Sean 3, and Jess 3).</p> <p>Blake is the Standard Rate Child and receives their income tested rate of CCS of 70%.</p> <p>Sean and Jess are the Higher Rate Children who receive the higher rate of 95%.</p> <p>Blake leaves Jeff and Joanne's care on the 10 October 2024. From the first CCS Monday after Blake leaves care (14 October 2024), Sean:</p> <ul style="list-style-type: none"> will be assessed as the Standard Rate Child, and will begin receiving the income tested rate of CCS (70%) <p>Jess will continue to be a Higher Rate Child receiving the increased entitlement of 95%.</p>

Date of effect rule - Aboriginal and Torres Strait Islander children (HERITAGE) updates

Table 5

Item	Scenario
1	<p>Favourable HERITAGE update notified after 8 July 2024</p> <p>Sara has two CCS children, Jake and Kylie. The family's Activity Test result is 24 hours per fortnight.</p> <p>On 9 October 2024, Sara notified the agency that Jake is a Torres Strait Islander child.</p> <p>As Sara notified after the 8 July 2024, Jake is entitled to receive the base 36 hours from 16 September 2024, (the earliest CCS Monday within 28 days before the notification date).</p> <p>Kylie will continue to receive 24 hours as per fortnight.</p>

2	<p>Favourable HERITAGE update notified before 8 July 2024</p> <p>Alex has one CCS child Sam. The family's Activity Test result is 0 hours per fortnight.</p> <p>Alex notified the agency that Sam is an Aboriginal and Torres Strait Islander child on 5 June 2024.</p> <p>As Alex notified this update before 8 July 2024, Alex is entitled to receive the base 36 hours from the earliest CCS Monday of 10 July 2023 as per favourable backdating rules.</p>
3	<p>Unfavourable HERITAGE update</p> <p>Charli has two CCS children, Lisa and Kody. The family's Activity Test result is 24 hours per fortnight.</p> <p>Lisa and Kody have been receiving the base 36 hours per fortnight since 10 July 2023 as their HERITAGE was recorded as Aboriginal.</p> <p>Charli updated the HERITAGE response to Do Not Wish to Answer for both Lisa and Kody on 15 October 2024.</p> <p>The family's Activity Test result is 24 hours per fortnight from the next CCS Monday, 28 October 2024 as per unfavourable backdating rules.</p>

Date of effect rule - Parent Pathways participation updates

Table 6

Item	Scenario
1	<p>Favourable Parent Pathways status change more than 28 days from date received</p> <p>The Date of Event on the s 47E(d) screen shows Mia commenced as a Parents Pathways participant on 1 November 2024.</p> <p>The Date of Receipt for this line was 5 December 2024.</p> <p>As the status change is more than 28 days before the agency received the Parent Pathways data (Date of Receipt), Mia will be entitled to 36 hours of CCS per fortnight from 11 November 2024, (the first CCS Monday within 28 days of the date the agency received the data).</p>
2	<p>Favourable Parent Pathways status change less than 28 days from date received</p> <p>The Date of Event on the s 47E(d) screen, shows Lara commenced as a Parents Pathways participant on 1 November 2024.</p> <p>The Date of Receipt for this line was 19 November 2024.</p> <p>As the status change is less than 28 days before the agency received the Parent Pathways data (Date of Receipt), Lara will be entitled to 36 hours of CCS per fortnight from 11 November 2024, (the first CCS Monday after the Parents Pathways start date).</p>
3	<p>Unfavourable Parent Pathways status change</p> <p>The Date of Event on the s 47E(d) screen, shows Brooke exited from Parent Pathways on 4 December 2024.</p> <p>Brooke's 36 hours of CCS per fortnight will cease from 8 December 2024, (the next CCS Sunday after the Parent Pathways exit date).</p>

Training & Support

Add the course number to the s 47E(d) field in the s 47E(d) . (LMS) in ESSentials:

s 47E(d) - CCS change in circumstances