



Australian Government



Engaging with Employment Services

South Asian Community Forum

19 February 2008



Job Network

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Presentation Overview

- **Identify client types and their eligibility, particularly job seekers from culturally and linguistically diverse backgrounds (CALD), for employment services**
- **Identify Centrelink's role and responsibilities**
- **Provide an overview of Employment Services programmes, with a particular focus on Job Network**
- **Provide links to useful information and Web sites**



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Who is eligible for Employment Services

Primarily, unemployed job seekers who are in receipt of a working age Centrelink allowance

- Newstart or Youth (job seeker) Allowance
- Disability Support
- Parenting Payment

These job seekers are classified as fully Job Network eligible (FJNE), have access to Intensive Support through Job Network and, depending on their needs, may access other more specialised employment services.



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Who is eligible for Employment Services (cont.)

Unemployed job seekers who are ineligible for a Centrelink can also register with Job Network but are classified as Job Search Support Only (JSSO).

JSSO job seekers have access to self-help facilities and a basic job brokerage service through the Job Network Network



Refugee and Humanitarian Entrants

- Are classified as being Fully Job Network Eligible (FJNE) from date of arrival in Australia when they register with Centrelink.
- Have access to the full suite of employment services.
- Are granted an exemption period of up to 13 weeks to assist with settlement activities. During this period, humanitarian entrants have the option to volunteer for Job Network services.
- Are able to undertake English language classes whilst looking for work.



Skilled Migrants

- **Are subject to the Newly Arrived Residents Waiting period (NARWP).**
- **Are eligible for some Centrelink payments within the first 2 years of arriving in Australia, such as Disability Support Pension (DSP) and Parenting Payment Single (PPS).**
 - **Contact Centrelink for confirm eligibility**
- **Are eligible for basic Job Search Support Only (JSSO) services provided by Job Network.**
 - **More information about Job Search Support services later in this presentation.**
- **Can undertake English language classes whilst subject to NARWP.**
 - **Further information about English language tuition can be obtained through Department of Immigration and Citizenship (DIAC)**



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Centrelink is the *gateway*

Centrelink is the *gateway* because it

- will assess the job seeker's eligibility for income support
- provide information about Employment Services
- refer job seekers to an appropriate Employment Service, usually Job Network
- issue a job seeker ID and a job seeker card



Job Seeker Classification Instrument (JSCI)

- The Job Seeker Classification Instrument (JSCI) is a tool used by Centrelink and/or Job Network to measure a job seeker's relative disadvantage in the labour market and determine what level of employment assistance is required.

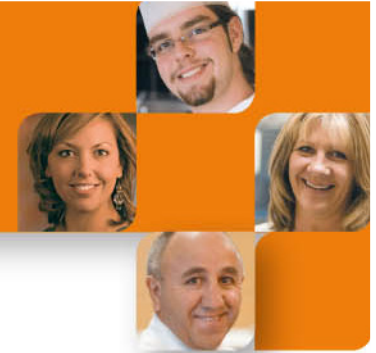
- The JSCI comprises a set of questions which take into consideration factors such as;
 - Age
 - Educational Attainment
 - Recent Work Experience
 - Language/Literacy
 - Disability/Medical issues

- The JSCI can be reviewed at any time by either Centrelink or Job Network, if the job seeker's circumstances change.



Highly Disadvantaged (HD) status

- When assessed by the JSCI some job seekers, including many with humanitarian/refugee backgrounds, are classified as Highly Disadvantaged (HD). These clients will have access to the full suite of employment services.
- Any job seeker classified as HD is highly disadvantaged receives immediate access to Intensive Support customised assistance (ISca) with Job Network.
- Job seekers, not classified as HD, usually access the first period of ISca after 12 months of being unemployed.
- All humanitarian entrants classified as HD will be required to undertake a further Job Capacity Assessment (JCA)



Job Capacity Assessment (JCA)

- The answers to some of the JSCI questions may trigger the need for a more specialised supplementary assessment known as a Job Capacity Assessment (JCA) which is conducted by specialised JCA providers.
- The Job Capacity Assessment (JCA) identifies a person's capacity to work and any barriers or impediments that prevent them from getting a job.
- From this assessment, the person can be directly referred to employment or support services that suit their individual needs.
- Alternatively, the JCA may assist Centrelink make a more accurate referral to employment services.



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Job Network

- Job Network is a national network of community and private organisations which have been contracted to place people into employment by providing flexible tailored assistance based on each job seeker's level of need.
- Introduced in the 1996-97 budget
- Currently in the fourth employment contract (2006 – 2009)
- Job Network has approximately **100** organisations with over **1 000** individual sites.



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CALD job seekers on Job Network's Active Caseload

- As at the end of 2007, there were over **130,000** job seekers from Culturally and Linguistically Diverse (CALD) on Job Network's Active Caseload. This included **14,639** humanitarian entrants.



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Features of the Job Network

- Choice of Job Network member
- Specialist providers
- Active Participation Model
- Job Search Support Services
- Intensive Support customised assistance
- Activity Agreements
- Compliance
- Job Seeker Account
- Service Guarantee – **1800 805 260**



Other Employment Services

- **Disability Employment Network (DEN) providers**
- **Personal Support Programme (PSP) providers**
- **Job Placement Employment and Training (JPET) organisations**
- **Vocational Rehabilitation Services (VRS)**
- **Job Placement Organisations (JPOs)**
- **Community Work Coordinators (CWCs)**



Useful Information/Links

Website	Link
Workplace	www.workplace.gov.au
Australian Job Search	www.ajs.gov.au
Employment Services Toolboxes	www.toolboxes.deewr.gov.au
Labour Economics Office (LEO)	www.workplace.gov.au/workplace/Publications/
Centrelink	www.centrelink.gov.au
Adult Migrant English Program	www.immi.gov.au/living-in-australia/help-with-english/learn-english/index.htm

Customer Service/Customer feedback	Phone Number
Job Network	1800 805 260
Centrelink	1800 050 004