Conditionality Restart Lines to Take

**Q I have a message in my account about commitments. What are they?**

**A** - Commitments are the things that you will do to help you get back into work where that is possible for you. There is no need to contact us to arrange an appointment, your Work Coach will call you to discuss the sort of activities you might be able to do and also the support that we can give you. You can read more about commitments on the Universal Credit guide found on the home page of your account. In developing and agreeing your claimant commitment we will take account of Covid19 restrictions.

**Q I am worried that it will affect my payment**

**A** - Your payment will not be affected but you will need to agree a claimant commitment. You do not have to do anything until we contact you. We will call you to discuss the steps you need to take such as use JobCentre Online to look for job vacancies, update your CV, etc.

**Q What support can I expect?**

**A** - Your Work Coach will provide one to one support tailored to your specific circumstances, giving you the best chance to find work. The first step will be a telephone interview with your Work Coach – we will call you to arrange this. You do not need to do anything until you are contacted by us, but you can prepare yourself for this by using the JobCentre Online NI website. Your Work Coach will work with you to ensure that you understand what is expected of you and will provide clear explanations about anything you are not sure about

**Q Do I have to look for work?**

**A** - We want you to look for work if you are able to do so safely. Your Work Coach will take account of Covid-19 restrictions when developing and agreeing your claimant commitment..