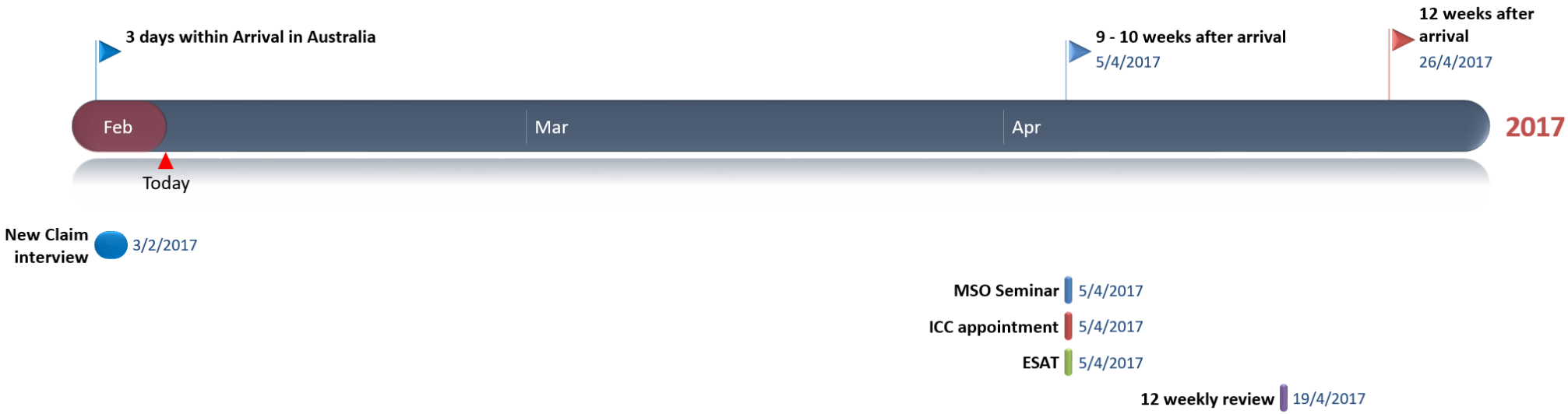
DHS Refugee Timeline



- Within 3 days of arrival in Australia – DHS payments granted.
- Individual exempted from study and work activities for the first 13 weeks in Australia.
- 9-10 weeks after arrival – ESAT appointment to determine capacity for study or work.
- 12 weeks after arrival – referred to AMEP or Job Active provider if no barriers exist.

The ideal time to share medical information with DHS is between 4 weeks and 9 weeks after a refugee arrives in Australia.

Working Age Refugees - medical conditions that affect capacity to work or study

Medical Condition is Temporary

A customer has a temporary incapacity for work or study if they have an illness or injury that is, or is likely to be of a temporary nature which prevents them from:

undertaking work of eight hours or more in a week at or above the relevant minimum wage, which the customer could reasonably be expected to do if they were not incapacitated, or

unable to continue the course of study

Medical Certificate Required

Assesment of a valid medical certificate for a temporary incapacity exemption includes

the treating doctor/health professional's **diagnosis**

the treating doctor/health professional's **prognosis**

that the person is **incapacitated for work or study,** and

the **period for which the person is incapacitated**

Refugee remains on current DHS payment

Exemption granted or not granted

ESAt referral considered to assess future capacity

Recurring medical conditions

A recurring medical condition is one that will come and go with periods of wellness or remission of the symptoms, such as asthma or multiple sclerosis

Medical Certificate Required

If medical evidence shows the illness or injury is expected to affect the job seeker's ability to undertake work or study of at least 8 hours per week for an extended period (more than 13 weeks and less than 24 months), they may meet the eligibility criteria for granting the Temp Incap - Serious Illness exemption. In all cases a single period of exemption must be based on the dates of incapacity stated by the treating doctor/health professional on the medical certificate.

Refugee remains on current DHS payment

Exemption granted or not granted

ESAt referral considered to assess future capacity

Exacerbation of permanent condition

An exacerbation of a permanent condition is considered to be temporary if it is likely that the job seeker will be able to return to work within the next 2 years

Medical Certificate Required

In cases where medical evidence shows the illness or injury is expected to affect the job seeker's ability to undertake work or study of at least 8 hours per week for an extended period (more than 13 weeks and less than 24 months), they may meet the eligibility criteria for granting the Temp Incap - Serious Illness exemption. In all cases a single period of exemption must be based on the dates of incapacity stated by the treating doctor/health professional on the medical certificate

Remains on current DHS poayment

Exemption granted or not granted

ESAt referral considered to assess future capacity

− Employment Services Assessment (ESAt)

An ESAT is conducted to:

- ensure that job seekers are referred to the most appropriate employment service assistance
- consider barriers to finding and keeping a job from disability, injury, illness, or other disadvantage
- identify interventions to assist in overcoming those barriers
- consider capacity to work

− Job Capacity Assessment (JCA)

A JCA is a comprehensive assessment of an individual's level of functional impairment and work capacity, usually conducted to determine Disability Support Pension (DSP) eligibility. The assessment identifies the customer's:

- level of functional impairment resulting from any permanent fully diagnosed, treated and stabilised medical conditions
- work capacity
- barriers to finding and maintaining employment and any interventions/assistance that may be required to help improve their current work capacity
- Continuing Inability to Work (CITW) and
- active participation in a Program of Support when applicable

Improving outcomes for Refugees

Sharing medical information with the Department of Human Services in the initial stages of health assessments improves the ability to determine an individual's capacity to undertake study or seek work.

Where incapacity exists, payment entitlements are reviewed and referrals to appropriate support services arranged.

Medical information leads to better outcomes for Refugees.

NEED MORE INFORMATION

Contact a Multicultural Service Officer (MSO)

Australian Government
Department of Human Services

Multicultural Service Officers - Contact List

FAX for medical evidence – 1300 786 102

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Ken Thorpe	***MSO*** for: ***Caboolture (base)***,*Margate, Deception Bay, Bundaberg, Caloundra, Hervey Bay, Gympie, Maryborough, Nambour, Noosa, Kingaroy, Kawana Waters and Maroochydore*	Ph: **5420 6061** Mob: **0414 877 048** Email: brisbane.mso@humanservices.gov.au