

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 may increase / will be reviewed 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 they have recently changed their 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 as more appropriately assisted through a Department of Family and Community Services (FaCS) employment assistance programme, that is Disability Employment Assistance or Vocational Rehabilitation or Personal Support Programme. These job seekers may be eligible for Job Search Support but will not progress through the continuum while identified as more appropriately assisted through a FaCS employment assistance programme.

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 examine 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 seeker 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 job seeker ID of the job seeker who has had a change of circumstance and click Go.

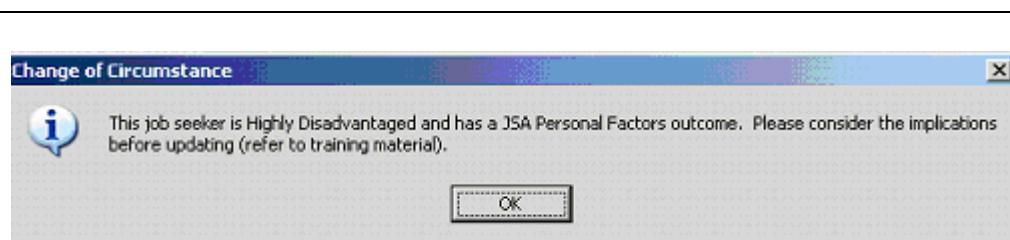
The screenshot shows the 'Change of Circumstances' form in the EA3000 system. The form is divided into several sections: 'Work Experience', 'Education, Qualifications and Literacy', 'Accommodation and Living Arrangements', and 'Other Information'. The 'Job Network' section is highlighted with a red box, and the 'JSAs Required' section is highlighted with a green box. Callouts provide instructions on how to use the form:

- Enter Job seeker ID here and click Go**: Points to the 'Job Seeker ID' field at the top.
- The Change of Circumstances tab is found here**: Points to the 'Change of Cir...' tab in the top navigation bar.
- Change of Circumstance found under Jobseeker icon**: Points to the 'Jobseeker' icon in the left sidebar.
- Click on the question that you wish to change the circumstances**: Points to a question in the 'Work Experience' section.
- Click here when you have finished updating circumstances to get results**: Points to the 'Update' button at the bottom.
- These options show the job seeker's current JSCI result**: Points to the 'Job Network' section.
- These options show any JSAs that are required**: Points to the 'JSAs Required' section.
- 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 for Intensive Support customised assistance.



Caution - please note:

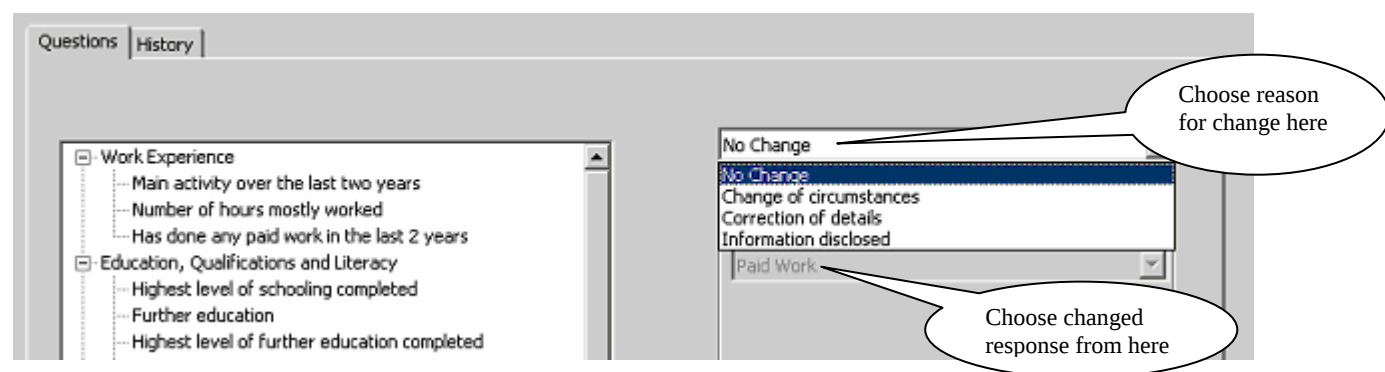
This screen will appear when a job seeker is "Highly Disadvantaged" and has a JSCI Supplementary Assessment - Personal Factors (JSA – Personal Factors) outcome. Care should

be taken when updating these job seekers' circumstances as their JSCI scores may decrease as a result of the changes. Further information about choosing when to de-select or proceed with a *Change of Circumstances* when a job seeker has triggered one or multiple JSAs can be found via [this link](#).

Questions Tab

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

JNMs should check the job seeker's responses and change a response if it doesn't reflect the job seeker's 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 select the response that occurs first in 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)
9. Accept required JSAs (if any are identified) or finalise *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.

Questions History

To answer this question, you should answer/change 'Main activity over the last two years'

Message states that updating this question is dependent on the answer to a question preceding it.

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

No Change

Has done any paid work in the last 2 years

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.
- The reason that this question is blank is that 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 last 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.

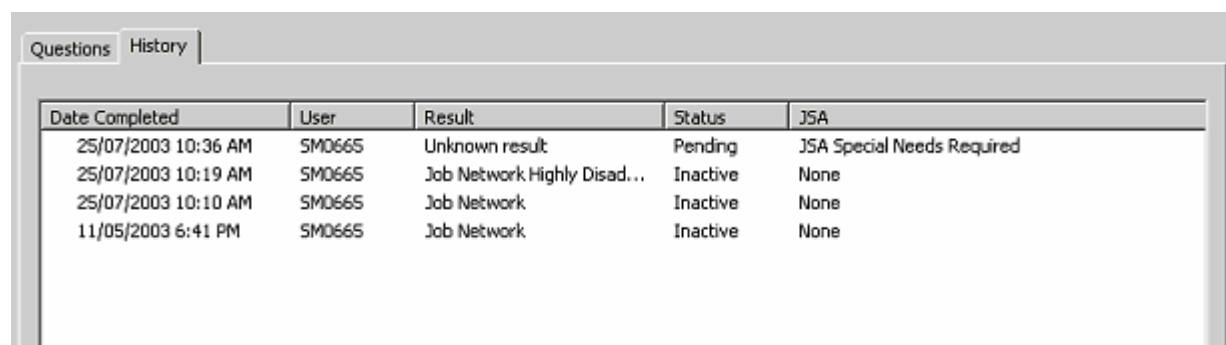
Result: This is an indicative result of the *Looking for Work* interview or *Change of Circumstances*, and does not necessarily directly reflect the job seeker's eligibility for employment assistance. Particularly for job seekers who have had a JSA, the Result may not always reflect the job seeker's eligibility for assistance through Job Network (for job seekers who have undertaken a JSA, eligibility is accurately outlined under the JSA heading).

Status: This field displays the JSCI status. There are three different JSCI statuses: Pending, Inactive and 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 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.
- whether a JSA has been completed on previous JSA records. The JSA tab will display –
 - o PSP, where the job seeker has been determined as more appropriately assisted through PSP. Job seeker may remain eligible for JSS.
 - o DEA, where the job seeker has been determined as more appropriately assisted through FaCS funded Disability Employment Assistance. Job seeker may remain eligible for JSS.
 - o VOR, where the job seeker has been determined as more appropriately assisted through FaCS funded Vocational Rehabilitation. Job seeker may remain eligible for JSS.
 - o JN, where the job seeker has been determined as more appropriately assisted through the services provided by Job Network.



Date Completed	User	Result	Status	JSA
25/07/2003 10:36 AM	SM0665	Unknown result	Pending	JSA Special Needs Required
25/07/2003 10:19 AM	SM0665	Job Network Highly Disad...	Inactive	None
25/07/2003 10:10 AM	SM0665	Job Network	Inactive	None
11/05/2003 6:41 PM	SM0665	Job Network	Inactive	None

A change to a job seeker's Work Experience

Work Experience

The screenshot shows a web interface for 'Work Experience'. On the left, a tree view lists questions under 'Work Experience' and 'Education, Qualifications and Literacy'. 'Main activity over the last two years' is selected. On the right, a dropdown menu for 'Main activity over the last two years' is open, showing options: Paid Work, Unpaid Work, Not in the workforce, Not working but looking for work, and a Community Development Employment Project (CDEP).

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 directly to the work experience information.

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

Education

The screenshot shows a web interface for 'Education, Qualifications and Literacy'. On the left, a tree view lists questions. 'Highest level of schooling completed' is selected. On the right, a dropdown menu for 'Highest level of schooling completed' is open, showing options: Secondary school (Yr 12/13/6th form), Special school/special support unit in a school, Primary school, Year 10 (4th form), Secondary school (Yr 12/13/6th form), Did not go to school or did not complete primary s, and 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

- Year 10 (4th form)
- Secondary school (Year 12/13 or 6th form)
- Did not go to school or 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 directly to the educational attainment information.

Vocational Qualifications

The screenshot shows a web interface with a 'Questions' and 'History' tab at the top. On the left is a tree view containing the following items: 'Work-related qualifications' (expanded), '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' (with a minus sign icon), 'Currently living in temporary accommodation', and 'Number of times moved house in the past year'. On the right, under the 'Change of circumstances' dropdown, is a section titled 'Work-related qualifications' which contains a dropdown menu with 'Yes' and 'No' options.

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 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.

The question “*Attended any English courses in the last 12 months*” is not mandatory and is intended to identify whether job seekers who may benefit from an English course have recently attended a course. It is optional for job seekers to enter a response for this question.

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

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

Accommodation

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

Currently living in temporary accommodation

No

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 directly to the accommodation information.

Living Arrangements

The screenshot shows a web form titled 'Living Arrangements'. On the left, there is a list of questions. Callout 1 points to 'Lone parent'. Callout 2 points to the first 'Lives with' entry. Callout 3 points to the second 'Lives with' entry. Callout 4 points to the third 'Lives with' entry. Below these are 'Other Information' questions. On the right, a dropdown menu 'Change of circumstances' is set to 'Change of circumstances'. Below it, a 'Lives with' section contains a dropdown menu with 'No one else, live alone' selected. The dropdown list also shows 'Partner/spouse', 'Dependent child/children', 'Other family members or relatives', 'Others, not family', and 'No one else, live alone'.

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 children 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

- o Partner/spouse
- o Dependent child/children
- o Other family members or relatives
- o Others, not family
- o 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 their partner then you only need to record ‘partner/spouse’ in the first “*lives with*” response.

However, if a job seeker lives with both their 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 their partner, child and 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. The answers to these questions need to be listed as hierarchical in nature. This means that 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.

Lives with

Partner/spouse
Dependent child/children
Other family members or relatives
Others, not family
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”.

Lives with

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

Response List 3

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

Lives with

Other family members or relatives
Others, not family

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.

Lives with

Others, not family

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 directly to the living arrangements information.

A change to a job seeker's Other Information

Indigenous Status

The screenshot shows a web form titled 'Other Information'. It contains a list of options: 'Indigenous status (voluntary)', 'Indigenous status (voluntary)', 'Indigenous status (voluntary)', '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. Three callouts (1, 2, 3) point to the first three 'Indigenous status (voluntary)' entries. To the right, there is a dropdown menu labeled 'Information disclosed' with 'None of the above' selected. Below it, another dropdown menu labeled 'Indigenous status (voluntary)' is open, showing a list of options: 'None of the above', 'Aboriginal', 'Torres Strait Islander', 'Australian born South Sea Islander', 'None of the above', and 'Do not wish to answer'.

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 chose not to answer the question at his or her *Looking for Work* interview with Centrelink, but would now like to disclose that they are of Aboriginal/Torres Strait Islander descent.

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 directly to the *Indigenous status* information.

Refugee or Humanitarian Visa

Job seekers who are Australian born 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 their ability to gain and maintain employment. The 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 only have this information recorded 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 their 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 assistance programme, these job seekers will remain eligible for Job Search Support but will exit Intensive Support/ Intensive Support customised assistance.

The screenshot shows the 'Change of circumstances' form. On the left, a list of conditions is displayed with callouts:

- 1. Answer yes, no or not sure (pointing to the question header)
- 2. Answer yes, no or not sure (pointing to the 'Likely to affect ability to work for 3mths or more' checkbox)
- 3. Select response from menu (pointing to the 'List condition' dropdown menu)
- 4. Answer yes if there is more than one condition; no if no other conditions (pointing to the 'Other condition' dropdown menu)
- 8. Answer yes, no or not sure (pointing to the 'Can work at least 15 hrs over 5 consecutive days' checkbox)

 On the right, a detailed view of the 'List condition' dropdown menu is shown, listing various conditions such as 'Acquired Brain Impairment', 'Amputation - below elbow', 'Amputation - below knee', 'Arnold-Chiari Syndrome', 'Attention Deficit/Hyperactivity disorder', 'Alcohol Dependence', 'Acute Leukaemia', and 'Alzheimer's Disease'.

Procedure for changing responses

Highlight ‘*Disability/medical conditions/addictions*’.

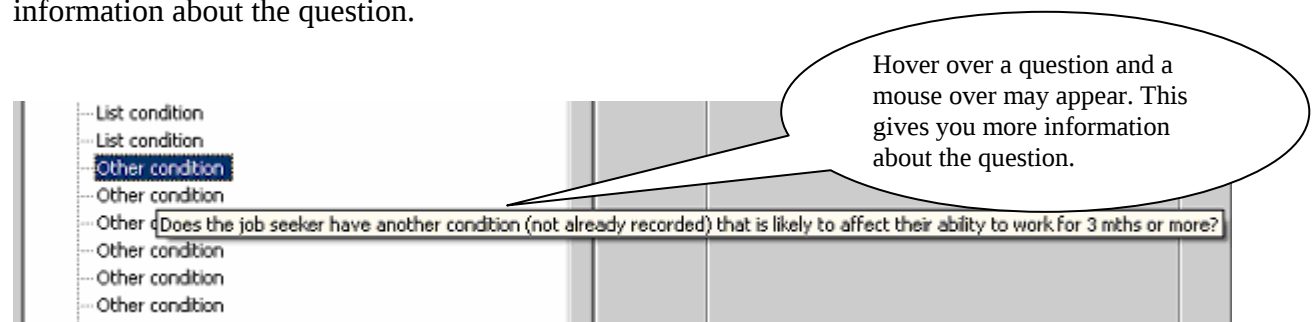
- Does the job seeker have a ***disability/medical condition/addiction*** that is likely to affect their ability to work?
 - select type of change from drop down menu (right hand side), and
 - then from the drop down menu below, select the appropriate response:
 - Yes
 - No

- 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?**
 - o Select the type of change from the drop down menu (right hand side)
 - o 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).
 - o Select the type of change from the drop down menu (right hand side)
 - o 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?
 - o Select the type of change from the drop down menu (right hand side)
 - o Then from the drop down menu below select the appropriate response
 - Yes
 - No
 5. Now **List condition** will be highlighted
 - o Select the type of change from the drop down menu (right hand side)
 - o 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 10 conditions).
 7. When all conditions have been recorded the correct response to **Other condition** is 'no' (there are no other conditions to record).
 8. You will now be prompted to confirm whether the job seeker **Can work at least 15 hours over five consecutive days.**
 - o Select the type of change from the drop down menu (right hand side)
 - o 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 give you more information about the question.



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

Ex-offender Status

Other condition
Can work at least 15 hrs over 5 consecutive days
Criminal offence (voluntary)
Served custodial sentence of more than one month
Other factors affecting ability to work
Details

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 of more than one month*”.

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

Other factors affecting ability to work

Can work at least 15 hrs over 5 consecutive days
Criminal offence (voluntary)
Served custodial sentence of more than one month
Other factors affecting ability to work
Details
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, sleeping difficulties, anxiety and depression. Examples of other factors that should not be recorded here are transport difficulties and a lack of childcare.

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.

For further information about the personal characteristics requiring specialist judgement factor refer to the JSCI website via [this link](#). Follow the link 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 circumstances. 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 based on their responses.

You may be prompted to answer any questions that are required to complete the process that you may have missed. You should press the **Update** button again when you have completed all the mandatory questions. Clicking on the History tab, will allow you to see whether the job seeker has a previous JSA outcome and the date of the interview.

The screenshot shows the 'Change of Circumstances' form with the 'History' tab selected. The 'Questions' section on the left is expanded, showing various categories of questions. The 'JSA Required' section on the right is highlighted with a red box, and a speech bubble indicates that 'JSA Personal Factors' has been flagged. The 'JSA Required' section contains three checkboxes: 'JSA Personal Factors' (checked), 'JSA Disability' (unchecked), and 'JSA Special Needs' (unchecked). At the bottom of the form are buttons for 'Current Result', 'Update', 'Accept Required JSAs', 'Cancel', and 'Print'.

When all changes are completed click **Accept Required JSA** button. This will automatically advise Centrelink to make an appointment for the job seeker to attend a JSA interview. However, before clicking and the accepting the requirement for a JSA interview you have the option of deciding whether to:

- proceed with the request for a JSA interview by leaving the JSA required flag, or
- de-select the JSA requirement on the *Change of Circumstances* page. (please refer to information below).

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

If the job seeker has previously had a JSA completed by Centrelink any update to the *Change of Circumstances* page may re-trigger the same type of JSA. You need to be aware that this

repeated triggering of the same type of JSA will recur each time you update the job seeker's *Change of Circumstances* page, unless the job seeker's original triggering responses to the JSCI are altered.

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 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 remain with Job Network or be determined as more appropriately assisted through a FaCS funded program such as the Personal Support Programme, Disability Employment Assistance or Vocational Rehabilitation. Job seekers referred to a FaCS funded program remain eligible for Job Search Support.

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.
- De-selecting the requirement for the JSA-Disability and/or JSA-Special Needs will 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 (though remaining eligible for Job Search Support).
- JSA – Personal Factors may result in the allocation of additional JSCI points which will contribute to the job seeker's overall JSCI score. Where a JSA-Personal Factors has previously been conducted, de-selecting the requirement for this JSA may reduce the overall JSCI score.
- When a "Highly Disadvantaged" job seeker has previously had a JSA – Personal Factors conducted which resulted in the allocation of additional JSCI points, a message will appear "This job seeker is Highly Disadvantaged and has a JSA - Personal Factors outcome. Please consider the implications before updating"
- Where the original reasons for undertaking the JSA have not substantially changed, the Department's policy is that the results of previous JSAs remain valid for up to 12 months.
- 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, it would be expected that JNMs would not request another JSA interview. (Information about previous JSA requirements can be found in 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.

Print out the Record of Change of Circumstances

At this stage you should print out the *Record of Change of Circumstances*. The job seeker 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

CircumstanceChangePIN

☒ Job Seeker has signed a printout (retain on file)

☐ Job seeker to enter PIN to confirm changes Job Seeker PIN

Save Cancel

The job seeker should enter their 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

The JNM can either keep on file a copy of the *Record of Change of Circumstances* signed by the job seeker, or ask the job seeker to enter their PIN to confirm their agreement with the changes.

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 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 their PIN to confirm the changes.

Why does the job seeker's personal details show 'did not disclose to programme provider' as one of the responses?

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 questions 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.

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?

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

Where the JNM has determined that it is appropriate to proceed with the requirement for a JSA, the purpose of attending the JSA interview at Centrelink should be explained to the job seeker. Centrelink will make an appointment with the job seeker to attend a JSA interview with the job seeker, and will make re-bookings of the appointment where necessary (ie. the job seeker failed to attend the appointment). 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

Using the Change of Circumstances Page

Enter job seeker ID and press  Go

Click on *Change of Circumstances* page to view job seeker's circumstances.

HINT

You must ensure that the job seeker is aware that you are updating their details on the system and the level of employment assistance they are entitled to may change as a result.

View circumstances by clicking on question in the field on the left.

Confirm with job seeker that details are correct.

HINT

You can hover over some questions to bring up mouse overs. These contain more information about the question.

To change details you first need to select reason for change in the field on the right side of the screen.

You then need to choose the response from those listed in the field below the Reason for Change field which best represents the job seeker's circumstances.

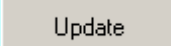
HINT

Indigenous status, Living arrangements and Disabilities can have multiple responses. Particular care needs to be taken when entering these circumstances.

Repeat process until job seeker's circumstances recorded reflect their current situation.

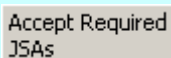
HINT

If when you update the *Change of Circumstances*, you think the job seeker may be better serviced by a JNM specialist, you should talk to the job seeker and local specialist JNMs to determine whether a transfer can be agreed.

When finished updating circumstances press  Update to get results of the JSCI.

HINT

Not all job seekers will trigger JSAs. If they do not trigger any JSAs you should still press the Accept Required JSAs button to finalise the *Change of Circumstances*.

Confirm that all JSAs triggered are required, deselect those that are not, and then press  Accept Required JSAs to complete the *Change of Circumstances*.

JNMs do not have to proceed with JSAs. However, you should consider the impact of deselecting JSAs.

If a job seeker is identified as requiring a JSA, the JNM must continue servicing the job seeker until Centrelink has completed the JSA. When the JSA has been completed, some job seekers will be assessed as more appropriately assisted through FaCS programmes and will exit IS/ISca.

 Print the *Change of Circumstances*. The job seeker should review the printout and the JNM should make any changes that the job seeker indicates. The job seeker should sign the print out or enter their PIN number to confirm that they accept the changes.

IMPORTANT ADVICE

If you deselect the requirement for a JSA – Personal Factors, the job seeker's JSCI score may decrease. We therefore recommend that you carefully consider whether to update the circumstances of job seekers who are Highly Disadvantaged and have a previous JSA – Personal Factors outcome (until further notice)

The job seeker should take a copy of the print out.