



## DSP RAPID CONNECTION AND RECONNECTION INITIATIVE

Ensure initial and ongoing meetings are set up with JNMs. It is critical that we work together on this initiative.

### Key Messages.

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. CSOs should actively engage with all DSP customers at every contact to better explain the benefits of registering for Full Job Network Eligibility (FJNE) and the assistance that Job Network, Disability Employment (DEA), Vocational Rehabilitation (VOR) services, and PSP, can offer. A verbal script has been developed which should be used by CSOs to engage the customer. A copy of the script is at Attachment B.

Job Network, DEA and VOR services are designed to help people in their transition to employment. By participating in employment assistance programs, job seekers have the opportunity to improve their employment prospects by gaining qualifications and/or skills and improving their job search. It is important to remember that participation by recipients of DSP, in employment assistance programs is voluntary. While these customers are not obliged to participate, they may choose to do so, once they are informed of the assistance available and the benefits that such participation may deliver.

To achieve quality participation outcomes, Centrelink employees need to build a strong knowledge of, and relationships with, government and community service providers and other organisations to ensure that we are able to define the appropriate types of referrals and to be aware of new opportunities which may be made available to customers.

Work and participation are considered to be important by DSP recipients for self-esteem and community inclusion. Many DSP recipients want to work but are not accessing appropriate assistance. In working with customers with illnesses, injuries or disabilities we need to remember that even a small step towards a wholistic participation outcome in the future leads to personal growth and self reliance.

When assessing customers with an illness, injury or disability to determine what participation options are suitable it is important to remember that you consider their support needs which may vary from person to person. Their support needs may not necessarily be determined by their disability. Consideration needs to be given as to whether their capacity and skills are suitable for the Job Network, VOR or DEA.

Increased awareness about the skills and abilities of the Job Network to provide services to people with an illness, injury or disability is required to achieve increased engagement with this customer group. Promotion and education should include:

- Job Network provide tailored services to meet job seekers needs
- Availability of Specialist and Generalist providers
- The availability of the Job Seeker Account
- Flexibilities currently available within the APM to service job seekers with disability
- Job Network's focus on sustainable employment outcomes
- Eligibility of job seekers in receipt of DSP to receive Job Network services
- Voluntary and non activity tested nature of participation

Full Job Network services including Intensive Support customised assistance are available to DSP FJNE job seekers when they are registered as looking for work. All job seekers have access to Job Search Kiosks. The term 'Job Network services' refers to a range of services offered by JNMs. Customers in receipt of DSP may have a JSA flag raised as part of the JSCI process. This will occur either automatically as the CSO records the responses to the JSCI questions or manually if the CSO believes the customer has displayed behaviour, or discloses information that indicates specialist intervention would benefit the customer. The JSA must be completed by a Specialist i.e CDO, Centrelink Psychologist or Social Worker. In some cases a specially trained CSO may complete the JSA where the Flag is JSA DIS only. All other combinations of JSA DIS must be completed by a Specialist officer- CDO.

Customer Service Centres (CSCs) should provide a capacity for same day servicing wherever possible of customers requiring a JSA. This will require appropriately trained Specialist, Professional and/or specially trained CSOs to be available. It is preferred that the JSA be completed as soon as possible after the JSCI interview has taken place to ensure that the customer can be referred to their choice of JNM within the agreed BPA standards with DEWR. CSOs should work closely with the Specialist and Professional staff who complete JSA's to facilitate the speedy and qualitative completion of the job seeker registration and referral process. While our aim is to make speedy referrals, this should not detract from the quality and the appropriateness of the referral.

There is currently a large backlog of outstanding JSA activities that need to be finalised by the network, and we encourage the network to utilise trained and experienced Specialist and Professional staff to help reduce this workload by completing JSA activities. Centrelink's aim is to make speedy and qualitative referrals to the Job Network, DEA and VOR services within the current policy.

It is important to remember that when conducting the JSA-Dis the specialist may determine that the customer may also have a restricted work capacity (RWC) due to their disability and the RWC should be coded at the same time as the JSA, so that the JNM is aware of the customers capacity.

**Please note:** Recent policy advice received from DEWR and FaCS indicates that in some cases where a customer has been assessed as suitable for Disability Employment Services (DES), but the customer prefers to be referred to the Job Network we are able to facilitate this referral based on customer choice. **Care and consideration is required by Specialist staff in these cases to determine whether the customer could benefit from a referral to JNM, if the specialist believes that the customer lacks insight and/or exhibits behaviours indicating that he/she would not benefit from a JNM referral they should encourage the customer to take the most beneficial option.**

Consideration should also be given to better targeting and engaging with customers who have an illness, injury or disability. Below are some example target groups for engagement:

- JSA backlog and current activities.
- Deferred and current DSP Service Offers (PASO). There are a number of customers who have not received the benefit of a participation focused Service Offer.
- All DSP new claimants who have a Better Assessment outcome of JNM - this is reflected in the Assistance Recommendation section of the Better assessment report i.e. SA16, SA365 and SA368 as 'Mainstream employment assistance'.
- DSP customers that have a reasonable capacity for work or training.
- DSP customers who have completed VOR programs and have not accessed any form of participation.
- DSP customers who are due for a Service Update and may benefit from a JNM referral.
- DSP customers who have earnings and may wish to increase their work options. Please note that customers who are working in Business Services or on Supported Wage System should be excluded.

**Task card**

**Customer enquiry and engagement**

- ✓ Address customers enquiry and process.
- ✓ Check customer status on the RRSN screen. If customer has already been placed in a DEWR or FaCS funded program (such as VOR or DEA) customer can still be registered as FJNE and receive a different level of Job Search Support from the JNM. If a customer is already in PSP the JSCI cannot be modified, however the customer can be referred to the JNM and receive a similar level of support as those customers participating in VOR and DEA.
- ✓ The CSO should also consider the possibility that the customer may be taking part in another pilot such as NSW Department of Juvenile Justice (DJJ), Employment Skilling Program (ESP) and Correctional Services Employment Pilot (CSEP), and if so, would follow concurrency rules for these participants.

**Note:** There is **no** current legislative requirement for non activity tested customers to participate in the full range of Job Network services. If the customer is not interested in being registered as a job seeker or is already in PSP, the procedure ends here.

**The CSO must complete a Doc to indicate whether the referral to JNM was successful or not. The keyword "CONNECT JNM\_OK" should be used with text to indicate if JNM referral was successful; and for unsuccessful offers, the keyword "CONNECT JNM\_NO" should be used with text outlining why the offer was declined.**

- ✓ Where customer status indicates not placed in a program, engage customer and discuss the benefits of registering for FJNE, and encourage the customer to register as a FJNE job seeker.
- ✓ For customer's who have an inactive JSR status on the B/St line the CSO should check the JSCHI screen to see whether the customer has an active JSCI. This will be indicated by the letter 'A' (active) beside the top JSCI line. If the customer has an active JSCI and it is still up-to-date, then the JSCI does not have to be redone, however the customer would need to be re-registered as a job seeker.
- ✓ In both of these scenarios, the CSO should check whether the customer is already on JNM caseload by typing 'JSSWEB' into the Nxt: field and then clicking on the link. This will launch Janus with the customer's details loaded. Under the 'Menu' heading, click on 'Participation' and double click on 'View Current JNM'. If the customer is connected to a JNM, the details of the JNM will appear. If a list of JNMs appear this means that the customer has not been connected with a local JNM and the CSO should take the opportunity to do so at this point. For more information on this, please go to 'Booking an appointment with a JNM'.

The CSO must complete a Doc to indicate whether the referral to JNM was successful or not. The keyword "CONNECT JNM\_OK" should be used with text to indicate if JNM referral was successful; and for unsuccessful offers, the keyword "CONNECT JNM\_NO" should be used with text outlining why the offer was declined.

**Register job seeker**

- ✓ Whilst in the customer's ISIS record, Open *Sprite* and click on the
- ✓ **Looking For Work** link located on the left hand side of the page.
- ✓ Click on "**Load the CRN**" button Load the customer's CRN. (Ensure the correct customer details have been loaded into the Looking For Work Tool.)

**Important note:**

When creating a new JSR/ADD record on ISIS where an existing Job Seeker Identification Number (JSID) is not present on the benefit status line , carefully check the External Names List (XIL) screen for an existing Job Seeker Identification (JSID) number for the customer.

If the customer has an existing JSID as displayed on the XIL screen, do not enter 'Y' in the 'Add Person' field on the XIL screen. If the customer has been allocated a JSID by a JNM the customer's details will be returned on the XIL screen.

**Do not** add a new record if a match is returned on the XIL screen

- ✓ Select the **Looking For Work** Field in the left hand margin of the Janus tool. This will take the user to the Looking for work question set. .
- ✓ **Register** the customer by completing the registration questions on the Job seeker registration screen JMJR.

**Run JSCI**

- ✓ Read the introductory text word for word on the 'Looking For Work (JSCI)' page. This explains the purpose of the interview is to determine what other employment assistance can be offered to the customer.

**Ensure the customer understands the following points:**

- ✓ The customer will be asked a number of questions. They may have been asked these questions before when determining eligibility for income support payments but they must be asked again. Some of the questions are voluntary.
- ✓ The more information the customer can provide, the better able Centrelink will be to determine the appropriate assistance for them. Customer Service Officers (CSOs) should actively encourage the disclosure of information while undertaking the JSCI interview.
- ✓ The information the customer provides during the interview is confidential and can only be released to a JNM with the customer's express permission.

**Proceed through the JSCI by asking the questions on each page and recording the appropriate responses:**

- ✓ CSOs must not make any assumptions about a person's background or capabilities.
- ✓ Every question must be asked. Click on the 'continue' button to go to the next page of questions. A prompt is given at the end if any question is missed.

**If a JSA flag is triggered:**

In most DSP cases a JSA DIS or combination will be raised during the JSCI interview process.

- ✓ Advise the customer that they will be referred to a specialist officer. Make them aware that Centrelink has a number of specialist officers, e.g. Centrelink Psychologist, Disability Officer (CDO) or Social Worker, who are better placed to clarify their specific needs.
- ✓ **Where a JSA exists** referral to JNM cannot be done until the JSA is completed, and the JSCI status will be set to Pending. The Janus tool will display "***Based on the JSCI result, it has been determined the following referral is required***". Then it asks the user "***Do you believe a further assessment is required?***" (This text will not appear to the user until the JSCI responses have been printed and the user is on the **JSCI Result screen**.) If no JSA is triggered and the CSO feels that the customer has issues which have not been formally disclosed during the JSCI interview, (this could be due to the customer exhibiting inappropriate behaviour, or topics brought up in discussion but not formally disclosed), and the CSO feels that the customer may require further assessment, then the CSO can use this screen to select the type of assessment/s that they believe is/are required. This will manually raise a JSA of the type or types selected

by the CSO. Even if one type of JSA is raised automatically, the CSO may wish to raise another JSA of a different type on the customers record for the specialist to follow up.

- ✓ The LFW tool will display advice that a JSA has been flagged. Click on **NO** to the question "Do you wish to book a specialist appointment?", finalise the Looking for Work flow.
- ✓ Advise the job seeker that they have been identified as requiring a further assessment by a specialist officer. The JSA assessment should be arranged ASAP.
- ✓ The final page provides a summary and printing of the responses.
- ✓ Click on the 'Print' button.
- ✓ Ask the customer to check their responses and sign the form. Give a copy of this form to the customer.
- ✓ Click on the 'continue' button to complete the JSCI.

**Note:** Liaison with the specialist officer should be undertaken as soon as possible (preferably same day) to facilitate the speedy completion of the outstanding JSA so that the customer can access the most suitable services.

- Where a JSA has been flagged, it is displayed on the AL screen as a JSR/UPD activity. **The CSO must complete a Doc to indicate whether the referral to JNM was successful or not. The keyword "CONNECT JNM\_OK" should be used with text to indicate if JNM referral was successful; and for unsuccessful offers, the keyword "CONNECT JNM\_NO" should be used with text outlining why the offer was declined.** Then, check the keyword on the activity by placing a "k" next to the activity.

A JSA of any type may be completed without the need to interview the customer if there is no change in the customers circumstance and:

- A useable Better Assessment (BA) report which is less than 2yrs old exists,
- A Disability Employment Indicator (DEI) assessment less than 12 months old exists, or
- A previous identical JSA less than 12 months old exists and
- The final referral eligibility of the JSCI is not likely to be PSP.

**Please note:** Care should be taken where a customer's condition could be considered unstable, ensure that any previous assessment is still valid before using it. Consultation with the appropriate Specialist i.e. Psychologist or CDO should be made, if unsure.

Specialists can locate outstanding JSA activities by doing an AYS search using the following:

- Keyword **JDI - Disability Only. Actioned by specially trained CSO**

	<ul style="list-style-type: none"> <li>• Keyword <b>JDIPF</b> or <b>JDISNAPF</b> - Disability &amp; Personal Factors, Disability, Special Needs Assessment &amp; Personal Factors. <b>Actioned by CDO.</b></li> </ul> <p><b>Immediate Hand-off</b> for JSA DIS is preferred. Where further assessment of a JSA is required, complete an assessment statement, code assessment outcome of FJSA and refer activity to Psychologist.</p> <ul style="list-style-type: none"> <li>• Keyword <b>SNA</b>, <b>PF</b> or <b>SNAPF</b> - Special Needs Assessment, Personal Factors or Special Needs Assessment &amp; Personal Factors. <b>Actioned by Psychologist or Social Worker.</b></li> </ul> <p><b>Please note</b> that in some cases after the customer has been provided with information on the services provided by the JNM, Vocational Rehabilitation and DEA they may request a referral to JNM. In these cases the customer may be referred to JNM even if the JSA-Dis outcome was for DEA or Vocational Rehabilitation. <b>Specialist staff should consider in these cases whether the customer could benefit from a referral to JNM. If the specialist believes that the customer lacks insight , and/or exhibits behaviours indicating that he/she would not benefit from a JNM referral they should encourage the customer to take the most beneficial option.</b></p>
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<p><b>Checking Better Assessment Result</b></p>	<ul style="list-style-type: none"> <li>✓ First <b>CHECK</b> the <b>RRSM</b> screen to see if there is a referral to HSA/WCA/CP.</li> <li>✓ Select the referral line, which will take you to <b>RRIA</b> screen where you will see a <b>REFERRED</b> line and an <b>ASSESSED</b> line.</li> <li>✓ Select the <b>ASSESSED</b> line you will be able to view the BA recommendation. If so the BA report is available. Please remember this report must not be more than 2yrs old.</li> </ul> <p><b>Note:</b> Before using the existing BA, the CDO/CSO would need to assess whether the customer's medical condition has improved or deteriorated. The CDO/CSO would then need to determine whether the initial BA recommendation is still appropriate, and then decide as to the appropriate referral i.e. JNM, Voc rehab or DEA. Careful consideration is required when dealing with customers who have a psychiatric/psychological condition - refer to the Centrelink Psychologist when in doubt.</p> <p><b>Restricted work capacity</b></p>
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If during the registration process, the job seeker is assessed as having a restricted work capacity due to a medical condition, Centrelink staff should record the job seeker's work capacity on the registration screen (JMJR). This will be in two bandwidths 8-14 and 15-20 hours.

If a job seeker has been identified as having restricted work capacity, they will be exited from Job Network if they achieve an employment outcome based on their identified restricted capacity hours.

In most cases the determination of the level of work capacity will be made and recorded by a specialist officer (CDO, Psychologist or Social worker) as part of a JSCI Supplementary Assessment (JSA) - 001.20040.

#### Utilising the DEI Assessment

The DEI assessment process requires decisions to be made based on the information in the SU478 and SU479 **as well as** any other relevant medical/health professional information **and** through discussion with the customer. All available information will be examined by a Centrelink Disability Officer (CDO) or an appropriately skilled and experienced Customer Service Officer (CSO) to help make the determination of the type and level of support required.

The customer needs to provide a completed Employment Assistance -Professional Report (PR) form SU479 and Employment Assistance - Customer Information (SU478), **however**, where the job seeker does not have a suitable professional available to complete the SU479, the CDO or the Centrelink Psychologist, may complete the DEI assessment **WITHOUT** the form if other appropriate documentary evidence is available and all other avenues have been explored. Other evidence can only be used where there is sufficient information to determine which service type would be most appropriate for the job seeker's needs.

Centrelink Psychologists and social workers may also complete the PR form where they are considered the best source of such information for the job seeker, and the job seeker does not have any other professional better placed to provide the information.

For help in coding a DEI assessment: [refer to attachment](#)

**Note:** On some occasions a customer with a DEA or VOR outcome will request referral to the Job Network. In these cases, the CSO/CDO should ensure that the customer is fully aware of what the different programs offer and the benefits of participating in the most appropriate program. If a CSO is unsure as to whether a customer would benefit from a particular program, they should refer to a CDO, Psychologist or Social Worker for assistance.

If the customer still requests that he/she be referred to the Job Network, then the DEIR screen should be coded as follows:

**Do you agree with the result?:** N

**Reason:** Cus; and

**DEA Outcome:** JNM

**Example of DEAS screen coding:**

**Result of Disability Employment Indicators:** VOCATIONAL REHABILITATION

**Do you agree with the Result:** N

**Reason:** CUSTOMER'S CHOICE

**Disability Employment Assessment Outcome:** JOB NETWORK MEMBER

**Assigning Officer:** CENTRELINK DISABILITY OFFICER

**Note:** When conducting a JSA the specialist may determine that the customer may also have a **restricted work capacity (RWC)** due to their disability and the RWC should be coded at the same time as the JSA, so that the JNM is aware of the customers capacity.

## Finalising the JSA

*Refer to the JSA Processing task card [link on the attachment](#) for information on how to code the JSA*

Assessment Statements (paper) should be completed for all JSA types except when the referral outcome is to the PSP. The Assessment Statement focusses on identifying barriers that **may** impact upon or affect a return to work. It is directed towards the short to medium term assistance that the customer may need to obtain and maintain employment. The main point to keep in mind while writing up the Assessment Statement is that you need to know the target audience (the program providers) so you can prepare the Assessment Statement that will meet that need. Although the Assessment Statement is confidential, it should be written with the knowledge that the customer is entitled to have access to it. The Assessment Statement will generally be one page (A4) in length and contain the following information:

- customer's name;
- customer's address;
- customer's phone number/s;
- customer's date of birth;
- date(s) of assessment;
- name of referring officer; and
- contact phone number of referring officer.

The Assessment Statement also needs to cover the following areas:

- background issues;
- identified barriers (and their impact);
- recommendations; and/or
- Strategies.

For more information on completing assessment statements, please *refer to the JSA training*, the link to this is on the attachment to this taskcard.

**Booking an appointment with a JNM.**

**The Online Appointment Booking System (OAS) is used when referring a customer to a JNM:**

✓ The appointment booking process **must** take place after completing the customer registration. The sprite screen flow will go to the OAS to select a JNM and make an appointment. **Note:** The OAS can also be used to check existing appointments and reschedule appointments as part of the reconnection process.

✓ **Customers will select or be allocated a JNM at the registration:**

✓ The first available suitable appointment with the JNM must be booked at the same time using the Online Appointment System. At the initial interview with the JNM the customer and JNM discuss job search requirements and complete a vocational profile and a résumé.

✓ At no time can Centrelink staff influence the customers choice of JNM.

✓ Customers who do not choose a JNM are randomly allocated a JNM from those in the local area. These customers can pick from up to five random selections, however if they have not chosen after the fifth selection, the final JNM will be allocated.

✓ Book the first available, suitable appointment for the customer with their JNM

✓ Continue with the process until the booking has been completed.

✓ **Note:** Centrelink does not have the functionality to change a JNM for a job seeker once the initial appointment has been booked. If a CSO makes a referral in error to the wrong JNM, the CSO should contact the DEWR helpdesk to change the JNM. Any other requests to change a JNM must be referred to the DEWR Customer Service Line on 1800 805 260.

**The PASO screen**

The Participation Service Offer forms as integral part of the income support determination and referral process for DSP customers. At the Service Offer the CSO provides the customer with a range of referral options appropriate to their circumstances. The recommendations from the appropriate assessor assist in this process. Coding the Participation Service Offer (PASO) screen is a mandatory part of the new claim flow for Disability Support Pension (DSP), and the Service Offer Recording script should be used. It will record information entered by the CSO which is pertinent to the Participation Service Offer, including follow up dates, and recording the results on the PASO screen.

If registration is offered to existing DSP customers, then the PASO screen can be coded manually. For assistance in coding please refer to the attachment to this taskcard.

**Reference Guide: Attachment A**

	<b>Link to: E-reference</b>	<b>Link to: Taskcard</b>	<b>Link to: Training</b>
<b>Registration</b>	<p><u>001.15970 - Identify if customer is eligible for Job Network Services</u></p> <p><u>001.02030 - Registering customer as a job seeker</u></p>		
<b>JSCI</b>	<p><u>001.13050 - Job Seeker Classification Instrument (JSCI)</u></p> <p><u>001.13060 - When to apply the Job Seeker Classification Instrument (JSCI)</u></p> <p><u>001.02050 - Conducting a Job Seeker Classification Instrument (JSCI) interview</u></p> <p><u>001.13330 - Job Seeker Classification Instrument (JSCI) factors</u></p>		<u>JSCI Training</u>
<b>FJNE</b>	<u>001.60140 - Registering fully Job Network eligible (FJNE) job seekers</u>		
<b>JSSO</b>	<p><u>001.14310 - Eligibility for Job Search Support Only (JSSO)</u></p> <p><u>001.14340 - Registering job seekers for Job Search Support Only (JSSO)</u></p>		
<b>JSA</b>	<p><u>001.20040 - JSCI Supplementary Assessment (JSA)</u></p> <p><u>001.13510 - JSCI Supplementary Assessment (Disability) - JSA</u></p>	<u>Link to: JSA TASKCARD</u>	

<b>DEI</b>	<u>008.11100 - Disability Employment Indicators assessment</u>  <u>008.11170 - Conducting the Disability Employment Indicators assessment</u>  <u>008.11180 - Coding a Disability Employment Indicators assessment</u>	<u>Determining the Appropriate Facs/DEWR funded Disability Employment Service Type for Job seekers with disabilities</u>	<u>Disability Employment Indicators Training</u>  <u>Making referrals to Disability Employment Services</u>  <u>Coding Assessments and Referrals for People with Illness, Injury or Disabilities</u>
<b>BAEI</b>	<u>102.25080 - Determining type of assessment required (i.e. Work capacity, capacity for participation or medical assessment)</u>  <u>102.25310 - Identifying barriers to participation for Disability Support Pension (DSP)</u>		<u>Better Assessment and Early Intervention - Disability Support Pension</u>
<b>RWC</b>	<u>001.13610 - Job seekers with a restricted work capacity (RWC)</u>		
<b>JNM Referral</b>	<u>001.60070 - Referring a job seeker to a Job Network member (JNM)</u>		
<b>PASO</b>	<u>008.04260 - The Service Offer Interview</u>	<u>PASO Taskcard</u>	

Job Network Rapid Connection

Script for CSOs

Have you heard about Job Network?

*It is a network of private and community organisations, funded by the Australian Government, dedicated to helping you find and keep a job.*

Did you know the Job Network have got a great range of programs that can help you find a job?

*When you first register with Job Network they will give you advice on the range of ways to look for work, career options, help and advice on writing a resumes and job applications. They will also show you how to use the Job Search website and how to use the auto-job matching services.*

What if you need more help?

*Many people find that this is all the help they need but if you are still looking for work after three months, Job Network can offer a wider range of services including help with work related costs such as fares to attend interviews.*

Is it compulsory?

*Not if you are on a Parenting Payment or Disability Support Pension but did you know that most people are better off working, and depending on how much you earn you can still keep many of your benefits.*

*Outline relevant income cut-off levels and if appropriate run the Centrelink Rate Estimator.*

**Now, we will just get some basic details to send across to them as an introduction for you, and then we can get a good appointment time in the next couple of days.**