



Australian Government



Direct Registration Guidelines

V1.11

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
1.11	1 January 2023		Amendment: Minor updates to clarify the Pre-release Prisoner Initiative section. Removed eligibility from this guideline and referred providers to the Eligibility, Referral and Commencement Guidelines.
1.10	1 Jul 22	31 December 2022	Formatting: Removed Direct Registration form – see standalone version
1.9	17 Dec 21	30 Jun 22	Policy: Clarified that evidence required by non-allowee NDIS Participants is their NDIS Letter of Access, and the statement required of non-allowees undertaking a Program of Support. Included information about how ESATs for non-allowees should be requested by email.
1.8	13 Sep 21	16 Dec 21	Formatting: Updated version to match the Direct Registration Form.
1.7	1 Jul 21	12 Sep 21	Policy: From 1 July 2021, Providers may not Directly Register non-allowees unless they have evidence the person is an NDIS participant or needs to undertake a Program of Support. Narrative: Revised presentation of Direct Registration information.
1.6	8 Mar 21	30 Jun 21	Policy: Update to retention of Proof of Identify evidence. All evidence, including photo identification, must be sighted but no copies are to be retained.
1.5	9 Mar 20	7 Mar 20	Narrative: Various Department name changes
1.4	2 Dec 19	8 Mar 20	Clarification: Job seeker and guardian/administrator declarations varied in Direct Registration Form
1.3	4 Mar 19	1 Dec 19	Policy: Updated Direct Registration Form, Eligible School Leaver - Question 14, now asks the additional question 'Have you ever participated in DES as an ESL?'. Please note the stand alone Direct Registration Form has been amended with the same question. This is to ensure DES Providers check during the Direct Registration process that students have not previously participated in DES as an ESL.
1.2	3 Dec 18	3 Mar 19	Policy: Updated Direct Registration Form in line with amendments to the DES 2018 Grant Agreement under Direction No. 2. Terminology: Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: 'Relationship Manager' replaces 'Account Manager'. Inclusion of Registration of Pre-release Prisoners (p.6). Formatting: Throughout guideline
1.1	10 Sep 18	2 Dec 18	Policy: The process to determine whether the JSCI needs to be updated in Step 10 of these guidelines now includes Work Assist. (p14)
1.0	1 Jul 18	9 Sept 18	Original Version of document

Introduction

These Guidelines outline the steps that a Disability Employment Services (DES) Provider must take to Directly Register Participants in DES.

Disability Employment Services Grant Agreement Clauses

Clause 82 – Program Services Location

Clause 87 – Direct Registration of Participants without a Referral

Annexure A – Definitions

Reference documents relevant to these Guidelines

- Eligible School Leaver Guidelines
- School Leaver Trial Guidelines
- Disability Management Service - Special Class Client Guidelines
- Documentary Evidence for Claims for Payment Guidelines
- Work Assist Guidelines
- Transfer Guidelines
- Records Management Instructions and Privacy Guidelines
- [Department of Home Affairs Visa Entitlement Verification Online website](#)
- [Community Development Programme \(CDP\) website](#)
- [Services Australia Disability Support Pension \(DSP\) website](#)
- [Services Australia Parenting Payment \(PP\) website](#)

Explanatory Note

- All capitalised terms have the same meaning as in the DES Grant Agreement.
- In this document, the term 'must' denotes mandatory compliance, and the terms 'should' or 'may' denote that compliance represents best practice.

Overview

While most job seekers are referred to a Provider, Providers can register certain job seekers who approach them directly seeking Program Services. This is known as Direct Registration.

Direct Registration connects the job seeker to the Provider. The job seeker must meet normal DES eligibility requirements, which may not be established at the time of Direct Registration. Providers can refer Directly Registered job seekers for an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) and, if the job seeker is assessed as being eligible for DES, the job seeker will be referred back to the Provider. Directly Registered job seekers can be Commenced once their eligibility is established - including immediately after they are registered, where their eligibility is already established.

Directly Registered job seekers are included in the assessment of a DES Provider's performance.

When a job seeker presents for Direct Registration, the Provider must:

- Conduct an initial assessment to determine whether the job seeker may be eligible to register;
- Collect relevant information about the job seeker through the DES Direct Registration Form;
- Find and update, or create, a registration record for the job seeker;
- Link the job seeker's registration record with their Customer Reference Number (CRN);
- Directly Register the job seeker if they are eligible to do so;
- Send the job seeker for an ESAt or JCA, if needed to confirm eligibility; and
- Commence the job seeker as a DES Participant once eligibility is confirmed.

Detailed process steps are shown later in these Guidelines.

The DES Direct Registration Form

Providers are required to collect a range of information from a job seeker before Directly Registering them in order to confirm their identity and eligibility for DES and for Direct Registration. A Provider must collect this information using an unaltered, complete version of the DES Direct Registration Form (DRF) that was available on the DES Provider Portal at the time the job seeker was Directly Registered in DES. The Direct Registration Form is available on the DES Provider Portal.

The DRF must have all relevant questions answered and all relevant fields correctly completed including proof of identity checks, and must be signed and dated by both the job seeker (or their legal guardian) and the Provider's representative. Providers can use the optional Checklist at **Attachment A** to ensure these requirements are met.

The DRF must be retained on file as Documentary Evidence to support the Participant's Direct Registration and Commencement in DES.

Job seekers who may be Direct Registered

After confirming the identity of a job seeker and matching the job seeker with any available records, Providers are able to determine whether a person is eligible to be registered. A person can be Directly Registered unless they are:

- ineligible for DES; or
- already commenced or registered with another DES or other employment services provider; or
- unable to undertake program requirements in a location where the Provider delivers Program Services.

Eligibility

Eligibility requirements are described in the DES Eligibility, Referral and Commencement Guidelines. A job seeker may not be Directly Registered if they are ineligible against any eligibility requirements (for example, not an Australian citizen or qualifying visa holder). A job seeker may be Directly Registered if they are eligible or if their eligibility has not yet been confirmed (for example, through an ESAt or JCA).

Note: From 1 July 2021, job seekers who are not in receipt of an income support allowance (“non-allowees”) are ineligible for DES, and therefore may not be Direct Registered, unless they are:

- ESAt/JCA exempt (Eligible School Leaver, Special Class Client or Work Assist); or
- a current NDIS participant; or
- a Pre-Release Prisoner; or
- undertaking a DES program to satisfy Program of Support requirements.

Registration

Job seekers who are already commenced or registered with another provider (including in another employment service) cannot be Directly Registered. A DES Participant who wants support from the Provider can be transferred as described in the DES Transfers Guidelines if they are eligible for the service delivered by the Provider (DES-DMS or DES-ESS). A job seeker undertaking another employment service must check with their provider about their eligibility for DES.

Location

Providers are only permitted to deliver Program Services from Sites attached to ESAs listed in the Schedule to the DES Grant Agreement. Providers are not permitted to establish a physical presence (either temporary or permanent) in an ESA that is not specified in their Schedule. This includes the operation of a mobile servicing facility to visit or otherwise service a job seeker whose Permanent Address is located outside an ESA specified in the Provider’s Schedule.

A Participant’s primary residence can be outside of the Site’s ESA.

Note: there may be exceptional circumstances where it is not possible for a job seeker to visit a DES Provider (for example, the job seeker is incapacitated) at a Site in the DES Provider’s ESA. In these circumstances, the Provider may seek approval from their Relationship Manager to deliver services to that job seeker at a location other than at the Provider’s Site for a specified period. The relevant Relationship Manager or their delegate may grant such approval in writing at their absolute discretion.

Job seekers who may be immediately Commenced

Where a Provider can confirm that a Directly Registered job seeker is eligible for the DES services it delivers, the Provider can immediately Commence the job seeker as a DES Participant. Providers must check the job seeker meets eligibility requirements before commencing them, as set out in the *DES Eligibility, Referral and Commencement Guidelines*.

Directly Registered job seekers may be eligible to be immediately commenced where the job seeker:

- has a Valid ESAt or JCA, conducted within the last two years but following any previous DES Period of Service, with a recommended service matching the Provider’s service (DES-DMS or DES-ESS); or
- is ESAt/JCA exempt. Job seekers do not require an ESAt or JCA where the person is an Eligible School Leaver, a Special Class Client or requires Work Assist.

Job seekers who may not be immediately Commenced

Many job seekers who are Directly Registered cannot immediately Commence because their eligibility has not been confirmed through an ESAt or JCA. Where a Directly Registered job seeker requires an ESAt or JCA to confirm their eligibility for DES, the Provider must arrange the assessment. The Direct Registration of the job seeker is a self-Referral to the Provider, so the job seeker is normally Referred back to the Provider to be Commenced once the ESAt or JCA confirms their eligibility for the services. However, job seekers can exercise choice of Provider at any time, including during the assessment process, if wished.

If the ESAt or JCA recommends another employment service, the job seeker may not be Commenced. The assessor may Refer the person to their recommended service.

If the ESAt or JCA recommends a DES service (DES-DMS or DES-ESS) the Provider does not deliver, the assessor will require the job seeker to choose an available Provider of the appropriate service in order to complete a Referral to that service.

Pre-release Prisoners

Pre-release Prisoner (PRP) initiative participants must be Directly Registered by the provider following a referral from the state or territory corrective services agency or youth justice service. A PRP participant is considered to 'remain in legal custody' and does not qualify for any Services Australia administered payment.

Prisoners or detainees must meet *all* of the eligibility criteria, as listed in the *Eligibility, Referral and Commencement Guideline*, when referred to a provider. If a prisoner referred to a provider does not meet PRP eligibility criteria, the provider must not Directly Register them and must advise the relevant state or territory corrective or youth justice service.

Providers must initially complete a Registration in the Department's IT System and then apply the 'Pre-release Prisoner' Special Client Type indicator to the participants' record. As PRP participants are assessed by the corrective services agency as job ready, a timely commencement and servicing is expected.

PRP participants must be referred for an ESAt to determine their eligibility for DES, where required. The Provider should notify corrective services where a PRP participant requires an ESAt. Corrective services must be involved in the process and must agree to the referral for an ESAt.

Where a PRP participant is released from prison, the provider must remove the Special Client Type indicator. If this is not removed and the participant applies for an income support payment from Services Australia it may prevent the participant from having mutual obligations.

Process: Direct Registration

Who is Responsible:	What is Required:
<p>1. Job seeker</p> <p>Job seeker presents to a Provider without a Referral</p>	<p>‘Direct Registration’ is the process of Registering a job seeker who does not have a Referral but is eligible to Directly Register for DES through a Provider.</p> <p>The Direct Registration process is also used for Pre-release Prisoners (PRP) who are participating in a work release program, in coordination with a state or territory Corrective Services agency or youth justice service.</p>
<p>2. Provider</p> <p>Conducts initial check of eligibility</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 82 • Clause 87 	<p>A job seeker is eligible for DES if they:</p> <ul style="list-style-type: none"> • have a disability, injury or health condition; • are aged at least 14 years but have not yet attained the Age Pension qualifying age; • are at or above the minimum legal working age in their state or territory; • have a future work capacity with intervention of at least eight hours per week; • are an Australian resident; • are not studying full time, unless the job seeker is an ESL; and • are not working at or above their Employment Benchmark hours (not applicable for Work Assist Participants, National Disability Insurance Scheme (NDIS) participants, and/or participants in the Disability Employment Continuity of Support program). <p>Additionally, from 1 July 2021 a job seeker must:</p> <ul style="list-style-type: none"> • have a future work capacity with intervention of less than 30 hours per week; and • be in receipt of an income support payment, except where the job seeker is: <ul style="list-style-type: none"> ○ ESAt/JCA exempt (Eligible School Leaver, Special Class Client or Work Assist); ○ a current NDIS participant; ○ a Pre-Release Prisoner; or ○ undertaking a DES program to satisfy Program of Support requirements. <p>Specialist Providers should also be aware they can Directly Register only job seekers who would be eligible for Specialist services delivered by the Provider.</p> <p>The DES Eligibility, Referral and Commencement Guidelines provide detailed information about eligibility requirements.</p> <p>Providers must make an initial determination about whether a job seeker is ineligible for DES against any criteria. An ineligible job seeker cannot receive DES, so Direct Registration cannot continue. End process.</p> <p>A job seeker who is not ineligible against any criteria may be eligible for Direct Registration, even if eligibility against some criteria has not been determined. For example, if an ESAt or JCA has not yet been conducted, the Provider may not be able to confirm the job seeker’s eligibility against disability, work capacity and Employment Benchmark criteria.</p>

Who is Responsible:	What is Required:
<p>3. Provider</p> <p>Completes the DES Direct Registration Form</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 87 	<p>To confirm that a job seeker is eligible to Directly Register for Program Services, the Provider must gather a range of information from the job seeker using the DES Direct Registration Form (DRF). The DRF is available on the DES Provider Portal. The DRF <i>must</i> be completed by every Directly Registered job seeker. The purpose of the DRF is to obtain:</p> <ol style="list-style-type: none"> a) personal information to determine eligibility for Direct Registration, and b) the job seeker’s consent to use personal information disclosed to the Provider. <p>Note: The Provider <i>must</i> ensure that the job seeker comprehends the information contained in the DRF. Where appropriate an interpreter may be used or the job seeker may choose to have an advocate present.</p> <p>If the Provider becomes aware as a result of the DRF that the job seeker does not meet eligibility criteria, the person may not be Directly Registered.</p> <p>Proof of Identity</p> <p>To confirm the identity of the job seeker, the Provider must sight originals or certified copies of either:</p> <ul style="list-style-type: none"> • one document from Group A; or • two documents from Group B. <p><u>Group A – sight one document</u></p> <ul style="list-style-type: none"> • current passport • current driver’s licence, or • other form of photo identification from a government department or agency. <p><u>Group B – sight two documents</u></p> <ul style="list-style-type: none"> • financial institution (bank) documents showing name and signature or name and address • birth certificate or extract • certificate of Australian citizenship • Medicare card • vehicle registration papers with current address, or • other identification displaying the job seeker’s name, such as a statement from a community Elder if the job seeker is an Aboriginal or Torres Strait Islander. <p>The Provider must not retain a copy of the proof of identity (including any Photo ID) but must certify on the DRF that they have sighted the documents. Job seekers provide identification as part of the Income Support claim process.</p> <p>If a job seeker has genuine difficulty providing identification documents, the Provider may use other methods for confirming identity.</p>
<p>4. Provider</p> <p>Checks whether the job seeker has an existing client registration</p>	<p>All job seekers must be Registered in ESSWeb before they can be Referred or Commenced. To reduce unnecessary data entry and duplicate records, the Provider must search for the job seeker on ESSWeb. An existing Registration may hold information affecting the job seeker’s eligibility, such as a Valid ESAt/JCA. Other information including a job seeker identification record (JSID) and current Income Support Payments will also make the Commencement process easier for the Provider.</p>

Who is Responsible:	What is Required:
	<p>Registration search methods in order of reliability and efficiency:</p> <ol style="list-style-type: none"> <u>Services Australia Customer Reference Number (CRN)</u> Job Seekers who are Services Australia customers are asked to provide their CRN on the DRF. The Provider can use the CRN to search for an existing job seeker Registration. If the job seeker is a Services Australia customer and cannot provide their CRN, the Provider should help them contact Services Australia to obtain this before continuing the Direct Registration process. <u>Name and DOB</u> The Provider enters the job seeker's name, date of birth and gender into the search function to search for an existing Participant record. <u>Fuzzy Search</u> If other search methods are unsuccessful, the Provider can search using the Fuzzy Search tab in the Job Seeker Search function. If the job seeker's details were entered incorrectly during a previous Registration, a Fuzzy Search can help by returning records of Participants with similar names and dates of birth.
<p>5. Provider</p> <p>Creates or updates the registration record.</p> <p><i>DES References:</i></p> <ul style="list-style-type: none"> DES Transfers Guidelines 	<p>The search of the job seeker's record could result in the following outcomes.</p> <p><u>Registered with the Provider</u> The Provider should update the record as required and make internal arrangements to assist the job seeker.</p> <p><u>Registered with another Provider</u> The Provider should advise the job seeker that they are Registered with another Provider. If the job seeker is seeking to change Providers, refer to the <i>Transfers Guidelines</i> for the correct process. Otherwise, provide the job seeker with their Registration details and Refer them back to their existing Provider.</p> <p>Note: Pre-release Prisoners cannot change Providers unless approved by the relevant state or territory Corrections Service agency.</p> <p><u>Registered with a provider of another employment service</u> The Provider should advise the job seeker that they are Registered with another employment service and Refer them back to their existing provider.</p> <p><u>Registered but not connected with any Provider</u> The Provider should Refer the job seeker to their own caseload using ESSWeb.</p> <p><u>Registration record has ended</u> If the job seeker has an inactive record on the 'Registration' screen, the Provider should select the inactive record and re-Register the job seeker. The Provider should then update the job seeker's details and circumstances, where required.</p> <p><u>No Registration record in ESSWeb</u> If a Fuzzy Search indicates the job seeker does not have an existing Registration record, the Provider should create a new Registration record. To do this, the Provider clicks 'Create a new record'. Clicking search enables the 'Add' button, which navigates to the 'Add registration' screens. Here the Provider can complete the details on the Registration Screen using the job seeker's details from the DRF and presses the 'submit' button.</p> <p>Providers should contact the Employment Systems Helpdesk on 1300 305 520 to resolve difficulties creating a new Registration.</p>

Who is Responsible:	What is Required:
<p>6. Provider</p> <p>Links the Job Seeker Identification Number (JSID) to a CRN</p>	<p>After creating or updating a job seeker Registration record, the Provider <i>must</i> ensure the JSID is linked to a Services Australia CRN. This transfers important information from Services Australia such as current payment type, recent Referrals or Mutual Obligation Requirements to the Referral record.</p> <p>When linking the CRN and JSID, an error message will appear if the data held by Services Australia does not match the CRN and details entered. In this case, the Provider should contact the Services Australia Participation Solutions Team at Services Australia on 1300 306 325 to verify the job seeker's details.</p> <p>Note: If a job seeker record has a 'Services Australia Sensitive Client' flag and the personal information needs updating, the job seeker should be Referred to Services Australia.</p> <p><u>CRN is not known</u></p> <p>If the job seeker does not know their CRN or does not have one, the Provider must contact their local Services Australia Customer Service Centre with the job seeker present and request a CRN. If the job seeker cannot be present, the Provider <i>must</i> advise them to contact Services Australia and request a CRN for the purpose of registering for employment services.</p> <p>Services Australia will search for the record using information provided by the job seeker and the Documentary Evidence provided.</p> <ul style="list-style-type: none"> • If a record is found, they will provide the CRN to the Provider. • If a record cannot be found, the Provider must request the creation of a CRN by Services Australia. The CRN can then be linked to the JSID. <p>Note: ESSWeb will prevent any claims, other than the First Service Fee, being available for lodgement by the Provider where a CRN is not linked to a Participant's JSID.</p>
<p>7. Provider</p> <p>Updates other relevant registration information</p>	<p>The Provider should also update other relevant information at this time.</p> <p><u>Job seekers under 15 years of age</u></p> <p>A Provider Directly Registering job seekers aged 14 years <i>must</i> attach the special client type flag "Youth Under 15 (YU15)" to the Registration in the Department's IT Systems.</p> <p><u>Eligible School Leavers (ESL)</u></p> <p>Where a person is eligible as an ESL, the Provider must obtain Documentary Evidence as set out in the <i>Eligible School Leaver Guidelines</i>, including:</p> <ul style="list-style-type: none"> • evidence to support the Direct Registration process; • evidence of a job seeker's disability and eligibility for ESL; and • evidence to demonstrate a job seeker's capacity to work a minimum of eight hours per week. <p>Note: ESLs normally undertake a DES-ESS Program of Support. A DES-DMS Provider Directly Registering a person as an ESL must retain on file a justification statement outlining the reason(s) why they considered DES-DMS to be the appropriate service for the job seeker in this exceptional circumstance.</p>

After obtaining the required Documentary Evidence, the Provider must click the ESAt/JCA exemption flag tick box on the Registration screen and select the appropriate ESL value from the list of available options (either ESL-Fulltime Student, or ESL-Transition to Work Program). These actions will allow the job seeker to be Commenced without having an ESAt/JCA result recorded in the Department's IT Systems.

Note: Adult students aged 22 and over who are undertaking secondary school studies through TAFE or similar institutions, do not meet ESL eligibility requirements and must not be Directly Registered as an ESL.

Special Class Clients (SCC)

Where a person is eligible as a SCC, the DES-DMS Provider must obtain Documentary Evidence as set out in the *Disability Management Service - Special Class Client Guidelines*, including:

- evidence to support the Direct Registration process;
- evidence of a job seeker's disability and eligibility as a SCC; and
- evidence to demonstrate a job seeker's capacity to work a minimum of eight hours per week.

Note: SCCs cannot Directly Register as, or undertake, a DES-ESS Program of Support.

After obtaining the required Documentary Evidence, the Provider must click the ESAt/JCA exemption flag tick box on the Registration screen and select the appropriate SCC value from the list of available options. These actions will allow the job seeker to be Commenced without having an ESAt/JCA result recorded in the Department's IT Systems.

Work Assist participants

Where a person is eligible for Work Assist, the Provider must obtain Documentary Evidence as set out in the *Work Assist Guidelines*, including:

- evidence to support the Direct Registration process; and
- evidence of a job seeker's disability and eligibility for Work Assist.

After obtaining the required Documentary Evidence, the Provider must click the ESAt/JCA exemption flag tick box on the Registration screen and select Work Assist from the list of available options. These actions will allow the job seeker to be Commenced without having an ESAt/JCA result recorded in the Department's IT Systems.

NDIS Participants

From 1 July 2021, where a non-allowee is eligible because they are a current NDIS participant, the Provider must obtain Documentary Evidence as set out in the *Eligibility, Referral and Commencement Guidelines*, including:

- evidence to support the Direct Registration process; and
- evidence the job seeker is a current NDIS participant, in the form of an NDIS Letter of Access.

NDIS participants can usually obtain a copy of their NDIS Letter of Access by printing it from the NDIS portal to share with the DES provider. Non-allowees who are unable to access their letter from the portal can send a request to INFORMATION.ACCESS@NDIS.gov.au with the subject line 'Proof of eligibility required for DES participant', proving their identity by including 3 or more of their:

- Full name;

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> • Date of birth; • Residential address; and • NDIS Reference Number. <p>NDIS participants can also request their letter using a web form at ndis.gov.au/about-us/policies/access-information/participant-information-access-request, but requests using this form may require up to 28 days to be answered.</p> <p>After obtaining the required Documentary Evidence, the Provider must show the person is undertaking a Special Placement on the Circumstances screen, selecting the NDIS Participant option. This will allow the job seeker to be Commenced, subject to a Valid ESAt/JCA confirming the job seeker's eligibility.</p> <p>If a non-allowee NDIS participant requires an ESAt to confirm their eligibility, the Provider should email a request for an assessment to FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au, and should include a note that the non-allowee may be eligible for DES as they are an NDIS participant. Services Australia may otherwise decline to conduct the ESAt, as non-allowees are generally ineligible for DES from 1 July 2021.</p> <p><u>Pre-Release Prisoners</u></p> <p>Providers must retain a record of the relevant corrective services' referral of the eligible Pre-Release Prisoner. The Provider update the Special Placement field on the Circumstances screen to show that the job seeker is a Pre-Release Prisoner. This will allow the job seeker to be Commenced, subject to a Valid ESAt/JCA confirming the job seeker's eligibility.</p> <p>If a non-allowee Pre-Release Prisoner requires an ESAt to confirm their eligibility, the Provider should email a request for an assessment to FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au, and should include a note that the non-allowee may be eligible for DES as they are a Pre-Release Prisoner. Services Australia may otherwise decline to conduct the ESAt, as non-allowees are generally ineligible for DES from 1 July 2021.</p> <p><u>Program of Support</u></p> <p>From 1 July 2021, where a non-allowee is eligible because they need to undertake a Program of Support as part of a Disability Support Pension claim, the Provider must obtain Documentary Evidence as set out in the <i>Eligibility, Referral and Commencement Guidelines</i>, including:</p> <ul style="list-style-type: none"> • evidence to support the Direct Registration process; and • a signed and dated statement or email from the job seeker that they have submitted a claim for the Disability Support Pension (DSP) and were advised by Services Australia that their DSP claim could not be finalised until they undertake a Program of Support.

Who is Responsible:	What is Required:
	<p>After obtaining the required Documentary Evidence, the Provider must show the person is undertaking a Special Placement on the Circumstances screen, selecting the Program of Support option. This will allow the job seeker to be Commenced, subject to a Valid ESAt/JCA confirming the job seeker's eligibility.</p> <p>Job seekers are advised by Services Australia that they would need to undertake a Program of Support following a Job Capacity Assessment (JCA), so job seekers who could make the required statement would normally have a Valid JCA referral. Where a new ESAt is needed, the Provider should email a request for an assessment to FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au, and should include a note that the non-allowee may be eligible for DES as they have advised they are undertaking a required Program of Support. Services Australia may otherwise decline to conduct the ESAt, as non-allowees are generally ineligible for DES from 1 July 2021.</p> <p>Services Australia may still decline to undertake an assessment if it determines the non-allowee is not required to undertake a Program of Support. This may occur if the job seeker has not in fact submitted a claim for DSP, or if the DSP claim has been rejected.</p>
<p>8. Department's IT Systems</p> <p>Confirms whether the job seeker is eligible to Directly Register</p>	<p>Once the Provider has updated the Personal Details screen and selected any appropriate ESAt/JCA exemption reason or Special Placement Type, the Provider presses the 'Submit' button at the bottom of the Circumstances screen. The system will indicate whether the job seeker is eligible to Directly Register.</p>
<p>9. Provider</p> <p>Directly Registers job seeker</p>	<p>If the job seeker is eligible, the Provider should register them.</p> <p>If the job seeker is ineligible, the Provider should advise the job seeker they are ineligible to Directly Register and that they should contact Services Australia for further assistance if required. End process</p>
<p>10.Provider</p> <p>Determines if the job seeker can be Commenced without a Referral for an ESAt</p> <p><i>DES References:</i></p> <ul style="list-style-type: none"> • Work Assist Guidelines • DMS Special Class Client Guidelines • Eligible School Leaver Guidelines • Eligibility, Referral and Commencement Guidelines • Documentary Evidence for Claims for Payment Guidelines 	<p>A Provider can immediately Commence a Directly Registered job seeker where:</p> <ul style="list-style-type: none"> • the Department's IT Systems show the job seeker has a Valid ESAt or JCA recommending the relevant DES-DMS or DES-ESS, where the assessment was finalised: <ul style="list-style-type: none"> ○ within the previous two years; and ○ after the job seeker exited any previously completed period of service in DES, as described in the DES Eligibility, Assessment and Referral Guidelines; or • the job seeker is an Eligible School Leaver, as set out in the Eligible School Leaver Guidelines; or • the job seeker requires Work Assist support, as set out in the Work Assist Guidelines; or • the job seeker is a Special Class Client, as set out in the Disability Management Services – Special Class Guidelines. <p>For job seekers who do not require an ESAt or JCA, proceed to Step 12.</p> <p>Job seekers not in one of the above categories must be Referred for an ESAt/JCA to have their eligibility for Program Services assessed. Proceed to Step 11.</p>

Who is Responsible:	What is Required:
<p>11.Provider</p> <p>Refers the job seeker for an ESAt</p> <p><i>DES References:</i></p> <ul style="list-style-type: none"> • Referral for an ESAt Guidelines 	<p>Providers can confirm the eligibility of job seekers for DES by referring them for an assessment (ESAt or JCA), as set out in the <i>Referral for an ESAt Guidelines</i>.</p> <p>Job seekers must have appropriate medical evidence supporting their condition(s) before attending their assessment. Where the Provider cannot confirm the job seeker has appropriate medical evidence to support their identified condition, the Provider should assist the job seeker to obtain relevant medical evidence before a Referral for an ESAt is considered.</p> <p>The Provider should also ensure the job seeker is given details of the assessment time and place, and advise the job seeker to present any new medical evidence to Services Australia.</p> <p>Note: When arranging an ESAt for a Pre-release Prisoner, the Provider should also notify the prison or pre-release centre as they need to be aware of the Pre-release Prisoner’s movements.</p> <p>Where an ESAt confirms the job seeker’s eligibility and recommends the registered DES service, the job seeker will normally be referred back to the Directly Registering Provider. The job seeker may, however, request referral to a different Provider.</p>
<p>12.Provider</p> <p>Updates the JSCI</p> <p><i>DES References:</i></p> <ul style="list-style-type: none"> • Job Seeker Classification Instrument Guidelines • Funding Level Tool Guidelines 	<p>Before commencing an eligible participant, the Provider must check whether the Job Seeker Classification Index (JSCI) needs to be completed or updated. Information from the JSCI, in conjunction with information from Services Australia and the ESAt or JCA, is used to determine the Funding Level for all DES Participants.</p> <p>Note: Providers do not need to create or update the JSCI for Work Assist Participants.</p> <p><u>Job seekers with an existing JSCI</u></p> <p>Some updates to the JSCI are able to be undertaken directly by the Provider. Please see the <i>Job Seeker Classification Instrument Guidelines</i> and Funding Level Tool Guidelines for more information.</p> <p><u>Job seekers who do not have a JSCI</u></p> <p>Providers who Directly Register volunteers (those without Mutual Obligation Requirements) without a JSCI in ESSWeb will need to create a JSCI in accordance with <i>Job Seeker Classification Instrument Guidelines</i>.</p>
<p>13.Provider</p> <p>Commences the job seeker</p> <p><i>DES References:</i></p> <ul style="list-style-type: none"> • Eligibility, Referral and Commencement Guidelines • Work Assist Guidelines • DMS Special Class Client Guidelines • Eligible School Leaver Guidelines 	<p>Eligible Participants should be Commenced in Program Services in accordance with <i>Eligibility, Referral and Commencement Guidelines</i>.</p> <p>End of Process</p>

Attachment A - DES Direct Registration Form (DRF) Checklist

About this Checklist

This purpose of this Checklist is to assist Providers with ensuring they have obtained the necessary information to Directly Register a job seeker in DES and the DRF is correctly completed. Completion of this Checklist is optional.

Documentary Evidence

The DES Grant Agreement and the *Direct Registration Guidelines* require DES Providers to complete a DRF for all job seekers who are Directly Registered and Commenced in DES. The DRF is a critical document that records information relating to a Participant's eligibility for DES Program Services and equally, records a Participant's consent to share information obtained by the Provider. The DRF is the key document to support a job seeker's eligibility for Direct Registration and *must* be retained on file as Documentary Evidence.

Participant's Name:		
Job Seeker ID:		
Section of the DRF	Job seeker Requirement	Response correctly recorded?
1. Job seeker identification details	<p>Job seeker has ticked "yes" or "no" to indicate whether or not they are registered with Services Australia, an NDIS participant, or a supported employment employer or ADE, DES or Workforce Australia Provider. If "yes" is ticked the job seeker has provided their job seeker ID (JSID) or CRN*</p> <p>*All directly registered Participants must have a CRN. Where a job seeker does not have a CRN the Provider must request Services Australia to create one. Refer to Step 6 of these Guidelines for more information.</p>	Y / N
2. Personal Details	<p>Personal details completed and job seeker has ticked "yes" or "no" to the questions about English as a first language and whether or not they require an interpreter. If an interpreter is required, the required language has been recorded.</p>	Y / N
3. Australian residency or visa status	<p>Job seeker has ticked "yes" to indicate they are an Australian Resident or TPV/SHEV holder.</p> <p>If a job seeker has ticked "no" to both questions the job seeker is ineligible for DES and the Direct Registration should not proceed.</p>	Y / N
4. Do you have a disability, injury or health condition?	<p>Job seeker has ticked "yes" or "no" to indicate whether or not they have a disability, injury or health condition which may impact on their ability to work. If "yes" is ticked, the job seeker has stated the nature of their disability, injury or health condition.</p> <p>If "no" is ticked the Direct Registration should not proceed.</p>	Y / N
5. Do you identify as an Aboriginal and/or Torres Islander?	<p>Job seeker has ticked "yes", "no" or "prefer not to say" to indicate whether or not they identify as Aboriginal and/or Torres Islander.</p>	Y / N

Participant's Name:		
Job Seeker ID:		
Section of the DRF	Job seeker Requirement	Response correctly recorded?
6. Are you or have you been known by any other names?	Job seeker has ticked "yes" or "no". If "yes" is ticked the job seeker the job seeker has provided their previous name	Y / N
7. Your contact details	Contact details are completed correctly	Y / N
8. Your preferred method of contact	Preferred method of contact recorded	Y / N
9. Income Support	Job seeker has ticked "yes" or "no". If "yes" is ticked job seeker has provided the name of allowance. From 1 July 2021, If "no" is ticked job seeker is ineligible and Directly Registration should not proceed unless job seeker is a current NDIS participant or undertaking a Program of Support as part of a claim for the DSP.	Y / N
10. National Disability Insurance Scheme	Job seeker has ticked "yes" or "no". If "yes" is ticked job seeker has provided evidence they are receiving NDIS support.	Y / N
11. Program of Support	Job seeker has ticked "yes" or "no". If "yes" is ticked and the job seeker is not receiving an allowance, the job seeker must supply and sign a statement that they are applying for the Disability Support Pension (DSP) and that Services Australia has not made a determination about the job seeker's eligibility for DSP because they must first undertake a Program of Support.	Y / N
12. Personal Circumstances	Job seeker has ticked "yes" or "no" to indicate whether or not they are currently in paid work. If "yes" is ticked the job seeker has provided the number of hours they have worked each week. Excluding Work Assist participants, a job seeker is ineligible for DES and Direct Registration should not proceed if their average weekly work hours are at or above: <ul style="list-style-type: none"> • their Employment Benchmark hours (where the job seeker has a Valid ESAt/JCA); or • eight hours, where the job seeker is ESAt/JCA exempt. 	Y / N
	Job seeker has ticked "yes" or "no" to indicate whether or not they are in full-time education or training. If the job seeker has ticked "yes" to this question and does not meet the eligibility requirements for ESL, the job seeker is ineligible for DES and the Direct Registration should not proceed.	Y / N

Participant's Name:		
Job Seeker ID:		
Section of the DRF	Job seeker Requirement	Response correctly recorded?
	Job seeker has ticked "yes" or "no" to indicate whether or not they have taken a redundancy in in the last six months. If "yes" is ticked, job seeker has indicated the industry in which they worked and the name of the organisation they worked for.	Y / N
13. Pre-release prisoners	Job seeker has ticked "yes" or "no" to indicate whether or not they are participating in a pre-release work program.	Y / N
14. Special Class Clients (if seeking access under Special Class Client arrangements)	Job seeker has ticked "yes" or "no" to indicate whether or not they have a disability, injury or health condition as a result of exposure to the Bali/London bombings or the December 2012 Tsunami.	Y / N
15. Work Assist (if seeking access to DES for Work Assist Services)	Job seeker has ticked "yes" or "no" to indicate whether or not they are experiencing difficulties carrying out the inherent requirements of their job as a result of their disability, injury or health condition. If "yes" is ticked the job seeker has provided the employer's business name and the name of a contact person.	Y / N
16. Eligible School Leavers (if seeking to access DES under Eligible School Leaver arrangements).	Job seeker has ticked "yes" or "no" to indicate whether or not they are a current full-time student. If "yes" is ticked the job seeker has provided the name of their school and their current school year.	Y / N
	Job seeker has ticked "yes" or "no" to indicate whether or not they have left school. If "yes" is ticked the job seeker has provided the date they left school.	Y / N
	Job seeker has ticked "yes" or "no" to indicate whether or not they have recently completed or are within six months of completing a post-school employment or transition to work program for people with disability. If "yes" is ticked the job seeker has provided the name of the program and the date that they finished the program.	Y / N
17. Disability Employment Continuity of Support program	Job seeker has ticked "yes" or "no" to indicate whether or not they are currently working at an Australian Disability Enterprise (ADE) as part of the Disability Employment Continuity of Support (DECoS) program participant. If "yes" is ticked the job seeker has provided the name of their DECoS provider.	Y / N
18. Proof of identity (POI)	Provider has sighted at least one document from the Group A or two documents from Group B	Y / N
DES DRF signed and dated by the job seeker (or their legal guardian) and the Provider representative		Y / N

Attachment B - Eligibility of Visa Holders for Disability Employment Services

Eligibility for visa subclasses

To be eligible to participate in DES, a job seeker must be an Australian resident. An Australian resident is a person who resides in Australia and is one of the following:

- an Australian citizen;
- the holder of a permanent resident visa; or
- a special category visa holder (SCV) who is a protected SCV holder.

New Zealand citizens living in Australia who have not been granted permanent residency are generally holders of protected or non-protected SCVs. A New Zealand citizen is a protected SCV holder, and therefore eligible for DES, if he or she:

- was in Australia on 26 February 2001 as a SCV holder; or
- was outside Australia on 26 February 2001, but was in Australia as a SCV holder for a total of 12 months in the two years prior to that date, and subsequently returned to Australia; and
- has a certificate issued under the *Social Security Act 1991* stating that they were residing in Australia on a particular date (these certificates are no longer issued).

New Zealand citizens who do not meet these requirements (e.g. they arrived in Australia after 26 February 2001) are non-protected visa holders and therefore are ineligible for DES.

Additionally, from 1 July 2014 eligible job seekers who are not permanent residents but who hold a current TPV/SHEV, can access DES-ESS (but not DES-DMS) if they hold either:

- a Temporary Protection Visa (TPV); or
- a Safe Haven Enterprise Visa (SHEV).

Determining if a job seeker an Australian resident or is a TPV/SHEV holder

A job seeker's residency status can be checked by sighting their international passport and using this to check their entitlements and conditions associated with that visa through:

- the Visa Entitlement Verification Online site: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>;
- the Employers' Immigration Hotline on 1800 040 070.

Note: Where a Provider identifies a job seeker as not being an Australian resident or eligible TPV/SHEV holder the Provider must not proceed with the Direct Registration process. The job seeker should be Referred to Services Australia as soon as possible.

Visa holders who require additional assistance with literacy and numeracy

In cases where job seekers may have a need to improve their English literacy, or numeracy, the Provider should also consider the ***Skills for Education and Employment Program***.

Other community services may also provide appropriate assistance for visa holders.