



Australian Government



Direct Registration Guidelines

V 3.0

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Job Services Australia Providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant guidelines or reference material issued by Employment under or in connection with Employment Services Deed 2012-2015.

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Direct Registration Guidelines

Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
3.0	1 July 14	1 July 14		<p>Policy: Information regarding limit of one period of participation in JSA for Volunteer (Non-activity Tested) job seekers (p 7-8).</p> <p>Policy: Clarification of ESAt referral by the Department of Human Services (p12).</p>
2.0	27 Mar 14	27 Mar 14	30 Jun 14	<p>Narrative: In line with the Government's deregulation agenda, a number of previous job aids and existing guidelines have been condensed to provide a further streamlining of the guidelines. Amendment to text to reflect Machinery of Government changes.</p>
1.8	1 Oct 12	1 Oct 12	26 Mar 14	<p>Formatting: Amendments to formatting (pp1-23).</p> <p>Narrative: Removal of job seekers in crisis, experiencing domestic violence and mental health issues. New text version of Flow Chart (pp6-7).</p>
1.7	1 Jul 12	11 Jul 12	30 Sep 12	<p>Formatting: Amendments to formatting (pp1-19).</p> <p>Narrative: Changed Centrelink references to Department of Human Services (pp1-19). Removed all references to Stream Services Reviews and Job Transition Support Programme (pp1-19) as they will not be conducted from 1 July 2012. Changes to process for referring job seekers that disclose domestic violence etc (p4-5). Additional information on referring job seekers with mental health issues (p4).</p>
1.6	4 Jul 11	4 Jul 11	30 Jun 12	<p>Narrative: Amendments to text to reflect the introduction of Employment Services Assessments from 1 July 2011, clarification on ESAt referral process for pre-release prisoners (p17) and inclusion of Frequently Asked Questions (p18).</p>
1.5	29 Apr 11	29 Apr 11	3 Jul 11	<p>Narrative: Update to advice on servicing job seekers with mental health issues to include JobAccess (p16).</p>
1.4	1 Apr 11	1 Apr 11	29 Apr 11	<p>Narrative: Update to Job Transition Support (JTS) advice (pp7-8). Inclusion of advice on Job Seekers with Mental Health Issues (p16).</p>
1.3	18 Feb 11	18 Feb 11	1 Apr 11	<p>Narrative: Removal of references to Labor Adjustment Package (LAP) throughout the document, removal of Workers who have</p>

Version	Start Date	Effective Date	End Date	Change & Location
				lost their jobs information (p9), inclusion of a note in the Vulnerable Youth and Vulnerable Youth (Student) section (p15), and clarification on the referral for a Job Capacity Assessment (JCA) process for job seekers (p16).
1.2	20 Oct 10	20 Oct 10	18 Feb 11	Narrative: Inclusion of advice on Job Transition Support (JTS), update of Community Development Employment Projects (CDEP) information in Direct Registration Eligibility (pp7-8) and a general update
1.1	19 Aug 09	19 Aug 09	20 Oct 10	Narrative: Links to additional Reference material (p7, p8, p10—section 4). Update to Direct Registration and Proof of Identity information (p8).
1.0	01 Jul 09	01 Jul 09	19 Aug 09	Original version of document

Background

This Guideline details the process required to Directly Register a job seeker who wishes to receive assistance in finding employment through Job Services Australia (JSA).

The Guideline will assist the provider to identify if a job seeker is eligible for Direct Registration for JSA and provides detail of the requirements and processes to consider when directly registering a job seeker.

An individual may present directly to a JSA provider without a Referral from the Department of Human Services (Human Services) to volunteer for employment services assistance. The provider can Directly Register a job seeker where they meet the eligibility criteria for Direct Registration.

Eligibility for Direct Registration

A job seekers eligibility for Direct Registration is based on their legal right to work in Australia and whether they are either:

- registering for Stream 1 (Limited)
- a Vulnerable Youth (VY) or Vulnerable Youth (Student) [VY(S)] (*see below for more detail*)
- a pre-release prisoner (as determined by relevant state/territory Corrective Services)
- a Community Development Employment Projects (CDEP) participant
- a Volunteer (Non-activity Tested) in receipt of Disability Support Pension (DSP)
- a Volunteer (Non-activity Tested) in receipt of Parenting Payment (PP)
- registering for Harvest Labour or for Drought Force, or
- eligible for assistance under a Structural Adjustment Programme (SAP)/Labour Adjustment Programme (LAP).

To determine if a job seeker is Eligible to Directly Register for services, the provider will need to collect a range of information from the job seeker.

The *Direct Registration Form* available on the Stream Services Provider Portal should be completed to obtain the required personal information to determine eligibility for Direct Registration and the consent from the job seeker regarding the use of their personal information disclosed to the provider.

After the provider has determined the type of Direct Registration the job seeker is eligible for, the information collected on the Direct Registration Form can be entered into the department's IT System. Based on this information the job seeker's type and level of assistance is determined.

Stream 1 (Limited)

A Stream 1 (Limited) job seeker must not be:

- a full-time student unless the purpose for seeking Services from the provider is to obtain an apprenticeship or traineeship
- working in paid Employment for 15 hours or more per week and not in receipt of Income Support Payments, unless they are seeking Services from the provider for the purpose of obtaining an apprenticeship or traineeship
- an overseas visitor on a working holiday visa or overseas student studying in Australia, or
- prohibited by law from working in Australia.

Examples of job seekers who are Eligible for Stream 1 (Limited) include migrants in the two-year waiting period or recipients of some Department of Veteran's Affairs pensions including the Disability Pension.

For job seekers confirmed as Eligible for Stream 1 (Limited), including those registering to obtain an apprenticeship or traineeship (providers should apply 'The Apprentice/Trainee flag' upon registration), the provider should make an Appointment with the job seeker at the earliest available opportunity. During the Appointment, the provider should complete an Initial Interview, Commence the job seeker in Stream 1 (Limited) and refer them to relevant Services.

If it appears that the job seeker may be Eligible to receive Income Support Payments, the provider must immediately refer the job seeker to Human Services for an Assessment.

Vulnerable Youth and Vulnerable Youth (Student)

Human Services can Register a young person who meets the VY or VY(S) definition and refer them to a provider. This will occur where Human Services is unable to meet the young person's immediate needs through referral to local community services or other programs.

Providers should work with Human Services to ensure effective Referral arrangements for vulnerable young people. Where possible, Human Services will be able to refer a VY or VY(S) to a provider through the Diary. Local arrangements should be negotiated to deal with Referrals from Human Services for vulnerable youth in crisis where there are no immediate appointments available in the Diary.

Where the Referral is from Human Services, the Job Seeker Classification Instrument (JSCI) should have been conducted and a referral made to an Employment Services Assessment (ESAt) if required.

The following table defines who meets the VY and VY(S) definitions:

Vulnerable Youth (VY)	Vulnerable Youth (Student) VY(S)
Is aged 15-21 years (inclusive)	Is aged 15-21 years (inclusive)
Is not employed for more than 15 hrs per week)	Is a full time student
Has at least one Serious non-Vocational barrier	Has at least one Serious non-Vocational barrier
Is not in receipt of income support	Is presenting in crisis
Has a legal right to work in Australia	Is unable to be referred to an alternative Local Youth Service
	Has a legal right to work in Australia

If a young student can be referred to other Local Youth Services to have their immediate needs met, for example, Youth Connections, they will not meet the VY(S) definition.

Where a young person does not meet the definition of VY or VY(S), the provider should immediately refer them to Human Services for further assistance. They may be eligible for employment assistance, but not through Direct Registration. The provider should also refer the young person to community services where appropriate.

Job seekers 15 to 21 years of age, not on Income Support Payments and not a VY or VY(S) are not eligible to Directly Register and should be immediately directed to Human Services by the provider for further assistance. These young people should also be referred to appropriate community services and programmes where appropriate.

Where a provider has Registered a vulnerable youth job seeker, the department's IT system will apply the VY or VY(S) flag. The flag will allow the young person to be commenced in Stream 4 without a Human services or Employment Services Assessment (ESAt) result being recorded. The job seeker will be confirmed as a Fully Eligible Participant and the provider must immediately:

- Commence the job seeker in Stream 4
- provide or refer the job seeker to relevant crisis assistance as appropriate, and
- refer the job seeker to Human Services on the day of Commencement or as soon as possible within four weeks of Direct Registration.

Human Services will:

- assess the young person's eligibility for Income Support Payments
- complete the JSCI
- refer the young person for an ESAt, where required, and
- where necessary, refer the young person to a Social Worker or community services to meet the young person's needs.

It is important that the young person is connected with Human Services as soon as possible to ensure they have access to the full range of services available to them.

The provider should deliver Stream 4 services to the young person while awaiting the outcome of the Assessment process.

Providers will receive a reminder via the department's IT System of VY or VY(S) who have reached 8-weeks in Stream 4 and their eligibility is still undetermined.

Providers should ensure the young person attends an income support assessment appointment within 14 days of their first contact with Human Services. Income Support Payments can only be backdated by Human Services to the Intention to Claim date, which has a 14 day limit.

Following the outcome of an ESAt (where applicable) the provider will service the job seeker as per the determined stream/service. The ESAt may identify that a young person is no longer a vulnerable youth but is eligible for servicing in Streams 1 to 3. The provider must deliver services to the young person under the relevant Stream for the remainder of their Period of Service.

Job seekers identified as VY(S) are not eligible for servicing in any Stream other than Stream 4. Where the ESAt does not identify the VY(S) as eligible for Stream 4, they are Exited from JSA.

The ESAt for a VY can recommend Disability Employment Services (DES). Where a VY has a recommended referral to DES, the current provider must continue to provide Services to the young person under Stream 4 until they are Referred and Commenced in DES. On Commencement in DES, the young person will be Exited from the current provider's caseload.

Volunteer (Non-activity Tested) job seekers

Volunteer (Non-activity Tested) job seekers include young people aged 15-21 who are not receiving income support payments, Parenting Payment recipients with a youngest child aged under six, Disability Support Pensioners, Carer Payment recipients, Widow Allowees, and job seekers participating through a labour or a structural adjustment package.

Volunteer (Non-activity Tested) job seekers, who volunteer in JSA from 1 July 2014, will be limited to one period of participation in JSA. That is, if they Exit JSA and decide to return more than 13 consecutive weeks after the date of their Exit, they will not be able to recommence in JSA unless their circumstances change, e.g. they move to an activity-tested income support payment, they become subject to activity-test requirements, or other exceptional circumstances exist.

Volunteer (Non-activity Tested) job seekers who have used up their one period of participation in JSA are also not able to re-register for Stream 1 (Limited) assistance unless their circumstances change.

This limit only applies to periods of registration commenced by a Volunteer (Non-activity Tested) job seeker on or after 1 July 2014. That is, if a job seeker commences in JSA prior to 1 July 2014, they will only be subject to this policy if they Exit for more than 13 consecutive weeks and then recommence in JSA after 1 July 2014.

If the provider attempts to Direct Register a Volunteer (Non-activity Tested) job seeker who is not eligible for another period of participation in JSA, the provider will receive the error message **“Cannot refer, job seeker has already volunteered for Stream Services”**. If the provider believes that exceptional circumstances exist and the Volunteer (Non-activity Tested) job seeker should be allowed to recommence in JSA they can contact their Account/Contract Manager. Decisions to allow an additional period of participation for Volunteer (Non-activity Tested) job seekers will be made on a case-by-case basis. Refer to the *Volunteers (Non-activity Tested) Guidelines* and the *Volunteers (Non-activity Tested) Supporting Document* for further information.

Disability Support Pension Recipients

Disability Support Pension recipients who Directly Register must have a current and valid Job Capacity Assessment (JCA) or ESAt to receive assistance from a provider. The provider should check the DSP recipient’s recommended referral in their current ESAt or JCA. If the DSP recipient has a Recommended Referral of Stream Services, the provider can proceed with commencement of the DSP recipient in the appropriate Stream.

If the recommended referral in their current ESAt or JCA is DES and the DSP recipient is not already commenced in these services, the provider may direct the job seeker to a DES service nearby or to Human Services for more information. If they do not have a current and valid JCA or ESAt they must be referred to Human Services for a ‘DSP Volunteer’ ESAt. The ‘DSP Volunteer’ ESAt determines the job seeker’s work capacity and recommends the most appropriate employment services without jeopardising the job seeker’s DSP entitlements.

If the job seeker is a Volunteer (Non-activity Tested) in receipt of DSP with no participation requirements, the provider should inform the job seeker of their choice to receive Services as either Stream 1 (Limited) or as a Fully Eligible Participant. Please note that this cohort of job seekers are limited to one period of participation in JSA, as noted above under the heading ‘Volunteer (Non-activity Tested) job seekers’.

Where a DSP recipient chooses to be serviced in Stream 1 (Limited) the ‘S1L’ flag must be manually applied to the job seeker’s record on the ‘Registration’ screen ‘Circumstances’ tab of Employment’s IT System. On completion of the Direct Registration process the job seeker will be referred to Stream 1 (Limited).

If the ‘S1L’ flag is not applied the job seeker will be registered as a Fully Eligible Participant and will require a JSCI to determine their appropriate Stream. Removing the ‘S1L’ flag will return the job

seekers to a Fully Eligible Participant. The job seeker can then be Commenced in their appropriate Stream as identified by their JSCI.

Parenting Payment Recipients

For those job seekers on PP the provider should verify that the job seeker is not subject to Participation Requirements. This can be verified by contacting Human Services or confirming with the job seeker that the age of their youngest child is less than six years old.

If the job seeker is a Volunteer (Non-activity Tested) in receipt of PP with no participation requirements, the provider should inform the job seeker of their choice to receive Services as either Stream 1 (Limited) or as a Fully Eligible Participant. Please note that this cohort of job seekers are limited to one period of participation in JSA, as noted above under the heading 'Volunteer (Non-activity Tested) job seekers'.

Where a PP recipient chooses to be serviced in Stream 1 (Limited) the 'S1L' flag must be manually applied to the job seeker's record on the 'Registration' screen 'Circumstances' tab of Employment's IT System. On completion of the Direct Registration process the job seeker will be referred to Stream 1 (Limited).

If the 'S1L' flag is not applied the job seeker will be registered as a Fully Eligible Participant and will require a JSCI to determine their appropriate Stream. Removing the 'S1L' flag will return the job seekers to a Fully Eligible Participant. The job seeker can then be Commenced in their appropriate Stream as identified by their JSCI.

Pre-release prisoners

Pre-release prisoner job seekers are Fully Eligible Participants (providers must apply the pre-release prisoner special client type indicator to identify the job seeker as a Fully Eligible Participant) and must not be Commenced in Stream 1 (Limited).

If the provider considers that a pre-release prisoner that has Directly Registered requires a referral for an ESAt the provider should review all the available documentation in accordance with the *Employment Services Assessment Guidelines*. The provider should then complete the Request for an Employment Services Assessment Form and email it to esat.request@deewr.gov.au for approval to proceed.

The Department of Social Services (DSS) will consider the request and contact the provider to inform them if the request has been approved and make arrangements for the ESAt to be conducted. DSS will also advise the provider if the referral is not considered necessary.

When a pre-release prisoner has been approved by Human Services to be referred for an ESAt, the provider should notify the relevant Pre-release Centre so they are aware of the pre-release prisoner's movements.

For more information about pre-release prisoners please refer to the *Providing JSA and DES to Pre-release Prisoners Guidelines*.

Community Development Employment Projects

CDEP participants who are not currently Registered with a provider are required to do so as soon as possible under the terms of their CDEP participation agreement. If the job seeker reports that they are currently participating in CDEP, the provider must contact the relevant CDEP organisation to verify the job seeker's CDEP participation. When Directly Registering a CDEP participant, a special placement indicator (i.e.: CDEP grandfathered or CDEP non-grandfathered - directly recruited) should be applied to the participant's record to ensure they are fully Eligible for Stream Services.

For further information on the Direct Registration of CDEP participants refer to the *Non-Remote CDEP Guidelines*.

Harvest Labour Services

Potential Harvest Workers may approach providers seeking Registration for Harvest Labour Services. When Directly Registering potential Harvest Workers the provider must select on the department's IT System the Registration type of 'No Stream Services Referral Required' (NSSRR). If the provider does not deliver Harvest Labour Services, the provider should assist the job seeker to make contact with a provider that does.

Job seekers already Registered on the department's IT System do not require additional Registration to be able to access Harvest Labour Services.

Drought Force Services

For Drought Force Participants seeking Direct Registration, the provider must select the Registration type NSSRR on the department's IT System. If the provider does not deliver Drought Force Services, the provider should assist the job seeker to make contact with a provider that does.

Job seekers already Registered on the department's IT System do not require additional Registration to be able to access Drought Force Services.

Structural Adjustment Programme/Labour Adjustment Programme

Workers who have been made redundant from a manufacturing company in the automotive manufacturing industry or textile, clothing and footwear industry, Tasmanian forestry industry or BlueScope Steel (Port Kembla, New South Wales or Western Port, Victoria only) may be eligible for Stream 3 assistance under a Structural Adjustment Package or Labour Market Adjustment Package.

Upon confirmation of a job seeker's redundancy (Employment Separation Certificate or letter) from one of these industries or BlueScope Steel sites, the provider should check the job seeker's eligibility for Stream 3 and then continue with the Direct Registration process.

For further information on the Automotive Industry Structural Adjustment Programme, the Textile, Clothing and Footwear Structural Adjustment Programme, Forestry Industry in Tasmania Structural Adjustment Programme or the BlueScope Steel Labour Adjustment Programme refer to *Job Loss and Labour Adjustment Packages* page on the Provider Portal.

Job seekers ineligible to Directly Register

Providers should advise these job seekers of their ineligibility to Directly Register for employment services and should use their discretion in directing the job seeker to Human Services for further assistance if necessary.

Legal Right to Work in Australia

If the job seeker does not have a legal right to work in Australia, the provider should not proceed with the Direct Registration process. For further information on the legal right to work in Australia, please refer to the *JSA Eligibility for Visa Holders– determining right to work in Australia Supporting Document*.

Job seekers without a legal right to work in Australia should be directed to an appropriate community service for assistance where possible.

If the job seeker is a migrant on a two-year waiting period visa and requires assistance with literacy and numeracy, the provider should refer them to an Adult Migrant English Program or Australian Government Skills and Education for Employment program provider, or alternatively refer them to Human Services for further assistance.

Confirm Proof of Identity

To confirm the identity of the job seeker, the provider should sight **one** of the following original documents (or certified copies):

- current passport
- driver's licence, or

- other forms of photo identification from a government department or agency.

Or **two** of the following original documents (or certified copies):

- financial institution(bank) documents (showing name and signature or name and address)
- 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, or
- other forms of identification with the job seeker's name on it.

The provider is not required to retain a copy of the evidence but must record on the *Direct Registration Form* that the documents have been sighted.

Human Services will have previously requested identification for those job seekers on Disability Support Pension (DSP) or Parenting Payment (PP) as part of the Income Support claim process.

The provider can view basic identity documentation for a VY or VY(S) as Human Services will confirm proof of identity during Income Support and assessment process.

If a job seeker experiences genuine difficulty providing documentary evidence for proof of identity checks, other methods of confirming identity may be utilised. This could include rates notices or other bills, letters of reference, payslips from previous employment, library and other club memberships or education certificates.

Conduct a Registration Search

Once the personal information has been gathered and eligibility for Direct Registration has been established the provider should conduct a registration search to ascertain whether the job seeker has an existing Registration and in turn reduce unnecessary data entry and creation of duplicate records on the department's IT System.

An existing Registration may contain relevant information to assist in confirming eligibility and commencing the job seeker such as a Job Seeker Identification Number (JSID), current participation in CDEP (available via the Referral placement list) or to confirm the receipt of DSP or PP.

The Registration Search requires you to enter mandatory information to get an exact match. Searching by CRN is the most reliable method. Providers are advised to obtain and search by CRN whenever possible.

Create/Update Registration

The search of the job seeker record could result in a range of outcomes:

Job seeker has a current registration record and is on the provider's caseload

The provider should make internal arrangements to assist the job seeker, given that the job seeker has an existing Registration with the provider.

Job seeker has a current registration record and is registered with another provider

The provider should advise the job seeker that the department's IT System has identified that they are Registered with another provider and determine if the job seeker is seeking to change providers.

Where the job seeker wishes to transfer between the provider and another provider due to a change of address, a relationship failure or by agreement with the existing provider - the provider should refer to the *Transfer Guidelines* for the appropriate process.

Job seeker has a current registration record and is not connected with a provider

The provider should refer the job seeker to their caseload using the department's IT System.

Volunteer job seekers wishing to Register for Harvest Labour Services and Drought Force Services only should not be referred to a provider's caseload.

If a job seeker record has a Centrelink Sensitive Client flag and there is a need to update personal information, the job seeker should be referred to Human Services.

Job seeker has a registration record that has ended

If the job seeker has an inactive record, the provider should select the inactive record and re-register the job seeker. This will allow the provider to update the job seeker's details and circumstances, where required and refer the job seeker to their caseload.

Job seeker has no registration record in Employment's IT System

If the job seeker does not have a registration record, the provider should create a record by entering the job seeker's details on the 'Registration' screen. Responses must be based on the information supplied by the job seeker on the *Direct Registration Form*.

If during the search for an existing registration for the job seeker, the department's IT System returns a matching job seeker record, the provider will be unable to create a new registration record for the job seeker. Should the information available to the provider indicate the returned record is not a true match; the provider will need to contact the Employment Services Helpdesk on 1300 305 520 to create a new registration record for the job seeker.

Linking the Job Seeker ID to a Centrelink Customer Reference Number

If the job seeker is a Human Services customer, the department's IT System can obtain information from Human Service such as current payment type, recent Referrals or Activity Test Requirements. For this to occur the provider must link the JSID to the CRN through the department's IT System.

Completion of the JSCI and ESAt, where appropriate

When a provider Directly Registers a Fully Eligible Participant they must conduct the JSCI, except VY or VY(S) who must be referred to Human Services within four weeks of registration. Human Services will refer a new job seeker or a job seeker in Stream 1, 2 or 3 who requires further assessment for an ESAt, if appropriate.

If a registration record for the job seeker exists on the department's IT System, JSA providers should review the JSCI record to ensure it reflects the job seeker's current circumstances. If there is no JSCI or the JSCI does not reflect the job seeker's current circumstances the JSA provider should conduct the JSCI in accordance with the *Job Seeker Classification Instrument Guidelines*.

If the job seeker is receiving assistance under SAP\LAP then their eligibility is the higher of either their SAP\LAP assigned Stream or the JSCI calculated Stream.

Once the provider has conducted the JSCI, they must commence the job seeker in the appropriate Stream - Stream 1, Stream 2 or Stream 3. When appropriate to the individual's needs, usually to determine eligibility for Stream 4 or DES, job seekers will be referred for an ESAt by Human Services, as part of Human Services' normal customer service arrangements.

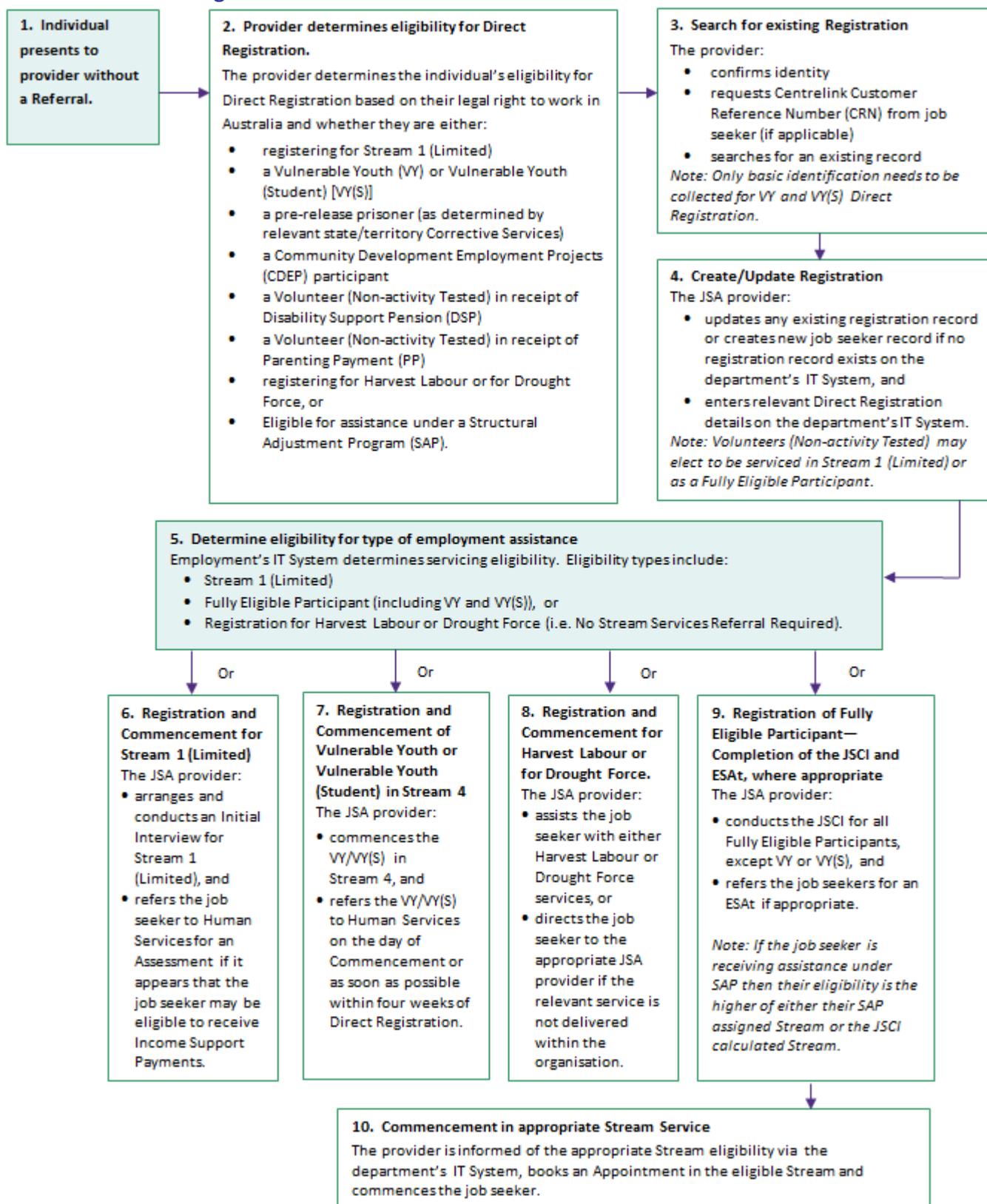
There is no requirement for a JSA provider to contact Human Services to arrange or request an ESAt referral for Stream 1 to 3 job seekers on income support. Providers should assist Stream 1 to 3 job seekers they consider may need further assessment by referring them to Human Services for assistance. The job seeker should advise Human Services of their change of circumstances and provide any appropriate medical evidence they may have.

Human Services is responsible for identifying and actioning any ESAt referral if required. It is inappropriate to contact Human Services to request an ESAt as Human Services will not action requests for ESAt referrals from providers.

If a provider considers that an ESAt may be required for a job seeker who does not have a Centrelink CRN or is not receiving Centrelink services (e.g. pre-release prisoners), after reviewing all the available documentation in accordance with the *Referral for an Employment Services Assessment Guidelines*, the provider should complete the Request for an Employment Services Assessment Form and email it to esat.request@deewr.gov.au for approval.

The Department of Social Services will consider the request and contact the provider to inform them if the request has been approved and make arrangements for the ESAt to be conducted. DSS will also advise the provider if the referral is not considered necessary.

Flow Chart: Direct Registration



Text Version of the Flow Chart: Direct Registration

Step 1: Individual presents to provider without a Referral.

Step 2: Provider determines eligibility for Direct Registration.

The provider determines the individual's eligibility for Direct Registration based on their legal right to work in Australia and whether they are either:

- registering for Stream 1 (Limited)
- a Vulnerable Youth (VY) or Vulnerable Youth (Student) [VY(S)]

- a pre-release prisoner (as determined by relevant state/territory Corrective Services)
- a Community Development Employment Projects (CDEP) participant
- a Volunteer (Non-activity Tested) in receipt of Disability Support Pension (DSP)
- a Volunteer (Non-activity Tested) in receipt of Parenting Payment (PP)
- registering for Harvest Labour or for Drought Force, or
- Eligible for assistance under a Structural Adjustment Program (SAP).

Step 3: Search for existing Registration

The provider:

- confirms identity
- requests Centrelink Customer Reference Number (CRN) from job seeker (if applicable)
- searches for an existing record

Note: Only basic identification needs to be collected for VY and VY(S) Direct Registration.

Step 4: Create/Update Registration

The JSA provider:

- updates any existing registration record or creates new job seeker record if no registration record exists on the department's IT System, and
- enters relevant Direct Registration details on the department's IT System.

Note: Volunteers (Non-activity Tested) may elect to be serviced in Stream 1 (Limited) or as a Fully Eligible Participant.

Step 5: Determine eligibility for type of employment assistance

Employment's IT System determines servicing eligibility. Eligibility types include:

- Stream 1 (Limited)
- Fully Eligible Participant (including VY and VY(S)), or
- Registration for Harvest Labour or Drought Force (i.e. No Stream Services Referral Required).

Go to Step 6, or Step 7, or Step 8, or Step 9

Step 6: Registration and Commencement for Stream 1 (Limited)

The JSA provider:

- arranges and conducts an Initial Interview for Stream 1 (Limited), and
- refers the job seeker to Human Services for an Assessment if it appears that the job seeker may be eligible to receive Income Support Payments.

Step 7: Registration and Commencement of Vulnerable Youth or Vulnerable Youth (Student) in Stream 4

The JSA provider:

- commences the VY/VY(S) in Stream 4, and
- refers the VY/VY(S) to Human Services on the day of Commencement or as soon as possible within four weeks of Direct Registration.

Step 8: Registration and Commencement for Harvest Labour or for Drought Force.

The JSA provider:

- assists the job seeker with either Harvest Labour or Drought Force services, or
- directs the job seeker to the appropriate JSA provider if the relevant service is not delivered within the organisation.

Step 9: Registration of Fully Eligible Participant—Completion of the JSCI and ESAt, where appropriate

The JSA provider:

- conducts the JSCI for all Fully Eligible Participants, except VY or VY(S), and
- refers the job seekers for an ESAt if appropriate.

Note: If the job seeker is receiving assistance under SAP then their eligibility is the higher of either their SAP assigned Stream or the JSCI calculated Stream.

Go to step 10.

Step 10: Commencement in appropriate Stream Service

The provider is informed of the appropriate Stream eligibility via the department's IT System, books an Appointment in the eligible Stream and commences the job seeker.

Note: Shaded areas in the flow charts denote activities undertaken by the job seeker, Employment or Human Services.

Note: This should not be read as a stand-alone document, please refer to the Employment Services Deed 2009–2012.

Employment Services Deed Clauses:

Clause 40.1 and 40.2—Direct Registration of Stream 1 (Limited) Participant

Clause 40.3 and 40.9—Direct Registration of Vulnerable Youth and Vulnerable Youth (Student)

Clause 40.13 and 40.14—Direct Registration of Volunteers (Non-activity Tested)

Clause 48.7B – Exits

Clause 52.1—Initial Interviews for Stream Participants

Annexure E—Definitions

Reference documents relevant to these guidelines:

Direct Registration Form

Harvest Labour Services Guidelines

National Harvest Labour Information Services (NHLIS)

JSA Eligibility for Visa Holders— determining right to work in Australia Supporting Document.

Job Seeker Classification Instrument Guidelines

Employment Services Assessment Guidelines

Transfer Guidelines

Non-Remote CDEP Guidelines

Explanatory Note:

All capitalised terms have the same meaning as in Employment Services Deed 2012-2015.

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