



Job Seeker Fact Sheet

Job Seeker Classification Instrument

What is the Job Seeker

Classification Instrument?

The Job Seeker Classification Instrument (JSCI) is a questionnaire conducted by the Department of Human Services (DHS) or employment services providers. If eligible, you may complete your JSCI online using the Job Seeker Snapshot as part of the Online JSCI Trial. The JSCI is not a job interview.

What are the JSCI questions?

The JSCI includes questions relating to your individual circumstances such as education, work experience and other personal factors.

How does the JSCI help me?

The JSCI assesses the difficulties that you may face in getting and keeping a job and identifies the level of employment services support you need.

When do I need to have a JSCI?

You must have a JSCI when you first register for Australian Government employment assistance and whenever your circumstances change.

Do I have to answer every question?

No. You will only answer questions that are applicable to your circumstances. Some questions are voluntary.

Can I answer the JSCI questions in private?

The JSCI questions will be asked in a private setting in a professional, sensitive and culturally appropriate manner. The JSCI may be conducted in person, by video conference, telephone or online.

Can I have someone with me for the JSCI?

Yes. You may have a family member, advocate, social worker or counsellor with you during the JSCI. Interpreter services will be used if you need them.

Is this the only assessment I will have to do?

If your answers to the JSCI show that you may need further assessment, you may be referred for an Employment Services Assessment (ESAt)¹. This is a more in-depth assessment of your circumstances and determines the most appropriate employment services for you.

What happens if my circumstances change?

You will need to do another JSCI to make sure that it is up to date. This can be done via DHS, your employment services provider or if you are eligible, you can update your JSCI online through your jobactive account via myGov.

How is my personal information protected?

Your personal information is protected by law under the *Privacy Act 1988 (Cth)*. Employment Service Providers must ask you to sign the Privacy Notification and Consent form to obtain your consent and keep the form on file.

Want more information?

- Go to 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 on 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*

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

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 DES.