



DEA Service Provider Gateway Guide

Liaison between Business Services and Centrelink – Service Provider Pathway

This document describes the procedures for liaison between Business Services and Centrelink where a person is seeking Disability Employment Assistance (DEA). There are two points of entry that a person seeking DEA can access. These are directly at the Business Service via the Service Provider pathway and the other is via Centrelink. These procedures focus on the processes when a person seeks access via the Service Provider pathway.

Overview

The process undertaken by a person in receipt of income support seeking Business Service is slightly different depending upon the access point ie at the Business Service or from Centrelink.

If a person presents at a Business Service, it must ask the person (or with their permission, contact their local Centrelink office to determine) whether they are claiming or receiving an income support payment from Centrelink.

- If the person is claiming or receiving a non-activity tested payment such as Disability Support Pension, Newstart and Youth Allowance or Parenting Payment it is appropriate for the person to access DEA, without further action.
- If the person is claiming or receiving an activity-tested payment such as Newstart Allowance, it is not appropriate for the person to access DEA – the person would be referred to Centrelink to discuss more appropriate services.

Note: A person who accesses DEA directly from a Business Service **doesn't** need a Job Capacity Assessment (JCA) before they can start.

If the person accesses a Business Service via Centrelink they will require a JCA and they will be referred to a Job Capacity Assessor. DEA is a possible outcome from the Job Capacity Assessment and Centrelink will still refer to Business Services on the basis of the assistance/referral recommendation. However where a JCA referral occurs, it should be because of processes started by Centrelink or other employment services providers, and shouldn't need the Business Service 's involvement.

A step-by-step procedure has been developed to guide Business Services in their interactions with Centrelink in confirming eligibility details. Appendix A provides a diagrammatic representation of the process.

Procedure for Business Services when a client is seeking Disability Supported Employment.

Requirement	Procedure to complete required action
<p>Confirmation of client eligibility for Disability Employment Assistance (DEA)</p>	<ul style="list-style-type: none"> ○ Business Service to contact local Centrelink office (not the Centrelink Call Centre), to ask if the person has a Centrelink record and whether the person is claiming or receiving an activity tested income support payment. This contact may be by phone, subject to ‘callback’ procedures by Centrelink to verify the caller’s identity where appropriate. It is desirable that the client be present during this contact to confirm their identity and agreement to provide information to the Business Service. ○ Centrelink will check if the person has a record and verify the income support payment type. ○ Centrelink to advise the Business Service that one of the following applies: <ol style="list-style-type: none"> 1. The person has a record and is claiming or in receipt of a non-activity tested income support payment (such as Disability Support Pension) - meaning that immediate referral is possible, unless the client is already participating in a precluding activity; or 2. The person does not have a current record or is receiving an activity tested income support payment (such as Newstart Allowance) - meaning that referral for a Job Capacity Assessment would be required to assess the most appropriate Australian Government programme.
<p>Client Is Eligible</p>	<p>If Centrelink confirms that the person has a current record and is claiming or receiving a non activity tested income support payment, the Business Service requests Centrelink to start the referral; this request is made verbally. In this case Centrelink will:</p> <ul style="list-style-type: none"> ○ Code the referral on the person’s record and confirm the referral with the Business Service. ○ <u>Confirm the referral with Business Service.</u> <p>Note: Centrelink will not issue written confirmation of the referral to the Business Service or client.</p> <p>Once the referral is confirmed with Centrelink the Business Service can now start the person and begin creating records for the person on FOFMS.</p> <p>Note: It is no longer a requirement for Business Services to formally accept a referral from Centrelink using the SU500 form.</p>

Requirement	Procedure to complete required action
<p>Request by Business Service requires Job Capacity Assessment (JCA)</p>	<p>If initial contact with Centrelink confirms that the person is not eligible for immediate referral to DEA because they are receiving an activity tested income support payment (such as Newstart Allowance) or do not have a current record. Centrelink will advise the Business Service what steps will be taken given the circumstances of the Client.</p> <p>If a JCA is required, Centrelink will arrange a referral to Job Capacity Assessor for the person. In this case, Centrelink will:</p> <ul style="list-style-type: none"> ○ Arrange the Job Capacity Assessment appointment for the person as soon as possible; and ○ Advise the Business Service about details of the appointment. <p>The Business Service is responsible for advising the client about details of their Job Capacity Assessment appointment.</p> <p>Notes:</p> <ul style="list-style-type: none"> ○ Wherever possible, Centrelink will seek to arrange the JCA appointment ‘on the spot’ for the Business Service provider (when contacted by phone, and while the client is with the Business Service). However, the availability of this type of arrangement will depend on staffing and workloads in the local Centrelink office. ○ Centrelink will provide the details of the referring officer from the service to the JCA where Centrelink makes the referral on behalf of the Business Service. ○ If the client is not registered Centrelink may ask the business service to assist the client complete job seeker registration.
<p>Client application for employment assistance (for client registration)</p>	<p>Business Services to:</p> <ul style="list-style-type: none"> ○ Assist the client to complete ‘Claim for Job Network assistance while Looking for Work’ (SU489) form, or copies of relevant pages; ○ Assist the client with the provision of proof of identity, as outlined below; and ○ Fax the completed form to the Centrelink office that will facilitate booking the Job Capacity Assessment. <p>Centrelink to:</p> <ul style="list-style-type: none"> ○ Supply Business Service with copies of the ‘Claim for Job Network assistance while Looking for Work’ (SU489) Forms – upon request.

Requirement	Procedure to complete required action
<p>Provision of proof of identity, for purposes of client registration (only if not already receiving an income support payment)</p>	<p>If a client is not yet registered with Centrelink, Business Services are to:</p> <ul style="list-style-type: none"> ○ Assist them to provide appropriate proof of identity, and ensure that this is provided by the client (to the Business Service); ○ Ensure that the document/item meets minimum requirements (Centrelink will assist providers with this advice); and ○ Ensure that details of the identity document are noted on the ‘Claim for Job Network assistance while Looking for Work’ (SU489) form sent to Centrelink, OR fax details of the document to Centrelink along with the ‘Claim for Job Network assistance while Looking for Work’ (SU489) form. <p>Note: if the documentation is sighted by the Business Service, there is no requirement for Centrelink to record details of this document - a statement by the Business Service that they have sighted the document is sufficient.</p>
<p>Coding the client registration</p>	<p>Centrelink will:</p> <ul style="list-style-type: none"> ○ Complete the client’s registration; and ○ Advise them of their Job Seeker Identification number once the registration is completed. <p>Note: if there is a genuine reason why the form can not be faxed to Centrelink before the Job Capacity Assessment referral is made, Centrelink may also conduct a telephone interview with the client to complete the registration. This is on the understanding that the client will be present with the Business Service when they contact Centrelink, and that the necessary completed forms will be sent to Centrelink as soon as possible.</p>
<p>After the JCA is completed</p>	<p>After the Job Capacity Assessment is completed and the recommendation is DSE the Job Capacity Assessor will contact a Business Service to discuss the referral. If the Business Service accepts the referral, Centrelink are required to code the referral, record the placement and negotiate an Activity Agreement if the Client is receiving an activity tested payment.</p>



Australian Government
Department of Families, Community Services
and Indigenous Affairs

APPENDIX A

Overview of the referral process for Disability Supported Employment when the person contacts the DSE provider directly.

