

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**Supplementary Budget Estimates 19-23 October 2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Department of the Prime Minister and Cabinet

**Outcome/Program:** Outcome 2: Indigenous

**Topic:** Community Development Program (CDP/RJCP) - Employment Services Assessments

**Senator:** Senator Rachel Siewert

**Question reference number:** 146

**Type of question:** Written

**Date set by the committee for the return of answer:** 4 December 2015

**Number of pages:** 2

**Question:**

Can the Department offer feedback about provider complaints about ESAts – in terms of quality and availability? Has there been any concerns expressed by providers about the quality of phone assessments, or from job seekers, or peak or community bodies?

How many CDP participants have been waiting for an Employment Services Assessment for 4 weeks or more? What are the expected performance standards in relation to the completion of ESAts. Are they being achieved?

In the last year, how many Employment Services Assessments were conducted? How many of these were face to face? How many were conducted in each month of since 1 July 2015? What proportion of these have been conducted face-to-face? What proportion of ESAts are face to face and what proportion are done via telephone.

**Answer:**

Some CDP service providers have advised that they consider face to face Employment Services Assessments (ESAts) to be of a higher quality than telephone based assessments. The Department has referred this feedback to the Department of Social Services and the Department of Human Services, as the respective policy owner and service delivery departments.

During the twelve months to 31 October 2015, 1335 ESAts were conducted for RJCP/CDP participants. Of these ESAts, 520 were conducted face to face (including by video conference) and 631 were conducted by telephone.

The expected performance standard in remote areas is that 80 per cent of ESAt appointments will be undertaken within 15 business days from the time of referral for an assessment. This standard has been consistently met since the ESAt function was transferred to the Department of Human Services on 1 July 2011.

In the period 1 July 2015 to 31 October 2015, 503 ESAs were conducted. All but twelve of these were conducted within four weeks of the referral being made (97 per cent). This excludes specialist appointments (where a specialist assessor is needed) and Did Not Attend (DNA) cases where the participant did not show up for the appointment.

The table below details the number of ESAs conducted each month since 1 July 2015 by method of assessment.

**CDP ESAs CONDUCTED EACH MONTH SINCE 1 JULY 2015 BY ASSESSMENT TYPE**

|               | CDP assessments submitted  |                  |           |                  |                  |                  | Total ESAs |
|---------------|----------------------------|------------------|-----------|------------------|------------------|------------------|------------|
|               | Face to Face (incl. Video) | % of assessments | Telephone | % of assessments | File Assessments | % of assessments |            |
| <b>Jul-15</b> | 30                         | 26%              | 62        | 53%              | 25               | 21%              | 117        |
| <b>Aug-15</b> | 54                         | 40%              | 68        | 50%              | 14               | 10%              | 136        |
| <b>Sep-15</b> | 59                         | 46%              | 51        | 40%              | 19               | 15%              | 129        |
| <b>Oct-15</b> | 33                         | 27%              | 58        | 48%              | 30               | 25%              | 121        |
| <b>Total</b>  | 176                        | 35%              | 239       | 48%              | 88               | 17%              | 503        |