

Change of Circumstances



JobNetwork
Delivering Australian Government
Employment Services

A Users Guide to the Change of Circumstances Page in EA3000

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How to record updated information correctly

Explaining the process to the job seeker

JNMs will be required to explain to the job seeker that they want to update the job seeker's details on the system, and that the level of employment assistance they are entitled to receive will be reviewed and may increase as a result.

Classifying changes

When a JNM updates the job seeker's details, the system will prompt them for a reason for the change. There are three reasons that can be selected. These are:

- change of circumstances,
- correction of details, or
- information disclosed.

For example, if a job seeker mentions to the JNM that he or she has recently changed living arrangements then the JNM should select 'change of circumstances' as the reason for change.

Who can you update information for?

Only job seekers with an 'active' registration and who have an 'active' JSCI can have their *Change of Circumstances* updated.

Job seeker's records that **can not** be updated through *Change of Circumstances* include those where the:

- JSCI status is inactive,
- JSCI status is pending – these job seekers are waiting for a JSCI Supplementary Assessment (JSA) interview, and
- Job seeker has been identified through a JSA as more appropriately assisted through a Department of Family and Community Services (FaCS) employment assistance programme, that is Disability Employment Assistance service, Vocational Rehabilitation or Personal Support Programme. These job seekers may choose to participate in Job Search Support but will not progress through the continuum while receiving assistance through a FaCS employment assistance programme.

Who can update information?

Users with access levels SPS and SPC have full access and can change responses. Users with SPN access are able to 'view only'.

When information can be updated?

Information can be updated by a JNM **at any time** a job seeker discloses a change in circumstances. Three months after the job seeker's initial registration with Centrelink, Job Network members will schedule an appointment with the job seeker in which the JNM will review a job seeker's circumstances and if these have changed or if the job seeker discloses additional barriers to those already recorded, the JNM will update data items on the *Change of Circumstances* page which will in turn update the job seeker's JSCI.

How DEWR will monitor changes made by JNMs

DEWR will monitor changes made by JNMs both through regular monitoring visits by Contract Managers and also via monitoring changes made to job seekers' records through the *Change of Circumstances* page.

Using the IT Tool

This section contains practical advice on recording changes.

At the Initial screen of EA3000 you should click on the Jobseeker icon and enter the ID of the job seeker who has had a change of circumstance and click Go.

The screenshot shows the EA3000 software interface with several callouts:

- Change of Circumstance found under Jobseeker icon**: Points to the Jobseeker icon in the left-hand navigation pane.
- Click on the question that you wish to change**: Points to a question in the 'Work Experience' section of the 'Questions' tab.
- Enter Job seeker ID here and click Go**: Points to the 'Quick Find' search bar at the top.
- The Change of Circumstances tab is found here**: Points to the 'Change of Cir...' tab in the top navigation bar.
- These options show the job seeker's current JSCI result**: Points to the 'Job Network' section on the right, which includes options like 'Job Network + AMEP', 'Job Network + LLN', etc.
- These options show any JSAs that are required**: Points to the 'JSAs Required' section on the right, which includes checkboxes for 'JSA Personal Factors', 'JSA Disability', and 'JSA Special Needs'.
- Click here when you have finished updating circumstances to get results**: Points to the 'Update' button at the bottom.
- Click here when you have accepted the required JSAs or finished updating the record if no JSAs are triggered to complete the Change of Circumstances**: Points to the 'Accept Required JSAs' button at the bottom.

Click on the *Change of Circumstances* page and you will see two tabs displayed on the screen: a 'Questions' tab and a 'History' tab.

NOTE:

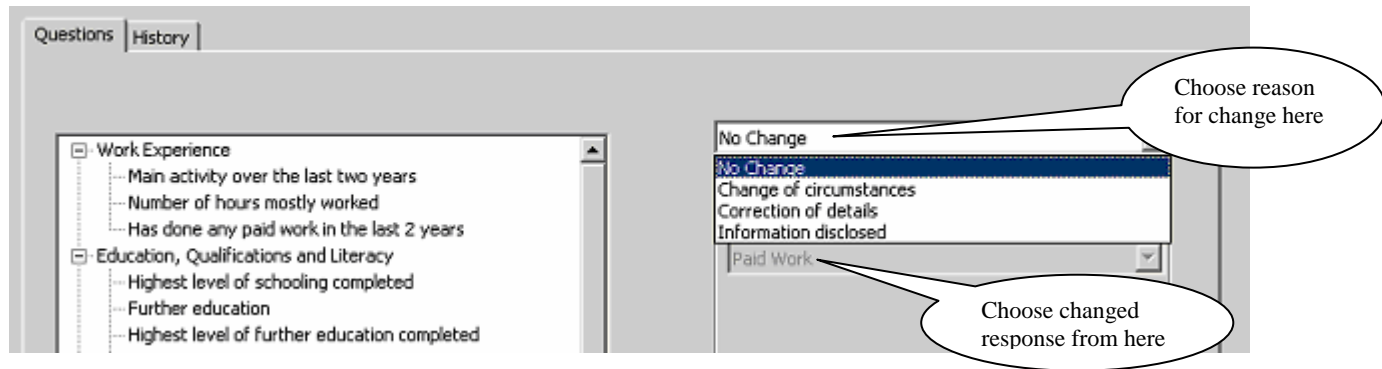
Job Network members should note that for job seekers who were registered prior to 14 April 2003, a change in their circumstances that makes them 'highly disadvantaged' will not necessarily result in the job seeker being eligible early access into Intensive Support customised assistance.

Questions Tab

The Questions tab allows you to view a job seeker's JSCI responses and the result of the current JSCI.

JNMs should check the job seeker's responses and change a response if it doesn't reflect his or her current circumstances. To update the job seeker's record, you need to click on the question or

topic, from the list on the left hand side of the screen, that you want to change. You will need to enter a reason for any change you make.



Reasons for Change

There are 3 possible reasons for a change. These are:

Change of circumstance: This should be recorded as the reason for a change where over time a job seeker's circumstances have changed.

Example: a job seeker completes a work-related qualification, like an accredited Hospitality course.

Correction of details: This reason should be used when the details recorded are incorrect and have not changed since the job seeker previously provided this information.

Example: a job seeker had Year 10 recorded for highest level of education completed when in fact they had completed Year 12 when their last JSCI record was created.

Information disclosed: This should be recorded as the reason for a change when the job seeker discloses information that they had previously not provided.

Example: a job seeker discloses that they had a criminal conviction to the JNM but did not disclose this at the original JSCI interview with Centrelink.

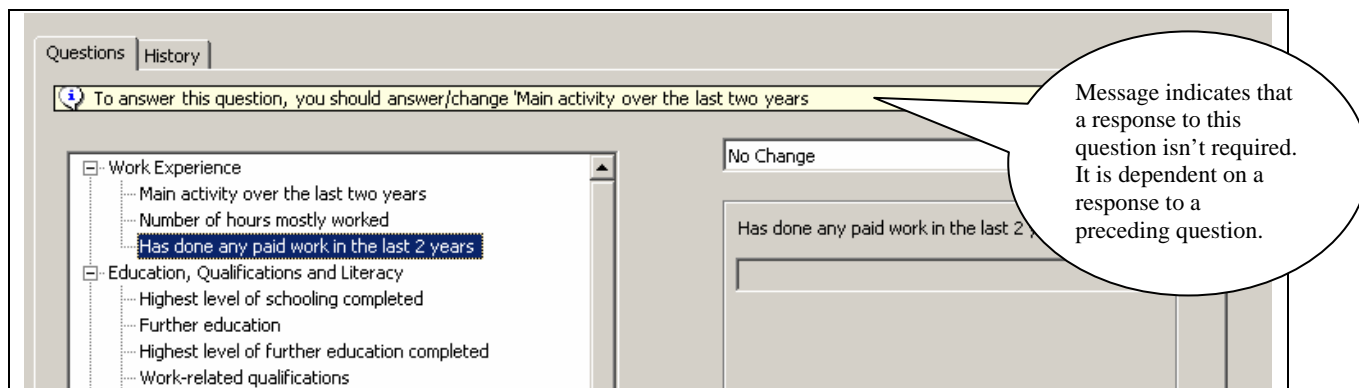
Once you have selected the reason for change you will be able to change the response. Select the response that best represents the job seeker's circumstances from the drop down list.

You should check that all responses on the *Change of Circumstances* page reflect the job seeker's current circumstances.

Basic procedure for changing responses

1. Choose response you want to change
2. Select reason for change
3. Select response from drop down list (if multiple responses are accepted enter the responses in the order they appear in the list)
4. Repeat steps 1-3 for all responses that do not represent the job seeker's current circumstances
5. Update details
6. Print the *Record of Change of Circumstances*
7. Job seeker checks responses and JNM corrects any errors identified by job seeker.
8. Determine whether to proceed with any required JSAs (if any are identified). Deselect any JSAs that are not required.
9. Accept required JSAs (if any are identified and required) to finalise the *Change of Circumstances*.

10. Job seeker enters PIN or signs (initialling each page) the print out to confirm that they agree that the *Change of Circumstances* details are correct.



Please note:

There may be times when you wish to change a response to a question and the message appears which says, “To answer this question, you should answer/change (other question name)”. This message means that answering this question is dependent on the answer to a question preceding it.

- In the example above the JNM has noticed that there is no answer for the question “*Has done any paid work over the last two years*”. The JNM knows that the job seeker has completed paid work in the last two years because they have been in full time work. This question is blank because it only needs to be answered if the job seeker answers any option but ‘paid work’ in the “*Main activity over last two years*” question. The job seeker had answered ‘paid work’ and so does not need to answer this question.

It is important for JNMs to keep in mind that not all questions are relevant to all job seekers.

History Tab

The history tab shows previous JSCIs that have been conducted for this job seeker. The history tab also shows any outstanding JSCI Supplementary Assessments (JSAs) that need to be completed for the job seeker. Where a JSA has been conducted within the past 12 months and there appears no additional reason to conduct another JSA of the same type, it would be expected that JNMs would not request another JSA interview.

History Tab Headings

Date Completed: This is the date and time the *Looking for Work* interview with Centrelink or *Change of Circumstances* was conducted.

User: This is the User ID of person who updated the record.

Result: This is an indicative result of the *Looking for Work* interview or *Change of Circumstances*, and does not necessarily directly reflect the job seeker’s eligibility for employment assistance.

- **Job Network**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network.

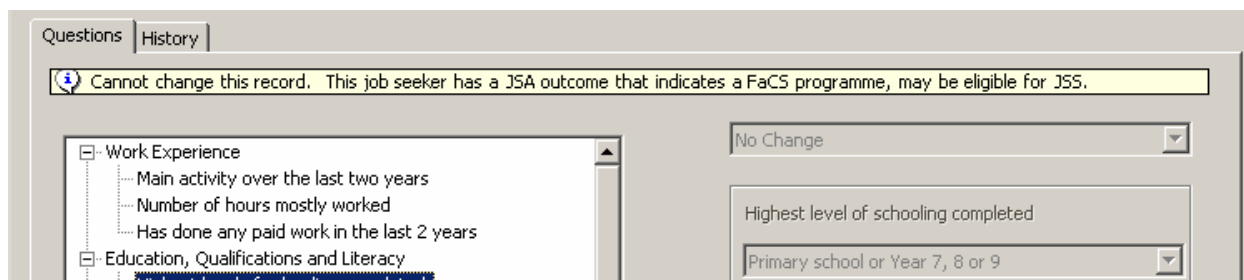
- **Job Network + AMEP**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network and a possible referral to the Adult Migrant English Programme has been identified.
- **Job Network + LLN**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network and a possible referral to Language, Literacy and Numeracy course has been identified.
- **Job Network Highly Disadvantaged**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network and was identified as highly disadvantaged.
- **Personal Support Programme (PSP)**, where the job seeker has been determined as more appropriately assisted through PSP.
- **FaCS Disability Employment Assistance (DEA)**, where the job seeker has been determined as more appropriately assisted through FaCS funded DEA programme.
- **FaCS Vocational Rehabilitation**, where the job seeker has been determined as more appropriately assisted through FaCS funded Vocational Rehabilitation.
- **Job Network Highly Disadvantaged + AMEP**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network and was identified as highly disadvantaged and a possible referral to the Adult Migrant English Programme was identified.
- **Job Network Highly Disadvantaged) + LLN**, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network and was identified as highly disadvantaged and a possible referral to Language, Literacy and Numeracy course was identified.

Status: This field displays the JSCI status: Pending, Inactive or Active.

- A JSCI status of **Active** indicates that any required JSAs have been completed, the appropriate referral determined and the JSCI score has been calculated.
- A JSCI status of **Pending** indicates that a JSA interview is still required. A JSCI score will not have been calculated.
- A JSCI status of **Inactive** indicates in most cases that a JSCI record that has been replaced by a newer JSCI record. Pending and Inactive JSCI records cannot be updated by JNMs.

JSA: This field displays whether a JSA is required, and the type of JSA that is required: Personal Factors, Disability and/or Special Needs. Where a JSA is required, the JSCI status will be Pending until the JSA has been completed.

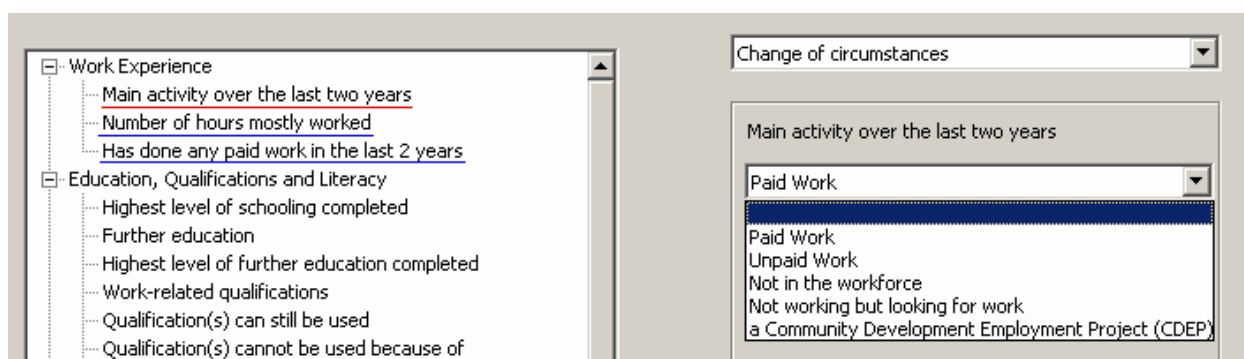
Date Completed	User	Result	Status	JSA
26/09/2003 1:24 PM	XZ0	FaCS Disability Employment Assistance	Active	JSA Disability Completed
11/09/2003 3:35 PM	XZ0	FaCS Disability Employment Assistance	Inactive	JSA Disability Completed
21/06/2003 5:49 PM	RSA787	Job Network	Inactive	None
21/12/2002 1:51 PM	P#IES28B	Unknown result	Inactive	None
22/10/2002 3:52 PM	P#IES28B	Unknown result	Inactive	None
18/10/2002 10:49 AM	TBB	Unknown result	Inactive	None
23/08/2002 1:21 PM	P#IES913	Unknown result	Inactive	None



You are not able to update Change of Circumstances for job seekers who, through their JSCI Supplementary Assessment, were determined as being more appropriately referred to a FaCS programme . Job seekers who are in a FaCS funded programmes such as Vocational Rehabilitation, Disability Employment Services and Personal Support Programme are still able to access Job Search Support.

A change to a job seeker’s Work Experience

Work Experience



To change information about a job seeker’s work experience you need to click on the question that has changed on the left hand side.

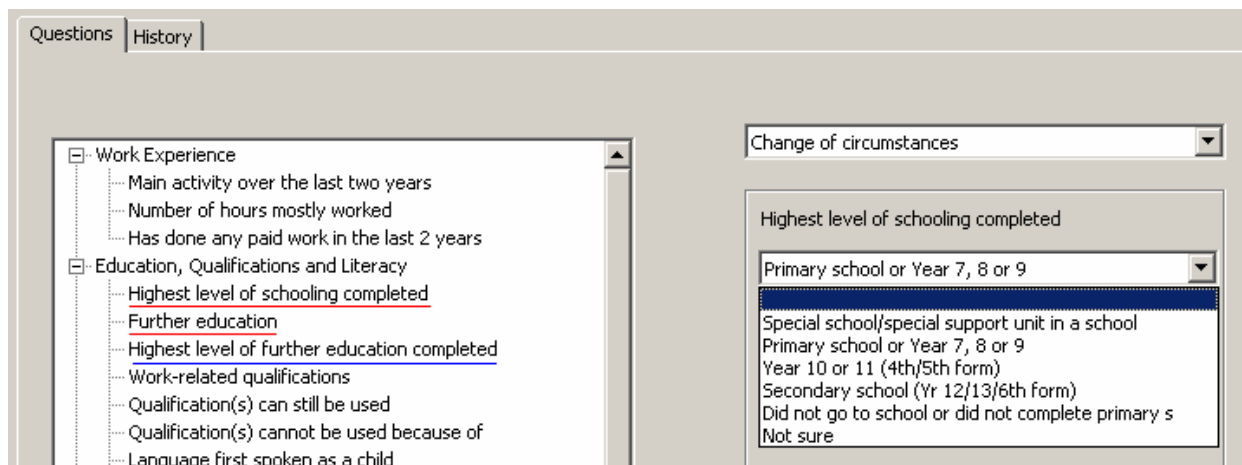
Depending on the job seeker’s answer to “*Main activity over the last two years*”, a response is required for **either**:

- “*Number of hours mostly worked*”; **or**
 - “*Has done any paid work in the last two years*”
- but not both.

For further information about the work experience factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the work experience information.

A change to a job seeker's Education, Qualifications and Literacy

Education



The screenshot shows a software interface with a tree view on the left and a dropdown menu on the right. The tree view is expanded to show the 'Education, Qualifications and Literacy' section, which includes the following items:

- Work Experience
 - Main activity over the last two years
 - Number of hours mostly worked
 - Has done any paid work in the last 2 years
- Education, Qualifications and Literacy
 - Highest level of schooling completed
 - Further education
 - Highest level of further education completed
 - Work-related qualifications
 - Qualification(s) can still be used
 - Qualification(s) cannot be used because of
 - Language first spoken as a child

The dropdown menu on the right is titled 'Highest level of schooling completed' and shows the following options:

- Primary school or Year 7, 8 or 9
- Special school/special support unit in a school
- Primary school or Year 7, 8 or 9
- Year 10 or 11 (4th/5th form)
- Secondary school (Yr 12/13/6th form)
- Did not go to school or did not complete primary s
- Not sure

The first question, “*Highest level of schooling completed*” is mandatory meaning that a response is required for all job seekers. There are six responses available for selection from the drop down box. These are:

- Special school/special support unit in a school
- Primary school, or Year 7, 8 or 9
- Year 10 or 11 (4th/5th form)
- Secondary school (Year 12/13 or 6th form)
- Did not go to school or did not complete primary school
- Not sure

Recording a response for “*Further education*” is also mandatory. If the answer is ‘no’ to this question, the question about highest level of further education completed should have no response recorded. If the answer to “*Further education*” is ‘yes’, a response is required for:

Highest level of further education completed

- Trade qualifications or TAFE qualifications at certificate level
- Associate Diploma / Diploma / Advanced Diploma
- Degree / Postgraduate.

For further information about the educational attainment factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the educational attainment information.

Vocational Qualifications

Questions | History

Work-related qualifications
Qualification(s) can still be used
Qualification(s) cannot be used because of
Language first spoken as a child
Rates ability to speak English
Rates ability to read English
Rates ability to write English
Attended any English courses in last 6 months
Accommodation and Living Arrangements
Currently living in temporary accommodation
Number of times moved house in the past year

Change of circumstances

Work-related qualifications

Yes
No

If the answer to “*Work-related qualifications*” is ‘yes’
Then you must answer “*Qualification(s) can still be used*”. If answer is ‘no’ for “*Qualification(s) can still be used*”
Then answer “*Qualifications cannot be used because of*”

If the answer to “*Work-related qualifications*” is ‘no’ then do not record a response for either “*Qualification(s) can still be used*” or “*Qualification cannot be used because of*”.

If the answer to “*Qualification(s) can still be used*” is ‘yes’ then do not answer “*Qualification(s) cannot be used because of*”

For further information about the vocational qualifications factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the vocational qualifications information.

Language and Literacy

Questions | History

Language first spoken as a child
Rates ability to speak English
Rates ability to read English
Rates ability to write English
Attended any English courses in last 6 months
Accommodation and Living Arrangements
Currently living in temporary accommodation
Number of times moved house in the past year
Lone parent
Lives with

Change of circumstances

Rates ability to speak English

Very well
Very well
Well
Not well
Not at all

The question, “*Language first spoken as a child*”, is mandatory. Job seekers should record the language they first spoke as a child.

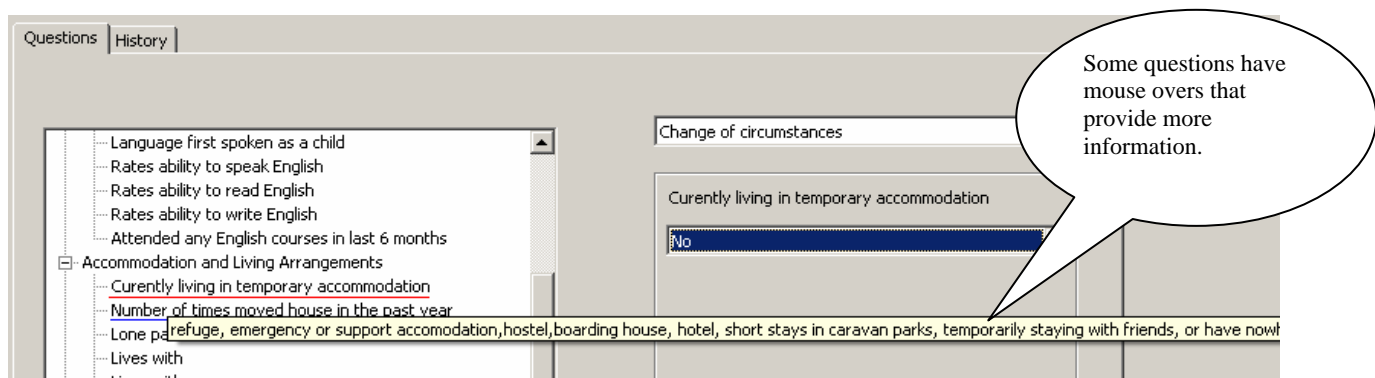
The questions “*Rates ability to speak English*”, “*Rates ability to read English*” and “*Rates ability to write English*” are all mandatory questions.

A response to the question “*Attended any English courses in the last 12 months*” is only required if the job seeker rates their ability to speak, read or write English as 'not well' or 'not at all'. The question confirms whether the job seeker has recently attended a course to improve their English skills and can be useful in discussing an appropriate language / literacy programme with the job seeker.

For further information about the language and literacy factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the language and literacy information.

A change to a job seeker’s Accommodation and Living Arrangements

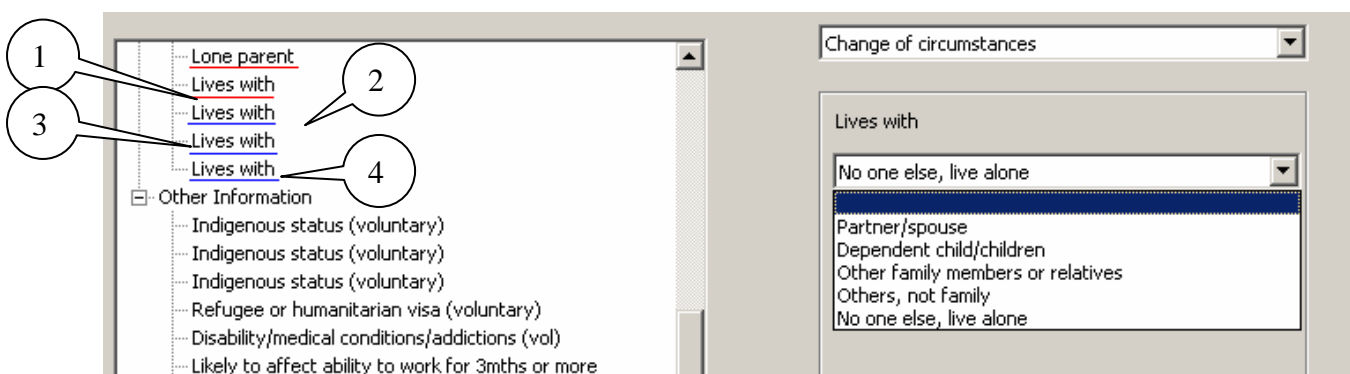
Accommodation



The question “*Currently living in temporary accommodation*” is mandatory. Only if the job seeker answers ‘no’ is a response required for, “*Number of times moved house in past year*”.

For further information about the accommodation factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the accommodation information.

Living Arrangements



The question, “*Lone parent*”, is mandatory.

Multiple responses can be recorded to the mandatory question “*Lives with*”. For example, a person may live with their partner, dependent child/ren and other family members. Only one response can be recorded per “*lives with*” response. For living arrangements with multiple responses you need to list the “*lives with*” responses one at a time in the order they appear in the drop down list.

Lives with

- Partner/spouse
- Dependent child/children
- Other family members or relatives
- Others, not family
- No one else, I live alone

If the job seeker lives alone then you only need to record “*No one else I live alone*” in the first “*lives with*” response. If a job seeker only lives with his or her partner then you only need to record ‘partner/spouse’ in the first “*lives with*” response.

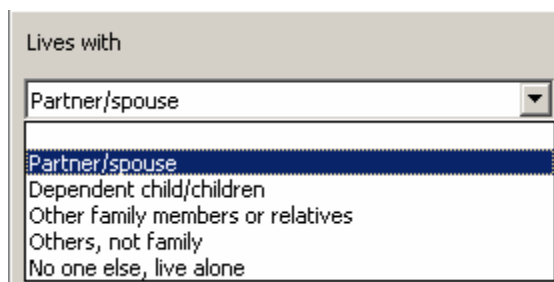
However, if a job seeker lives with both his or her partner and dependent child/children then you must record ‘partner/spouse’ in the first “*lives with*” response and ‘dependent child/children’ in the second response.

Example

A job seeker who was living alone but now lives with his or her partner, dependent child and others who are non-family.

Response List 1

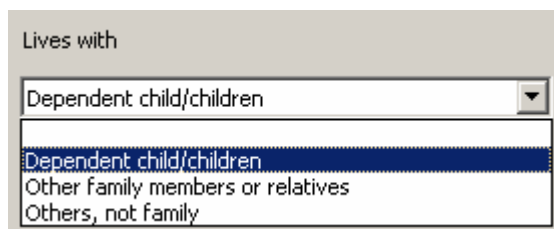
Under the first “*lives with*” topic option the answer currently listed is “*lives alone*”. The job seeker’s circumstances have changed so you choose “*Change of Circumstances*” as your reason for change. **You should record multiple answers to “*lives with*” in the order that they appear in the drop down list.** In the example you need to record “*partner/spouse*” in the first “*lives with*” response slot.



The screenshot shows a dropdown menu titled "Lives with". The current selection is "Partner/spouse". The dropdown list is open, showing the following options: "Partner/spouse", "Dependent child/children", "Other family members or relatives", "Others, not family", and "No one else, live alone".

Response List 2

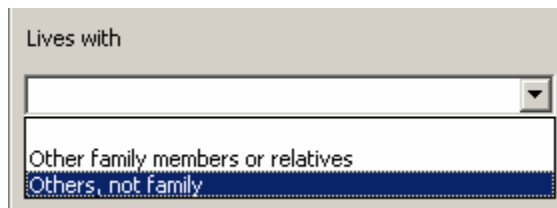
“*Partner/spouse*” will not be listed as an option in the second field. In the second field you will need to record “*dependent child/children*”.



The screenshot shows a dropdown menu titled "Lives with". The current selection is "Dependent child/children". The dropdown list is open, showing the following options: "Dependent child/children", "Other family members or relatives", and "Others, not family".

Response List 3

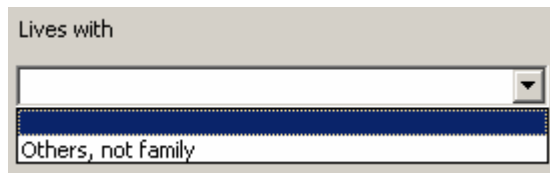
In the third “*lives with*” response you will need to record “*others, not family*”.



A screenshot of a web form titled "Lives with". It features a dropdown menu with a downward arrow on the right. Below the dropdown, a list of options is displayed: "Other family members or relatives" and "Others, not family". The option "Others, not family" is highlighted with a blue background, indicating it is the selected response.

Response List 4

If you were to look at the fourth “*lives with*” response field only “*Others, not family*” is listed as a response irrespective of what responses have already been chosen.



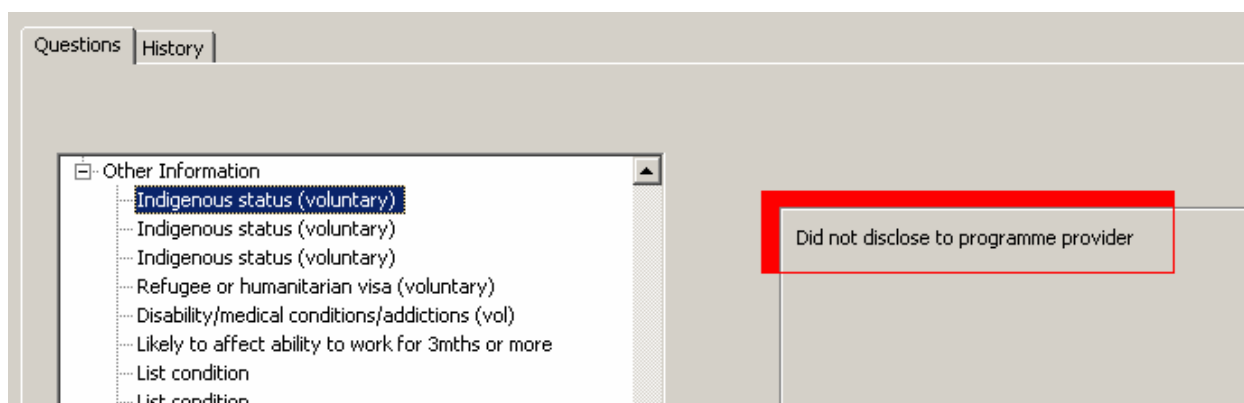
A screenshot of a web form titled "Lives with". It features a dropdown menu with a downward arrow on the right. Below the dropdown, only one option is visible: "Others, not family". This option is highlighted with a blue background, indicating it is the selected response.

Basic procedure for living arrangements

1. Choose response you want to change
2. Select reason for change
3. Select response from drop down list (if multiple responses select the response that occurs first in list)
4. Choose next response you want to change
5. Select reason for change etc.

For further information about the living arrangements factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the living arrangements information.

A change to a job seeker’s Other Information

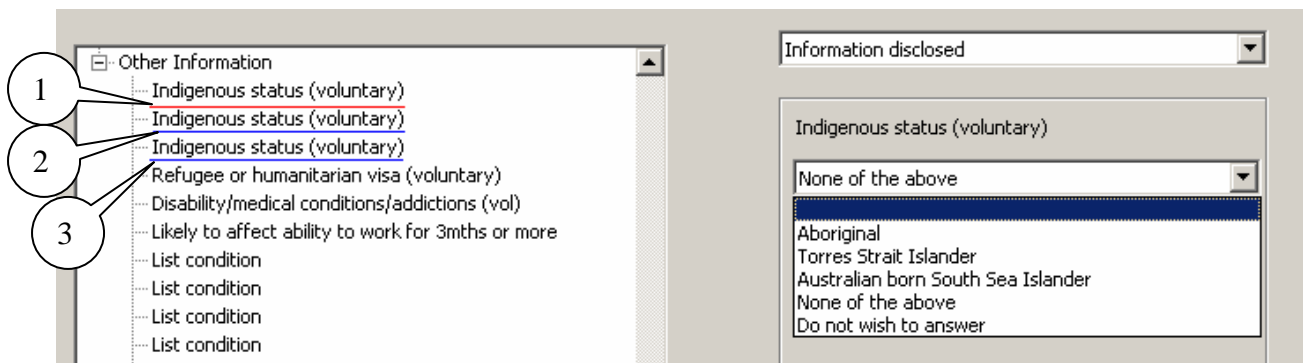


A screenshot of a web interface with two tabs: "Questions" and "History". The "Questions" tab is active. Below the tabs, there is a list of questions under the heading "Other Information". The first question, "Indigenous status (voluntary)", is highlighted with a blue background. To the right of the list, there is a red rectangular box containing the text "Did not disclose to programme provider".

When you try to view a job seeker’s response to questions about Indigenous status, Disability or medical conditions, Ex offender status or Other factors, the response “Did not disclose to programme provider” may appear. This means that the job seeker has declined to disclose his or her answers to these questions and you will not be able to view or update the responses to these questions.

In order for a programme provider to view these questions the job seeker will have to inform Centrelink that he or she gives permission for his/her programme provider to view the responses.

Indigenous Status



Multiple responses can be recorded for these questions. This response is similar to “*Living arrangements*” in that multiple responses can be recorded and that the responses should be recorded in the order they appear in the drop down list.

Example

A job seeker who declined to answer this question at his or her *Looking for Work* interview with Centrelink, but would now like to disclose to their JNM that they are of Aboriginal/Torres Strait Islander descent to allow them to access extra assistance such as the training account.

1. Click on *Indigenous status 1* – the first in the list
2. In *Indigenous status 1* select information disclosed as reason for change
3. Select Aboriginal as response
4. Click on *Indigenous status 2* – the second in the list
5. In *Indigenous status 2* select information disclosed as reason for change
6. Select Torres Strait Islander as response

Basic procedure for change to *Indigenous status* response

1. Choose response you want to change
2. Select reason for change
3. Select response from drop down list (if multiple responses select the response that occurs first in list. The order is Aboriginal, Torres Strait Islander, and then Australian born South Sea Islander)
4. Choose next response you want to change
5. Select reason for change etc

For further information about the *Indigenous status* factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the *Indigenous status* information.

Refugee or Humanitarian Visa

Job seekers who were born in Australia are not required to answer this question. If the job seeker is not Australian born then this question is voluntary.

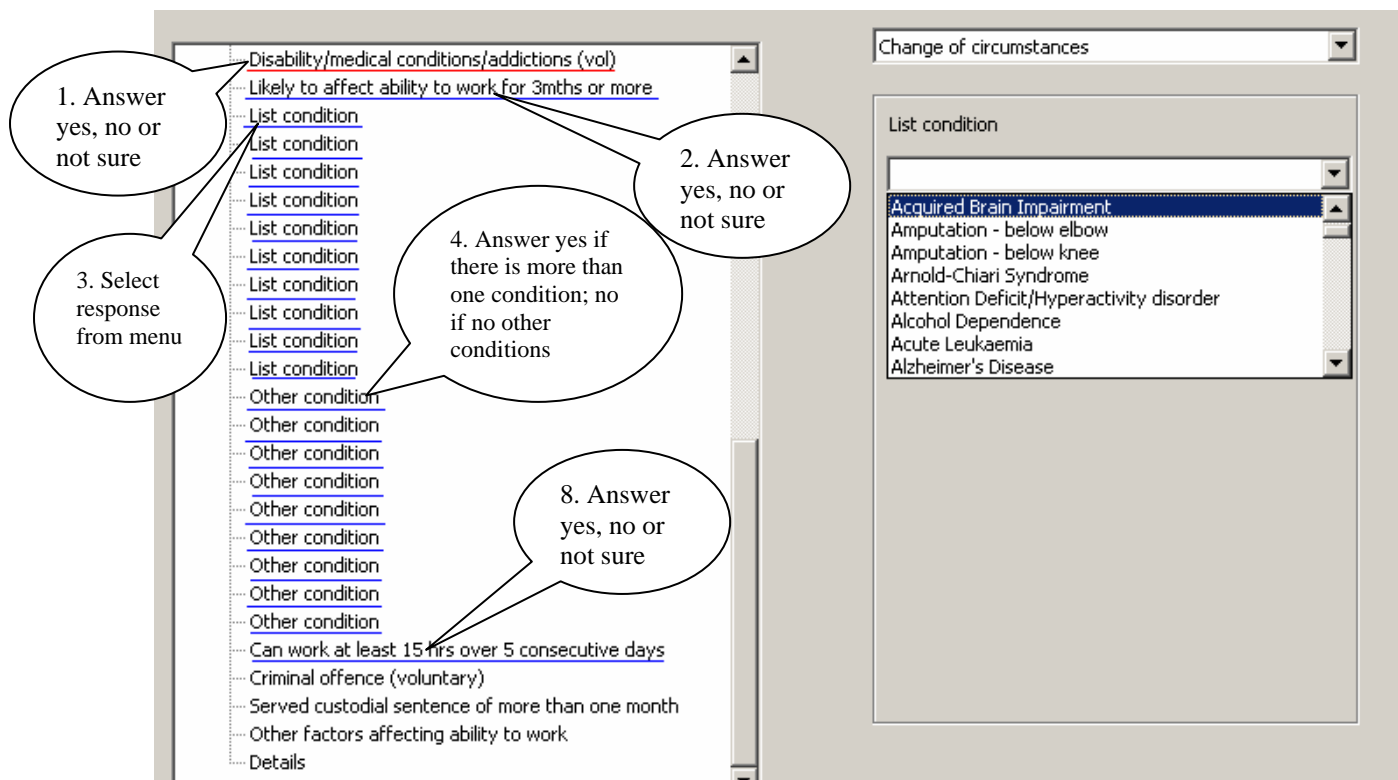
Disability Questions

Multiple responses can be recorded to the question relating to a *disability, medical condition or addiction* that a job seeker may have that could affect his or her ability to gain and maintain

employment. This question is voluntary. Job seekers should be encouraged to provide information about any *disability, medical conditions or addictions* that may be a barrier to employment in order to access the most appropriate type of employment assistance.

Due to the transition from EA2000 to EA3000, job seekers who have disclosed a disability, medical condition or illness prior to 14 April 2003 will have their disabilities described as “unknown” – however, the JSCI points associated with the disclosure of disability have been included in the conversion to an EA3000 JSCI record. When updating the job seeker’s *Change of Circumstances* page for job seekers with an “unknown” disability, you should ask the job seeker whether he or she would again like to disclose the details of his or her disability, medical condition or illness.

Note: Some responses to this question will identify that a JSA – Disability is required, JNMs must determine whether to accept or de-select the requirement for the JSA – Disability. If a JSA – Disability is completed by Centrelink, Centrelink will make a determination about the most appropriate employment assistance for the job seeker. Job seekers may be assessed as more appropriately assisted through a FaCS funded Disability Employment Services programme and will then be exited from Intensive Support or Intensive Support customised assistance. These job seekers, however, may still choose to participate in Job Search Support Only.



Procedure for changing responses

Highlight '*Disability/medical conditions/addictions*'.

1. Does the job seeker have a **disability/medical condition/addiction** that is likely to affect their ability to work?
 - o select type of change from drop down menu (right hand side), and
 - o then from the drop down menu below, select the appropriate response:
 - Yes
 - No
 - Not Sure
 - Do not wish to answer

2. If you record 'Yes' or 'Not sure', the next question will be highlighted on the left side of the screen. Is the job seeker's disability /condition /addiction **likely to affect their ability to work for 3 months or more?**
 - Select the type of change from the drop down menu (right hand side)
 - Then from the drop down menu below select the appropriate response
 - Yes
 - No
 - Not Sure
3. If you record 'Yes' or 'Not sure', **List condition** will be highlighted (left hand side of the screen).
 - Select the type of change from the drop down menu (right hand side)
 - Then from the drop down menu below select the condition
4. Now **Other condition** will be highlighted (left hand side of the screen). Does the job seeker have any **Other condition** that is likely to affect their ability to work?
 - Select the type of change from the drop down menu (right hand side)
 - Then from the drop down menu below select the appropriate response
 - Yes
 - No
5. Now **List condition** will be highlighted
 - Select the type of change from the drop down menu (right hand side)
 - Then from the drop down menu below select the condition
6. Continue steps 4 & 5 until all of the job seekers conditions are recorded (the system will record up to a maximum of 9 conditions).
7. When all conditions have been recorded the correct response to **Other condition** is 'no' (because there are no other conditions to record).
8. You will now be prompted to record whether the job seeker **Can work at least 15 hours over five consecutive days.**
 - Select the type of change from the drop down menu (right hand side)
 - Then from the drop down menu below select the appropriate response
 - Yes
 - No.

Should the job seeker wish to disclose another condition highlight **Other Condition**, change the response from 'no' to 'yes' and continue from Step 5.

Please note

When hovering over most questions a mouse over will appear. This will be give you more information about the question.

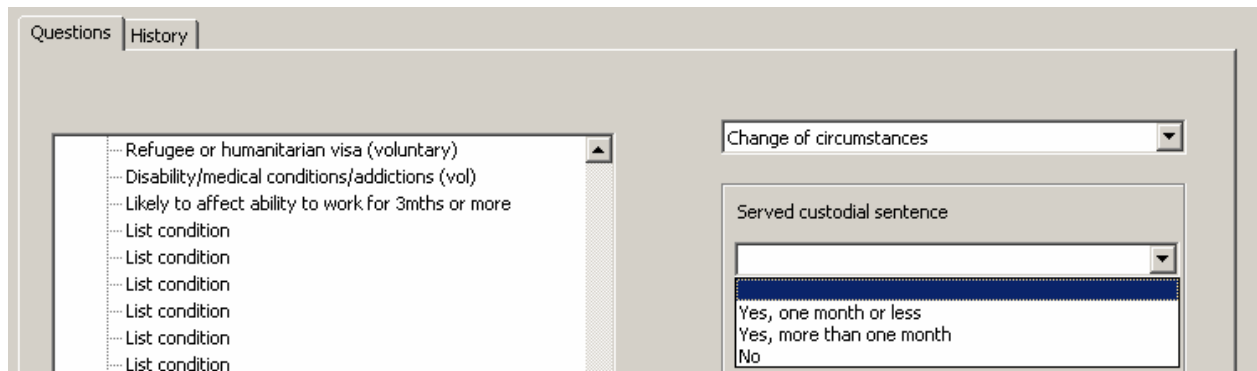


Tip:

Check the print out to see what conditions are recorded. If the same condition appears more than once or a condition is missing, adjust the responses.

For further information about the disability/medical addiction factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the disability/medical condition or addiction information.

Ex-offender Status

A screenshot of a web form titled 'Ex-offender Status'. The form has two tabs: 'Questions' and 'History'. On the left, there is a list of questions with a scroll bar. The visible items are: 'Refugee or humanitarian visa (voluntary)', 'Disability/medical conditions/addictions (vol)', 'Likely to affect ability to work for 3mths or more', and several 'List condition' entries. On the right, there is a dropdown menu labeled 'Change of circumstances'. Below it is a section titled 'Served custodial sentence' with a dropdown menu. The dropdown menu is open, showing three options: 'Yes, one month or less', 'Yes, more than one month', and 'No'.

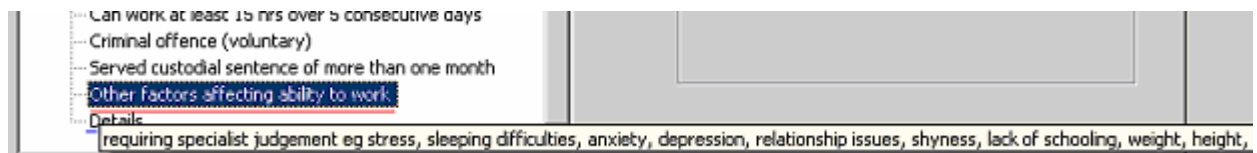
This question is voluntary. In “*Criminal offence*” job seekers are asked whether they have a criminal offence. If the job seeker answers ‘yes’, they are required to answer “*Served custodial sentence*”, which asks about their custodial sentence. If they did not serve any custodial sentence then you should answer no for this question.

There are three options for this question:

- Yes, one month or less
- Yes, more than one month or
- No

For further information about the ex-offender factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the ex-offender information.

Other factors affecting ability to work

A screenshot of a web form showing a list of questions. The question 'Other factors affecting ability to work' is highlighted in blue. Below it, there is a 'Details' section with a text box containing the text: 'requiring specialist judgement eg stress, sleeping difficulties, anxiety, depression, relationship issues, shyness, lack of schooling, weight, height,'.

The question, “*Other factors affecting ability to work*”, is intended to identify factors other than those already recorded that require judgement or assessment by a Centrelink specialist. Examples include stress and sleeping difficulties, but **not** everyday issues such as child care or transport issues. Inclusion of inappropriate issues could trigger a JSA PF and this will prevent job seekers from continuing along the APM continuum unnecessarily until the JSA is completed.

You should carefully consider whether this is the most appropriate place to record this information. Has this issue already been addressed through other specific fields, such as the ‘Disability/medical condition/addiction’, ‘the ex-offender’ or ‘language or literacy’ questions. Issues such as accommodation, transport, child care are not be recorded here.

The “*Details*” question allows you to record the details of the other factors that are affecting the job seeker and require Centrelink specialist judgement. To record details you must choose a reason for change, and then answer ‘details supplied’. You are able to record the details of the

job seeker's personal characteristics that require Centrelink specialist judgment in the text box. These details are monitored by the Department so please ensure that information is accurate and appropriate.

For further information about the personal characteristics requiring specialist judgement factor refer to the JSCI website via [this link](#). Follow the link on the web page directly to the personal factors information.

Completing a Change of Circumstances

When you have finished changing the job seeker's circumstances you should update the job seeker's records. You do this by clicking the **Update** button on the *Change of Circumstances* page. This recalculates the JSCI score and may also identify the job seeker as 'highly disadvantaged' or trigger the need for a JSA/s based on his or her responses.

You may be prompted to answer any required questions that you have missed to complete the process. You should press the **Update** button again when you have completed all the mandatory questions.

The screenshot displays the 'Change of Circumstances' web interface. On the left, there is a tree view of questions under 'Work Experience', 'Education, Qualifications and Literacy', 'Accommodation and Living Arrangements', and 'Other Information'. On the right, there is a list of radio button options for 'Job Network' and 'Job Network + AMEP', 'Job Network + LLN', 'Job Network Highly Disadvantaged', 'Personal Support Programme', 'FaCS Disability Employment Assistance', 'FaCS Disability Vocational Rehabilitation', 'Job Network Highly Disadvantaged + AMEP', and 'Job Network Highly Disadvantaged + LLN'. Below this list is a section titled 'JSAs Required' with three checkboxes: 'JSA Personal Factors' (checked), 'JSA Disability' (unchecked), and 'JSA Special Needs' (unchecked). A red box highlights the 'JSAs Required' section, and a speech bubble points to the 'JSA Personal Factors' checkbox with the text: 'Based on the responses, a JSA Personal Factors has been suggested'. At the bottom of the interface, there are five buttons: 'Current Result', 'Update', 'Accept Required JSAs', 'Cancel', and 'Print'.

Based on the details entered, the system will determine whether you should consider sending the job seeker for a JSA. If any JSAs are suggested then one or more of the JSAs required check boxes will be ticked.

If no JSA boxes are ticked, click the 'Accept Required JSAs' button to finalise the process.

If one or more JSA boxes are ticked, before finalising the process you have the option of deciding whether to:

- a. proceed with the request for a JSA interview by leaving the JSA box(es) ticked, or
- b. de-select the JSA requirement on the *Change of Circumstances* page. (please refer to the “*Choosing to proceed or de-select JSA requirement for an interview*” section below).

When all changes are completed click **Accept Required JSAs** button. This will automatically advise Centrelink to make an appointment for the job seeker to attend a JSA interview.

Choosing to proceed or de-select JSA requirement for an interview

Each time a job seeker’s circumstances are updated, the system will determine, based on the response recorded, what (if any) JSAs are suggested. This means that the same type of JSA can be suggested for the same job seeker each and every time this information is updated

You must use your discretion and expertise when deciding whether to accept the requirement for a JSA interview. Issues to consider when deciding whether to accept or de-select the requirement for a JSA include:

- Whether the job seeker can **benefit** from the assistance provided through Job Network. JNMs may investigate whether a specialist JNM is willing to accept a job seeker transfer, where the job seeker is part of their targeted client group.
- The JSA-Disability and/or JSA-Special Needs do not have an **impact** on the JSCI score; accepting the requirement for either a JSA – Disability and/or JSA – Special Needs may result in Centrelink assessing the job seeker as more appropriately assisted through a FaCS funded employment assistance programme and the job seeker will exit from Intensive Support/Intensive Support customised assistance.
- JSA – Personal Factors may result in the allocation of **additional** JSCI points which will contribute to the job seeker’s overall JSCI score.
- The Department’s policy is that the results of previous JSAs **remain valid** for up to 12 months, however, if the job seeker has a ‘new’ circumstance that by itself triggers the same JSA then the JNM should consider proceeding with the requirement for another JSA interview,
- Where a JSA has been conducted within the last 12 months and there appears no **additional reason** to conduct another JSA of the same type or the job seekers circumstances have not substantially change, it would be expected that JNMs would not request another JSA interview. (You can confirm whether any previous JSAs have been completed by checking the History tab)
- **Willingness** of the job seeker to attend a JSA interview. Removal of the requirement for a JSA may be appropriate where proceeding with the requirement for a JSA could potentially damage the JNM’s relationship with the job seeker.

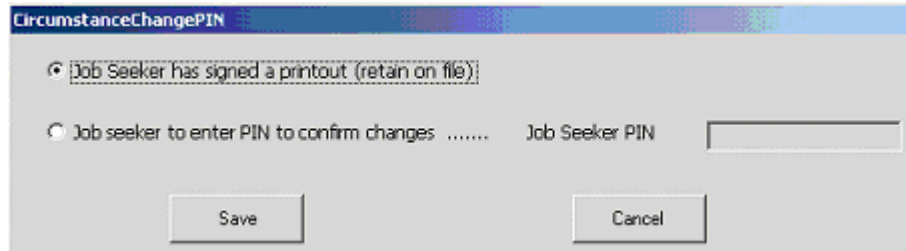
Centrelink will make an appointment for the job seeker to attend a JSA interview with a Centrelink specialist officer. JNMs must continue servicing the job seeker according to the job seeker’s current placement while awaiting the completion of a JSA interview by Centrelink.

Depending upon the type and combination of JSAs completed by Centrelink, a job seeker may be determined as more appropriately assisted through a FaCS funded programme such as the Personal Support Programme, Disability Employment Assistance or Vocational Rehabilitation. Job seekers referred to a FaCS funded programme may still choose to participate in Job Search Support.

Print out the Record of Change of Circumstances

At this stage you should print out the *Record of Change of Circumstances*. The job seeker and the JNM should check the details recorded on the printout are correct. If the job seeker indicates that any details are incorrect you should amend these details in the system.

Keeping appropriate evidence



The job seeker should enter his or her PIN or sign the print out to confirm the details are correct. If the job seeker signs the record as confirmation, the JNM should retain a copy the *Record of Change of Circumstances* on file. The job seeker should initial each page of the print out to signify they have read the information on each page and agree and that it is correct.

JNMs must provide a copy of the *Record of Change of Circumstances* to the job seeker.

Record of Change of Circumstances

Name:

Job Seeker ID:

Date of birth:

Address:

Telephone:

This is a record of information recorded about you for the purposes of determining the employment assistance you are entitled to.

Your Job Network member should have discussed these changes with you before they were recorded. As a result of these changes, the level of employment assistance you are entitled to receive may be reviewed. Your Job Network member can provide you with more information about this.

You should check that the information has been recorded correctly. If you find any information that is incorrect you should tell your Job Network member so that the information can be corrected. Your Job Network member is unable to change information such as your address, telephone number or date of birth. You will need to tell Centrelink if any of these details are not correct.

Question	Answer recorded
Main activity over the last two years <i>Change of circumstances</i>	Paid Work
Number of hours mostly worked <i>Change of circumstances</i>	35 hours or more
Highest level of schooling completed	Special school/special support unit in a school

It must be explained to the job seeker that by signing the printout they are confirming that all the information contained on the printout is correct and that they agree to the information being

recorded. Where available, JNMs are required to keep documentary evidence on file, eg course certificates, as further proof of the job seeker's circumstances.

Question & Answer

Why does response 'did not disclose to programme provider' appear?

The initial information on the *Change of Circumstances* page is from the job seeker's *Looking for Work* interview with Centrelink. The interview allows the job seeker to choose not to disclose answers to particular voluntary questions to their programme provider (e.g. their JNM). These answers relate to country of birth, Indigenous status, ex-offender status, disabilities/medical conditions/addictions and other personal factors.

At the end of the *Looking for Work* interview, the job seeker is asked whether they wish to disclose this information to their programme provider. Centrelink Customer Services Officers encourage job seekers to disclose information to their programme providers, however, if the job seeker does not want their programme provider to view their responses to any of the voluntary questions, the programme provider will see 'did not disclose to programme provider' as the response.

How do I change the job seeker's details that show 'did not disclose to programme provider'?

You are not able to change responses where the answer is 'did not disclose to programme provider' as the job seeker has not given permission for you to view this information. You will need to refer the job seeker back to Centrelink to either give permission for programme providers to view this information or to request that Centrelink update the information.

Why can't I update the job seeker's telephone number?

You are not able to update or change any of the job seeker's registration information: title, name, address, state, post code, telephone number, alternative contact number, email address, date of birth, and country of birth. This is because Centrelink maintain job seekers' registration information. If any of this information needs updating or changing, refer the job seeker to Centrelink.

I've updated some of the job seeker's personal details. What sort of documentary evidence should I keep?

Each time a job seeker's personal details are updated, the job seeker must be provided with a copy of the *Record of Change of Circumstances* to confirm that the changes are correct. JNMs can either retain a copy of the record signed and with each page initialled by the job seeker on file, or ask the job seeker to enter their PIN to confirm the changes.

If other documentary evidence is available, for example:

- advice from a doctor
- certificates from courses

this should (where available) also be retained on file.

Can I update the job seeker's disability information without written advice from a doctor?

Yes, however you must either retain on file a copy of the *Record of Change of Circumstances* signed by the job seeker, or ask them to enter his or her PIN to confirm the changes.

I updated the job seeker's circumstances and a JSA was flagged, however, the job seeker does not want to go for the JSA. What should I do?

The JNM can choose not to proceed with the requirement for a JSA interview. Removal of the requirement may be appropriate when the job seeker is unwilling to attend a JSA interview and the JNM believes proceeding with the requirement for the interview will damage their relationship them.

I updated the job seeker's circumstances and a JSA was suggested. Does that mean the job seeker has to have a JSA?

JNMs have the option of accepting or deselecting the requirement for a JSA, and must use their discretion and expertise in determining whether to proceed with the requirement for a JSA.

Do I have to continue servicing a job seeker who is awaiting a JSA interview?

Yes, the JNM must continue providing assistance to the job seeker while awaiting the outcome of the JSA.

Last time I updated the job seeker's personal information the job seeker was referred for a JSCI Supplementary Assessment (JSA), which is still pending. Some more information needs updating but the system won't let me make changes. Why?

Until the JSA is completed by Centrelink you will not be able to make any further changes to the job seeker's circumstances.

I have updated the job seeker's details and the system has identified a referral to AMEP. However, the job seeker has already been to AMEP. How do I stop the referral?

The referral to AMEP (or LLN) is not an automatic referral, based on the responses recorded the system has identified that this programme may be appropriate. No notification has been sent. If the system has suggested AMEP (or LLN) and the job seeker is not eligible, the JNM may consider looking at other complementary programmes that may assist the job seeker to improve their English language skills.

Extra

For further information on the rationale behind each of the JSCI factors and points, see www.workplace.gov.au/jsci