

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Information on Customers with Multiple Problems

Question reference number: HS 123

Senator: Cameron

Type of question: Written

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Number of pages: 2

Question:

Please provide details of the capture by the ICT systems of information on customers with multiple problems.

Answer:

The department may collect relevant information about customers with barriers, including multiple barriers, based on the requirement of the payment they are applying for or receiving. This information is entered by departmental staff directly into the department's ICT systems.

The department can flag a customer record with a Vulnerability Indicator. A Vulnerability Indicator is a flag covering a range of physical, medical and social issues that is added to the computer record of a job seeker who has certain vulnerabilities that may impact their capacity to participate and/or increase the person's risk of non-compliance.

Vulnerability Indicators are also used by employment services providers and the department to ensure the particular circumstances of the job seeker are taken into account when setting Activity Test or participation requirements, and when considering whether a failure should be generated or applied for non-compliance.

As part of the job seeker registration process, the Job Seeker Classification Instrument (JSCI) is used to identify a job seeker's ability to find suitable employment and determine if a customer has any physical, intellectual or other barriers to employment.

The job seeker is asked a series of questions regarding their individual circumstances to determine their eligibility to access Stream Services from a provider. This information is stored within the Department of Employment's IT System and accessed by departmental staff and employment service providers.

Customers applying for Newstart Allowance may attend an Employment Services Assessment (ESAt). The intent of the assessment is to recommend the most appropriate employment service assistance based on an assessment of the job seeker's barriers to participation. Assessments are conducted by allied health professionals who use available information about the job seeker, including current and past medical or disability status, prior participation and employment history. An ESAt

report is completed in the Department of Employment's IT system and employment providers access the customer's assessment report from that system.

Customers applying for Disability Support Pension attend a Job Capacity Assessment. The intent of the assessment is to determine the level of functional impact a person's medical condition has on their ability to find and keep work. During the course of a Job Capacity Assessment, the Department of Human Services' assessor will discuss the customer's medical conditions and barriers to participation. Those barriers are noted on the Job Capacity Assessment Report which is completed in the Department of Employment's IT system.