Explanation of the Job Seeker Classification Instrument Questions

Advice

Version 2.1
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<td>2.1</td>
<td>1 July 2013</td>
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<td><strong>Narrative:</strong> Program name change from Australian Government Language, Literacy and Numeracy program (LLNP) to Skills for Education and Employment (SEE) program. Removed text in Background and Advice as is contained in the JSCI Guidelines (pp 5,6).</td>
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| 2.0         | 29 Jan 2013| 29 Jan 2013    | 1 July 2013 | **Formatting:** Amendments to formatting for accessibility (pp1–29).  
**Narrative:** Re-editing of text referring to Early School Leavers (pp.11-13); Additional clarification regarding answers to questions under the Work Capacity tab (pp.18-20) |
| 1.9         | 19 Jun 2012| 1 Jul 2012     | 29 Jan 2013 | **Narrative:** Changed Centrelink references to Department of Human Services (pp1-25). Clarification on voluntary disclosure questions (pp1-25). Inclusion of section Conducting the JSCI (pp 4,5). Inclusion of the JSCI question as a heading above the relevant question’s explanation (pp1-25). Amendments to text to align with the new JSA Employment Services 2012-15 Deed (the Deed) terminology and other terminology updates. Program name change from Language, Literacy and Numeracy program to Australian Government Language, Literacy and Numeracy program (LLNP) (pp1-25). Changed references to Indigenous Australians to Australian and Torres Strait Islander people (pp1-25). |
| 1.8         | 4 Jul 2011 | 4 Jul 2011     |          | **Narrative:** Amendments to text to reflect the introduction of Employment Services Assessments from 1 July 2011, inclusion of new screen shots, and included extra information on the Criminal Convictions tab identifying which questions are available for job seekers depending on their age. |
| 1.7         | 15 Mar 2011| 15 Mar 2011    | 4 Jul 2011 | **Narrative:** Included clarification that Australian Disability Enterprises should not be classified as ‘Paid work’. Included extra information clarifying the arrangements for updating the Education—Qualifications questions for a young person subject to the participation requirements for Early School Leavers |
| 1.6         | 18 Feb 2011| 21 Feb 2011    | 11 Mar 2011| **Narrative:** Minor changes to word (whole of document). |
| 1.5         | 21 Dec 2010| 21 Dec 2010    | 21 Feb 2011| **Narrative:** Removed specific references to conducting a JSCI (pp4-5).  
**Formatting:** Minor changes to words and format (whole document). |
**Narrative:** Reinstated missing information relating to Refugee status, Descent-Origin Tab). |
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Overview

The following pages provide an explanation of the Job Seeker Classification Instrument (JSCI) questions to assist 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 on the JSCI page on the DEEWR website.

For some questions, further information is also available on DEEWR’s IT Systems through mouseovers\(^1\) when conducting the JSCI.

Information on how to conduct the JSCI, including the initial JSCI and any subsequent Change of Circumstances Reassessment JSCI is provided in the Job Seeker Classification Instrument Guidelines.

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\(^1\) A computing term that refers to a Graphical User Interface (GUI) event that is triggered when the user moves or ‘hovers’ the cursor over a particular area of the GUI—e.g. a pop-up dialogue box containing further information on the relevant text, phrase or question.
Work Experience Tab

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

Question (i) determines the job seeker’s main activity in the two years before the JSCI is conducted. All job seekers are asked question (i).

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 overseas, in hospital, in psychiatric confinement or in prison or other detention—if not working while in prison or other detention.

Job seekers who are participating in Pathway Activities or programs like Work for the Dole and Green Corps must be recorded as ‘Unemployed (not working but looking for work)’.

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

Job seekers who answered ‘Paid work’ to question (i) are asked question (ii) 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 (e.g. 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 (iii) Have you done any paid work at all in the last two years?
Job seekers who did not answer ‘Paid work’ to question (i) are asked question (iii), regardless of how many hours worked or duration of the job. This includes any employment overseas within the last two years.

Any additional support a 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.
Question (i) What is the highest level of schooling you have COMPLETED?

All job seekers are asked question (i) 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.

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.²

For job seekers aged less than 21 years with a Centrelink Customer Reference Number, you will not be able to update question (i) if the job seeker answered ‘Year 12/13’ in their last JSCI. If the response to this question needs to be updated the appropriate action is as follows:

² Until June 2012, the answers to questions (i), (ii) and (iii) were used, along with other information, to determine if a young person is subject to the participation requirements for Early School Leavers. Starting 1 July 2012, Human Services will be the sole agency to determine if a young person is classified as an Early School Leaver.
• Job Services Australia (JSA) providers—refer the job seeker to Human Services, or
• Disability Employment Services (DES) and Remote Jobs and Community Program (RJCP) providers—contact the Employment Systems Help Desk on 1300 305 520.

Question (ii) Have you COMPLETED any other qualifications?

All job seekers are asked question (ii) 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.

For job seekers aged under 21 with a Centrelink Customer Reference Number, you will not be able to update question (ii) if the job seeker answered ‘Year 11’ or below for question (i) and Year 12/13 or equivalent or above for question (iii) in their last JSCI.

If the response to this question needs to be updated the appropriate action is as follows:

• JSA providers—refer the job seeker to Human Services, or
• DES and RJCP providers—contact the Employment Systems Help Desk on 1300 305 520.

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

Qualifications are recorded in question (iii). This question allows you to record multiple responses where required and you should record any 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, III or IV’ includes Australian Qualifications Framework Certificate II, 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 JSA providers.

For job seekers aged less than 21 years with a Centrelink Customer Reference Number, you will not be able update question (iii) to remove all qualifications which are the equivalent of Year 12/13 or above if the job seeker answered ‘Year 11’ or below for question (i) and the equivalent of Year 12/13 or above for question (iii) in their last JSCI. You can add or remove qualifications but at least one must remain for question (iii) 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 appropriate action is as follows:

• JSA providers—refer the job seeker to Human Services, or
• DES and RJCP providers—contact the Employment Systems Help Desk on 1300 305 520.

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

Question (iv) 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 (v) Can you still use any of these (work-related qualifications)? and Question (vi) What is preventing you from using your qualification(s)?**

**Questions (v) and (vi) 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 (vi).**

For questions (v) and (vi) 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).

The answers to these two questions should ultimately be based on the job seeker’s assessment.

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3 Formerly known as the Australian Government Language, Literacy and Numeracy program; administered by the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.
Language Tab

Question (i) Did you speak English as a child? and Question (ii) What language(s) did you first speak as a child?

Question (i) 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 (ii) to determine what languages were first spoken as a child. Up to two languages can be recorded.

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

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

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

All job seekers are asked questions (iii), (iv) and (v). 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 conjunction with your observations. However, you should discuss your observations with the job seeker—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—and, if necessary, review the answers to these questions with their agreement.

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 assess their ability.
Question (vi) Have you done any courses or classes to help improve your English language skills in the last six months?

Question (vi) applies to any job seekers who answered ‘Not well’ or ‘Not at all’ to questions (iii), (iv) or (v). 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 (iii), (iv) or (v) 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 LLNP. 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 Tab**

Questions (i) and (ii) apply to all Australian born job seekers and determine the Indigenous status of job seekers.

**Question (i) Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION*)**

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

**Question (ii) Indigenous status:** More than one response can be selected for question (ii). 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 or Torres Strait Islander.

The screen shot below will display for non-Australian born job seekers.

Questions (i), (ii) and (iii) on refugee status apply to all non-Australian born job seekers.
Question (i) 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)

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

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 Tab

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

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

**Question (i) 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 (ii) What is the most NUMBER OF HOURS a week you think you are able to work?**
Question (ii) 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 (e.g. 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.

If the job seeker answers ‘15-29 hours’ or ‘Less than 15 hours’ they must be advised that if they are subsequently referred for an ESA by Human Services supporting documentary evidence (e.g. Treating Doctor’s Report) will be required to ensure the most effective assessment of the job seeker.

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

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

Question (iii) 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.

If a current and valid ESA is ‘Applied’ or ‘Re-applied’ for a job seeker with an assessed work capacity of less than 30 hours, relevant information from the ESA is copied into the JSCI and will contribute to the JSCI score. In this process, the JSCI answers to questions (i) and (iii) 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 (iv) 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 (iv) 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 (v) 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 (v) 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 Human Services. If they want to seek an activity test exemption the job seeker should be advised to lodge a medical certificate with Human Services.
Question (vi) What is/are the conditions?

Question (vi) 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.

From 2 July 2011, any permanent and temporary medical conditions (lasting 91 days or greater), and disabilities identified in the job seeker’s JCA or ESAt, where applicable, that have not already been identified in the JSCI are merged into the existing list of disabilities or medical conditions identified by the job seeker in their JSCI—the JSCI also identifies whether it was merged from a JCA or ESAt.

(vii) Work Capacity:

Item (vii) is auto-populated from the job seeker’s current JCA or ESAt report if it exists. You are not required to complete this question.
**Living Circumstances Tab**

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

**Question (i) 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 ultimately on the job seeker’s assessment.

**Question (ii) Are you currently staying in emergency or temporary accommodation?** and Question (iii) How often have you moved in the last year?

**Question (ii) applies to job seekers who answered ‘No’ or ‘Not sure/don’t know’ to question (i).** The purpose of Questions (ii) and (iii) is to identify job seekers who are homeless or living in unstable accommodation.

**Question (iv) Do you live alone? and Question (v) Who lives with you?**
The purpose of questions (iv) and (v) is to identify the job seeker’s living arrangements and family status, including any parenting responsibilities. You can select more than one response for question (v) 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, otherwise they are considered to ‘Live alone’.

Question (vi) Are you the main care-giver to this child/these children? and Question (vii) What is the date of birth of your youngest child?

Question (vi) and (vii) applies to job seekers who answered ‘Dependent child/children under 16 years of age’ to question (v). 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 (either main care giver or shared equally).
Transport Tab

Question (i) Do you have a valid driver’s licence?

Question (i) applies to all job seekers and determines if a job seeker has a valid driver’s license. Valid means that the driver’s license 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 license (or its equivalent) for a motorcycle providing the learner driver’s license is valid and as long as the job seeker can use their motorcycle learner driver’s license 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 license or have a learner driver’s license (or its equivalent) for a car.

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

Question (ii) is to find out whether job seekers who hold a valid driver’s license 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 (iii) What can you use to travel to and from work?

Question (iii) 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.
The training or support a job seeker with a disability or medical condition may require in order to travel to and from work should be taken into account when answering this question. For example, where a job seeker with a disability or medical condition has sufficient and adequate access to public transport and is able to use public transport without ongoing training or support, you should select the response 'Public transport (e.g. bus or train)'. This would include, for example, where the job seeker will need some initial training or support to use the relevant bus or train route but is expected to be able to use it independently once accustomed to doing so.

For a job seeker with a disability or medical condition who has access to public transport but is unable to use this without ongoing training or support, you should select a response other than 'Public transport (e.g. bus or train)'.

### Criminal Convictions Tab

*Criminal Convictions* questions vary depending on the age of the job seeker.

#### Job seekers aged 22 years of age or younger

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<td>JSCI factors</td>
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<td>Work experience</td>
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<tr>
<td>Criminal convictions</td>
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<tr>
<td>(i) Have you spent time in custody in the last two years as a result of a criminal conviction?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>(ii) Was your sentence 14 days or less?</td>
<td>Yes, 14 days or less</td>
<td>No, more than 14 days</td>
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<tr>
<td>(iii) Have you been convicted of a criminal offence in the last 5 years but received a non-custodial sentence?</td>
<td>Yes</td>
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#### Job seekers aged 23 to 27

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<td>Criminal convictions</td>
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<tr>
<td>(i) Have you spent time in custody since turning 21 years of age as a result of a criminal conviction?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>(ii) Was your sentence 14 days or less?</td>
<td>Yes, 14 days or less</td>
<td>No, more than 14 days</td>
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<td>(iii) Have you been convicted of a criminal offence since turning 18 years of age but received a non-custodial sentence?</td>
<td>Yes</td>
<td>No</td>
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#### Job seekers aged 28 years or older

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<tr>
<td>(i) Have you spent time in custody in the last seven years as a result of a criminal conviction?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(ii) Was your sentence 14 days or less?</td>
<td>Yes, 14 days or less</td>
<td>No, more than 14 days</td>
</tr>
<tr>
<td>(iii) Have you been convicted of a criminal offence in the last 10 years but received a non-custodial sentence?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
All Criminal Convictions Questions are VOLUNTARY DISCLOSURE QUESTIONS – Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

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.

Answers to these questions will assist providers to better understand the circumstances of individual job seekers and ensure that job seekers are able to receive the most appropriate services. While job seekers should understand why these questions are asked, they should not feel pressured to discuss or answer these questions.

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 (i.e. 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.

The answer to these questions should be based ultimately on the job seeker’s assessment.
Personal Circumstances Tab

Question (i) 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)

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

Question (i) 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 (i.e. 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 (i.e. 13 to 16 years old). Job seekers who were not raised by a 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 (e.g. I was raised in an orphanage)’ recorded.

Question (ii) 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)

Providers are reminded to inform the job seeker that this is a Voluntary Disclosure Question, prior to asking the question, and to advise the job seeker that they may choose the response of ‘Do not wish to answer’. Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

Questions (ii) 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 and you consider that they should be recorded in the JSCI.
It would be appropriate for a person conducting a JSCI to provide some context if a job seeker requested assistance by using examples of the types of factors that might be recorded in this area.

However, 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 job seeker believes may impact on their ability to participate in gaining employment.

**Question (iii) Please specify the factors:**

The 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 (iii).

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

Only record other factors for question (iv) 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 is important to make sure that the factors recorded here are relevant to this question and not to some other question(s) in the JSCI.

It may be necessary to review and change previous responses based on your discussion of questions (iii) and (iv) with the job seeker. The following guidance is provided to clarify the appropriate actions to take:

- 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 Human Services.
- 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 license 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.

Job seekers who report ‘Family trauma/grief’ and/or ‘Domestic violence’ should be immediately recommended to Human Services for further assistance where necessary.

**(v) ESAt/JCA Report Reference:** Item (v) is auto-populated with the job seeker’s last ESAt or JCA reference number—if one exists. You are not required to complete this question.