

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Job Capacity Assessments

**Question reference number:** HS 47

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 April 2014

**Number of pages:** 1

#### **Question:**

- a) Why are Job Capacity Assessments in the Northern Territory conducted over the phone for customers in remote communities rather than in person? Is this considered to be adequate?
- b) Are interpreters used when JCAs are conducted over the phone? Provide a breakdown of JCAs in the NT with Indigenous people with disability, for 2012-13?

#### **Answer:**

- a) Job Capacity Assessments may be conducted by phone where:
  - a customer is unable to attend a Department of Human Services Service Centre for a face to face interview;
  - it is not viable for an assessor to travel to a particular community to conduct a Job Capacity Assessments, for instance due to travel time and relative lack of demand;
  - the customer has a history of non-attendance or unacceptable behaviour at face to face appointments; or
  - the customer requires an assessment at short notice.

Department of Human Services assessors use a variety of assessment modes, including telephone and video conference, to balance variable assessment demand with customer and assessor locations. Appropriately targeted, telephone assessments are considered efficient and effective.

- b) Yes, where required interpreters are used to conduct Job Capacity Assessments by phone.

In 2012-13, 271 Job Capacity Assessments were conducted with customers with a disability across 124 locations in the Northern Territory. Providing a further breakdown of this data would identify individual customers.