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Your reference: **280 870 747X**



Mr Konstantin Kondratenko
1 Tumbulgum Rd
MURWILLUMBAH NSW 2484



Australian Government

Services Australia

centrelink

02 August 2023

Dear Mr Kondratenko

About your JobSeeker Payment

Your JobSeeker Payment has been stopped from 25 July 2023 because you did not take suitable action in relation to a job opportunity on 31 July 2023.

This letter is a notice of decision made under social security law. Information about what to do if you think this decision is wrong is on the back of this letter.

What you need to do

You need to call your **Employment Services Provider** on **(02) 6672 6712** (call charges may apply) to:

- discuss the reasons you did not meet this requirement, and
- what you need to do to have your payment restarted.

If you do not call your provider and meet the requirement they have given you, your payment may be cancelled. If this happens, you will need to make a new claim if you want to get a payment again.

More information

For more information, please contact your Employment Services Provider.

Yours sincerely

Secretary

Your reference number is 280 870 747X

If you do not agree with this decision and you have discussed it with your Employment Services Provider

- You can contact us and we will explain the decision. We may be able to resolve your concerns without a formal review.
- You can apply for a formal review of the decision. We can change the decision if it is wrong. This review is free.

It's important to apply for a formal review **within 13 weeks** of being notified about the decision. You can still apply after this time. However if we change the decision, it may only take effect from the date you applied for the formal review.

There is no time limit for a review of a decision about money you owe us. However, we may ask you to start making repayments while we review the decision.

Go to servicesaustralia.gov.au/reviewsandappeals for more information.

If you don't agree with the outcome of the formal review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to aat.gov.au

Job Plan and Mutual Obligation Requirements

A Job Plan is an Employment Pathway Plan under the *Social Security Act 1991*.

Mutual obligation requirements means the same as Activity Test or Participation Requirements under the *Social Security Act 1991*.

To make a complaint or give feedback about your Employment Services Provider

If you have a complaint or want to provide feedback, you should first talk to your Employment Services Provider. If you feel you cannot talk to your provider, or they are not able to address your concerns, you can call the Employment Services National Customer Service Line on 1800 805 260.

To make a complaint or give us feedback

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**, or
- go to servicesaustralia.gov.au/feedback for other options.

If this does not resolve your concerns, you can make a complaint to the Commonwealth Ombudsman at ombudsman.gov.au using the online complaints form. If you are unable to complete the online form, you can call them on 1300 362 072.