

Senate Standing Committee on Community Affairs

SUPPLEMENTARY ESTIMATES – 22 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Income Management – entrance guidelines

Question reference number: HS 26

Senator: Siewert

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Question:

Senator SIEWERT - We talked last night about the process that is undertaken when people are coming onto income management under the new legislation. Could I have those guidelines too?




Mr Tidswell - Yes. We will take that on notice.

Answer:

The electronic reference guidelines that Centrelink staff are provided with to assist them to conduct interviews with customers who are now subject to Income Management under the Long Term Welfare Payment Recipient and Disengaged Youth measures are below.

003.70210 - Initial assessment interview for Disengaged Youth, Long Term Welfare Payment Recipients and Vulnerable Welfare Payment Recipients

Step	Action
1	<p>Customer identified for an initial assessment interview</p> <p>Customer is identified as Disengaged Youth (DEY), Long Term Welfare Payment Recipient (LTWPR) or assessed as vulnerable by a Centrelink Social Worker.</p> <p>The customer is sent a letter to contact within either 28 days (standard engagement) or 56 days (extended engagement).</p> <p>Action is identified by Work item I053Q1 - Income Management Assessment and displays as an Issue 00530</p> <p>Has the customer contacted in response to the letter or for other reasons?</p>

	<p>If yes, go to Step 2.</p> <p>If no, when the customer does not contact within the required timeframe, <i>payments may be suspended for failing to attend initial interview</i> 28 days after the engagement period has ended. Procedure ends here.</p>
2	<p>Has the customer requested an <i>exemption from income management</i>?</p> <p>If yes, see <i>Initial contact by customers requesting an exemption from income management</i>. Procedure ends here.</p> <p>If no, initial assessment interview is required.</p> <p> Warm <i>transfer call</i> to the Income Management line. Go to Step 3.</p>
3	<p>Broad messages about income management</p> <p>Explain to customer how income management works and how it will affect them.</p> <p>Explain what income management is.</p> <p>Discuss why income management is being put in place.</p> <p>Explain how long income management will be applied to their payment.</p> <p>Explain how one-off payments, advances and lump sum payments are treated.</p> <p>Explain appeal rights.</p>
4	<p>Access workflow</p> <p>Run the  <i>Compulsory IM Assessment workflow</i> or the  <i>Vulnerable IM Assessment workflow</i>. The Decision screen displays.</p> <p>Update the Decision section:</p> <p>Select 'Manual' for Place customer on Manual or Auto Income Management?</p> <p>If the customer is on auto income management, select 'yes' for Switch customer to Manual Income Management?</p> <p>Click Continue to go to the Interview part of the workflow.</p>
5	<p>The Initial Interview screen displays.</p> <p>In the Interview Details section select the appropriate channel in the Channel: field. The following fields have default values:</p> <p>Logon ID interviewer: field. If this is not the <i>Customer Service Adviser (CSA)</i> who conducted the Initial IM Assessment then change it to the logon ID of this person.</p> <p>Date: field. Displays as today's date.</p> <p>Location: field. Defaults to 'CSC' if interview conducted</p>

	<p>in <u>Customer Service Centre (CSC)</u> or will not display if interview conducted by a Call Centre.</p> <p>Read the Privacy Notice to the customer and then select the Yes button.</p>
6	<p>Referral to Money Management course</p> <p>Check if the customer has been referred to Financial Counselling Management Services. This includes both financial counselling and money management services.</p> <p>This information can be located on the Referral Summary screen, under the SUW menu item 'Referrals'.</p> <p>Advise the customer that if they attend an approved Money Management course they may be eligible for a <u>Matched Savings Scheme Payment (MSSP)</u>.</p> <p>Where appropriate offer <u>referral to financial management services</u>.</p> <p>Record the Service Offer by selecting the Service Offer option. Select Accept or Decline to the outcome of an offer to Money Management. When an outcome of Accept has been recorded for the Money Management service offer the Referral workflow will be presented. Click Continue. Once Referral workflow is completed, click Continue again.</p>
7	<p>Discuss payment options</p> <p>Discuss how income managed money is accessed.</p> <p>Explain how money can be allocated to BasicsCard and how this works. <u>Offer BasicsCard to the customer</u>. A BasicsCard can only be issued once the customer is current on income management.</p> <p>Explain how money sent to the store will be accessed by the customer.</p> <p>Advise customer of store arrangements or alternative arrangements if store not participating.</p> <p>Explain how money can be accessed for emergencies See <u>Urgent payment requests for income management</u>.</p> <p>Explain how money can be accessed <i>when travelling away from home - 00340160</i>.</p> <p>Advise customer of impact of income management changes to current Centrepay arrangements.</p>
8	<p>Discuss effect of changes of circumstance on income management</p> <p>Explain how common changes in circumstances may affect income management.</p> <p>Explain the process for contacting Centrelink in regards to income management.</p> <p>For remote customers, advise of servicing arrangements for their community by Centrelink.</p> <p>Explain what happens if the customer changes address or moves from the community.</p> <p>Advise customer of impact on payments of earnings from</p>

	<p>employment or other income. i.e. If their payment is reduced due to income, there may not be sufficient funds going to income management to pay for all the customer's expenses.</p> <p>Ensure the customer understands the importance of telling Centrelink the correct information about child custody in a timely way.</p>
9	<p>Right of review and appeal</p> <p>Advise customer of their <i>review rights under income management</i>.</p> <p>Vulnerable customers can also request the Social Worker to <i>reconsider the decision to apply income management</i>.</p>
10	<p>Finalise on the Income Management Summary screen</p> <p>If there are <i>work items</i> that need to be actioned you will not be able to Finalise. Click continue and the Work Items will be displayed on the IM Summary screen in the Existing Work Items sections.</p> <p>The appropriate action should then be taken. When the action is complete the Assessment Results screen is displayed to finalise the workflow.</p> <p>Select the Finalise radio button and then click the Continue button.</p> <p>Create a DOC on the customer's record to add any further relevant information not included in the Interview Results screen.</p>
11	<p>Referral to Specialist</p> <p>If the customer requires any other specialist referrals, e.g. social worker, multicultural service officer, refer customer to appropriate specialist as per current local process.</p>
12	<p>Expense management</p> <p><i>Issue a BasicsCard</i> if the customer accepts this offer. This is done before priority needs are assessed and expenses set up.</p> <p>Check for Voluntary (Centrepay) Deductions. Click the Voluntary Deductions for all benefits heading on the Expense Management Summary screen to display the details.</p> <p><i>Determine the customer's priority needs.</i></p> <p>Set up regular expenses and allocate IM funds to the BasicsCard. See <i>Changes to income management priority needs</i>.</p>
13	<p>Finalise interview - provide information to customer</p> <p>Provide the customer with:</p> <p>copies of expense allocations and any other relevant information about income management. See <i>Extra</i> for a link to</p>

	<p>publications.</p> <p>Advise of next ongoing contact</p> <p>Explain to the customer the importance of attending the appointment and that if they fail to attend suspension of their payment may occur.</p> <p>Advice letter</p> <p>A Q722 letter will be automatically issued once switch on has occurred. This letter advises the customer that income management has commenced and what allocations are being made on their behalf.</p>
14	<p>Service Profiling</p> <p>Load the Service Profiling using the <u>Service Update Workflows</u> in the <u>Single User Workspace (SUW)</u> menu.</p> <p>Select the relevant Service Component and click Continue.</p> <p>402 - CIM LTWPR - Standard 403 - CIM LTWPR - Extended 409 - CIM DEY - Standard 410 - CIM DEY - Extended 423 - Vulnerable INM 431 CIM Standard Transitional LTWPR 432 CIM Standard Transitional DEY</p> <p>Expand the Service Action to view customer discussion points.</p> <p>Complete <u>service update</u> workflow questions.</p> <p>Finalise workflow to update the Service Action status to COMPLETED (COM).</p>