



# Direct Registration Guideline

## Document change history

Version	Start date	Effective date	End date	Change and location
6.0	10 08 16	12 09 16		Pages 2 to 5 – added link to Harvest Worker Participation Form. Page 3 - changes to “Proof of Identity” Page 4 - moved “Advising Participant they are ineligible for Direct Registration” information to “Proof of Identity” section. Page 5 - added links to guidelines for Vulnerable Youth. Added Documentary Evidence section.
5.0	1 07 16	1 07 16	11 09 16	Direct Registration Form minor formatting updates pages 7-9, including on page 7 additional gender category X (Indeterminate/Intersex/Unspecified)
4.0	23 03 16	23 03 16	30 06 16	Pages 2 and 7 - Update Structural Adjustment Programme references
3.0	18 09 15	18 09 15	22 03 16	Update Remote Jobs and Community Program to Community Development Programme
2.0	01 07 15	13 08 15	18 09 15	Direct Registration Form updated with privacy text
1.0	01 07 15	01 07 15	12 08 15	Original version of document

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline helps Employment Providers and Harvest Labour Services (HLS) Providers to identify whether a Participant is eligible for Direct Registration for Employment Provider Services or HLS and provides details of the requirements when Directly Registering such a Participant.

## Policy Intent

Eligible job seekers may elect to participate in Employment Provider Services or HLS without going to the Department of Human Services (DHS) and can Directly Register with an Employment Provider or HLS Provider.

The Employment Provider or HLS Provider has responsibility for determining a Participant’s eligibility for Direct Registration and registering that Participant for Services.

## Relevant Deed clause/s

Relevant clauses from the jobactive Deed 2015–2020 (the Deed) include:

- Annexure A1—Definitions
- Clause 70—Use of interpreters
- Clause 75—Volunteers
- Clause 78—Direct Registration of Stream Participants without a Referral
- Clause 85—Initial Interviews
- Clause 134.4—Harvest Labour Services.

## Relevant references

Reference documents relevant to this Guideline include:

- [Alinta Energy Structural Adjustment Programme Guideline](#)
- [Arrium \(OneSteel\) Structural Adjustment Programme Guideline](#)
- [Assessment Guideline – Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessments \(ESAt\)](#)
- [Automotive Industry Structural Adjustment Programme Guideline](#)
- [BlueScope Steel Structural Adjustment Programme Guideline](#)
- [Caterpillar Structural Adjustment Programme Guideline](#)
- [Documentary Evidence Guideline](#)
- [Eligibility, Referral and Commencement Guideline](#)
- [Forestry Industry in Tasmania Structural Adjustment Programme Guideline](#)
- [Harvest Labour Services Guideline](#)
- [Learning Centre website](#)
- [Mutual Obligation Requirements and Job Plan Guideline](#)
- [Privacy Guideline](#)
- [Queensland Nickel Structural Adjustment Programme Guideline](#)
- [Servicing Pre-release Prisoners Guideline](#)
- [Structural Adjustment Programme Guideline](#)
- [Volunteers Guideline](#)

## Direct Registration process

Process	Details
<p><b>Assessing Participant Eligibility for Direct Registration</b></p> <p>Deed clause references:</p> <ul style="list-style-type: none"> <li>• <b>Clause 75</b></li> <li>• <b>Clause 78</b></li> <li>• <b>Clause 134.4</b></li> </ul>	<p>Employment Providers and HLS Providers <b>must</b> only Directly Register people who have a legal right to work in Australia and are:</p> <ul style="list-style-type: none"> <li>• a Vulnerable Youth or Vulnerable Youth (Student) (as defined in the Deed and shown in Table 1 in the <a href="#">Eligibility, Referral and Commencement Guideline</a>)</li> <li>• a Volunteer (as defined in the Deed and shown in Table 1 in the <a href="#">Eligibility, Referral and Commencement Guideline</a>)</li> <li>• a Structural Adjustment Programme Participant (refer to the relevant <a href="#">Structural Adjustment Programme Guideline</a>)</li> <li>• a Pre-release Prisoner (refer to the <a href="#">Servicing Pre-release Prisoners Guideline</a> or</li> <li>• Directly Registering for HLS (<a href="#">refer to the Harvest Labour Services Guideline</a>).</li> </ul> <p>The detail that a person provides in the <a href="#">Direct Registration Form</a> or the <a href="#">Harvest Worker Participation Form</a> (both available on the Provider Portal) will help the</p>

Process	Details
	<p>Employment Provider or HLS Provider to determine if the person is eligible to Directly Register. By completing the form, the person is notified of how their personal information will be collected, used and held by the Employment Provider or HLS Provider, and provides consent to use their personal information in these ways. The Employment Provider or HLS Provider <b>must</b> retain a copy of the completed form.</p> <p>After determining the person’s eligibility for Direct Registration, the information collected on the <a href="#">Direct Registration Form</a> or Harvest Worker Participation Form <b>must</b> be entered into the Department’s IT Systems. This information determines the person’s type of Registration (Fully Eligible, Volunteer or ‘No Stream Services Referral Required’ (NSSRR)) and level of assistance. To assist in servicing Directly Registered job seekers, the Employment Provider may conduct a Job Seeker Classification Instrument Assessment (refer to Assessment Guideline – Job Seeker Classification Instrument (JSCI) and Employment Services Assessments (ESAt))</p> <p><b>Legal right to work in Australia</b></p> <p>The Employment Provider or HLS Provider <b>must</b> check whether a job seeker has a legal right to work in Australia. Two resources can be used to assist the Provider in this regard:</p> <ul style="list-style-type: none"> <li>• The <a href="#">Visa Entitlement Verification Online (VEVO)</a> service can be used to check a non-citizen’s visa status after sighting their international passport.</li> <li>• <a href="#">Schedule 8 of the Migration Regulations 1994</a> sets out the visa conditions that prohibit or restrict the work that a visa holder can do in Australia.</li> </ul> <p>If the person does not have the legal right to work in Australia or the Employment Provider or HLS Provider has any reservations, the Employment Provider or HLS Provider <b>must not</b> proceed with the Direct Registration process. The person <b>should</b> be referred to DHS or an appropriate community service for assistance. The person <b>should</b> also be encouraged to contact the Department of Immigration and Border Protection (DIBP) to check their legal right to work in Australia.</p> <p>Note: Employment Providers and HLS Providers can be legally liable for referring non-citizens who are not allowed to work or are restricted from undertaking certain work in Australia to a job. For information and examples of the steps that Employment Providers or HLS Providers can take when assisting non-citizens, see the DIBP’s <a href="#">guide for businesses</a>.</p> <p><b>Proof of identity</b></p> <p>As part of the Direct Registration process, the Employment Provider or HLS Provider <b>must</b> confirm the identity of the person. The <a href="#">Direct Registration Form</a> and <a href="#">Harvest Worker Participation Form</a> provide a list of acceptable forms of proof of identity. The Employment Provider or HLS Provider is not required to retain a copy of this proof of identity but <b>must</b> record on the form that documentation specified in the <a href="#">Direct Registration Form</a> or Harvest Worker Participation Form has been sighted.</p> <p>The Employment Provider can view basic identity documentation for a Vulnerable Youth or Vulnerable Youth (Student), as DHS will confirm proof of identity during the Income Support Payment assessment process for these young people.</p> <p>Note: Proof of identity checks involving the Employment Provider or HLS Provider sighting a person’s photographic identity <b>must</b> occur in person.</p> <p>If a person has genuine difficulty providing the documents specifically listed in the <a href="#">Direct Registration Form</a> or <a href="#">Harvest Worker Participation Form</a> for proof of identity checks, other documents that contain both their name and address (postal or</p>

Process	Details
	<p>residential) may be used (for example, rates notices or phone bills).</p> <p>Where the person is not able to provide any evidence of their identity, the Employment Provider or HLS Provider <b>should</b> consider referring the person to DHS for assistance.</p> <p>People who are not eligible to Directly Register <b>must</b> be advised of their ineligibility and, where appropriate, be directed to DHS or other available services for further assistance.</p>
<p><b>Searching for Registration</b></p>	<p>The Employment Provider or HLS Provider <b>must</b> conduct a Registration search in the Department’s IT System as part of the Registration process. This will determine whether the person has an existing Registration that may contain relevant information, such as a Job Seeker Identification Number (JSID), or to confirm the receipt of an Income Support Payment.</p> <p><b>Outcomes of the Registration search</b></p> <p>The outcome of the Registration search in the Department’s IT Systems will determine the next action the Provider <b>should</b> take. Where the person has:</p> <ul style="list-style-type: none"> <li>• a current Registration and is on the Employment Provider’s caseload—the Employment Provider <b>must</b> provide Services in accordance with the Deed</li> <li>• a current Registration but is on another Employment Provider’s caseload and wishes to transfer to the Employment Provider—the Employment Provider <b>should</b> refer to the <a href="#">Transfers Guideline</a></li> <li>• a current Registration and is not connected to an Employment Provider—the Employment Provider <b>must</b> connect them to their caseload and provide Services in accordance with the Deed</li> <li>• an inactive Registration and is eligible for Services —the Employment Provider <b>must</b> re-register the Participant, connect them to their caseload and provide Services in accordance with the Deed</li> <li>• no Registration—the Employment Provider <b>must</b> create a new record for the person prior to connecting them to their caseload and providing Services in accordance with the Deed.</li> </ul> <p>People registering only for HLS do not need a Referral to an Employment Provider’s caseload and <b>must</b> be registered as NSSRR.</p> <p>Note: Where the person has already received up to six months of assistance as a Volunteer (or is returning 13 weeks or more since they Exited as a Volunteer) the Employment Provider will not be able to Register them (see clause 75.3 of the Deed). The Employment Provider <b>must</b> explain to them that they are not eligible for Services unless their circumstances change and they become a Fully Eligible Participant (refer to the <a href="#">Eligibility, Referral and Commencement Guideline</a>).</p> <p>Note: If the person is a DHS customer, the Department’s IT Systems can obtain information from DHS, such as current Income Support Payment type, recent Referrals or Mutual Obligation Requirements. For this to occur, the Employment Provider <b>must</b> link the JSID to the Customer Reference Number (CRN) through the Department’s IT Systems.</p>
<p><b>Registering Vulnerable Youth and Vulnerable Youth (Student)</b></p> <p><b>Deed clause references</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 78.3</b></li> </ul>	<p>People aged 15 to 21 years who do not have a Referral but who meet the Vulnerable Youth or Vulnerable Youth (Student) criteria <b>must</b> be Directly Registered and Commenced immediately in Stream C (see clause 78.3 of the Deed).</p> <p>Vulnerable Youth or Vulnerable Youth (Student) <b>must</b> be referred to DHS within four weeks of the Direct Registration for Assessment (see clause 78.3(c) of the</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 78.4</b></li> <li>• <b>Clause 78.5</b></li> </ul>	<p>Deed).</p> <p>The Employment Provider <b>must</b> continue to provide Services to the Vulnerable Youth or Vulnerable Youth (Student) while waiting for the outcome of the Assessment. The Employment Provider will be notified of the outcome via the Department’s IT Systems, and <b>must</b> then provide Services to the Participant (see clauses 78.4 and 78.5 of the Deed).</p> <p>Where DHS does not complete an Assessment within three months of Commencement, the Vulnerable Youth or Vulnerable Youth (Student) will be Exited. The Participant will need to re-engage with DHS to have their eligibility for Income Support Payments and Services assessed.</p> <p>More information about job seeker servicing, including for Vulnerable Youth and Vulnerable Youth (Student), can be found in the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p>
<p><b>Documentary Evidence</b></p>	<p>Employment Providers <b>must</b> retain a copy of the completed and signed Employment Provider Services—Direct Registration form. This form contains a range of personal information used to determine a Stream Participant’s eligibility for Direct Registration.</p> <p>For Stream Participants accessing Services through a Structural Adjustment Package, the Employment Provider <b>must</b> retain a copy of a redundancy letter or the employment separation certificate.</p>



## Direct Registration Form

### Privacy and your personal information

Your Personal Information is protected by law, including the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. The Personal Information you provide on this form is collected by your Employment Provider or Harvest Labour Services Provider on behalf of the Australian Government Department of Employment (the Department) to:

- work out whether you are eligible for Employment Provider Services or Harvest Labour Services
- register you with a jobactive provider or Harvest Labour Services Provider
- deliver employment services to you and help you find a job
- help in evaluating and monitoring the programmes and the services provided to you by the Department's contracted Providers
- help to resolve complaints made by you or your Employment Provider or Harvest Labour Services Provider
- include you in surveys conducted by the Department or on behalf of the Department.

If you do not provide some or all of your personal information, the Department cannot ensure that you are provided with the most suitable level of employment assistance.

You can request assistance from your jobactive provider or Harvest Labour Services Provider to complete this form if required. You may also have a nominee, including a family member, advocate, social worker or counsellor, with you for support when filling out this form.

Your personal information may be passed on to and between the Department's contracted Employment Providers, and to agencies involved in the administration of

employment services and income support payments and services, including the Department of Human Services, the Department of Education and Training, the Department of Immigration and Border Protection, the Department of Social Services, the Australian Taxation Office and the Department of the Prime Minister and Cabinet and their respective contracted providers where those providers are delivering services to you. In addition, your personal information may also be shared with third parties, such as activity hosts and employers, in the delivery of employment services to you.

Where appropriate to do so, this information may also be shared with and between these and other organisations (including contracted service providers) in the course of providing you with employment services and assistance and in evaluating and monitoring those services and assistance.

Please note that your sensitive personal information may also be used by the Department or given to other parties where you have agreed, or where the Department is otherwise permitted, including where it is required or authorised by or under an Australian law, such as social security law, a court or tribunal order, or where a duty of care exists.

The Department's Privacy Policy contains more information about the way in which we will manage your personal information, including information about how you may access your personal information held by the Department and seek correction of such information. The Privacy Policy also contains information on how you can complain about a breach of the Australian Privacy Principles and how the Department will deal with such a complaint. A copy of the Department's Privacy Policy can be found on the [Privacy](#) page of our website or by requesting a copy from the Department via email at [privacy@employment.gov.au](mailto:privacy@employment.gov.au).

## 1. Participant identification details

Are you already registered with:

- the Department of Human Services
  - a Disability Employment Services provider
  - an Australian Disability Enterprise
  - a Community Development Programme provider
  - a Harvest Labour Services provider
- or
- an Employment Provider ?

Yes  No

If **yes**, please provide your Job Seeker Identification Number **and/or** your Department of Human Services Customer Reference Number (this information can be found on any letter to you from the Department of Human Services or your Department of Human Services Health Care Card or Concession Card).

Job Seeker Identification Number

Department of Human Services Customer Reference Number

## 2. Your personal details

Title

Family name

First name(s)

Preferred name

Date of birth

Gender

Male  Female  X (Indeterminate/Intersex/Unspecified)

Country of birth

Is English your first language?

Yes  No

Do you require access to an interpreter?

Yes  No

If **yes**, what language?

## 3. Are you or have you been known by any other names?

For example, a maiden name, previous married name, Indigenous or community name.

Yes  No

Other name(s)

## 4. Your contact details

Postal address

Number and street / PO Box

Suburb or town

State or territory

Postcode

Residential address (if different from postal address)

Number and street

Suburb or town

State or territory

Postcode

**Other contact details**

**Best contact method**

Home telephone number

Work telephone number

Mobile telephone number

Fax number

Email address

**5. Income support**

Do you receive a payment from the Department of Human Services or the Department of Veterans' Affairs?

Yes  No

If **yes**, please provide the name of the payment.

(Your provider will confirm the type of payment with the Department of Human Services)

**6. Personal circumstances**

a. Are you an Australian citizen or permanent resident?

Yes  No

If **yes**, go to 6d.

b. Are you a visa holder?

Yes  No

If yes, please provide details about your visa and work rights.

c. Are you an overseas visitor to Australia, or here on a working holiday?

Yes  No

d. Are you registering for harvest work only?

Yes  No

If **yes**, go to 7.

e. Are you currently working 15 hours or more per week?

Yes  No

f. Are you in full-time Education or training?

Yes  No

g. Are you currently receiving workers compensation?

Yes  No

h. In the last 6 months, have you been made redundant from the automotive manufacturing industry, the Tasmanian forestry industry, Caterpillar in Burnie, Bluescope in Port Kembla, Arrium (OneSteel) or Alinta Energy in South Australia, or Queensland Nickel?

Yes  No

If yes you may be eligible for immediate access to Stream B jobactive assistance through a Structural Adjustment Programme. Confirmation must be sought from your Employment Provider:

- please provide written proof of redundancy, such as a letter from your Employer or an Employment Separation Certificate which includes the date of redundancy.
- please write the name of the organisation you were made redundant from.

i. In the last 6 months, has your partner been made redundant from Alinta Energy in Leigh Creek?

Yes  No

If yes you may be eligible for immediate access to Stream B jobactive assistance through a Structural Adjustment Programme. Confirmation must be sought from your jobactive Provider:

- please provide written proof of your partner's

redundancy, such as a letter from your partner's Employer or an Employment Separation Certificate which includes the date of redundancy.

- you will also need to provide evidence of living in Leigh Creek with your partner at the time of the retrenchment.

## 7. Proof of identity

You must provide the documentation specified in either Group A or Group B (detailed below).

Documents must be shown to your provider.

Note to Employment Providers: Participants Directly Registering as a Vulnerable Youth or Vulnerable Youth (Student) are only required to provide basic proof of identity before starting to receive **Services**.

### Group A

You must provide **one** of the following:

- Drivers licence number

- Current Australian passport number

- Other form of photo identification from a government department or agency.

Please specify type of identification.

Identification number

### Group B

You must provide **two** of the following:

- financial institution (bank) documents<sup>1</sup>including

- ATM/credit cards showing name and signature

- bank statement showing your name and address

- motor vehicle registration papers with current address

<sup>1</sup> Identification or account numbers are not copied or recorded.

- other documents—any of the following documents

- birth certificate or birth certificate extract

- certificate of Australian citizenship

- motor vehicle registration papers with current address

- Australian marriage certificate

- documents showing registration of a change of name

- divorce papers

- trade certificate

- insurance renewal documents showing current address

- Medicare card

- other (please specify)

If you cannot provide information in either Group A or Group B, talk to your Provider about what other forms for documentation are sufficient to prove your identity. For example, documentation that shows your name and address (postal or residential) can be used to confirm your identity. This could include rates notices, mobile phone or other bills. Alternatively, other forms of documentation that contain your name, such as letters of reference, payslips from previous employment, library and other club memberships or education certificates may be used. Where you do not have sufficient documentation, the Department of Human Services may be able to assist.

Details of documentation shown to your Provider:

## Declaration by Participant:

By signing below, I confirm that:

- I have read and understood the completed form, and the information included in the form is complete and true to the best of my knowledge.
- I have read, understood and agree to the collection, use and disclosure of my personal information as outlined on the first page of this form and in the Department's [Privacy Policy](#).
- I am not currently participating in any other Australian Government Employment programmes (such as Disability Employment Services)
- I understand that if I am in receipt of the Disability Support Pension and volunteering for employment assistance, I may need an Employment Services Assessment to ensure I am referred to the most appropriate service and to determine suitable participation levels in that service. This will not review my eligibility for the Disability Support Pension.
- I understand that if I am a work-release prisoner I have verified that I have been referred by a state or territory correctional service officer.
- I understand what services I can receive, including what help I can access to find a job and examples of activities that I may take part in.
- I understand that my personal information may be provided to Department-contracted providers, who may view and use this information for the purposes of registering me for, and delivering programmes and services.
- I understand that my personal information may be transferred between employment providers for the purpose of delivering services.
- I understand my information may also be transferred between the Department, employment providers and the Department of Human Services for the purposes of delivering services.
- My provider has explained the Service Guarantees and their Service Delivery Plan to me, if applicable.
- I declare that, to the best of my knowledge, I am not prohibited by law from working in Australia.

(Where applicable) Additional declaration by legal guardian or administrator of Participant:<sup>2</sup>

I have been appointed the legal guardian or administrator of the Participant and as such, I am authorised to sign this declaration for, and on behalf of, the Participant (please tick box).

Yes

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Printed name: \_\_\_\_\_

<sup>2</sup> Note: Where the Participant has been appointed a guardian or administrator, the guardian or administrator should sign the declaration.

## Declaration by Employment Provider or Harvest Labour Services Provider:

By signing below, I confirm that:

- I have discussed with the Participant the level and type of Services available to them and the required eligibility to participate in those Services.
- I have encouraged the Participant to provide as much relevant information as possible during the registration process, so that they can receive the help that best meets their needs.
- I have sighted documents establishing the Participant's proof of identity.
- I have established that the Participant is eligible to work in Australia.
- The information about the Participant, as entered on this form and in the Department's IT Systems, is true and correct to the best of my knowledge.
- If the Participant is registering for Employment Provider Services, I have discussed the Service Guarantees and my Service Delivery Plan with the Participant, and have made them aware of their rights and the obligations of an Employment Provider outlined in these documents, where applicable.
- I have fully informed the Participant about what services they can receive, including what help they can access to find a job and examples of activities that they may take part in.
- I have checked that all relevant questions in this form have been answered.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Printed name: \_\_\_\_\_

Organisation \_\_\_\_\_

Location / Site \_\_\_\_\_