

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2012-2013**

Outcome 3 - Employment

DEEWR Question No. EW0874_13

Senator Sinodinos asked in writing.

Question

Job Capacity Assessments

Job Capacity Assessments 1. What percentage of Job Capacity Assessments have been undertaken over the phone in the last 12 months? 2. Of these, how many were undertaken in metropolitan areas? 3. What is the average duration of these assessments, where the provider is either face to face with the job seeker, or on the phone to them? 4. What is the follow on administrative time spent completing these assessments? 5. What has been the cost of administering Job Capacity Assessments in the last financial year? 6. What is the average wait time from scheduling the JCA to it actually occurring?

Answer

From 1 July 2011, the Department of Human Services (DHS) became the sole service provider for assessment services.

The Department of Education, Employment and Workplace Relations (DEEWR) has policy responsibility for assessments related to employment services eligibility; these are known as Employment Services Assessments (ESAt). The Department of Families, Housing, Community Services and Indigenous Affairs has policy responsibility for Job Capacity Assessments (JCAs) which are used to determine eligibility for Disability Support Pension.

DHS uses the flexibility of its national assessment services workforce, located in over 300 service centres, to meet the demand for assessments - adjusting where it places its resources so that it can best respond to job seeker demand. The Department also uses various modes of delivery, including targeted use of telephone assessments.

DEEWR has clarified with Senator Sinodinos' office that the information requested refers to ESAts only.

1. What percentage of Job Capacity Assessments have been undertaken over the phone in the last 12 months?

The table below outlines the percentage of ESATs conducted by phone for the period 1 December 2011 to 30 November 2012:

Total number of ESATs	Total number of Phone Assessments	Percentage of Phone Assessments
238,110	47,930	20%

2. Of these, how many were undertaken in metropolitan areas?

The table below outlines the percentage of ESATs conducted by phone for jobseekers in metropolitan areas for the period 1 December 2011 to 30 November 2012:

Total number of phone assessments	Total number of phone assessments for metropolitan areas	Percentage of Metropolitan phone assessments
47,930	24,611	51%

3. What is the average duration of these assessments, where the provider is either face to face with the job seeker, or on the phone to them?

DHS has provided the following response.

The average time taken for an employment services assessment is approximately 40 - 50 minutes including preparation, interview, report writing time and any required follow-up with the relevant medical practitioner/s. On average approximately 15-20 minutes of the total assessment time is spent interviewing the job seeker.

4. What is the follow on administrative time spent completing these assessments?

DHS has provided the following response.

On average approximately 25-35 minutes of each employment services assessment is spent in preparation, report writing and any required follow-up with the relevant medical practitioner.

5. What has been the cost of administering Job Capacity Assessments in the last financial year?

DHS has provided the following response.

The administered appropriation provided to DHS for 2011-12 for assessments for Disability Support Pension and employment services was \$83,854,910. This includes the work of professionals carrying out assessment services.

6. What is the average wait time from scheduling the JCA to it actually occurring?

For the period 1 December 2011 to 30 November 2012, the average time from an appointment being booked to the appointment date was 7.64 days. When booking an appointment, Employment Services Providers and DHS staff will consider the time

required for the job seeker to gather any medical evidence in readiness for the Assessment.