



Australian Government

Guideline:

New Employment Services Trial (NEST)- Direct Registration

Individuals may seek to participate in jobactive or Trial Provider Services without going to Services Australia. In some cases they may Directly Register with a Trial Provider.

This Guideline helps Providers to identify whether a person is eligible for Direct Registration for Trial Services and provides details of the requirements when Directly Registering such a person.

The relevant Provider is responsible for determining a person's eligibility for Direct Registration and registering that person for Services.

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Changes from the previous version (Version 1.0)

Policy Changes

Nil

Wording changes:

Pages 1, 4 and 9 Remove mention of Stronger Transitions. From 1 July 2020 Stronger Transitions is closed to new entrants.

Page 1 and 6 – Changes to reflect correct title of the Job Plan and Mutual Obligation Requirements Guideline.

Page 4 – Change to reflect new title for Department of Home Affairs.

Page 5 – Clarifying the requirement for Providers to provide Participants with the relevant Privacy Notification and Consent form at the initial interview or initial appointment with a participant.

Pages 5 and 6 – Clarifying the requirement for Providers to complete a Job Seeker Classification Instrument Assessment when Direct Registering Participants.

Page 6 – Simplified wording to remove duplication of Deed text.

Page 7 – Clarification that partners of retrenched workers must be in a relationship with the retrenched worker, but not necessarily living with the retrenched worker.

References to NEST Provider changed to Trial Provider.

Related documents and references

[Assessments Guideline – Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessments \(ESAt\)](#)

[Eligibility, Referral and Commencement Guideline](#)

[Job Plan and Mutual Obligation Requirements Guideline](#)

[Privacy Guideline](#)

[Servicing Pre-release Prisoners Guideline](#)

[Structural Adjustment Programme Guideline](#)

[Volunteers Guideline](#)

[Transfers Guideline](#)

[How people access NEIS and participate in NEIS](#)

[Training Guideline](#)

[Exploring Being My Own Boss Workshop Guideline](#)

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1. Who is eligible for Direct Registration?

Trial Providers **must** only Directly Register a person who has a legal right to work in Australia and is:

- a Vulnerable Youth or Vulnerable Youth (Student) (Refer to [Eligibility, Referral and Commencement Guideline](#))
- all retrenched workers and their partners (refer to the [Eligibility Referral and Commencement Guideline](#) for eligibility requirements). Some retrenched workers and their partners may be eligible for additional **assistance** under a Structural Adjustment Programme (refer to the relevant [Structural Adjustment Programmes Guideline](#) for eligibility requirements)
- a Pre-release Prisoner (refer to the [Servicing Pre-release Prisoners Guideline](#))

From 9 December 2019, Volunteers will generally not be eligible to Direct Register with a Provider.

If an individual is not eligible to Direct Register, or is eligible to Direct Register and it appears to the Provider that the individual may be eligible to receive Income Support Payments, the Provider should direct them to Services Australia to test their eligibility for income support or to register for the Volunteer Online Employment Services Trial (VOEST).

Confirming a person's legal right to work in Australia

The Provider **must** confirm whether a person has a legal right to work in Australia. Two resources can be used to assist the Provider in this regard:

- The [Visa Entitlement Verification Online \(VEVO\)](#) service can be used to check a non-citizen's visa status after sighting their international passport.
- [Schedule 8 of the Migration Regulations 1994](#) sets out the visa conditions that prohibit or restrict the work that a visa holder can do in Australia.

The Provider **must not** proceed with the Direct Registration process if the person does not have the legal right to work in Australia or the Provider has any reservations. The person **should** be referred to Services Australia or an appropriate community service for assistance. The person **should** also be encouraged to contact the Department of Home Affairs (DHA) to check their legal right to work in Australia.

Note: 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. See the DHA's [guide for businesses](#) for information and examples of the steps that Providers can take when assisting non-citizens.

2. Checking if a person is already registered



System step:

When an individual is eligible to Directly Register, the Trial Provider must 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.

Note: If the person is a Services Australia customer, the Department's IT Systems can obtain information from Services Australia, such as current Income Support Payment

type, recent Referrals or Mutual Obligation Requirements. For this to occur, the Provider **must** link the JSID to the Customer Reference Number (CRN) through the Department's IT Systems.

Registration search will determine next steps

The outcome of the Registration search in the Department's IT Systems will determine, in conjunction with section 2, the Provider's next action.

Where the person has:

- a current Registration and is on the Provider's caseload—the Provider **must** provide Services in accordance with the Deed
- a current Registration and wishes to transfer to the Provider but is on another Provider's caseload—the Provider the person wishes to transfer to **should** refer to the [Transfers Guideline](#)
- a current Registration and is eligible for Services but is not connected to a Provider—the Provider must connect them to their caseload and provide Services in accordance with the Deed.
- an inactive Registration and is eligible for Services —the Provider must re-register the person, connect them to their caseload and provide Services in accordance with the Deed
- no Registration and is eligible for Services—the Provider **must** create a new record for the person prior to connecting them to their caseload and providing Services in accordance with the Deed.

People registering for NEIS do not need a Referral to a Trial Provider's caseload. However, they must not be registered as registration type NSSRR.

Note: A person who has already received six months of assistance as a Volunteer (or 12 months in the Volunteer Online Employment Services Trial (VOEST)), or is returning 13 weeks or more since they Exited as a Volunteer, is not eligible for Services. The Provider **must** explain to them that they are no longer eligible for Trial Services unless their circumstances change and they become a Participant (Mutual Obligation) or a Participant (Voluntary) (refer to the [Eligibility, Referral and Commencement Guideline](#)).

A former Volunteer (who has received six months of jobactive, Supported Services or 12 months of VOEST) can be directly registered by a NEIS Provider for NEIS.

3. Conducting a JSCI for Participants who Directly Register

The Provider **must** conduct a Job Seeker Classification Instrument Assessment (JSCI) to assist in servicing Directly Registered Participants (refer to [Assessment Guideline – Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessments \(ESAt\)](#)).

Conducting JSCI for Retrenched Workers and their partners

For retrenched workers and their partners who are Fully Eligible Participants, the Provider **must** conduct a JSCI to determine the level of Services they will receive appropriate to their level of labour market disadvantage. Where a retrenched worker or their partner are eligible for a Structural Adjustment Programme, they will receive servicing through Enhanced Services.

Refer to the summary of required documentary evidence section in this guideline for documentary evidence requirements for retrenched workers and their partners.

(Deed Reference: Attachment 1 – Definitions)

4. Privacy and Consent to the Collection of Sensitive Information

During the initial interview or initial appointment with a participant, the Provider **must** provide the Participant with the relevant [Privacy Notification and Consent Form](#) in the [Privacy Guidelines](#) and seek the individual's express written consent to collect their sensitive information by asking the individual to sign the relevant form. The Provider **must** advise the individual, during the initial interview or initial appointment, that they are not required to give consent for the collection of their sensitive information and can withdraw their consent at any time.

The relevant Privacy Notification and Consent form must be provided to each participant, regardless of whether the Participant is Direct Registered, referred by Services Australia or transferred from another Provider.

5. Other requirements when Direct Registering Vulnerable Youth and Vulnerable Youth (Student)s

People aged 15 to 21 years who do not have a Referral but who meet the Vulnerable Youth or Vulnerable Youth (Student) criteria must be immediately assessed for eligibility for Transition to Work (TtW).

If the Vulnerable Youth or Vulnerable Youth (Student) is eligible for TtW they must be referred to a TtW Provider.

If the Vulnerable Youth or Vulnerable Youth (Student) is not eligible for TtW, they must be Directly Registered and immediately Commenced in Enhanced Services.

The Vulnerable Youth or Vulnerable Youth (Student) must then be referred to Services Australia for Assessment (Employment Services Assessment) within four weeks of the Direct Registration.

The Provider must continue to provide Enhanced Services to the Vulnerable Youth or Vulnerable Youth (Student) while waiting for the outcome of the Assessment. The Provider will be notified of the outcome via the Department's IT Systems, and must then provide appropriate Services to the Participant.

The Vulnerable Youth or Vulnerable Youth (Student) will be Exited where Services Australia does not complete an Assessment within three months of Commencement. The individual will need to re-engage with Services Australia to have their eligibility for Income Support Payments and Services assessed.

More information about Participant servicing, including for Vulnerable Youth and Vulnerable Youth (Student), can be found in the [Job Plan and Mutual Obligation Requirements Guideline](#).

(Deed Reference: Clauses 90.2, 90.3)

6. Summary of required Documentary Evidence

Eligibility

Providers must retain a copy of the completed, signed and dated [Direct Registration form](#). This form will help the Provider to determine if the person is eligible for Direct Registration. By completing the form, the person is notified of how their personal information will be collected, used and held by the Provider, and provides consent to use their personal information in these ways.

The information collected on the [Direct Registration Form](#) **must** be entered into the Department's IT Systems after determining the person's eligibility for Direct Registration.

Verifying a person's identity

The [Direct Registration Form](#) provides a list of acceptable forms of proof of identity. The Provider is not required to retain a copy of this proof of identity but **must** record on the form that documentation specified in the [Direct Registration Form](#) has been sighted.

The Provider can view basic identity documentation for a Vulnerable Youth or Vulnerable Youth (Student), as Services Australia will confirm proof of identity during the Income Support Payment assessment process for these young people.

Note: Proof of identity checks involving the Provider sighting a person's photographic identity **must** occur in person.

Other documents that contain both a person's name and address (postal or residential) may be used (for example, rates notices or phone bills) if that person has genuine difficulty providing the documents specifically listed in the [Direct Registration Form](#) for proof of identity checks.

The Provider **should** consider referring the person to Services Australia for assistance where the person is not able to provide any evidence of their identity.

Retrenched Workers

For Participants accessing Services as a retrenched worker, the Provider must retain a copy of a redundancy letter or the employment separation certificate.

For partners of retrenched workers, the Provider must retain a copy of proof of the relationship with the retrenched worker.

The partner of a retrenched worker must:

- be in a relationship with their partner;
- have evidence of their partner's retrenchment, such as the copy of a redundancy letter or the employment separation certificate, that specifies an exit date; and
- register with a Provider no later than six months after their partner's retrenchment exit date.

A partner and a retrenched worker will be considered to be in a relationship if they are legally married; in a registered relationship; or in a de facto relationship.

Evidence of partnership and/or cohabitation can include at least one of the following:

- current evidence of living together (example: lease agreements, joint local authority registration under the same address, mortgage documents, council rates, utility bills)
- marriage certificate or evidence that the relationship has been declared to any relevant government bodies (example; Centrelink or the Australian Taxation Office)
- evidence of joint financial obligations (example: insurance policies, joint bank account statements).

In some cases, retrenched workers will be eligible for additional support. For further information, refer to the relevant [Structural Adjustment Programmes Guideline](#).

All capitalised terms in this guideline have the same meaning as in the New Employment Services Trial Deed 2019-2022 (the Deed).

In this guideline, references to Trial Provider mean a New Employment Services Trial Provider.

References to a Participant mean a person, who is identified in the Department's IT Systems as eligible for receiving Trial Services and references to services mean Trial Provider Services as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by the Department of Education, Skills and Employment under or in connection with the Deed.