



# The Role of the Job Seeker Classification Instrument

## What is the Job Seeker Classification Instrument?

The Job Seeker Classification Instrument (JSCI), also called the 'Job Seeker Snapshot', is a set of questions a job seeker is asked in an interview with the Department of Human Services (DHS) or their employment services provider. If eligible, job seekers may also complete their JSCI online using the Job Seeker Snapshot as part of the Online JSCI Trial.

The JSCI looks at a job seeker's likelihood of becoming or remaining long term unemployed.

The JSCI has up to 49 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 is 18.

## How is the JSCI used in employment services?

The JSCI is used to determine the best level of employment servicing for the job seeker. For example, under jobactive, the JSCI is mainly used to determine a job seeker's eligibility for Streams A and B and to identify job seekers who have complex or multiple barriers to employment that may require further assessment through an Employment Services Assessment (ESAt)<sup>1</sup>.

The JSCI is also used to identify job seekers:

- who may benefit from a referral to a DHS social worker (e.g. with disclosed domestic violence, family grief or trauma)
- with lower English language, literacy and numeracy skills who may benefit from the Skills for Education and Employment or Adult Migrant English Programs
- with unrecognised overseas qualifications who may require further information on Assessment Subsidy for Overseas Trained Professionals.

## What is assessed through the JSCI?

Eighteen JSCI factors are assessed:

- age and gender
- geographic location
- recency of work experience
- proximity to a labour market
- job seeker history
- access to transport
- educational attainment
- phone contactability
- vocational qualifications
- disability/medical conditions
- English proficiency
- stability of residence
- country of birth
- living circumstances
- Indigenous status
- criminal convictions
- Indigenous location
- personal factors

JSCI factors may take the form of questions asked directly of a job seeker (e.g. if they have completed any courses). Information may also be taken from a job seeker's Centrelink record such as how long they have been on income support. The disability/medical conditions factor may use information taken from a job seeker's ESAt<sup>1</sup> or Job Capacity Assessment<sup>2</sup>.

### What is the JSCI score?

Each JSCI factor is assigned a numerical weight, or 'points', indicative of the factors that make it difficult to place a job seeker into employment; their associated points are added together to calculate the JSCI score. The higher the JSCI score, the higher the likelihood of the job seeker remaining unemployed for at least 12 months.

### Who needs a JSCI?

Job seekers participating in jobactive, Disability Employment Services (DES), Community Development Programme (CDP), Transition to Work (TtW), Time to Work Employment Services (TWES) and ParentsNext will need to have a JSCI.

### Who conducts the JSCI?

The JSCI can be conducted by DHS, jobactive, DES, CDP, TtW, TWES, ParentsNext providers or online by job seekers if they are eligible for the online JSCI Trial. Eligible job seekers can access the Job Seeker Snapshot online through their jobactive account.

### Do job seekers have to answer all JSCI questions?

No. The JSCI includes a number of voluntary questions. However, job seekers should try and answer as many questions as possible. The answers to these questions help the employment services provider or DHS put the job seeker into the right employment services for their needs.

Job seekers can use interpreter services where appropriate and can be accompanied by a nominee, including a family member, advocate, social worker or counsellor for support when the JSCI is conducted.

### Want more information?

- Go to [jobs.gov.au](http://jobs.gov.au) (type 'Job Seeker Classification Instrument' into the search field)
- Talk to your employment services provider
- Call the National Customer Service Line on 1800 805 260\*

### Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450\* and ask for the Employment Services Information Line 13 62 68\*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit [www.relayservice.com.au](http://www.relayservice.com.au)\*

*\*Note that call charges apply for calls to '13' and '1800' numbers from mobile phone*

1. **Employment Services Assessment (ESAt)** – Assessment to determine if a job seeker should receive services in jobactive Stream C or other employment services such as the Disability Employment Service.
2. **Job Capacity Assessment (JCA)** – A comprehensive assessment of an individual's level of functional impairment and work capacity, usually conducted to assist in determining qualification for Disability Support Pension.