



**Australian Government**



# **Job Seeker Classification Instrument Guidelines**

**V 1.3**

## **Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Program Providers' obligations. It should be read in conjunction with the Disability Employment Services Grant Agreement and any relevant guidelines or reference material issued by the Department of Education, Skills and Employment (the department) under or in connection with Disability Employment Services Grant Agreement.

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## Document Change History

Version	Effective Date	End Date	Change and Location
1.3	13 Sep 2021		Updated advice about evidence required to support downgrade of educational levels or qualifications in Q.4 and Q.5 (P13-14).  Integrated footnotes into document text.
1.2	7 Dec 2020	12 Sep 2021	In Q.4, Q.5, and Q.6, if a Provider is unable to make any changes to these questions, to contact DES Admin via email, removing Services Australia as a contact for any changes to these questions.
1.1	9 Mar 2020	6 Dec 2020	DES providers are unable to downgrade the educational or qualification levels in the JSCI. See Q.4 (P.13) and Q.6 (P.14).
1.0	1 Jul 2018	8 Mar 2020	Original Version of document

## Background

These Guidelines outline the role of the Job Seeker Classification Instrument (JSCI) in Disability Employment Services (DES) and the process by which the JSCI must be administered by DES Providers.

The JSCI, in conjunction with other information is used to determine the DES 2018 Funding Level for Participants in DES (with the exception of Work Assist participants).

It is important that DES Providers check to ensure all JSCI information is completed for all DES Participants to ensure that the most appropriate Funding Level is calculated.

In DES, the JSCI is not used to determine if a referral for an ESAt is required. While DES Providers can refer Participants for an Employment Services Assessment (ESAt) without conducting the JSCI, it is considered best practice for the JSCI to be completed for all Participants.

## About the JSCI

The JSCI is based on a statistical model that determines a Participant's relative level of disadvantage in the labour market and is used to assess a Participant's likelihood of becoming or remaining long term unemployed.

The JSCI has a fundamental role in the operation of Australian Government employment services. By identifying the individual Participant's relative level of disadvantage and referring them to the most appropriate level of assistance, the JSCI helps ensure that resources are directed to those who are most in need, in line with Government policy. The JSCI is also essential for ensuring that employment services operate within the budget parameters set by the Government.

The JSCI is an interview-based questionnaire which seeks to identify a job seeker's risk of becoming or remaining long term unemployed. The JSCI will also indicate if a job seeker may require further

Assessment through an ESAt. The JSCI also indicates whether a Participant has identified multiple and/or complex barriers to employment that may require further assessment. Participants who require further assessment are referred for an ESAt.

In addition, the JSCI identifies Participants who have:

- disclosed domestic violence, family grief or trauma and may need to be referred to Services Australia. Services Australia Social Work Services (Social Workers) can provide counselling and support services, as well as information and referral to other services to appropriately assist Participants.
- poor language, literacy and numeracy skills and may benefit from referral to the Skills for Education and Employment (SEE) program, administered by the Department of Industry, Innovation and Science.
- poor English language skills and may benefit from referral to the Adult Migrant English Program (AMEP), administered by the Department of Home Affairs.

The JSCI can be conducted by jobactive Providers, DES Providers, Community Development Programme Providers and Services Australia.

### **Disability Employment Services Grant Agreement (Effective 1 July 2018) Clauses**

- Clause 115—Change of Funding Level
- Clause 141—Funding Levels for Participants
- Annexure A—Definitions

### **Reference Documents relevant to these Guidelines**

- Direct Registration Guidelines
- Referral for Employment Services Assessment Guidelines
- 2018 Funding Level Tool Guidelines
- JobAccess website

### **Explanatory Notes**


All capitalised terms have the same meaning as in Disability Employment Services Grant Agreement.

In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.

**Conducting the JSCI**

Brief Description	What is Required:
<b>Step 1. DES Provider Conducts JSCI for the Participant</b>	
<b>Why conduct the JSCI</b>	<p>All DES Participants need an active JSCI to ensure the most accurate Funding Level is calculated.</p> <p><b>Note:</b> While the Funding Level for Work Assist Participants is determined without information from the JSCI, DES Providers should conduct and update the JSCI for these Participants as required to ensure the Participant’s current circumstances are recorded.</p>
<b>When to conduct the JSCI</b>	<p>There are two types of JSCIs:</p> <ul style="list-style-type: none"> <li>• Initial (or New) JSCI, and</li> <li>• Change of Circumstances Reassessment (CoCR) JSCI.</li> </ul> <p>The Department’s IT Systems selects the type of JSCI for the job seeker. The Provider should ensure all job seekers have an active JSCI that reflects their current circumstances.</p> <p>An <b>Initial</b> JSCI should be conducted by the DES Provider when a Participant:</p> <ul style="list-style-type: none"> <li>• Directly Registers and is a Volunteer,</li> <li>• does not have a Centrelink CRN, or</li> <li>• does not have an active JSCI.</li> </ul> <p>A <b>Change of Circumstances Reassessment (CoCR)</b> JSCI should be conducted by the DES Provider when, at any time during a Participant’s period of service, the Participant has had a change in their circumstances or discloses new or additional information such that their most recent JSCI is affected.</p> <ul style="list-style-type: none"> <li>• It is important that the DES Provider establish that a CoCR is required before actioning anything on the Department’s IT Systems.</li> <li>• Before undertaking a CoCR, the Provider must review the Participant’s current JSCI with the Participant to identify those questions and responses that relate to the changed circumstances or disclosed information.</li> <li>• Providers must only conduct a JSCI (including directly in the Department’s IT Systems or on Third Party Systems) where there is clear evidence or information from the job seeker of a change in their circumstances.</li> </ul>
<b>How to conduct the JSCI</b>	<p>DES Providers are expected to conduct the JSCI process in a professional, sensitive and culturally appropriate manner.</p> <p>The JSCI must be conducted face-to-face with the Participant and in a private setting.</p> <p>In Exceptional Circumstances the Provider does not conduct the JSCI face-to-face with the Participant. In this case, the Provider must record in the Participant’s file or in the <b>Comments</b> section in the Department’s IT Systems, <u>the reason</u> for using the Exceptional Circumstances provision, <u>the date</u> and <u>the name of the person</u> recording the information.</p>

Brief Description	What is Required:
	<p>'Exceptional Circumstances' may exist where the Participant resides in an area affected by extreme weather conditions, natural disasters, public transport strikes or other conditions advised by the Department.</p> <p>A Participant can be accompanied by a nominee, including a family member, advocate, social worker or counsellor, for support when the JSCI is conducted. Interpreter services should be used where appropriate.</p> <p>Providers must inform the job seeker that the information provided is protected by the <i>Privacy Act 1988</i>. More information on privacy, confidentiality and access or disclosure of information is available from the <a href="#">Office of the Australian Information Commissioner</a> or by calling 1300 363 992 or teletypewriter TTY 133 677 (ask for 1300 363 992).</p> <p>Providers should inform the Participant that some of the questions are voluntary disclosure questions which must be asked, but for which the Participant may choose to provide a response of 'do not wish to answer'. The Participant should be advised which questions are voluntary prior to the question being asked. The voluntary disclosure questions cover:</p> <ul style="list-style-type: none"> <li>• Aboriginal or Torres Strait Islander status</li> <li>• refugee status</li> <li>• disabilities and medical conditions</li> <li>• criminal convictions, and</li> <li>• any other personal factors or characteristics that may affect the Participant's ability to obtain and/or retain employment.</li> </ul> <p>Providers should encourage the Participant to provide open and honest responses to all the questions to ensure that the JSCI accurately reflects their circumstances. The responses to the questions will allow Providers to deliver tailored services to best meet the Participant's needs.</p> <p>Providers must refer to the Explanation of the <i>Job Seeker Classification Instrument Questions – Advice Document (Attachment A)</i> when conducting the JSCI to ensure that the most appropriate response are provided. If a job seeker discloses a need for crisis assistance they must be referred to services appropriate to their current needs or to Centrelink for further assistance.</p> <p>Job seekers who disclose domestic violence, family grief or trauma and require further assistance with these issues should be referred to Centrelink.</p> <p>Information to assist job seekers in crisis and information to assist job seekers affected by domestic and family violence is available on the <a href="#">Services Australia website</a>.</p>
<p><b>Process steps for conducting the JSCI</b></p> <p>Start a JSCI and select the Conducting Site</p>	<p>The JSCI is completed on the Department's IT Systems. Where the Department's IT Systems are not available there is a JSCI form available on the Provider Portal that can be printed and used as an interim measure to record the Participant's responses. The DES Provider must record all the information from the JSCI form in the Department's IT Systems as soon as possible and must retain on file the full JSCI signed by the Participant, either on the original paper form or a scanned electronic copy.</p>

Brief Description	What is Required:
	<p>The following sub-paragraphs describe the IT processes and steps. Providers should regularly check the Department’s IT Systems for any updates and ensure they use the latest IT advice available.</p> <ol style="list-style-type: none"> <li>a) From the ESSWeb menu select <b>Job Seeker/JSCI</b>. This will display the JSCI History panel, the JSCI Questions panel, and the JSCI Details panel. Select <b>Add JSCI</b> from the JSCI History panel. This will now bring up the JSCI Questions Screen.</li> <li>b) The Provider must select the site at which the JSCI is being conducted from the <b>Conducting Site</b> drop down list and then click <b>save</b>.</li> <li>c) The Provider must select the Method of Delivery from the drop down list and then click save.</li> </ol>
<p>Record Participant’s answers to JSCI questions and review the answers</p>	<ol style="list-style-type: none"> <li>d) For an Initial JSCI, the Provider must ask and record the Participant’s answers to all JSCI questions in sequence. <ul style="list-style-type: none"> <li>◇ Select the <b>Pencil Icon</b>  to record the Participant’s responses for each group of questions in the JSCI Summary Panel. This will then open up the individual questions for each group. Select the relevant response for each question then click the <b>Save</b> button to save the recorded responses before moving to the next group of questions in the JSCI Summary Panel.</li> </ul> </li> <li>e) For a CoCR JSCI the Provider: <ol style="list-style-type: none"> <li>i) may either ask all JSCI questions in sequence and update the Participant’s answers where relevant, or</li> <li>ii) ask only those questions and record responses that relate to the Participant’s changed circumstances or disclosed information. <ul style="list-style-type: none"> <li>◇ Notwithstanding the reason for change, the Provider must document the nature and context of each change in circumstances in accordance with the instructions in the <i>Additional Information about documenting the changes made to the JSCI</i> section of this document.</li> </ul> </li> </ol> </li> <li>f) Select <b>Save</b> to save the recorded responses before moving to the next Question Panel. Move between <b>Question panels</b> as required.</li> <li>g) Selecting <b>Cancel</b> at any point throughout the JSCI process will terminate the JSCI and recorded responses/changes will not be saved.</li> <li>h) Corrections can be made if required before the JSCI is submitted.</li> <li>i) It is very important that the Provider reviews the recorded responses with the Participant to ensure they are correct <b>prior</b> to submitting the JSCI. A limit of two JSCIs per job seeker per day is applied by the Department’s IT Systems.</li> </ol>
<p>Submit the JSCI <i>Disability Employment Services Grant Agreement</i></p>	<ol style="list-style-type: none"> <li>j) When all the answers have been reviewed and the Provider is certain they are correct, select <b>Save</b>, then select the Save drop down arrow and select <b>Submit JSCI</b>. This will display the <b>JSCI ESAt Confirmation</b> screen.</li> <li>k) The JSCI <b>ESAt Confirmation</b> screen will:</li> </ol>

Brief Description	What is Required:
<p><i>Clauses</i> <i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 115</li> </ul>	<ul style="list-style-type: none"> <li>◇ indicate in the <b>ESAt may be required</b> section if any factors that may require further assessment have been identified,</li> <li>◇ display in the <b>Current ESAt/JCA Outcomes</b> section information from a Current Assessment which is a Valid ESAt, and</li> <li>◇ provide <b>ESAt requested actions</b>. The DES Provider may select: <ul style="list-style-type: none"> <li>(1) 'Apply/Reapply' (Default option when the Participant has a current ESAt or JCA), <b>or</b></li> <li>(2) 'Do not assess' (Default option when the JSCI does not identify any factors that may require further assessment), <b>or</b></li> <li>(3) 'Request New' (Default option when the JSCI identifies any factors that may require further assessment). <b>Note</b> the option of 'Request New' should not be selected in the 'JSCI-ESAt/JCA Confirmation' screen for DES Participants. Selecting this option changes the JSCI status to 'Pending' and it will only become 'Active' after a new ESAt is submitted.</li> </ul> </li> <li>◇ If it is determined that an ESAt is required, Referral for an ESAt is made from the 'Referral' screen under <b>Jobseeker/Referral</b>. Refer to Referral for Employment Services Assessment Guidelines.</li> <li>◇ The 2018 Funding Level Tool will only take into account the latest JSCI information for a Participant when the JSCI status becomes 'Active'.</li> </ul>
<p>Print the JSCI Report from the <b>ESAt Confirmation</b> screen and obtain Participant confirmation</p>	<ul style="list-style-type: none"> <li>l) From the <b>ESAt Confirmation</b> screen, select <b>Print</b> JSCI. Providers must give the printed JSCI Report to the Participant to check that the recorded responses are correct. <ul style="list-style-type: none"> <li>◇ Note that the <b>JSCI Report</b> printed from the <b>ESAt Confirmation</b> screen will disclose the changes made and the specified reason for the change, where applicable. This will assist in accurately addressing <b>each</b> change made to the JSCI in the required supporting notes.</li> </ul> </li> <li>m) If the Participant has difficulty reading the printed JSCI report, the questions and responses should be read out loud. This should be done in private and interpreter services should be used as appropriate to the Participant's needs.</li> <li>n) If the Participant indicates that any responses are incorrect, return to the <b>JSCI Questions</b> and make the required corrections.</li> <li>o) Once the responses are agreed, the Participant must initial each page of the finalised JSCI report and sign and date the last page, to verify they have read the information or have had the information read to them and agree that the information is correct. Once the JSCI report is signed the Provider must: <ul style="list-style-type: none"> <li>i) provide a copy of the signed JSCI report to the Participant,</li> <li>ii) keep a complete signed printed or scanned copy of the JSCI report on file,</li> <li>iii) retain copies or originals of any documents provided by the Participant that support responses recorded in the JSCI, and</li> </ul> </li> </ul>



Brief Description	What is Required:
	<p>iv) select the <b>Job seeker has signed a printout (retain on file)</b> check box on the ESAt confirmation screen. If the Participant cannot or refuses to sign the printed JSCI report, the Provider must make an entry in the Comments tab of ESSWeb recording the reason and circumstances (as appropriate), include the date and the name of the person recording the information, and tick the <b>Job seeker has signed a printout (retain on file)</b> check box so that the JSCI can be finalised.</p> <p>v) Select <b>OK</b>. This completes the JSCI process.</p>
Verify if the Participant may require referral to other programs or services	<p>p) The JSCI provides a notification when the Participant's responses identify:</p> <ul style="list-style-type: none"> <li>◇ that the Participant may require referral to the Skills for Education and Employment Program (SEE) or the Adult Migrant English Program (AMEP). This information is displayed in the JSCI Details panel.</li> <li>◇ disclosed domestic violence, family grief or trauma may need to be referred to Services Australia. A message will display at the top of the <b>ESAt Confirmation</b> screen.</li> </ul>
<b>Step 2. Services Australia</b>	
Conducts the JSCI for Eligible Participant	<p>Services Australia will conduct a JSCI to determine a Participant's level of disadvantage when a Participant:</p> <ul style="list-style-type: none"> <li>◇ Registers or re-Registers for employment services.</li> </ul> <p>Services Australia will refer a Participant who requires further Assessment for an ESAt, as appropriate.</p> <ul style="list-style-type: none"> <li>◇ Proceed to Step 4</li> </ul>
<b>Step 3. Services Australia</b>	
Assessor conducts an ESAt or JCA	<p>Where the outcome of the ESAt is a recommended referral to DES-ESS or DES-DMS, the Assessor may conduct the JSCI:</p> <ul style="list-style-type: none"> <li>◇ if the Participant has disclosed new information,</li> <li>◇ if the information provided during the ESAt is inconsistent with the existing JSCI, or</li> <li>◇ if no JSCI exists for the Participant.</li> </ul> <p>The Assessor (or a Services Australia customer service officer, as appropriate) will refer the Participant to DES or other recommended services as required.</p> <p>Information from the submitted ESAt report is copied automatically into the JSCI record on the Department's IT Systems. This information includes the Participant's work capacity in hours per week bandwidths, any permanent medical conditions, the impact of any personal factors, where the Participant has any workplace support requirements and the recommended employment service.</p> <ul style="list-style-type: none"> <li>◇ Proceed to Step 4</li> </ul>

Brief Description	What is Required:
<b>Step 4. The Department's IT Systems</b>	
<p>The Department's IT Systems</p> <p><i>Disability Employment Services Grant Agreement Clauses</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 141</li> </ul>	<p>Certain information that has been recorded in the JSCI is used to determine the Funding Level for Participants in DES-ESS and DES-DMS (along with additional information from the most recent ESA<sup>t</sup> or JCA and information from the Services Australia's IT systems).</p> <ul style="list-style-type: none"> <li>◇ If the Funding Level for a Participant changes following an update of the JSCI or a Change of Circumstances Reassessment, the Provider will be notified via an automated message on the Noticeboard in the Department's IT Systems.</li> <li>◇ The Noticeboard message will remain on the Department's IT Systems for 14 days after recalculation. Refer to the <i>2018 Funding Level Tool Guidelines</i> for more information.</li> <li>◇ End of process</li> </ul>

**Additional information about documenting the changes made to the JSCI**

CoCR JSCI	<p><b>What information must be recorded</b></p> <ul style="list-style-type: none"> <li>❖ Providers must document the <b>nature and context of each change in the Reason for Change(s) text box at the JSCI ESA<sup>t</sup> Confirmation Screen.</b></li> </ul> <p><i>As an example, if caring responsibilities has been added to a JSCI:</i></p> <ul style="list-style-type: none"> <li>➤ <i>Why has it been added <b>now</b>?</i></li> <li>➤ <i>Has the Participant become a parent for the first time since the last JSCI was conducted?</i></li> <li>➤ <i>Has a family member become ill and requires care since the last JSCI was conducted? Will this care be ongoing?</i></li> </ul> <p><b>The purpose of recording details of changes</b></p> <ul style="list-style-type: none"> <li>➤ To <b>ensure appropriate accountability</b> on behalf of Providers for each change they make to a Participant's JSCI. This accountability applies even if the change made to the JSCI is perceived as a positive change for the Participant.</li> <li>➤ To <b>explain changes made and ensure accuracy and integrity of JSCI Participant information.</b></li> <li>➤ To <b>ensure the services provided to the Participant are reviewed</b>, including updating the Job Plan, to reflect the change in circumstances.</li> </ul>
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## Summary of steps for the JSCI process

*The following steps provide a summary of the JSCI process for DES.*

### **Step 1: DES Provider conducts JSCI for a Participant who:**

- Directly Registers as a Volunteer (those without Mutual Obligation Requirements or ) and elects to receive Program Services, or
- does not have a Centrelink CRN, or
- does not have an up-to-date JSCI (not all information will be updateable if the Participant is in receipt of Income Support Payments), or
- does not have a JSCI.

Go to Step 4

### **Step 2: Services Australia conducts JSCI for a Participant who:**

- Registers or re-Registers for DES.

Go to Step 4

### **Step 3: Services Australia Assessor conducts Assessment, and where required:**

- conducts a JSCI for a Participant who discloses new information or does not currently have a JSCI.

Go to Step 4

**Step 4: End process**—Information that is recorded in the JSCI is used by the 2018 Funding Level Tool in conjunction with information from Services Australia and the ESAt or JCA to determine the Funding Level for Participants in both the DES-Employment Support Service and the DES-Disability Management Service.

**Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Grant Agreement, Effective 1 July 2018.**

## Attachment A - Explanation of the Job Seeker Classification Instrument Questions – Advice

### Policy Intent

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

The JSCI questions collect information about factors that have a significant impact on a job seeker's likelihood to remain unemployed for another year. A comprehensive description of these factors is provided in document 'JSCI Factors and Relative Levels of Labour Market Disadvantage' published on the Provider Portal.

### Operational Process

The JSCI is conducted in the Department's IT Systems–Employment Services System (ESSWeb). DES Providers should select the Job Seeker's record/JSCI/Add a JSCI.

The JSCI comprises up to 49 questions. The number of JSCI questions displayed for a job seeker depends on various factors such as the answers provided to previous questions.

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

### JSCI Questions

#### Work Experience

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

All job seekers are asked question 1, it determines the job seeker's main activity in the two years before the JSCI is conducted.

The main activity should be the activity that has occupied the greatest amount of time—not necessarily the most recent activity—irrespective of whether it occurred in Australia or overseas.

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

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

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

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

Job seekers who are participating in programs like Work for the Dole must be recorded as 'Unemployed (not working but looking for work)'.

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

Job seekers who answered 'Paid work' to question 1 are asked question 2 to determine the number of hours worked per week. For job seekers 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 job seeker based on the responses available; the answer does not have to be exact (for example, how many hours did you *mostly* work?).

If the job seeker 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?

Job seekers 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.

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

### Education—Qualifications

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

All job seekers are asked question 4 to identify the highest level of schooling they have completed.

For job seekers educated overseas, you may prompt them for the age they left school. This may indicate the equivalent level of schooling.

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

**i** Some job seekers 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 job seekers 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. Services Australia will determine if a young person is classified as an Early School Leaver

**i** When conducting a CoCR, Providers are unable to deselect (downgrade) the response to this question. If the displayed education level is not correct, forward a request to change this response to the DES Technical and Administrative Team at [desadmin@dss.gov.au](mailto:desadmin@dss.gov.au) for approval. You must provide independent supporting evidence (i.e. correspondence from the relevant State/Territory schools authority). Please note: verbal confirmation from a Participant or statutory declarations are not considered acceptable supporting evidence.

If Participants do not have required documentation, Providers should support Participants to obtain required evidence. Understandably, some Participants who have undertaken education in a country outside of Australia may be unable to obtain evidence of schooling. In these cases, the DES Technical and Administrative Team should be consulted to determine the appropriate outcome.

If you require additional information relating to this process, contact the DES Technical and Administrative Team. As changing this question in the JSCI may allow Full Education Outcomes to be claimed, you may be required to submit an assessment of the Participant's suitability for an Education Placement.

#### Question (5) Have you COMPLETED any other qualifications?

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

If the response to this question needs to be updated and Providers are unable to, Providers should forward a request to change this response to the DES Technical and Administrative Team at [desadmin@dss.gov.au](mailto:desadmin@dss.gov.au) for approval. You must provide independent supporting evidence (i.e. a copy of

the Participant's Academic Transcripts, correspondence from the relevant Registered Training Provider, correspondence from the relevant Apprenticeship/Traineeship authority and/or for courses commenced after January 2015 - the participant's Unique Student Identifier (USI) transcript to substantiate the request). Please note: verbal confirmation from a Participant or statutory declarations are not considered as acceptable supporting evidence.

If Participants do not have required documentation, Providers should support Participants to obtain required evidence. Understandably, some Participants who have undertaken education in a country outside of Australia may be unable to obtain information on qualifications. In these cases, the DES Technical and Administrative Team should be consulted to determine the appropriate outcome.

If you require additional information relating to this process, contact the DES Technical and Administrative Team. As changing this question in the JSCI may allow Full Education Outcomes to be claimed, you may be required to submit an assessment of the Participant's suitability for an Education Placement.

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

This question allows you to record multiple responses where required and you should record all qualifications held by the job seeker, 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 Providers.

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

 When conducting a CoCR, DES Providers are unable to deselect (downgrade) any responses to this question, except "Other non-trade Vocational Education and Training Certificates II" or "Vocational Education and Training in Certificate I or other industry-specific licence or ticket". DES users are able to increase the level of education in this question (for example from "Masters Degree or equivalent" to "Doctoral Degree or equivalent").

If the displayed qualification is not correct, and a response needs to be deselected (downgraded), or removed, forward a response to the DES Technical and Administrative Team at [desadmin@dss.gov.au](mailto:desadmin@dss.gov.au) for approval. You must provide supporting evidence (i.e.: a copy of the qualification to substantiate the request). If you require additional information in relation to this process, contact the DES Technical and Administrative Team.

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


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

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

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

- educational qualifications that have a vocational orientation (such as a nursing or architecture degree compared to a general arts degree)
- trade qualifications required for particular occupations (such as plumbing and electrical trade certificates)
- other non-educational qualifications required for particular occupations (such as special licences for driving a bus, forklift or truck)
- tickets (such as a seaman's ticket and other technical qualifications), and
- 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 answer to this question should be based ultimately on the job seeker's assessment.

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

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

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

For questions 8 and 9 the responses should cover qualifications that the job seeker may not wish to use but could. For example, the job seeker 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 job seeker in obtaining employment in general. The type of job preferred by the job seeker is something that should be discussed separate to the JSCI process.

If the job seeker answers '**Low English language proficiency**' then they may require referral to the Adult Migrant English Program (AMEP) or the Skills for Education and Employment (SEE) program.

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

### **Language**

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

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

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

Job seekers 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.


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

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

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

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

If the job seeker 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 job seeker who can read large print English very well should be recorded as reading English very well.

 The answers to these questions should be based on the job seeker's assessment of their ability in addition to your observations. However, you should discuss your observations with the job seeker and, if necessary, review the answers to these questions with their agreement. For example, a job seeker may answer that they can read English very well but you notice during the course of the JSCI that they found it difficult to understand questions and communicate answers.

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

The job seeker may have also asked for help with reading or understanding the forms. For some job seekers it might be useful to ask them to read a short passage of text, such as a newspaper article, to help in assessing their 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 job seekers who answered 'Not well' or 'Not at all' to questions 12, 13, and 14. Its purpose is to find out if job seekers have undertaken any courses to help improve their English language skills in the last six months. These job seekers may require referral to AMEP or SEE.

Job seekers who have a sensory, speech or physical disability who have answered 'Not well' or 'Not at all' to questions 12, 13, and 14 should only be referred to the AMEP or SEE if they would benefit from these programs. For example, a vision impaired job seeker 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 migrant job seeker who is vision impaired and can read large print but has difficulty making himself understood in spoken English may benefit from referral to the AMEP.




## ***Descent—Origin***

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

**Question (16) Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION - Employment Providers should inform the job seeker this is a voluntary disclosure question before they ask the question, and advise the job seeker that they may choose the response of 'Do not wish to answer'. Employment Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support)**

**Question 17 Indigenous status:** More than one response can be selected for question 17. The job seeker may identify as Aboriginal and/or Torres Strait Islander.

 The responses selected should be based on the job seeker's self-identification as Aboriginal and/or Torres Strait Islander.

**The following questions display for non-Australian born job seekers.**

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

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

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

## ***Work Capacity***

**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 job seekers and identifies those who have any disabilities or medical conditions that affect the number of hours they can work.

Disabilities or medical conditions include:

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

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

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

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

A job seeker 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 job seeker's last Employment Services Assessment / Job Capacity Assessment (ESAt/JCA) reference number—if one exists. You are not required to complete this question.

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

**Question 23** applies to all job seekers. The purpose of this question is to determine if the job seeker 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 job seeker's assessment that should be recorded.

**i** If a job seeker 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)?**

Job seekers 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 job seeker with their work duties.

**Question (25) How long will your condition(s) affect your ability to work? – DO NOT READ OUT RESPONSES. Select the most appropriate response based on the job seeker's answer.**

Question 25 aims to identify for relevant job seekers how long they think their disabilities or medical conditions will affect their ability to work. The question intends to capture whether or not the job seeker has an ongoing disability or medical condition which will affect their ability to find employment over the longer term.

A job seeker 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.

Job seekers who report temporary conditions should be advised that they *may* be eligible for an activity test exemption from Services Australia. If they want to seek an activity test exemption the job seeker should be advised to lodge a medical certificate with Services Australia.

**Question (26) What is/are the conditions?**

Question 26 asks job seekers to list their disabilities or medical conditions. You can select up to ten disabilities or medical conditions. Each type of disability or medical condition should be recorded only once. It is important that you try to find the disabilities or medical conditions in the list available. The response of '**Unknown**' should only be used as a last resort.

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


**Living Circumstances**

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

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

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

For the purposes of this question, secure accommodation is defined as having a reasonably fixed, regular and adequate place to stay. It includes rented or owner-occupied accommodation which may be a house, flat or caravan. Secure accommodation is not necessarily about living in the one place (e.g. a job seeker may have moved twice in the last 12 months from one form of secure accommodation to another form of secure accommodation).

 The answer to this question should be based on the job seeker’s assessment.


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

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

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

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

Stability of residence can vary in a short period of time. For job seekers identified as homeless at the time of the JSCI, Employment Providers must verify periodically (at least every three months) if their circumstances have changed and update the JSCI accordingly.

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

**Question (30) Do you live alone? and**

**Question (31) Who lives with you?**

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

**‘Live alone’** means that the job seeker lives alone for most of the time. If a job seeker is living in a supportive share house they are considered to be living with others.

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

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

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

**‘Date of birth of your youngest child’** refers to the youngest child for whom the job seeker has caring responsibility (regardless of whether the job seeker is the main care giver or the responsibility is shared equally).

## **Transport**

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

Question 34 applies to all job seekers and determines if a job seeker 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 job seeker 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 job seeker can use their motorcycle learner driver's licence to travel independently.

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

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

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

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

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

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

The job seeker should have sufficient or adequate access to these forms of transport. For example, if the job seeker 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 - 45)**

*Criminal Convictions* questions vary depending on the age of the job seeker. Job seekers aged 22 years of age or younger/ Job seekers aged 23 to 27/Job seekers aged 28 years or older.

All Criminal Convictions Questions are VOLUNTARY DISCLOSURE QUESTIONS, which must be asked, but to which the job seeker may respond 'Do not wish to answer'.

The purpose of these questions is to identify job seekers who have had a custodial or non-custodial sentence within a specified period of time. The answer to these questions should be based on the job seeker's assessment.

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

The definition of a criminal offence under Commonwealth law includes:

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

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

### ***Personal Circumstances***

**Question (46) Does the following sentence apply to you? – At least one of my parents or legal guardians was regularly in paid employment when I was in my early teens. (VOLUNTARY DISCLOSURE QUESTION - must be asked, but job seeker may respond ‘Do not wish to answer’)**

Question 46 applies to job seekers aged less than 45 years. Its purpose is to identify job seekers 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). Job seekers should answer the question based on the parent or legal guardian they lived with the most during their early teens (that is, 13 to 16 years old). Job seekers 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 that we haven’t already discussed? (VOLUNTARY DISCLOSURE QUESTION)**

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

It would be appropriate for a person conducting a JSCI to provide some context by using examples of the types of factors that might be recorded in this area. The Employment 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 job seeker believes may impact on their ability to participate in employment.

**Question (48) Please specify the factors: DO NOT READ OUT RESPONSES**

*Select the most appropriate response based on the job seeker’s answer.*

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


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

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

It may be necessary to review and change previous responses based on your discussion of questions 48 and 49 with the job seeker. 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 job seeker should be advised to lodge a medical certificate with Services Australia.
- criminal record should be recorded under *Criminal Convictions* but criminal court action pending, on bail or on remand should be recorded here.
- not having a valid driver’s licence or access to adequate private or public transport should be recorded under *Transport*.
- English language difficulties should be recorded under *Language*.

- lack of recent workforce experience should be recorded under *Work Experience*.
- living in secure accommodation or staying in emergency or temporary accommodation should be recorded under the *Living Circumstances* tab.

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

**Attachment B - Job Seeker Classification Instrument Form**

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

**Employment Provider Details**

Name of 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 Provider on behalf of the Australian Government Department of Education, Skills and Employment to determine the most appropriate employment assistance for you and to provide you with employment and training opportunities.

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

You can view the Department of Education, Skills and Employment’s Privacy Policy on the Privacy page at [www.employment.gov.au](http://www.employment.gov.au) or by requesting a copy from the department at [privacy@employment.gov.au](mailto:privacy@employment.gov.au).

**Job Seeker Details:**

Surname	
Given Names	
Title	
Gender	
Country of Birth	
Date of Birth	
Age	
Nationality	
Job Seeker ID	
Centrelink Customer Reference Number (CRN)	
Residential Address	Street: Suburb: State: Post Code:
Postal Address	Street: Suburb: State: Post Code:
Telephone Numbers	Home: Mobile: Work:

## 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 Programme (CDP)
<input type="checkbox"/> Studying part-time
<input type="checkbox"/> Studying full-time
<input type="checkbox"/> Caring
<input type="checkbox"/> Parenting
<input type="checkbox"/> NOT working and NOT looking for work

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

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

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

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

Go to Question 4.

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

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



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

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

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If answered 'No' go to Question 10.

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

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If answered 'Yes' go to Question 10.

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

Select ALL that apply.

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

**Language**

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

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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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:**

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

**13. Do you consider you read English:**

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

**14. Do you consider you write English:**

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

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

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

Otherwise go to Question 15.

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

**Note:** If the job seeker has answered 'No', it may be appropriate to refer the job seeker to the Adult Migrant English Program (AMEP) or the Skills for Education and Employment (SEE) program.

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

### Descent-Origin

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

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

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

#### 17. Indigenous status

The job seeker can select more than one response if applicable.

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

Go to Question 21.

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

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

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

#### 19. 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 job seeker thinks they could work in a typical week.

Where the job seeker answers '15-29 hours' or 'Less than 15 hours' - advise the job seeker 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 job seeker 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 job seeker'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. Do you live alone?**

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

**31. Who lives with you?**

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 job seeker 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.

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

**35. Do you have your own car or motorcycle that you can use to travel to and from work?**

**Note:** If job seeker reports they have unrestricted access to a vehicle they do not own, record 'Yes'.

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

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

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

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

**Note:** The job seeker 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's or relative's car)
<input type="checkbox"/> Public transport (e.g. bus or train)
<input type="checkbox"/> Taxi
<input type="checkbox"/> Other motorised transport
<input type="checkbox"/> No transport (except walking)

**Criminal Convictions**

Go to Question 37 if the job seeker is aged 22 years or younger, Question 40 if the job seeker is aged between 23 and 27 years, or Question 43 if the job seeker 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 seven years as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)**

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

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

**44. Was your sentence 14 days or less?**

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

Go to Question 46.

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

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

**Personal Circumstances**

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

**Note:** This question is asked only of job seekers aged less than 45 years. 'Early teens' is defined as aged between 13 and 16 years.

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

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

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

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

**48. Please specify the factors.**

**Note:** Please ensure that the job seeker's response(s) are relevant to this question and not other question(s) asked previously in this form. If a job seeker 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 job seeker records 'Domestic violence' or 'Family grief/trauma', the job seeker should be referred to a Services Australia 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.**

## Job Seeker Declaration

I [Job Seeker's Name]:

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

(Job Seeker's Signature)

\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_