

Work and Development Order Scheme: Client intake

This form collects information required to set up a WDO on the Revenue NSW Self-Service Portal

The WDO Guidelines require that a WDO sponsor be satisfied that the client applying for a WDO

1. Is unable to pay the fine
2. does not possess substantial assets other than the home in which they live.

I confirm that it is more appropriate for my client to complete a WDO than to pay their fines Yes No

NOTE: To assist Revenue NSW with matching your client quickly please obtain a **Document Reference Number**. This number can be found on the top of any penalty notice or fine document your client provides. You can also phone Revenue NSW WDO Hotline on 1300 478 879 to obtain a document reference number.

DOCUMENT REFERENCE NUMBER: _____

PART 1 – CLIENT DETAILS

Client Name* _____ D.O.B* / /

Address* _____

Any former Address: _____

Receiving Centrelink Benefits* Yes No

Centrelink Reference Number*: _____ Type of benefit: _____

Does your client identify as: Aboriginal or Torres Strait Islander* Yes No

Culturally and Linguistically Diverse* Yes No

PART 2 - ELIGIBILITY FOR THE WORK AND DEVELOPMENT ORDER SCHEME

ACUTE ECONOMIC HARDSHIP

- Receives a Centrelink Benefit and has provided a copy of their Centrelink Income Statement
- Is under 18 Year of age and has provided a copy of their proof of age
- Is employed and has completed the exceptional circumstances form and provided documentation

HOMELESSNESS

- A letter has been obtained from a caseworker, homelessness provider or service provider that outlines the applicants current living situation and how long the person has been homeless

MENTAL ILLNESS

- A letter, medical report or certificate has been obtained from a health practitioner

INTELLECTUAL DISABILITY AND COGNITIVE IMPAIRMENT

- Is in receipt of Disability Support Pension (DSP) and has provided a Job Capacity Assessment Form or NDIS plan
- A letter or medical report has been provided from a disability support service or relevant authority

SERIOUS ADDICTION TO ALCOHOL OR OTHER SUBSTANCES

- A letter or medical report has been provided by a drug and alcohol service or relevant authority

PART 3 - WDO ACTIVITIES

Please refer to your organisations WDO Sponsor Summary form to obtain a list of activities your organisation is approved to deliver. You will also need to check with the client to ensure the activity is eligible. If your client answers yes to any of the following questions please phone the WDO Hotline on 1300 478 879 to confirm if the activity can be counted.

Is the activity your client is participating in:

- Ordered by a court **Yes** **No**
- Undertaking to receive a Centrelink benefit **Yes** **No**
- Compulsory schooling, a traineeship or apprenticeship **Yes** **No**

NOTE: If the activity involves Working with Children you will need to provide the client’s Working with Children number and expiry date for the activity to be eligible.

Each different activity the client participates in is entered into the Revenue NSW Self-Service Portal separately. Please complete the following WDO Activity Schedule to ensure you have the information required to submit the WDO.

WDO ACTIVITY SCHEDULE			
WDO ACTIVITY	IS THE ACTIVITY BEING PROVIDED DIRECT THROUGH THE WDO SPONSOR ORGANISATION?	IS THE ACTIVITY BEING PROVIDED BY REFERRAL TO AN EXTERNAL ORGANISATION?	HOURS PER MONTH
<i>Volunteer hours – community garden</i>	<i>Direct</i>	<i>No</i>	<i>8/hrs</i>
<i>Mental Health Treatment Psychologist name Contact details</i>	<i>Referral</i>	<i>Yes – client has existing mental health care plan and psychologist has agreed to provide monthly confirmation of attendance at appointments</i>	<i>2 hrs</i>

PART 4: INFORMATION ON FINES DEBT

The following questions will help you make sure your client's fine debt is under management and protected from further enforcement action from Revenue NSW. It is important that your client understands these questions and why they are being asked. Brief explanations are provided under each question in case your client wants to know more about why they need to provide you with this information.

QUESTION 1: Does the client have any new penalty notices or court fines to include in the WDO? **Yes** **No**

NOTE: *New penalty notices don't show up in the self-service portal until they become enforcement orders. You can have penalty notices voluntarily enforced by phoning The Advocacy Hotline Number on 1300 135 627.*

If the participant has recently been to court and the fine is not on the self-service portal, they will need to go to the Local Court House and request the Court Fine be voluntarily enforced.

QUESTION 2: Does the client authorise Revenue NSW to add new enforcement orders to the WDO? **Yes** **No**

NOTE: *If you tick yes to this question, new fines will be added to the WDO when they become overdue.*

If the client does not want new enforcements added, please let them know that if they remain unpaid then enforcement action will take place – for example – a licence suspension can be applied for any unpaid fine.

QUESTION 3: Does the client have an existing payment plan? These are also called Time to Pay (TTP) plans? **Yes** **No**

If you answered yes to question 3, does your client want to cancel it? **Yes** **No**

NOTE: *If your client's fine debt is over \$10 000, Revenue NSW may require the payment plan to remain in place. If you think this is unfair or the participant is unable to continuing paying this, please refer to the WDO Team.*

If no, do you want to set up a payment plan along with the WDO? **Yes** **No**

If your client would prefer the deduction to come straight from their Centrelink payment (Centre pay arrangement) then they will need to contact Revenue NSW directly or complete the Payment Plan Application – Individuals form provided by Revenue NSW

The information in the client details form should be entered into the [Self Service Portal](#). See **WDO Guide 3 – Step by Step Guide**. Once completed, you will receive a notification about the WDO status on the Self-Service Portal.

Abbreviations used in the self-service portal

EO – enforcement order

PP – payment plan

PART 5: CONFLICT OF INTEREST

A conflict of interest arises where the personal interests of someone involved in supporting a WDO client has influenced, may influence or may be perceived as influencing, their professional decision-making regarding the client's eligibility for and fulfilment of a WDO. You should seek to avoid conflicts of interest where possible. If a conflict of interest cannot be avoided, it must be declared in this application and appropriately managed.

Is there any conflict of interest?

Yes No

If there is a conflict of interest describe the conflict of interest:

How will you manage the conflict of interest?

Submission – Terms and Conditions

As an approved provider for the WDO scheme, I agree to comply with the WDO guidelines issued by the NSW Department of Communities and Justice under Section 99I of the Fines Act 1996.

I understand the information I provide to be processed through the WDO self-service portal is required by Revenue NSW. The information may be provided to third parties with the consent of the person on whose behalf I am acting or as required by law.

I understand that applications are subject to audit such that I may be required to provide copies of documentation relating to WDOs upon request.

I acknowledge the terms and conditions of the WDO scheme: Yes No

Signed: _____

Name: _____

If you have any questions please call
1300 478 879 or email wdo@legalaid.nsw.gov.au