



Australian Government



# Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines

Version 1.5

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## Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
1.5	1 Oct 12	1 Oct 12		<p><b>Formatting:</b> Amendments to formatting (throughout the document).</p> <p><b>Narrative:</b> Removal of job seekers in crisis, experiencing domestic violence and mental health issues. Incorporated information from Q&amp;A into the <a href="#">Introduction</a>. New <a href="#">text version of Flow Chart</a> .</p>
1.4	1 Jul 12	1 Jul 12	30 Sep 12	<p><b>Formatting:</b> Amendments to formatting (pp1–14).</p> <p><b>Narrative:</b> Changed Centrelink references to Department of Human Services (pp1-14). Change to the VY and YV (Student) age to 15 to 21 (pp1-14). Changes to process for referring job seekers that disclose domestic violence etc (p4). Additional information on referring job seekers with mental health issues (p4).</p>
1.3	4 Jul 11	4 Jul 11		<p><b>Narrative:</b> Amendments to text to reflect the introduction of Employment Services Assessment (ESAt) from 1 July 2011 (pp1-13); Inclusion of Job seeker who discloses domestic violence, family grief or trauma (p8)</p>
1.2	29 Apr 11	29 Apr 11	4 Jul 11	<p><b>Narrative:</b> Amendments to text. Clarification of arrangements for job seekers with mental illness (pp7–8).</p>
1.1	18 Feb 11	21 Feb 11	28 Apr 11	<p><b>Narrative:</b> Changes throughout document, included explanatory note 4 (p5)</p> <p>Policy: Changes to Documentary Evidence requirements for Proof of Identity (p8)</p> <p>Formatting: Changes to Flow Chart (p4), formatted Footer.</p>
1.0	1 Jul 09	1 Jul 09	20 Feb 11	Original version of document

# Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Introduction

These Guidelines outline the steps to be taken by Job Services Australia (JSA) providers to enable Direct Registration of Vulnerable Youth (VY) and Vulnerable Youth (Student) (VY(S)) in JSA.

It is expected that young people will be referred to JSA providers from a range of sources including, but not limited to:

- Supported Accommodation Assistance Program (SAAP) providers
- Community and welfare agencies
- Educational institutions including Schools and TAFE, or
- Family and friends.

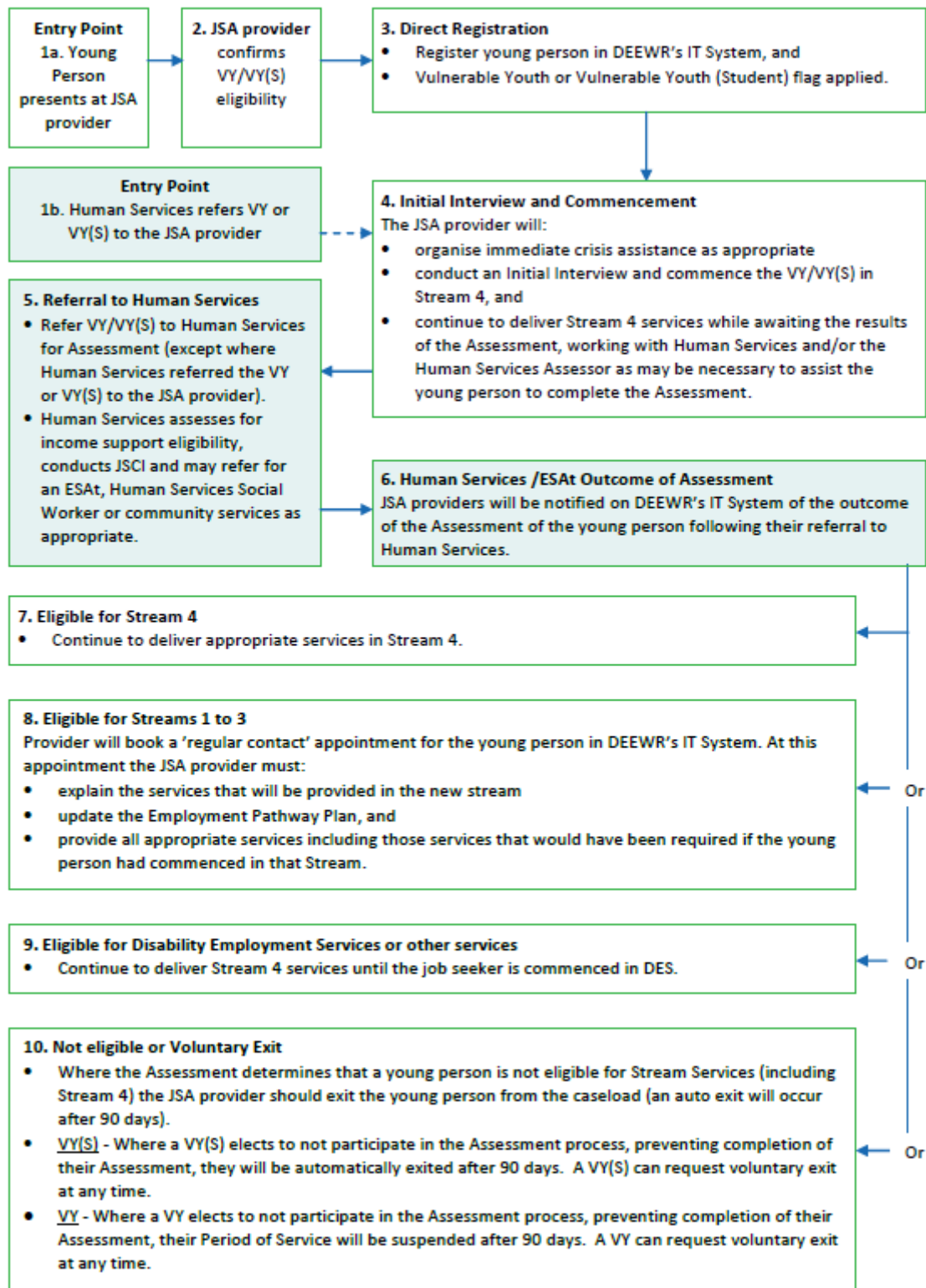
## **Job Seekers referred the Department of Human Services (Human Services)**

Human Services can Register a young person who meets the VY or VY(S) definition and refer them to a JSA provider. This will occur where the Human Services is unable to meet the young person's immediate needs through referral to local community services or other programs.

JSA providers should work with Human Services to ensure effective Referral arrangements for vulnerable young people. Where possible, Human Services will be able to refer a VY or VY(S) to a JSA provider through the Diary. Local arrangements should be negotiated to deal with Referrals from Human Services for young people in crisis where there are no immediate appointments available in the Diary.

Where the Referral is from Human Services, the Job Seeker Classification Instrument (JSCI) should have been conducted and the referral of the young person for an Employment Services Assessment (ESAt) already made. The VY or VY(S) should not need to be Referred to Human Services for the Assessment process. However, the JSA provider should liaise with Human Services to ensure that the young person's Assessment process is completed as quickly as possible.

# Job Services Australia— Vulnerable Youth and Vulnerable Youth (Student) Direct Registration



## Text Version of Flow Chart: Vulnerable Youth and Vulnerable Youth (Student) Direct Registration

Step	Action
1a.	<p><b>Entry Point</b></p> <p>Young Person presents at JSA provider – <b>Go to Step 2.</b></p>
1b.	<p><b>Entry Point</b></p> <p>Human Services refers VY or VY(S) to the JSA provider – <b>Go to Step 4.</b></p>
2.	<p><b>JSA provider</b> confirms VY/VY(S) eligibility</p>
3.	<p><b>Direct Registration</b></p> <ul style="list-style-type: none"> <li>• Register young person in DEEWR's IT System, and</li> <li>• Vulnerable Youth or Vulnerable Youth (Student) flag applied.</li> </ul>
4.	<p><b>Initial Interview and Commencement</b></p> <p>The JSA provider will:</p> <ul style="list-style-type: none"> <li>• organise immediate crisis assistance as appropriate</li> <li>• conduct an Initial Interview and commence the VY/VY(S) in Stream 4, and</li> <li>• continue to deliver Stream 4 services while awaiting the results of the Assessment, working with Human Services and/or the Human Services Assessor as may be necessary to assist the young person to complete the Assessment.</li> </ul>
5.	<p><b>Referral to Human Services</b></p> <ul style="list-style-type: none"> <li>• Refer VY/VY(S) to Human Services for Assessment (except where Human Services referred the VY or VY(S) to the JSA provider).</li> <li>• Human Services assesses for income support eligibility, conducts JSCI and may refer for an ESAt, Human Services Social Worker or community services as appropriate.</li> </ul>

Step	Action
6.	<p><b>Human Services /ESAt Outcome of Assessment</b></p> <p>JSA providers will be notified on DEEWR's IT System of the outcome of the Assessment of the young person following their referral to Human Services.</p> <p><b>Eligible for Stream 4 – Go to Step 7</b></p> <p><b>Eligible for Streams 1-3 – Go to Step 8</b></p> <p><b>Eligible for Disability Employment Services or other services – Go to Step 9</b></p> <p><b>Not Eligible or Voluntary Exit – Go to Step 10</b></p>
7.	<p><b>Eligible for Stream 4</b></p> <ul style="list-style-type: none"> <li>• Continue to deliver appropriate services in Stream 4.</li> </ul>
8.	<p><b>Eligible for Streams 1 to 3</b></p> <p>Provider will book a 'regular contact' appointment for the young person in DEEWR's IT System. At this appointment the JSA provider must:</p> <ul style="list-style-type: none"> <li>• explain the services that will be provided in the new stream</li> <li>• update the Employment Pathway Plan, and</li> <li>• provide all appropriate services including those services that would have been required if the young person had commenced in that Stream.</li> </ul>
9.	<p><b>Eligible for Disability Employment Services or other services</b></p> <ul style="list-style-type: none"> <li>• Continue to deliver Stream 4 services until the job seeker is commenced in DES.</li> </ul>

Step	Action
10.	<p><b>Not eligible or Voluntary Exit</b></p> <ul style="list-style-type: none"> <li>• Where the Assessment determines that a young person is not eligible for Stream Services (including Stream 4) the JSA provider should exit the young person from the caseload (an auto exit will occur after 90 days).</li> <li>• VY(S) - Where a VY(S) elects to not participate in the Assessment process, preventing completion of their Assessment, they will be automatically exited after 90 days. A VY(S) can request voluntary exit at any time.</li> <li>• VY - Where a VY elects to not participate in the Assessment process, preventing completion of their Assessment, their Period of Service will be suspended after 90 days. A VY can request voluntary exit at any time.</li> </ul>

**Notes:** This document should not be read as a stand-alone document, please refer to the Employment Services Deed 2012–2015.



## Employment Services Deed 2009–2012 Clauses

Clause 40.3 to 40.12 Vulnerable Youth and Vulnerable Youth (Students)

Clause 48.6 and 48.7 Exits for Volunteers (Non-activity tested)

Clause 49.1 Other Suspensions and Exits

Clause 52.1 Initial Interviews for Stream Participants

Annexure E - Definitions

## Reference documents relevant to these Guidelines

*Exit Guidelines*

*Direct Registration of eligible job seekers in Stream Services Guidelines*

*Service Fees Guidelines*

*Employment Pathway Fund Guidelines*

*Documentary Evidence Guidelines*

*Job Services Australia Eligibility for Visa Holders Fact Sheet*

*Department of Immigration and Citizenship Visa Entitlement Verification Online website*

## Explanatory Note:

1. All capitalised terms have the same meaning as in Employment Services Deed 2012–2015.
2. In this document, the term ‘must’ denotes mandatory compliance, and the terms ‘should’ or ‘may’ denote that compliance represents best practice.
3. Italicised text is a hyperlink to the relevant reference material.
4. Shaded areas in the flow charts denote activities that are undertaken by the job seeker, DEEWR, Human Services or an Assessor.

## Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines

Who is Responsible:	What is Required:
<p><b>1. Jobseeker</b></p> <p>Young person presents at a JSA provider</p>	<p>A young person may present at a JSA provider seeking assistance or be referred to the JSA provider by Human Services.</p> <p>a) JSA provider:</p> <ul style="list-style-type: none"> <li>• Young people presenting without Registration who meet eligibility requirements for VY or VY(S) can be Directly Registered by the JSA provider.</li> </ul> <p style="text-align: center;">➤ <b>Proceed to Step 2.</b></p> <p>b) Referred by Human Services:</p> <ul style="list-style-type: none"> <li>• Where a vulnerable young person presents at Human Services they may be Registered by Human Services as a Vulnerable Youth (VY) or Vulnerable Youth (Student) (VY(S)) and immediately referred to a JSA provider.</li> </ul> <p style="text-align: center;">➤ <b>Proceed to Step 4.</b></p>
<p><b>2. JSA Provider</b></p> <p>JSA provider determines VY or VY(S) eligibility</p> <p>Employment Services Deed 2012-2015 Clause Reference:</p> <ul style="list-style-type: none"> <li>• Clause 40.9 VY(S) eligibility and Local Youth Services</li> </ul>	<p>To be eligible for Direct Registration the young person must meet the VY or VY(S) definition.</p> <p><b>Meeting the VY or VY(S) Definition</b></p> <p>VY – the young person:</p> <ul style="list-style-type: none"> <li>• is aged from 15 to 21 years inclusive</li> <li>• is not employed for more than 15 hours per week</li> <li>• has at least one Serious non-Vocational Barrier</li> <li>• is not in receipt of income support, and</li> <li>• has a legal right to work in Australia.</li> </ul> <p>VY(S) – the young person:</p> <ul style="list-style-type: none"> <li>• is aged from 15 to 21 years inclusive</li> <li>• is a full time student</li> <li>• has at least one Serious non-Vocational Barrier</li> <li>• is presenting in crisis</li> <li>• is unable to be referred to an alternative Local Youth Service, and</li> <li>• has a legal right to work in Australia.</li> </ul> <p>If a young student can be referred to other Local Youth Services to have</p>

Who is Responsible:	What is Required:
	<p>their immediate needs met, for example, Youth Connections, they will not meet the VY(S) definition.</p> <p>Where a young person does not meet the definition of VY or VY(S), the JSA provider should immediately refer them to Human Services for further assistance. They may be eligible for employment assistance, but not through Direct Registration. The JSA provider should also refer the young person to community services where appropriate.</p> <p><b>Legal Right to Work in Australia</b></p> <p>If the young person does not have a legal right to work in Australia the JSA provider must not proceed with the Direct Registration process. For further information regarding the legal right to work in Australia JSA providers can refer to the Department of Immigration and Citizenship Visa Entitlement Verification Online website: <a href="http://www.immi.gov.au">www.immi.gov.au</a> or the <i>Job Services Australia Eligibility for Visa Holders Fact Sheet</i>.</p> <p>➤ <b>Proceed to Step 3.</b></p>
<p><b>3. JSA provider</b></p> <p>Direct Registration by the JSA provider</p>	<p>If a young person presents to the JSA provider without a Referral from Human Services and they meet the VY or VY(S) definition, the JSA provider can Directly Register the young person.</p> <p>The JSA provider will enter the Registration information into DEEWR's IT System and the system will apply the VY or VY(S) flag. The flag will allow the young person to be commenced in Stream 4 without a Human Services or ESA result being recorded.</p> <p>➤ <b>Proceed to Step 4.</b></p>
<p><b>4. JSA Provider</b></p> <p>JSA provider conducts Initial Interview and Commences young person in Stream 4</p> <p>Employment Services Deed 2012-2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clause 52.1 for Initial Interviews for Stream Participants</li> <li>• Clause 40.3 for Vulnerable Youth</li> <li>• Clause 40.9 for Vulnerable Youth (Students)</li> </ul>	<p>Once the young person has been Directly Registered as a VY or VY(S), the JSA provider conducts the Initial Interview and Commences the young person in Stream 4.</p> <p><b>Disclosing Barriers to Employment</b></p> <p>JSA providers should explain the benefits of disclosure to job seekers and inform them that there are different services available for people with certain barriers and that assistance can be tailored to help address these barriers.</p> <p>For further information on the benefits of disclosure, visit <a href="#">JobAccess website</a>.</p> <p><b>Organise Immediate Crisis Assistance</b></p> <p>Please refer to page 2 of these Guidelines for details.</p>

Who is Responsible:	What is Required:
	<p><b>Conduct Initial Interview and Commence Young Person Identification</b></p> <p>At the Initial Interview the JSA provider should sight the young person’s identification documents and record this on the Direct Registration Form, in accordance with the <i>Documentary Evidence Claims for Payment Guidelines</i>..</p> <p>The JSA provider can view basic identity documentation for a VY or VY(S) as Human Services will confirm proof of identity during the claim for Income Support Payment and Assessment process. Documents such as a school ID card, birth certificate, passport, visa documentation, driver’s licence/learner’s permit or other form of identification with the young person’s name on it will be appropriate.</p> <p>If the young person does not have suitable identification the JSA provider can assist them to obtain the relevant documentation. The JSA provider should service the VY or VY(S) while the appropriate identification documents are being sought.</p> <p>The JSA provider will be eligible to claim Service Fees and the EPF notional account will also be credited. For further information refer to the <i>Service Fees</i> and <i>EPF Guidelines</i>.</p> <p><b>Deliver Stream 4 Services</b></p> <p>Once the young person has been Directly Registered as a VY or VY(S) and Commenced in Stream 4, the JSA provider must refer them to Human Services for Assessment (see Step 5).</p> <p>The JSA provider should deliver Stream 4 services to the young person while awaiting the outcome of the Assessment process. JSA providers should work with Human Services to ensure the Assessment is finalised quickly. For example, this may include accompanying the young person to the ESAt appointment.</p> <p>JSA providers should communicate with Human Services and follow up with VY or VY(S) NOT on income support who did not attend their ESAt appointment and attempt to re-engage them. Human Services will follow up all VY or VY (S) eligible for income support who did not attend their ESAt appointment.</p> <p>JSA providers can check if their job seeker has participation requirements by checking the Participation Profile screen.</p> <p>JSA providers will receive a reminder via DEEWR’s IT System of VY or VY(S) who have reached 8-weeks in Stream 4 and their eligibility is still</p>

Who is Responsible:	What is Required:
	undetermined. ➤ <b>Proceed to Step 5.</b>
<p><b>5. JSA Provider/Human Services</b></p> <p>JSA Provider Refers young person to Human Services</p> <p>Employment Services Deed 2012-2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clause 40.3 (d) (i) and (ii) for Vulnerable Youth and Human Services referral</li> <li>• Clause 40.9 (d)(i) and (ii) for Vulnerable Youth (Students) and Human Services referral</li> </ul>	<p><b>JSA provider Directly Registers the VY or VY(S) and refers them to Human Services for Assessment:</b></p> <p>JSA providers should Commence the young person in Stream 4 and immediately refer them to Human Services. Human Services will:</p> <ul style="list-style-type: none"> <li>• assess the young person’s eligibility for Income Support Payments</li> <li>• complete the JSCI</li> <li>• refer the young person for an ESAt, where required, and</li> <li>• where necessary, refer the young person to a Social Worker or community services to meet the young person’s needs.</li> </ul> <p>It is important that the young person is connected with Human Services as soon as possible to ensure they have access to the full range of services available to them.</p> <p>JSA providers should ensure the young person attends an income support assessment appointment within 14 days of their first contact with Human Services. Income Support Payments can only be backdated by Human Services to the Intention to Claim date, which has a 14 day limit.</p> <p>VY or VY(S) should be referred to Human Services for Assessment on the day of Commencement or as soon as possible within four weeks of that day. In exceptional circumstances, where the young person’s barriers or circumstances are so severe they prevent immediate referral, the JSA provider should ensure that Human Services see the young person as soon as possible. In any case, JSA providers must refer the VY or VY(S) to Human Services within four weeks.</p> <p><b>Note:</b> When a vulnerable young person presents to Human Services for assistance, Human Services will Register the youth, assess their eligibility for Income Support Payments, conduct the JSCI and, where necessary, refer the young person for an ESAt.</p> <p>Where Human Services Registers a VY or VY(S) and refers them to a JSA provider, the JSA provider should Commence the young person in Stream 4 while awaiting the outcome of the ESAt. The VY or VY(S) should not need to be referred back to Human Services for the Assessment process. However, the JSA provider should liaise with Human Services to ensure that the young person’s Assessment process is completed as quickly as</p>

Who is Responsible:	What is Required:
	<p>possible.</p> <p>Where Human Services has conducted the Registration of the VY or VY(S) a Registration record will exist. To avoid duplication of Registration records, the JSA provider should search for an existing record prior to commencing the youth. Please refer to the Direct Registration Guidelines for information on searching for an existing Registration record.</p> <p style="text-align: center;">➤ <b>Proceed to Step 6.</b></p>
<p><b>6. JSA provider</b></p> <p>JSA providers notified of Human Services/ESAt Outcome of Assessment</p>	<p>JSA providers will be notified via DEEWR's IT System of the outcome of the Assessment of the young person following their referral to Human Services and completion of their ESAt (where applicable).</p> <p>JSA providers should continue to deliver appropriate services to the young person during the period they are being assessed. The outcome of the Assessment will determine whether the VY or VY(S) is:</p> <ul style="list-style-type: none"> <li>• eligible for continued servicing in Stream 4. <ul style="list-style-type: none"> <li>➤ <b>Proceed to Step 7.</b></li> </ul> </li> <li>• eligible for continued servicing in Stream 1, 2 or 3. <ul style="list-style-type: none"> <li>➤ <b>Proceed to Step 8.</b></li> </ul> </li> <li>• eligible for referral to a different service (e.g. Disability Employment Services). <ul style="list-style-type: none"> <li>➤ <b>Proceed to Step 9.</b></li> </ul> </li> <li>• not eligible for continued JSA. <ul style="list-style-type: none"> <li>➤ <b>Proceed to Step 10.</b></li> </ul> </li> </ul>
<p><b>7. JSA Provider</b></p> <p>ESAt confirms eligibility for Stream 4 Employment Services Deed 2012-2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clauses 40.4 for VY and 40.10 for VY(S)</li> </ul>	<p>Where the ESAt identifies the VY or VY(S) as eligible for Stream 4, the JSA provider continues to deliver Stream 4 services to the young person for the remainder of the Period of Service.</p> <p style="text-align: center;">➤ <b>End of Process.</b></p>
<p><b>8. JSA Provider</b></p> <p>ESAt determines eligibility for Streams 1 to 3</p> <p>Employment Services Deed 2012-</p>	<p><b>Vulnerable Youth</b></p> <p>The ESAt may identify that a young person is no longer a VY but is eligible for servicing in Stream 1 to 3. Where this occurs the JSA provider must deliver services to the young person under the relevant Stream for the</p>

Who is Responsible:	What is Required:
<p>2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clauses 40.5 to 40.8 for VY determined to be eligible for Streams 1 to 3</li> <li>• Clauses 40.11 and 40.12 where a VY(S) is not eligible for Stream 4</li> </ul>	<p>remainder of their Period of Service.</p> <p>The JSA provider should arrange the earliest suitable Contact with the young person (which may be the next scheduled regular appointment). At this contact the JSA provider must:</p> <ul style="list-style-type: none"> <li>• explain the services to be provided under the new Stream, and</li> <li>• update Employment Pathway Plan (ESD4E).</li> </ul> <p><b>Vulnerable Youth (Student)</b></p> <p>A VY(S) is not eligible for servicing in any Stream other than Stream 4. Where the ESAt does not identify the VY(S) as eligible for Stream 4, they are exited from JSA.</p> <p style="text-align: center;">➤ <b>End of Process.</b></p>
<p><b>9. JSA Provider</b></p> <p>ESAt determines eligibility for Disability Employment Services or Other Services</p> <p>Employment Services Deed 2012-2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clause 40.5 (b) for VY referral to DES</li> </ul>	<p>The Assessment for a VY can recommend Disability Employment Services (DES).</p> <p><b>Recommended Referral to DES</b></p> <p>Where a VY has a recommended referral to DES, the JSA provider must continue to provide Services to the young person under Stream 4 until they are Referred and Commenced in DES. On Commencement in DES, the young person will be exited from the JSA provider's caseload.</p> <p><b>Referral to other services</b></p> <p>The ESAt result may indicate a referral to other relevant services to assist the young person. The JSA provider should assist the young person to access these services as appropriate. This applies to any VY or VY(S) with an ESAt report that includes recommendations for complementary assistance.</p> <p style="text-align: center;">➤ <b>End of Process.</b></p>
<p><b>10. JSA Provider</b></p> <p>ESAt determines not eligible for Stream 4 or young person requests to be exited or is exited from JSA</p> <p>Employment Services Deed 2012-2015 Clause References:</p> <ul style="list-style-type: none"> <li>• Clause 40.11 and 40.12 immediate exit for VY(S) not eligible for Stream 4</li> </ul>	<p>Referral to Human Services should happen immediately. Where there is a delay the referral must be made within four weeks (28 days) of the registration.</p> <p><b>Vulnerable Youth</b></p> <p>If a VY's Assessment has not been completed within 90 days of their Commencement in Stream 4 by the JSA provider, their Period of Service will be suspended with the payment of further Service Fees pending the outcome of the Assessment in accordance with clause 45.1.</p> <p>VY job seekers are not in receipt of income support and may choose not to participate in services, at any time. JSA providers should make all</p>

Who is Responsible:	What is Required:
<ul style="list-style-type: none"> <li>• Clauses 48.6 and 48.7 for Exits for Volunteers (Non-activity Tested)</li> <li>• Clause 49.1 for other suspensions and exits</li> </ul>	<p>reasonable efforts to both assist a VY in completing their Assessment and encourage their continued participation in JSA and other assistance as appropriate to their needs. However, if a VY chooses to disengage and does not complete their Assessment within 90 days, or they specifically request to be exited from JSA, the JSA provider should Exit the young person from their caseload.</p> <p>If a young person is receiving Income Support and has participation requirements, they cannot voluntarily exit the caseload.</p> <p style="text-align: center;">➤ <b>End of Process.</b></p> <p><b>Vulnerable Youth (Student)</b></p> <p>The Assessment may determine that a young student is no longer a VY(S) and is not eligible for Stream 4. Where this occurs, they are not eligible for other JSA assistance and the JSA provider must immediately Exit the young student.</p> <p>If a young student elects not to participate in the Assessment process, preventing completion of their Assessment, they will be automatically exited from the JSA provider's caseload 90 days after the date of Commencement in Stream 4.</p> <p>Where a young student registered as a VY(S) is automatically exited due to their eligibility not being determined within 90 days of commencement and returns to servicing within 13 weeks of exiting, the JSA provider needs to apply the No Stream Services Referral Required (NSSRR) flag to the young student's record—to stop DEEWR's IT System from exiting the young student again.</p> <p>The young student should be referred to Human Services to confirm their Stream 4 eligibility. If Stream 4 eligibility is confirmed, the JSA provider should remove the NSSRR flag.</p> <p style="text-align: center;">➤ <b>End of Process.</b></p>