



Australian Government
Department of Human Services

Circumstances Impacting Compliance



Course Code: CLK00888

Release Date: May 2018

Version: 1.0

Time required: 30 minutes

Aboriginal and Torres Strait Islander staff are advised this product may contain images of people who have passed away.



Course Information

Length of course

This course will take 30 minutes to complete.

Learning Outcomes

By completing this learning you will be able to:

- identify when a job seeker's, including a ParentsNext participant's, circumstance impacts on their capacity to comply with compulsory requirements
- use the Job Seeker Circumstances workflow to add a circumstance.

Target Audience

This course is designed for all staff delivering services to job seekers, including ParentNext participants.

Pre / co-requisites

s 47E(d)

Resources

To research activities in this learning, open [Circumstances affecting capacity to comply with compulsory requirement 001-10050000](#).

Keep this reference open for the remainder of the course.

Accessibility

This learning program includes content that is organised into tables. It is available in PDF and HTML formats. For further information about accessibility, please go to the [Access and Inclusion Unit](#) HSI page.

Instructions

Instructions for self-paced learners

As you attempt each activity, you can check the answer by selecting the link, 'Check your answer' at the end of each activity.

To return to your place and continue your learning, you can select the link 'Return to content'.

This course has been developed for you to practice using Operational Blueprint and other tools.

You can discuss any part of this course with your Team Leader, Service Officer (SO5) or Service Support Officer.

Training evaluation

Your Opinion counts

We would like your feedback about this learning. After finishing the learning, please take 5 minutes to tell us what you thought about it by completing the L&D Evaluation questionnaire. You will receive an email with a link to the questionnaire. You can also choose the 'perform course appraisal' option within ESSentials after you have confirmed your participation in the course.

Why Capture Job Seeker Circumstances?

One of the core principles of the Targeted Compliance Framework is that job seekers and ParentsNext participants should be expected to take personal responsibility for managing and ensuring they can meet their compulsory requirements. Personal responsibility includes talking with their provider about circumstances that may be affecting their capability and capacity, letting their provider know beforehand if unable to attend on a day, and reporting or recording their own attendance.



As Human Services and providers are expected to work collaboratively to keep job seekers actively engaged, we also have responsibility for flagging circumstances that may affect the job seeker's capacity to meet compulsory requirements.

This means that where personal circumstances are disclosed to us, we need to consider whether these may have an ongoing impact on their compliance with compulsory requirements and, where appropriate, capturing the information on the job seeker's record. This will ensure providers also have access to information that is relevant to their servicing of the job seeker via the Employment Services System.

We let the job seeker know that information they disclose to us may be shared with their provider but we should also reinforce personal responsibility. We do this by reminding the job seeker of the importance of talking with their provider if their personal circumstances are affecting their capacity to comply with compulsory requirements.

Activity 1

What gives us the authority to share the information with the job seeker's provider?

[Check your answer](#)

s 47E(d)

s 47E(d)

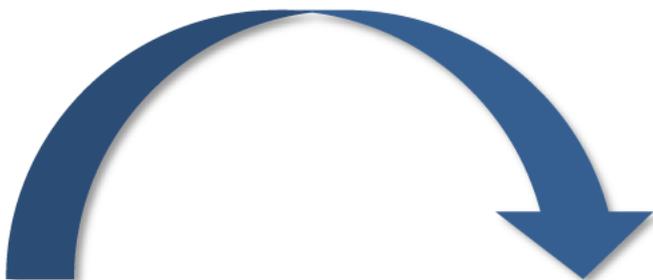
[Redacted content]

[Check your answer](#)

s 47E(d)

s 47E(d)

[Check your answer](#)

**What's next?**

In the next topic you will meet a job seeker, Ramesh, and complete a series of activities designed to take you through the process of recording circumstances that impact job seeker compliance with compulsory requirements.

Case Study - Ramesh



Ramesh

Ramesh is speaking with a Service Officer, Alyssa. He wants to check what he has to do about looking for work and going to his provider now that he has taken on caring responsibilities for his elderly mother.

Alyssa notes from his record that he is receiving Carer Allowance and his claim for Carer Payment was rejected. Alyssa is aware that we are required to record this so that the information can be shared with providers and is available to Human Services staff making compliance decisions.

Alyssa now considers how Ramesh's circumstances may be affecting his capacity to comply with his compulsory requirements and whether she has sufficient evidence. She wants to help him meet his requirements and not be in a situation where compliance action is applied for circumstances beyond his control.

What does Alyssa do?

By using targeted messaging, Alyssa reinforces the importance of sharing personal circumstances that can potentially impact his ability to meet requirements with his provider. This will support Ramesh when he talks with his provider, and ensure his situation is appropriately considered when setting requirements or if non-compliance does occur.



Alyssa takes the opportunity to reinforce Ramesh's personal responsibilities as a job seeker.

Their conversations goes like this:

Alyssa:

'Ramesh, whilst you are receiving a participation payment you must attend appointments your provider makes for you and comply with all the activities in the Plan that you've made with your provider. I've noticed your personal circumstances have recently changed. Have you talked with your provider about any impacts these may have on your requirements?'

Ramesh replies:

'No, I haven't had the chance. I was actually supposed to go to a provider appointment this morning. As I was heading out the door, mum had a stumble and I had to help her. By the time I got her sorted, I had missed the appointment. I'm going to ring them next, but wanted some information from you first so I know what to do'.

The provider will need to have a discussion with Ramesh about missing the appointment, which will include considering if he had a valid reasons for not attending the appointment; s 47E(d)

s 47E(d)

Ramesh:

s47E(d)

Alyssa decides that the circumstance is likely to have an ongoing impact on Ramesh's capacity to comply. s 47E(d)

s 47E(d)

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Job seeker circumstance categories

s 47E(d)

s 47E(d)



Activity 4

Locate the list of job seeker circumstance categories in Operational Blueprint. Which one should Alyssa select?

[Check your answer](#)

Describing the circumstance

The next step is to record a free text description of the circumstance. This must be clear, concise and factual.

Activity 5

Based on the information already provided, how would you describe the current circumstance?

[Check your answer](#)

Evidence

Job seeker circumstances affecting compliance must be supported by appropriate evidence.

The type of evidence that is appropriate depends on the job seeker circumstance category that was selected. [s 47E\(d\)](#)



Activity 6

What evidence does Alyssa have to support Ramesh's statement?

[Check your answer](#)

What happens next?

Alyssa has recorded that Ramesh has caring responsibilities that are currently affecting his capacity to comply. She uses the Confirm Changes button to finalise the update.

s 47E(d)

The provider is responsible for ensuring Ramesh's compulsory requirements are appropriate and achievable given his personal circumstances and capacity to comply. They'll also know that Human Services have evidence to confirm this circumstance if Ramesh doesn't meet a compulsory requirement and can consider it when assessing whether he had a valid reason.

Although the information is shared with the provider, Ramesh must understand that it is his responsibility to talk to the provider about his circumstances. Given that he missed an appointment this morning, he needs to contact them anyway. Alyssa encourages him talk about his caring responsibilities.

If Ramesh does not comply with a compulsory requirement and a compliance investigation is undertaken by Human Services, s 47E(d)



Activity 7

What if during the contact with Ramesh, Alyssa identifies that Ramesh requires language support to assist with understanding his requirements?

[Check your answer](#)

Change in Job Seeker Circumstances



Six weeks later

Ramesh and his mother attend their local office. They speak with Tilly, a Service Officer.

During the contact, Ramesh tells Tilly that things have changed a lot since he was last in the office. His mum is now wearing an emergency alert pendant linked to his phone and they have started receiving some home help. Ramesh now has regular times that he can attend appointments. He's also using Personal Events in the job seeker account so that his provider knows when he'll be taking his mum to specialist appointments.

Activity 8

What should Tilly do?

[Check your answer](#)

What if the circumstances are sensitive?

Activity 9

Ramesh's caring responsibilities were not particularly sensitive in nature.

s 47E(d)

[Check your answer](#)



Answers to Activities

Activity 1

What gives us the authority to share the information with the job seeker's provider?

Debrief

Job seeker circumstances that are affecting compliance is information that providers require to ensure compulsory requirements are reasonable, identify appropriate support services and undertake their roles and responsibilities in relation to administration of social security law.

Section 202 of the Social Security (Administration) Act 1999 provides Department of Human Services with the authority to disclose information to the Employment Services Providers in this circumstance.

[Return to Activity 1](#)

s 47E(d)

[Redacted content]

[Return to Activity 2](#)

s 47E(d)

[Redacted content]

[Return to Activity 3](#)

Activity 4

Locate the list of job seeker circumstance categories in Operational Blueprint. Which one should Alyssa select?

Debrief

The appropriate job seeker circumstances category is Caring responsibilities. When Alyssa selects this, she will then need to select whom Ramesh is caring for from a drop down menu. She will select 'an adult family member'.

[Return to Activity 4](#)

Activity 5

Based on the information already provided, how would you describe the current circumstance?

Debrief

Did you include that Ramesh has frequent caring responsibility for his elderly mother who lives with him?

[Return to Activity 5](#)

s 47E(d)

[Redacted content]

[Return to Activity 6](#)

Activity 7

What if during the contact with Ramesh, Alyssa identifies that Ramesh requires language support to assist with understanding his requirements?

Debrief

Alyssa should offer an interpreter. She would access the On Demand telephone interpreting service via the Language Services Unit for the conversations with Ramesh.

She should encourage him to request an interpreter when he contacts his provider.

s 47E(d)

[Return to Activity 7](#)

Activity 8

What should Tilly do?

Debrief

Tilly should review the job seeker circumstances that are affecting compliance. She can update the existing caring category to show that this is no longer affecting. She also tells Ramesh that if his circumstances change, he should talk with his provider about this as soon as possible.

[Return to Activity 8](#)

Activity 9

Ramesh's caring responsibilities were not particularly sensitive in nature. s 47E(d)

If these circumstances were likely to impact job seeker compliance how would you manage this?

Debrief

- Job seekers have personal responsibility for ensuring their provider is aware of personal circumstances that may affect the appropriateness of activities and reasons for non-compliance. s 47E(d)

[Return to Activity 9](#)

[Return to top](#)

Evidence required to assess job seeker capability for each circumstance category

s 47E(d)

Circumstance Category
Accommodation/living arrangements
Behavioural issues
Caring responsibilities Type: Caring for dependent children
Caring responsibilities Type: Caring for adult family members

s 47E(d)

Circumstance Category
Cultural issues
Drug and alcohol dependence
Family relationships/domestic violence
Financial issues
Geographic isolation or limited social networks
Job seeker in transition
Legal issues
Limited literacy/numeracy/English

s 47E(d)

Circumstance Category
Medical condition – Cognitive/ neurological impairment
Medical condition – Mental health
Medical condition – Other illness/ injury requiring frequent treatment
Medical condition – Other illness/ not resulting in a VI being recorded
Recent prison release (in gaol 14+ days)
Technology Access
Transport issues

s 47E(d)

<i>Job Seeker Circumstance Category</i>
Accommodation/living arrangements
Behavioural Issues
Caring Responsibilities
Cultural Issues
Drug and alcohol dependence
Family relationships/Domestic violence
Financial Issues
Geographic isolation or limited social networks
Job seeker in Transition
Legal Issues
Limited literacy/numeracy/English
Medical conditions – Cognitive/ neurological impairment
Medical conditions – Mental health
Medical conditions – Other illness, injury requiring frequent treatment
Medical conditions – Other illness/not resulting in a VI being recorded
Other educational or vocational limitations
Other
Recent Prison Release
Technology access
Transport access



Australian Government
Department of Human Services

Circumstances affecting capacity to comply with compulsory requirement 001-10050000

Currently published version valid from 22/08/2018 11:00 am

Background

This document outlines how Service Officers identify and capture circumstances affecting capacity to comply with compulsory requirements for job seekers or ParentsNext participants.

On this Page:

Personal responsibility

A key principle underpinning the job seeker compliance system is that job seekers and ParentsNext participants take personal responsibility managing and ensuring they can meet their requirements.

This includes:

- talking with their Employment Services Provider or ParentsNext provider about circumstances that may be affecting their ability to participate so the activities in their Job/Participation Plan are appropriate and achievable
- recording Personal Events in the online dashboard Calendar to ensure their provider is aware of specific periods of time when they have personal commitments they want their provider to be aware of when scheduling requirements
- letting their provider know beforehand if unable to attend on a day, and
- recording their own attendance at compulsory requirements

Circumstances that are likely to have ongoing impacts

If job seekers, including ParentsNext participants, have personal circumstances that are likely to have an ongoing impact on their capacity to comply, the Department of Human Services and providers flag these to ensure they are given appropriate consideration when negotiating compulsory requirements or if non-compliance occurs.

Providers have responsibility for identifying appropriate interventions or services to address recognised circumstances impacting compliance, and may also re-negotiate compulsory requirements when appropriate.

Department of Human Services responsibilities

All Service Officers have responsibility for identifying, recording and reviewing [job seeker circumstances](#) that are ongoing in nature and are likely to have an impact on the job seeker's capacity to comply with requirements on an ongoing basis.

When job seeker circumstances are recorded or reviewed, Human Services is expected to reinforce key messages to job seekers about their personal responsibilities.

Key messages include:

- talk with your provider as soon as possible about any personal circumstances that are likely to impact your ability to comply with compulsory requirements
- job seekers on income support have mutual obligations and you are expected to fully participate in employment services and other activities outlined in your Job Plan/Participation Plan
- keep the personal events in the Job Seeker Account calendar up to date to make sure your provider is aware of personal commitments, such as school pick up times or work, when scheduling requirements

Recording circumstances affecting capacity to comply with compulsory requirements

The **Circumstances Impacting Compliance** screen displays all identified circumstances that have been flagged as potentially affecting the job seeker's capacity to comply with compulsory requirements.

The Human Services system will automatically flag job seeker circumstances on this screen when:

- providers record circumstances in the Capability Management Tool in the Employment Services System (ESS)
- Homelessness Indicators have been recorded
- Vulnerability Indicators and Comprehensive Compliance Assessment (CCA) barriers were recorded prior to 1 July 2018
- an Employment Services Assessment (ESAt)/Job Capacity Assessment (JCA) or Job Seeker Classification Instrument (JSCI) identifies factors likely to impact capacity

When job seeker circumstances have been automatically flagged, these will contain minimal information and need to be reviewed and updated as appropriate during Human Services staff interactions, for example, failure investigations.

When Human Services identify additional job seeker circumstances (such as, any not automatically flagged), these may be added manually.

Disclosing information to providers

Circumstances that are affecting compliance is information that providers require to ensure compulsory requirements are reasonable, they can identify appropriate support services and undertake their roles and responsibilities in relation to administration of social security law.

Section 202 of the Social Security (Administration) Act 1999 provides Human Services with the authority to disclose information to providers which is relevant to their servicing and which assists the provider to deliver an effective service to the job seeker.

By using the **Circumstances Impacting Compliance** screen, Human Services ensures that relevant information about a job seeker's circumstances which are ongoing in nature are made available to the job seeker's provider in a manner that adheres to privacy principles. For certain circumstances, as long as the appropriate minimum evidence has been recorded, the information Human Services record is shared electronically with the provider as a Vulnerability Indicator.

The [Resources](#) page contains attachments describing when the various job seeker circumstances categories can be added, updated or ended, and the evidence required for different circumstances. It also contains a high level overview of the Circumstances Impacting Compliance workflow.

Related links

[Assessing reasonable excuse - drug or alcohol related reasons](#)

[Roles and responsibilities for managing compliance with compulsory requirements](#)

[Targeted Compliance Framework](#)

[Job Seeker Compliance Model](#)

[Conducting compliance investigations](#)

[Participation Compliance workflow](#)

[Homelessness Indicators](#)

[Referring customers to Welfare Agencies](#)

Process

This page contains information about recording and reviewing circumstances affecting compliance for job seekers and ParentsNext participants who have compulsory requirements.

Circumstances affecting capacity to comply with compulsory requirements

Recording and reviewing job seeker circumstances

This table contains information about recording and reviewing job seeker circumstances affecting capacity to comply with compulsory requirements.

Item	Description
1	<p>Responsibility for identifying job seeker circumstance that may affect capacity to comply + Read more ...</p> <p>Participation Solutions Team (PST)-skilled Service Officers identify and record ongoing circumstances directly contributing to a job seeker's non-compliance during a compliance investigation, Capability Assessment or Comprehensive Compliance Assessment (CCA).</p> <p>All Department of Human Services staff who deliver services to job seekers have responsibility for identifying and flagging job seeker circumstances that may affect capacity to comply with compulsory requirements on an ongoing or adhoc/episodic basis.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Service Officers assisting job seekers during any face-to-face or smart centre contact • PST-skilled Service Officers during a compliance investigation, Capability Assessment or Comprehensive Compliance Assessment (CCA) • Social Worker assistance • Specialist officer contact - Community Engagement Officers, Multicultural Services Officers, Indigenous Service Officers • Prison Liaison Officers assisting job seekers recently released from prison <p>Job seekers have a personal responsibility for ensuring their provider is aware of circumstances that affect their capacity to comply with requirements. The job seeker must be encouraged to talk with their provider about any circumstances that have been added or updated.</p> <p>For more information on consultation with a PST-skilled social worker, see Social work role in the Participation Solutions Team (PST).</p>
2	<p>Circumstances Impacting Compliance screen + Read more ...</p> <p>The Circumstances Impacting Compliance screen is the system tool used to flag identified job seeker circumstances.</p> <p>The screen can be accessed from the Participation menu by selecting Circumstances Impacting Compliance.</p>

	<p>The screen is also accessed via the Participation Compliance workflow from the:</p> <ul style="list-style-type: none"> • Compliance Investigation workflow, by selecting the: <ul style="list-style-type: none"> ○ Circumstances impacting Compliance link on the Other Related Information page ○ View Circumstance link on the Key Information page ○ Job Seeker Circumstances link on the Investigation page ○ Review Circumstances link on the Decision and Penalty page • Capability Assessment workflow, by selecting: <ul style="list-style-type: none"> ○ Continue on the Capability Assessment page when 'Yes' has been selected for 'Does the Job Seeker/Participant statement suggest there are ongoing circumstances directly impacting their ability to comply with requirements' ○ the Existing circumstances impacting compliance require review to confirm they are up to date link, on the Capability Assessment Outcomes page • Capability Assessment workflow, by selecting the: <ul style="list-style-type: none"> ○ Continue button on the CCA Commencement page <p>Information recorded in the Circumstances Impacting Compliance screen is available to Human Services staff delivering services to job seekers. Job seeker circumstances are presented in the Participation Compliance workflow when compliance action has been generated. The Capability Management tool in the Employment Services System (ESS) also displays existing circumstances that are affecting compliance to providers as a Vulnerability Indicator.</p> <p>Before flagging a job seeker circumstance affecting compliance, Service Officers should consider the impact the circumstance is likely to have on the job seeker's capacity to comply with compulsory requirements. For further information, see Item 4.</p> <p>A circumstance that is unlikely to affect the job seeker's capacity to comply with their compulsory requirements should not be recorded and any existing circumstances that are no longer likely to impact should be ended, see Item 6.</p>
3	<p>Recording free text on the Circumstances Impacting Compliance screen + Read more ...</p> <p>Free text descriptions should:</p> <ul style="list-style-type: none"> • Be written in a clear concise manner using a factual tone • Only information that is specific and relevant to both the circumstance and the requirements that it impacts should be included • Be logical and coherent, and • Consider the various audiences who use the information. They must be easily understood by both Human Services staff and providers

	<p>It is never appropriate to include:</p> <ul style="list-style-type: none"> • sensitive information • acronyms that are not universally or commonly in use • special characters (for example, '<', '>', ':', '&' or ','). These characters will not transition appropriately to the Employment Services System(ESS) which may affect the meaning <p>Note: job seekers may request details of job seeker circumstances that have been recorded under Freedom of Information.</p>
4	<p>Adding a new circumstance + Read more ...</p> <p>The Human Services system will automatically add some circumstances based on information from other sources, including:</p> <ul style="list-style-type: none"> • Certain responses recorded in the Job Seeker Classification Instrument (JSCI) suggesting a job seeker may have difficulty meeting some requirements • Homelessness Indicators recorded in the Homelessness Indicator workflow • Barriers and Risk of Non-compliance ratings recorded in an Employment Services Assessment (ESAt) • Barriers manually recorded by providers in the Capability Management Tool <p>Before adding a new circumstance, review the summary of existing circumstances.</p> <p>When a job seeker circumstances category:</p> <ul style="list-style-type: none"> • currently exists, it may be more appropriate to review this circumstance, see Item 5 • already exists but has ended, select the category from the previous circumstances impacting compliance and update • has not previously been recorded, add a new circumstance <p>The appropriate job seeker circumstances category (see Item 5) should be selected from the drop down menu. Depending on the category selected, the screen will display additional prompts to record further information about the nature of the job seeker circumstances that are affecting.</p> <p>Note: if more than 1 job seeker circumstance is affecting the job seeker’s capacity to comply, multiple job seeker circumstance categories may be recorded.</p> <p>A factual and succinct free text description of the circumstances identified and how they affect the job seeker’s capacity to comply with compulsory requirements must be recorded.</p> <p>Evidence + Read more ...</p> <p>Job seeker circumstances affecting compliance must be supported by appropriate and sufficient evidence. What is considered sufficient evidence will be dependent on how the circumstance will be used. For example, circumstances may only be used to inform a Capability Assessment where one of the identified minimum level evidence criteria has been provided.</p>

The workflow will present a drop down list of the available evidence type(s) appropriate for each of the job seeker circumstance categories. In some circumstances a statement from the job seeker may be sufficient, other categories may require a medical certificate, Employment Services Assessment (ESAt), a specialist assessment or other third party verification.

While all available evidence options presented for a category will allow the circumstance to be added, if the circumstance is being used to inform a Capability Assessment, a higher level of evidence is required.

The screen will help to identify the appropriate evidence based on the category

- When evidence was provided through consultation, select who was consulted from the drop down menu provided
- Other evidence used to identify or support the impact of the circumstance on the job seeker's capacity to comply should also be selected from the drop down menus provided

See [Resources](#) for further information about the evidence required to assess job seeker capability

Adding a circumstance via the Participation Compliance workflow + Read more ...

Where a new job seeker circumstance is added while conducting a [Capability Assessment](#), [compliance investigation](#) or Comprehensive Compliance Assessment (CCA) further information will be required before the **Circumstances Impacting Compliance** screen can be completed.

This further information required relates to how the identified job seeker circumstances affects the compliance action currently being undertaken. The following may be required:

- Explanation of how the circumstances impact the job seeker's ability to meet requirements and whether consultation occurred to assess the impact
- When the circumstances started to impact the job seeker's ability to meet requirements
- Whether the circumstance or the requirement have changed since a Capability Assessment was last conducted. **Note:** where a penalty decision is being made soon after completion of a Capability Assessment, if the impact of circumstances have already been considered and requirements have not changed it is unlikely it would be appropriate not to apply a [financial penalty](#) unless there were other factors impacting the job seeker's ability to comply and relevant to the decision on reasonable excuse
- Whether job seeker circumstances have significantly changed since the last CCA was conducted

When accessing the screen via the **Capability Assessment** workflow, the following additional information is required to assist with identifying specific Capability Assessment outcomes:

- Whether the circumstances directly contributed to non-compliance events that occurred on or after the circumstances started to impact, and which requirements the circumstance is impacting and how they are affected

	<ul style="list-style-type: none"> • Types of activities that can still be undertaken and dates and times the job seeker can attend. Care must be taken to ensure that dates and times recorded will still allow the job seeker to meet the minimum required hours for their current participation category
5	<p>Circumstance categories + Read more ...</p> <p>Job seeker circumstance categories include:</p> <ul style="list-style-type: none"> • Accommodation/living arrangements • Behavioural Issues • Caring Responsibilities • Cultural Issues • Drug and alcohol dependence • Family relationships/Domestic violence • Financial Issues • Geographic isolation or limited social networks • Job seeker in Transition • Legal Issues • Limited literacy/numeracy/English • Medical conditions - Cognitive/neurological impairment • Medical conditions - Mental health • Medical conditions - Other illness, injury requiring frequent treatment • Medical conditions - Other illness/not resulting in a VI being recorded • Other educational or vocational limitations (automatically recorded by system) but can be updated or ended manually • Other (automatically recorded by system but can be updated or ended manually) • Recent prison release • Technology access • Transport access <p>See Resources for when categories can be added, ended or updated.</p>
6	<p>Reviewing or ending existing circumstances + Read more ...</p> <p>Service Officers are required to review existing circumstances when job seeker contact occurs. Job seeker circumstances no longer affecting the job seeker's capacity to comply must be ended.</p>

The **Participation Compliance** workflow will prompt that a review of Circumstances Impacting Compliance is required.

When the circumstance:

- continues to affect capacity, update the current status of the circumstance if this has changed, the end date, and the description and evidence fields
- was recorded in error, this must be immediately removed using the Delete button
- no longer have any impact on requirements, the status will need to be updated

Job seeker circumstances automatically end when the maximum duration is reached for the following categories:

- Recent prison release
- Job seeker in Transition

References

This page contains links to legislation.

Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

[Social Security \(Administration\) Act 1999](#)

- section 202, protection of personal information

Resources

This page contains attachments describing when the various job seeker circumstances categories can be added, updated or ended and what evidence is required to assess job seeker capability. It also contains a high level overview of the Circumstances Impacting Compliance workflow. Links on this page may not be available to external audiences.

Job seeker circumstance category



[Job seeker circumstance category](#)

Evidence required to assess job seeker capability



[Evidence required to assess job seeker capability](#)

Circumstances Impacting Compliance workflow - high level overview

This attachment may not be printed, broadcast or released externally. For contact details and more information, see [Information Publication Scheme](#).



[Circumstances Impacting Compliance workflow](#)

Training & Support

This page contains training information. Links on this page may be unavailable to external audiences.

Training packages

The following training about this topic is available for staff in ESSentials:

- **CLK00888** - Circumstances impacting compliance

To access this training, go to the [Learning Portal](#) in ESSentials and search for the relevant course number in the **Search** field.

Note: ensure line manager approval has been provided before applying for any training through ESSentials.