Job Seeker Snapshot

Overview

1 July 2022

Contents

Introduction

This document provides an overview of the information collected through the Job Seeker Snapshot.

It has been prepared for Workforce Australia Services (provider services) and individuals who access Workforce Australia Online including the Digital Services Contact Centre (DSCC). This overview document should also be used by other employment programs that also use the Job Seeker Snapshot.

Overview and Purpose of the Job Seeker Snapshot

The Job Seeker Snapshot is a key component of the Job Seeker Assessment Framework (JSAF). It is a questionnaire that collects participants' (job seekers') personal information to understand their circumstances, job search confidence, strengths, and any barriers or issues they may have in relation to finding employment. It includes questions that:

- determine the participant's Job Seeker Classification Instrument (JSCI) score, which assesses their risk of Long-Term Unemployment (LTU) and determines servicing eligibility in order to:
  - support participants to make an informed choice when moving between online services to provider services
  - identify the need for further specialist assessment, through an Employment Services Assessment (ESAt)
- indicate where a participant may not have appropriate access or ability to self-manage in the online service, in which case they receive a personalised message suggesting they consider choosing services led by a provider. This approach maintains the principle of placing the user at the centre of service design.

The participant can complete the Job Seeker Snapshot online, with Services Australia, by calling the DSCC or an employment services provider can administer it on the participant's behalf. The participant can also update their Job Seeker Snapshot, or request an update to it, at any time.

The information collected through the Job Seeker Snapshot assists providers to develop appropriate supports, activities and training to help participants find work. It also supports the DSCC where participants self-manage their job search through Workforce Australia Online.

Improved user experience through better grouping of questions

The Job Seeker Snapshot collects information to identify different aspects of a participant's labour market experience, such as work capacity and educational qualifications. The Job Seeker Snapshot also collects information on a participant's internet skills to assess their suitability for online servicing.

Questions in the Job Seeker Snapshot have been grouped into the following domains:

- Experience and Education
- Internet skills
- Ability to work
- Your background
- Personal circumstances.

In addition, questions asked during the initial registration process, which relate to the participant's demographic characteristics, are described in the 'Other Factors' section. These other factors help complete the overall picture of the participant's circumstances and contribute to the JSCI score.

Improved user experience through pre-population

A number of questions in the Job Seeker Snapshot may be pre-populated, from the Job Seeker Payment or Youth Allowance online claim, including:

- Hours previously worked
- Indigenous status
- Refugee status
- Visa details
- Country of birth

- Work capacity – conditions affecting work
- Living circumstances – accommodation in last 12 months and living alone details
- Personal factors affecting ability to work.

The Job Seeker Snapshot takes around 10 minutes to complete online. See 'Job Seeker Snapshot - Explanation of questions' for specific instructions that will help with answering the questions.

Job Seeker Snapshot

1. Experience and Education

The Experience and Education domain includes questions about the participant's work history, experience, education and qualifications.

The Job Seeker Snapshot allows participants to identify the type of work they are interested in.

Experience (including work history)

The Experience factor collects information about the participant's labour market status in the previous two years.

Relevant work experience or recent labour market attachment represents an advantage in seeking employment. For example, prospective employers may be more likely to employ participants who indicate they have recent and relevant experience. Understanding participants' work experience can also help inform the type of servicing or support they might need.

Limited or no work experience may be a barrier for ex-prisoners and school leavers, who may have been disconnected from the labour market or not had the opportunity to gain work experience and develop employer networks or contacts.

Based on responses to questions in this section, the participant will be categorised into one of the following groups:

- Paid full-time work (35 hours+ per week)
- Paid regular part-time work 8 to 30 hours per week
- Paid regular part-time work less than 8 hours
- Paid seasonal or irregular work
- Unpaid work (including voluntary work)
- Not in the labour force (e.g., caring or studying)
- Not working but looking for work.

Education and Qualifications

The Education and Qualifications factor aims to capture a participant's highest level of education and/or vocational attainment (completed in Australia or overseas). It identifies whether their qualifications can be used in the Australian labour market. The link between education and employment is well documented. Research undertaken by the department has shown that the higher the level of educational attainment, the lower the participant's labour market disadvantage.

This factor identifies recognised work-related qualifications, which offer an advantage to a participant in obtaining employment. Work-related qualifications include:

- educational qualifications which have a vocational orientation
- trade qualifications required for particular occupations (for example, plumbing and electrical trade certificates)
- non-educational qualifications required for particular occupations (for example, special licences for driving a bus, forklift or truck) or tickets (such as seaman's ticket and other technical qualifications).

Short courses are only considered work-related if they are formally accredited or generally recognised by employers, and they constitute the basic prerequisites for entry to a particular occupation (for example, Responsible Service of Alcohol Certificate).

This factor also acknowledges those participants who may have a vocational qualification which they cannot use (for example, their qualification is not recognised or outdated or has been suspended/terminated).

The categories under this factor are:

Education	Qualifications
- Degree or post-graduate qualification - Trade qualification or a diploma - Year 12/13 - Year 10 or 11 - Year 9 or below - Non-trade vocational education - Special school/ support unit in school - Did not go to school	- Useful vocational qualifications - Not useful vocational qualifications - No further qualifications

The online profile allows participants to use their employment preferences, work history, qualifications and skills to help them find suitable employment. Workforce Australia Online participants must complete their profile, and while it is not mandatory for participants receiving provider services, they are encouraged to complete their profile.

The profile includes mandatory elements on work history, qualifications and skills.

2. Internet Skills

The Internet Skills domain includes questions that help determine a participant's ability to access the internet, use digital devices to look for work, and explore whether they are generally confident using online services. Research undertaken by the department has revealed a close relationship between low digital capability/access and other factors associated with lower employability.

Participants who disclose low internet skill levels or difficulties with accessing the internet may choose to be serviced by a provider rather than online services. This can be done online or through the DSCC. The DSCC may support participants who experience difficulties in self-managing online and may refer them to a provider.

3. Ability to Work

The Ability to Work domain includes questions that identify the effect of any disabilities or medical conditions on a participant's work capacity.

Work capacity

The work capacity factor considers the relative labour market advantage of participants who do not have a disability or medical condition[1] that may impact the type or hours of work they can engage in. This includes injuries; health conditions; intellectual, mental, sensory, or physical disabilities.

Work capacity is determined by the participant's responses to the work capacity section of the Job Seeker Snapshot. This is supplemented, where relevant, by information contained in the ESAt or Job Capacity Assessment (JCA) report (for Disability Support Pension claimants or recipients). If the participant undergoes an ESAt or JCA, their Job Seeker Snapshot is automatically updated with any permanent disability/medical conditions, their assessed work capacity and the number of support requirements.

For further information on ESAt, refer to the Services Australia - Employment Services Assessments.

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[1] Except temporary illness or those of short-term nature less than 3 months.

The categories under this factor are:

Disability/Medical Condition component	Work Capacity component (ESAt or JCA derived)
- No disability / medical condition - Has one disability / medical condition - Multiple disabilities / medical conditions - Declined to answer	23-29 hours per week work capacity 15-22 hours per week work capacity <15[2] hours per week work capacity

4. Your Background

The Background domain includes questions about the participant's descent and language.

Descent

Indigenous Status, Country of Birth and whether the participant is a Recent Refugee are the three key components of this factor. They help assess a participant's relative level of labour market advantage, compared with other participants based on their descent or origin.

Indigenous Status

The purpose of the 'Indigenous Status' component is to consider any disadvantages not accounted for elsewhere in the Job Seeker Snapshot. These are related to many Indigenous specific issues, including standards of health, cultural requirements, cross-cultural norms and language first spoken as a child. The questions in this component are only asked where the participant's detail identifies that they were Australian born.

Indigenous disadvantage in the labour market has been well documented in literature. The Australian Government's "Closing the Gap" initiative is a response to addressing Indigenous disadvantages across a number of fields, including employment.

The categories under this factor are:

- Identifies as Indigenous
- Does not identify as Indigenous
- Declined to answer.

Country of Birth - Country and Language components

People migrating to Australia may face difficulties in the Australian labour market, including:

- lack of knowledge about, and attachment to, the Australian labour market
- lack of networks or contacts within the Australian labour market
- cultural differences between the participant's country of birth and Australia that could be negatively viewed by prospective employers.

This component considers any labour market disadvantage due to being born overseas (the country component) and the language they first spoke as a child (the language first spoken component).

The first languages spoken by participants are grouped into several categories based on the different experiences of migrants from different countries in the Australian labour market.

The questions in this component are only asked where the participant's detail identifies that they were not born in Australia.

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[2] A small number of participants have a JCA-derived 8+ hour per week work capacity rating and they are included in this category for Job Seeker Snapshot purposes.

Recent Refugee

The 'Recent Refugee' component considers refugees and their potentially limited access to the labour market.

The categorisation of a participant under the Country of Birth and Recent Refugee components is determined by administrative data provided by the participant to Services Australia or their Job Seeker Snapshot responses.

The categories under this factor are:

Country of Birth (CoB) - Country component	Country of Birth (CoB) - Language first spoken component	Recent refugee component
• Lowest CoB disadvantage • Low-moderate CoB disadvantage • Moderate CoB disadvantage • High-moderate CoB disadvantage • High CoB disadvantage • Highest CoB disadvantage	• Lowest language disadvantage • Low language disadvantage • Moderate language disadvantage • High language disadvantage	• Recent refugee • Not a recent refugee

English Language Proficiency

The English Language Proficiency factor reflects the participant's relative labour market advantage based on their English proficiency. Participants with good English proficiency are considered to have an advantage in the labour market compared to those who have mixed or poor English proficiency. Participants who disclose low levels of English proficiency may be referred to the Skills for Education and Employment (SEE) Program or the Adult Migrant English Program (AMEP).

The categories under this factor are:

- Good English proficiency level
- Mixed English proficiency level
- Poor English proficiency level.

5. Personal Circumstances

The 'Personal Circumstances' domain includes questions relating to a participant's situation, such as their living situation, transport and other personal factors.

Living Circumstances

The Living Circumstances section considers the relative advantage of participants with stable accommodation compared with those living in unstable accommodation. This also recognises the different labour market experiences of participants who are not the primary carer for an adult. Modelling work by the department has shown that participants who provided care to an adult in the family experience some disadvantages, in addition to that measured by the work experience section.

The categories under this factor are:

Stability of Residence	Living Circumstances	Carer for adults
• Stable residence • Secondary unstable residence • Primary unstable residence	• Lives with spouse or partner • Lives with non-family members • Lives alone • Partnered parent with youngest child 6-15 years old • Partnered parent with youngest child <6 years old	• Carer for an adult person >15 years old • Not a carer for adult person

	• Lone parent with youngest child 6-15 years old • Lone parent with youngest child <6 years old • Other living conditions	

Transport

Access to Transport recognises that a participant's chances of finding employment increase when they have transport that allows them to access a larger labour market.

The categories under this factor are:

- Own transport
- Other private transport
- Public transport
- No transport.

Criminal convictions

A criminal conviction can be a significant barrier to employment. Participants with a criminal record may be excluded in the screening process by employers, or they may find it difficult to compete for a job because of outdated skills or lack of recent work experience.

The categories under this factor are:

- Not an ex-offender
- Ex-offender - Non-custodial sentence
- Ex-offender - Sentenced one fortnight or less
- Ex-offender - Sentenced more than one fortnight.
- Declined to answer.

Intergenerational

The Intergenerational factor seeks to identify people who have been a member of a jobless family or affected by intergenerational unemployment characteristics in their early teens (13 to 16 years old). The Parliamentary report on Intergenerational welfare dependence noted a correlation between parents receiving welfare payments for significant periods of time, and their children also receiving payments.

The under 45 age group is relevant to this factor.

Personal Factors

The purpose of the questions in the Personal Factors section are to identify any personal or other factors[3] that have not been accounted for by the other questions in the Job Seeker Snapshot that may require further assessment to determine their impact on a participant's ability to work, obtain work or look for work. Further assessment may include referral for an ESAt or referral to Services Australia.

Where an ESAt or JCA report already exists, the information contained in the ESAt or JCA report is considered.

Job Search Confidence

Participants' belief in their ability to find work has an impact on their potential for success in the job market. The purpose of this question is to help participants self-assess their confidence in looking for work. Providers and the DSCC may use this information to assist to determine the right supports for the participant.

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[3] Such factors include some personal circumstances or certain medical conditions.

Motivation and resilience have been an ongoing theme throughout consultations on the Job Seeker Assessment Framework. The OECD[4] has identified motivation as one of three key elements to ensure participants actively pursue employment.

The categories under this factor are:

Job Seeker Snapshot derived component	ESAt/JCA derived component
• Anger issues/temper/violence • Caring responsibilities • Domestic and family violence • Drug treatment programme • Criminal court action pending/on bail/ on remand • Dental issues • Don't have anywhere stable to live / living in emergency or temporary accommodation • Gambling addiction • Grief/trauma/personal crisis • Numeracy issues (e.g., adding numbers) • Pregnancy • Relationship breakdown • Self-esteem/motivation/presentation issues • Severe stress • Sleep problems/insomnia • Any other	• No impact • Low impact • Medium impact • High impact.

6. Other Factors

The Other Factors consider a participant's demographics and characteristics captured during the initial registration process, as administrative data.

Age and Gender

The Age and Gender factor recognises that age and gender can be an employment barrier. The categories under this factor are:

Male participants	Female participants
Age groupings: • between 15-19 years • between 15-19 years (Disadvantaged) • between 20-24 years • between 25-29 years • between 30-34 years • between 35-39 years • between 40-44 years • between 45-49 years • between 50-54 years • between 55-59 years • 60 years or older	Age groupings: • between 15-19 years • between 15-19 years (Disadvantaged) • between 20-24 years • between 25-29 years • between 30-34 years • between 35-39 years • between 40-44 years • between 45-49 years • between 50-54 years • between 55-59 years • 60 years or older

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[4] OECD *Employment Outlook 2015*, OECD Publishing, Paris.

It generally confirms that younger participants experience higher levels of relative labour market disadvantage than 'prime-age' participants, and male participants experience higher relative labour market advantage than female participants.

It also recognises that younger participants (15-19) with any of the following additional characteristics may experience more disadvantaged in the labour market:

- any ex-offender status other than 'no criminal conviction'
- unstable residence
- less than year 10 education
- not working but looking for work in the past two years
- Indigenous
- lone parent.

Information under the Age and Gender factor is based on information provided by the participant to Services Australia.

Contactability

Statistical analysis by the department has shown that a participant's chances of finding employment are influenced by their ability to make contact with, and be contacted by, potential employers and their provider.

Participants are considered contactable by phone if they have either a home phone in their name, or someone else's name, at their place of residence (including a phone with a silent or unlisted number) or have a mobile phone. The categories in this section are based on information provided by the participant to Services Australia and they are

- Contactable by phone
- Not contactable by phone.

Geographic Location

The Geographic Location factor reflects the relative labour market advantage associated with living in a particular location (e.g., Employment Region). The condition of the local economy is a key influence on the probability of a participant finding employment.

The Participant's location is based on the home address details provided. The location categories are:

- Lowest region disadvantage
- Low region disadvantage
- Moderate region disadvantage
- High region disadvantage
- Highest region disadvantage.

Participant History

A section on Participant History is included in the Job Seeker Snapshot to recognise that participants who experience reduced time and/or shorter overall periods on income support are more advantaged in terms of finding employment.

Categories in this factor are based on information sourced from the participant's registration and benefit payment records. Income support payments made to the participant for the previous 10 years are considered, as well as whether they have received a Crisis Payment from Services Australia in the previous six months.

The categories in this factor are:

Duration on income support component	Income Support and Crisis Payment component
<12 months 12 to 23 months 24 to 35 months 36 to 47 months	- More than once on income support - Received Crisis Payment - Received Crisis Payment + Multiple Spells on Allowance

• 48 to 59 months • 60 months or more • No income support	• All others

Distance from a Labour Market

The distance from a labour market factor recognises the difficulties faced by geographically isolated participants in gaining employment. The categories in this factor are based on the postcode of the home address details of the participant. They are:

- Metropolitan or inner regional
- Outer regional, remote, very remote or an area with migratory living arrangements.

Attachment A

JSCI re-estimation

The Job Seeker Classification Instrument (JSCI) is the statistical tool that quantifies a participant's risk of becoming long-term unemployed, calculated through a logistic regression.

The JSCI is periodically reviewed through a re-estimation process, using the most recent data available at the time of the re-estimation, to ensure it is up-to-date in determining the level of disadvantage faced by participants. The population contains information related to the characteristics of the participants, as well as the social and economic conditions of the areas they live at the time they joined.

The introduction of new JSCI factors in a re-estimation is generally based on recommendations from and consultation with stakeholders, as well as on academic research. All existing JSCI factors and any new variables with sound data considered to be important are tested in the regression analysis. The regression results indicate which of the existing and new JSCI factors impact the risk of long-term unemployment of participants, and the level of the impact, reflected by the updated JSCI score.

The JSCI re-estimation methodology has been reviewed a number of times by academic researchers specialising in labour market economics. The methodology is considered highly developed and has a consistently robust track record. The choice of regression method and JSCI factors has also been peer reviewed and found practical and appropriate.