

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

Question: HS10

Outcome 1, Output Group 1.1

Topic: Centrelink - DSP Rapid Connection script

Hansard Page/Written Question on Notice: F&PA 19 26/5/05

SENATOR WONG asked on 26/05/05:

Mr Whalan—Yes, we will. Just coming back to the last issue, in terms of key messages, we have said, ‘It is important to remember that participation by recipients is voluntary.’ I can go through the detail if you want me to.

Senator WONG—Is that an instruction to staff?

Mr Whalan—Yes. This is under the DSP rapid connection and reconnection initiative.

Senator WONG—Could you provide us with a copy of that?

Mr Whalan—Yes.

Senator WONG—And could you provide us with an analogous instruction in relation to parenting payment recipients?

Mr Whalan—Yes, we can.

Answer:

The Disability Support Pension rapid connection and reconnection instruction, which states that participation by recipients is voluntary, was provided in the response to question on notice HS42 from Additional Estimates 2004-05.

The Parenting Payment rapid connection instruction to staff is provided in Attachment A and further supported in the scripts tabled at the Budget Estimate Hearings on 26 May 2005, recorded in the Hansard at F&PA 69, which states that participation by recipients is voluntary.

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Attachment A

PARENTING PAYMENT RAPID CONNECTION AND RECONNECTION INITIATIVE	
Ensure initial and ongoing meetings are set up with Job Network Members. It is critical that we both work on this initiative.	
Customer enquiry and engagement	✓ Address customers enquiry and process. ✓ Check customers status. If customer not <i>JSR Active</i> refer to <i>Job Network Rapid Connection Script for CSO's</i> to engage workforce age customers. ✓ If customer is <i>JSR/ACT</i> check <i>JMJR</i> screen, if there is a 'Y' in the Job Search Support Only field, change to 'N' ✓ Parenting customers are fully Job Network Eligible including those working more than 15 hrs ✓ If customer accepts referral go to next step.
Run JSCI	✓ <i>Sprite won't run if there are certain outstanding activities or if RSLEG screen has not been coded</i> (see JSCI issues below) ✓ You will need to complete these activities before sprite can run. ✓ Open <i>Sprite</i> and click on the Looking For Work link located on the left hand side of the page. Load the customers CRN. (Ensure the correct customer details have been loaded into the Looking For Work Tool.) ✓ Select the Looking For Work Field. ✓ 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:

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	✓ 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 Job Network member 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: ✓ 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. ✓ The JSA assessment will need to occur in line with existing procedures, once the JSA is complete
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	referral to the Job Network member can occur. ✓ 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.
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