



Guideline:

Assessments

All Participants in the Time to Work Employment Service (the Service) must be given the opportunity to receive comprehensive employment assessments via both the Job Seeker Classification Instrument (JSCI) and the Employment Services Assessment (ESAt) while in Prison.

These assessments reflect the Participant's current circumstances and barriers to undertaking employment and participating in employment services, so they can be referred to, and receive, the employment services most appropriate to their needs to help them to gain employment.

The JSCI is the statistical tool that determines a Participant's risk of becoming long-term unemployed. It considers the overall labour market disadvantage of a Participant to determine the level of support and assistance required. The JSCI score is a product of various personal factors such as a Participant's work experience and qualifications. ESAts are conducted by health or allied health professionals from Services Australia. ESAts can help to determine if a Participant has significant barriers to being able to work. These could include non-vocational or vocational issues or a long-term reduced work capacity. As per the Time to Work Employment Service Deed 2018–2024, all TWES Participants must be offered an ESAt during their time in the Service. All TWES Participants should have an ESAt completed during their time in the Service. The ESAt also determines whether a Participant's capacity to work is impacted by a medical condition, allowing Employment Services Providers to tailor their services appropriately. This includes, for example, whether a Participant should be referred to Disability Employment Services (DES) on their release from Prison.

The JSCI and ESAt also provide valuable information to the Provider to enable them to identify employment assistance for the Participant, informing what should be included in the Transition Plan and discussed at the Facilitated Transfer Meeting. The Transition Plan is used by the post-release Employment Services Provider to develop activities and identify assistance that can address a Participant's circumstances and employability on their release from Prison.

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Policy changes:

Nil

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General editing to reflect the additional 12 month extension to the Time to Work Employment Service Deed 2018-24 and general editing intended to improve readability.

A full document history is available on the [Provider Portal](#).

Related documents and references

[Time to Work Employment Service Deed 2018–2024](#)

[Time to Work Employment Service Guideline](#)

[Records Management, Privacy and External Systems Assurance Framework Guideline](#)

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1. What is the JSCI?

The JSCI is an interview-based questionnaire that measures the relative level of disadvantage of each Participant in the labour market. Services Australia and Workforce Australia Employment Services Providers may use the JSCI to determine the type of assistance Participants may need to secure employment on their release from Prison.

A Participant's overall level of disadvantage is determined through the interaction of a range of JSCI factors including demographic aspects, work experience, educational and vocational qualifications, as well as other social and economic conditions of the area where the Participant will live on their release from Prison.

All factors are considered collectively rather than judging any one factor in isolation.

Referrals of TWES Participants to Workforce Australia Employment Services Providers are made by Services Australia. A TWES Participant may be referred to a Workforce Australia Employment Services Provider prior to their release from prison, generally no more than 21 days before their release date, or following their release from prison.

All TWES Participants will be referred to Provider Services initially, however they can be manually referred to Digital Services if the Participant and Workforce Australia Employment Services Provider consider it more appropriate and the referral meets Workforce Australia Services guideline requirements (for example, a job seeker with a high JSCI score cannot be referred to Digital Services). This referral to Provider Services recognises that TWES Participants usually require ongoing support and allows the TWES Provider to complete a Facilitated Transfer to the Participant's post-release Workforce Australia Employment Services Provider. This Facilitated Transfer is not possible if a TWES Participant moves to Digital Services post-release.

2. Conducting the JSCI

When to conduct a JSCI

The Provider must conduct a JSCI with each Participant before they are released from Prison.

The JSCI can be conducted by the Provider in any Contact with the Participant except during the Facilitated Transfer Meeting. Ideally, it should occur during the Initial Appointment.

The Participant is more likely to disclose their personal circumstances if they trust and have developed good rapport with the Provider.

(Deed references: Clause 10, 12)

How to conduct a JSCI

The Provider must conduct the JSCI face-to-face with the Participant in a professional and culturally competent manner. If a JSCI is not be able to be conducted face-to-face, for example due to a prison closure, the Provider should provide a reason for this in the Department's IT Systems and note how the JSCI was conducted (e.g. by phone or virtually). If the JSCI is conducted by phone or virtually, the Provider must

read the information about the JSCI to the Participant. For support, and where possible within each Prison, the Participant may also be accompanied by a nominee who may be a family member, an Indigenous or Cultural Liaison Officer or respected Elder.

The Provider must use the Time to Work Employment Service JSCI form, at [Attachment A](#) (also on the Provider Portal), to conduct the JSCI with the Participant. The Provider should print a hardcopy of this form and take it into the Prison as external electronic devices are often not permitted inside Prisons. A Provider may not need to ask the Participant all questions as the requirement to answer some questions depends on the responses provided to previous questions. Generally, a Participant responds to more questions if they have a higher level of disadvantage.

The Provider does not need to ask the question sets in sequence, and can tailor the way the JSCI is conducted to meet the Participant's individual needs. For example, the Provider could ask the Participant if they would prefer to answer certain subject matters first and change the order of the questions as needed, or the Participant may be more comfortable to tell their story in their own words rather than through a question/answer format, and the Provider could complete the form in the order the relevant information is presented. If the Participant tells their story, the Provider can gather any missing information once the Participant has finished telling their story or in another Contact with the Participant.

The Provider must record all Participant responses on the JSCI form.

For further information on how to conduct the JSCI, the Provider should refer to the following documents attached to this Guideline:

[Attachment A – The Time to Work Employment Service JSCI form.](#)

It is important that the Provider reads and understands the instructions outlined on this form.

[Attachment B – Advice on conducting the JSCI.](#)

This document provides advice on how to conduct the JSCI in a culturally competent manner and provides an overview of all the JSCI questions.

(Deed references: Clause 12)

Voluntary disclosure questions

The JSCI contains a number of voluntary disclosure questions. Before asking a voluntary disclosure question, the Provider should inform the Participant that the question is voluntary. The Participant does not have to answer these questions, however, the Provider should ensure the Participant understands that providing more information will ensure the JSCI is as comprehensive as possible.

If the Provider already knows the Participant's response to voluntary questions, they do not need to ask these questions. However, it is important that the Participant is aware that this information is being captured for the assessment and the Participant must agree to disclosing this information for the assessment.



Documentary Evidence: The Provider must ask the Participant to sign and date the signature page and initial every other page of the JSCI form to confirm the responses

recorded on the form are correct. If a Participant is unable to sign the JSCI form, the Provider must obtain the Participant's verbal consent and write this as a file note in the Participant's file. This is to verify the Participant has read the information or has had the information read to them and agrees the information is correct and understands what the information is being used for.



Documentary Evidence: The Provider must keep the original signed, dated and initialled document on the Participant's file. The Provider must keep copies or originals of any documents provided by the Participant that support the responses recorded. The Provider must keep a file note for any verbal agreements in the Department's IT Systems.

Identifying a need for assistance

Where possible, the Provider should identify and assess a Participant's employment barriers and use the information gathered during the JSCI to identify any barriers, such as any non-vocational and vocational barriers or literacy and numeracy deficits and record these barriers in the Participant's Transition Plan.

The Provider must identify initiatives, services and education courses available to the Participant while they are in Prison that may address each barrier and/or prepare for the Participant's access to any initiatives, services and education courses on their release from Prison.

(Deed references: Clause 9)

Crisis assistance

If a Participant discloses a potential need for crisis assistance on their release from Prison, the Provider should identify services available that are appropriate to their needs and include details in the Participant's Transition Plan. This will ensure the Participant's post-release Employment Services Provider is aware of their situation and can provide further assistance.

Where a Participant has disclosed they may be returning to a situation affected by family and domestic violence, the Provider should flag this with Services Australia, ideally when booking an ESAt. This will allow appropriate steps to be taken by Services Australia to flag the Participant for follow-up support, including referral to a social worker, around the time of the Participant's release from Prison.

3. Recording a JSCI in the Department's IT Systems



System step: Following the completion of the JSCI, the Provider must copy all the responses from the printed JSCI form into the Department's IT Systems as soon as practicable. This should be within five Business Days of the Contact during which the completed JSCI was agreed to by the Participant.

(Deed references: Clause 12)

4. What is an ESAt?

An ESAt is an assessment conducted by an assessor who is a health or allied health professional from Services Australia who identifies a Participant's:

- barriers to finding and maintaining employment
- work capacity per week (in hour bandwidths based on available medical evidence)
- recommended interventions and assistance that may be of benefit to improve their current work capacity.

An ESAt can assess a Participant for medical and/or non-medical barriers to employment.

5. Requesting and obtaining medical records relevant for an ESAt

Ideally, ESAts should be informed by appropriate medical evidence that provides information about the Participant's medical condition/s and resulting impact on their capacity to work (a medical ESAt).

For the purpose of determining a Participant's partial capacity to work, medical evidence is required to contain diagnoses, prognoses and treatments and must include the name of the doctor or nurse who completed the information and the date.

An ESAt can be undertaken without medical evidence (a non-medical ESAt) in the following circumstances:

- it takes longer than six weeks to receive the medical evidence from the relevant state or territory health authority, or
- there is no medical evidence available for the Participant, or
- the Participant has not identified a medical condition impacting their ability to work.

Requesting a Participant's medical records

The Provider must make a request to the relevant state or territory health authority to access a Participant's medical records as soon as the Participant completes the privacy consent form. The Provider must make this request using the form and process specified by the Department, which is on the Provider Portal. The process will vary between jurisdictions.

The Provider may be required to present a copy of the signed privacy consent form and other documentation (for example, photographic identification for the Participant) as proof of the Participant's consent. The Provider should work with the relevant state or territory authority to determine how they would like to receive the signed form and any accompanying documentation.

The Provider must request a Participant's medical evidence even if the Participant states that they have no medical evidence available. The relevant state and territory health authority will determine if there is appropriate medical evidence for each Participant.

(Deed references: Clause 6)



Documentary Evidence: Keep the completed application form on the Participant's file.

Requesting a Participant's medical records from health and medical authorities

Where a Participant's medical records are not held by the state or territory authority, but the Participant identifies they have medical records held by their personal medical practitioner, the Provider should seek these medical records from the Participant's personal medical practitioner. The Provider must seek consent from the Participant before requesting this information and asking the Participant to provide the details of their medical practitioner or medical centre.

(Deed references: Clause 6)

Providing a copy of medical records to Services Australia

Where there are medical records available for a Participant, once it has received them, the Provider must provide a copy to Services Australia as soon as possible to assist with the conduct of the ESAt.

If medical records are received within six weeks of the request for the records being made, the Provider must schedule a medical ESAt with Services Australia. The records must be provided to Services Australia at least three Business Days before the ESAt appointment. This allows the Services Australia assessor to review the relevant medical evidence in preparation for the ESAt.

If medical records are not available or are not received within six weeks of the request being made, the Provider can schedule a non-medical ESAt to ensure the Participant receives an assessment prior to release. If the Provider receives the medical records after Services Australia has conducted a non-medical ESAt, the Provider should still provide a copy of the Participant's medical records to Services Australia. The records will be attached to the Participant's file and a subsequent file assessment may be conducted by Services Australia.

Documentary Evidence:

Medical evidence can be faxed to Services Australia's National Business Gateway on 1300 786 102. Providers faxing medical evidence to the National Business Gateway *must* ensure that all documents:

- can be clearly read
- include the Participant's name, address (preferably post release) and Customer Reference Number (CRN), and
- are clearly identified as TWES medical evidence for an ESAt



Where fax is not available, or medical evidence needs to be provided quickly, the provider can email medical records to the Services Australia Focus Response Team at FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au

Destroying medical records obtained for an ESAt

Following the completion of the ESAt by Services Australia, the Provider must destroy the Participant's medical records. The Participant's medical records are retained on the secure Services Australia IT system.

(Deed references: Clause 13)

6. Arranging an ESAt appointment

The Provider must arrange an appointment for Services Australia to conduct an ESAt with the Participant, where the Participant provides their consent.

Services Australia conducts the appointment via teleconference, or by file in certain circumstances. The Provider must work with the Prison to arrange the ESAt appointment with Services Australia and the Participant, and attend the appointment where the Participant agrees.

(Deed references: Clause 13)

When to schedule the ESAt appointment

ESAts should be scheduled to occur before Participants are released from Prison and prior to the Facilitated Transfer Meeting. Noting that some Participants can be on the Provider's caseload for as little as four weeks prior to their release from Prison, the Provider should look to schedule the ESAt as soon as possible.

The Provider must work with the Prison and Services Australia to schedule a suitable time for the ESAt appointment, noting the Prison may have limited visitation hours and/or access to meeting rooms.

The Provider should inform the Prison that a phone will be required.

Services Australia has ESAt appointment times available in the Department's IT Systems up to two weeks in advance for the Provider to schedule the ESAt.

ESAt appointment times can be arranged and reserved up to six weeks in advance by contacting the Services Australia Focus Response Team via email at FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au Two weeks before the reserved ESAt appointment time, the timeslot will be opened in the Department's IT Systems and the ESAt can then be booked.

The Provider should consider this timeframe when scheduling the appointment, noting the visitation schedule and room availability for the relevant Prison, the time it may take to access the medical records and the possibility the Participant could be transferred. The Provider should minimise the requirement to cancel and reschedule existing appointments.

If the Provider has questions regarding a booked ESAt appointment, the Provider should call Services Australia on 1800 110 608 and select **option 3**.

An interpreter must be provided when requested by the Participant, or if the Provider considers it appropriate. If Services Australia is required to arrange an interpreter for the ESAt, the appointment must be booked at least five Business Days in advance.

ESAts are generally conducted via teleconference (phone-based ESAt), however due to reasons outside a Provider's control, for example, a Prison lockdown, it is not always possible for a Participant to attend their scheduled phone-based ESAt.

Where a phone-based ESAt cannot be conducted due to reasons outside a Provider's control, a file-based ESAt will be conducted by Services Australia.

Scheduling a non-medical ESAt when medical evidence takes longer than six weeks to receive

The Provider must make a request to the relevant state or territory health authority for access to a Participant's medical records as soon as the Participant completes the privacy consent form. Following that request if after six weeks the medical records have not been received from the relevant state or territory health authority, the Provider should schedule a non-medical ESAt for the Participant with Services Australia. The Provider must wait six weeks from the date of the request for medical records before requesting a non-medical ESAt.

If the Participant has been registered within six weeks of their release date, the Provider should request medical records and then schedule the ESAt as near to the release date as possible. The medical records should be forwarded to Services Australia as soon as they are received.

If the Provider receives the medical records after Services Australia has conducted the non-medical ESAt, the Provider should still provide a copy of the Participant's medical records to Services Australia. The records will be attached to the Participant's file and a file assessment may be conducted by Services Australia.

Scheduling a non-medical ESAt when there is no medical evidence available for the Participant

When the Provider requests a Participant's medical records if the state or territory health authority informs the Provider that there is no medical evidence available for the Participant, the Provider should schedule a non-medical ESAt for the Participant with Services Australia. The Provider can schedule the non-medical ESAt as soon as it is informed that there is no medical evidence and it does not need to wait for six weeks from the date of the request.

Scheduling a file-based ESAt where a phone-based ESAt cannot be conducted

Wherever possible, the ESAt appointment should be phone-based with the Participant in attendance, however there are instances where a phone-based ESAt cannot be conducted, due to reasons outside a Provider's control, such as Prison lockdown or the Participant is unable to attend.

If the phone-based ESAt appointment is unable to go ahead, Services Australia will revert immediately to a file-based assessment and will note the change in delivery which will be recorded in the Assessment Summary in the Participant's ESAt report.

The Provider does not need to take any further action and a copy of the Participant's ESAt report will be attached to the Participant's record in the Department's IT Systems.

How to schedule the ESAt with Services Australia and the Participant

The Provider can refer a Participant for an ESAt in the Department's IT Systems up to two weeks in advance of the proposed appointment time by:

1. making the referral in the Department's IT Systems and selecting from a list of available appointment times, or
2. if there is not a suitable appointment time available, requesting a specific appointment time by contacting the Services Australia Focus Response Team.

To request a specific ESAt appointment time the Provider must email the FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au mailbox with the subject line 'TWES ESAt appointment request'. This email should be sent to Services Australia at least three Business Days prior to the proposed date for the ESAt appointment.

The email should include the following details:

- Participant's CRN
- the name of the Prison and the state or territory the Prison is in
- proposed dates and times required for the ESAt appointment (including details about the time zone the Provider is operating in and to which the booking applies (e.g. WST)
- if an interpreter will be present (arranged by the Provider) or if an interpreter is required (arranged by Services Australia)
- if medical records have been:
 - provided
 - requested but not yet provided or,
 - requested but medical records are not available for that Participant (non-medical ESAt)
- the phone number that Services Australia will call to conduct the ESAt, where known
- any observations of a Participant's barriers to work that Services Australia needs to know before the ESAt appointment
- the Participant's expected release date
- the Participant's expected suburb/town where they plan to live post-release, if known.

If the Provider requests appointment dates and/or times that are not available, Services Australia will advise the Provider by email and request alternative appointment dates/times.

Note: Following receipt of this email, Services Australia will open the required appointment time in the Department's IT Systems and email the Provider to advise that the appointment time has been opened. The Provider can then refer the Participant for an ESAt in the Department's IT Systems and select the specific appointment time.

Arranging and reserving an ESAt appointment up to six weeks in advance

To arrange and reserve an ESAt appointment with Services Australia up to six weeks in advance, the Provider must email the FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au mailbox with the subject line 'TWES ESAt appointment request' and all the details as outlined above.

The Services Australia Focus Response Team will inform the Provider, via email, that the requested day and time is reserved.

Two weeks before the reserved ESAt appointment time, the Services Australia Focus Response Team will make one attempt to telephone the Provider to confirm the ESAt appointment time is still required. If the telephone call is not answered, the Services Australia Focus Response Team will email the Provider.

If the Provider does not respond to the Services Australia Focus Response Team within three Business Days, the reserved ESAt appointment time will be deleted and the Provider will need to start the process again.

Once the Services Australia Focus Response Team has advised that the appointment time is available the Provider should refer the Participant for an ESAt and select the ESAt appointment time that was reserved.

Note: the ESAt appointment time will only stay open in the Department's IT Systems for two Business Days and can be booked by all Employment Services Providers. The Provider should refer the Participant for the ESAt as soon as advised by the Services Australia Focus Response Team that the appointment time is available to avoid losing the timeslot.



System step: Once the meeting time has been opened by Services Australia in the Department's IT Systems, the Provider must refer the Participant to Services Australia for an ESAt using the Referral screen. As part of the referral process, the Provider is required to select one of two site codes listed under the Provider list. The Provider should select the site code:

- HSU2 for all Prisons except for Darwin Correctional Centre and Broome Regional Prison.
- MRR2 for Darwin Correctional Centre and Broome Regional Prison.

The Provider should include the referral reason 'JSCI Personal Factors' for all Participants. If an error message is received stating 'job seeker is DSP' this means the Participant was previously receiving a Disability Support Pension (DSP) which is now suspended. For these Participants, the Provider will need to use the referral reason 'Disability Support Pension – Volunteer' to make the referral to an ESAt.

The Provider must complete the 'Special Requirements' field with any additional details that the assessor may need to know. Information included in this field is easily visible to the Services Australia assessor when they receive the referral. This information is also viewable in the ESAt report which can be requested and viewed by the Participant, so care should be taken when adding information to this field.

The Provider is required to select a notification method. This is how the Participant will be informed about the ESAt appointment. The Provider must select 'face-to-face (script)'. This means the Provider will notify the Participant of the date/time of the ESAt appointment.

Attending the ESAt appointment

Where possible, the Provider should attend this appointment in person, unless the Participant has not provided consent. If the Participant does not give consent, the Provider must complete a file note detailing this.

If no telephone number is available for Services Australia to call, the Provider should contact the Services Australia Focus Response Team on 1800 110 608 at the time of the appointment.

The Provider should maintain close working relationships with the Services Australia assessors. The Provider's role in attending an ESAt appointment is to help the Participant feel comfortable, help them engage with Services Australia and

encourage them to disclose all of their employment barriers at the meeting. Services Australia is responsible for conducting the assessment and the Provider should not challenge any recommendations or negatively affect the conduct of the assessment.

During the assessment, the Provider may seek clarification from the assessor on matters raised or recommendations made, but if the Provider has a concern with the assessment, the Provider must wait until the ESAt has been conducted and discuss the assessment with the assessor privately.



Documentary Evidence: The Provider must make a file note if the Participant does not want the Provider in attendance or, due to prison facilities, cannot attend the appointment.

(Deed references: Clause 13)

Cancelling or rescheduling the ESAt appointment

The Provider can reschedule or cancel an ESAt appointment by emailing the FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au with the subject line 'TWES ESAt appointment change'.

The email should include the Participant's CRN and proposed dates and times for the rescheduled ESAt appointment, if known.

Dialling in issues for Services Australia

If the Services Australia assessor dials into the scheduled ESAt appointment and cannot be connected, they try again 15 minutes later. Following this attempt, if Services Australia cannot be connected the assessor contacts the Provider via the number listed in the Department's IT Systems. If Services Australia cannot contact the Provider to resolve the dial-in issues, the assessor will revert immediately to a file-based assessment and will note the change in delivery which will be recorded in the Assessment Summary in the Participant's ESAt report.

The Provider does not need to take any further action and a copy of the Participant's ESAt report will be attached to the Participant's record in the Department's IT Systems.

If the Provider is at the scheduled ESAt appointment and Services Australia has not made contact, the Provider can contact the Services Australia Focus Response Team on 1800 110 608 to confirm the appointment time, whether the appointment will go ahead and to resolve any contact issues.

7. Outcomes of the ESAt appointment

Completion of an ESAt report by Services Australia

After the ESAt appointment, the Services Australia assessor completes an ESAt report outlining information on the Participant's medical condition/s, where available, barriers to employment, hours of work capacity and recommended interventions. The Provider is notified when the ESAt report has been submitted via the noticeboard in the Department's IT Systems.

If a file-based ESAt was conducted, Services Australia will note the change in delivery which will be recorded in the Assessment Summary in the Participant's ESAt report.

The Provider does not need to take any further action and a copy of the Participant's ESAt report will be attached to the Participant's record in the Department's IT Systems. The Provider should use information in the submitted ESAt report when drafting the Participant's Transition Plan and to inform the Facilitated Transfer Meeting.

8. Maintaining a Participant's privacy

The Provider must comply with the *Privacy Act 1988* (Cth) (Privacy Act) and relevant state and territory privacy legislation at all times. This includes ensuring that any of the Providers' personnel (including interpreters) are made aware of their obligations when dealing with a Participant's Personal Information.

Information collected when completing the JSCI or facilitating the ESAt is Personal Information and may be considered sensitive under the Privacy Act. All information collected should be treated with confidentiality and respect.

The Provider must notify the Participant prior to completing the JSCI or facilitating the ESAt that personal and sensitive information is being collected and is protected by the Privacy Act, and that consent to obtain this sensitive Personal Information was obtained when the Participant signed the privacy consent form to start receiving Services.

If the Participant then withdraws their consent, the Provider must explain that it will not be able to provide further Services to the Participant and will need to Exit them from the Service.



Documentary Evidence: The Provider must ensure the privacy consent form is signed before providing Services to the Participant and must keep the signed form on the Participant's file in hard copy.



Documentary Evidence: The Provider must make a file note if the Participant subsequently withdraws their consent for the Provider to obtain Personal Information required to complete the JSCI or facilitate the ESAt.



System step: If a Participant subsequently withdraws their consent for the Provider to obtain Personal Information required to complete the JSCI or facilitate the ESAt, the Provider must Exit the Participant in the Department's IT Systems with the Exit reason: advises they no longer wish to participate.

Where the Participant agrees to share their information with the Provider, but cannot sign and date the privacy consent form as identified in the file note, the Provider must record on the form that the Participant has verbally agreed to its contents and retain the form on the Participant's file.

Provider responsibilities are outlined in Time to Work Employment Service Deed and the [Privacy Chapter in the Records Management, Privacy and External Systems Assurance Framework Guideline](#) on the Provider Portal.

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

(Deed references: Clause 46)

Summary of required Documentary Evidence



Documentary Evidence: Conducting the JSCI

- The Participant must sign and date the signature page and initial every other page of the JSCI form to confirm the responses recorded on the JSCI form are correct. If a Participant is unable to sign the JSCI form, the Provider must obtain the Participant's verbal consent and write this as a file note in the Participant's file.
- The Provider must keep the original signed, dated and initialled document on the Participant's file. The Provider must keep copies or originals of any documents provided by the Participant that support the responses recorded. The Provider must keep a file note for any verbal agreements.



Documentary Evidence: Requesting a Participant's medical records

- Keep the completed application form on the Participant's file.



Documentary Evidence: Providing medical records to Services Australia

- Medical evidence can be faxed to Services Australia's National Business Gateway on 1300 786 102. Where fax is not available, or medical evidence needs to be provided quickly, the provider can email medical records to the Services Australia Focus Response Team at FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au.



Documentary Evidence: Attendance at the ESAt appointment

- The Provider must make a file note if the Participant does not want the Provider in attendance at the ESAt appointment.
- The Provider must make a file note if the Participant was unable to attend the ESAt appointment.



Documentary Evidence: Privacy and Personal Information

- The Provider must ensure the privacy consent form is signed before providing Services to the Participant and must keep the signed form on the Participant's file in hard copy.
- The Provider must make a file note if the Participant subsequently withdraws their consent for the Provider to obtain Personal Information required for completing the JSCI or facilitating the ESAt.
- Where the Participant agrees to share their information with the Provider, but cannot sign and date the privacy consent form as identified in the file note, the Provider must record on the form that the Participant has verbally agreed to its contents and retain the form on the Participant's file.

All capitalised terms in this Guideline have the same meaning as in the Time to Work Employment Service Deed 2018 – 2024 (the Deed).

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

Attachment A: Time to Work Employment Service 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 Systems is not possible or practicable. All the recorded information should be entered into the Department's IT Systems within 5 business days after the JSCI has been conducted.

TWES Provider details

Name of TWES Provider organisation:	
Name of consultant:	
Date:	____/____/____

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 Employment and Workplace Relations 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 Education, Department of Social Services, National Indigenous Australians Agency and their respective contracted service providers where those providers are delivering services to you.

Your Provider can provide you with a copy of the Department of Employment and Workplace Relations's Privacy Policy when requested.

Time to Work Employment Service Participant's details:

Surname	
Given names	
Title	
Gender	
Country of birth	
Date of birth	
Age	
Nationality	
Job Seeker Identification Number	
Centrelink Customer Reference Number (CRN), where known	
Post-release residential address, where known	Street: Suburb: State: Post code:
Postal address	Street: Suburb: State: Post code:
Telephone numbers	Home: Mobile:

Work experience

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

Note: 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 Program (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?

Note: Includes employment overseas within the last two years.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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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)?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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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"/> Master's 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

Do you still have the paperwork for your qualification/s? (ADDITIONAL QUESTION)

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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7. Do you think any of these qualifications could be work-related?

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

Yes No

If answered 'No' go to Question 10.

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

Yes No

If answered 'Yes' go to Question 10.

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

Select ALL that apply.

- Disability or health related reasons
- Low English language proficiency
- Qualification(s) suspended/terminated
- Qualification(s) not recognised (including overseas qualification(s) not recognised)
- Qualification(s) outdated or irrelevant

Would you still like to work in a job where you can use the skills you learnt? (ADDITIONAL QUESTION)

Yes No

Language

10. Did you speak English as a child?

Yes No

If answered 'Yes' go to Question 12.

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

Record up to two languages

1.

2.

12. Do you consider you speak English:

- Very well
- Well
- Not well
- Not at all

13. Do you consider you read English:

- Very well
- Well
- Not well
- Not at all

14. Do you consider you write English:

- Very well
- Well
- Not well
- Not at all

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

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

Yes No

Descent—origin

16. Are you Aboriginal and/or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION)

- Yes
- No
- Do not wish to answer

If answered 'No' the Participant is not eligible for the service and should be Exited.

If answered 'Do not wish to answer' go to Question 21.

17. Indigenous status

The Participant can select more than one response if applicable.

- Aboriginal
- 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. From which country did you arrive?

Record here: _____

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?

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

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.

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

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 'Yes' or 'Not sure/don't know' go to Question 24.

If the Participant answered 'Yes' or 'Not sure/don't know' to Question 21 go to Question 24.

Otherwise go to Question 27.

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

Note: 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?

Note: Does not necessarily have to be the one place.

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

If answered 'Yes' go to Question 29.

28. Are you currently staying in emergency or temporary accommodation?

<input type="checkbox"/> No
<input type="checkbox"/> Yes, a refuge
<input type="checkbox"/> Yes, emergency, transitional or support accommodation
<input type="checkbox"/> Yes, a hostel, boarding house or rooming house
<input type="checkbox"/> Yes, hotel
<input type="checkbox"/> Yes, short stays in caravan park
<input type="checkbox"/> Yes, temporarily staying with friends (or couch-surfing)
<input type="checkbox"/> Yes, living in a squat
<input type="checkbox"/> Yes, sleeping out, in a car or tent
<input type="checkbox"/> Yes, have nowhere to stay
<input type="checkbox"/> Yes, other

If answered 'Yes' go to Question 30.

29. How often have you moved in the past year?

<input type="checkbox"/> 0–3 moves
<input type="checkbox"/> 4 or more moves

30. Will you live alone on your release from prison?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If answered 'Yes' go to Question 34.

31. Who will live with you on your release from prison?

Select ALL that apply.

<input type="checkbox"/> Partner/spouse (includes same-sex partner)
<input type="checkbox"/> Dependent child/children under 16 years of age
<input type="checkbox"/> Dependent full-time student(s)—child/children who is a/are full-time student(s) aged between 16 and 24 years

<input type="checkbox"/> Parent(s)/guardian(s)
<input type="checkbox"/> Other family member(s) or relative(s)
<input type="checkbox"/> 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?

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

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

Record here: _____

Transport

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

Note: 'Valid' means paid for and not cancelled or suspended. It does not include a Learners licence for a car.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If answered 'No' go to Question 36.

Are you eligible to get a driver's licence? (ADDITIONAL QUESTION)

Note: In some jurisdictions, ex-offenders with driving convictions may not be eligible for a driver's licence.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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35. Do you have your own car or motorcycle that you can use to travel to and from work?

Note: If the 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.

<input type="checkbox"/> No, don't own a car/motorcycle
<input type="checkbox"/> No, own a car/motorcycle but cannot afford running costs/maintenance

<input type="checkbox"/> No, other
<input type="checkbox"/> Yes

If the Participant answered 'Yes' AND is aged 22 years or younger go to Question 37.

If the Participant answered 'Yes' AND is aged between 23 and 27 years go to Question 40.

If the Participant answered 'Yes' AND is aged 28 years or older go to Question 43.

Is your car/motorcycle registered and roadworthy?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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36. What can you use to travel to and from work?

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

<input type="checkbox"/> Own non-motorised transport (e.g. bicycle)
<input type="checkbox"/> Other private transport (e.g. friend 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)

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 since turning 18 years of age 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.

43. Have you spent time in custody in the last 7 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 10 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)

Note: This question is asked only if a Participant is 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 you think might affect your ability to work, obtain work or to look for work on your release from Prison that we have not already discussed? (VOLUNTARY DISCLOSURE QUESTION)

<input checked="" 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.

Note: Please ensure that the Participant's response is relevant to this question and no 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.** Record these responses under the appropriate question.

Select ALL that apply.

<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 Provider should record this in the Participant's Transition Plan and discuss with the post-release Employment Services Provider at the Facilitated Transfer Meeting. The post-release Employment Services Provider should refer the Participant to a Centrelink Specialist Officer.

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

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The JSCI is now complete.

Time to Work Employment Service Participants Declaration

I [Time to Work Employment Service Participant's Name]:

Declare that:

- the information 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: ____/____/____

Attachment B — Advice on conducting the JSCI

Who should conduct the JSCI?

In some cases, a person may not feel comfortable disclosing sensitive information if you are a different gender to them. To accommodate this, it is preferable for men to speak with men and for women to speak with women, where possible, especially where the Participant does not know you.

Respect for Aboriginal and Torres Strait Islander culture

It is important that the Provider makes the Participant feel comfortable and respected when undertaking the JSCI.

Aboriginal and Torres Strait Islander culture should be acknowledged and respected and cultural needs should be provided for, where possible, in a Prison setting. The information below provides some guidance on how to practically demonstrate respect for Aboriginal and Torres Strait Islander culture.

Communication

The way some Aboriginal and Torres Strait Islander people communicate can differ from non-Aboriginal and Torres Strait Islander styles of communication, particularly in interview situations. The Provider should ensure it is aware of any communication barriers that may interfere with information being collected as part of the JSCI.

The Provider should be aware of common communication issues between government and Aboriginal and Torres Strait Islander peoples, including:

- The use of silence: silence is used as a common communication style to show respect. The Provider should respect the use of silence and not mistake it for misunderstanding a topic, issue or question. It is important the Provider allows time for the Participant to think about the question and answer it.
- Lack of eye contact: it is common in some Aboriginal and Torres Strait Islander cultures to avoid eye contact. In these situations, the Provider should try not to stare at the Participant as this may intimidate them and answers may not be accurate.
- Elders: the Provider should use formal addresses when interacting with older people and Elders or ask them how they wish to be acknowledged.
- Language: the Provider should use clear language and minimise technical terms where possible, or clearly explain technical terms. Where a Participant has any level of difficulty with the English language the Provider should be particularly careful to ensure questions are well understood.
- Acquiescence: giving positive answers to questions, or expected answers, can be a strategy to end an interaction or not to give any information that may compromise a Participant or family member. This tactic is common where people do not have good experiences with government or authority and do not see the need for the information they are being asked to provide. The Provider should ensure the Participant understands how the information will be used.

Introduction to the JSCI

The Provider should clearly explain the purpose of the assessment and acknowledge that at times the JSCI may feel like an intrusive assessment. The Provider should explain that a Participant will not

be penalised for any answers provided and that each question is asked to develop a clear picture of the Participant's needs and identify the employment services most appropriate to their needs to help them to gain employment.

The Provider does not need to ask the question sets in sequence and can tailor the way the JSCI is conducted to the Participant's individual needs. For example, the Provider could ask the Participant if they would prefer to answer certain subject matters first and change the order of the questions, as needed. Alternatively, the Participant may be more comfortable if they could tell their story in their own words, rather than through a question/answer format and the Provider could complete the form as the relevant information is presented. If the Participant tells their story, the Provider can gather any missing information once the Participant has finished telling their story or in another Contact with the Participant.

The Provider must ask the Participant to sign and date the signature page and initial every other page of the JSCI form to confirm that the responses recorded on the JSCI form are correct. Where a Participant is unable to sign the JSCI form, the Provider must obtain and record verbal consent as a file note in the Participant's file. This is to verify the Participant has read the information, or has had the information read to them, and agrees the information is correct and understands what the information is being used for.

Explanation of the JSCI questions

The following explanation of the JSCI questions may assist the Provider when helping Participants complete the JSCI. This document has been tailored for the Service.

The JSCI questions collect information about factors which may have a significant impact on a Participant's likelihood to remain unemployed for a year after their release from Prison. The JSCI should therefore be conducted in such a way that captures a Participant's most likely post-release circumstances.

Providers should be aware that not all of the information below will be appropriate for each Participant.

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—whether it occurred in Australia or overseas. Participants who participated in programs like Work for the Dole in the last two years prior to imprisonment must be recorded as 'Unemployed (not working but looking for work)'.

Where the Provider is aware that the Participant has been in Prison for longer than one year, they should ask the Participant whether they have undertaken any work through a day release program such as the Pre-Release Prisoner Initiative. Where the Participant has not undertaken any work, the Provider can answer this question by selecting 'NOT working and NOT looking for work'. If the Participant has undertaken work, then selecting 'Working while in prison or other detention' may be more appropriate depending on the circumstances.

If the Participant has been in Prison for less than one year, the Provider should ask the Participant to talk about what they have been doing in the last two years but acknowledge their time in Prison. To allow the Participant to openly talk about what they have been doing, this question could be introduced as follows:

'I am going to ask you some questions about what has been happening in your life in the last two years. I understand you have been in Prison for a little while, what were you doing before Prison? Perhaps you can have a think about if you did any paid work or perhaps you were caring for somebody.'

'Paid work' includes full-time, part-time or casual work, seasonal work or still working. It does not include mutual obligation requirements for income support, such as participation in Work for the Dole activities. 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.

'Paid work' does not include any work the Participant undertakes while in Prison or on day release from Prison.

'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).


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 based on the responses available. The answer does not have to be exact. 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.

Paid work does not include any work the Participant undertakes while in Prison or on day release from Prison.

 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. It should, however, be considered as part of the Participant's Transition Plan.

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.

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

Assurance needs to be given to the Participant that there is no shame in answering this question and it will help them to be referred to employment services that will assist them

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 less than 21 years of age with a Centrelink CRN, the Provider will not be able to update question (4) if the Participant has answered 'Year 12/13' in their last JSCI. If the response to this question needs to be updated, the Provider should record this in the Participant's Transition Plan and discuss with the post-release Employment Services Provider at the Facilitated Transfer Meeting. The post-release Employment Services Provider 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 licence or motorcycle licence as these are covered in a following section.

Any qualification undertaken by the Participant while in Prison can be included.

A way of asking this question could be:

'When you move on to your Employment Services Provider they will work with you to see what training courses/certificates/tickets etc. you might like to do to help you get back into work. Have you completed any in the past? It doesn't matter if you haven't, this may be something to think about and we can let your new provider know.'

i For Participants aged under 21 with a Centrelink CRN, you will not be able to update question 5 if the Participant has 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, the Provider should record this in the Participant's Transition Plan and discuss with the post-release Employment Services Provider at the Facilitated Transfer Meeting. The post-release Employment Services Provider should refer the Participant to Services Australia.

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


This question allows the Provider to record multiple responses where required, and the Provider 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 or Prisons.

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

The Provider should discuss with the Participant any courses/training they may have undertaken while in Prison to identify whether these resulted in a qualification.

 For Participants aged less than 21 years with a Centrelink CRN, the Provider will not be able to update 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. The Provider 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, the Provider should record this in the Participant's Transition Plan and discuss with the post-release Employment Services Provider at the Facilitated Transfer Meeting. The post-release Employment Services Provider should refer the Participant to Services Australia.

Question (7) Do you think any of these qualifications 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 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.

 The Provider should 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)?

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 upon the Participant's release from prison 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 Skills for Education and Employment (SEE) program and this should be included in the Participant's Transition Plan.

If the Participant answers that they no longer have the relevant paperwork for any qualification the Provider should include this information in the Participant's Transition Plan. The Provider should use its best endeavours to obtain any paperwork for any qualification achieved while the Participant was in Prison.

The type of work preferred by the Participant is something that can be discussed, with the responses reflected in the Participant's Transition Plan. However, the Provider must make the Participant aware that if they move onto an Income Support Payment on their release from Prison, the Participant 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

Aboriginal and/or Torres Strait Islander peoples 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 members of the Aboriginal and/or Torres Strait Islander community may have difficulty with literacy. If 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. The Provider needs 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?

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.

The Provider 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.

Question (12) Do you consider you speak English very well, well, not well or not at all?

Question (13) Do you consider you read English very well, well, not well or not at all?

Question (14) Do you consider you write English very well, well, not well or 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.²

The answers to these questions must 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. It is important for the Provider to approach this sensitively and not embarrass or shame the Participant.

A Participant may consider that they speak, read and write English well compared to their family or community members, but not relative to the general population.

If the 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 the Provider may notice that they had difficulty completing forms as asked. This difference should be discussed with the Participant to reach agreement about their level of English ability.

Where a Participant has achieved qualifications such as trade certificates, special licences etc. in the English language (as outlined in the Education/Qualification section) this should also be considered 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 Participant 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. Where a Participant has answered 'not well' or 'not at all' they may require a referral to the SEE and this should be noted in their Transition Plan.

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 SEE if they would benefit from this program. 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 program. However, a Participant who primarily speaks a traditional language and who is vision impaired and can read large print but has difficulty making themselves understood in spoken English may benefit from referral to the SEE program.

Descent—origin

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

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

While the Participant has already disclosed that they identify as being of Aboriginal and/or Torres Strait Islander descent to participate in the Service this question is voluntary. Participants therefore must be provided the opportunity to confirm they want their self-identification as Aboriginal or Torres Strait Islander recorded for the purposes of the JSCI.

Eligibility for the Service requires all Participants to self-identify as Aboriginal or Torres Strait Islander. This means if a Participant selects:

- 'No' to question 16, the Provider should advise the Participant that they are not eligible and Exit them from the Service

³ A voluntary disclosure question must be asked but gives the Participant the option to provide a response of 'Do not wish to answer'. The Provider should inform the Participant 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'. The Provider should encourage the Participant to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

- ‘Do not wish to answer’ to question 16, the Provider should advise the Participant that their identification as an Aboriginal or Torres Strait Islander has been captured in the Department’s IT Systems through their participation in the Service, and while it is voluntary to identify themselves for the purposes of the JSCI 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 on their release.

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.

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

Questions 18, 19, 20 are not relevant for Participants in the Service and have been greyed out on the JSCI form.

All Participants in the Service are asked question 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 and skip questions 18, 19 and 20.

Work capacity

The Provider should make it 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.

‘Disability’ as a concept is an introduced term to some Aboriginal and Torres Strait Islander communities. In some traditional languages there is no word for disability, although there may be terms for physical impairment such as blindness or hearing loss.

Aboriginal and Torres Strait Islander views on disability are diverse. It is frequently cited that some Aboriginal and Torres Strait Islander people do not recognise, or want to disclose, that they have a disability due to the stigma attached.

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 the Provider is aware of any difficulties from their interactions with the Participant, such as hearing difficulties, the Provider should discuss these observations with the Participant and whether the Participant has seen a medical practitioner about the difficulty.

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
- addictions.

If the Participant provides a response that will affect the hours they are able to work but it is not a disability or medical condition, the Provider should include this in the Participant's Transition Plan. This could include parole mandated programs or other parole requirements.

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 on their release. The Provider 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. The Provider is 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. Disabilities or medical conditions include:

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

 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 possible responses just mark as per the Participant's response

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 that temporary conditions will still be present on their release 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 discuss this with the Services Australia Prison Liaison Officer at their pre-release interview noting that they will require a medical certificate to be lodged.

Question (26) What is/are the conditions?

Question 26 asks the Participant to list their disabilities or medical conditions. The Provider should record the Participant's disabilities or medical conditions on 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 Provider can record up to 10 disabilities or medical conditions on the system. 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?

For the purposes of this question, 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.

As the Participant has been in Prison for at least three of the previous 12 months, 'no' is the appropriate response to this question.

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

Question 28 applies to Participants who answered 'no' to question 27.

Prison is considered temporary accommodation for the purposes of question 28. The appropriate response to this question is 'yes, other'.

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

This question is not relevant for Participants in the Service.

Question (30) Will you live alone on your release from prison?

Question (31) Who will live with you on your release from prison?

The purpose of questions 30 and 31 is to identify the Participant's potential living arrangements and family status, including any parenting responsibilities or caring responsibilities post-release. More than one response for question 31 can be selected if the Participant will not 'Live alone' on their release from Prison.

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

Question (32) Are you the main caregiver to this child/these children?

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. The purpose is to identify Participants who will have parenting responsibilities on their release from Prison.

Note: it is common in Aboriginal and Torres Strait Islander families for individuals to have kinship and caregiver responsibilities for children that are not their biological children.

'Date of birth of your youngest child' refers to the youngest child for whom the Participant will have caring responsibility (regardless of whether the Participant is the main caregiver or the responsibility will be shared equally).

Transport

The Provider should ensure the Participant has a driver's licence current and valid to use in the state/territory that they will be living in when they are released from Prison, where possible.

The Provider 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.

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 on their release from Prison.

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.

If the Participant answers that they are not eligible to obtain their driver's licence this should be recorded in the Participant's Transition Plan. This could be, for example, that the Participant is ineligible for their licence for a certain period of time due to driving offences committed.

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 loan 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', the Provider 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 will be 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

Questions (37 to 45)

These questions do not need to be asked if the Provider already knows the responses. However, all criminal convictions questions are voluntary disclosure questions, so it is important the Participant is aware that this information is being captured for the assessment and the Participant must agree to

disclosing this information for the assessment. The Participant should be made aware that if they choose not to disclose this information it will affect the result of the assessment and may affect which Employment Services Program they will be referred to on their release from Prison.

It is important to reassure the Participant that this information will not be used to judge or shame them and that answering these questions will ensure that they are referred to the appropriate level of support on their release.

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 QUESTION)

Question 46 applies to Participants aged less than 45 years. The 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 an orphanage)' recorded.

Question (47) Are there any other factors which you think might affect your ability to work, obtain work or look for work on your release from Prison that we have not already discussed? (VOLUNTARY DISCLOSURE QUESTION)

Question 47 identifies any other factors which the Participant thinks might affect their ability to work, obtain work or to look for work on their release from prison, which has not already been discussed while conducting the JSCI or which has already been discussed but not recorded elsewhere in the JSCI and the Provider considers 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 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*

The Provider should not read the drop down responses out loud but select the appropriate response(s) based on the Participant's answer.

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 discussion of questions 48 and 49 with the Participant. Please note:

- 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 discuss these conditions with the Services Australia Prison Liaison Officer at their Pre-Release Interview and may need to provide medical records on their release
- 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.