

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Job Capacity Assessments

Question reference number: HS 36

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 2

Question:

- a) In 2013/14 and 1 July 2014 to date how many Job Capacity Assessors were employed by state/territory by employment permanent/ non-permanent.
- b) In 2013/14 and 1 July 2014 to date, how many DSP claims were rejected by state/territory:
 - 1) For people who had JCA by telephone.
 - 2) For people who had JCA in person.

Answer:

- a) Job Capacity Assessors (JCA) employed by state/territory by employment permanent/non-permanent as at 30 June 2014:

Employment Status as at 30 June 2014	Number of assessors
Ongoing	604
Non-Ongoing	1
Total	605

State as at 30 June 2014	Number of assessors
ACT	15
NSW	189
NT	6
QLD	128
SA	53
TAS	17
VIC	153
WA	44
Total as at 30 June 2014	605

JCA employed by state/territory by employment permanent/non-permanent as at 28 February 2015:

Employment Status as at 28 February 2015	Number of assessors
Ongoing	645
Non-Ongoing	1
Total	646

State as at 28 February 2015	Number of assessors
ACT	13
NSW	209
NT	5
QLD	142
SA	54
TAS	20
VIC	156
WA	47
Total	646

b) See table below:

DSP Rejections following a JCA: 1 July 2013 to 30 June 2014		
STATE	JCA FORMAT	
	FACE TO FACE	TELEPHONE
ACT	361	<20*
NSW	21,289	455
NT	346	194
QLD	12,368	992
SA	5357	319
TAS	1,448	69
VIC	15,004	518
WA	4,242	387
Total	60,415	N/A

*The above table contain fields '<20' indicating the total number of customers in that category is less than 20. This is to ensure customer confidentiality.

DSP Rejections following a JCA: 1 July 2014 to 28 February 2015		
STATE	JCA FORMAT	
	FACE TO FACE	TELEPHONE
ACT	176	< 20*
NSW	10,438	116
NT	168	75
QLD	6,151	395
SA	2,757	78
TAS	603	39
VIC	7,524	160
WA	2,106	151
Total	29,923	N/A

*The above table contain fields '<20' indicating the total number of customers in that category is less than 20. This is to ensure customer confidentiality.