

111.20120 - View, reschedule or cancel an appointment in the DHS Appointment System

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111.20120 View, reschedule or cancel an appointment in the DHS Appointment System - Overview

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This procedure outlines how to view, reschedule or cancel an appointment in the DHS Appointment System using the Customer First workflow.

A separate procedure explains how to *finalise a customer appointment*.

There are *specific protocols for booking appointments* for Education, Employment and Disability (EED), Families and Child Care (FCC), and Seniors, Carers and Rural (SCR) customers.

Rescheduling an appointment

In some cases it is necessary to reschedule an appointment, and the customer (or third party) may have to provide proof of why the appointment was rescheduled, e.g. Medical certificate, payslip.

Cancelling appointments

Customers who fail to attend some set appointments could incur a penalty.

Reminders or advices about appointments

Customers can view their appointments on the Human Services Website through the Centrelink *online accounts page*.

Contact in relation to a claim

If a customer is contacting in relation to an intention to claim an *income support payment*, ensure all of the customer's contact details are current and record the customer's *intention to claim*.

 *Extra* contains links to videos that demonstrate how to use

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

Other related links

- [!\[\]\(31b03e46ee8a80a1f1467b8c03bd76e8_img.jpg\) Protocols for customer requested appointments](#)
- [!\[\]\(7d9665ff04f9d2270c38081c6215a724_img.jpg\) Booking appointments in the DHS Appointment System](#)
- [!\[\]\(7cea648fec4dfc1e99934873e9173b69_img.jpg\) Booking an interpreter for an appointment \(including Indigenous and Auslan/Sign interpreters\)](#)
- [!\[\]\(48ceb66414885cacc3f139b4fa359213_img.jpg\) Updating address details](#)

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

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111.20121 View, reschedule or cancel an appointment in the DHS Appointment System - Access

Access staff will assist customers with managing their



What to do: Check appointment type

If the request for an appointment relates to the Education, Employment and Disability (EED), Families and Child Care (FCC), or Seniors, Carers and Rural (SCR) Business Lines, see



What to do: Check phone number

Is the customer's phone number correct on the Telephone Summary (TDS) page?

Yes



No

What to do: Update phone number

Update the customer's phone number on the **TDS** page before booking the appointment so the customer can be contacted



What to do: View existing appointment

View the customer's appointment details using Customer First.



What to ask: Change appointment?

Does customer wish to reschedule or cancel the appointment?

No



Yes

What to do: Action appointment change

If the customer has requested to re-schedule or cancel the appointment, use the Customer First workflow:

- to re-schedule appointment or



use the customer first workflow:

- to re-schedule appointment, or
- to cancel appointment.

No



What to do: Confirm appointment

Confirm the details of the customer's appointment.



Customer information/obligations

Advise the customer:

- the time, date and location of their appointment
- about any documents they may need to bring, and
- that they need to call if they are unable make their appointment.

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111.20122 View, reschedule or cancel an appointment in the DHS Appointment System

System - Detail

1	<p>Separate procedures apply to:</p> <ul style="list-style-type: none"> • <u>rescheduling a participation interview subject to the compliance framework</u>, and • <u>cancelling or rescheduling interpreter bookings</u>. <p>Determine request</p> <ul style="list-style-type: none"> • If a customer contacts to enquire about, reschedule or cancel their appointment, <u>go to Step 3</u>. • If a third party contacts to cancel or
2	<p>Third Party contact</p> <ul style="list-style-type: none"> • Do not give out any information to the third party about the customer's record (this includes acknowledging or denying that the person is a Department of Human Services customer). • Do not issue a receipt number, unless the third party is a <i>nominee</i>. • Advise the third party that their name and contact number can be provided to the customer. • Only the following information can be confirmed to the third party; <ul style="list-style-type: none"> ▪ the time and date of the interview, and ▪ the address of the office where the interview will be held. • The third party must be able to provide the customer's name, current address, and contact phone number. These must be nominated by the third party. Under no circumstances should the staff member disclose or confirm these details. <p>Can the third party provide sufficient</p>

	<p>the third party. Under no circumstances should the staff member disclose or confirm these details.</p> <p>Can the third party provide sufficient information?</p> <ul style="list-style-type: none"> • If yes, <u>go to Step 3</u>. • If no, procedure ends here.
3	<p>View existing appointment details</p> <ul style="list-style-type: none"> • <u>Log into Customer First</u>, which will then default to the search screen. • Click on the Search tab. • Enter the customer's CRN and select Search Customer. • Select the customer from the list. The Customer Details screen will now be displayed. • Click on the Appointments tab. • Select the appointment by clicking on the 'ID' number.
4	<p>Does the customer wish to alter their appointment?</p> <ul style="list-style-type: none"> • If yes, and the appointment is to be rescheduled, <u>go to Step 5</u>. • If yes, and the appointment is to be cancelled, <u>go to Step 6</u>. • If no, procedure ends here.
5	<p>Rescheduling an appointment</p> <ul style="list-style-type: none"> • Select the appointment on the Appointment screen. • Select Re-schedule to proceed to the Appointment Detail screen. • The Appointment Detail screen will pre-fill the customer's CRN, Full Name and Appointment Channel. <p>To alter the appointment:</p> <ul style="list-style-type: none"> • change the date in the On this date: field, • select Location, • choose new timeslot for appointment, • select Next once the required data has been entered and the Confirm screen will display all of the customer's appointment details, • click the Finish button to complete the booking. <p>Note: If any information needs to be changed, navigate to the correct page using the Previous and Next buttons.</p> <p>Procedure ends here.</p>

6	Cancel appointment <ul style="list-style-type: none">• Select the appointment on the Appointment screen• Select Cancel to cancel the customer's existing appointment.• Select the cancellation reason from the dropdown list and click the Finish button to complete the booking.• Annotate the appointment DOC with the reason why the appointment has been cancelled.
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111.20123 View, reschedule or cancel an appointment in the DHS Appointment System - Extra

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This page contains links to videos that demonstrate how to use the DHS Appointment system and the Network News Update (NNU) DHS Appointment system - time display issue for all states and territories (8551). These links are not available to the public.

 [DHS Appointments - Video demonstrations and transcripts](#)

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

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