

*Making it easier to get it right for customers through innovation, integration and simplification.*

**TOPIC**                      **Disability Support Pension rapid connection and reconnection initiative**

**FOR ATTENTION OF:**

**Disability Area Contacts  
Participation Business Managers  
AWT Coordinators**

**IMPORTANCE:**

**High**

**PRIORITY FOR RESPONSE:**

**N/A**

**INFORMATION or ACTION:**

**Information and Action**

**DEADLINE FOR REPLY:**

**N/A**

**BRIEF SUMMARY/KEY POINTS:**

As part of the Working Age Service Delivery Model, Centrelink is implementing a Rapid Connection and Reconnection Plan to actively encourage suitable DSP recipients to access employment assistance.

The attached taskcard has been designed to assist CSOs engage with all DSP customers at every contact to better explain the benefits of registering to look for work and accessing employment assistance.

The attachment includes:

- key messages for staff,
- the taskcard of the process,
- a reference guide, and
- a rapid connection script to assist CSOs talk to customers about Job Network.

Please distribute this taskcard immediately to all relevant staff who may be dealing with DSP customers.

**ATTACHMENTS:**



DSP taskcard final .lwp

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