T3 - CROSS
Mr Tidswell
10.42am

e-Reference

003.50130 - Voluntary Income Management - Initial Allocation interview

OVERVIEW | WORKFLOW | DETAIL | POLICY | LEGISLATION | EXTRA

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An Initial Allocation interview is required before a customer is income managed under Voluntary Income Management. This is conducted to explain Voluntary Income Management in detail and to determine how the income managed funds of the customer can be best used to meet their and their family's priority needs.

The Customer Service Adviser (CSA) will explain to the customer the advantages and disadvantages of having their payments income managed as well as providing information on Centrepay facilities that may be available to the customer to help meet their needs.

Generally, Voluntary Income Management may be suitable for the customer if they wish to have a portion of their welfare payments in non-cash forms e.g. BasicsCard or payments direct to a Third Party Organisation. Centrepay has limited deduction facilities and tends to be more for regular deductions such as housing or utilities.

Voluntary Income Management will commence from the date the Voluntary IM assessment is completed and cannot be coded for a future date of commencement.

An offer for *financial management services* will be made to the customer.

As this is a voluntary action there are no sanctions applicable to the customer's payments if they fail to attend the interview.

Extra contains links to:

- Voluntary Income Management - Consent / Withdrawal of consent (A1792),
- Remote Services Team (RST) schedule on the Voluntary Income Management homepage, and
- Mapstat.

Other related links

Voluntary Income Management - initial point of contact

Voluntary Income Management - eligibility

Reviews of income management decisions

Income management - determining a person's priority needs

Managing income management funds

Identifying if the customer would benefit from a referral to a Specialist Service

Unrestricted cash payments (UCPs) and restricted direct payments (RDPs)

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003.50130 - Voluntary Income Management - Initial Allocation interview

OVERVIEW | WORKFLOW | **DETAIL** | POLICY | LEGISLATION | EXTRA

Step	Action
1	An initial allocation interview is required before a customer is income managed under Voluntary Income Management. This is conducted to explain Voluntary Income Management in detail and to determine how the income managed funds of the customer can be best used to meet their and their family's priority needs. Customers who have entered into an agreement prior to 9 August 2010 will have an end date recorded in their agreement. New Voluntary Income Management Customers from 9 August 2010 will have no set end date and will need to complete a 13 week compulsory period before choosing to exit from Voluntary Income Management. **Note:** If a Customer is subject to another measure of Income Management, they must first be exited (if eligible) from the other measure **before** completing the process below.
2	Is the customer eligible for Voluntary Income Management? For more information, see *Voluntary Income Management - eligibility*. • If **yes**, go to Step 3. • If **no**, there is no eligibility to Voluntary Income Management. Go to Step 19. • **Note:** If a Customer is subject to another measure of income management, they must first be exited (if eligible) from the other measure **before** completing the process below.
3	Is the customer a payment nominee in relation to another person? • If **yes**, go to Step 4. • If **no**, go to Step 5.
4	**Customer is payment nominee in relation to another person (the principal)** Consent is needed from the principal before Voluntary Income Management can apply. The principal must be present during the initial interview for Voluntary Income Management and sign the Voluntary Income Management - Consent / Withdrawal of consent (A1792) form for voluntary income management to take place. If not already provided, issue form to the customer. See *Extra* for a link to the A1792. Has written consent been given by the principal? • If **yes**, go to Step 5. • If **no**, there is no eligibility to Voluntary Income Management. Go to Step 19.
5	**Determine if Voluntary Income Management is suitable for the customer** Advise the customer the following: • what income management is

	• once Voluntary Income Management is agreed to a compulsory period of 13 weeks will apply • the customer may exit at any time after the 13 week compulsory period • if the customer disagrees with being subject to income management they must contact Centrelink within 28 days • if an agreement is cancelled the customer must wait 21 days from the point at which they cancelled their previous agreement before they can enter into a new agreement • the customer can only apply for income management four times in any 12 month period. Consider customer's net payment when discussing options with the customer. If the customer is receiving an insufficient amount, Voluntary Income Management may not be of benefit to customer e.g. customer may only have part payment of $50 and the only expense that can be covered is electricity then Centrepay would be a better choice for the customer. Discuss alternative options with customer on how to manage their money. For example: • Has customer considered Centrepay deductions? • Has customer considered a payment nominee? • Has customer considered a referral to a money management agency? Does the customer wish to continue with Voluntary Income Management? • If **yes**, go to Step 6. • If **no**, record details on a **DOC** and if applicable code Centrepay and/or refer customer for *financial management services*. Procedure ends here.
6	Explain to the customer the following: • customer will remain on Voluntary Income Management until the customer contacts Centrelink and requests the agreement be terminated or Centrelink terminates the agreement (e.g. customer loses eligibility) • Voluntary Income Management will commence from the date the Voluntary IM assessment is completed and cannot be coded for a future date of commencement • customer may exit anytime but not before 13 weeks from entering into the agreement for Voluntary Income Management • customer will be precluded from entering into a new voluntary agreement if, in the 12 month period preceding the date on which the new voluntary agreement is intended to commence, there have been four or more occasions on which a voluntary agreement has been terminated by the customer • if the customer is contacting via phone and does not have a current BasicsCard advise the customer they will not be issued with a BasicsCard until their next face to face contact with Centrelink. Has the customer agreed to participate in Voluntary Income Management? • If **yes**, go to Step 7. • If **no**, record details on a **DOC** and if applicable code Centrepay and/or refer customer for *financial management services*. Procedure ends here.
7	Access the **Voluntary IM Assessment** workflow located under the Income Management menu item in Single User Workspace (SUW). Enter the following information on the **Compulsory and Voluntary assessment workflow** page:

	• **Logon ID interviewer:** field defaults to the user. If this is not the CSA who conducted the initial income management assessment then change to the logon ID of the CSA who conducted the assessment. • **Date:** field will display as today's date. This should only be changed where the income management assessment was scheduled for a previous date and should be updated to the date the assessment was conducted. **Note:** Although the interview may be coded for a previous date the date of effect will be the Entitlement Period End Date (EPED) following the assessment being completed. • **Channel:** field, select appropriate channel. • **Location:** field will default to Customer Service Centre (CSC) if interview conducted in CSC or will not display if interview conducted by Call Centre. The Privacy Notice, including the 'Terms' section that outlines the terms and conditions of the VIM agreement, and Third Party Disclosure information **must** be read to the customer. In the **Confirm customer has been read the privacy notice and Third Party Disclosure information:** field, select the '**Yes**' option to confirm Privacy Notice has been read. By selecting the '**Yes**' option and proceeding with the Voluntary IM Assessment, the customer is acknowledging that they understand and agree to the terms of the Agreement. If they advise that they do not understand or agree, the CSA should not proceed with the VIM Agreement. Click Continue. If the customer is present, select 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.
8	**Conduct Voluntary Income Management interview** In the course of the interview the following topics are to be covered: • Explain what happens if the customer changes address or moves from the prescribed postcodes. • Discuss how income managed money is accessed. • Explain what income managed money can be used for e.g. housing, utilities, school, food, store food. • Explain how money can be allocated to a BasicsCard and how this works. • Discuss priority for income management expenditure. • Explain how money can be accessed for emergencies and travel. • Explain what cannot be covered by the income managed money. • Explain the process for contacting Centrelink in regards to income management. • Explain how common changes in circumstances may affect income management and advise customer of impact on payments of earnings from employment or other income. • Explain how lump sum payments, such as Advance and Baby Bonus payments are treated. • Discuss review rights. • If applicable, advise customer of impact of income management changes to any current Centrepay arrangements. • Advise the customer they may be eligible for an incentive payment of $250 if they remain on voluntary income management for 26 continuous weeks. • Advise customer any residual amounts in their income management account (that are to be disbursed to the customer) will be allocated to their BasicsCard as a lump

	sum payment. If they do not have a BasicsCard, or if allocating the funds onto the BasicsCard as a lump sum would mean the BasicsCard balance limit (currently $3000) is exceeded, explore options such as regular instalment payments to the BasicsCard or to other third parties.
9	**Commence discussion with customer about how priority needs will be met** Regular expense allocations should be set up for each of the following priority needs, where applicable: • School nutrition program, (if applicable) • Food • Medical Expenses • Rent • Utilities e.g. electricity, gas, water, sewage, garbage. Where a regular expense allocation is not set up for any of the above, state why, and indicate how the customer is meeting that priority need via the **priority needs** screen accessed in the **Voluntary IM assessment** workflow or via the **Expense Management summary** screen. This screen should be updated whenever a change occurs For more information, see *Income management - determining a person's priority needs*. Does the customer have a current BasicsCard? • If **no**, go to Step 10. • If **yes**, go to Step 11.
10	**Issuing the BasicsCard** ☺ Issue the BasicsCard. See *Offer and Issue of initial BasicsCard*. ☽ If the customer lives in an area serviced by the Remote Servicing Teams (RST) check the RST schedule and advise the customer the date and location of the next visit. The RST schedule is located on the Voluntary Income Management Homepage or Mapstat. See *Extra* for the links. Otherwise, advise the customer to attend their local Customer Service Centre (CSC) to be issued with a BasicsCard.
11	Does the customer have any Centrepay deductions? See the **Voluntary Deduction for All Benefits** section of the Expense Management Summary page. • If **yes**, go to Step 12. • If **no**, go to Step 13.
12	**Centrepay deductions** If there are Centrepay Deductions displayed click on the twisty and discuss with the customer whether the deduction should be converted to income management, maintained as they are, varied or ceased. Deductions that are clearly for priority needs should be converted to income management where possible. If an action is to be taken click on the appropriate radio button.

	• **Convert** will automatically convert Centrepay deductions to income management with next EPED as the start date. The deduction will appear as a 'Regular Expense'. **Note:** If this function is not working, manually cease the Centrepay deduction and add a new expense. • **Convert and Vary** will change the payment amount when converting to income management. **Note:** If this function is not working, manually cease the Centrepay deduction and add a new expense. • **Vary** will allow a change in the amount of the Centrepay deduction • **Cease** will end the Centrepay deduction. **System won't convert Centrepay deduction** If unable to convert and the message appears '**Service reason not valid**' the Third Party Organisation (TPO) is not an income management TPO. Discuss with customer whether the Centrepay deduction should remain or whether there is an alternative income management provider. If the customer wants to continue paying the Centrepay TPO from income management funds it may be done by making ongoing payments to an unregistered TPO. Income Management Payment and Contact Team (IMPACT) should be sent an **ACTDOC** with the details. In the meantime, leave the expense as a Centrepay deduction. IMPACT will cease the Centrepay deduction once they have established that they are able to pay from the customer's income management funds.

13	**Expense Management screen**
	
	If there are offset payments note the EPED (as shown on Expense Management Summary screen) because offset payments affect how expenses are coded. The next EPED date will be the start date for each expense allocation.
	
	In the **New Expenses** section select the '**Add Regular Expenses**' option.
	
	In the **TPO Search Inputs** section:
	
	• Locate the TPO by using either:
	  ▪ if known, enter the TPO's CRN in the **TPO CRN:** field and click on '**Find**' button, **or**
	  ▪ enter free text in the **TPO Name:** field and click on '**Find**' button, **or**
	  ▪ click on the Centrelink Organisation Search Engine button to look for the TPO, **or**
	  ▪ search for TPO using Mapstat to find the TPOs CRN and/or a suitable TPO to meet the customer's priority need.
	
	• Once found, select the correct TPO from the Expense Management TPO list. **Note:** The TPO may be listed a number of times so ensure the TPO with the correct service reason is selected.

14	**Add details in Expense Inputs section:** • **Account Reference:** leave this blank unless required by the TPO (such as Telstra). If setting up expenses for School Nutrition list the first name of the relevant children in this field. • **Bill Reference:** is only used for Telstra. • **Amount:** enter the amount to be paid. • **Target Amount:** enter a target amount if there is a prescribed amount such as a court fine which is being paid off. • **Start Date:** determine expense start date and update as appropriate. If the customer receives offset payments they may request that certain expenses be paid in line with certain benefits e.g. school nutrition from the FAO payment. Ensure that

	the date is after the switch on date if the switch on date is in the future. • **End Date:** leave this blank unless the customer nominates a specific end date. • **Frequency:** The customer may request that certain payments be made weekly (particularly if they receive offset payments). ▪ only the following payments may be made weekly; food or utilities money to a store and school nutrition payments. Other payments must be made fortnightly as the TPOs may not wish to receive expenses too frequently. **Note:** The Fortnightly IM funds allocated fields will advise the amount and % of unallocated funds.
15	**Interview Results and Assessment Results screen** Finalising workflow: • At the **Interview Results screen** the results are displayed. Check information is correct. • Click **'Continue'** to proceed to the **Document Outcomes** screen. • Add any additional information in to the **'Annotated Document text'** field. • Click **'Finalise'**. • Navigate through the **'Assessment finalise workflow'** checking that the desired results are being achieved. • Finalise activity. **Outstanding work items that require action** If there are work items that need to be actioned the workflow will not be able to be finalised. Click **'Continue'** and the Work Items will be displayed on the Income Management Summary screen in the Existing Work Items sections. The appropriate action should then be taken and after action is completed the workflow will go back to Assessment Results to finalise. For more information on work items, see *Work Items and messages for income management*. • Record details on a **DOC** and add any further relevant information not included in the Interview Results screen.
16	Does customer wish to be referred to Financial Counselling Management Services, this includes both financial counselling and money management services? • If **yes**, refer customer to financial management services and record referral on customer record. Go to Step 17. • If **no**, go to Step 17.
17	Does customer require any other specialist referrals e.g. Social Worker, Multicultural Service Officer etc.? • If **yes**, refer customer to appropriate specialist as per current business process. For more information, see *Identifying if the customer would benefit from a referral to a Specialist Service*. Go to Step 18. • If **no**, go to Step 18.
18	**Book next ongoing contact appointment** Advise customer an appointment will be arranged with them to review their progress whilst on voluntary income management. This contact can be made between 2-4 weeks from date switched on to income management. Book the customer's next ongoing contact appointment via Customer Appointment System (CAS) using the following reasons:

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18	**Book next ongoing contact appointment** Advise customer an appointment will be arranged with them to review their progress whilst on voluntary income management. This contact can be made between 2-4 weeks from date switched on to income management. Book the customer's next ongoing contact appointment via Customer Appointment System (CAS) using the following reasons:

	• **Convert** will automatically convert Centrepay deductions to income management with next EPED as the start date. The deduction will appear as a 'Regular Expense'. **Note:** If this function is not working, manually cease the Centrepay deduction and add a new expense. • **Convert and Vary** will change the payment amount when converting to income management. **Note:** If this function is not working, manually cease the Centrepay deduction and add a new expense. • **Vary** will allow a change in the amount of the Centrepay deduction • **Cease** will end the Centrepay deduction. **System won't convert Centrepay deduction** If unable to convert and the message appears '**Service reason not valid**' the Third Party Organisation (TPO) is not an income management TPO. Discuss with customer whether the Centrepay deduction should remain or whether there is an alternative income management provider. If the customer wants to continue paying the Centrepay TPO from income management funds it may be done by making ongoing payments to an unregistered TPO. Income Management Payment and Contact Team (IMPACT) should be sent an **ACTDOC** with the details. In the meantime, leave the expense as a Centrepay deduction. IMPACT will cease the Centrepay deduction once they have established that they are able to pay from the customer's income management funds.

13	**Expense Management screen**
	
	If there are offset payments note the EPED (as shown on Expense Management Summary screen) because offset payments affect how expenses are coded. The next EPED date will be the start date for each expense allocation.
	
	In the **New Expenses** section select the '**Add Regular Expenses**' option.
	
	In the **TPO Search Inputs** section:
	
	• Locate the TPO by using either:
	  ▪ if known, enter the TPO's CRN in the **TPO CRN:** field and click on '**Find**' button, **or**
	  ▪ enter free text in the **TPO Name:** field and click on '**Find**' button, **or**
	  ▪ click on the Centrelink Organisation Search Engine button to look for the TPO, **or**
	  ▪ search for TPO using Mapstat to find the TPOs CRN and/or a suitable TPO to meet the customer's priority need.
	
	• Once found, select the correct TPO from the Expense Management TPO list. **Note:** The TPO may be listed a number of times so ensure the TPO with the correct service reason is selected.

14	**Add details in Expense Inputs section:** • **Account Reference:** leave this blank unless required by the TPO (such as Telstra). If setting up expenses for School Nutrition list the first name of the relevant children in this field. • **Bill Reference:** is only used for Telstra. • **Amount:** enter the amount to be paid. • **Target Amount:** enter a target amount if there is a prescribed amount such as a court fine which is being paid off. • **Start Date:** determine expense start date and update as appropriate. If the customer receives offset payments they may request that certain expenses be paid in line with certain benefits e.g. school nutrition from the FAO payment. Ensure that

	▪ **Service Reason:** field, use '**INM**' ▪ **Appointment Reason:** field, use '**RVW**' ▪ **Appointment Type:** field, use '**In office**' (face-to-face).
19	**Customer is not eligible for income management** Advise the customer why they are not eligible. Navigate to the **IM Decision/Exemption** workflow in SUW and code the following: • Select **all** applicable ineligible reasons. (**Note:** More than one reason can be selected). Finalise the activity. Auto **DOC** will be generated, annotate **DOC** with further details of ineligibility. A system generated letter will be issued to the customer.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.
more

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