

Change of Circumstance Functionality on EA3000 – 27/06/03

On Tuesday 1 July the Employment Services Contract 3 begins. On this date a number of changes to EA3000 will be released. One of the changes, the "Change of Circumstances" functionality for EA3000, will be available from mid-July.

What does this mean for you as a Job Network member?

This means that JNMs will not be able update or change job seekers circumstances via the "Change of Circumstances" tab in EA3000 until mid-July.

For the vast majority of job seekers this small delay will pose little problem. There will be a small number of job seekers on your caseload for whom the services they are offered should be reviewed or who may be highly disadvantaged but have not disclosed information to Centrelink to be factored into the JSCI. We recommend you take note of the job seeker's changes of circumstances and update their details electronically in your first contact with the job seeker after the implementation of the 'Change of Circumstances' functionality in mid-July. Alternatively, If you believe the job seeker is being disadvantaged by the delay you can refer the job seeker to their local Centrelink to update their circumstances.

There may also be exceptional circumstances where a JNM believes that a job seeker could have been inappropriately referred to Job Network or may require further assessment for potential referral to another form of employment assistance that better meets their needs such as PSP. These job seekers should be referred to Centrelink to undergo a JSCI Supplementary Assessment which will determine the most appropriate employment assistance for the job seeker. While awaiting Centrelink to complete the JSCI Supplementary Assessment, the JNM should continue providing the level of assistance to which the job seeker is entitled.

However, from mid-July you will be able to change a job seeker's circumstances yourself. Refer to the training information on the EA300 training classroom, for further information on how you can do this.

If you require further information about this issue you should contact your Contract Manager.