



# 你為何必須出席面談和活動

如果你是一位領取 Newstart Allowance、Youth Allowance、Parenting Payment 或 Special Benefit 的求職者，以下的安排對你適用（除非你暫時獲得豁免，不用遵守相互責任規定 (Mutual Obligation Requirements)）。

如果你錯過一次就業服務機構安排的面談或活動，你的援助金可能會被停發，直到你與機構人員聯絡，以及在有需要時，出席另一次面談為止。

如果你沒有採取以下行動，便可能會失去部分入息補助金：

- 在面談前致電服務機構，告知他們你不能赴約，以及
- 出具錯過這次面談的正當理由。

這表示當援助金重新發放給你時，你將得不到全額補發。

如果你不出席活動，則每缺席一天，便可能會失去當天的援助金。

我們在引用罰則前，始終會和你商談。

## 你可以如何確保援助金不受影響

你可透過以下行動，避免援助金被停發或扣除：

- 出席所有面談和活動，除非你有正當理由不能出席
- 如果你因任何原因，不能出席面談或活動，應在事前聯絡安排面談或活動的機構
- 如果你有正當理由不能出席，你可以重新安排面談或活動的時間
- 如果你更改地址，請告知我們，以及
- 如果你有個人困難，請儘快告知我們或你的就業服務機構，以便作出適當的考慮。

## 如何瞭解更多資訊？

如欲瞭解更多資訊，請與你的就業服務機構聯絡。

如欲瞭解有關出席面談的更多資訊，請：

- 瀏覽 [humanservices.gov.au/mutualobligation](https://humanservices.gov.au/mutualobligation)
- 致電 **132 850** 聯絡就業服務部（年滿 22 歲或以上的求職者）
- 致電 **132 490** 聯絡青年與學生部（未滿 22 歲的求職者）。

如欲獲得繁體中文的資訊，請前往 [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) 或致電**131 202**。

**註：**在澳洲境內任何地方由你的電話撥打「13」號碼，會按固定費用收費。該費用可能與本地電話收費有別，亦可能因不同的電話服務供應商而異。由公共電話或手機致電可能會被計時，以及收取較高的費用。



# Why you have to attend your appointments and activities

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

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

You may lose some of your income support payment if you don't:

- call your provider before the appointment to let them know you can't go, and
- have a good reason for missing the appointment.

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

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

We will always speak with you before applying a penalty.

## How you can make sure your payments are not affected

You can avoid your payments being stopped or reduced by:

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

## How do I find out more?

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

For more information about attending appointments:

- visit [humanservices.gov.au/mutualobligation](https://humanservices.gov.au/mutualobligation)
- call Employment Services (Looking for work 22 years of age or older) **132 850**
- call Youth and Students (Looking for work younger than 22 years of age) **132 490**.

For information in your language go to [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) or call **131 202**.

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