Australian Government

Disability Management Service Special Class Clients Guidelines

V 1.2

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
1.1	3 Dec 2018		**Terminology:** Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: 'Relationship Manager' replaces 'Account Manager'. **Formatting**: Throughout guideline
1.0	1 July 2018	2 Dec 2018	Original version of document
1.2	9 March 2020		Replaced references to Department of Human Services to Services Australia

Overview

Special Class Client (SCC) eligibility enables job seekers who have acquired a disability, injury or illness as a result of being present at, and directly affected by, extreme events such as natural disasters and acts of terrorism, to access Disability Employment Services (DES) - Disability Management Service (DES-DMS) without undertaking an Employment Services Assessment (ESAt) of Job Capacity Assessment (JCA).

Job seekers who access DES-DMS under SCC eligibility arrangements are not required to be in receipt of qualifying Centrelink payments and are not subject to the DES Non-beneficiary Income Test.

SCC extreme events are generally declared by the Australian Government through the Department of Social Services (DSS). DSS will notify DES-DMS Providers of changes to the SCC declared extreme event categories through the Provider Portal and updates to the SCC Guidelines.

The following declared extreme event categories are currently in place for SCC eligibility purposes:
- Bali bombings
- December 2004 Tsunami
- London bombings

These Guidelines outline the steps to be taken by DES–DMS Providers to identify job seekers who are eligible to be Registered and Commenced under SCC eligibility arrangements.

Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Grant Agreement.

Disability Employment Services Grant Agreement 2018 Clauses

Clause 87 – Direct Registration of Participants without a Referral

Clause 92 – Initial Interview

Annexure A – Definitions

Reference documents relevant to these guidelines

Direct Registration Guidelines

Eligibility, Referral and Commencement Guidelines

Documentary Evidence for Claims for Payment Guidelines

Disability Management Service Not Receiving Income Support Guidelines

Explanatory Notes

- All capitalised terms have the same meaning as in the Disability Employment Services Grant Agreement.
- In this document, "must" means that compliance is mandatory and "should" means that compliance represents best practice.

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Special Class Clients Guidelines

Who is Responsible:	What is Required:
1. Job Seeker Job Seeker approaches a Disability Employment Services (DES) - Disability Management Service (DES-DMS). The DES-DMS-Provider identifies the potential SCC during the Direct Registration process *Disability Employment Services Grant Agreement Clause References:* • Clause 87	A SCC may present directly to a DES-DMS Provider without a Referral from the Services Australia (Human Services). SCCs do not require an ESAt or JCA to determine eligibility for DES-DMS and are not subject to the DES non-beneficiaries Income Test. Refer to *Disability Management Service Not Receiving Income Support Guidelines* for more information).

2. The DES-DMS Provider
 	
Determine the job seeker's eligibility to be Registered and Commenced in DES-DMS as a SCC
 	
Disability Employment Services Grant Agreement Clauses References:
 	
• Clause 87
	Eligibility
	
	To be eligible for DES-DMS as a SCC, the job seeker must meet the general eligibility criteria set out in Step 2, of the *DES Direct Registration Guidelines*. In addition, the job seeker must have a disability, injury or health condition as result of being present at and directly affected by one of the following declared extreme events:
	
	• Bali Bombings
	
	• Tsunami in December 2004
	
	• London Bombings
	
	The job seeker must also meet all other requirements set out in any DES guidelines and the Disability Employment Services Grant Agreement.
	
	Documentary Evidence
	
	Job seekers who are Registered and Commenced in DES-DMS as SCCs must be eligible for DES-DMS at the time of Registration and Commencement. This means that a DES-DMS Provider must ensure they have obtained the necessary Documentary Evidence (as outlined below) prior to Registering and Commencing the job seeker in DES–DMS.
	
	The Documentary Evidence that must be obtained by the DES-DMS Provider falls into three categories:
	
	1. <u>Documentary Evidence to support Direct Registration</u>
	   • A DES Direct Registration Form (DRF) that has been completed in accordance with the DES Direct Registration Guidelines and retained on file.
	2. <u>Documentary Evidence to support the job seeker's SCC eligibility</u>
	   • Medical evidence verifying the job seeker has a disability, injury or illness. This could include a medical certificate issued by a General Practitioner or other relevant medical record.
	   • Statutory Declaration from the Participant stating they were present at one of the declared extreme events.

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Who is Responsible:	What is Required:
	Note: The department may seek to confirm that a SCC Participant was present at the declared extreme event as part of its ongoing program assurance process.

	3. <u>Documentary Evidence to demonstrate a job seeker's capacity to work a minimum of eight hours per week.</u>
	    As a general principle, all job seekers accessing DES-DMS must have the capacity to work at their minimum Employment Benchmark hours. The Employment Benchmark is important as it determines a job seeker's capacity to participate in and benefit from DES-DMS.
	    A job seeker's Employment Benchmark is normally determined by an ESAt or JCA. SCC Participants have a default Employment Benchmark of eight hour per week as they are not required to undertake an ESAt/JCA. In the absence of an ESAt/JCA and prior to Registering and Commencing a SCC ,the DES-DMS Provider must determine the job seeker has a capacity to work a minimum of eight hours per week with the assistance of a DES Provider*.
	    *This requirement is included in the DES Direct Registration Form under the 'Declaration by DES Provider'.
	
	This evidence must be maintained on the Participant's file in accordance with the *Documentary Evidence for Claims for Payment Guidelines*.
	
	If the job seeker is eligible as a SCC, they should be immediately Directly Registered and Commenced in accordance with the relevant DES Guidelines. If the job seeker is not eligible to be Registered and Commenced as a SCC **Proceed to Step 4.**

3. The DES-DMS Provider Directly Register and Commence the job seeker as a SCC. *Disability Employment Services Grant Agreement Clause References:* • Clause 92	After confirming the job seeker's eligibility as a SCC the DES-DMS Provider must immediately Directly Register the job seeker, conduct an Initial Interview and Commence them in accordance with the *Direct Registration Guidelines and Eligibility, Referral and Commencement Guidelines* To Register and Commence a job seeker as a SCC, a DES-DMS Provider should first check the Department's IT Systems to determine whether the job seeker has an existing Registration record. If an existing record cannot be found a DES-DMS Provider must enter the Registration information into the Department's IT Systems and apply the SCC flag which will allow the job seeker to be Commenced in DES-DMS without having an ESAt/JCA result recorded in the system and will automatically allocate an eight hour Employment Benchmark. **Note:** The SCC ESAt/JCA Exempt flag must be entered at the time that the job seeker is being Commenced in DES. Failure to do so will prevent the system from allowing the job seeker to be Commenced. When this occurs a DES Provider should contact their Relationship Manager or the Relationship Manager's delegate and provide Documentary Evidence confirming the job seeker's SCC eligibility. Once the Relationship Manager or the Relationship Manager's delegate has received this evidence they will advise the Helpdesk to add the flag if appropriate.

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Who is Responsible:	What is Required:
	Note: All Directly Registered Participants must have a CRN. Please refer to the DES Direct Registration Guidelines, for more information. The SCC ESAt/JCA exempt flag can be found on the 'Circumstances' pane of the Registration screen. To apply a flag, a DES-DMS Provider selects the appropriate 'ESAt/JCA exempt' flag.
4. The DES-DMS Provider Determine eligibility for DES Programme Services	Where the job seeker is ineligible to be Registered and Commenced as a SCC, the DES-DMS provider should determine whether the job seeker may still be eligible for DES Program Services - but not as a SCC, by arranging for the job seeker to undertake an ESAt/JCA. ➢ **End of Process**

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