



Australian Government



Disability Management Service Participants Not Receiving Income Support Guidelines

V 2.4

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Programme 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 under or in connection with Disability Employment Services Deed

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Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
2.4	5 Dec 2015	5 Dec 2015		Narrative: Updated Threshold Rates in Attachment A (p10) Update of terminology
2.3	12 Sept 2015	12 Sept 2015	4 Dec 2015	Update of terminology
2.2	21 Nov 2014	21 Nov 2014	11 Sept 2015	Narrative: Updated Threshold Rates in Attachment A (p10)
2.1	1 July 2014	1 July 2014	21 Nov 2014	Narrative: Updated Threshold Rates in Attachment A (p10) Narrative: Amendments to wording to clarify advice Removed: Attachment B - Q&A - advice incorporated into guidelines.
2.0	21 Oct 2013	21 Oct 2013	1 July 2014	Narrative: Updated Threshold Rates in Attachment A (p10)
1.9	27 May 13	27 May 13	21 Oct 13	Narrative: Updated Threshold Rates in Attachment A (p10)
1.8	08 Nov 12	08 Nov 12	27 May 13	Narrative: Updated Threshold Rates in Attachment A (p10)
1.7	03 Apr 12	03 Apr 12	08 Nov 12	Narrative: Updated Threshold Rates in Attachment A (p10)
1.6	11 Nov 11	11 Nov 11	03 Apr 12	Narrative: Updated Threshold Rates in Attachment A (p10)
1.5	12 Aug 11	12 Aug 11	11 Nov 11	Narrative: References to Job Capacity Assessments/Employment Services Assessments modified throughout to reflect terminology changes, p 3-12.
1.4	10 May 11	10 May 11	12 Aug 11	Narrative: Updated Threshold Rates in Attachment A (p10)
1.3	14 Jan 11	14 Jan 11	10 May 11	Narrative: Updated Threshold Rates in Attachment A (p10) Narrative: Update to PO Box Address (p9 – Step 8); Narrative: Created new Question Attachment B (p.11 - Question 1);

				Narrative: Reworded (p.5- Steps 7 & 8) Narrative: Reworded p.7- Steps 3, first 3 paragraphs; Narrative: Reworded (p.9- Step 7).
1.2	02 Jun 10	02 Jun 10	14 Jan 11	Policy: Created new Step to show JCA referral (p4 - Step 5, and p7 - Step 5). Rearranged flow chart to reflect added process (p4).
1.1	28 Apr 10	28 Apr 10	02 Jun 10	Process: Changed Proceed to Step 6, to Proceed to Step 7 (p7 – Step 6) Narrative: Update to PO Box Address (p8 – Step 7)
1.0	15 Jan 10	01 Mar 10	28 Apr 10	Original version of document

Background

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

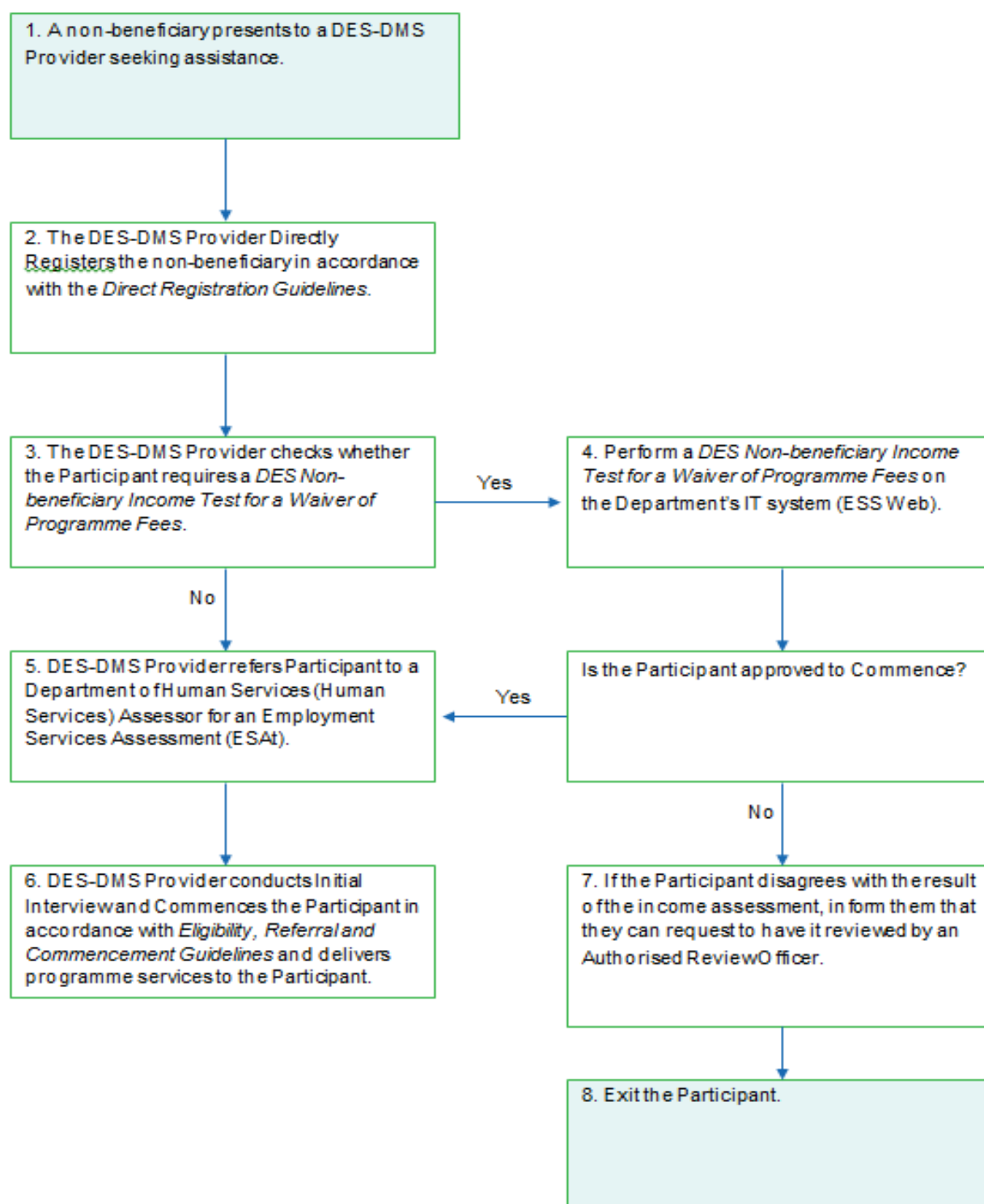
The *Disability Services Act 1986* (the Act) allows for access to the DES-DMS for Participants receiving income support payments. Normally non-beneficiaries are not eligible to participate in the DES-DMS, however, the Act allows for certain individuals or groups (as determined by the Secretary of the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

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

- eligible for assistance under a Labour Adjustment Package (LAP);
- under 21 years of age;
- receiving Job in Jeopardy (JiJ) Assistance;
- considered a Special Class Client (SCC);
- considered an Eligible School Leaver (ESL); or
- assessed as having a low income.

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

Flow Chart – Participants Not Receiving Income Support



Text Version of Flow Chart: Participants Not Receiving Income Support

Step	Action
1.	A Non-beneficiary presents to a DES-DMS Provider seeking assistance.
2.	The DES-DMS Provider Directly Registers the Non-beneficiary in accordance with the <i>Direct Registration Guidelines</i> .
3.	The DES-DMS Provider checks whether the participant requires a <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> . <i>If Yes go to 4. If No go to 5.</i>
4.	Perform a <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> on the Department's IT system (ESS Web).
	Is the Participant approved to Commence? <i>If Yes go to 5. If No go to 7.</i>
5.	DES-DMS Provider refers Participant to a Department of Human Services (Human Services) Assessor for an Employment Services Assessment (ESAt).
6.	DES-DMS Provider conducts initial Interview and Commences the Participant in accordance with <i>Eligibility, Referral and Commencement Guidelines</i> and delivers programme services to the Participant.
7.	If the Participant disagrees with the result of the income assessment, inform them that they can request to have it reviewed by an Authorised Review Officer.
8.	Exit 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 83 – Direct Registration of Participants without a referral](#)

[Clause 88.1 – Initial Contacts](#)

Reference documents relevant to these guidelines

[Eligibility, Referral and Commencement Guidelines](#)

[Direct Registration Guidelines](#)

[Job in Jeopardy Assistance Guidelines](#)

[Special Class Clients Guidelines](#)

[Eligible School Leaver Guidelines](#)

[Documentary Evidence for Claims for Payment Guidelines](#)

[Referral for an Employment Services Assessment Guidelines](#)

Explanatory Notes

1. All capitalised terms have the same meaning as in Disability Employment Services Deed (The Deed).
2. In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.
3. Italicised text is a hyperlink to the relevant reference material.

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.
2. DES-DMS Provider The DES-DMS Provider Directly Registers the Participant.	Non-beneficiaries presenting to a DES-DMS Provider may be Directly Registered by the DES-DMS Provider in accordance with the <i>Direct Registration Guidelines</i> . A Participant's income support status will not be determined at this point.
3. DES-DMS Provider The DES-DMS Provider checks whether the Participant requires a <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> applied.	<p>During the Initial Interview, The Department's IT System will check whether the Participant is receiving Income Support Payments.</p> <p>If the Participant is receiving an Income Support Payment (including a pension) the <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> is not required, and the Participant should be referred to a 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 <i>Eligibility, Referral and Commencement Guidelines</i>.</p> <p style="text-align: center;">➤ End of Process</p> <p>If the Participant is receiving an income support supplement from the Department of Veterans Affairs, the Department's IT System will not recognise this payment. The DES-DMS Provider will need to contact the Department of Employment IT Helpdesk and request a System Override to allow for this Participant to be Commenced.</p> <p style="text-align: center;">➤ End of Process</p> <p>Participants not receiving Income Support Payments may fall into one of three categories:</p> <ol style="list-style-type: none"> 1. If the Participant is not receiving Income Support Payments, but: <ul style="list-style-type: none"> • is under 21 years of age, or • is eligible for assistance under a Labour Adjustment Package*,

	<p><i>the DES Non-beneficiary Income Test for a Waiver of Programme 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 <i>Eligibility, Referral and Commencement Guidelines</i>.</i></p> <p>*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 <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> for Non-beneficiaries who are eligible for assistance under a LAP.</p> <p>DES Providers who have any questions about the Automotive Industry Structural Adjustment Programme should contact their local contract manager or email industryadjustment@employment.gov.au.</p> <p>➤ End of Process</p> <p>2. If the Participant is not receiving an Income Support Payment, but is:</p> <ul style="list-style-type: none"> • a SCC, • an ESL, or • a JIJ Participant <p><i>the DES Non-beneficiary Income Test for a Waiver of Programme Fees and an ESAt is not required. The Participant should be commenced in DES-DMS in accordance with the <i>Eligibility, Referral and Commencement Guidelines</i>.</i></p> <p>➤ End of Process</p> <p>3. If the Participant is not receiving an Income Support Payment and does not fall into category 1 or 2 above, a <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> will need to be completed.</p> <p>➤ Proceed to Step 4</p>
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<p>4. DES-DMS Provider</p> <p><i>Perform the DES Non-beneficiary Income Test for a Waiver of Programme Fees</i></p>	<p>For a Participant to be assessed as having a low income, the <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> is performed on the Department's IT System in the Non-beneficiary Income Test screen. In order to perform a <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i>, information on the Participant's circumstances will be required.</p> <p>The <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> requires the following information:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <ol style="list-style-type: none"> 3. What is the Participants gross average weekly combined income? <p>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.</p> <p>All income should be included in this calculation, regardless of its source. Examples of income sources include:</p> <ul style="list-style-type: none"> • 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 <ol style="list-style-type: none"> 4. What is the total value of the Participant's combined liquid assets?
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	<p>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 3 percent per annum, which is then converted to a weekly figure by the Department's IT system and considered as part of the income assessment.</p> <p>Liquid assets mean the Participant's, and their spouse or de-facto partner's, cash and readily realisable assets, and include:</p> <ul style="list-style-type: none"> • 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 • amounts due, and able to be paid, to the person by, or on behalf of, a former employer of the person. <p>Other assets such as real estate, equipment and vehicles are not considered liquid assets and do not need to be included.</p> <p>When all the relevant information has been entered, select calculate. The Department's IT system 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.</p> <p>A statement (<i>the DES Non-beneficiary Income Test for a Waiver, of Programme Fees</i>) is then produced detailing whether the Participant is eligible to commence in DES-DMS.</p> <ul style="list-style-type: none"> ➤ If a Participant is approved to Commence Proceed to Step 5 ➤ If a Participant is not approved to Commence Proceed to Step 7
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5. DES-DMS Provider	Refer Participant to a Human Services Assessor for an ESAt.
6. DES-DMS Provider Commences the Participant	If the Participant has been approved to Commence in DES-DMS, they must sign the <i>the DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> statement, which needs to be kept on the Participant's file. The Participant can now be Commenced in accordance with the <i>Eligibility, Referral and Commencement Guidelines</i> .
7. DES-DMS Provider If the Participant disagrees with the result of the <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> , inform the Participant of their options. Exit the Participant.	<p>If the Participant has not been approved to Commence, they should be Exited from the Department's IT System. The <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> statement print-out will detail the Participant's options if they disagree with the decision.</p> <p>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.</p> <p>If a mistake was made in the original <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i>, or the Participant's circumstances change, the DES-DMS Provider should reapply the <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> to the Participant using the correct information.</p> <p>Where a Participant who has Commenced as a non-beneficiary later applies and receives income support - this does not affect their eligibility for the DES-DMS and they continue to be serviced in the programme.</p> <p>The <i>DES Non-beneficiary Income Test for a Waiver of Programme Fees</i> 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.</p> <ul style="list-style-type: none"> ➤ If the Participant wants the decision reviewed Proceed to Step 8 ➤ If the Participant does not want the decision reviewed End of Process
8. Participant	A Participant can request a review of their <i>DES Non-</i>

Request a review of the <i>DES Non-beneficiary Income Test for a Waiver, of Programme Fees</i>	<p><i>beneficiary Income Test for a Waiver, of Programme Fee</i> by writing to the:</p> <p>Authorised Review Officer Specialist Employment Services Group Department of Social Services GPO Box 7576 Canberra Business Centre ACT 2610</p> <p>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.</p>
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Attachment A

Income Thresholds

Number of children < 16 yrs	Total Weekly Income Threshold	
Number of children < 16 yrs	Single Participation	Partnered Participation
0	\$663.75	\$1,148.75
1	\$1,148.75	\$1,191.25
2	\$1,191.25	\$1,233.75
3	\$1,233.75	\$1,276.25
4	\$1,276.25	\$1,318.75
5	\$1,318.75	\$1,361.25
6	\$1,361.25	\$1,403.75
7	\$1,403.75	\$1,446.25
Each additional child	\$42.50	\$42.50

Effective from: 30/09/2015

These Income Threshold rates are taken from the Centrelink 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.