SCHEDULE OF DOCUMENTS

Doc No	Description of document	Relevant part of the Request	Primary Decision	Internal Review Decision
1.	Privacy Impact Assessment Disability Employment Services (DES) Reforms: Inclusive Employment Australia (IEA) and the National Panel of Assessors (NPA Date of finalisation –14 March 2025	Item 1	*Refused in full* Section 24A – documents could not be found	*Varied – Release in part* Section 22 – material that is irrelevant to the scope of the request
2.	Fuzzy Search Business Rules 25 August 2026	Item 1	*Refused in full* Section 24A – documents could not be found or had not been received	*Varied – Refused in full* Section 47E(d) – operations of an agency
3.	IEA Direct Registration Business Rules and navigation Department of Employment of Workplace Relations 25 August 2026	Item 2	*Refused in full* Section 24A – documents could not be found or had not been received	*Varied – Refused in full* Section 47E(d) – operations of an agency

Pages 1 to 45 (inclusive) removed under section 22 of the FOI Act (material irrelevant to the scope of the request)

s 22



Step 1b: Participant directly registers with a Provider

18.15 Participants may opt to participate in the New Program by directly registering with a Provider (i.e. without being referred by Services Australia). In this case, the Provider will be responsible for collecting information from the individual and confirming their eligibility for the New Program.

18.16 A Provider must only directly register a Participant if the individual:

18.16.1 are eligible or provisionally eligible for the New Program, or the special eligibility criteria which makes them exempt from assessment in an ESAt/JCA; and

18.16.2 are not already participating in the New Program (being assisted by that Provider or another Provider), or in any Other Employment Program.

18.17 The Provider will be responsible for obtaining information from the individual to determine whether the eligibility criteria are satisfied. If the individual requires an ESAt/JCA, the Provider can refer the individual to Services Australia for assessment, and if the ESAt/JCA confirms that the New Program is appropriate and the individual is eligible, the individual will be referred back to the directly registering Provider.

18.18 To determine whether the Participant is already participating in the New Program or an Other Employment Program, the Provider will use the ICT System to determine whether the individual already has a record in the ICT System (which will show if they are already participating in the New Program or an Other Employment Program). To do this, the Provider will obtain and enter the individual's name, date of birth, gender and address (which the Provider must obtain directly from the individual) into the ICT System.

18.19 If the information entered matches that for a record in the ICT System, where the individual is not on the Provider's caseload, the Provider will be only be able to see certain information about them (known as the 'limited view')[25]. The 'limited view' will show the individual's:

18.19.1 title;

18.19.2 first, middle and last names;

18.19.3 preferred name;

18.19.4 gender;

18.19.5 date of birth;

18.19.6 country of birth;

18.19.7 'contact by' (that is, preferred method of contact);

18.19.8 interpreter;

18.19.9 communication aids;

18.19.10 email address;

18.19.11 home number;

18.19.12 mobile number;

18.19.13 fax number;

18.19.14 work number;

18.19.15 postal address;

18.19.16 residential address;

18.19.17 Nominee details;

18.19.18 Nominee address;

18.19.19 community contact details;

18.19.20 community contact postal address;

18.19.21 allowance details, including allowance type.

[25] If the Participant has been identified as 'sensitive', their information will be masked with stars by default - see **Part F [Detailed Examination – Use of the ICT System for the New Program]** for more information about the limited view.

18.20 If the ICT System search query does not return any match (which will indicate that the individual is not already participating in the New Program or any Other Employment Program), the Provider will use the ICT System to create a new record for that individual. This will involve:

18.20.1 creating a Job Seeker ID (**JSID**) for the individual which must be linked to their Centrelink Reference Number (**CRN**)[26] (this is to ensure consistency of information between Services Australia and the ICT System); and

18.20.2 entering other required information, including that set out in paragraph 18.19.

18.21 If the Provider determines that the individual is not already participating in the New Program, or any Other Employment Program, it will use the ICT System to complete a Direct Registration Form (**DRF**) for the Participant. The DRF will assist the Provider to determine whether the Participant meets the eligibility criteria. The DRF will contain a section in which the Provider must confirm that the Participant has provided relevant consent.[27] Completing the DRF may require the Provider to contact Services Australia to arrange for an ESAt/JCA to be undertaken for the individual.

18.22 This information flow will therefore involve:

18.22.1 the Provider **collecting** and **using** Participant Information to determine the Participant's eligibility, and to directly register them for the New Program if they are found to be eligible;

18.22.2 the Provider **disclosing**, and the Department **collecting** and **using**, Participant Information when it is entered by the Provider into the ICT System; and

18.22.3 potentially, the Provider **disclosing** Participant Information directly to Services Australia (other than through the ICT System), and **collecting** Participant Information from Services Australia if required to complete a record for the Participant in the ICT System or determine the eligibility criteria (e.g. if a Participant requires a ESAt/JCA to be performed).

s 22

[redacted]

[26] If the Participant does not have a CRN, the Provider must contact Services Australia and request that one be created for the Participant. This information flow is outside the scope of this PIA.

[27] The current DRF used for the DES Program will be updated for the New Program.

s 22

[redacted]

Pages 49 to 159 (inclusive) removed under section 22 of the FOI Act (material irrelevant to the scope of the request)