

Change of Circumstances – 29/3/04

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 reviewing and 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 early access into Intensive Support customised assistance.

Where a job seeker is reclassified as Highly Disadvantaged through Change of Circumstances prior to commencing ISca, the JNM will receive higher service fees and outcome fees. Additionally, the Job Seeker Account will be credited at the Highly Disadvantaged level.

If a job seeker is reclassified as Highly Disadvantaged after commencing ISca, the service fees do not increase and the Job Seeker Account is not re-credited however outcome fees will be paid at the higher level. These job seekers will attract service fees and outcome payments at the Highly Disadvantaged rate (along with increased Job Seeker Account credits) if they commence in subsequent phases of Intensive Support.

If a job seeker's details are updated on the Change of Circumstances screen, the system may prompt the requirement for a supplementary assessment to be undertaken with Centrelink. Job Network members should use their discretion and expertise when deciding whether to accept the requirement for a 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, it would be expected that another JSA interview would not be requested.

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 eg 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.