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

- Document Change History .......................................................... 3
- Introduction ................................................................................. 7
- Disability Employment Services—Direct Registration .................. 8
- Disability Employment Services Deed Clauses ............................. 10
- Explanatory Note: ................................................................. 10
- Direct Registration Guidelines ..................................................... 11
- Attachment A ............................................................................ 20
- Attachment B ............................................................................. 22
- Attachment C ............................................................................. 24
- Attachment D ............................................................................. 27
- Attachment E ............................................................................. 28

Error! Bookmark not defined.
## Document Change History

<table>
<thead>
<tr>
<th>Version</th>
<th>Start Date</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Change &amp; Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8</td>
<td>1 July 17</td>
<td>1 July 17</td>
<td></td>
<td><strong>Policy:</strong> Changes made to the guidelines to reflect changes to the upper age limit for DES Eligibility (p11)</td>
</tr>
</tbody>
</table>
| 2.7     | 1 Oct 16   | 1 Oct 16       | 30 June 17 | **Policy:** Providers can Directly Register job seekers whose Permanent Address is located in an ESA specified in their Schedule, or in an ESA that shares a common boundary with that ESA (p10, step 2 and Attachment B).  
**Narrative:** Clarification of the process to confirm a job seekers CRN (Step 6 p15)  
**Terminology:** Descriptor for Gender changed to meet Australian Government preference. Direct Registration Form, now consistent with Australian Standard AS4590-Interchange of client information (p30) |
| 2.6     | 27 Jun 16  | 27 Jun 16      | 30 Sept 16 | **Narrative:** Clarification of ADE employees eligibility for ESL assistance from 1 January 2016 allowing Direct Registration without an ESAt/JCA if all DES requirements are met(p13) |
| 2.5     | 23 Mar 16  | 23 Mar 16      | 26 Jun 16 | Reformattting of the DES Direct Registration Form. Direct Registration Form now available on the DES Provider Portal as a stand-alone document Step 3 (p11). |
| 2.4     | 5 Dec 15   | 5 Dec 15       | 22 Mar 16 | **Policy:** Inclusion of Safe Haven Enterprise Visa (SHEV) holder Eligibility requirements to Step 2 (p10-11) and inclusion to Attachment C (p24) Attachment D (p27) and Attachment E (p29).  
**Policy:** Inclusion of DES ADE Concurrency form 1 January 2016. Update of terminology from Activity Test Requirements to Mutual Obligation Requirements Step 6 (p14) and Step 10 (p18) |
<p>| 2.3     | 12 Sept 15 | 12 Sept 15     | 4 Dec 15 | Update to terminology. Inclusion of the DES Direct Registration Form (Attachment E). |</p>
<table>
<thead>
<tr>
<th>Version</th>
<th>Start Date</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Change &amp; Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2</td>
<td>29 Jun 15</td>
<td>29 June 15</td>
<td>11 Sept 15</td>
<td>Added permanent address information (Attachment A) and visa holder information (Attachment D). <strong>Policy:</strong> Inclusion of amendment allowing DES concurrency with DSS approved TTW programmes: Attachment C, Q14, p30</td>
</tr>
<tr>
<td>2.1</td>
<td>25 Aug 14</td>
<td>25 Aug 14</td>
<td>28 Jun 15</td>
<td><strong>25 July 2014 release update:</strong> Document has been streamlined throughout to remove repetition. Inclusion of an optional DES DRF Checklist in Attachment B (Section 3, p14).</td>
</tr>
<tr>
<td>2.0</td>
<td>1 Jul 14</td>
<td>1 Jul 14</td>
<td>24 Aug 14</td>
<td><strong>Policy:</strong> Amended information in Step 2, p12 to reflect Budget Measure to extend DES eligibility to Temporary Protection Visa holders.</td>
</tr>
<tr>
<td>1.9</td>
<td>14 Apr 14</td>
<td>14 Apr 14</td>
<td>30 Jun 14</td>
<td>The word “should” becomes “must” (page 16) to ensure consistency with other Guidelines and avoid potential confusion over programme requirements.</td>
</tr>
<tr>
<td>1.8</td>
<td>23 Jan 14</td>
<td>23 Jan 14</td>
<td>13 Apr 14</td>
<td><strong>Policy:</strong> Clarification of Direct Registration (Overview), Direct Registration Form and ESA/JCA exempt job seekers (p5). Minor changes to Direct Registration Flow Chart (p6). Change to proof of Identity requirements (p12). Clarify residency definition (p11). <strong>Formatting:</strong> Minor amendments throughout document (pp1-22). Deletion of DEEWR and insertion of DSS throughout document.</td>
</tr>
<tr>
<td>1.7</td>
<td>14 Jun 13</td>
<td>14 Jun 13</td>
<td>22 Jan 14</td>
<td><strong>Policy:</strong> Clarification of Direct Registration eligibility criteria for all job seekers (p9 - Section 2). Inclusion of Attachment A (p20) which provides information on the circumstances in which Providers may Directly Register a job seeker whose Permanent Address is located outside an ESA specified in the Provider’s Schedule.</td>
</tr>
<tr>
<td>1.6</td>
<td>1 Oct 12</td>
<td>1 Oct 12</td>
<td>14 Jun 13</td>
<td><strong>Formatting:</strong> Amendments to formatting (pp1-19). <strong>Narrative:</strong> Removal of job seekers in crisis, experiencing domestic violence</td>
</tr>
<tr>
<td>Version</td>
<td>Start Date</td>
<td>Effective Date</td>
<td>End Date</td>
<td>Change &amp; Location</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
<td>----------------</td>
<td>----------</td>
<td>-------------------</td>
</tr>
<tr>
<td>1.5</td>
<td>1 Jul 12</td>
<td>1 Jul 12</td>
<td>30 Sep 12</td>
<td>Formatting: Amendments to formatting (pp1–16). Narrative: Changed Centrelink references to Department of Human Services (pp1-16). Details on Referring job seekers in crisis or that disclose domestic violence etc. (pp4-5). More details on Referring job seekers with mental health issues (p4). Amended information about linking of JSIDs to a job seeker CRN including additional information about the requirement for DES provides to request Human Services to create a 'shell' registration for a CRN (p13). Clarification of ESAt and medical evidence requirements (p15).</td>
</tr>
<tr>
<td>1.4</td>
<td>22 Dec 11</td>
<td>3 Jan 11</td>
<td>30 Jun 14</td>
<td>Narrative: Minor wording changes throughout document. Inclusion of information on the Job Seeker Search function in the employment services IT Systems (Fuzzy Search) (p9–Section 3)</td>
</tr>
<tr>
<td>1.3</td>
<td>5 July 11</td>
<td>5 July 11</td>
<td>3 Jan 11</td>
<td>Narrative: Addition of information on servicing Participants with mental health issues (p13-14 - Section 9). Narrative: Addition of information about the requirement for Participants to have a new ESAt/JCA where they have previously exited after a 26 week outcome (p14 – Section 8). Update JCA references to reflect changes associated with the introduction of ESAt arrangements for 1 July 2011.</td>
</tr>
<tr>
<td>1.2</td>
<td>9 Nov 10</td>
<td>9 Nov 10</td>
<td>5 July 11</td>
<td>Policy: Amended Direct Registration Eligibility (p6 – Section 2) and the Permanent Residential address of the Job Seeker (p8 – Section 2). Removed text from flow chart (p4 – Box 2).</td>
</tr>
<tr>
<td>1.1</td>
<td>22 Sep 10</td>
<td>22 Sep 10</td>
<td>9 Nov 10</td>
<td>Policy: Amended to include reference to Specialist Providers, Youth Under 15 cohort (p8-9 – Section 2). Creation of new step outlining JSCI process for Participants (p13 – Section 9).</td>
</tr>
<tr>
<td>Version</td>
<td>Start Date</td>
<td>Effective Date</td>
<td>End Date</td>
<td>Change &amp; Location</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
<td>----------------</td>
<td>------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>1.0</td>
<td>15 Jan 10</td>
<td>01 Mar 10</td>
<td>22 Sep 10</td>
<td>Original version of document</td>
</tr>
</tbody>
</table>
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 Programme Services. This is known as Direct Registration. Directly Registered job seekers are not counted toward a DES Provider’s ESA Business Share. DES Providers can therefore decide how many Directly Registered job seekers they will deliver Programme Services to. 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:

a) meets the eligibility for DES
b) is not already being assisted by another employment services provider.

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:

c) has a Permanent Address in the ESA specified in the DES Provider’s Schedule or in an ESA that shares a common boundary with that ESA, or meet the requirements as set out in Attachment B.
d) 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.

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 C, page 23) 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), Job in Jeopardy (JiJ) and Special Class Client (SCC) Participants can be Directly Registered without an ESAt or JCA. DES Providers must assess each Participant’s eligibility for DES against the requirements in the DES Deed and the relevant Guidelines.
Disability Employment Services—Direct Registration

Job seeker presents to DES Provider without a Referral

DES Provider checks that the job seeker meets the Direct Registration eligibility criteria outlined in Step 2 of the full description of these Guidelines

DES Provider completes a DES DRF

DES Provider links the Job Seeker Identification Number (JSID) to a Centrelink Customer Registration Number (CRN)

DES Provider creates new or updates existing Registration record in ESS web with the relevant Direct Registration details

DES Provider searches the Department’s IT Systems (ESS web) for an existing job seeker Registration record

ESS web assesses the job seeker’s Direct Registration eligibility

Eligible

DES Provider determines if the job seeker meets criteria to Commence in DES without a Referral for a new ESAt

Participants can Commence without a new ESAt if they:

- have a Valid ESAt/JCA recommending DES
- are an ESL, JiJ or SCC

If not eligible – Refer the job seeker to the Department of Human Services (Human Services) for further assistance if appropriate

DES Provider creates or updates the Job Seeker Classification Instrument (JSCI)

Eligible

DES Provider refers job seeker to Human Services for an ESAt

DES Provider creates or updates the Job Seeker Classification Instrument (JSCI)

DES Provider Commences job seeker

Following the Eligibility, Referral and Commencement Guidelines, the DES Provider Commences the Participant, conducts the Initial Interview and provides Programme Services to the Participant
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Individual presents to DES Provider without a Referral</td>
</tr>
<tr>
<td>2.</td>
<td>DES Provider checks that the job seeker meets the Direct Registration eligibility criteria outlined in step 2 of the full description of these Guidelines</td>
</tr>
<tr>
<td>3.</td>
<td>DES Provider completes a Direct Registration Form for DES</td>
</tr>
<tr>
<td>4.</td>
<td>DES Provider searches the Department’s IT Systems (ESSweb) for an existing job seeker Registration record</td>
</tr>
<tr>
<td>5.</td>
<td>DES Provider creates/updates Registration record in ESSweb with the relevant Direct Registration details</td>
</tr>
<tr>
<td>6.</td>
<td>DES Provider links the Job Seeker Identification Number (JSID) to a Centrelink Customer Registration Number (CRN)</td>
</tr>
<tr>
<td>7.</td>
<td>ESSweb assesses the job seeker’s Direct Registration eligibility If eligible – Go to Step 8 If not eligible – Refer the job seeker to the Department of Human Services for further assistance if appropriate</td>
</tr>
</tbody>
</table>
| 8.   | DES Provider determines if the job seeker meets criteria to Commence in DES without a Referral for a new Employment Services Assessment (ESAt) Participants can Commence without a new ESAt if they:  
• have a Valid ESAt/Job Capacity Assessment (JCA) recommending DES  
• are a Job in Jeopardy Participant  
• are a Special Class Client Participant, or  
• are an Eligible School Leaver.  
If not eligible - Go to Step 9  
If eligible - Go to Step 10 |
| 9.   | DES Provider Refers job seeker to Human Services for an ESAt |
| 10.  | DES Provider creates or updates the Job Seeker Classification Instrument (JSCI) |
| 11.  | DES Provider Commences job seeker  
Following the *Eligibility, Referral and Commencement Guidelines*, the DES Provider Commences the Participant, conducts the Initial Interview and provides Programme Services to the Participant |

**Note:** This should not be read as a stand-alone document, please refer to the Disability Employment Services Deed.
Disability Employment Services Deed Clauses

Clause 79 – Programme Services Location
Clause 83 – Direct Registration of Participants without a Referral
Annexure A – Definitions

Reference documents relevant to these Guidelines
Eligible School Leaver Guidelines
Disability Management Service - Special Class Client Guidelines
Documentary Evidence for Claims for Payment Guidelines
Job in Jeopardy Assistance Guidelines
Transfer Guidelines
Documentary Evidence for claims for Payment Guidelines
Records Management Instructions Guidelines
Eligibility, Referral and Commencement Guidelines

Websites
Department of Immigration and Citizenship Visa Entitlement Verification Online website
Centrelink Community Development Employment Projects (CDEP) website
Centrelink Disability Support Pension (DSP) website
Centrelink Parenting Payment (PP) website

Explanatory Note:
All capitalised terms have the same meaning as in the DES Deed.

In this document, the term ‘must’ denotes mandatory compliance, and the terms ‘should’ or ‘may’ denote that compliance represents best practice.

Italicised text is a hyperlink to the relevant reference material.

Italicised text is a hyperlink to the relevant reference material.

Shaded areas in the flow charts denote activities that are undertaken by the job seeker, DSS, Human Services or an Assessor.

For the purposes of these Guidelines the term ‘job seeker’ includes a person who is currently Employed and is seeking JiJ Assistance.
### Direct Registration Guidelines

<table>
<thead>
<tr>
<th>Who is Responsible:</th>
<th>What is Required:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Job seeker</strong></td>
<td><strong>An individual presents to a DES Provider without a Referral</strong></td>
</tr>
</tbody>
</table>

‘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 Human Services 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, JiJ and SCC eligible job seekers.

<table>
<thead>
<tr>
<th><strong>2. The DES Provider</strong></th>
<th><strong>Check the jobseeker meets Direct Registration eligibility criteria</strong></th>
</tr>
</thead>
</table>

References:

Direct Registration Supporting Document

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
- have a Permanent Address in the ESA specified in the DES Provider’s Schedule or in an ESA that shares a common boundary with that ESA, or meet the requirements as set out in Attachment B
- not have a Valid ESAt/JCA Referral recommendation to another service, and
- meet any other relevant eligibility criteria outlined in the DES Deed.

**Note:** the exceptions to e) above are outlined in Attachment B.

1. **DES 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.

2. **Permanent Address of job seeker**

A DES Provider can only Directly Register a job seeker whose Permanent Address is located in an ESA specified in the DES Provider’s Schedule or in an ESA that shares a common boundary with that ESA, unless the job seeker is Registering with a DES Specialist Service Provider and meets the requirements set out in Attachment B.

3. **Job seekers under 15 years of age**

A DES Provider cannot Directly Register job seekers aged 14 years without attaching the special client type flag "Youth Under 15 (YU15)" to the Registration in the Department’s IT Systems.
3. The DES Provider

References:
Attachment D - Disability Employment Services Eligibility for Visa Holders Fact Sheet.

**Complete the DES DRF**

To confirm that a job seeker is eligible to Directly Register for Programme Services, the DES Provider must gather a range of information from the job seeker. The DES DRF is available at Attachment E 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:

- a) personal information to determine eligibility for Direct Registration, and
- b) 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:

- a) an Australian citizen, or
- b) the holder of a permanent resident visa, or
- c) 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 Programme Services. TPV/SHEV holders are **not** eligible for DES-DMS Programme 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 Immigration and Border Protection Visa Entitlement Verification Online website](https://www.immi.gov.au/visas/entitlement/verify).

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 Human Services.

For further information on eligibility for visa holders, Refer to Attachment D.
<table>
<thead>
<tr>
<th><strong>Note:</strong> New Zealand Citizens who are non-protected SCV holders are ineligible for DES and cannot be Directly Registered.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Proof of Identity</strong></td>
</tr>
<tr>
<td>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:</td>
</tr>
<tr>
<td><strong>Group A – sight one document</strong></td>
</tr>
<tr>
<td>• current passport</td>
</tr>
<tr>
<td>• current driver’s licence, or</td>
</tr>
<tr>
<td>• other form of photo identification from a government department or agency.</td>
</tr>
<tr>
<td><strong>Group B – sight two documents</strong></td>
</tr>
<tr>
<td>• financial institution (bank) documents showing name and signature or name and address</td>
</tr>
<tr>
<td>• birth certificate or extract</td>
</tr>
<tr>
<td>• certificate of Australian citizenship</td>
</tr>
<tr>
<td>• Medicare card</td>
</tr>
<tr>
<td>• vehicle registration papers with current address, or</td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>If a job seeker has genuine difficulty providing identification documents, the DES Provider may use other methods for confirming identity.</td>
</tr>
<tr>
<td><strong>Specific arrangements for ESAt/JCA Exempt Job Seekers</strong></td>
</tr>
<tr>
<td><strong>Recording a job seeker’s Primary Disability</strong></td>
</tr>
<tr>
<td>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 entered in the ‘Primary Disability’ field in ESSweb.</td>
</tr>
<tr>
<td><strong>Determining that a job seeker can work a minimum of eight hours per week</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>
Pre-release prisoners
Pre-release Prisoners (PRP) who are participating in a work release programme 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 programmes 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 are Australian Disability Enterprise (ADE) employees
From 1 January 2016 job seekers who are ADE employees may be Commenced in DES and participate in both programmes concurrently.

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 ADE employee is being Commenced in Programme Services under ESAt/JCA exempt eligibility arrangements such as an ESL.

<table>
<thead>
<tr>
<th>4. The DES Provider</th>
<th>Search for an existing Registration record</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

Registration search methods in order of reliability and efficiency:

1. **Centrelink** Customer Reference Number (CRN)
   Job Seekers who are Human Services 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 Human Services customer and cannot provide their CRN, the DES Provider should help them contact Human Services to obtain this before continuing the Direct Registration process.

2. **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.

3. **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

---

1 References to specific services and payments will remain as ‘Centrelink’ instead of Department of Human Services (Human Services).
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.

<table>
<thead>
<tr>
<th>5. The DES Provider</th>
<th>Create or update the Registration record</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>References:</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

**Results of the search and required actions**
The search of the Participant’s record could result in one of five outcomes:

1. **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.

2. **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 [Transfer 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\(^2\) cannot change DES Providers unless approved by the relevant state or territory Corrections Service agency.

3. **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.

4. **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.

---

\(^2\) Work-release prisoners are in the last 12 months of the sentence, have been granted a licence by Corrective Services for release to engage in paid work, are eligible to participate in paid work and are considered job ready.
### 5. 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.

### 6. 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 Human Services CRN. This transfers important information from Human Services such as current payment type, recent Referrals or Mutual Obligation Requirements to the Referral record.

If a job seeker record has a ‘Centrelink Sensitive Client’ flag the personal information needs updating, the job seeker should be Referred to Human Services.

When linking the CRN and JSID, an error message will appear if the data held by Centrelink does not match the CRN and details entered. In this case, the DES Provider should contact the Centrelink Participation Solutions Team at Human Services 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 Centrelink Customer Service Centre with the job seeker present and request a CRN. Centrelink 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 Centrelink confirms that a CRN cannot be found, the DES Provider must request the creation of a CRN by Centrelink. 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 Centrelink 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.
### 7. Department's IT System

**References:**
- *Job in Jeopardy Assistance Guidelines*
- *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.

1. **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 Programme Services and should direct such job seekers to Human Services for further assistance if necessary.

   **End of Process.**

2. **Job seeker is eligible to Directly Register**

   There are five categories of job seeker who are eligible for Direct Registration:

   a) job seekers without a Valid ESAt/JCA  
   b) job seekers with a Valid ESAt/JCA which identifies DES as the recommended service  
   c) job seekers who meet JiJ eligibility criteria  
   d) job seekers who meet SCC Participant (DMS only) eligibility criteria, and  
   e) job seekers who meet ESL eligibility criteria.

   Job seekers in categories b, c, d and e can also Commence in Programme Services without first being Referred to an ESAt, in accordance with the *Eligibility, Referral and Commencement Guidelines, Job in Jeopardy Assistance Guidelines, Disability Management Service - Special Class Client Guidelines* and *Eligible School Leaver Guidelines.*

   **Step 7** outlines the process following ESSweb confirmation that the job seeker falls into one of the above categories. Proceed to Step 8.

### 8. The DES Provider

**References:**
- *Job in Jeopardy Assistance Guidelines*
- *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.

1. **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 Programme 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.
2. A Valid ESAt/JCA recommends DES is available
   Proceed to Step 10.

3. Participants without a Valid ESAt/JCA
   A DES Provider must not provide Programme 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 Programme Services assessed, with the exception of job seekers eligible under ESAt/JCA exempt eligibility arrangements. Job seekers who meet JiJ Participants, ESL and SCC eligibility requirements can be Commenced in Programme Services once the DES Provider has obtained appropriate evidence to support the job seeker’s eligibility in accordance with the Job in Jeopardy Assistance Guidelines, Eligible School Leaver Guidelines, Disability Management Services – Special Class Guidelines and the Documentary Evidence for Claims for Payment Guidelines.

4. If the Participant is in one of the above categories:
   Proceed to Step 10.

5. If the Participant is not in one of the above categories, and does not have a Valid ESAt/JCA:
   Proceed to Step 9.

<table>
<thead>
<tr>
<th>9. The DES Provider References:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refer the job seeker for an ESAt</strong></td>
</tr>
<tr>
<td>6. All job seekers who need an ESAt Referral</td>
</tr>
</tbody>
</table>
| 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\(^3\) time and place and advise the job seeker to provide new medical evidence to present it to the Human Services. For further details refer to the **Referral for an ESAt Guidelines**.

<table>
<thead>
<tr>
<th>7. Work-release Prisoners</th>
</tr>
</thead>
</table>
| Where a prisoner is participating in a work-release prisoner programme 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.

---

\(^3\) Assessment refers to either an ESAt or JCA as applicable to employment services.
For more information about work-release prisoners please refer to the “Providing jobactive and Disability Employment Services to Pre-release Prisoners” Advice.

**Note**: Job seekers who have previously been Commenced in DES and exited following a 26 week outcome must have new ESAt/JCA prior to Commencing in DES.

<table>
<thead>
<tr>
<th>10. The DES Provider References:</th>
<th>Determine whether the JSCI needs to be updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seeker Classification Instrument Guidelines</td>
<td>Information from the JSCI, in conjunction with information from Human Services and the ESAt or JCA, is used to determine the Funding Level for Participants in DES-ESS. It is important that DES Providers check to ensure all JSCI information is completed for DES-ESS Participants in order that the correct Funding Level is calculated.</td>
</tr>
<tr>
<td>Funding Level Tool Guidelines</td>
<td>Although the Funding Level Tool is not relevant for DES-DMS Participants, DES Providers should still ensure JSCI information is up-to-date.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: DES Providers do not need to create or update the JSCI for JiJ Participants.</td>
</tr>
</tbody>
</table>

**8. 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.

**9. 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*.

<table>
<thead>
<tr>
<th>11. The DES Provider References:</th>
<th>Commence the Job Seeker into DES Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility, Referral and Commencement Guidelines</td>
<td>The Participant is Commenced in Programme Services in accordance with <em>Eligibility, Referral and Commencement Guidelines</em>.</td>
</tr>
<tr>
<td>Job in Jeopardy Assistance Guidelines</td>
<td><strong>End of Process.</strong></td>
</tr>
<tr>
<td>Disability Management Service - Special Class Client Guidelines</td>
<td></td>
</tr>
<tr>
<td>Eligible School Leaver Guidelines</td>
<td></td>
</tr>
</tbody>
</table>

---

4 Jobs Services Australia refers to work-release prisoners as pre-release prisoners.
Attachment A

Recording a Participant’s Permanent Address

1. Participant presents for contact with DES Provider.

2. The DES Provider determines whether the Participant has a record in the Employment Services IT System.
   - Yes
     - 3a. The DES provider checks the accuracy of the Participant’s residential address as recorded in the Employment Services IT System.
     - Is the Participant's address accurately recorded?
       - No
         - 4. The DES provider checks if the address field can be updated in the Employment Services IT System.
         - Can the Address field be updated?
           - Yes
             - 5a. The DES provider updates the Participant’s address field in the Employment Services IT system.
           - No
             - 5b. The DES provider assists the Participant in contacting Centrelink to update their address field.
   - No
     - 3b. The DES provider establishes the eligibility of the Participant for DES and the purpose of the contact to determine whether the Participant can be Directly Registered.
     - Was the Participant Directly Registered by the DES provider?
       - Yes
         - 6b. Person is referred by DES provider to Centrelink or appropriate alternative service.
       - No
         - 6a. The DES provider continues with contact

Note: This flow chart should not be read as a stand-alone document; please refer to the Disability Employment Services Deed 2010–2012.
Text Version of the Permanent Address Flowchart

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Participant present for contact with DES provider.</td>
</tr>
</tbody>
</table>
| 2.   | The DES provider determines whether the Participant has a record in the Department’s IT Systems.  
If yes, proceed to Step 3a.  
If no, proceed to Step 3b. |
| 3.   | a. The DES provider checks the accuracy of the Participant’s residential address as recorded in the Department’s IT Systems.  
Is the Participant’s address accurately recorded?  
If yes, proceed to Step 6a.  
If no, proceed to Step 4.  
b. The DES Provider establishes the eligibility of the Participant for Disability Employment Services and the purpose of the contact to determine whether the Participant can be directly registered.  
Was the Participant directly registered by the DES Provider?  
If yes, proceed to Step 6a.  
If no, proceed to Step 6b. |
| 4.   | The DES Provider checks if the address field can be updated in the Department’s IT Systems.  
Can the address field be updated?  
If yes, proceed to Step 5a.  
If no, proceed to Step 5b. |
| 5.   | a. The DES Provider updates the Participant’s address field in the Department’s IT Systems.  
If yes, Proceed to Step 6a.  
b. The DES Provider assists the Participant in contacting Centrelink to update their address field.  
If yes, Proceed to Step 6a |
| 6.   | a. The DES Provider continues with contact.  
b. Person is Referred by DES Provider to Centrelink or appropriate alternative service. |
Attachment B

Specific Arrangements for Directly Registering Job Seekers Who Do Not Have a Permanent Address in a DES Provider’s Contracted ESA

Directly Registering a job seeker (other than an ESL) whose Permanent Address is located outside an ESA specified in the Schedule.

DES Specialist Service Providers
DES Specialist Service Providers can Directly Register a job seeker whose Permanent Address is located outside an ESA specified in their Schedule, but only where the relevant job seeker has the disability, or other characteristic, that the relevant DES Specialist Service Provider specialises in.

DES Generalist Service Providers
DES Generalist Service Providers can Directly Register job seekers whose Permanent Address is located in an ESA specified in their Schedule, or in an ESA that shares a common boundary with an ESA specified in their Schedule. However, where a job seeker wishes to choose a DES Generalist Service Provider in another ESA, this may be considered in exceptional circumstances. DES Generalist Service Providers must seek approval from their Contract Manager on a case by case basis. The relevant Contract Manager may grant such approval in writing at their absolute discretion.

Delivering DES Specialist and DES Generalist Service outside of an ESA Specified in a Provider’s Schedule
Where the above requirements are met and a DES Specialist or DES Generalist Service Provider Directly Registers a job seeker, the DES Provider must deliver Programme Services to the job seeker in accordance with the Disability Employment Services Deed. That is, the DES Provider must:

- only deliver Programme Services from a Site within the Provider’s contracted ESA, unless otherwise approved by DSS in accordance with the Disability Employment Services Deed; and
- is 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 a Specialist Provider’s Schedule.

Note that, where exceptional circumstances exist, such that it is not possible for a job seeker to visit a DES Specialist Service Provider (for example the job seeker is incapacitated) at a Site in the DES Specialist Service Provider’s ESA, the DES Specialist Service Provider may seek approval from their Contract Manager to deliver services to that job seeker at a location other than at the DES Specialist Service Provider’s Site for a specified period. The relevant Contract Manager may grant such approval in writing at their absolute discretion.

Directly Registering an ESL whose Permanent Address is located outside an ESA specified in the Schedule

Specialist Providers
DES Specialist Service Providers can Directly Register an ESL whose Permanent Address is located outside either an ESA specified in the Schedule or in an ESA that shares a common boundary with that ESA, but only where:

(a) the ESL has the disability, or other characteristic, that the DES Specialist Service Provider specialises in; and
(b) the DES Specialist Service Provider has requested DSS’s approval to Directly Register the relevant ESL and DSS has approved the arrangement in writing.
When considering a DES Specialist Service Provider’s request to Directly Register an ESL whose Permanent Address is located outside an ESA specified in their Schedule (or in an ESA that shares a common boundary with that ESA), the Contract Manager will consider, among other things:

- the distance of the DES Specialist Service Provider’s site from the ESL’s school or home; and
- the availability of other DES Providers in the ESL’s ESA and whether those Providers are working with the ESL’s school.

Note that, approval will be given by the relevant Contract Manager in writing at their absolute discretion. Where approval is given, and a DES Specialist Service Provider Directly Registers an ESL, the DES Specialist Service Provider must deliver Programme Services to the ESL in accordance with the requirements of the Disability Employment Services Deed. That is the DES Specialist Service Provider must:

- only deliver Programme Services from a Site, unless otherwise approved by DSS in accordance with the Disability Employment Services Deed; and
- is 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 a DES Specialist Service Provider’s Schedule.

Where exceptional circumstances exist, such that it is not possible for the ESL to visit the DES Specialist Service Provider at a Site in the DES Specialist Service Provider’s ESA, the DES Specialist Service Provider may seek approval from their Contract Manager to provide a visiting service to that ESL for a specified period. The relevant Contract Manager may grant such approval in writing at their absolute discretion.

**DES Generalist Service Providers**

DES Generalist Service Providers can Directly Register an ESL whose Permanent Address is located either in an ESA specified in their Schedule or in an ESA that shares a common boundary with that ESA. There are no exceptions to this rule.
Attachment C

DES Direct Registration Form 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 Deed 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 an important document which records critical information relating to a Participant’s eligibility for DES Programme Services and importantly, 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.

<table>
<thead>
<tr>
<th>Participant’s Name:</th>
<th>Job Seeker ID:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Job seeker Requirement</th>
<th>Response is correctly recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Job seeker identification details</td>
<td>Job seeker has ticked “yes” or “no” to indicate whether or not they are registered with Centrelink or an ADE, DES or jobactive/TTW service Provider. If “yes” is ticked the job seeker has provided their job seeker ID or CRN*</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td></td>
<td>*All directly registered Participants must have a CRN. Where a job seeker does not have a CRN a DES Provider must request DHS to create one. Refer to Step 6, p16 of these Guidelines for more information.</td>
<td></td>
</tr>
<tr>
<td>2. Personal Details</td>
<td>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.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td>3. Australian residency or visa status</td>
<td>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.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td>4. Do you have a disability, injury or health condition?</td>
<td>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.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
</tbody>
</table>
5. Do you identify yourself as an Indigenous Australian of Aboriginal and/or Torres Islander decent?

| **Job seeker has ticked “yes” or “no” to indicate whether or not they are an Indigenous Australian of Aboriginal and/or Torres Islander decent.** |
| **Response correctly recorded? Y/N** |

6. 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** |

7. Your contact details

| **Contact details are completed correctly.** |
| **Response correctly recorded? Y/N** |

8. Your preferred method of contact

| **Preferred method of contact recorded.** |
| **Response correctly recorded? Y/N** |

9. 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** |

10. 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.** |
| **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.** |
| **Job seeker has ticked “yes” or “no” to indicate whether or not they have taken a redundancy 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** |

11. Pre-release prisoners

| **Job seeker has ticked “yes” or “no” to indicate whether or not they are participating in a pre-release work programme.** |
| **Response correctly recorded? Y/N** |

12. 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** |

13. Job in Jeopardy (where a job seeker is seeking)

<p>| <strong>Job seeker has ticked “yes” or “no” to indicate whether or not their employment is in jeopardy due</strong> |
| <strong>Response correctly recorded? Y/N</strong> |</p>
<table>
<thead>
<tr>
<th>Access to DES for JI J assistance</th>
<th>to their 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.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>14. Eligible School Leavers (where a job seeker is seeking to access DES under Eligible School Leaver arrangements)</td>
<td>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.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td></td>
<td>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 programme for people with disability. If “yes” is ticked the job seeker has provided the name of the programme and the date that they finished the programme.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td>15. Participating in Australian Disability Enterprises (where a job seeker who is participating in ADE is seeking to access DES)</td>
<td>Job seeker has ticked “yes” or “no” to indicate whether or not they are currently registered with and ADE Provider. If “yes” is ticked the job seeker has provided the name of the ADE Provider.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td>16. Proof of identity (POI)</td>
<td>Provider has sighted at least one document from the Group A or two documents from Group B.</td>
<td>Response correctly recorded? Y/N</td>
</tr>
<tr>
<td>DES DRF signed and dated by the job seeker (or their legal guardian) and the Provider representative</td>
<td></td>
<td>Response correctly recorded? Y/N</td>
</tr>
</tbody>
</table>
Attachment D

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 programme services. TPV/SHEV holders are not eligible for DES-DMS programme services.

Determining if a job 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 Employer’s 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 Centrelink 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 Programme. Other community services may also provide appropriate assistance for visa holders.
Attachment E

Direct Registration Form

Privacy and Your Personal Information

Your personal information is protected by law, including the Privacy Act 1988 (Cth). The personal information you provide on this form is collected by your Disability Employment Services (DES) Provider on behalf of the Australian Government Department of Social Services (the department) to:

- determine your eligibility for participation in DES, which is delivered by DSS contracted programme providers (DES Providers);
- provide you with employment and training opportunities;
- evaluate and monitor outcomes, programmes and services provided by DES Providers;
- facilitate resolution of complaints made by you or your DES Provider; and
- allow for inclusion of your name in surveys conducted by the department or on behalf of the department.

Your personal information may be disclosed to the Department of Human Services, the Department of Education and Training, the Department of Immigration and Border Protection, the Department of Employment and the Department of the Prime Minister and Cabinet and their respective contracted service providers where those providers are delivering services to you.

Limited personal information will be provided to Excelior Call Centre operators, who are under contract to the department to enable them to re-issue passwords for access to your personal page on Job Search.

Your personal information may also be used by the department or given to other parties where you have agreed or it is required or authorised by or under an Australian law or a court/tribunal order.

The department’s Privacy Policy contains more information about the way in which it will manage your personal information, including information about how you may access your personal information held by the department and seek correction of such information. This 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.

A copy of the department’s Privacy Policy can be found here.
1 Job seeker identification details
Are you already registered as looking for work with:
- Centrelink;
- An Australian Disability Enterprise (ADE);
- A Community Development Programme (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 Centrelink Customer Reference Number (CRN). This information can be found on any letter to you from Centrelink or your Centrelink Health Care Card/Centrelink 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 Centrelink to create a CRN if one cannot be found.

JSID: [ ]
CRN: [ ]

2 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: [ ]

3 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.

4 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:

5 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.
6 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.

7 Your contact details

This section 7 asks for 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 details of your residential address if different from your postal address provided above.

Number and Street:

Suburb or Town:

State or Territory: Postcode:

Other Contact Information

Home telephone number:

Work telephone number:

Mobile telephone number:

Fax number:

Email Address:

8 Your preferred method of contact

This section 8 asks for your preferred method of contact.

Telephone: ☐

Short Message Service (SMS): ☐

Email: ☐

Post: ☐

9 Income Support

Do you receive an allowance from Centrelink?

Yes: ☐ No: ☐

If yes, please provide the name of the allowance:

Note: The DES Provider will need to verify the type of allowance with Centrelink.

10 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 to having been made redundant in the last six months, 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 Programme delivered through jobactive. Confirmation must be sought from the Department of Employment for company eligibility by emailing industryadjustment@employment.gov.au.

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

11 Pre-Release Prisoners

Are you participating in a prisoner work release programme?

Yes: ☐ No: ☐
12 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: ☐

13 Job in Jeopardy Assistance
Is your employment in jeopardy as a result of your disability, injury or health condition?
Yes: ☐ No: ☐
If yes, you will need to provide recent evidence of your disability, injury or health condition, and provide your employer’s business name:

14 Eligible School Leavers
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:

15 Australian Disability Enterprise employees
Are you employed by an Australian Disability Enterprise?
Yes: ☐ No: ☐
Note: If No to being employed by an Australian Disability Enterprise, please skip to section 16.
If yes, please provide the name of the Australian Disability Enterprise Provider:

16 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 registering with a DES Provider for Job-in-Jeopardy assistance.

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.

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.

(Where applicable) Additional declaration by legal guardian/administrator of job seeker:

I have been appointed the legal guardian or administrator of the job seeker and as such, I am authorised to sign this declaration for, and on behalf of, the job seeker (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 DES Provider:

By signing below, I declare that:

I have discussed with the job seeker the level and type of DES Programme 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.

Signed: ________________ Date: _______
Printed Name: ______________________