

# Disability Management Service Participants Not Receiving Income Support Guidelines

**V 1.2**

**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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**Disability Management Service Participants Not Receiving Income Support Guidelines**

### Document Change History

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| **Version** | **Effective Date** | **End Date** | **Change and Location** |
| 1.2 | 2 April 2019 |  | **Narrative:** Updated Income Threshold rates at Attachment A (p9) |
| 1.1 | 3 Dec 2018 | 2 April 2019 | **Policy:** Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: ‘Relationship Manager’ replaces ‘Account Manager’.  **Narrative:** Updated Income Threshold Rates in Attachment A (p9).  **Formatting: Throughout guideline** |
| 1.0 | 1 July 2018 | 2 Dec 2018 | Original Version of document |

### Background

These Guidelines outline the steps to be taken by Disability Employment Service - Disability Management Service (DES-DMS) Providers to Directly Register and Commence Participants not receiving Income Support Payments (non-beneficiaries).

The *Disability Services Act 1986* (the Act) allows for access to DES-DMS for Participants receiving Income Support Payments. Normally, non-beneficiaries are not eligible to participate in DES-DMS, however, the Act allows for certain individuals or groups (as determined by the Secretary of the Department of Social Services) to have access to DES-DMS.

Non-beneficiary Participants who are allowed access to the DES-DMS must meet all general eligibility requirements for DES-DMS and be one of the following:

* eligible for assistance under a Labour Adjustment Package (LAP)
* under 21 years of age
* receiving Work Assist Services
* considered a Special Class Client (SCC)
* considered an Eligible School Leaver (ESL)
* considered a School Leaver Trial Participant; or
* assessed as having a low income.

These guidelines do not apply to the DES- Employment Support Service (ESS). Non‑beneficiaries can access DES-ESS provided they meet all general eligibility requirements.

Note: These Guidelines should not be read as a stand-alone document, please refer to the Disability Employment Services Grant Agreement.

### Disability Employment Services Grant Agreement Clauses

[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)

[Clause 92 – Initial Interview](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#088)

Annexure A – Definitions

### Reference documents relevant to this guideline

Direct Registration Guidelines

Eligibility, Referral and Commencement Guidelines

Disability Management Service – Special Class Clients Guidelines

### Explanatory Note

All capitalised terms have the same meaning as in Disability Employment Services Grant Agreement.

In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.

### Participants Not Receiving Income Support Guidelines

| **Who is Responsible:** | **What is Required:** |
| --- | --- |
| 1. **Participant**   A non-beneficiary presents to a DES-DMS Provider seeking assistance. | A non-beneficiary, or a person whose income support status is uncertain, may present at a DES-DMS Provider seeking assistance. |
| 1. **DES-DMS Provider**   The DES-DMS Provider Directly Registers the Participant.  Disability Employment Services Grant Agreement Clause References:   * Clause 87 | Non-beneficiaries presenting to a DES-DMS Provider may be Directly Registered by the DES-DMS Provider in accordance with the *Direct Registration Guidelines.* A Participant’s income support status will not be determined at this point. |
| 1. **DES-DMS Provider**   The DES-DMS Provider checks whether the Participant requires a *DES non-beneficiary Income Test for a Waiver of Program Fees* applied. | During the Initial Interview, the DES-DMS Provider will use the Department’s IT Systems to check whether the Participant is receiving an Income Support Payment.  If the Participant is receiving an Income Support Payment (including a pension) the *DES non-beneficiary Income Test for a Waiver of Program Fees* is not required, and the Participant should be Referred to a Department of Human Services Assessor (Human Services Assessor) for an ESAt. If recommended by the Human Services Assessor, the job seeker will be Referred to a DES‑DMS Provider. The job seeker can then be Commenced in DES-DMS in accordance with the *Eligibility,* *Referral and Commencement Guidelines.*   * **End of Process**   If the Participant is receiving an income support supplement from the **Department of Veterans Affairs**, the Department’s IT Systems will not recognise this payment. The DES-DMS Provider will need to contact the Department of Jobs and Small Business IT Helpdesk and request a System Override to allow for the Participant to be Commenced.   * **End of Process**   Participants not receiving an Income Support Payment may fall into one of three categories:   1. If the Participant is **not** receiving Income Support Payments, but:  * is under 21 years of age; or * is eligible for assistance under a Labour Adjustment Package\*.   Then a *DES non-beneficiary Income Test for a Waiver of Program Fees* **is not required** and the Participant should be referred to a Human Services Assessor for an ESAt. If recommended for DES-DMS the job seeker may be Commenced in DES-DMS in accordance with the *Eligibility,* *Referral and Commencement Guidelines.*  \*Labour Adjustment Packages (LAPs) are established by the Australian Government to provide assistance to employees affected by significant industry restructuring or workplace closures which lead to job losses and redundancies. DES-DMS Providers are not required to perform a *DES non-beneficiary Income Test for a Waiver of Program Fees* for non-beneficiaries who are eligible for assistance under a LAP.  DES Providers who have any questions about the Automotive Industry Structural Adjustment Program should contact their Relationship Manager or email [industryadjustment@jobs.gov.au](mailto:industryadjustment@employment.gov.au).   * **End of Process**  1. If the Participant is **not** receiving an Income Support Payment, but is:  * a SCC * an ESL * a School Leaver Trial Participant; or * a Work Assist Participant.   Then a DES non-beneficiary Income Test for a Waiver of Program Fees and an ESAt is not required. The Participant should be commenced in DES-DMS in accordance with the *Eligibility, Referral and Commencement Guidelines*.   * **End of Process**  1. If the Participant is **not** receiving an Income Support Payment and does **not** fall into category 1 or 2 above, a *DES non-beneficiary Income Test for a Waiver of Program Fees* will need to be completed.  * **Proceed to Step 4** |
| 1. **DES-DMS Provider**   Perform the DES non-beneficiary Income Test for a Waiver of Program Fees | For a Participant to be assessed as having a low income, the *DES non-beneficiary Income Test for a Waiver of Program Fees* is performed on the Department’s IT Systems in the non-beneficiary Income Test screen. In order to perform a *DES non-beneficiary Income Test for a Waiver of Program Fees*, information on the Participant’s circumstances will be required.  The DES non-beneficiary Income Test for a Waiver of Program Fees requires the following information:   1. Does the Participant have a spouse or de-facto partner? 2. How many dependent children under the age of 16 does the Participant have?   These questions assess the Participant’s situation in order to determine which income assessment threshold to apply. The current thresholds can be found in **Attachment A**.   1. What is the Participant’s gross average weekly combined income?   In order to calculate the average weekly income, the total gross income earned by the Participant and their spouse or de-facto partner for the last eight weeks should be identified. This figure should then be divided by eight to determine the average weekly income for this period.  All income should be included in this calculation, regardless of its source. Examples of income sources include:   * Wages * Self-Employment * Rental Income * Allocated Pensions * Government Benefits * Foreign Income * Income insurance/maintenance * Government pensions * Superannuation pensions * Veterans Affairs payments * Private trusts and companies.  1. What is the total value of the Participant’s combined liquid assets?   Participants with liquid assets are considered to earn a derived income based on the value of their liquid assets. Liquid assets are assumed to return three per cent per annum, which is then converted to a weekly figure by the Department’s IT Systems and considered as part of the income assessment.  Liquid assets mean the Participant’s and their spouse or de-facto partner’s cash and readily realisable assets, and include:   * shares and debentures in a public company * managed investments * insurance policies that can be surrendered for money * amounts deposited with, or lent to, a bank or other financial institution by the person (whether or not the amount can be withdrawn or repaid immediately); and * amount due, and able to be paid, to the person by, or on behalf of, a former employer of the person.   Other assets such as real estate, equipment and vehicles are not considered liquid assets and do not need to be included.  When all the relevant information has been entered, select calculate. The Department’s IT Systems will total the Participant’s average weekly income, and combined liquid assets, to determine whether the Participant’s total weekly income exceeds the Income Threshold rates at **Attachment  A.**  A statement (*the DES non-beneficiary Income Test for a Waiver, of Program Fees*) is then produced detailing whether the Participant is eligible to Commence in DES‑DMS.   * If a Participant is approved to Commence **Proceed to Step 5** * If a Participant is not approved to Commence **Proceed to Step 7** |
| 1. **DES-DMS Provider** | Refer Participant to a Human Services Assessor for an ESAt. |
| 1. **DES-DMS Provider**   Commences the Participant | If the Participant has been approved to Commence in DES‑DMS, they must sign the *DES non-beneficiary Income Test for a Waiver of Program Fees* statement, which needs to be kept on the Participant’s file. The Participant can now be Commenced in accordance with the *Eligibility,* *Referral and Commencement Guidelines.* |
| 1. **DES-DMS Provider**   If the Participant disagrees with the result of the *DES non-beneficiary Income Test for a Waiver of Program Fees*, inform the Participant of their options. Exit the Participant. | If the Participant has not been approved to Commence, they should be Exited from caseload using the Department’s IT Systems. The *DES non-beneficiary Income Test for a Waiver of Program Fees* statement print-out will detail the Participant’s options if they disagree with the decision.  A copy of the result should be given to the Participant.  A copy must also be kept by the Provider and placed on the Participant’s file.  If a mistake was made in the original DES *non-beneficiary Income Test for a Waiver of Program Fees*, or the Participant’s circumstances change, the DES-DMS Provider should reapply the DES *non-beneficiary Income Test for a Waiver of Program Fees* to the Participant using the correct information.  Where a Participant who has Commenced as a non-beneficiary, later applies for and receives an Income Support Payment from the Department of Human Services (Human Services), their eligibility remains unchanged and they can continue to receive Program Services.  The *DES non-beneficiary Income Test for a Waiver of Program Fees* is a reviewable decision. If the Participant does not agree with the outcome, they can request a review of the decision. This will be performed by an Authorised Review Officer in the first instance.   * If the Participant wants the decision reviewed **Proceed to Step 8** * If the Participant does not want the decision reviewed **End of Process** |
| 1. **Participant**   Request a review of the DES non-beneficiary Income Test for a Waiver of Program Fees | A Participant can request a review of their DES non-beneficiary Income Test for a Waiver, of Program Fee by writing to the:  Authorised Review Officer  Disability, Employment and Carers Group  Department of Social Services  GPO Box 9820  Canberra ACT 2601  If the Participant is not satisfied with the Authorised Review Officer’s decision, they may appeal to the Administrative Appeals Tribunal within 28 days of receiving the review decision. |

### Attachment A - Income Thresholds

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| **Number of children < 16 yrs.** | **Total Weekly Income Threshold** | |
| **Number of children < 16 yrs.** | **Single Participation** | **Partnered Participation** |
| 0 | $ 701.25 | $ 1,211.25 |
| 1 | $ 1,211.25 | $ 1,253.75 |
| 2 | $ 1,253.75 | $ 1,296.25 |
| 3 | $ 1,296.25 | $ 1,338.75 |
| 4 | $ 1,338.75 | $ 1,381.25 |
| 5 | $ 1,381.25 | $ 1,423.75 |
| 6 | $ 1,423.75 | $ 1,466.25 |
| 7 | $ 1,466.25 | $ 1,508.75 |
| Each additional child | $ 42.50 | $ 42.50 |

Effective from: 20 March 2019

These Income Threshold rates are taken from the Human Services Low Income Health Care Card limits and are set at 25% higher than the rate at which a person can obtain a Low Income Health Care Card. These limits (except for child add-on) are indexed twice yearly, in March and September, based on movements in the Consumer Price Index.