

## Senate Community Affairs Legislation Committee

### ADDITIONAL BUDGET ESTIMATES - 16 FEBRUARY 2012 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Job Capacity Assessment Issues

**Question reference number:** HSW 76

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 29 March 2012

**Number of pages:** 2

**Question:**

- a) From 1 July 2011 to 31 January 2012, please provide details of the numbers of Job Capacity Assessors employed each month.
- b) Indicate how many assessments each assessor completed per month, and the total number of JCA's completed.
- c) What time was taken to complete each job capacity assessment?
- d) At January 2011, what was the average time taken to finalise a JCA?
- e) What are the Department's KPIs in relation to completion times for JCAs?

**Answer:**

Job Capacity Assessments (JCAs) are a Disability Support Pension (DSP) related assessment that determines both work capacity and impairment impacts for customers with disability: those who are applying for DSP (DSP new claim), DSP reviews (those who are having their DSP eligibility reviewed) or DSP appeals.

- a) The department assessors deliver both Job Capacity Assessments and Employment Service Assessments for the Government. As such it is not possible to disaggregate the workforce for JCAs alone. The total monthly assessor numbers are:

Month	FTE	Headcount of Assessors (at end of month)
July 2011	655 (as at 30.6.11)	Data not available
August 2011	595.49	709
September 2011	592.45	711
October 2011	570.61	684
November 2011	557.56	666
December 2011	547.77	657
January 2011	534.05	640

b) The total number of JCAs completed per month was:

<b>Month</b>	<b>JCAs completed</b>
July 2011	8,777
August 2011	10,653
September 2011	10,734
October 2011	8,801
November 2011	10,150
December 2011	8,749
January 2011	8,599

Given the demand-driven nature of assessments and the significant variation in demand across sites, the number of assessments completed per month by each assessor varies significantly due to local demand and hours worked by individual assessors.

- c) Based on policy parameters, the average time expected for the completion of a Job Capacity Assessment is 90 minutes. The department does not routinely capture data measuring the duration of the Job Capacity Assessments process.
- d) See answer (c).
- e) The department reports against a number of KPIs. These are:
- timeliness of completion of assessment;
  - timeliness of submission of assessment;
  - proportion of assessments conducted by phone;
  - proportion of assessments returned for correction; and
  - proportion of assessments with recommended supporting interventions.