

# Direct Registration Guidelines

**V1.5**

**Disclaimer**  
This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Providers' obligations. It should be read in conjunction with the Disability Employment Services Grant Agreement and any relevant guidelines or reference material issued by the Department of Social Services under or in connection with the Disability Employment Services Grant Agreement.

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## 

**Direct Registration Guidelines**

**Document Change History**

| **Version** | **Effective Date** | **End Date** | **Change & Location** |
| --- | --- | --- | --- |
| 1.5 | 9 March 2020 |  | **Narrative:** Various Department name changes |
| 1.4 | 2 Dec 2019 | 8 March 2020 | **Clarification:** Job seeker and guardian/administrator declarations varied in Direct Registration Form |
| 1.3 | 4 March 2019 | 1 Dec 2019 | **Policy:** Updated Direct Registration Form at Attachment C, Eligible School Leaver - Question 14, now asks the additional question ‘Have you ever participated in DES as an ESL?’. Please note the stand alone Direct Registration Form has been amended with the same question. This is to ensure DES Providers check during the Direct Registration process that students have not previously participated in DES as an ESL. |
| 1.2 | 3 Dec 2018 | 3 March 2019 | **Policy:** Updated Direct Registration Form at Attachment C in line with amendments to the DES 2018 Grant Agreement under Direction No. 2.  **Terminology:** Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: ‘Relationship Manager’ replaces ‘Account Manager’.  Inclusion of Registration of Pre-release Prisoners (p.6).  **Formatting: Throughout guideline** |
| 1.1 | 10 Sept 2018 | 2 Dec 2018 | Policy: The process to determine whether the JSCI needs to be updated in Step 10 of these guidelines now includes Work Assist. (p14) |
| 1.0 | 1 July 2018 | 9 Sept 2018 | Original Version of document |

## Introduction

These Guidelines outline the steps that a Disability Employment Services (DES) Provider must take to Directly Register Participants in DES.

## Overview

DES Providers can register certain job seekers who approach them directly for Program Services. This is known as Direct Registration. Directly Registered job seekers are included in the assessment of a DES Provider’s performance.

A DES Provider may Commence a job seeker in DES after Direct Registration without Referring them for an Employment Services Assessment (ESAt) where the job seeker:

1. meets the eligibility for DES
2. is not already being assisted by another employment services provider.
3. has a Valid ESAt or Job Capacity Assessment (JCA) that identifies DES as the recommended Service and the job seeker is not already working at or above their assessed Employment Benchmark.

## Disability Employment Services Grant Agreement Clauses

[Clause 82 – Program Services Location](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#079)

[Clause 87 – Direct Registration of Participants without a Referral](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#083)

[Annexure A – Definitions](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#AnnexA)

## Reference documents relevant to these Guidelines

[Eligible School Leaver Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Eligible%20School%20Leaver%20Guidelines%20DES.pdf)

School Leaver Trial Guidelines

[Disability Management Service - Special Class Client Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Management%20Service%20-%20Special%20Class%20Clients%20Guidelines%20DES.pdf)

Documentary Evidence for Claims for Payment Guidelines

[Work Assist Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Job%20in%20Jeopardy%20Participant%20Guidelines.pdf)

[Transfer Guidelines](http://secure-au.imrworldwide.com/cgi-bin/b?cg=0&ci=jobsearch&tu=https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Transfer%20Guidelines%20DES.pdf)

[Documentary Evidence for claims for Payment Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Documentary%20Evidence%20for%20Claims%20for%20Payment%20Guidelines%20DES,%20NPA.pdf)

[Records Management Instructions Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Records%20Management%20Instructions%20Guidelines.pdf)  
[Department of Home Affairs Visa Entitlement Verification Online website](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

[Department of the Prime Minister and Cabinet Community Development Programme (CDP) website](https://www.pmc.gov.au/indigenous-affairs/employment/community-development-programme-cdp)

[Services Australia Disability Support Pension (DSP) website](https://www.humanservices.gov.au/individuals/services/centrelink/disability-support-pension)

[Services Australia Parenting Payment (PP) website](https://www.humanservices.gov.au/individuals/services/centrelink/parenting-payment)

## Explanatory Note

* All capitalised terms have the same meaning as in the DES Grant Agreement.
* In this document, the term ‘must’ denotes mandatory compliance, and the terms ‘should’ or ‘may’ denote that compliance represents best practice.

## The DES Direct Registration Form

A DES Provider must complete a DES Direct Registration Form (DRF) when Directly Registering a job seeker in DES. The DES DRF must be an unaltered, complete version of the DES DRF that was available on the DES Provider Portal at the time the job seeker was Directly Registered in DES.

The DRF must have all relevant questions answered and all relevant fields correctly completed including proof of identity checks, and must be signed and dated by both the job seeker (or their legal guardian) and the DES Provider’s representative. These Guidelines include an optional Checklist **(Attachment A)** which DES Providers can use to ensure that these requirements are met.

The DES DRF must be retained on file as Documentary Evidence to support the Participant’s Direct Registration and Commencement in DES.

## Direct Registration of ESAt/JCA exempt job seekers

Eligible School Leavers (ESL), School Leaver Trial, Work Assist and Special Class Client (SCC) Participants can be Directly Registered without an Employment Services Assessment (ESAt) or JCA. DES Providers must assess each Participant’s eligibility for DES against the requirements in the DES Grant Agreement and the relevant Guidelines.

## Requirement to deliver services from Sites in Employment Service Areas (ESAs) listed in the Schedule

DES Providers are only permitted to deliver Program Services from Sites attached to ESAs listed in the Schedule to the DES Grant Agreement. DES Providers are not permitted to establish a physical presence (either temporary or permanent) in an ESA that is not specified in their Schedule. This includes the operation of a mobile servicing facility to visit or otherwise service a job seeker whose Permanent Address is located outside an ESA specified in the DES Provider’s Schedule.

A Participant’s primary residence can be outside of the Site’s ESA.

*Note:* there may be exceptional circumstances where it is not possible for a job seeker to visit a DES Provider (for example, the job seeker is incapacitated) at a Site in the DES Provider’s ESA. In these circumstances, the DES Provider may seek approval from their Relationship Manager to deliver services to that job seeker at a location other than at the DES Provider’s Site for a specified period. The relevant Relationship Manager or their delegate may grant such approval in writing at their absolute discretion.

## Direct Registration of Pre-release Prisoners

Pre-release Prisoners (PRP) job seekers must be Directly Registered by the DES Provider following a referral from the state or territory corrective services agency. The PRP job seeker will be referred to a DES Provider that is deemed suitable by the corrective services agency.

A PRP job seeker is considered to ‘remain in legal custody’ and does not qualify for any Services Australia administered payment.

### PRP Eligibility

A PRP job seeker must meet *all* of the following criteria at the same time when they are being referred to a DES Provider:

* be in the last 12 months of their sentence;
* be considered by corrective services case managers to be granted a license for release to engage in paid work; and
* be considered job ready

DES Providers must initially complete a Registration in the Department’s IT System (refer to the DES Direct Registration Guidelines) and then apply the ‘Pre-release Prisoner’ Special Client Type indicator to the job seeker’s record. As PRP job seekers are assessed by corrective services agency as job ready, a timely commencement and servicing is expected.

PRP job seekers who are referred to a DES provider are Directly Registered in accordance with the *DES Direct Registration Guidelines* and the *Eligibility, Referral and Commencement Guidelines*. PRP job seekers will be referred for an ESAt to determine their eligibility for DES. Where an ESAt is required, the DES provider should notify corrective services that the PRP job seeker requires a referral. Corrective services need to be involved in the process and to agree to the referral for an ESAt.

Where a PRP job seeker is subsequently released from prison, claims an Income Support Payment from Services Australia, and has a Mutual Obligation Requirement, the DES Provider must remove the Special Client Type identifier at their first Contact with the job seeker after their release.

## Direct Registration Guidelines

| **Who is Responsible:** | **What is Required:** |
| --- | --- |
| 1. **Job seeker** | An individual presents to a DES Provider without a Referral  ‘Direct Registration’ is the process of Registering a job seeker who does not have a Referral but is eligible to Directly Register for DES through a DES Provider. This includes job seekers who:   * have not been Referred to a particular DES Provider by Services Australia or DSS, but have a Valid ESAt/JCA recommending DES, or * do not have a Valid ESAt/JCA and have approached a DES Provider directly, or * are exempt from requiring an ESAt/JCA e.g. ESL, School Leaver Trial, Work Assist and SCC eligible job seekers. |
| 1. **The DES Provider**   Disability Employment Services Grant Agreement Clauses References:   * Clause 82 * Clause 87 | Check the jobseeker meets Direct Registration eligibility criteria  To be eligible for Direct Registration, the job seeker must:   * be an Australian resident, or a Temporary Protection Visa (TPV)/Safe Haven Enterprise Visa (SHEV) holder (see below for information about TPV/SHEV holders); * not currently be receiving services from another DES Provider or Employment Service Provider; * have a disability, injury or health condition; * be aged at least 14 and have not attained the Age Pension qualifying age ; * not have a Valid ESAt/JCA Referral recommendation to another service; and * meet any other relevant eligibility criteria outlined in the DES Grant Agreement.   **Specialist Service Providers**  A DES Specialist Service Provider may only Directly Register a job seeker who is a member of that same Specialist Service Group, unless the DES Specialist Service Provider is also a DES Generalist Service Provider in the same site or ESA.  Job seekers under 15 years of age  A DES Provider Directly Registering job seekers aged 14 years *must* attach the special client type flag "Youth Under 15 (YU15)" to the Registration in the Department’s IT Systems. |
| 1. **The DES Provider**   Disability Employment Services Grant Agreement Clauses References:   * Clause 87   *Disability Employment Services References:*   * Attachment B of these guidelines * Attachment C of these guidelines | **Complete the DES DRF**  To confirm that a job seeker is eligible to Directly Register for Program Services, the DES Provider must gather a range of information from the job seeker. The DES DRF is available at **Attachment C** of these guidelines and on the DES Provider Portal. The DES DRF *must* be completed by every Directly Registered job seeker. The purpose of the DES DRF is to obtain:   1. personal information to determine eligibility for Direct Registration, and 2. the job seeker’s consent to use their personal information disclosed to the DES Provider.   **Note:** The Provider *must* ensure that the job seeker comprehends the information contained in the DES DRF. Where appropriate an interpreter may be used or the job seeker may choose to have an advocate present.  **Australian Residency Requirements**  To be eligible for DES a job seeker must be an Australian resident. The only exception to this requirement is where a job seeker is either an eligible TPV holder or SHEV holder (see below for more information).  An Australian resident is a person who resides in Australia and is one of the following:   * an Australian citizen, or * the holder of a permanent resident visa, or * a protected Special Category Visa (SCV) holder.   **Special Arrangements for TPV/SHEV holders**  Job seekers who are not permanent residents but who hold a current TPV/SHEV, can access DES-ESS Program Services. TPV/SHEV holders are **not** eligible for DES-DMS Program Services.  **Note:** Where a DES Provider identifies a job seeker as not being an Australian resident or eligible TPV/SHEV holder the DES Provider *must* not proceed with the Direct Registration process.  For further information on Australian residency and the legal right to work in Australia, go to the [*Department of Home Affairs Visa Entitlement Verification*](http://www.immi.gov.au/managing-australias-borders.)  DES Providers should direct job seekers who are not Australian residents or eligible TPV/SHEV holders to appropriate community services where possible. If the job seeker is a migrant on a two-year waiting period visa and needs help with literacy and numeracy, the DES Provider should Refer the job seeker to Services Australia.  For further information on eligibility for visa holders, refer to **Attachment B**.  **Note:** New Zealand Citizens who are non-protected SCV holders are ineligible for DES and cannot be Directly Registered.  **Proof of Identity**  To confirm the identity of the job seeker, the DES Provider must sight originals or certified copies of either one document from Group A or two documents from Group B:  Group A – sight one document   * current passport * current driver’s licence, or * other form of photo identification from a government department or agency.   Group B – sight two documents   * financial institution (bank) documents showing name and signature or name and address * birth certificate or extract * certificate of Australian citizenship * Medicare card * vehicle registration papers with current address, or * other identification displaying the job seeker’s name, such as a statement from a community Elder if the job seeker is an Aboriginal or Torres Strait Islander.   The DES Provider is not required to retain a copy of the evidence, but *must* record on the DES DRF that they have sighted the documents. Job seekers provide identification as part of the Income Support claim process. Where the job seeker does not have a CRN, a copy of the evidence *must* be retained on file.  If a job seeker has genuine difficulty providing identification documents, the DES Provider may use other methods for confirming identity.  **Recording a job seeker’s Primary Disability**  When Directly Registering an ESAt/JCA exempt job seeker, a DES Provider is required to identify the job seeker’s disability, injury or health condition, which may impact on their ability to work. The identified disability, injury or health condition *must* be recorded in the DES DRF and *must* also be entered in the ‘Primary Disability’ field in ESSWeb.  **Determining that a job seeker can work a minimum of eight hours per week**  Consistent with DES eligibility, job seekers Directly Registering as ESAt/JCA exempt *must* have the capacity to work a minimum of eight hours per week. As part of the Direct Registration process, a DES Provider is required to assess that ESAt/JCA exempt job seekers can work a minimum of eight hours per week.  **Pre-release prisoners**  Pre-release Prisoners (PRP) who are participating in a work release program may be referred by a state or territory Corrective Service agency to a DES Provider for assistance. PRPs can be Directly Registered by a DES Provider and will be Referred for an ESAt to determine the appropriate employment service. Participation in pre-release programs is for prisoners who are:   * in the last 12 months of their sentence; * licensed for day or partial release to engage in paid work; and * considered to be job ready.   **Jobseekers who receive National Disability Insurance Scheme (NDIS) funding for supported employment, and/or Australian Disability Enterprise (ADE) participants**  Job seekers who are in supported employment/ADE employees may be Commenced in DES and participate in both programs concurrently.  Supported employment/ADE employees *must* meet all eligibility criteria for DES including the requirement to have a Valid ESAt or JCA with a recommendation of either DES-ESS or DES-DMS. The exception to this is an supported employment/ADE employee who is being Commenced in Program Services under ESAt/JCA exempt eligibility arrangements such as an ESL. |
| 1. **The DES Provider** | **Search for an existing Registration record**  To reduce unnecessary data entry and duplicate records, the DES Provider should search for the job seeker on ESSWeb. An existing Registration may hold information affecting the job seeker’s eligibility such as a Valid ESAt/JCA. Other information including a JSID and current Income Support Payments will also make the Commencement process easier for the DES Provider.  **Registration search methods in order of reliability and efficiency:**   1. Services Australia Customer Reference Number (CRN)   Job Seekers who are Services Australia customers are asked to provide their CRN on the Direct Registration Form. The DES Provider can use the CRN to search for an existing job seeker Registration. If the job seeker is a Services Australia customer and cannot provide their CRN, the DES Provider should help them contact Services Australia to obtain this before continuing the Direct Registration process.   1. Name and DOB   The DES Provider enters the job seeker’s name, date of birth and gender into the search function to search for an existing Participant record.   1. Fuzzy Search   If other search methods are unsuccessful, the DES Provider can search using the Fuzzy Search tab in the Job Seeker Search function. If the job seeker’s details were entered incorrectly during a previous Registration, a Fuzzy Search can help by returning records of Participants with similar names and dates of birth. |
| 1. **The DES Provider**   *Disability Employment Services References:*   * DES Transfers Guidelines | **Create or update the Registration record**  Should the information available to the DES Provider indicate the returned record is not a true match the DES Provider will need to contact the Employment Systems Helpdesk on 1300 305 520 to create a new Registration record for the job seeker. If an existing Registration is found, the DES Provider should ensure that the recorded residential address for the job seeker is correct before proceeding.  **Results of the search and required actions**  The search of the Participant’s record could result in one of five outcomes.  Job seeker has a current Registration record and is on the current DES Provider’s caseload  The DES Provider should update the record and make internal arrangements to assist the job seeker.  Job seeker has a current Registration record and is Registered with another DES or Employment Service Provider  The DES Provider should advise the job seeker that they are Registered with another DES Provider, and determine if the job seeker is seeking to change DES Providers.  If the job seeker wishes to transfer, the DES Provider should refer to the Transfers Guidelines for the correct process.  If the job seeker chooses not to transfer, the DES Provider should provide the job seeker with their Registration details and Refer them back to their existing DES Provider.  **Note:** Work-release prisoners cannot change DES Providers unless approved by the relevant state or territory Corrections Service agency.  Job seeker has a current Registration record and is not connected with a DES Provider  The DES Provider should Refer the job seeker to their caseload using ESSWeb.  Job seeker has a Registration record that has ended  If the job seeker has an inactive record on the ‘Registration’ screen, the DES Provider should select the inactive record and re-Register the job seeker. This will allow the DES Provider to update the job seeker’s details and circumstances, where required.  Job seeker has no Registration record in ESSWeb  If a Fuzzy Search suggests that the job seeker does not have an existing Registration record, the DES Provider should create a new Registration record. To do this, the DES Provider clicks ‘Create a new record’. Clicking search enables the ‘Add’ button, which navigates to the ‘Add registration’ screens. Here the DES Provider can complete the details on the Registration Screen using the job seeker’s details from the DES DRF and presses the ‘submit’ button. |
| 1. **The DES Provider** | **Link the Job Seeker Identification Number (JSID) to a CRN**  After creating or updating a job seeker Registration record, the DES Provider *must* link the JSID to a Services Australia CRN. This transfers important information from Services Australia such as current payment type, recent Referrals or Mutual Obligation Requirements to the Referral record.  If a job seeker record has a ‘Services Australia Sensitive Client’ flag the personal information needs updating, the job seeker should be Referred to Services Australia.  When linking the CRN and JSID, an error message will appear if the data held by Services Australia does not match the CRN and details entered. In this case, the DES Provider should contact the Services Australia Participation Solutions Team at Services Australia on 1300 306 325 to verify the job seeker’s details.  If the job seeker does not know their CRN or does not have one, the DES Provider must contact their local Services Australia Customer Service Centre with the job seeker present and request a CRN. Services Australia will search for the record using information provided by the job seeker and the Documentary Evidence provided. If a record is found, they will provide the CRN to the DES Provider.  If Services Australia confirms that a CRN cannot be found, the DES Provider *must* request the creation of a CRN by Services Australia. The CRN can then be linked to the JSID.  If a job seeker cannot be present during this process the DES Provider *must* advise them to contact Services Australia and request a CRN for the purpose of registering for employment services.  **Note**: ESSWeb will prevent any claims, other than the First Service Fee, being available for lodgement by the Provider where a CRN is not linked to a Participant’s JSID. |
| 1. **Department's IT Systems**   *Disability Employment Services References:*   * [Work Assist Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Job%20in%20Jeopardy%20Participant%20Guidelines.pdf) * Disability Management Service - Special Class Client Guidelines * Eligible School Leaver Guidelines. | **Confirm whether the job seeker is eligible to Directly Register**  Once the DES Provider has updated the Personal Details screen and selected the appropriate Placement Type from the Special Placement Type box on the ‘Circumstances’ screen, the DES Provider presses the ‘Submit’ button at the bottom of the screen. The system will indicate whether the job seeker is eligible to Directly Register.  Job seeker is ineligible to Directly Register  The Department’s IT Systems identifies that a job seeker is ineligible to Direct Register. DES Providers should advise these job seekers of their ineligibility to Directly Register for Program Services and should direct such job seekers to Services Australia for further assistance if necessary.  **End of Process.**  Job seeker is eligible to Directly Register  There are five categories of job seeker who are eligible for Direct Registration:   1. job seekers without a Valid ESAt/JCA 2. job seekers with a Valid ESAt/JCA which identifies DES as the recommended service 3. job seekers who meet Work Assist eligibility criteria 4. job seekers who meet SCC Participant (DMS only) eligibility criteria 5. job seekers who meet ESL eligibility criteria.   Job seekers in categories (b), (c), (d) and (e) can also Commence in Program Services without first being Referred to an ESAt, in accordance with the Eligibility, Referral and Commencement Guidelines, Work Assist Guidelines, Disability Management Service - Special Class Client Guidelines, Eligible School Leaver Guidelines and School Leaver Trial Guidelines.  **Proceed to Step 8**. |
| 1. **The DES Provider**   *Disability Employment Services References:*   * [Work Assist Guidelines](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Job%20in%20Jeopardy%20Participant%20Guidelines.pdf) * Disability Management Service - Special Class Client Guidelines * Eligible School Leaver Guidelines * Referral and Commencement Guidelines * Documentary Evidence for Claims for Payment Guidelines | **Determine if the job seeker can be Commenced without a Referral for an ESAt**  The DES Provider should search the Department’s IT Systems to determine if the job seeker has a Valid ESAt/JCA.  Participant with a Valid ESAt/JCA  A job seeker with a Valid ESAt/JCA with a Referral recommendation to DES may be Commenced immediately as a Participant in the relevant Program Service, in accordance with the Referral and Commencement Guidelines.  **Note**: Where the DES Provider determines that an ESAt/JCA is no longer Valid due to a change in the Participant’s circumstances, they can continue with the Direct Registration process. However, in these circumstances a Participant cannot be Commenced.  A Valid ESAt/JCA recommends DES is available   * **Proceed to Step 10.**   Participants without a Valid ESAt/JCA  A DES Provider must not provide Program Services to a job seeker without a Valid ESAt/JCA. The job seeker must be Referred for an ESAt/JCA to have their eligibility for Program Services assessed, with the exception of job seekers eligible under ESAt/JCA exempt eligibility arrangements. Job seekers who meet requirements set out in the ESL, School Leaver Trial and SCC eligibility requirements can be Commenced in Program Services once the DES Provider has obtained appropriate evidence to support the job seeker’s eligibility in accordance with the Eligible School Leaver Guidelines, School Leaver Trial Guidelines, Work Assist Guidelines, Disability Management Services – Special Class Guidelines and the Documentary Evidence for Claims for Payment Guidelines.   * If the Participant is in one of the above categories, Proceed to Step 10. * If the Participant is not in one of the above categories, and does not have a Valid ESAt/JCA, Proceed to Step 9. |
| 1. **The DES Provider**   *Disability Employment Services References:*   * Referral for an ESAt Guidelines | **Refer the job seeker for an ESAt**  All job seekers who need an ESAt Referral  If a job seeker does not have a Valid ESAt/JCA, the DES Provider should arrange for a Referral for an ESAt. The DES Provider must confirm that the job seeker has appropriate medical evidence supporting their condition(s) before the job seeker is Referred. Where there is no medical evidence available to support a job seeker’s identified condition, the DES Provider should assist the job seeker to obtain relevant medical evidence before a Referral for an ESAt is considered. The DES Provider should also ensure the job seeker is given details of the Assessment[[1]](#footnote-1) time and place and advise the job seeker to provide new medical evidence to present it to the Services Australia. For further details refer to the Referral for an ESAt Guidelines.  Work-release Prisoners  Where a prisoner is participating in a work-release prisoner program and is identified as requiring an ESAt, the process for Referral for an ESAt is the same as for any other DES job seeker. The DES Provider should also notify the pre- release centre that the prisoner requires an ESAt as they need to be aware of the work-release prisoner’s movements.  For more information about work-release prisoners refer to the “Providing jobactive and Disability Employment Services to Pre-release Prisoners[[2]](#footnote-2) Advice”.  **Note**: Job seekers who have previously been Commenced in DES and exited at any time following a 26 week outcome must have new ESAt/JCA prior to Commencing in DES. |
| 1. **The DES Provider**   *Disability Employment Services References:*   * Job Seeker Classification Instrument Guidelines * Funding Level Tool Guidelines | **Determine whether the JSCI needs to be updated**  Information from the JSCI, in conjunction with information from Services Australia and the ESAt or JCA, is used to determine the Funding Level for all DES Participants, other than School Leaver Trial Participants\*. It is important that DES Providers check to ensure all JSCI information is completed to ensure the correct Funding Level is calculated.  **Note**: DES Providers do not need to create or update the JSCI for Work Assist Participants. \*For job seekers participating in the DES School Leaver Trial, the *School Leaver Trial Guidelines* outline the funding arrangements for that group.   1. Job seekers with an existing JSCI   Some updates to the JSCI are able to be undertaken directly by the DES Provider. Please see the Job Seeker Classification Instrument Guidelines and Funding Level Tool Guidelines for more information.   1. Job seekers who do not have a JSCI   DES Providers who Directly Register volunteers (those without Mutual Obligation Requirements) without a JSCI in ESSWeb will need to create a JSCI in accordance with Job Seeker Classification Instrument Guidelines. |
| 1. **The DES Provider**   *Disability Employment Services References:*   * Eligibility, Referral and Commencement Guidelines * Work Assist Guidelines * Disability Management Service - Special Class Client Guidelines * Eligible School Leaver Guidelines | **Commence the Job Seeker into DES Services**  The Participant is Commenced in Program Services in accordance with Eligibility, Referral and Commencement Guidelines.  **End of Process** |

## Attachment A - DES Direct Registration Form (DRF) Checklist

About this Checklist

This purpose of this Checklist is to assist DES Providers with ensuring they have obtained the necessary information to Directly Register a job seeker in DES and the DES DRF is correctly completed. Completion of this Checklist is optional.

Documentary Evidence

The DES Grant Agreement and the Direct Registration Guidelines require DES Providers to complete a DES DRF for all job seekers who are Directly Registered and Commenced in DES. The DES DRF is a critical document that records information relating to a Participant’s eligibility for DES Program Services and equally, records a Participant’s consent to share information obtained by the DES Provider. The DES DRF is the key document to support a job seeker’s eligibility for Direct Registration and *must* be retained on file as Documentary Evidence.

|  |  |  |
| --- | --- | --- |
| **Participant’s Name:** |  | |
| **Job Seeker ID:** |  | |
| **Section of the DRF:** | **Job seeker Requirement:** | **Response is correctly recorded:** |
| 1. Job seeker identification details | Job seeker has ticked “yes” or “no” to indicate whether or not they are registered with Services Australia or a supported employment employer or ADE, DES or jobactive/TTW service Provider. If “yes” is ticked the job seeker has provided their job seeker ID or CRN\*  \*All directly registered Participants must have a CRN. Where a job seeker does not have a CRN a DES Provider must request Services Australia to create one. Refer to Step 6 of these Guidelines for more information. | Response correctly recorded? Y/N |
| 1. Personal Details | Personal details completed and job seeker has ticked “yes” or “no” to the questions about English as a first language and whether or not they require an interpreter. | Response correctly recorded? Y/N |
| 1. Australian residency or visa status | Job seeker has ticked “yes” to indicate they are an Australian Resident or TPV/SHEV holder.  If a job seeker has ticked “no” to both questions the job seeker is ineligible for DES and the Direct Registration should not proceed. | Response correctly recorded? Y/N |
| 1. Do you have a disability, injury or health condition? | Job seeker has ticked “yes” or “no” to indicate whether or not they have a disability, injury or health condition which may impact on their ability to work. If “yes” is ticked, the job seeker has stated the nature of their disability, injury or health condition. If “no” is ticked the Direct Registration should not proceed. | Response correctly recorded? Y/N |
| 1. Do you identify as an Aboriginal and/or Torres Islander? | Job seeker has ticked “yes” or “no” to indicate whether or not they identify as Aboriginal and/or Torres Islander. | Response correctly recorded? Y/N |
| 1. Are you or have you been known by any other names? | Job seeker has ticked “yes” or “no”. If “yes” is ticked the job seeker the job seeker has provided their previous name | Response correctly recorded? Y/N |
| 1. Your contact details | Contact details are completed correctly | Response correctly recorded? Y/N |
| 1. Your preferred method of contact | Preferred method of contact recorded | Response correctly recorded? Y/N |
| 1. Income Support | Job seeker has ticked “yes” or “no”. If “yes” is ticked job seeker has provided the name of allowance | Response correctly recorded? Y/N |
| 1. Personal Circumstances | Where a job seeker is working at or above their Employment Benchmark hours (where the job seeker has a Valid ESAt/JCA), the job seeker is ineligible for DES and job seeker cannot be Commenced. Job seekers Directly Registering as ESAt/JCA exempt are ineligible if they are working eight hours or more.  Job seeker has ticked “yes” or “no” to indicate whether or not they are currently in paid work. If “yes” is ticked the job seeker has provided the number of hours they have worked each week. | Response correctly recorded? Y/N |
| Job seeker has ticked “yes” or “no” to indicate whether or not they are in full-time education or training.   If the job seeker has ticked “yes” to this question and does not meet the eligibility requirements for ESL, the job seeker is ineligible for DES and the Direct Registration should not proceed. | Response correctly recorded? Y/N |
| Job seeker has ticked “yes” or “no” to indicate whether or not they have taken a redundancy in in the last six months. If “yes” is ticked job seeker has indicated the industry in which they worked and the name of the organisation they worked for. | Response correctly recorded? Y/N |
| 1. Pre-release prisoners | Job seeker has ticked “yes” or “no” to indicate whether or not they are participating in a pre-release work program | Response correctly recorded? Y/N |
| 1. Special Class Clients (where job seeker is seeking to access DES under Special Class Client arrangements) | Job seeker has ticked “yes” or “no” to indicate whether or not they have a disability, injury or health condition as a result of exposure to the Bali/London bombings or the December 2012 Tsunami | Response correctly recorded? Y/N |
| 1. Work Assist (where a job seeker is seeking access to DES for Work Assist Services) | Job seeker has ticked “yes” or “no” to indicate whether or not they are experiencing difficulties carrying out the inherent requirements of their job as a result of your disability, injury or health condition. If “yes” is ticked the job seeker has provided the employer’s business name and the name of a contact person | Response correctly recorded? Y/N |
| 1. Eligible School Leavers (where a job seeker is seeking to access DES under Eligible School Leaver arrangements). | Job seeker has ticked “yes” or “no” to indicate whether or not they are a current full-time student. If “yes” is ticked the job seeker has provided the name of their school and their current school year | Response correctly recorded? Y/N |
| Job seeker has ticked “yes” or “no” to indicate whether or not they have left school. If “yes” is ticked the job seeker has provided the date they left school | Response correctly recorded? Y/N |
| Job seeker has ticked “yes” or “no” to indicate whether or not they have recently completed or are within six months of completing a post-school employment or transition to work program for people with disability. If “yes” is ticked the job seeker has provided the name of the program and the date that they finished the program | Response correctly recorded? Y/N |
| 1. Participating in Supported Employment/and or Australian Disability Enterprises (where a job seeker is participating in supported employment and is seeking to access DES) | Job seeker has ticked “yes” or “no” to indicate whether or not they are currently registered with An Australian Disability Enterprise (ADE) and/or receiving National Disability Insurance Scheme (NDIS) funding for supported employment. If “yes” is ticked the job seeker has provided the name of the Australian Disability Enterprise (ADE) and/or supported employment employer. | Response correctly recorded? Y/N |
| 1. Proof of identity (POI) | Provider has sighted at least one document from the Group A or two documents from Group B | Response correctly recorded? Y/N |
| **DES DRF signed and dated by the job seeker (or their legal guardian) and the Provider representative** | | **Response correctly recorded? Y/N** |

## Attachment B - Eligibility of Visa Holders for Disability Employment Services

#### Eligibility for visa subclasses

To be eligible to participate in DES, a job seeker must be an Australian resident. The only exceptions to this requirement is where a job seeker is either a Temporary Protection Visa (TPV) holder or Safe Haven Enterprise Visa (SHEV) holder (see below for more information). An Australian resident is a person who resides in Australia and is one of the following:

* An Australian citizen;
* The holder of a permanent resident visa; or
* A special category visa holder (SCV) who is a protected SCV holder.

#### Special Arrangements for TPV/SHEV holders

From 1 July 2014 eligible job seekers who are not permanent residents but who hold a current TPV/SHEV, can access DES-ESS program services. TPV/SHEV holders are not eligible for DES-DMS program services.

#### Determining if a job s seeker an Australian resident or is a TPV/SHEV holder

A job seeker’s residency status can be checked by sighting their international passport and using this to check their entitlements and conditions associated with that visa through:

* the Visa Entitlement Verification Online site: https://www.border.gov.au/Busi/Visa;
* the Employers’ Immigration Hotline on 1800 040 070.

**Note:** Where a DES Provider identifies a job seeker as not being an Australian resident or eligible TPV/SHEV holder the DES Provider must not proceed with the Direct Registration process. The job seeker should be Referred to Services Australia as soon as possible.

#### Visa holders who require additional assistance with literacy and numeracy

In cases where job seekers may have a need to improve their English literacy, or numeracy, the DES Provider should also consider the ***Skills for Education and Employment Program***.

Other community services may also provide appropriate assistance for visa holders.



## Attachment C - Direct Registration Form

### Privacy and Your Personal Information

Your personal information is protected by law. Under the *Privacy Act 1988* (Cth) (Privacy Act), the Department of Social Services (the Department), its employees, agents and contracted service providers — including your Disability Employment Services (DES) Provider — is regulated in the ways they collect, hold, use and disclose personal information.

Your personal information is collected by your DES Provider on behalf of the Department, which is obligated under the terms of its DES Grant Agreement to comply with the Privacy Act when collecting, using and disclosing your personal information. Your personal information is collected for the purposes of administering DES and providing you with employment services and assistance, including to:

* determine your eligibility for participation in DES, including to assess your work environment requirements;
* assist you to find a job, which is undertaken by DES Providers on behalf of the Department;
* provide you with employment, education and training opportunities;
* assist you, where necessary and appropriate, to obtain specialist DES services;
* evaluate and monitor the programs and services provided to you by DES Providers, the Department and other contracted providers including third party providers;
* contact you about your participation in the DES program, and if applicable, your mutual obligation requirements;
* if necessary and appropriate, contact potential and actual employers on your behalf to negotiate your employment conditions and any specific requirements to ensure your work environment can accommodate your circumstances;
* ensure compliance by DES providers with their obligations under the DES Grant Agreement, including by contacting your employer if you are successful in finding work to verify any claims related to your employment submitted to the Department by your DES provider;
* help to resolve complaints made by you or your DES Provider; and
* include you in surveys conducted by the Department or on behalf of the Department.

If you do not provide some or all of your personal information, the Department may not be able to provide you with appropriate employment services and assistance.

For the purposes of administering DES and providing you specialised disability support services, your personal information may be collected from, and given to, third parties, including:

* DES Providers;
* the Department of Social Services, Services Australia, the Department of Education Skills and Employment, the Department of Home Affairs, the Department of the Prime Minister and Cabinet and their respective contracted service Providers, and other Commonwealth agencies or entities as necessary or required;
* contracted providers of other government agencies where those providers are delivering services to you;
* parties who deliver employment services to you; or
* actual and potential employers.

Your personal information will be disclosed between DES Providers in the event you transfer to a different Provider, regardless of the reason.

Your personal information may also be used by the Department or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by or under an Australian law, such as social security law, a court or tribunal order, or where a duty of care exists.

### Department of Social Services’ Privacy Policy

The Department’s Privacy Policy contains more information about the way the Department will manage your personal information, including information about how you may access your personal information held by the Department and your DES Provider, and seek correction of such information. The Department’s Privacy Policy also contains information on how you can complain about a breach of your privacy rights and how the Department will deal with such a complaint.

The Department’s Privacy Policy is available on the Department’s website at <https://www.dss.gov.au/privacy-policy>. You can also request a copy from the Department via email at [DESadmin@dss.gov.au](mailto:DSSfeedback@dss.gov.au).

### Collection of sensitive information

In order to provide you with appropriate employment services and assistance, your provider may also collect sensitive information, which is a type of personal information. Sensitive information may include details of your cultural or linguistic background, any criminal record, health and medical information, and membership of a professional or trade association.

##### Job seeker identification details

Are you already registered as looking for work with:

* Services Australia;
* An Australian Disability Enterprise (ADE) and/or receiving National Disability Insurance Scheme (NDIS) funding for supported employment;
* A Community Development Program (CDP) provider;
* A jobactive or transition to work service provider; or
* A DES Provider?

Yes:  No:

If yes, please provide your Job Seeker Identification (JSID) Number and/or your Human Services Customer Reference Number (CRN). This information can be found on any letter to you from Services Australia or your Services Australia Health Care Card/Services Australia Concession Card).

**Note:** All job seekers must have a CRN to register for DES. If you do not know your CRN the DES Provider will search for your details in their system and may request Services Australia to create a CRN if one cannot be found.

JSID:

CRN:

##### Your Personal details

Title:

Family name:

First name(s):

Preferred name:

Date of birth:

Age:

Gender:

Male:  Female:  Unspecified:

Country of birth:

Is English your first language?

Yes:  No:

Do you require access to an interpreter?

Yes:  No:

##### Your Australian resident status

To participate in DES you must be an Australian resident or Temporary Protection Visa (TPV) holder or Safe Haven Enterprise Visa (SHEV) holder. For DES eligibility purposes an Australian resident is a person who resides in Australia and is one of the following:

* An Australian citizen;
* The holder of a permanent resident visa; or
* A Special Category Visa (SCV) holder who is a protected SCV holder.

Are you an Australian resident?

Yes:  No:

Are you a TPV or SHEV holder?

Yes:  No:

**Note:** If you are a Visa holder you will be asked to show your passport to the DES Provider.

##### Do you have a disability, injury or health condition which may impact on your ability to work?

Yes:  No:

**Note:** If you do not have a disability, injury or health condition you will not be eligible for specialist assistance with a DES Provider.

If yes, please state the nature of your disability, injury or health condition and how it may impact on your ability to work:



##### Do you identify yourself as an Indigenous Australian of Aboriginal and/or Torres Islander decent?

Yes:  No:

**Note:** You do not have to answer this question. This information is sought to assess the level of services provided to Indigenous Australians by DES Providers and this information will not be disclosed to Employers without your consent.

##### Other names you are or have been known by are you or have you been known by any other names?

Yes:  No:

Previous name(s):

**Note:** For example, a maiden name, previous married name, Indigenous or Community name.

##### Your contact details

Please provide your postal address details.

Number and Street, or PO Box if applicable:

Suburb or Town:

State or Territory: Postcode:

     

Please provide your residential address if different from your postal address provided above.

Number and Street, or PO Box if applicable:

Suburb or Town:

State or Territory: Postcode:

Other Contact Information

Home telephone number:

Work telephone number:

Mobile telephone number:

Fax number:

Email Address:

##### Your preferred method of contact

Telephone:

Short Message Service (SMS):

Email:

Post:

##### Income Support

Do you receive an allowance from Services Australia?

Yes:  No:

If yes, please provide the name of the allowance:

**Note: The DES Provider will need to verify the type of allowance with Services Australia.**

##### Personal Circumstances

Are you currently doing any paid work?

Yes:  No:

If yes, that you are currently doing paid work, please indicate the number of hours worked per week:

Are you in full-time education or training?

Yes:  No:

Have you been made redundant in the last 6 months?

Yes:  No:

**Note:** If No to having been made redundant in the last six months, please skip to section 11.

If yes, please provide written proof of redundancy such as a letter from your employer or an Employment Separation Certificate which includes the date of redundancy.

Was this redundancy from the automotive manufacturing or textile, clothing and footwear industries or the Tasmanian Forestry industries?

Yes:  No:

**Note:** If yes, the job seeker may be eligible for access to a Structural Adjustment Program delivered through jobactive. Confirmation must be sought from the Department of Education, Skills and Employment for company eligibility by emailingindustryadjustment@jobs.gov.au

Please indicate the name of the organisation from which you were made redundant:

##### Pre-Release Prisoners

Are you participating in a prisoner work release program?

Yes:  No:

##### Special Class Clients

Is your disability, injury or health condition as a result of exposure to one of the following events?

* Bali bombings;
* London bombing;
* December 2004 Tsunami

Yes:  No:

##### Work Assist

Are you experiencing difficulties carrying out the inherent requirements of your job as a result of your disability, injury or health condition?

Yes:  No:

If yes, please provide recent evidence of your disability, injury or health condition, and provide your employer’s business name:

Have you disclosed information of your disability, injury or health condition to your employer?

Yes:  No:

Please provide the name of a Contact Person and their contact details at your place of employment: **Note:** A response to this question is optional.

##### Eligible School Leavers

Have you ever participated in DES as an ESL?

Yes:  No:

Are you in full time study at secondary school?

Yes:  No:

If yes, please provide the name of the school you are attending and the current school year.

Name of School:

Current School Year:

Have you already left school?

Yes:  No:

If yes, please provide the date you left school:

Have you recently completed a transition to work (or School to Work) program for people with disability?

Yes:  No:

If yes, please provide the name of the program provider and the date you finished the program?

Name of Program:

Date Completed:

##### Australian Disability Enterprise employees are you employed by a Supported employment employer?

Yes:  No:

**Note:** If No to being employed by a supported employment employer, please skip to section 16.

If yes, please provide the name of the supported employment employer:

##### Proof of identity

You must be able to provide documentation specified in either **Group A** or **Group B**.

***Group A –*** *Documents should be provided to your DES Provider.*

You must provide one of the following:

* Driver’s Licence number:

* Current Australian Passport number:

* Other form of photo identification from a government department or agency.

Please specify type of identification, and identification number (if relevant):



***Group B – You must provide two of the following:***

**Financial institution (bank) documents** Including ATM or credit cards showing your name and signature or account statement showing your name and address or current passbook showing your name.

**Note:** Identification or account numbers are not copied or recorded.

**Or other documents, including any of the following documents:**

* Birth Certificate or Birth Certificate Extract;
* Certificate of Australian Citizenship;
* Motor vehicle registration papers with current address;
* Australian Marriage Certificate;
* Documents showing registration of a change of name;
* Divorce papers;
* Trade Certificate;
* Insurance Renewal documents showing current address;
* Medicare Card;

Other:

### Declaration by job seeker:

Note: For the purpose of this form the term ‘job seeker’ also applies to people Directly Registering with a DES Provider for Work Assist Services.

By signing below, I confirm that:

I have read and understood the completed Direct Registration Form and the information included therein is complete and true to the best of my knowledge.

I have read, understood and agree to the collection, use and disclosure of my personal information in accordance with the Privacy Statement at the front of this form.

I am not currently participating in any other Australian Government employment program (such as jobactive).

I understand that if I am in receipt of Disability Support Pension (DSP) and volunteering for employment assistance, I will need a ‘pre-employment referral’ Job Capacity Assessment or Employment Services Assessment to ensure I am referred to the most appropriate service and to determine suitable participation levels in that service.

This will not affect my eligibility for DSP.

If I am a pre-release prisoner I have been referred to a DES Provider by a state or territory correctional service officer.

I have been fully informed about DES, including its purpose and examples of activities in which I may be expected to participate in.

I understand that my records may be transferred to a new Provider in the event that my DES Provider cannot provide services to me for any reason, including a change of address.

I understand the *Service Guarantee* and the *Employment Services Code of Practice* as it was explained to me by my DES Provider.

**Declaration by Disability Employment Services (DES) Participant[[3]](#footnote-3)**

I agree to the collection of my personal information and sensitive information in accordance with this Privacy Notification and Consent form.

**Declaration by Legal Guardian or Administrator of Participant (if applicable)**[[4]](#footnote-4) **:**

I am the appointed legal Guardian or Administrator of the Participant and as such, I am authorised to sign this declaration for and on behalf of the Participant (please tick box):

Yes:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Note: Where the job seeker has been appointed a guardian or administrator, the guardian or administrator should sign the declaration.

### Declaration by Disability Employment Services (DES) Provider

By signing below, I declare that:

I am an authorised DES Provider and I declare that I have discussed this form and explained to the Participant the reasons why their personal information and sensitive information will be collected, and the purposes for which their personal and/or sensitive information may be used and disclosed in accordance with this Privacy Notification and Consent form.

I have discussed with the job seeker the level and type of DES Program Services available and the required eligibility to participate.

I have encouraged the job seeker to provide as much relevant information as possible during the registration process, so that they can receive the help that best meets their needs.

The information about the job seeker, as entered on this form and in the Department’s IT system, is true and correct to the best of my knowledge.

I have recorded the job seeker’s CRN.

I have sighted documents establishing the job seeker’s Proof of Identity.

Where a job seeker has been Directly Registered as ESAt/JCA exempt, I have determined that the job seeker has the capability to work a minimum of eight hours per week and I have ensured that the job seeker’s disability and how it may impact on their ability to work has been correctly recorded on this Form.

I have discussed the *Service Guarantee* and the *Employment Services Code of Practice* with the job seeker, and have made them aware of their rights and the obligations of the DES Provider outlined in these documents.

I have fully informed the job seeker about DES, including its purpose and examples of typical activities in which they may be expected to participate.

I have checked that all relevant questions in this form have been answered and recorded correctly.

Name of person making the declaration:

Signature: Date:

Name of DES Provider (Organisation Name):

1. Assessment refers to either an ESAt or JCA as applicable to employment services. [↑](#footnote-ref-1)
2. Jobs Services Australia refers to work-release prisoners as pre-release prisoners. [↑](#footnote-ref-2)
3. **Note:** Participants under the age of 18 years can sign this declaration as long as they do not have a legal Guardian or Administrator appointed. [↑](#footnote-ref-3)
4. **Note:** Where the Participant has been appointed a legal Guardian or Administrator, that person must sign this declaration in place of the Participant and check the applicable tick box. [↑](#footnote-ref-4)