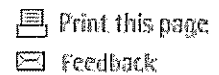


111.20100 - DHS Appointment System



111.20100 DHS Appointment System - Overview

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This topic provides information on the DHS Appointment System contained in Customer First.

The DHS Appointment System has replaced the previous Centrelink Customer Appointment System (CAS).

It has migrated the management and booking functionality to the Customer First system and will enable progression to a single appointment system for the department.

The system allows appointments to be booked and managed by staff, and certain appointment types to be rescheduled by customers.

The DHS Appointments System will notify and remind customers of their appointments using Email/SMS, or letters where the customer does not use Electronic Messaging.

Extra contains a link to the Network News Update (NNU) DHS Appointment system - time display issue for all states and territories (8551).



Contents



[Booking appointments in the DHS Appointment System](#)



[View, reschedule or cancel an appointment in the DHS Appointment System](#)



[Complete and finalise appointments using the DHS Appointment System](#)



[Create and manage appointment profiles in the DHS Appointment System](#)

[Jobseeker Claims Network \(JCN\) appointments in Customer First](#)

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Procedure last issued 2014/11/17, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.


e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.

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111.20100 - DHS Appointment System

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111.20101 DHS Appointment System - Extra

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This page contains a link to the Network News Update (NNU) DHS Appointment system - time display issue for all states and territories (8551). This link is not available to the public.

 [NNU, DHS Appointment system - time display issue for all states and territories](#)

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