

**Change of Circumstances – 6/01/04**

Job Network members are encouraged to take the opportunity during an appointment with a job seeker to update any changes to the job seeker's circumstances.

By updating a job seeker's responses Job Network members are better able to provide quality and personalised assistance. Depending on the changes to the job seeker's circumstances in the first 12 months of unemployment, the job seeker may be identified as 'highly disadvantaged' for access into Intensive Support customised assistance. Service Fees for assisting job seekers who are classified as highly disadvantaged through Change of Circumstances will increase, as will outcome payments when the job seeker is placed in a job. Once the job seeker is in Intensive Support customised assistance the job seeker account will be credited at highly disadvantaged level as well.

The Change of Circumstances screen in EA3000 has been enhanced to make it more user friendly. The improvements introduced make it easier and quicker for Job Network members to update job seekers' responses.

Where questions allow multiple responses to be recorded e.g disabilities, Indigenous status and living arrangements, Job Network members can now enter all the information on one screen. Multiple disabilities are now recorded through a series of drop down boxes and Indigenous status and living arrangements now have check boxes to record multiple responses.

For more information go to the Change of Circumstances User Guide and Job Aid on the Operational Advice and Job Aids page.