



In Transit?

Jobseeker's Transitional Payment User Experiences

Produced in partnership with



What do people with experience of claiming the payment say about it?

The following general insights are based on the outcome of interviews with current and former recipients of Jobseeker's Transitional Payment (JST) who were interviewed as part of a research project conducted in conjunction with One Family and funded by the Irish Research Council. These insights are presented to give a sense of how JST has been experienced by others. For detailed factual information on the payment, please check One Family's guide to JST.

<https://onefamily.ie/information-service-helpline/money/job-seekers-transitional-payment/>

What is JST?

JST is a social welfare payment designed to help parents in one parent households transition into work. Working or applying for jobs is not a condition of the payment. However, it is a means tested payment. It is paid to persons whose youngest child is aged between 7 and 13 years inclusive.

Firstly...

Overall impressions

JST does require participants to engage with Intreo to find work and some of the people we spoke to found that this can be demanding and stressful. However, receiving JST can also be enabling and does allow lone parents to balance caring for their children while they are still relatively young with a desire to work or to engage in further training or education to improve their quality of life.

Things to look out for...

Changes to income

Some of the people spoken to as part of this research described experiencing a loss of income upon transition onto JST. How income is affected by JST will depend on your individual circumstances and it is definitely something for new scheme entrants to be aware of. Therefore, it's a good idea to try to find out as much as possible in advance of the transition and this is something many of the interviewees in this study emphasised.

Signing on

Unlike One-Parent Family Payment (OFP), receiving JST requires claimants to sign on in-person quarterly to confirm you are still entitled to JST.

Work and JST

The focus of JST is transitioning into work. This does not involve working or seeking work but there is an emphasis on training, up-skilling and job opportunities. If you are transitioning from OFP, this change in emphasis can make JST feel very different, and you can expect things like increased correspondence concerning job opportunities and training, along with meetings with case workers who will want to talk to you about finding work or undertaking training. Our interviewees found that information is often very generic so think in advance about what best suits your needs and interests.



Interacting with Intreo

While some of the people we spoke to in our research found communication from Intreo daunting, anytime you are going to meet with somebody from Intreo, it is a good idea to go with the intention of getting the best from the meeting. Experiences can vary and many of the people spoken to for this research found meeting with staff from Intreo to be helpful and encouraging. Preparation for in-person interaction is key.

It is also important to know that should Intreo find it difficult to contact you, they may move your payment to another office.

Occasionally Intreo staff may call to your home to carry out a social welfare inspection without notice. You do not have to allow a Social Welfare Inspector into your home if you don't wish to. Social Welfare Inspectors do not have the right to look into private spaces in your home. If you do not wish to have an inspector in your home, you can have the same meeting in their office.

Finally...

Be aware of your rights and make the payment work for you!

If you are entitled to JST then it is important to see it as an entitlement, get the most out the payment and make it work for you. This is a key message from the people we spoke to. This can mean seeking out and attending training events to help you to prepare to enter the workforce, engaging in a course of study to help you to upskill or even working reduced hours where possible to allow you to continue to care while also bringing in additional income. These are all possible while receiving JST so be aware of what is possible.

Be aware of other potential payments!

JST is just one social welfare payment, and it may not be the right one for you. Seek advice from the Department of Social Protection or from One Family to make sure you are receiving the payment along with other benefits that suits your circumstances best. One Family has an *Askonefamily Helpline*, which can be contacted at Ph: 0818 66 22 12 / 01 662 9212.

If you would like to know more about the research and what people with experience of claiming JST had to say...

The full report is available at:

<https://www.ucc.ie/en/iss21/researchprojects/researchprojects/intransit/>

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