



Australian Government



Referral for an Employment Services Assessment Guidelines

V 1.3

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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Document Change History

Version	Effective Date	End Date	Change & Location
1.3	28 June 2021		Policy: Removal of reference to the School Leaver Trial which is not available.
1.2	9 Mar 2020	27 June 2021	Updated terminology
1.1	3 Dec 2018	8 Mar 2020	Terminology: Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: 'Relationship Manager' replaces 'Account Manager', and 'Electronic Calendar' replaces 'Electronic Diary'. Formatting: Throughout guideline
1.0	1 July 2018	3 Dec 2018	Original version of document

Disability Employment Services Grant Agreement Clauses

Clause 87 – Direct Registration of Participants without a Referral

Clause 113 – Program Review

Clause 116 – Change of Circumstances Reassessment during Period of Service

Annexure A – Definitions

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.

Policy Intent

An Employment Services Assessment (ESAt) is an assessment used to identify a Participant's vocational and non-vocational barriers to finding and maintaining employment, their work capacity and ongoing support needs. The ESAt recommends the most appropriate employment services assistance for the Participant and can also identify interventions that may help them overcome their identified barriers.

An ESAt is generally conducted in a face-to-face interview¹ undertaken by a Services Australia Assessor (Assessor)—who may be a nurse, physiotherapist, psychologist, occupational therapist or other qualified allied health professional.

There are two types of ESAts:

- A Medical Condition ESAt— an Assessment of the Participant's circumstances to determine work capacity and the most appropriate employment service, where one or more medical conditions are identified.
- A Non-Medical Condition ESAt— an Assessment of the Participant's circumstances to determine the most appropriate employment service, where no medical conditions are identified. A Non-Medical Condition ESAt is normally less complex than a Medical Condition ESAt.

An ESAt assesses the Participant's work capacity in the following bandwidths: 0–7 hours per week, 8–14 hours per week, 15–22 hours per week, 23–29 hours per week and 30 or more hours per week.

The Assessor may suggest suitable types of employment and interventions that are most appropriate to meet the Participant's needs. The report prepared by the Assessor is available on the Department's IT Systems to be viewed by the Disability Employment Services (DES) Provider and should be used to develop the suite of services to meet the Participant's needs.

Note:

1. ESAts and Job Capacity Assessments (JCAs) are not diagnostic Assessments² and the submitted report is based on the Assessor's consideration of medical or other evidence, their discussion with the customer, their observations and conclusions and, most importantly, the justification for the assignment of work capacity hour bandwidths, including a future work capacity with intervention, and referral action.
2. An ESAt can also determine if the potential Participant would benefit by participating in jobactive, DES, a complimentary service including Australian Disability Enterprises (ADE), a State Government or community sector program or activity—or if they are unable to benefit from any form of employment services assistance.

The outcomes of the ESAt include:

- Referral to Streams A and B
- Referral to Stream C (where multiple and/or complex Non-Vocational Barriers are identified)
- Referral to DES-Disability Management Service(DES-DMS) or DES-Employment Support Service (DES-ESS)
- recommended referral to complimentary programs such as an ADE, State Government or community sector program or activities, or

¹ When required to meet the Participant's needs the ESAt may be conducted by video or telephone conference or file assessment.

² Assessment refers to either an ESAt or JCA as applicable to employment services.

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- the Participant is unable to benefit from employment service assistance.

Eligibility for DES

Eligibility for DES is determined through an ESAt/JCA, with the exception of Work Assist, Special Class Client (SCC), and Eligible School Leaver (ESL), which are ESAt/JCA exempt. The ESAt or JCA will also recommend the most appropriate service in DES – either ESS or DMS.

Referral of Participants for an ESAt by DES Providers

A referral for an ESAt may be arranged by DES Providers, jobactive Providers for Stream Participants, or by Services Australia.

DES Providers will refer a Participant for an ESAt when the Participant:

- is Directly Registered and is not in an ESAt/JCA exemption category and does not have a Valid ESAt/JCA, or
- discloses new information, or the DES Provider identifies new information, that significantly changes the Participant's circumstances and cannot be addressed by their current Program Services, and they require a Change of Circumstances Reassessment (CoCR), or
- requires a DES Program Review.

Where a Valid ESAt/JCA does not exist, the requirement for a referral for an ESAt is indicated by the Departments IT Systems when the DES Provider Direct Registers a Participant or where a Participant requires a Program Review.

Services Australia arranges an ESAt referral when the Participant:

- Registers
- re-Registers, or
- discloses new information, or Services Australia identifies new information, that indicates a significant changes in the Participant's circumstances and cannot be addressed by their current Program Services, and requires a CoCR to assess their current needs.

When the ESAt is completed, the DES Provider will see the details of the new Participant on their caseload.

DES Participant with a deferred referral from Services Australia

Where a Participant has a deferred referral from Services Australia, for example due to a temporary incapacity, and the recommended referral is no longer appropriate, the DES Provider should conduct a CoCR.

The referral for an ESAt must only be made after taking into account the factors identified above.

Participants who Directly Register for assistance

A potential DES Participant may approach a DES Provider directly to seek employment services assistance. If the potential Participant does not have a Valid ESAt or JCA, or is not Directly Registering as a Work Assist, SCC, or ESL, the DES Provider must refer the Participant for an ESAt to have their eligibility for Program Services assessed.

Change of Circumstances Reassessment (CoCR)

DES Participants can be referred for an ESAt by their DES Provider for a CoCR in accordance with the requirements of Clause 116 of the DES Grant Agreement.

It is important that DES Providers review all available and relevant Participant information to determine if the Participant's circumstances are new or have changed significantly and cannot be addressed in their current service, before making a Referral for an ESAt.

A referral for an ESAt must be of genuine benefit to the Participant and should generally not be completed for the Participant if:

- they have a Valid ESAt
- their identified barriers will not/do not have a significant long-term impact on the Participant's ability to work or participate in other activities, including DES
- their identified barriers are being actively addressed by the DES Provider or another provider of appropriate services (i.e. a State Government or community sector provider and/or Services Australia)
- an ESAt referral is not likely to result in a change to the Participant's Program Services or their currently assessed work capacity—e.g. because there has not been a significant change in the Participant's barriers or medical conditions or there is no medical evidence available —and the Participant will not benefit from further assessment, or
- they are expected to be exempt from Mutual Obligation Requirements for an extended period) and is unlikely to benefit from further Assessment while the exemption is current.

An ESAt or JCA report is considered Valid when:

- there has been no significant change in the Participant's circumstances and the Participant's previous Assessment, or the result of their last Program Review, remains unaffected, taking into account the factors identified above.

Program Review

A DES Program Review is conducted for each DES Participant (excluding Work Assist Participants) once they have received approximately 78 weeks of Employment Assistance.

The Program Review is conducted by an Assessor, unless the Participant is participating in Employment or significant Education or Training, in which case it may be conducted by the DES Provider.

During the Program Review a decision is made regarding whether the Participant would benefit from a further six months of assistance in DES (known as 'Extended Employment Assistance').

Supporting medical evidence

When considering a referral for a Medical ESAt, the DES Provider must confirm that the Participant has appropriate medical evidence supporting their condition(s) before the Participant is referred. Where there is no medical evidence available to support a Participant's identified condition, the DES Provider should assist the Participant to obtain relevant medical evidence before a referral for an ESAt is considered. This could include:

- talking to the Participant about what evidence they may already have,
- supporting the Participant to obtain new evidence where required, and
- liaising with the Participant to ensure that appropriate evidence has been given to Services Australia before the ESAt is booked.

DES Providers should advise these Participants to provide new medical evidence to the Assessor and to present the evidence to Human Services. Where a referral for an ESAt is made and a medical condition(s) is self-reported by the Participant but no medical evidence is presented the ESAt could be cancelled or completed as a non-medical condition ESAt. Assessors are generally not required to suspend an ESAt to allow time for medical evidence to be presented by the

Participant or for the Assessor to contact the Participant's treating doctor to obtain the evidence.

Assessments conducted for Participants that disclose medical conditions without medical evidence are less effective and potentially unnecessary, and a waste of Services Australia's resources, e.g. under Social Security Law, reduced work capacity cannot be assigned without medical evidence.

Appropriate medical evidence can include:

- Centrelink³ Medical Certificate
- standard General Practitioner medical certificate
- specialist medical reports
- hospital/outpatient's reports
- psychologist reports
- Special School reports
- x-rays and related reports
- psychometric test results
- prescription medication, and
- reports from community services (e.g. drug and alcohol support services)

The 'Verification of medical conditions' (SU684) form may be given to the Participant, to be completed by their treating doctor. It provides appropriate information where assessment of medical conditions is required for an ESAt. The form is available at: [Verification of medical condition\(s\) form \(SU684\)](#).

Full medical reports such as the Medical Report for Assessor (SA433) are designed to assess eligibility for the Disability Support Pension (DSP) and request more information than is required for most ESAt referrals. Please do not use full medical reports for ESAt Referrals unless discussed beforehand with Services Australia. Medical evidence is generally not required for a Program Review.

Providing medical evidence to Services Australia

Medical evidence can be faxed to Services Australia's National Business Gateway on 1300 786 102. Providers faxing medical evidence to the National Business Gateway *must* ensure that all documents:

- can be clearly read
- include the Participant's name, address and Customer Reference Number (CRN), and
- are clearly identified as medical evidence for an ESAt

Medical evidence faxed to the National Business Gateway will be checked for image quality before further action is taken. If the image is incomplete or not clear, Services Australia may contact the sender to request it be resent before it is attached to the Participant's record.

In limited circumstances, where it is not possible to fax information to Services Australia, the positional email address (see below) may be used to send information to Assessment Services for attachment to the customer's record.

³ References to specific services and payments will remain as 'Centrelink' instead of Human Services.

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Employment Services Area	Positional Mailbox
QLD (excluding Gold Coast), NT & Kimberley	at.services.qld.nt@humanservices.gov.au
NSW (excluding Far West), including Gold Coast	at.services.nsw.act@humanservices.gov.au
VIC & TAS	at.services.vic.tas@humanservices.gov.au
SA & Far Western NSW	at.services.sa@humanservices.gov.au
WA (excluding the Kimberley)	at.services.wa@humanservices.gov.au

Violent or aggressive job seekers

If the Participant has either displayed or threatened violent behaviour that may present a threat to an Assessor, the DES Provider must notify the Assessor of the circumstances prior to the scheduled ESAt appointment. Refer to the *Servicing Participants with Challenging Behaviours Guidelines* for further information.

Process to escalate availability of Provider ESAt appointments

Assessment Services make sessions available daily. Where a Provider is unable to access an ESAt appointment due to the unavailability of appointment times in the Electronic Calendar they should follow process set out below:

1. **If there are no ESAt appointments available the Provider should email Services Australia's FOCUS Response Team: FOCUS.RESPONSE.TEAM@humanservices.gov.au**
 - The FOCUS Response Team will contact the Provider within 48 hours to open an appointment (if a referral is appropriate).
End of Process
2. **If no contact is made within 48 hours the Provider should contact the FOCUS Response Team on 1800 986 114**
 - The FOCUS Response Team will open the next available appointment.
End of Process
3. **If the Provider has had no return contact within two business days, they should contact their Relationship Manager or Relationship Manager's delegate, who will contact the FOCUS Response Team on 1800 986 114.**
 - The FOCUS Response Team will advise the Relationship Manager or their delegate of an appointment time within one business day.
An Appointment will be opened.

End of process

Note: For all urgent queries (for example, vulnerable jobseekers), please directly contact 1800 986 114.

Informing the Participant of the appointments

Once the ESAt appointment has been made in the Department's IT Systems the Participant must be given appropriate notification of the ESAt appointment details. The Participant must be advised:

- that the Assessment will involve an interview to determine their work capacity and the employment services assistance that they will need to help them gain work
- the date, time and venue for the ESAt—an appointment letter with the details is available when the referral is made in the Department's IT Systems
- the reason for the Assessment—for example, the Participant being referred has disclosed an addiction or a medical condition that is affecting their ability to participate in the activities listed in their Job Plan
- of the importance of disclosing all barriers to employment, including disability or mental health issues, to ensure they receive the most appropriate assistance
- of the importance of taking relevant medical evidence to the ESAt appointment, if applicable, to ensure their medical conditions are taken into account when determining work capacity and therefore their compulsory requirements
- advise the Participant of the steps they can take to gather medical evidence
- that they may have a nominee, for example a mental health services provider, a family member, advocate, social worker or counsellor attend the assessment to assist them
- if they have compulsory requirements or have Mutual Obligation Requirements, that attending the ESAt appointment is compulsory and that non-attendance without a valid reason or not notifying the Assessor of their non-attendance may result in them not receiving Income Support Payments until they attend
- that they may be referred to a different service after the Assessment that better meets their needs
- Of the requirement to contact the Assessor at least 24 hours before the appointment time if they cannot attend the ESAt appointment. Where this timeframe cannot be met, the Participant should still contact the Assessor to advise that they cannot attend and the reason why.

The consequences of not attending the appointment

If a Participant has Mutual obligation Requirements or a Volunteer does not attend an ESAt appointment they *must* attend the next scheduled appointment.

Failure to attend a second scheduled appointment without notifying the Assessor of a valid reason will result in a follow-up contact request from Services Australia. Services Australia may suspend the Participants Income Support Payment until the Participant contacts Services Australia to reschedule a further appointment. Failure to attend this appointment without notifying the Assessor of a valid reason may result in further administrative action being applied to the Participants Income Support Payment.

Minimising unnecessary ESAt referrals

DES Providers must minimise unnecessary referrals for ESAts. For example, if a Participant genuinely requires a CoCR and their Program Review is expected within six to eight weeks, the DES Provider should consider if a single referral for a Program Review is appropriate.

Cancelling an ESAt referral

An ESAt referral should only be cancelled if it was made in error. Cancelling an ESAt referral should not be used as an alternative to rescheduling an appointment. Where necessary, the DES Provider should contact the Assessor to arrange rescheduling of a Participant's appointment and advise the Participant of the new appointment.

Monitoring progress of an ESAt

Where the DES Provider has made a referral for an ESAt, the DES Provider can contact Services Australia to discuss the progress of the Assessment.

In most circumstances, ESAt reports are automatically finalised 28 days after submission. If the report is older than this, the DES Provider should contact the Participant's local Services Australia Service Centre for further advice— Services Australia review and accepts submitted ESAt reports for income support purposes.

Servicing a Participant while waiting for the outcome of an ESAt

- **Direct Registration of a new Participant**—a newly Directly Registered Participant cannot be Commenced in a DES Program until their eligibility has been determined by an Assessor.
- **Participants already participating in DES**—after the referral is made for an ESAt, the DES Provider must continue servicing the Participant while awaiting the outcome of the Assessment. The only exception is where the Participant has reached 78 weeks of Employment Assistance without an ESAt, in this circumstance the Participant will be Suspended until the ESAt Program Review is completed.

Submitting the ESAt Report

After the ESAt has been conducted, the Assessor will submit a report on the Department's IT systems. The ESAt Report identifies the most suitable interventions for the Participant, their assessed work capacity in hour bandwidths and the employment service recommended for the Participant, where appropriate.

Submission of the ESAt report completes the Assessment process for DES Participants and enables Program eligibility and the Funding Level (if applicable) to be determined. The receiving DES Provider is notified via the Noticeboard in the Department's IT Systems when the ESAt report has been submitted and of the Participant's Program eligibility.

Note: When the ESAt report is submitted, the Participant's Job Seeker Classification Instrument (JSCI) may be automatically updated with relevant information from the ESAt report including the Participant's assessed work capacity in hour bandwidths, any permanent medical conditions and the impact of any personal factors that were identified at the ESAt.

Existing ESAt/JCA remains Valid

If an ESAt was not required for the Participant because the existing ESAt/JCA is Valid, the DES Provider can recommence servicing the Participant.

Unchanged servicing requirements

If the ESAt report identifies that the Participant's Program Services eligibility has not changed, the DES Provider must continue servicing the Participant in their current Program.

New Participant eligible for DES

Where the ESAt report identifies that a new Participant is eligible for Program Services the DES Provider delivers, the DES Provider must Commence the Participant in the Program Services in accordance with the *Eligibility, Referral and Commencement Guidelines*.

Change in DES Service (DES-DMS/DES-ESS)

Where the ESAt report identifies that an existing Participant is eligible for the alternate DES service to the one they are currently Commenced in, the DES Provider must Commence the Participant in the recommended service in accordance with *Eligibility, Referral and Commencement Guidelines*.

Report recommends ADE

If the ESAt report recommends ADE the DES Provider *must* Exit the Participant in accordance with the *Program Review, Program Summary and Exit Guidelines*.

Report recommends jobactive

If the ESAt report recommends jobactive the Assessor will generally make the Referral for the Participant. Participants will be automatically Exited from DES when they Commence in jobactive.

Participant unable to benefit in any Program

Where the ESAt recommended Referral is that the Participant would not benefit from participation in any Program the DES Provider must manually Exit the Participant and complete a Program Summary in accordance with the *Program Review, Program Summary and Exits Guidelines*.

Participant unable to be immediately Commenced

If the Participant is referred to another service but is unable to be immediately Commenced in that service they are not eligible to continue receiving DES Program Services. The DES Provider *must* complete a Provider Exit in accordance with the *Program Review, Program Summary and Exits Guidelines*.

Participation in DES may be affected by the Participant's Work Capacity

Participant has Future Work Capacity of 0–7 hours per week

If the ESAt report identifies a future work capacity of 0–7 hours per week, the DES Provider must Exit the Participant in accordance with the *Program Review, Program Summary and Exits Guidelines* unless they are in employment—End of process.

Participant has Temporary Reduced Work Capacity of 0–14 hours per week

If the ESAt report identifies a Temporary Reduced Work Capacity or a Partial Capacity to Work of 0–14 hours per week for a Participant who has Mutual Obligation Requirements, ESS will automatically 'Suspend' the Participant from their Period of Service. Participants with Mutual Obligation Requirements who are Suspended may elect to Volunteer to participate in additional activities during the period of their Suspension, in which case they would become a Volunteer (Mutual Obligation Requirements) Participant. DES Providers should contact Participants who are Suspended to discuss with them the option of volunteering.

The determination of a Participants work capacity is a fundamental element of the ESAt. Work capacity is expressed as bandwidths of hours per week including:

- 0–7 hours per week
- 8–14 hours per week
- 15–22 hours per week
- 23–29 hours per week, and
- 30+ hours per week.

Request for review of an ESAt recommended referral ('Disputed Assessment')

Requests from DES Providers—DES Providers are expected to accept all referrals of eligible Participants. However, in some instances it may be necessary to ask for a review of an ESAt recommended referral for a Participant. This process should be completed within 28 days of the ESAt report being submitted on the Department's IT Systems. After that time the report will be finalised in the Department's IT Systems and no further changes to the report will be possible.

Where the DES Provider considers that the recommended Referral is not the appropriate service type to assist the Participant because new information has come to their attention that may influence the outcome of the ESAt or an error has been made, the DES Provider should request a review from the relevant Assessor. DES Providers are required to give detailed reasons with supporting evidence substantiating their position.

Where a DES Provider requests a review of the recommended Referral for an existing DES Participant, the Provider must continue to provide services to the Participant until the outcome of the ESAt review is known and a referral to another service is made, if required.

If, after providing the reasons and supporting evidence, the Assessor agrees that the recommended Referral is not appropriate, the Assessor will update the ESAt report to reflect the new service recommendation, contact the Participant to select a new Employment Service Provider and refer the Participant to the new service, where appropriate.

Where the Assessor does not agree to change their recommended Referral, the Assessor's decision is final and the DES Provider must accept the recommended Referral.

Reviewable Decision Requests from Participants

Services Australia customers can request a review of their Income Support Payment or Mutual Obligation Requirements determination through Services Australia. If the Services Australia customer is not satisfied with the outcome of the Services Australia review, further appeals are available through the Social Security Appeals Tribunal (SSAT) and the Administrative Appeals Tribunal (AAT).

Participants who are assessed with a Partial Capacity to Work or a Temporary Reduced Work Capacity

If a Participant has a current and future work capacity (work capacity in two years' time from Assessment) of less than 30 hours per week they have a Partial Capacity to Work (PCW) and for a Participant with Mutual Obligation Requirements, their compulsory requirements are reduced in accordance with their work capacity.

Some Participants' work capacity may be temporarily reduced due to a short-term condition. These Participants have a Temporary Reduced Work Capacity (TRWC), which will end at a future date, and their work capacity will be restored to its normal bandwidth which may be more or less than 30 hours per week.

Providing copies of the ESAt/JCA Report

ESAt/JCA reports can be released to Participants except where they have been identified as containing information that may be prejudicial to their health. Typically, the report will include one of the following statements:

- This report does not contain any information, which if released to the client might be prejudicial to his/her health.
- This report does contain information, which if released to the client, might be prejudicial to his/her health.

Where the ESAt/JCA report identifies that it contains information that may be prejudicial to the Participant's health, the information request should generally be directed to the Department's Freedom of Information (FOI) team for consideration under the FOI Act. This is because the FOI Act sets up a specific arrangement under which the Participant may obtain access to the record.

Please refer to the Guide [to Providing Access to Records](#) on the Provider Portal for more information.

Note: JCA reports obtained from Employment Service Providers will only contain information relevant to the Participant's participation in employment services. These reports will not contain information used for DSP claims or reviews including the assessment against the Impairment Tables. If the Participant requests the full JCA report, they should be directed to Human Services.

Special Participant groups

DSP Recipients

DSP recipients who do not have compulsory requirements may volunteer for employment services and can be subsequently referred to an ESAt. These Participants have the option at any point to withdraw from the process. If the DSP Volunteer decides not to undergo an ESAt, they should inform their referring DES Provider that they no longer wish to volunteer for employment assistance.

Attachment A - Making an Employment Services Assessment (ESAt) Appointment/ Referral

The following process provides information to assist the DES Provider in referring a job seeker to an ESAt in the Department's IT System (ESSWeb).

Operational Process

- On the Job Seeker tab in ESSWeb check the job seeker's registration details to ensure the correct person is being referred.
- If not, conduct a job seeker search on the Search screen or enter the job seeker ID in the Quickfind field.
- Go to the **Referral tab** in the Job Seeker section in ESSWeb. The Referral screen allows a DES Provider to refer a job seeker to a Services Australia Services Australia Assessment Services Officer (Assessor).
- In the **Select Program** section, ensure that '**ESAt/JCA**' is selected in the 'Program to Refer' dropdown list. Click on 'Select Program'
- In the **Provider List** select the appropriate Centrelink Office. Click on 'Select Provider'. The job seeker must be asked to select the location they wish to be referred to. If the job seeker does not express a preference, or their preference is not available, a location should be agreed.
- In the **JCA Referrals Details** section, select the appropriate reason from the available list. The ESAt referral reasons applicable for DES Referrals are:
 - Change of Circumstances
 - DES-DMS Direct Registration
 - DES-DMS Review
 - DES-DMS Review DSP Volunteer
 - DES-ESS Direct Registration
 - DES-ESS Review
 - DES-ESS Review DSP Volunteer
 - DSP Volunteer, or
 - Exceptional Circumstances.
- Ensure the **Name** and **Contact number** details of the **Provider making the referral** are correct.
- List any relevant information on the reasons why the **Assessment is necessary** and any **special needs**.
 - Note that details entered into the JCA Referral Additional Details provides the Assessor with information on the need for the Assessment and any special arrangements necessary. If required, the Assessor may call the Provider for further information or to clarify information provided.
 - Click on 'Submit JCA details'
- Complete the **Select Time** section. The **earliest suitable appointment time** with the Assessor **should be selected** in consultation with the job seeker, ensuring the appointment suits the job seeker and allows sufficient time for:
 - the Assessor to arrange any special requirements such as an interpreter; and
 - the job seeker to obtain any required medical evidence.
- Click 'Save and Continue' to make an appointment Complete the **Book Appointment** by choosing the notification method. Complete fields and click the 'Make Appointment' button.
- Tick 'Confirm' and click 'Create Referral'. The referral process is completed.

Best Practice

- It is essential when referring a job seeker in receipt of the Disability Support Pension (DSP) for an ESAt that the appropriate DSP Volunteer referral reason is selected. The 'DSP Volunteer' ESAt will not affect their DSP. Selecting any other referral reason could unnecessarily result in the Participant's eligibility for the DSP being reassessed.
- Referring Providers are required to ensure that staff are aware of what ESAt referral codes and associated comments are appropriate for each referral type. The use of incorrect referral codes or inappropriate comments may:
 - inconvenience the job seeker
 - lead to the referral being cancelled and re-submitted, and
 - delay the Participant's connection to employment services assistance.
- As the referral code affects what servicing options are available to the job seeker and whether Impairment Tables may be used, the Assessor cannot correctly conduct the ESAt under an incorrect code. In this instance, Services Australia would contact the referring Provider to cancel the referral and arrange a new referral using the correct referral code. If these incorrect referral codes are not identified until just before, or during, the appointment, the session may need to be rescheduled, wasting valuable Services Australia resources and inconveniencing the Participant.
- It is important that the Provider enters appropriate comments in the free text field identifying:
 - the event that has triggered a need for the Assessment
 - supporting documentation available to inform the Assessment
 - whether an interpreter is required and if so, the relevant language, and/or
 - whether the Participant has any special interview needs.