USER GUIDE

for **UPDATING** and **CREATING**

a Job Seeker Circumstances in EA3000

August 2005

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Glossary

AMEP	Adult Migrant English Program
APM	Active Participation Model
CDEP	Community Development Employment Projects
DEA	Disability Employment Assistance
DEWR	Department of Employment and Workplace Relations
DSP	Disability Support Pension
JNM	Job Network Member
JSA	JSCI Supplementary Assessment
JSA-PF	JSCI Supplementary Assessment – Personal Factors
JSCI	Job Seeker Classification Instrument
LLN	Language, Literacy and Numeracy
PSP	Personal Support Programme
SPC	Basic Provider with claims access only
SPS	Basic Provider with claims and rates access

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General information

The Job Seeker Classification Instrument (JSCI)

The Job Seeker Classification Instrument (JSCI) is an objective measure of a job seeker's relative labour market disadvantage. The JSCI is designed to immediately identify job seekers who, because of their individual circumstances, are likely to become long-term unemployed. These job seekers are classified as 'highly disadvantaged' in the labour market and are eligible for early referral to Intensive Support customised assistance.

The JSCI tool is a series of questions about a job seeker's background and current personal situation. The questions are intended to measure 14 different factors (age, gender, education, language and literacy skills etc), to which weights or 'points' are assigned. The total JSCI score, and other special needs that the job seeker may have, are then taken into account to determine the most appropriate level of employment services for the job seeker. For more information about the JSCI, including the full list of factors, see http://www.workplace.gov.au/jsci

Some responses to JSCI questions trigger a JSCI Supplementary Assessment (JSA). The JSA is conducted when a job seeker has been identified as having particularly severe or multiple barriers to employment or when the nature of the barrier requires professional and/or specialist advice. The purpose of a JSA is to clarify the JSCI outcome and/or to determine the most appropriate type of employment assistance. There are three types of JSAs (Disability, Special Needs and Personal Factors) to assess issues which may affect a job seeker in looking for, obtaining and maintaining employment. More information on the types of JSAs, how they work and how job seekers are assessed, can be found on the above-mentioned website.

Overview of job seeker circumstances screen

The Job Seeker Circumstances screen is accessed by clicking on the 'Job seeker circumstances' link under 'Jobseeker' in the navigation panel of EA3000. This screen contains information about a job seeker's current and historical JSCIs. It consists of three tabs:

- **JSCI Details** tab allows you to view a job seeker' current JSCI and JSCI Supplementary Assessment (JSA) information.

- **Questions** tab which allows you to either update a job seeker's JSCI response or create a JSCI for job seekers whom you have directly registered.

- **History** tab allows you to view the JSCI history.

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Updating the JSCI

Who can update information?

Users with access levels SPS and SPC have full access and can change responses.

Whom can you update information for?

You can update information for job seekers who are attached to your organisation with an 'active' registration and who have an 'active' JSCI.

What information cannot be updated?

- Information that the job seeker has previously chosen not to disclose to the JNM. (Note: job seekers are now able to give verbal consent over the phone for Centrelink to release information to the JNM they had previously chosen not to disclose.)
- Registration information (ie name, date of birth, phone number, address etc)
- Changes to job seeker's records when the job seeker:
    - has a JSCI which is inactive,
    - JSCI status is pending – these job seekers are waiting for a JSA interview, and
    - job seeker has been identified through a JSA as more appropriately assisted through another employment assistance programme, that is Disability Employment Assistance service, Vocational Rehabilitation or Personal Support Programme.

When can information be updated?

Information can be updated by a JNM at any time a job seeker discloses a change in circumstances. The job seeker must be present for their responses to be changed. If the job seeker's circumstance have changed, or if the job seeker discloses additional barriers to those already recorded, the JNM can update data items on the *Questions* tab of the *Job Seeker Circumstances* screen which will in turn update the job seeker's JSCI.

You should only update a JSCI for a genuine change of circumstances for the job seeker. It is not acceptable to alter JSCI responses without reason to do so. It is not acceptable to change a JSCI because of a personal opinion or view that the job seeker is entitled to a higher level of servicing or different programme.

What evidence should be kept?

JNMs should print out the *Record of Change of Circumstances* for the job seeker and ask the job seeker to check that the details recorded on the printout are correct. If the job seeker indicates that any details are incorrect, the JNM should amend these details in the system. Once agreed, the job seeker should initial each page of the corrected print out to signify they have read the information on each page and agree to the changes. ***JNMs must keep a signed copy of the Record of Change of Circumstances*** even if the job seeker elects to use a PIN to approve the record. ***JNMs should also keep a record of details discussed with the job seekers which led to the change of circumstance***. This record may take the form of a file note signed by the consultant or similar documentation. JNMs must provide a copy of the *Record of Change of*

Circumstances to the job seeker and retain a copy the *Record of Change of Circumstances* on file.

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. As noted above, JNMs must keep a copy of the *Record of Change of Circumstances* and a note of details discussed with the job seeker which led to the change of circumstances.

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	**Paid Work**
Change of circumstances	
Number of hours mostly worked	**35 hours or more**
Change of circumstances	
Highest level of schooling completed	**Special school/special support unit in a school**

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 regular internal desktop monitoring, focusing on the frequency and types of changes made to job seekers' records through the *Job Seeker Circumstances* screen, to ensure changes are made in accordance with these guidelines.

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How to record updated information correctly

Explaining the process to the job seeker

JNMs are required to explain the update process to the job seeker, including the reasons why the JNM is making the change, and that the job seeker's level of employment assistance will be reviewed and may increase as a result.

It is important that the JNM asks each JSCI question in full and encourages the job seeker to be honest and open in their responses to the questions. Independent research has shown that the questions need to be asked fully in order to elicit the most correct/applicable response.

Classifying changes

When a JNM updates a job seeker's details, the system will prompt the JNM for a reason for the change. There is no prompt when you create a new JSCI. There are three reasons that can be selected for a change:

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

Process for updating the JSCI

To update the job seeker's record, you need to ask the job seeker the JSCI question in full and then select the correct response from the drop down list on the right hand side of the screen. Once you have selected the response, 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:** 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, such as an accredited hospitality course.
- **Correction of details (not including personal details recorded by Centrelink at initial registration):** 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:** 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.

The system will not allow you to complete the process until all related questions have been answered. *It is important to check that the job seeker agrees to the responses that you have recorded.*

Summary of process of updating a job seeker's responses

1. Go to the question that requires a change.
2. Select response from drop down list on the left hand side of the screen (note some questions allow more than one response).
3. Select reason for change.

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4. Print the question response(s).
5. Job seeker to check responses and JNM to correct any errors identified by job seeker.
6. Reprint if any changes were made [you will need two copies, one for the jobseeker and a signed copy for you records].
7. Click 'update'.
8. Determine whether to proceed with any required JSAs (if any are identified). **Deselect any JSAs that are not required. (see next section on JSAs)**
9. Job seeker should sign (initialling each page) the print out to confirm that they agree that the *Change of Circumstances* details are correct.
10. Click 'ok'.

This box will appear after you have pressed the 'Update' button

Determine whether to proceed with any required JSAs

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

If **no JSA** boxes are ticked, job seeker should sign (initialling each page) the print out to confirm that they agree that the *Change of Circumstances* details are correct. Then press 'ok' to complete 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 (uncheck the box) the JSA requirement on the *Change of Circumstances* page.

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Choosing to proceed or de-select JSA requirement

It should be noted that if a job seeker's previous JSCI triggered a JSA, the same JSA type will generally be triggered each time their circumstances are updated.

You must use your discretion and expertise when deciding whether or not to send the job seeker 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 (if the specialist is better able to assist the job seeker);
- 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;
- 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 another employment assistance programme - 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 seeker's circumstances have not substantially changed, it would be expected that JNMs would not request another JSA interview; and
- **Please note** the job seeker's most recent JSA result can be viewed in the JSCI details tab.

If you choose to proceed with the JSA, the system will book an appointment for the job seeker to attend a JSA interview with a Centrelink specialist officer and the JSCI record will become **'pending'**. 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.

Creating a JSCI

How to create a JSCI

Creating a JSCI is basically the same as updating a job seeker's JSCI details, except that all the questions are asked in order. Each question should be asked in full, starting with work experience (at the top of the screen). Research has shown a reduction in the ambiguity of the questions and an increase in job seeker disclosure when the JSCI questions are asked in full. You should encourage the job seeker to be completely open and honest in their answers. Full disclosure by job seekers will ensure they receive the most appropriate employment assistance.

Whom can you create a JSCI for?

A JSCI can be created for job seekers who have been directly registered by a JNM and who are:

- on a non-activity tested allowance (DSP, Parenting Payment or CDEP participants), and
- not in another type of employment assistance programme eg Disability Employment Assistance, Vocational Rehabilitation or Personal Support Programme

Process for creating a JSCI

The process of creating a JSCI is the same for updating a JSCI, except the full set of questions need to be asked and the 'reason for the change' box will not appear on the left hand side of the screen.

Summary of process for creating a new JSCI record

1. Beginning with the work experience question, ask all JSCI questions (reading each question in full).
2. Select the appropriate response for each question from drop down list on the left hand side of the screen (note: some questions allow for multiple responses and some questions will prompt for related questions to be answered before proceeding).
3. Print the question responses.
4. Job seeker to check responses and JNM to correct any errors identified by job seeker.
5. Reprint if any changes were made [you will need two copies, one for the jobseeker and a signed copy for you records].
6. Click 'update'.
7. Determine whether to proceed with any required JSAs (if any are identified). Deselect any JSAs that are not required.
8. Job seeker should sign the print out (initialling each page) to confirm they agree their details are correct.
9. Click 'ok'.

Using the IT tool

This section contains practical advice on recording changes.

To update a job seeker's circumstances, click on the Jobseeker icon in EA3000, select Job Seeker Circumstances, enter the job seeker ID in Quick Find, then click Go.

JSCI Details Tab

Allow user to update / create JSCI

Shows the job seeker's JSCI history

Enter Job seeker ID here and click go

Displays Current JSCI details

You can also view Details of the Supplementary Assessment

Job Seeker Circumstances Page

Information about Restricted Work Capacity for job seeker's on DSP

The Job Seeker Circumstances page (above) has three tabs; JSCI Details, 'Questions' and a 'History' tabs.

JSCI Details tab

If a job seeker has a previous JSCI, this screen (above) shows the job seeker's
- current JSCI;
  - JSCI Supplementary Assessment (JSA) details – the JSA Request date, the Assessment date and the Assessment outcome.

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- Reduced Work Capacity and Reduced Capacity End date - this will only apply for jobseekers with a disability who have had a *Restricted Work Capacity Assessment* or a *Better Assessment*.

Questions tab

The Questions tab allows you to view a job seeker's current JSCI responses. This tab can be used to update a job seeker's JSCI details or create a new JSCI record for job seekers that have been directly registered.

Background to the Questions

- **Work Experience**

To change information about a job seeker's work experience or to create a new record you need to ask the question in full, then select the correct response from the drop down list on the right hand side of the screen. If you are updating the record you will also have to select a reason for the change in the job seeker's response.

Depending on the job seeker's answer to "*Over the last two years have you mostly been…*" a response is required for **either**:

- "Number of hours mostly worked"; **or**
- "Has done any paid work in the last two years"

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.

- **Education, Qualifications and Literacy**

The first question, "*What is the 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**

If the answer to "*Have you completed any Work-related qualifications*" is "yes", then you must ask "Can you still use your q*ualification(s) ?*". If the answer is "no" to "Can you still use your q*ualification(s) ?*", then ask "*Why is that*" and use the list of reasons listed below to categorise their reason:

- Disability or health related reasons
- Qualification(s) outdated or irrelevant
- Qualification not recognised
- Overseas qualification(s) not recognised

If the answer to "*Have you completed any Work-related qualifications*" is "no", then related questions will be greyed out.

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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**

The question, "*What language did you first speak as a child*", is mandatory. Job seekers should record the language they first spoke as a child.

The questions *"Do you consider you speak English*", "*Do you consider you read English*" and "*Do you consider you write English*" are all mandatory questions.

A response to the question "Have you done any *English language or literacy courses to help improve your English skills within the last 6 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.

▪ Accommodation and Living Arrangements

The question " *Are you currently living in any of the following types of accommodation? – refuge, emergency or support accommodation, hostel, boarding house, hotel, short stays in caravan parks, temporarily staying with friends, or have no where to stay.*" is mandatory. Only if the job seeker answers 'no' is a response required for, "*How often have you moved house in the 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.*

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- **Living Arrangements**

The question, "*Are you a lone parent*", is mandatory.

Multiple responses can be recorded to the mandatory question "*Who lives with you*?". For example, a person may live with their partner, dependent child/ren and other family members. For living arrangements with multiple responses you need to selected from the drop down list the living arrangements responses corresponding to the job seeker's circumstances.

Lives with
- Partner/spouse
- Dependent child/children
- Other family members or relatives
- Others, not family
- Lives alone

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.

- **Other Information**

Indigenous status

The question *'Are you?'* is a voluntary question which allows the recording of multiple responses by the provision of multiple tabs [it is not mandatory to complete all the boxes provided].

Are you?
- None of the above
- Do not wish to answer
- Torres Strait Islander
- Australian born South Sea Islander
- Aboriginal

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 and Torres Strait Islander descent to allow them to access extra assistance such as the Training Account.

1. Tick the "Aboriginal" check box
2. Tick "Torres Strait Islander" check box
3. Select *"Information disclosed*" as reason for change

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.

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Refugee or humanitarian visa

The question *"Did you arrive in Australia on a refugee or humanitarian visa OR were you granted a refugee or humanitarian visa when you arrived in Australia?"* is a voluntary question asked of job seekers who are not Australian born. Job seekers who were born in Australia are not required to answer this question.

Disability questions

This question "*Do you have any disabilities, medical conditions or addictions that affect your ability to work"* is <u>voluntary</u>. 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.

If the job seeker answers 'Yes' or 'not sure' to this question, the following questions should be asked - *"Will any of these conditions affect your ability to work for three months or more?"* and *"What is the condition"*. You must choose the most appropriate condition response from the drop down menu

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.

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.*

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Ex-offender Status

This question is <u>voluntary</u>: "*Have you been convicted of a criminal offence as a juvenile in the last 5 years or as an adult in the last 10 years?*". The answer options are "yes", "no" or "do not wish to answer".

If the answer is yes, the job seeker will receive the follow-up question "*Did you serve a custodial sentence of more than one month*

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Other factors affecting ability to work

The question, "*Other factors affecting your 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 may 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 to be recorded here.

The "*Details supplied*" option 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 which may require specialist judgement, refer to the JSCI website (www.workplace.gov.au/jsci).

History Tab

If the job seeker had a previous JSCI assessment, the History tab will show these previous records. 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 to be no additional reason to conduct another JSA of the same type, it would be expected that JNMs would not request another JSA interview.

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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 the 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. Most result descriptions are self-explanatory:

- **Job Network**, the job seeker will receive general Job Network services.
- **Job Network + AMEP**, the job seeker will receive general Job Network services, but a possible requirement for the Adult Migrant English Programme has been identified.
- **Job Network + LLN**, the job seeker will receive general Job Network services, but a possible requirement for referral to Language, Literacy and Numeracy course has been identified.
- **Job Network Highly Disadvantaged**, the job seeker has severe barriers to employment and will begin Job Network in Intensive Support customised assistance.
- **Personal Support Programme** (PSP), the job seeker has multiple barriers to employment, which can be addressed in the PSP. May be referred to Job Network in the future.
- **Disability Employment Assistance** (DEA), the job seeker is most appropriately assisted through DEA programme.
- **Vocational Rehabilitation** , the job seeker requires vocational rehabilitation (through Vocational Rehabilitation programme) before they are ready for Job Network.
- **Job Network Highly Disadvantaged + AMEP**, the job seeker has severe barriers to employment and also requires assistance through the Adult Migrant English Programme.
- **Job Network Highly Disadvantaged + LLN**, the job seeker has severe barriers to employment and also requires assistance through the Language, Literacy and Numeracy programme.

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 (unless it is a JSA-PF in which case the job seeker can remain in Job Network and have their JSCI score updated).

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You are not able to update a job seeker's circumstances where, through their JSCI Supplementary Assessment, they were judged as being more appropriately referred to another employment assistance programme such as Vocational Rehabilitation, Disability Employment Services and Personal Support Programme.

Questions & Answers

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

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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 should retain a signed copy of the record with each page initialled by the job seeker on file, even when the job seeker has used a PIN to confirm the changes. You must keep a record of details discussed with the job seeker which led to the change of details.

If other documentary evidence is available, for example:
- advice from a doctor
- a certificate from a course

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, but you must retain on file a signed copy of the *Record of Change of Circumstances* confirming 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.

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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.

In a nutshell, what is the process required to update a job seeker's JSCI when there has been a change of circumstances?

1. The job seeker must be with you and must have agreed that their circumstances have changed.
2. Each question should be read out to the job seeker and an answer is obtained for each question.
3. A draft is printed out for the job seeker to read and comment.
4. Once agreed, print out the final *Record of the Change of Circumstances* and have both job seeker and consultant sign, ensuring that the job seeker has also initialled each page.
5. Keep a copy of the final *Record of the Change of Circumstances* on file.
6. Keep a record of the discussion with the job seeker of the details which led to the change of circumstances, for example, a signed file note.

Extra

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

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