



Australian Government

Guideline:

New Employment Services Trial (NEST) Enhanced Services Assessments Guideline – Job Seeker Classification Instrument (JSCI) and Employment Services Assessment (ESAt)

All NEST Participants should have an accurate Assessment which reflects their current circumstances so that they receive the level of services most appropriate to their needs to help them move from welfare to work.

The Job Seeker Classification Instrument (JSCI) is a questionnaire which seeks to identify a Participant's risk of becoming or remaining long term unemployed. It does this by providing an objective measure of a Participant's relative labour market disadvantage based on the Participant's individual circumstances.

The JSCI is also used to identify if a Participant has multiple or complex barriers to employment that may require further assessment via an Employment Services Assessment (ESAt).

JSCI responses, and where appropriate the ESAt, provide valuable information to help Providers to develop activities and assistance that can address a Participant's circumstances and help them find work.

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Changes from the previous version (Version 1.0)

Policy changes:

Nil

Wording changes:

Remove reference to Stronger Transition Participants due to the program ceasing on 1 July 2020.

Remove reference to providers conducting JSCIs for Volunteers.

References to NEST Provider changed to Trial Provider.

Related documents and references

- [New Employment Services Trial Deed 2019–2022](#)
- [Capability Interview Guideline](#)

- [Direct Registration Guideline](#)
- [Eligibility, Referral and Commencement Guideline](#)
- [Job Seeker Classification Instrument Overview and Factors](#)
- [Learning Centre website](#)
- [Managing and Monitoring Mutual Obligation Requirements Guideline](#)
- [Privacy Guideline](#)
- [Provider Transition Guideline](#)
- [Servicing Pre-Release Prisoners Guideline](#)
- [Structural Adjustment Programme Guideline](#)
- [Volunteers Guideline](#)

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1. JSCI

Under NEST, the JSCI is used, in combination with other considerations such as the Participant's digital literacy and capacity to self-service, to determine a Participant's eligibility for Digital or Enhanced Services. The JSCI is also used to identify Participants who may require further assessment through an ESAt.

The JSCI also captures important Participant information that can be used by Providers to tailor their assistance and support to help address a Participant's circumstances and help them find work.

The JSCI works by considering the overall labour market disadvantage of a Participant. The JSCI score is a product of various factors such as a Participant's work experience, qualifications and personal circumstances. All factors are considered collectively rather than judging any one factor in isolation. Further information about the factors is in the [Job Seeker Classification Instrument Overview and Factors](#) report on the Provider Portal.

When to conduct a JSCI

An initial JSCI is required for each Participant in NEST who is a Fully Eligible Participant under the NEST Deed 2019–2022. The initial JSCI is:

- conducted by Services Australia when the Participant first registers for employment assistance or
- completed by a Participant online as part of the Online JSCI Trial or
- conducted by the Time to Work Employment Service (TWES) provider for Participants that participated in the TWES program.

A JSCI Change of Circumstances Reassessment (CoCR) is required if the circumstances of the Participant change or they disclose information that may impact on their level of servicing.

For Participant cohorts outlined below, Trial Providers:

- **must** conduct the initial JSCI for Pre-Release Prisoners who can directly register with the Provider before being Commenced in Enhanced Services. Refer to [Servicing Pre-Release Prisoners Guideline](#) for more information.
- must conduct an initial JSCI for retrenched workers and their partners who are eligible for Services as Fully Eligible Participants, before they become eligible for income support. These Participants will be allocated to Enhanced Services. Refer to [Eligibility, Referral and Commencement Guideline](#) for more information.
- must conduct the initial JSCI for a Structural Adjustment Programme (SAP) Participant before being Commenced in Enhanced Services. The JSCI will provide more comprehensive understanding of their circumstances relevant to the labour market. If a Provider determines that a SAP Participant requires an ESAt, they should refer the Participant to Services Australia for further assessment.

2. Referral and allocation to Services based on the JSCI

Upon completion of the initial JSCI, the resulting JSCI score, in combination with other considerations such as the Participant's digital literacy and capacity to self-service, will determine which NEST Service the Participant is allocated to.

The Provider must only accept Referrals of Enhanced Services Participants made through the Department's IT Systems or directly by Services Australia.

Where a person presents to the Provider without a Referral, the Provider must confirm their eligibility for Direct Registration in accordance with any Guidelines, and if eligibility is confirmed, directly register and immediately provide Enhanced Services to the Participant in accordance with the Deed, including any Guidelines.

Participants can opt out of the Digital First or Digital Plus Services by calling the Contact Centre who **must** refer the job seeker to Enhanced Services.

Moving Participants to Digital Services

Providers will be able to move Participants to Digital Services at their discretion based on their own assessment of the Participant's needs.



System step: Access the NEST Stream Selection screen in the Department's IT System. Select the Digital Service Type and then the Digital Plus New Service Level before submitting.

The job seeker will then be transferred to the NEST Digital Site (ASDS or MCDS) related to the Job Seekers current Enhanced Provider.

Moving Participants between Tiers in NEST

Providers will be able to move Participants between Tiers 1 and 2 in Enhanced Services at their discretion based on their own assessment of the Participant's needs.

As per Deed clause 81.2, an Enhanced Services Participant must be serviced as a Tier 1 Enhanced Services Participant unless the Provider reasonably considers that the Participant:

- is not capable of being serviced as a Tier 1 Enhanced Services Participant due to Non-vocational Barriers that hinder or prohibit them from effectively participating in more intensive activities; or
- would be better supported as a Tier 2 Enhanced Services Participant.

The Provider must promptly record each Enhanced Services Participant's Tier in the Department's IT Systems.



System step: Access the NEST Stream Selection Screen, select the Enhanced Service Type and then select either Enhanced Service Tier 1 or Enhanced Service Tier 2 before submitting.

Below are three examples where the Provider may consider moving the Participants to different NEST services:

Example 1 – Moving from Enhanced Services Tier 2 to Tier 1

After spending six months assisting the Participant to settle into stable accommodation and get ongoing treatment for their anxiety, the Provider has a discussion with the Participant. The Participant agrees that their main non-vocational barriers have been addressed and they can start looking for hospitality work. The Provider decides to move the Participant from Tier 2 to Tier 1 Enhanced Services.

Example 2 – Moving from Enhanced Services Tier 1 to Digital Services

After undertaking digital and interview training and securing a forklift licence with the Provider's assistance, the Participant is more confident in navigating the digital environment and is more familiar with searching for jobs online. The Participant is comfortable being moved to Digital Services after discussion with the Provider knowing that they can request for additional support if necessary.

Example 3 – Moving from Enhanced Services Tier 1 to Tier 2

The Participant has recently separated from their partner and was left with sole caring responsibilities for their school aged children. The Participant also has no financial means to pay the rent and maintain the household. The Provider decides that the Participant needs additional assistance before they are in a position to look for work and therefore moves the Participant from Tier 1 to Tier 2 Enhanced Services.

- Providers should assist the Participant in Enhanced Services face-to-face with a wide range of services to address their vocational and non-vocational barriers to work.
- Providers should assess the Participant's support needs regularly so that they are best placed to determine the Service that is most appropriate for the Participant.

There are no limits on the frequency and timing of moving Participants between Tiers. However, it is expected that Providers will use their judgement to minimise disruption to the Participant.

Conducting the JSCI

Providers should conduct the JSCI face to face for all Participants in a private setting and in a professional and culturally appropriate manner. When a Participant requests or where a Provider considers it appropriate, they should use an interpreter. For support, the Participant may also be accompanied by a nominee who may be a family member, advocate, social worker or counsellor.

Voluntary questions of the JSCI

The JSCI contains a number of voluntary questions. The Provider should inform the Participant if a question is voluntary before the question is asked. Providers should make it clear to the Participant that the Employment Services will be better suited to their needs if they provide as much information as possible.

Explaining the JSCI Questions

Providers should refer to the [Explanation of the Job Seeker Classification Instrument Questions](#) attached to this document when conducting the JSCI or CoCR. The document will assist Providers and Participants understand the context of each question.

Crisis Assistance

If a Participant discloses a need for crisis assistance, the Provider should refer them to services appropriate to their current needs. Please refer to the [Assisting Job Seeker Participants in Crisis Fact sheet](#) on the Provider Portal. (Note: Information to assist Participants affected by domestic and family violence is available on the Services Australia website at www.humanservices.gov.au/individuals/subjects/family-and-domestic-violence).

Privacy and personal information

Providers must ensure they comply with the *Privacy Act 1988* (Cth) (Privacy Act) at all times.

During the Initial Interview or initial appointment, the Provider must seek the Participant's consent to collect and use their sensitive information by asking the individual to sign the relevant Privacy Notification and Consent Form (Attachment A) available in the [Privacy Guideline](#).

If the Participant refuses to sign the consent form, this may limit the number of options and types of services the Provider can offer. The individual should be made aware of this at the Initial Interview or initial appointment.

Information collected when completing the JSCI and JSCI CoCR is personal information and may be considered sensitive under the Privacy Act.

While completing the JSCI (including JSCI CoCR), Providers must obtain written (signing of the consent form) or verbal consent (recorded) of the collection of personal (including sensitive) information which is protected by the Privacy Act.



Documentary evidence: The hard copy of the Participant's completed consent form must be kept on file.



System step: If the Participant provides verbal consent, the Provider must record this in the Department's IT system.

Please refer to the [Privacy Guideline](#) on the Trial Provider Portal for detailed guidance.

More information on privacy, confidentiality and access or disclosure of information is available from the [Office of the Australian Information Commissioner](#) at www.oaic.gov.au/ or by calling 1300 363 992 or teletypewriter TTY 133 677 (ask for 1300 363 992).

Recording a JSCI in the Department's IT System



System step: Providers should conduct the JSCI using the Department's IT System and navigate to the JSCI by selecting the Participant's record/JSCI/JSCI Questions.

Note: Select 'New' for an initial JSCI and 'Change of Circumstances Reassessment' for a CoCR.

If the Department's IT System is not available, a printable JSCI form can be accessed through the Trial Provider Portal. The Provider must get the Participant to sign, date and initial the JSCI form and record all the responses into the Department's IT System as soon as the system becomes available. It is also best practice for the Provider to upload the JSCI form to the Department's IT System.

3. JSCI Change of Circumstances Reassessment

A Change of Circumstances Reassessment (CoCR) is required when an Enhanced Services Participant discloses new information or a change in their circumstances, requiring an update of

their JSCI. Some changes may affect the Participant's path to employment and therefore a reassessment is needed to determine if the Participant's level of servicing needs to be adjusted. A CoCR can result in the Participant being placed into a different Service level. For example, after receiving Tier 1 Enhanced Services assistance from the Provider, the Participant has completed digital literacy training, secured stable accommodation and successfully acquired a forklift licence, the Participant may feel ready to be moved to the Digital servicing after discussion with the provider.

Almost all NEST Participants can complete their own JSCI online using the Job Seeker Snapshot

All NEST Participants, except those where the Participant's ESAt indicates that knowledge of their medical condition is detrimental to their health, have access to the Job Seeker Snapshot, the online version of the JSCI. Providers should inform these Participants that they can update their JSCI whenever their circumstances change.

When do Trial Providers conduct a CoCR in the Department's IT system

Providers should conduct the CoCR in the Department's IT system if the Participant:

- has no access to the Job Seeker Snapshot or
- is unable to self-assess, e.g. those with limited English or digital skills or no internet access.

In addition, during each Capability Interview, if the Participant's circumstances have changed or they disclose additional information, the Provider must review the Participant's JSCI and conduct a JSCI CoCR. Refer to the [Capability Interview Guideline](#) for more information. Providers must have clear evidence or information from the Participant that circumstances have changed before conducting a JSCI CoCR.

Participants who have participated in TWES will have recently had a JSCI conducted by their TWES provider. The Provider should only consider conducting a CoCR for these Participants if their circumstances have changed since leaving prison from the information detailed in their Transition Plan. Leaving prison should not itself constitute a change that requires a CoCR.

When conducting a CoCR, the Provider can either:

- ask all JSCI questions in sequence and update the Participant's answers where relevant; or
- ask and record responses to only those questions that relate to the Participant's changed circumstances or disclosed information.



System step: Review the recorded responses with the Participant to ensure they are correct before submitting the CoCR in the Department's IT System.

There is a limit of two JSCIs (including CoCRs) per Participant per day in the Department's IT System.

The Department considers it best practice for Trial Providers to ensure that all Participants in NEST who are Commenced or Pending in the NEST caseload have an 'active' JSCI in the Department's IT system.

When do Trial Providers refer a Participant to Services Australia for a CoCR

Under NEST, there is no requirement for Providers to refer Participants to Services Australia for a CoCR.

Documentary Evidence requirements for a JSCI CoCR

Under NEST, there is no Documentary Evidence requirement for a JSCI CoCR conducted by the Provider on Participants in Enhanced Services. Instead, the Department will be conducting ongoing data monitoring and Participant verification to ensure that JSCI responses accurately reflect the Participant's circumstances.

4. Referring Participants for an ESAt

Use of ESAt in NEST

A Services Australia assessor conducts an ESAt which assess a Participant's:

- barriers to finding and maintaining employment (this may relate to the impact of a Participant's disability, injury, illness, or other disadvantage)
- work capacity (in hour bandwidths).

An ESAt may recommend referral to the Disability Employment Services (DES).

Under NEST, an ESAt is not a compulsory pre-requisite for Participants to be allocated to Tier 2 Enhanced Services.

Referring Participants directly to Services Australia to organise an ESAt

Providers should refer Participants in Enhanced Services who they consider may need an ESAt to Services Australia. The Participant needs to report the details of their change of circumstances and to provide any medical evidence to support their assessment before an ESAt can occur. Services Australia will consider any previous ESAts and whether a new ESAt is likely to change the result of their employment service eligibility or work capacity.

Referring Participants for an ESAt in other circumstances

Providers can directly book an ESAt for a Participant using the Department's IT system if:

- they are listed as Stream C as shown in the Department's IT System and disclose new information and/or changes their circumstances that cannot be addressed by their current service level; or is likely to change their current work capacity or
- as part of a Capability Interview, the Participant's JSCI indicates that they may benefit from a further assessment through an ESAt.



System step: The Provider can refer them for an ESAt through the Department's IT System.



System step: While the ESAt trigger remains active, the JSCI has a status of 'pending'. If the Provider decides not to book an ESAt then they must select the button 'Withdraw need for ESAt' in the JSCI to change the JSCI status to 'active'.

The screenshot shows a web interface titled "JSCI Details" with a sub-header "ESAt or JCA". It lists the following assessment outcomes:

- Personal Factors Assessment Outcome: Required
- Disability Assessment Outcome: Required
- Special Needs Assessment Outcome: No data recorded.
- Expiry Date: 22/08/2018

At the bottom of the window, there are three buttons: "Withdraw Need for ESAt/JCA ...", "Print Details", and "Documentary Evidence".



System step: When a Provider refers a Participant to an ESAt appointment using the Department's IT System, the Provider must give the Participant a printed copy of the appointment notification letter and advise the Participant of the following:

- the reason for the ESAt
- that the ESAt is an interview to decide their work capacity and the Employment Services assistance needed to help them gain work
- the date, time and venue for the appointment
- the importance of disclosing all of their barriers to employment at the ESAt appointment
- the importance of taking medical evidence to the appointment and the steps they will need to take to gather the medical evidence
- that they can have a support person present to assist them
- that attending the appointment is compulsory
- that, after the assessment, they may be referred to a different service that better meets their needs
- their requirement to contact the Services Australia assessor at least 24 hours before the appointment time if they cannot attend.

If a Provider needs to reschedule an ESAt appointment, either the Provider or the Participant should contact Services Australia to reschedule. An ESAt referral should only be cancelled if it was made in error.

Medical evidence needed for the ESAt referral

Referrals to an ESAt can be for medical and/or non-medical circumstances. Prior to making a referral for a medical ESAt, the Provider must confirm that the Participant has appropriate medical evidence supporting their condition(s). If there is no medical evidence available to support a Participant's identified condition, the Provider should assist the Participant to obtain this.

Services Australia form [SU684](#) - Verification of Medical Condition(s) (which can be found on the Services Australia website at www.humanservices.gov.au/customer/forms/su684) should be

given to the Participant for their treating doctor to complete. The completed form provides appropriate information to assess medical conditions for an ESAt.

Appropriate medical evidence can include:

- a Services Australia medical certificate
- a standard general practitioner medical certificate
- a specialist medical report
- a hospital/outpatient's report
- a psychologist report (by a certified/registered psychologist)
- a special school report (IQ report for people with intellectual disability)
- x-rays and related reports
- psychometric test results
- prescription medication
- reports from community services and organisations (for example, drug and alcohol support services).



Documentary evidence: The Providers can fax medical evidence to the Services Australia National Business Gateway on 1300 786 102. The information must include the Participant's name, address and Customer Reference Number (CRN) and the information must be clearly identified as medical evidence for an ESAt.

5. What to do when an ESAt appointment is not available on the Department's IT system

The FOCUS response team at Services Australia

The FOCUS response team at Services Australia will help Providers find ESAt appointment times when they are not available in the Department's IT System.

✉ Email Services Australia FOCUS Response Team:
FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au

The FOCUS Response Team will respond within 24 hours to open an appointment (if a referral is appropriate).

☎ If no contact is made within 24 hours the Provider should call the FOCUS Response Team on 1800 986 114.

The FOCUS Response Team will open the next available appointment.

☎ If no return contact is made within two business days, the Provider should contact their local Contract Manager who will contact the FOCUS Team on 1800 986 114.

The FOCUS Response team will advise the local Contract Manager of an appointment time within one business day.

To book an urgent appointment for a vulnerable Participant the provider should contact 1800 986 114 directly.

The Department of Social Services (DSS) is responsible for arranging an ESAt for a Pre-release Prisoner. Corrective services need to be involved in the process and to approve the Referral for an

ESAt. The Provider must follow the [Servicing Pre-release Prisoner Guideline](#) if they think an ESAt may be required for a Pre-release Prisoner.

6. ESAt report

After a Services Australia assessor finalises the ESAt interview they will submit an ESAt report. The report will show information about the Participant's medical condition/s, barriers to employment, hours of work capacity, and recommended interventions. Providers will be notified when the ESAt report has been finalised via the Noticeboard in the Department's IT system. Providers must act on the recommendations made by the Services Australia assessor in the ESAt report. If the Services Australia assessor recommends:

- Stream A or B servicing is appropriate, the Provider must continue servicing the Participant in Enhanced Services
- Stream C servicing is appropriate, the Provider should consider whether Tier 2 Servicing is appropriate, however, the Provider can Commence the Participant in either Enhanced Services Tier that they deem appropriate
- referral to DES, Services Australia will action the referral
- referral to Australian Disability Enterprises (ADEs), the Provider must manually Exit the Participant. Services Australia will action the referral.

Where a Fully Eligible Participant is identified as being unable to benefit from any program, the Provider should advise them of their option to Volunteer. If they choose not to participate in the service, the Provider must Exit the Participant.

The ESAt report will recommend the Participant's level of work capacity per week. This determines the Participant's baseline capacity at the time of the assessment and their future capacity with intervention. See the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information.

Requesting a review of the ESAt report

If new information is made available or if the Provider believes an error has been made with the ESAt recommended referral, they may contact Services Australia to request a review of the ESAt recommended referral, provided it's within 28 days of the ESAt report being submitted.

- the Provider will need to justify the review with supporting evidence to substantiate the Participant's situation
- after 28 days reports will be finalised in the Department's IT System and no further changes to the referral recommendation will be possible.

If the assessor does not agree to change their referral recommendation, the assessor's decision is final and the Provider must accept the referral recommendation.

Releasing the ESAt report to the Participant

The ESAt report may be released to a Participant except where the assessor has identified that the report contains information that may be prejudicial to the Participant's health. The assessor will note this in the report with the following statement:

- This report does contain information, which if released to the client, might be prejudicial to his/her health.

If the Participant requests the ESAt report and it contains the above statement, the Participant must submit a request for access to the report to the Department of Education, Skills and Employment Freedom of Information team by email at foi@dese.gov.au.

Attachment A – Explanation of the Job Seeker Classification Instrument Questions

Policy Intent

The following pages provide an explanation of the Job Seeker Classification Instrument (JSCI) questions to assist Employment Services Providers help Participants complete the JSCI.

The JSCI questions collect information about factors that have a significant impact on a Participant's likelihood to remain unemployed for another year after commencing in employment services. A comprehensive description of these factors is provided in the [Job Seeker Classification Instrument Overview and Factors Guideline](#) published on the Provider Portal.

Before conducting the JSCI, it is important for the provider to explain to the Participant that the JSCI captures important information that the provider can use to tailor their assistance and support to help the Participant find work. It is in the Participant's best interest that they fully disclose their circumstances. Providers should also reassure the Participant that the JSCI responses are not passed onto potential employers.

Operational Process

The JSCI is conducted in the Department's IT System—Employment Services System (ESS Web). Employment Services Providers should select the Participant's record/JSCI/Add a JSCI.

The JSCI comprises up to 49 questions. The number of JSCI questions displayed in ESS Web for a Participant depends on various factors such as the answers provided to previous questions.

Generally, a Participant who has a higher level of disadvantage will answer more questions. The minimum number of questions a Participant will answer when completing the JSCI is 18.

JSCI Questions

Where possible, additional guidance is provided on how best to get the JSCI responses. However, it should be noted that not all of the guidance will be appropriate for each Participant. Providers need to exercise discretion to determine whether the guidance is applicable to respective Participants.

Work Experience

Question (1) What have you MOSTLY been doing in the LAST TWO YEARS?

All Participants are asked question 1, and although the title is 'work experience', this question determines the Participant's main activity in the two years before the JSCI is conducted. The main activity should be the activity that has occupied the greatest amount of time—not necessarily the most recent activity—irrespective of whether it occurred in Australia or overseas.

'Paid work' includes full time, part time or casual work, seasonal work or still working. Note: This includes work undertaken with additional support as a result of a disability or medical condition where applicable but does not include supported employment with Australian Disability Enterprises.

'Caring' is defined as providing constant care to a child or an adult who has significant care requirements.

'Parenting' is defined as providing regular care to a dependent child or dependent children.

‘NOT working and NOT looking for work’ includes time spent in hospital, in psychiatric confinement or in prison or other detention (if not working while in prison or other detention) or overseas (if not working or looking for work while overseas).

Participants who are participating in programs like Work for the Dole must be recorded as **‘Unemployed (not working but looking for work)’**.

If a Participant has been doing two or more activities for the same length of time (e.g. caring for a family member and part-time work) then the answer should be based around the work-related activity.

A suggested way of asking this question could be:

‘Have a think about what has been happening in your life in the last two years. What have you been doing during that time? This can include if you did any paid work or perhaps you were caring for somebody.’

Question (2) In your most recent job, how many hours did you mostly work per week?


Participants who answered ‘Paid work’ to question 1 are asked question 2 to determine the number of hours worked per week. For Participants who worked variable hours per week, it is appropriate to record the average number of hours worked in a typical week. You may prompt the Participant to help them answer this question; the answer does not have to be exact (for example, how many hours did you *mostly* work?).

If the Participant had several jobs, record the total number of hours mostly worked each week in all jobs.

Casual employment with irregular hours must be recorded as ‘Irregular or seasonal’.

Question (3) Have you done any paid work at all in the last two years?

Participants who did not answer ‘Paid work’ to question 1 are asked question 3, which refers to any paid work regardless of how many hours worked or duration of the job. This includes any employment overseas within the last two years.

 Any additional support a Participant with a disability or medical condition may have received in order to undertake their paid work **should not** be taken into account when answering these questions because it is not relevant to this section and is covered in another question.

Education—Qualifications

Question (4) What is the highest level of schooling you have COMPLETED?

All Participants are asked question 4 to identify the highest level of schooling they have completed. For Participants educated overseas, you may prompt them for the age they left school. This may indicate the equivalent level of schooling.

These questions should be asked clearly and can be rephrased, for example:

‘How old were you and what grade were you in when you left school?’

Assure the Participant that there is no shame in answering these questions and it will help them to be referred to employment services that will assist them.

Some Participants may have returned to school at a later age. Record the highest level completed, even if schooling was not continuous.

i Some Participants may have completed their schooling up to Year 12/13 (or equivalent) in a special school or support unit in a school with a tailored curriculum. Where this is the case, the response '**Special school/support unit in a school**' must be selected. Other Participants with a disability or medical condition may have completed Year 12/13 (or equivalent) in a public or private school with additional support but they have completed the same curriculum as other students. Where this is the case, the response '**Year 12/13**' must be selected.¹

i For Participants aged less than 21 years with a Centrelink Customer Reference Number (CRN), you will not be able to update question 4 if the Participant answered 'Year 12/13' in their last JSCI. If the response to this question needs to be updated, Employment Services Providers should refer the Participant to Services Australia.

Question (5) Have you COMPLETED any other qualifications?

All Participants are asked question 5 to determine if they have completed any qualification(s) at school or since leaving school, for example—university degree, TAFE certificate, forklift licence, Responsible Service of Alcohol course, or First Aid certificate. This does not include a standard driver's license or motorcycle license as these are covered in a following section.

A suggested way of asking this question could be:

'As your provider, we will work with you to see what training courses/certificates/tickets etc. that you might like to do to help you get into work. Have you completed any in the past? It doesn't matter if you haven't, this is just something to think about. We can talk more about what courses or qualifications might be appropriate for you to do.'

For Participants aged under 21 with a Centrelink CRN, you will not be able to update question 5 if the Participant answered 'Year 11' or below for question 4 and Year 12/13 or equivalent or above for question 6 in their last JSCI. If the response to this question needs to be updated Employment Services Providers should refer the Participant to Services Australia.

Question (6) What are they? What qualification(s) have you completed?

This question allows you to record multiple responses where required and you should record all qualifications held by the Participant, not just the highest level. Recorded responses for qualifications include:

'**Tradesperson's qualification**' includes Australian Qualifications Framework Certificate III or IV or equivalent.

'**Other non-trade VET Certificates II**' includes Australian Qualifications Framework Certificate II or equivalent.


'**Other non-trade VET Certificates III or IV**' includes Australian Qualifications Framework Certificate III or IV or equivalent.

'**VET Certificate 1 or industry licence/ticket**' includes Australian Qualifications Framework Certificate I or equivalent.

'**Course run by private or community organisation**' includes courses organised by Employment Services Providers.

¹ Services Australia will determine if a young person is classified as an Early School Leaver.

Qualifications held by the Participant should not be removed completely from the JSCI when conducting a Change of Circumstances Reassessment (CoCR). If a Participant considers a qualification cannot or should not be used to assist them to find employment, questions 7 and 8 should be answered. These questions address whether or not a qualification can still be used or what may be preventing the Participant from using their qualification.

 For Participants aged less than 21 years with a Centrelink CRN, you will not be able update question 3 to remove all qualifications which are the equivalent of Year 12/13 or above if the Participant answered 'Year 11' or below for question 4 and the equivalent of Year 12/13 or above for question 6 in their last JSCI. You can add or remove qualifications but at least one must remain for question 6 which is the equivalent of Year 12/13 or above. If the response to this question needs to be updated to remove all qualifications the equivalent of Year 12/13 or above, Employment Services Providers should refer the Participant to Services Australia.

Question (7) Do you think any of these could be work-related?


Question 7 identifies whether any of the qualification(s) could be work-related or vocational.

In general, a qualification should be considered to be work-related if it is recognised and offers an advantage to the Participant in obtaining employment, irrespective of whether or not the Participant wants to use that qualification or can still use that qualification.

The following are examples of qualifications that are considered to be work-related:

- educational qualifications that have a vocational orientation (such as a nursing or architecture degree compared to a general arts degree)
- trade qualifications required for particular occupations (such as plumbing and electrical trade certificates)
- other non-educational qualifications required for particular occupations (such as special licences for driving a bus, forklift or truck)
- tickets (such as a seaman's ticket and other technical qualifications)
- short courses that are formally accredited or generally recognised by employers and constitute the basic prerequisites for entry to a particular occupation (such as a Responsible Service of Alcohol Certificate).

For the purposes of this question, Occupational Health and Safety tickets and First Aid certificates or similar are not considered to be work-related qualifications. It is valuable training to have in a workplace but is not work-related or vocational in nature.

 Try to draw out as many links as possible between the qualifications listed by the Participant and relevance to work, but note the answer to this question should be based ultimately on the Participant's assessment.

Question (8) Can you still use any of these (work-related qualifications)?, and

Question (9) What is preventing you from using your qualification(s)?

Questions 8 and 9 identify whether the work-related qualification(s) can still be used and if not, why not. More than one response can be selected for question 9.

For questions 8 and 9 the responses should cover qualifications that the Participant may not wish to use but could. For example, the Participant may have completed an apprenticeship as a mechanic but indicates in response to this question that they no longer want to be a mechanic. These

questions are about identifying work-related qualifications which potentially offer an advantage to the Participant in obtaining employment in general.

If the Participant answers '**Low English language proficiency**' then they may require referral to the Adult Migrant English Programme (AMEP) or the Skills for Education and Employment (SEE)² programme.

If the Participant answers '**Qualification(s) not recognised**' then they may require further information about the Assessment Subsidy for Overseas Trained Professionals (ASDOT).

If the Participant answers that they no longer have the relevant paperwork for any qualification, the provider should endeavour to help the Participant obtain the necessary paperwork for any qualification achieved if possible.

The type of job preferred by the Participant is something that should be discussed. However, in discussing this, the Provider must make the Participant aware that if they move onto an Income Support Payment they will be expected to accept **any** suitable work opportunities, which could include work that aligns with their qualifications. A Participant's desire for a particular type of work may be considered but ultimately finding work for the Participant will focus on their ability to do the work, not their desire to do the work.

Language

Participants who speak English as a second language may have had repeated experience providing information to Employment Services Providers, for example, where do you live, what is your date of birth, are you employed. Just because they can adequately answer simple questions about their life does not mean they have sufficient English proficiency to adequately answer other questions.

Some Participants may have difficulty with literacy. If you are assessing a Participant who lacks these skills, it is important to approach this sensitively and not cause embarrassment or shame to the person when asking them whether or not they can read or write. In assessing the Participant's literacy levels, you will need to determine their competency in each category. You will need to be clear, for example, a Participant may say that they can write English, but they may mean they can write their name and phone number, but not complete a form.

Question (10) Did you speak English as a child? and,

Question (11) What language(s) did you first speak as a child?

Question 10 applies to all Participants and determines their first language spoken as a child.

Participants who did not speak English as a child are asked question 11 to determine what languages were first spoken as a child. Up to two languages can be recorded.

You may choose to ask the Participant, 'what language did you speak most at home when you were a child' rather than 'did you speak English as a child?' Most people will answer 'yes' because they do speak some English.

² Formerly known as the Australian Government Language, Literacy and Numeracy program; administered by the Department of Industry.


Question (12) Do you consider you speak English – Very well, Well, Not Well, Not at All?

Question (13) Do you consider you read English – Very well, Well, Not Well, Not at All?

Question (14) Do you consider you write English – Very well, Well, Not Well, Not at All?

All Participants are asked questions 12, 13, and 14. The purpose of these questions is to identify the Participant's ability to speak, read and write English.

If the Participant has a sensory, speech or physical disability, the answers to these questions should take into account their English language ability. For example, a vision impaired Participant who can read large print English very well should be recorded as reading English very well.

 The answers to these questions should be based on the Participant's assessment of their ability. However, the provider can use different strategies to assist in determining the Participant's ability. Remember, it is important that the provider approaches this sensitively and does not embarrass or shame the Participant.

If a provider's assessment of the Participant's English ability is different to the Participant's assessment, the provider must discuss their observations with the Participant and, if necessary, review the answers to these questions with their agreement. For example, a Participant may answer that they can write English very well but you notice the Participant has had difficulty completing the forms provided. This difference should be discussed with the Participant and an agreement to their level determined.

Where a Participant has achieved qualifications such as trade certificates, special licences etc. in the English language (as outlined in the Education/Qualification section) then this should also be taken into consideration when assessing the Participant's English ability.

Question (15) Have you done any courses or classes to help improve your English language skills in the last six months?

Question 15 applies to any Participants who answered 'Not well' or 'Not at all' to questions 12, 13, and 14. Its purpose is to find out if the Participant has undertaken any courses to help improve their English language skills in the last six months. These Participants may require referral to AMEP or SEE.

Participants who have a sensory, speech or physical disability who have answered 'Not well' or 'Not at all' to questions 12, 13, and 14 should only be referred to the AMEP or SEE if they would benefit from these programs. For example, a vision impaired Participant who has difficulty reading a newspaper but can read large print, and has no other problems with functional English, would not benefit from referral to the SEE programme. However, a migrant Participant who is vision impaired and can read large print but has difficulty making himself understood in spoken English may benefit from referral to the AMEP.

Descent—Origin


Questions 16 and 17 apply to all Australian born Participants and determine the Indigenous status of Participants.

Question (16) Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION³)

While it is voluntary to identify themselves as Aboriginal or Torres Strait Islander for the purposes of the JSCI, providers should advise the Participant that it is in their best interest to accurately identify their status in the JSCI to ensure they are referred to the most appropriate employment service.

Question (17) Indigenous status:

More than one response can be selected for question 17. The Participant may identify as Aboriginal and/or Torres Strait Islander.

 The responses selected should be based on the Participant's self-identification as Aboriginal or Torres Strait Islander. All Participants should be asked questions 16 and 17, whether they were born in Australia or born overseas. Depending on how the Participant responds to questions 16 and 17, the Participant will progress to question 21.

The following questions display for non-Australian born Participants.

Questions 18, 19, 20 on refugee status apply to all non-Australian born Participants.

Question (18) Did you arrive in Australia on a refugee/humanitarian visa OR were you granted a refugee/humanitarian visa when you arrived in Australia? (VOLUNTARY DISCLOSURE QUESTION)

For Participants who indicate they have a refugee/humanitarian visa you must record the country from which the Participant is a refugee or humanitarian entrant—not the last country the Participant lived in. For example, a Participant who is a refugee from Afghanistan may have arrived in Australia from Indonesia. In this case, 'Afghanistan' should be recorded as the response.

Work Capacity

It should be made clear to the Participant that this section is about their **ability** to work, not their **desire** to work. The provider must ensure that the Participant understands the questions that are being asked.

Views on disability are diverse. It is frequently cited that some people do not recognise, or want to disclose, that they have a disability due to the stigma attached. 'Disability' as a concept is an introduced term to some Participants and their communities. In some languages there is no word for disability, although there may be terms for physical impairment such as blindness or hearing loss.

A suggested way of approaching this topic with the Participant is:

'Sometimes there are things that make it hard for you to work, or maybe you can work but not full-time. This could include health conditions, injuries, a disability or addictions. There is no shame in answering the following questions and this is going to help with working out what kind of job is best suited to you and if there are other things happening in your life, this is our chance to work out a plan'.

The answers to these questions should be based on the Participant's disclosure of any disabilities or medical conditions. However, if you are aware of any difficulties from your interactions with the Participant such as hearing difficulties, you should discuss your observations with the Participant and whether the Participant has seen a medical practitioner about the difficulty.

³ A voluntary disclosure question must be asked but gives the Participant the option to provide a response of 'Do not wish to answer'. Employment Services Providers should inform the Participant that this is a voluntary disclosure question before they ask the question, and advise the Participant that they may choose the response of 'Do not wish to answer'. Employment Services Providers should encourage the Participant to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

Question (21) Do you have any disabilities or medical conditions that affect the HOURS you are able to work? (VOLUNTARY DISCLOSURE QUESTION)

Question 21 applies to all Participants and identifies those who have any disabilities or medical conditions that affect the number of hours they can work.

Disabilities or medical conditions include:

- injuries
- health conditions
- intellectual, mental, sensory or physical disabilities, and
- addictions.

Question (22) What is the most NUMBER OF HOURS a week you think you are able to work?

Question 22 identifies the most number of hours the Participant thinks they can work per week.


You must record the number of hours the Participant thinks they could work in a typical week (that is, over five consecutive days). It is the Participant's assessment that should be recorded.

A Participant who is affected by an intermittent disability or medical condition, such as asthma or mental illness, should answer this question based on their current circumstances.

Work Capacity: ESAt/JCA Report Reference at Question 22 is auto-populated with the Participant's last Employment Services Assessment / Job Capacity Assessment (ESAt/JCA) reference number—if one exists. You are not required to complete this question.

Question (23) Do you have any disabilities or medical conditions that affect the TYPE OF WORK you can do? (VOLUNTARY DISCLOSURE QUESTION)

Question 23 applies to all Participants. The purpose of this question is to determine if the Participant has any disabilities or medical conditions that affect the type of work they can do, regardless of whether it affects the hours of work they can do. It is the Participant's assessment that should be recorded.

 If a Participant has a current ESAt/JCA with an assessed work capacity of less than 30 hours, relevant information from the ESAt/JCA is copied into the JSCI and will contribute to the JSCI score. In this process, the JSCI answers to questions 21 and 23 will be set to 'Yes' and 'Not sure/Don't know', respectively, to ensure the appropriate number of JSCI points are allocated to this factor.

Question (24) Do you think you need additional support to help you at work as a result of your condition(s)?

Participants who have reported disabilities or medical conditions or who are 'Not sure/don't know' are asked question 24 about whether they think they need additional support at work as a result of their disabilities or medical conditions. Additional support includes modifications to the workplace, changes to the job requirements or having someone else come in on a regular basis to assist the Participant with their work duties.

Question (25) How long will your condition(s) affect your ability to work?

DO NOT READ OUT RESPONSES Select the most appropriate response based on the Participant's answer


Question 25 aims to identify for relevant Participants how long they think their disabilities or medical conditions will affect their ability to work. The question intends to capture whether or not the

Participant has an ongoing disability or medical condition which will affect their ability to find employment over the longer term.

A Participant who is affected by an intermittent disability or medical condition, such as asthma or mental illness, should answer this question based on their current circumstances. Participants who report temporary conditions should be advised that they *may* be eligible for an activity test exemption from Services Australia. If they want to seek an activity test exemption the Participant should be advised to lodge a medical certificate with Services Australia.

Question (26) What is/are the conditions?

Question 26 asks Participants to list their disabilities or medical conditions. You can record up to ten disabilities or medical conditions in the Department's IT system or in the JSCI form. Each type of disability or medical condition should be recorded only once. When inputting the responses from the JSCI form into the Department's IT Systems, it is important that you try to find the disabilities or medical conditions in the list available. The response of '**Unknown**' should only be used as a last resort.

 Any permanent and temporary medical conditions (lasting 91 days or greater), and disabilities identified in a Participant's ESAt/JCA, where applicable, are merged into the list of disabilities or medical conditions identified by the Participant in their JSCI—the JSCI will identify where the data was derived from an ESAt/JCA.


Living Circumstances

Question (27) Have you been living in secure accommodation, such as rented accommodation or your own home, for the last 12 months or longer?

Question 27 applies to all Participants. The purpose of this question is to find out if Participants have been living in secure accommodation for at least 12 months at the time the JSCI is conducted. For example, a Participant who has been:

- living in secure accommodation for the whole 12 months preceding the JSCI being conducted must answer 'Yes'.
- living in secure accommodation for 11 months and emergency or temporary accommodation for 1 month in the 12 months preceding the JSCI being conducted must answer 'No'.

For the purposes of this question, secure accommodation is defined as having a reasonably fixed, regular and adequate place to stay. It includes rented or owner-occupied accommodation which may be a house, flat or caravan. Secure accommodation is not necessarily about living in the one place (e.g. a Participant may have moved twice in the last 12 months from one form of secure accommodation to another form of secure accommodation). Providers should note that prison accommodation is not considered secure accommodation given a Participant has no individual control or responsibility of the security or stability of this accommodation, as opposed to if they lived in rented or owner-occupied accommodation which may be a house, flat or caravan.

 The answer to this question should be based on the Participant's assessment.


Question (28) Are you currently staying in emergency or temporary accommodation? and

Question (29) How often have you moved in the last year?

Question 28 applies to Participants who answered 'No' or 'Not sure/don't know' to question 27. The purpose of Questions 28 and 29 is to identify Participants who are homeless or living in unstable accommodation at the time of the JSCI.

For the purposes of the JSCI, Participants can be identified as primary homeless or secondary homeless. Primary homelessness is defined as staying in a squat, sleeping out or having nowhere to stay. Secondary homelessness is defined as staying in a refuge; staying in emergency, transitional or support accommodation; staying in a hostel, boarding house or rooming house; staying in a hotel; short stays in a caravan park; temporarily staying with a friend.

Stability of residence can vary in a short period of time. For Participants identified as homeless at the time of the JSCI, Employment Services Providers must advise the Participant to report any changes in circumstances so that the JSCI can be updated accordingly.

 The JSCI also takes into consideration under Personal Factors if a Participant living in secure accommodation or who is currently not homeless is, due to personal circumstances, at risk of homelessness. More details are provided under the Personal Characteristics section in this document.

Question (30) Do you live alone? and

Question (31) Who lives with you?

The purpose of questions 30 and 31 is to identify the Participant's living arrangements and family status, including any parenting responsibilities or caring for adult responsibilities. You can select more than one response for question 31 if the Participant does not **'Live alone'**.

'Live alone' means that the Participant lives alone for most of the time. If a Participant is living in a supportive share house they are considered to be living with others.

Question (32) Are you the main care-giver to this child/these children? and

Question (33) What is the date of birth of your youngest child?

Question 32 and 33 applies to Participants who answered **'Dependent child/children under 16 years of age'** to question 31. Its purpose is to identify Participants who have parenting responsibilities.

'Date of birth of your youngest child' refers to the youngest child for whom the Participant has caring responsibility (regardless of whether the Participant is the main care giver or the responsibility is shared equally).

Transport

Question (34) Do you have a valid driver's licence?

Question 34 applies to all Participants and determines if a Participant has a valid driver's licence. Valid means that the driver's licence is paid for and not cancelled or suspended.

An answer of **'Yes'** may be recorded for this question if the Participant has a learner driver's licence (or its equivalent) for a motorcycle providing the learner driver's licence is valid and as long as the Participant can use their motorcycle learner driver's licence to travel independently. Providers should ensure that the Participant has a driver's licence current and valid to use in the state/territory that they will be living in. Providers should check with the Participant whether the driver's licence has any restrictions and whether the licence is a full licence rather than a learners permit or provisional permit.

An answer of **'No'** must be recorded if the Participant indicates that they are too young to have a driver's licence or have a learner driver's licence (or its equivalent) for a car.

Question (35) Do you have your own car or motorcycle that you can use to travel to and from work?

Question 35 is to find out whether Participants who hold a valid driver's licence own a car or motorcycle that they can use to travel to and from work.

It may be necessary to clarify that the car or motorcycle is registered and roadworthy as they may own an unregistered car. The provider should approach this sensitively so they do not cause the Participant any embarrassment or shame.

The Participant may not necessarily own the car or motorcycle but they may have unrestricted access to a car or motorcycle that they can use to travel to and from work. For example, a parent or relative may have loaned a car to the Participant to use for an extended period of time. If this is the case, the Participant must answer **'Yes'** to this question. If the Participant answers **'No'**, you will need to ask further questions to find out the most appropriate response.

Question (36) What can you use to travel to and from work?

Question 36 is asked of Participants who do not own or have unrestricted access to a car or motorcycle to determine what mode of transport they are able to use to travel to and from work.

The Participant should have sufficient or adequate access to these forms of transport. For example, if the Participant can only access **'Other private transport'** on weekends then another response should be selected. Similarly, if they can only access public transport to reach limited locations then a more suitable response should be selected.

Criminal Convictions

Question (37 - 45) Criminal Convictions

The Criminal Convictions questions asked will depend on the age of the Participant – there are different questions for Participants that are 22 years of age or younger, 23 to 27, and 28 years or older.

All Criminal Convictions Questions are VOLUNTARY DISCLOSURE QUESTIONS⁴

The purpose of these questions is to identify Participants who have had a custodial or non-custodial sentence within a specified period of time. The answer to these questions should be based on the Participant's assessment. It is important to reassure the Participant that this information will not be used to judge or shame them and that it is in their best interest to disclose fully to ensure that they are referred to the appropriate level of support.

It is important to clarify that you are not seeking information about the nature of their offence but only whether they have a criminal conviction (that is, they have been convicted of a criminal offence) and the length of any custodial sentence that was imposed.

The definition of a criminal offence under Commonwealth law includes:

- indictable offences which are punishable by imprisonment for a period exceeding 12 months, unless a contrary intention appears.
- summary offences which are (a) punishable by imprisonment for a period not exceeding 12 months or (b) are not punishable by imprisonment.

⁴ A voluntary disclosure question must be asked but gives the Participant the option to provide a response of 'Do not wish to answer'.

A criminal offence would have involved the case being referred to a court. Criminal court action pending, on bail or on remand may be recorded under Personal Characteristics where appropriate.

Personal Circumstances

Question (46) Does the following sentence apply to you? – At least one of my parents or legal guardians was regularly in paid employment when I was in my early teens. (VOLUNTARY DISCLOSURE QUESTION5)

Question 46 applies to Participants aged less than 45 years. Its purpose is to identify Participants who are or who may have been a member of a jobless family or affected by intergenerational disadvantage while in their early teens (that is, 13 to 16 years old). Participants should answer the question based on the parent or legal guardian they lived with the most during their early teens. Participants who were not raised by a parent or legal guardian (for example, where they were raised by a grandparent but the grandparent was not their legal guardian) should have the answer 'Not applicable (for example, I was raised in State or foster care)' recorded.

Question (47) Are there any other factors which you think might affect your ability to work, obtain work or look for work that we haven't already discussed? (VOLUNTARY DISCLOSURE QUESTION5)

Question 47 identifies any other factors which Participants think might affect their ability to work, obtain work or to look for work which has not already been discussed while conducting the JSCI or has already been discussed but has not been recorded elsewhere in the JSCI and you consider they should be recorded in the JSCI.

It would be appropriate for a person conducting a JSCI to provide some context by using examples of the types of factors that might be recorded in this area. The Employment Services Provider should not ask direct questions about personal factors or specific condition/s but rather ask a general question/s about other factors that have not already been identified that the Participant believes may impact on their ability to participate in employment.

Question (48) Please specify the factors:

DO NOT READ OUT RESPONSES

Select the most appropriate response based on the Participant's answer.

The Employment Services Provider should not read the drop down responses out loud but select the appropriate response(s) based on the Participant's answer. More than one response can be recorded for question 49.


Question (49) For any other factors not included in the above list, please provide details:

Only record other factors for question 49 if they are not adequately covered by the factors in the drop down list and they do not relate to other questions contained in the JSCI.

It may be necessary to review and change previous responses based on your discussion of questions 48 and 49 with the Participant. Please note:

⁵ A voluntary disclosure question must be asked but gives the Participant the option to provide a response of 'Do not wish to answer'.

- conditions such as addictions, depression, anxiety, Post Traumatic Stress Disorder (including refugee experiences of torture and trauma) and other disability, health or medical issues should be recorded under Work Capacity if they are expected to last three months or more.
- short term or temporary medical conditions should not be recorded here and the Participant should be advised to lodge a medical certificate with Services Australia.
- criminal record should be recorded under Criminal Convictions but criminal court action pending, on bail or on remand should be recorded here.
- not having a valid driver's licence or access to adequate private or public transport should be recorded under Transport.
- English language difficulties should be recorded under Language.
- lack of recent workforce experience should be recorded under Work Experience.
- living in secure accommodation or staying in emergency or temporary accommodation should be recorded under the Living Circumstances tab.

 If a Participant indicates that in the immediate future they will be unable to continue living in secure accommodation and will have to move into emergency or temporary accommodation or have nowhere to stay, they must be recorded as at 'Risk of homelessness' under the Personal Circumstance section. Examples may include Participants in housing stress, leaving violence or leaving state care who will in the immediate future have no other option but to stay in a refuge, in emergency, transitional or support accommodation, in a hostel, boarding house or rooming house, a hotel, or for a short period in a caravan park or with friends, stay in a squat, sleep out or have nowhere to stay.



Australian Government
**Department of Education,
 Skills and Employment**

Attachment B – Job Seeker Classification Instrument Form

This form allows for the manual recording of responses to the JSCI questions in areas or situations where access to the Department's IT System is not possible or practicable. It should be used in conjunction with the Direct Registration Form. All the recorded information must be entered into the Department's IT System as soon as possible after the JSCI is conducted.

Privacy and Your Personal Information

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). The personal information you provide in this report is collected by your Employment Services Provider on behalf of the Australian Government Department of Education, Skills and Employment to determine the most appropriate employment assistance for you and to provide you with employment and training opportunities.

Your information will be managed in accordance with the Australian Privacy Principles Policy (Privacy Policy) and may be passed on to agencies involved in the administration of employment services and social security payments and services including, but not limited to, Services Australia, Department of Social Services, Department of the Prime Minister and Cabinet and their respective contracted service providers – where those providers are delivering services to you.

You can view the Department of Education, Skills and Employment Privacy Policy on the Privacy page at www.dese.gov.au or by requesting a copy from the department at privacy@dese.gov.au.

Employment Services Provider Details

Name of Provider Organisation

Name of Consultant

Date

Job Seeker Details:

Title

Surname

Given Names

Gender

Country of Birth

Age

Nationality

Job Seeker ID

Centrelink Customer Reference Number (CRN)

Residential Address (include State and Postcode)

Postal Address (include State and Postcode)

Telephone (Home)

Telephone (Mobile)

Telephone (Work)

Work Experience

1. What have you MOSTLY been doing in the LAST TWO YEARS?

The recorded response should be the activity that has occupied the greatest amount of time, not necessarily the most recent activity.

- | |
|--|
| <input type="checkbox"/> Paid work (includes full-time, part-time or casual work, employment overseas, seasonal work or still working) |
| <input type="checkbox"/> Working while in prison or other detention |
| <input type="checkbox"/> Unpaid work (includes volunteering but not caring) |
| <input type="checkbox"/> Unemployed (i.e. not working but looking for work) |
| <input type="checkbox"/> Community Development Programme (CDP) |
| <input type="checkbox"/> Studying part-time |
| <input type="checkbox"/> Studying full-time |
| <input type="checkbox"/> Caring |
| <input type="checkbox"/> Parenting |
| <input type="checkbox"/> NOT working and NOT looking for work |

If answered 'Paid work' go to Question 2, otherwise go to Question 3.

2. In your most recent job, how many hours did you mostly work per week?

Note: Casual employment with irregular hours should be recorded as 'Irregular or seasonal'.

- | |
|---|
| <input type="checkbox"/> 30 hours or more |
| <input type="checkbox"/> 8 hours or more but less than 30 hours |
| <input type="checkbox"/> Less than 8 hours |
| <input type="checkbox"/> Irregular or seasonal |

Go to Question 4.

3. Have you done any paid work at all in the last two years?

Includes employment overseas within the last two years.

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Education-Qualifications

4. What is the highest level of schooling you have COMPLETED?

- | |
|---|
| <input type="checkbox"/> Year 12/13 or equivalent (e.g. Form 6 or Matriculation) |
| <input type="checkbox"/> Year 11 or equivalent (e.g. Form 5) |
| <input type="checkbox"/> Year 10 or equivalent (e.g. Form 4) |
| <input type="checkbox"/> Completed primary school but less than Year 10 or equivalent |
| <input type="checkbox"/> Primary school or less or equivalent |
| <input type="checkbox"/> Special school/support unit in school or equivalent |
| <input type="checkbox"/> Did not go to school |

5. Have you COMPLETED any other qualification(s)?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

If answered 'No' go to Question 10.

6. What are they? (What qualification(s) have you completed?)

Select ALL that apply.

- | |
|---|
| <input type="checkbox"/> Doctoral Degree or equivalent |
| <input type="checkbox"/> Masters Degree or equivalent |
| <input type="checkbox"/> Vocational Graduate Diploma, Graduate Diploma or equivalent |
| <input type="checkbox"/> Vocational Graduate Certificate, Graduate Certificate or equivalent |
| <input type="checkbox"/> Bachelor Degree or equivalent |
| <input type="checkbox"/> Diploma, Advanced Diploma, Associate Degree or equivalent |
| <input type="checkbox"/> Tradesperson's qualification |
| <input type="checkbox"/> Other non-trade Vocational Education and Training Certificates II |
| <input type="checkbox"/> Other non-trade Vocational Education and Training Certificates III or IV |
| <input type="checkbox"/> Vocational Education and Training Certificate I or other industry-specific licence or ticket |
| <input type="checkbox"/> Course run by private or community organisation |

7. Do you think any of these could be work-related?

This response should cover qualifications that the Participant may not wish to use but could.

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

If answered 'No' go to Question 10.

8. Can you still use any of these (work-related qualifications)?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

If answered 'Yes' go to Question 10.

9. What is preventing you from using your qualification(s)?

Select ALL that apply.

<input type="checkbox"/> Disability or health related reasons
<input type="checkbox"/> Low English language proficiency
<input type="checkbox"/> Qualification(s) suspended/terminated
<input type="checkbox"/> Qualification(s) not recognised (including overseas qualification(s) not recognised)
<input type="checkbox"/> Qualification(s) outdated or irrelevant

Language**10. Did you speak English as a child?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

If answered 'Yes' go to Question 12.

11. What language(s) did you first speak as a child?

Record up to two languages:

12. Do you consider you speak English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

13. Do you consider you read English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

14. Do you consider you write English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

If answered 'Very well' or 'Well' to Questions 12, 13 AND 14 AND are Australian born go to Question 16.

If answered 'Very well' or 'Well' to Questions 12, 13 AND 14 AND are non-Australian born go to Question 18.

Otherwise go to Question 15.

15. Have you done any courses or classes to help improve your English language skills in the last six months?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Go to Question 16 if Australian born OR go to Question 18 if non-Australian born.

Note: If the Participant has answered 'No', it may be appropriate to refer the Participant to the Adult Migrant English Program (AMEP) or the Skills for Education and Employment (SEE) program - formerly the Language, Literacy and Numeracy Program (LLNP); administered by the Department of Industry.

Descent-Origin**16. Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION)**

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' or 'Do not wish to answer' go to Question 21.

17. Indigenous status

Select more than one response if applicable. Are you:

<input type="checkbox"/> Aboriginal
<input type="checkbox"/> Torres Strait Islander

Go to Question 21.

18. Did you arrive in Australia on a refugee/humanitarian visa OR were you granted a refugee/humanitarian visa when you arrived in Australia? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer.

If answered 'No', 'Not sure/don't know' or 'Do not wish to answer' go to Question 21.

19. Which country did you come from?

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20. Was this more than five years ago?

<input type="checkbox"/> Yes, more than 5 years ago
<input type="checkbox"/> No, 5 years ago or less
<input type="checkbox"/> Not sure/don't know

Work Capacity

21. Do you have any disabilities or medical conditions that affect the HOURS you are able to work? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer

If answered 'No', 'Not sure/don't know' or 'Do not wish to answer' go to Question 23.

22. What is the most NUMBER OF HOURS a week you think you are able to work?

Select the number of hours the Participant thinks they could work in a typical week.

<input type="checkbox"/> 30 hours or more
<input type="checkbox"/> 15–29 hours
<input type="checkbox"/> Less than 15 hours

Where the Participant answers '15–29 hours' or 'Less than 15 hours' - advise the Participant that if they are referred for a Job Capacity Assessment then supporting documentary evidence (e.g. Treating Doctor's Report) will be required.

23. Do you have any disabilities or medical conditions that affect the TYPE OF WORK you can do? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer

If answered 'No' or 'Do not wish to answer' go to Question 27.

24. Do you think you need additional support to help you at work as a result of your condition(s)?

Includes modifications to the workplace, changes to the job requirements or having someone come in on a regular basis to assist with work duties.

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know

25. How long will your condition(s) affect your ability to work?

Note: DO NOT READ OUT RESPONSES.

Select appropriate response based on Participant's answer.

<input type="checkbox"/> Less than 3 months
<input type="checkbox"/> 3 months or more
<input type="checkbox"/> Not sure/don't know

If answered 'Less than 3 months' go to Question 27.

26. What is/are the condition(s)?

Record up to 10 conditions:

Living Circumstances

27. Have you been living in secure accommodation, such as rented accommodation or your own home, for the last 12 months or longer?

Does not necessarily have to be the one place.

 Yes No Not sure/don't know

If answered 'Yes' go to Question 29.

28. Are you currently staying in emergency or temporary accommodation? No Yes – a refugee Yes – emergency, transitional or support accommodation Yes – a hostel, boarding house or rooming house Yes – a hotel Yes – short stays in caravan park Yes – temporarily staying with friends (or couch-surfing) Yes – living in a squat Yes – sleeping out, in a car or tent Yes – I have nowhere to stay Yes – other

If answered any 'Yes' go to Question 30.

29. How often have you moved in the past year? 0–3 moves 4 or more moves**30. Do you live alone?** Yes No

If answered 'Yes' go to Question 34.

31. Who lives with you?

Select ALL that apply.

 Partner/spouse (includes same-sex partner) Dependent child/children under 16 years of age Dependent full time student(s)— child/children who is a/are full-time student(s) aged between 16 and 24 years Parent(s)/guardian(s) Other family member(s) or relative(s) Others – not family

If answer includes 'Dependent child/children under 16 years of age' go to Question 32, otherwise go to Question 34.

32. Are you the main caregiver for this child/these children? Yes No Care is shared equally with another person

If answered 'No' go to Question 34.

33. What is the date of birth of your youngest child?

This question refers to the youngest child for whom the Participant has caring responsibility (either main caregiver or shared equally).

____/____/____

Transport

34. Do you have a valid driver's licence?

'Valid' means paid for and not cancelled or suspended.

 Yes No

If answered 'No' go to Question 36.

35. Do you have your own car or motorcycle that you can use to travel to and from work? No, don't own a car/motorcycle No, own a car/motorcycle but cannot afford running costs/maintenance No, other Yes**Note:** If Participant reports they have unrestricted access to a vehicle they do not own, record 'Yes'.

If the Participant answers 'No', question further to find out the most appropriate response.

36. What can you use to travel to and from work?

<input type="checkbox"/> Own non-motorised transport (e.g. bicycle)
<input type="checkbox"/> Other private transport (e.g. friend's or relative's car)
<input type="checkbox"/> Public transport (e.g. bus or train)
<input type="checkbox"/> Taxi
<input type="checkbox"/> Other motorised transport
<input type="checkbox"/> No transport (except walking)

Note: The Participant should have sufficient and adequate access to the mode of transport recorded.

Criminal Convictions

Go to Question 37 if the Participant is aged 22 years or younger, Question 40 if the Participant is aged between 23 and 27 years, or Question 43 if the Participant is aged 28 years or older.

37. Have you spent time in custody in the last two years as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 39, if answered 'Do not wish to answer' go to Question 46.

38. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less
<input type="checkbox"/> No, more than 14 days

Go to Question 46.

39. Have you been convicted of a criminal offence in the last five years but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

Go to Question 46.

40. Have you spent time in custody since turning 21 years of age as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 42, if answered 'Do not wish to answer' go to Question 46.

41. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less
<input type="checkbox"/> No, more than 14 days

Go to Question 46.

42. Have you been convicted of a criminal offence in the last ten years but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

43. Have you spent time in custody in the last seven years as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 45, if answered 'Do not wish to answer' go to Question 46.

44. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less
<input type="checkbox"/> No, more than 14 days

Go to Question 46.

45. Have you been convicted of a criminal offence in the last ten years but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

Personal Circumstances

46. Does the following sentence apply to you? At least one of my parents or legal guardians was regularly in paid employment when I was in my early teens. (VOLUNTARY DISCLOSURE QUESTION)

This question is asked only of Participants aged less than 45 years. 'Early teens' is defined as aged between 13 and 16 years.

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not applicable (e.g. I was raised in an orphanage)
<input type="checkbox"/> Do not wish to answer

47. Are there any other factors which you think might affect your ability to work, obtain work or to look for work that we haven't already discussed? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' or 'Do not wish to answer', the JSCI is finished.

48. Please specify the factors.

Please ensure that the Participant's response(s) are relevant to this question and not other question(s) asked previously in this form. If a Participant reports medical conditions, disabilities, a criminal record, English language difficulties, no driver's licence/transport or lack of recent work experience –**DO NOT record them here.**

<input type="checkbox"/> Anger issues/temper/violence
<input type="checkbox"/> Caring responsibilities
<input type="checkbox"/> Criminal court action pending/bail/remand
<input type="checkbox"/> Dental issues
<input type="checkbox"/> Domestic violence
<input type="checkbox"/> Drug treatment program (e.g. methadone)
<input type="checkbox"/> Family grief/trauma
<input type="checkbox"/> Gambling addiction
<input type="checkbox"/> Numeracy issues
<input type="checkbox"/> Pregnancy
<input type="checkbox"/> Relationship breakdown
<input type="checkbox"/> Risk of homelessness
<input type="checkbox"/> Self-esteem/motivation/presentation issues
<input type="checkbox"/> Severe stress
<input type="checkbox"/> Sleep problems/insomnia

Important note: When a Participant records 'Domestic violence' or 'Family grief/trauma', the Participant should be referred to a Centrelink Specialist Officer.

49. For any other factors not included in the list above, please provide details.

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Participant Declaration

Privacy and Your Personal Information

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). The personal information you provide in this report is collected by your Employment Services Provider on behalf of the Australian Government Department of Education, Skills and Employment to determine the most appropriate employment assistance for you and to provide you with employment and training opportunities.

Your information will be managed in accordance with the Australian Privacy Principles Policy (Privacy Policy) and may be passed on to agencies involved in the administration of employment services and social security payments and services including, but not limited to, Services Australia, Department of Social Services, Department of the Prime Minister and Cabinet and their respective contracted service providers where those providers are delivering services to you.

Declaration

I [Participant's Name]:

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- **Declare that:**
 - the information that I have provided in this form is true and correct
 - I have read and initialled each page of this form to confirm all information recorded is correct
- **Understand that:**
 - I may need to provide further documentation if requested
 - giving false or misleading information is a serious offence.

Participant's Signature:		Date:	
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All capitalised terms in this guideline have the same meaning as in the New Employment Services Trial Deed 2019-2022 (the Deed).

In this guideline, references to NEST Provider mean a New Employment Services Trial Provider.

References to a Participant mean a person, who is identified in the Department's IT Systems as eligible for receiving Trial Services and references to services mean Trial Provider Services as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.