

## Language Literacy and Numeracy Program Referral Procedure

WEA Illawarra has been contracted by DEEWR to provide both the **language** (for clients born in a non English speaking country) and the **literacy** (for clients born in Australia) arm of the LLNP contract in the Wollongong and Shellharbour region until July 1, 2010.

### WEA Course ID numbers are:

- L60311 Auburn Street, Wollongong (Main centre)
- L60312 Oak Flats

### Procedure for referring a client to WEA:

1. Provide the customer with a job seeker number
2. Phone reception at WEA on 4226 1622 and book an appointment for an assessment.
3. Enter the referral on the internet system as follows:

### How to enter the referral on the internet based data system

#### **Centrelink system**

- Coding of the referral is done through Single User Workspace
- Enter the course ID (listed above) and press enter
- Effect = Date of referral, Event = Ref, Reason = ACO (awaiting contact)
- Don't forget the source and date
- Please complete the activity via AL or AR screen or WEA will not get the referral

#### **Job Services Australia system** (referral is done on ESS)

- Go into 'case summary'
- On LHS of screen go to 'Activities'
- 'Activity Search'
- Click on 'other approved programs'
- ESA 'Wollongong'
- Under 'optional'
- Activity Status – active
- Sub type – LLNP
- Click 'search'
- The 'Language Literacy and Numeracy Program' comes up
- You need to tick the box on the LHS of the program, not just highlight it
- Click on 'details' at bottom of page
- For 'start date' enter that days date
- For finish date enter 30/06/2010
- Must go back to the Activity section on the LHS of page
- Click on 'host list'
- 'Activity location list'
- 9333282 is the Wollongong Centre
- 6319872 is the Oak Flats centre
- Click on option to 'add activity placement'
- 'Submit'
- Then print



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and Workplace Relations