



Australian Government



Referral for an Employment Services Assessment Guidelines

V 1.5

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
1.5	1 April 2023		Updated: Removed Attachment A Making an Employment Services Assessment (ESAt) Appointment/ Referral. Please refer to the stand alone form available on the Provider Portal.
1.4	1 Jan 2023	31 March 2023	<p>Narrative: Includes information about supports for people that are deaf or hard of hearing and require an ESAt.</p> <p>Updated: the Services Australia phone number from 1800 986 114 to 1800 110 608 on page 10 and the human services email addresses to the single</p> <p>Formatting: Restructured document and included additional explanation of the role of ESAts in DES eligibility and program referrals.</p> <p>Processes: Included information about revised ESAt referral processes.</p> <p>Terminology: Updated 'jobactive' references to 'Workforce Australia', and 'Department of Human Services' to 'Services Australia'.</p>
1.3	1 Jul 2021	31 Dec 2022	Narrative: Includes additional commentary about a job seeker's conditions and supporting medical evidence that may be considered in a medical ESAt.
1.2	9 Mar 2020	30 Jun 2021	Updated terminology
1.1	3 Dec 2018	8 Mar 2020	<p>Terminology: Amendments made to reflect changes in the DES Grant Agreement - Direction 2 Terminology: 'Relationship Manager' replaces 'Account Manager', and 'Electronic Calendar' replaces 'Electronic Diary'.</p> <p>Formatting: Throughout guideline</p>
1.0	1 Jul 2018	3 Dec 2018	Original version of document

Disability Employment Services Grant Agreement Clauses

Clause 87 – Direct Registration of participants without a referral

Clause 113 – Program Review

Clause 116 – Change of Circumstances Reassessment during Period of Service

Annexure A – Definitions

Explanatory Note

All capitalised terms have the same meaning as in Disability Employment Services Grant Agreement.

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

Policy Intent

An Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) provides an independent assessment of a participant's barriers to finding and keeping a job, their work capacity and ongoing support needs. Using this assessment, the ESAt recommends the most appropriate employment services assistance for the participant and can identify interventions that may help them overcome their identified barriers.

For DES purposes, an ESAt:

- recommends referral to the DES-Employment Support Service (ESS) or DES-Disability Management Service (DMS)
- establishes the job seeker's work capacity which helps set their Employment Benchmark, and
- allows the person to choose their ESS or DMS provider.

With limited exceptions, a person cannot commence a DES program without a Valid ESAt and DES referral.

A JCA:

- establishes how a person's condition affects their ability to work
- identify any help a person may need to get a job, and
- if a person is medically eligible for the Disability Support Pension (DSP).

Overview

An ESAt is done by a Services Australia qualified health or allied health professionals (Assessor). The Assessor may be a nurse, physiotherapist, psychologist, or occupational therapist. An ESAt may be conducted face-to-face, by phone or video conference or, where appropriate, as a file assessment.

ESAts and JCAs are not diagnostic assessments. The submitted report is based on the Assessor's consideration of medical or other evidence, discussion with the customer, observations and conclusions and, most importantly, the justification for the assignment of work capacity hours (including a future work capacity with intervention) and referral action.

Types of Assessment

There are two types of ESAts:

- A Medical Condition ESAt— an Assessment of the participant's circumstances to determine work capacity and the most appropriate employment service, where one or more medical conditions are identified.
- A Non-Medical Condition ESAt— an Assessment of the participant's circumstances to determine the most appropriate employment service, where no medical conditions are identified.

Work Capacity

An ESAt or JCA assesses the participant's work capacity in the following bandwidths: 0–7 hours per week, 8–14 hours per week, 15–22 hours per week, 23–29 hours per week and 30 or more hours per week. The assessment considers both the person's current (baseline capacity) work capacity, as well as their expected capacity for work within two years with the support of a provider (future capacity).

Interventions

The Assessor may suggest suitable types of employment and interventions most appropriate to meet the participant's needs. The report prepared by the Assessor is available on the Department's IT Systems. It is used to develop the suite of services to meet the participant's needs.

Recommended Referrals

An ESAt/JCA can include a recommended referral to:

- DMS
- ESS
- Workforce Australia
- Workforce Australia – Enhanced services; or
- Transition to Work.

An ESAt can also determine if the person is unable to benefit from employment services.

Referrals

Where an ESAt recommends referral to a service, including DES, the Assessor will normally assist the person to choose an available provider and refer the person to that provider. Providers must have scheduled available initial Appointment sessions in the electronic calendar for a referral.

An ESAt may defer referral to a recommended employment service if the person cannot immediately benefit from the service because of a temporary incapacity. In this case, the recommended referral can be actioned once the deferral period ends.

Eligibility for DES

Eligibility for DES is typically determined through an ESAt/JCA. To commence in an ESS or DMS program, a person must have an ESAt/JCA with a recommended referral to ESS or DMS that:

- is valid – that is, the ESAt/JCA was conducted and submitted within the two preceding years and there has been no significant change in the participant's circumstances, and
- was conducted and submitted after the person completed any previous DES period of service.

When a valid ESAt is completed, the DES provider will see the details of the new participant on their caseload.

Note: Job seekers who meet Work Assist, Special Class Client (SCC) or Eligible School Leaver (ESL) criteria are ESAt/JCA exempt and are eligible to commence DES without a Valid ESAt/JCA.

From 1 July 2021, a person assessed as being able to work 30 hours or more per week is ineligible to commence a new DES program. The ESAt will not refer these participants to DES, and may instead refer them to another suitable and available program.

From 1 January 2022, a person assessed as being eligible for DES may also be considered capable of managing their own job search efforts and may be offered referral to digital services through Workforce Australia for up to twelve months, before returning to DES. The recommended referral remains to DMS or ESS, and the participant can use that recommendation to exit digital services and commence DES at any time.

Referral of participants for an ESAt

A referral for an ESAt may be arranged by DES providers, Workforce Australia providers, or Services Australia.

ESAts for income support recipients are normally arranged by Services Australia, where the person's Job Seeker Classification Index (JSCI) responses indicate that a more detailed assessment may be needed to determine the person's needs and appropriate services. This can occur when a participant:

- registers
- re-registers, or
- discloses new information, or Services Australia identifies new information, that indicates a significant changes in the participant's circumstances and cannot be addressed by their current program services, and requires a Change of Circumstances Reassessment (CoCR) to assess their current needs.

DES providers will refer a participant for an ESAt when the participant:

- Directly registration with the provider - to confirm eligibility, or
- CoCR – where a participant discloses new information, or the provider identifies new information, that significantly changes the participant's circumstances and cannot be addressed by their current program services, or
- Program review – where a participant requires confirmation of continuing need for DES, after 18 months of service.

The Department's IT Systems will indicate when a participant requires a new ESAt due to direct registration or a program review.

Participants who directly register for assistance

A potential DES participant may approach a DES provider directly to seek employment services assistance. The provider must refer a directly registering participant for an ESAt unless they:

- already have a Valid ESAt or JCA,
- are Directly Registering as a Work Assist participant, Special Class Client, or Eligible School Leaver, or
- clearly do not meet DES eligibility criteria.

For more information, see the Direct Registration Guidelines.

DES participant with a deferred referral from Services Australia

Where a participant has a deferred referral from Services Australia, for example due to a temporary incapacity, and the recommended referral is no longer appropriate, the DES provider should conduct a CoCR.

The referral for an ESAt must only be made after taking into account the factors identified above.

Participants who directly register for assistance

A potential DES participant may approach a DES provider directly to seek employment services assistance. If the potential participant does not have a Valid ESAt or JCA, or is not Directly Registering as a Work Assist, SCC, ESL, or School Leaver Trial participant, the DES provider must refer the participant for an ESAt to have their eligibility for program services assessed.

Change of Circumstances Reassessment (CoCR)

DES participants can be referred for an ESAt by their DES provider for a CoCR in accordance with the requirements of Clause 116 of the DES Grant Agreement.

It is important that DES providers review all available and relevant participant information to determine if the participant's circumstances are new or have changed significantly and cannot be addressed in their current service, before making a referral for an ESAt.

A referral for an ESAt must be of genuine benefit to the participant and should **not** be completed for the participant if:

- they have a Valid ESAt
- their identified barriers will not/do not have a significant long-term impact on the participant's ability to work or participate in other activities, including DES
- their identified barriers are being actively addressed by the DES provider or another provider of appropriate services (i.e. a State Government or community sector provider and/or Services Australia)
- an ESAt referral is not likely to result in a change to the participant's program services or their currently assessed work capacity—e.g. because there has not been a significant change in the participant's barriers or medical conditions or there is no medical evidence available —and the participant will not benefit from further assessment, or
- they are expected to be exempt from Mutual Obligation requirements for an extended period) and is unlikely to benefit from further Assessment while the exemption is current.

An ESAt or JCA report is considered valid when there has been no significant change in the participant's circumstances and the participant's previous assessment, or the result of their last program review, remains unaffected, taking into account the factors identified above.

Program Review

A DES program review is conducted for each DES participant (excluding Work Assist participants) once they have received approximately 78 weeks of employment assistance.

The program review is conducted by an Assessor, unless the participant is participating in employment or significant education or training, in which case it may be conducted by the DES provider.

During the program review, a decision is made regarding whether the participant would benefit from a further six months of assistance in DES (known as 'Extended Employment Assistance').

Before requesting a program review, providers must complete a program report containing a clear indication of progress made to date and whether the provider considers further time in DES would be beneficial.

Arranging an ESAt

Where a provider determines that a participant requires an ESAt, they must:

- ensure the participant has any required supporting medical evidence
- supply required evidence to Services Australia
- request an ESAt assessment
- ensure Services Australia is aware of any relevant factors such as challenging behaviour, and
- notify the participant that they need to attend the ESAt.

Obtaining supporting medical evidence

When considering a referral for an medical ESAt, the DES provider must confirm that the participant has appropriate medical evidence supporting their condition(s) before the participant is referred.

Note: Medical evidence is generally not required for a program review unless there has been a significant change in the participant's medical condition/s.

Where a referral for an ESAt is made and a medical condition(s) is self-reported by the participant but no medical evidence is presented, the ESAt could be cancelled or completed as a non-medical condition ESAt. Assessors are generally not required to suspend an ESAt to allow time for medical evidence to be presented by the participant or for the Assessor to contact the participant's treating doctor to obtain the evidence.

Assessments conducted for participants that disclose medical conditions without medical evidence are less effective and potentially unnecessary, and a waste of Services Australia's resources, e.g. under Social Security Law, reduced work capacity cannot be assigned without medical evidence.

Where there is no medical evidence available to support a participant's identified condition, the DES provider should assist the participant to obtain relevant medical evidence before a referral for an ESAt is considered. This could include:

- talking to the participant about what evidence they may already have
- supporting the participant to obtain new evidence where required, and
- liaising with the participant to ensure that appropriate evidence has been given to Services Australia before the ESAt is booked.

DES providers should advise these participants to provide new medical evidence to the Assessor. Where a referral for an ESAt is made and a medical condition(s) is self-reported by the participant but no medical evidence is presented the ESAt could be cancelled or completed as a non-medical condition ESAt. Assessors are generally not required to suspend an ESAt to allow time for medical evidence to be presented by the participant or for the Assessor to contact the participant's treating doctor to obtain the evidence.

Conditions must be fully diagnosed by the participant's treating medical practitioner and their functional impact must be able to be determined in order to be taken into account for determining whether a participant has a partial capacity to work. Conditions do not, however, need to need to be fully treated and stabilised.

Under social security law, reduced work capacity cannot be assigned without medical evidence from the participant's treating medical practitioner that provides Services Australia sufficient information to:

- confirm details of the main medical conditions affecting the person's capacity to work
- assess how these conditions affect the person's capacity to work or take part in other activities, and
- identify suitable interventions and assistance to help the person into work or stay in a job.

This evidence is considered primary medical evidence.

Other evidence that supports the treating health professional's evidence may be taken into account by Services Australia, where it provides context regarding the functional impact of the participant's conditions. This is considered supporting medical evidence.

Depending on the source and information contained, appropriate medical evidence can include:

- Centrelink¹ Medical Certificate
- standard General Practitioner medical certificate
- specialist medical reports
- hospital/outpatient's reports
- psychologist reports
- Special School reports
- x-rays and related reports
- psychometric test results
- prescription medication, and
- reports from community services (e.g. drug and alcohol support services)

Please note, this list is not exhaustive and some types of evidence listed only contain information that may supplement, but cannot be used in isolation from or instead of, the primary medical evidence from appropriately qualified medical practitioners. For example, prescription medication is an indication a participant has been diagnosed by a medical practitioner and may give information about the nature of a medical condition but does not identify all of the participant's medical conditions or provide information on the diagnosis, treatment and prognosis required to inform a participant's work capacity or eligibility for DES.

The 'Verification of medical conditions' (SU684) form may be given to the participant, to be completed by their treating doctor. It provides appropriate information where assessment of medical conditions is required for an ESAt. The form is available at: [Verification of medical condition\(s\) form \(SU684\)](#).

Full medical reports such as the Medical Report for Assessor (SA433) are designed to assess eligibility for the Disability Support Pension (DSP) and request more information than is required for most ESAt referrals. Please do not use full medical reports for ESAt referrals unless discussed beforehand with Services Australia. Medical evidence is generally not required for a Program Review.

Providing medical evidence to Services Australia

Medical evidence can be provided by uploading to the job seeker's online account using MyGov or by providing in person to Centrelink.

Health Professionals can provide medical evidence online using the Health Professional Online Services (HPOS). For more information, go to www.servicesaustralia.gov.au/healthprofessionals.

Requesting ESAt appointments

Providers can request an ESAt appointment by sending an email to Services Australia's FOCUS Response Team, at: FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au.

An Excel form, developed by Services Australia, is available on the DES provider Portal to help providers include all relevant details and avoid unnecessary delays.

If the Excel form is not used, email requests should include the following details to ensure an ESAT request can be processed correctly:

- Job seeker identification details and relevant information:
 - Client Reference Number (CRN) or Job Seeker Identification (JSID)
 - Date of birth
 - State/Territory of residence

¹ References to specific services and payments will remain as 'Centrelink' instead of Services Australia.

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TRIM ID: D23/295229

Arc Record Number: D23/128358

- Nearest Centrelink office
- Current program – including time in DES, where appropriate
- Whether the job seeker is an NDIS participant
- Whether the job seeker is about to commence a job, and any details of the job.
- Assessment details:
 - Date the request is being made
 - Requested date for the assessment
 - Assessment type (Direct Registration, Change of Circumstances or Program Review)
 - Reason assessment is required (medical and /or personal factors)
 - Whether an interpreter is required, and the interpretation language
 - Any special circumstances relating to the request.
- Whether legible medical evidence clearly identifying the job seeker’s name, address and CRN has been:
 - uploaded by the job seeker to their record via the MyGov app
 - faxed to the National Business Gateway (1300 786 102), or
 - submitted in person at the local Agents Office or Service Centre.
 - Note:** medical evidence must not be attached to the email
- Provider details:
 - Organisation name
 - Contact person name and number.

The FOCUS Response Team will contact the provider within 48 hours of receiving an emailed request to open an appointment, if a referral is appropriate. Providers should ensure any required supporting medical evidence has been submitted in order to secure an appointment.

If the FOCUS Response Team does not make contact within 48 hours of an emailed request, the provider should contact the FOCUS Response Team on **1800 110 608**. The FOCUS Response Team will open the next available appointment.

If the provider has had no return contact within two business days, they should contact their Relationship Manager or Relationship Manager’s delegate, who will contact the FOCUS Response Team on **1800 110 608**. The FOCUS Response Team will advise the Relationship Manager or their delegate of an appointment time within one business day.

Note: For all urgent queries (for example, vulnerable jobseekers), please directly contact **1800 110 608**.

Advising Services Australia of violent or aggressive job seekers

If the participant has either displayed or threatened violent behaviour that may present a threat to an Assessor, the DES provider must notify the Assessor of the circumstances prior to the scheduled ESAt appointment. Refer to the *Servicing Participants with Challenging Behaviours Guidelines* for further information.

Informing the participant of the appointments

Once the ESAt appointment has been made the participant must be given appropriate notification of the ESAt appointment details. The participant must be advised:

- the Assessment will involve an interview to determine their work capacity and the employment services assistance that they will need to help them gain work
- the date, time and venue for the ESAt—an appointment letter with the details is available when the referral is made in the Department’s IT Systems

- the reason for the Assessment—for example, the participant being referred has disclosed an addiction or a medical condition that is affecting their ability to participate in the activities listed in their Job Plan
- of the importance of disclosing all barriers to employment, including disability or mental health issues, to ensure they receive the most appropriate assistance
- all medical evidence must be uploaded or provided to Services Australia before the ESAt is booked, as an assessment requested without medical evidence will not be progressed
- the steps they can take to gather medical evidence
- they may have a nominee, for example a mental health services provider, a family member, advocate, social worker or counsellor be with them during the assessment
- if they have compulsory requirements or have Mutual Obligation Requirements, that attending the ESAt appointment is compulsory and that non-attendance without a valid reason or not notifying the Assessor of their non-attendance may result in them not receiving Income Support Payments until they attend
- they may be referred to a different service after the Assessment that better meets their needs, and
- the requirement to contact the Assessor at least 24 hours before the appointment time if they cannot attend the ESAt appointment. Where this timeframe cannot be met, the participant should still contact the Assessor to advise that they cannot attend and the reason why.

Managing ESAt referrals

The consequences of not attending the appointment

If a participant does not attend an ESAt appointment, they *must* attend the next scheduled appointment.

Failure to attend a second scheduled appointment without notifying the Assessor of a valid reason will result in a follow-up contact request from Services Australia. Services Australia may suspend the participant's Income Support Payment until the participant contacts Services Australia to reschedule a further appointment. Failure to attend this appointment without notifying the Assessor of a valid reason may result in further administrative action being applied to the participant's Income Support Payment.

Minimising unnecessary ESAt referrals

DES providers must minimise unnecessary referrals for ESAts. For example, if a participant genuinely requires a CoCR and their Program Review is expected within six to eight weeks, the DES provider should consider if a single referral for a Program Review is appropriate.

Cancelling an ESAt referral

An ESAt referral should only be cancelled if it was made in error. Cancelling an ESAt referral should not be used as an alternative to rescheduling an appointment. Where necessary, the DES provider should contact the Assessor to arrange rescheduling of a participant's appointment and advise the participant of the new appointment.

Monitoring progress of an ESAt

Where the DES provider has made a referral for an ESAt, the DES provider can contact Services Australia to discuss the progress of the Assessment.

In most circumstances, ESAt reports are automatically finalised 28 days after submission. If the report is older than this, the DES provider should contact the participant's local Services Australia

Service Centre for further advice— Services Australia review and accepts submitted ESAt reports for income support purposes.

Servicing a participant while waiting for the outcome of an ESAt

Direct Registration of a new participant

A newly directly registered participant cannot be commenced in a DES Program until their eligibility has been determined by an Assessor.

Participants already participating in DES

After the referral is made for an ESAt, the DES provider must continue servicing the participant while awaiting the outcome of the Assessment. The only exception is where the participant has reached 78 weeks of Employment Assistance without an ESAt, in this circumstance the participant will be suspended until the ESAt program review is completed.

Submitting the ESAt Report

After the ESAt has been conducted, the Assessor will submit a report on the Department's IT systems. The ESAt report identifies the most suitable interventions for the participant, their assessed work capacity in hour bandwidths and the employment service recommended for the participant, where appropriate.

Submission of the ESAt report completes the Assessment process for DES participants and enables program eligibility and the funding level (if applicable) to be determined. The receiving DES provider is notified via the noticeboard in the Department's IT Systems when the ESAt report has been submitted and of the participant's program eligibility.

Note: When the ESAt report is submitted, the participant's JSCI may be automatically updated with relevant information from the ESAt report including the participant's assessed work capacity in hour bandwidths, any permanent medical conditions and the impact of any personal factors that were identified at the ESAt.

Existing ESAt/JCA remains Valid

If an ESAt was not required for the participant because the existing ESAt/JCA is Valid, the DES provider can continue servicing the participant.

Unchanged servicing requirements

If the ESAt report identifies that the participant's program services eligibility has not changed, the DES provider must continue servicing the participant in their current program.

New participant eligible for DES

Where the ESAt report identifies that a new participant is eligible for program services the DES provider delivers, the DES provider must commence the participant in the program services in accordance with the *Eligibility, Referral and Commencement Guidelines*.

Change in DES Service (DES-DMS/DES-ESS)

Where the ESAt report identifies that an existing participant is eligible for the alternate DES service to the one they are currently commenced in, the DES provider must commence the participant in the recommended service in accordance with *Eligibility, Referral and Commencement Guidelines*. If the provider does not deliver the alternate DES service, the assessor will assist the participant to choose a new provider of the relevant service.

Report recommends Workforce Australia

If the ESAt report recommends Workforce Australia or Workforce Australia – Enhanced Services, the Assessor will generally make the referral for the participant. Participants will be automatically exited from DES when they commence in Workforce Australia.

Participant unable to benefit in any Program

Where the ESAt recommended referral is that, the participant would not benefit from participation in any program the DES provider must manually exit the participant and complete a program summary in accordance with the *Program Review, Program Summary and Exits Guidelines*.

Participant unable to be immediately commenced

If the participant is referred to another service but is unable to be immediately commenced in that service, they are not eligible to continue receiving DES program services. The DES provider *must* complete a provider exit in accordance with the *Program Review, Program Summary and Exits Guidelines*.

Participation in DES may be affected by the participant’s Work Capacity

The determination of a participants work capacity is a fundamental element of the ESAt. Work capacity is expressed as bandwidths of hours per week including:

- 0–7 hours per week
- 8–14 hours per week
- 15–22 hours per week
- 23–29 hours per week, and
- 30+ hours per week.

Participant has Future Work Capacity of 0–7 hours per week

If the ESAt report identifies a future work capacity of 0–7 hours per week, the DES provider must Exit the participant in accordance with the *Program Review, Program Summary and Exits Guidelines* unless they are in employment—End of process.

Participant has Temporary Reduced Work Capacity of 0–14 hours per week

If the ESAt report identifies a Temporary Reduced Work Capacity or a Partial Capacity to Work of 0–14 hours per week for a participant who has Mutual Obligation requirements, ESS will automatically ‘Suspend’ the participant from their period of service. Participants with Mutual Obligation requirements who are suspended with a Temporary Reduced Work Capacity of 8-14 hours per week may elect to volunteer to participate in additional activities during the period of their Suspension, in which case they would become a volunteer (Mutual Obligation requirements) participant. DES providers should contact participants who are suspended to discuss with them the option of volunteering.

Participant has Baseline or Future Work Capacity of 30+ hours per week

If the ESAt report identifies a baseline or future work capacity of 30+ hours per week, the person is not able to commence a new DES Period of Service.

- If the ESAt was conducted to determine initial eligibility, the person is ineligible to commence DES and the ESAt will instead recommend referral to another service.
- If the ESAt was a CoCR or program review conducted for a DES participant, the person may remain in DES until the end of their current period of service.

Request for review of an ESAt recommended referral ('Disputed Assessment')

Requests from DES Providers

Providers are expected to accept all referrals of eligible participants. However, in some instances it may be necessary to ask for a review of an ESAt recommended referral for a participant. This process should be completed within 28 days of the ESAt report being submitted on the Department's IT Systems. After that time the report will be finalised in the Department's IT Systems and no further changes to the report will be possible.

Where the provider considers that the recommended referral is not the appropriate service type to assist the participant because new information has come to their attention that may influence the outcome of the ESAt, or because an error has been made, the provider should request a review from the relevant Assessor. Providers are required to give detailed reasons with supporting evidence substantiating their position.

Where a provider requests a review of the recommended referral for an existing participant, the provider must continue to provide services to the participant until the outcome of the ESAt review is known and a referral to another service is made, if required.

If, after providing the reasons and supporting evidence, the Assessor agrees that the recommended referral is not appropriate, the Assessor will update the ESAt report to reflect the new service recommendation, contact the participant to select a new employment service provider and refer the participant to the new service, where appropriate.

Where the Assessor does not agree to change their recommended referral, the Assessor's decision is final and the DES provider must accept the recommended referral.

Requests from participants

Services Australia customers can request a review of their Income Support Payment or Mutual Obligation requirements determination through Services Australia. If the Services Australia customer is not satisfied with the outcome of the Services Australia review, further appeals are available through the Social Security Appeals Tribunal (SSAT) and the Administrative Appeals Tribunal (AAT).

Participant has a Partial Capacity to Work or a Temporary Reduced Work Capacity

If a participant has a current and future work capacity (work capacity in two years' time from Assessment) of less than 30 hours per week, they have a Partial Capacity to Work (PCW) and for a participant with Mutual Obligation requirements, their compulsory requirements are reduced in accordance with their work capacity.

Some participants' work capacity may be temporarily reduced due to a short-term condition. These participants have a Temporary Reduced Work Capacity (TRWC), which will end at a future date, and their work capacity will be restored to its normal bandwidth, which may be more or less than 30 hours per week.

Note: From 1 July 2021, all new income support recipients referred to DES have a PCW, as job seekers are ineligible to commence a DES program if their current and/or future work capacity is 30+ hours per week.

DES Participant with a deferred referral from Services Australia

Where a participant has a deferred referral from Services Australia, for example due to a temporary incapacity, and the recommended referral is no longer appropriate, the DES provider should request a CoCR.

The referral for an ESAt must only be made after taking into account the factors identified above.

Providing copies of the ESAt/JCA Report

ESAt/JCA reports can be released to participants except where they have been identified as containing information that may be prejudicial to their health. Typically, the report will include one of the following statements:

- This report does not contain any information, which if released to the client might be prejudicial to his/her health.
- This report does contain information, which if released to the client, might be prejudicial to his/her health.

Where the ESAt/JCA report identifies that it contains information that may be prejudicial to the participant's health, the information request should generally be directed to the Department's Freedom of Information (FOI) team for consideration under the FOI Act. This is because the FOI Act sets up a specific arrangement under which the participant may obtain access to the record.

Please refer to the [Guide to Providing Access to Records](#) on the provider Portal for more information.

Note: JCA reports obtained from employment service providers will only contain information relevant to the participant's participation in employment services. These reports will not contain information used for DSP claims or reviews including the assessment against the Impairment Tables. If the participant requests the full JCA report, they should be directed to Services Australia.

Special Participant Groups

DSP Recipients

DSP recipients who do not have compulsory requirements may volunteer for employment services and can be subsequently referred to an ESAt. These participants have the option at any point to withdraw from the process. If the DSP volunteer decides not to undergo an ESAt, they should inform their referring DES provider that they no longer wish to volunteer for employment assistance.

People who are deaf and hard of hearing

Services Australia make available specific services for people that are deaf, hard of hearing or have a speech disability and require an ESAT. These options include utilising various forms of assistive technology including:

- Hearing Augmentation Devices - also known as Hearing Loop, and Audio Loop technology. Some form of these devices are available in all Services Australia service centres for customers that have compatible hearing aids to assist with face-to-face communication. Some sites have a permanent hearing loop system and other have portable sound shuttles.
- Teletypewriter communication (TTY) - these messages are sent via telephone lines. The person who is deaf or hard of hearing types their message via a keyboard and these messages are then decoded by a TTY at the other end of the phone line and displayed as a written message.
- Internet - customers who can access the internet may prefer to conduct their business online.
- Interpreter Services – booking an AUSLAN interpreter.