

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Additional Estimates 2006-2007, 13th and 16th February, 2007

Question: HS27

Department: Department of Human Services

Outcome 1, Output 1

Topic: Job Capacity Assessments (JCA)

Hansard Page/Written Question on Notice: Hansard Page F&PA 44-45

SENATOR WONG asked on 16/02/2007:

Senator WONG—I am talking about inflow into the JCA process, not into the income support payment. Do you know who is coming into JCAs?

Ms Frame—Yes.

Senator WONG—How do you track that? What are the details you track about that?

Mr Dolan—About one-fifth are for disability support pension related reasons; it could be new claims or reviews, and that is about 22 per cent. About 23 per cent are for reasons such as Newstart customers claiming medical incapacity. Thirty-three per cent, about a third, are income job seekers who have been shown to Centrelink's job seeker classification instrument—that is a streaming instrument—as having personal factors or work impairment. The rest are things like changes of circumstances or where someone is directly registering with the vocational rehabilitation provider, for example, for assessment.

Senator WONG—Is that point-in-time data?

Mr Dolan—That is the percentage of referrals up to 2 February—it is a cumulative percentage. I can also read out to you the referrals to employment services, if you want.

Senator WONG—Is it best to do this or would you prefer to—

Mr Dolan—I can read them out, if that suits your purpose, Senator.

Senator WONG—I would not mind getting—and I am happy to take this on notice—the percentages you have just read out and the raw numbers, and also the percentages and numbers into particular employment services and destinations.

Mr Dolan—We can give that to you on notice.

Senator WONG—I appreciate that. And if you could just indicate the point in time to which that relates.

Mr Dolan—Yes, we can do that.

ANSWER:

The following table shows the number of referrals to Job Capacity Assessments (JCAs) from 3 July 2006 to 9 March 2007 by reason for the referral.

- Around one third of referrals to JCA relate to job seekers identified through the Job Seeker Classification Instrument (JSCI) as having work barriers such as disability, drug and alcohol barriers, homelessness or personal factors;
- Almost one quarter of referrals relate to Newstart or Youth Allowance recipients claiming medical incapacity exemption through illness;
- Almost one quarter of referrals relate to individuals claiming Disability Support Pension or Disability Support Pension recipients having their pension status reviewed;
- The remainder primarily include job seekers whose circumstances have changed and who require their work capacity and suitability for an employment service to be reassessed; individuals who directly register with an employment service (such as vocational

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ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Additional Estimates 2006-2007, 13th and 16th February, 2007

rehabilitation) and who require their work capacity and suitability for that service to be assessed, and people voluntarily applying for an employment service.

Reason for referral to JCA	Number of referrals	% of total referrals
JSCI related reasons	101,456	33.2%
Newstart/Youth Allowance related reasons	70,761	23.2%
Disability Support Pension related reasons	70,206	23.0%
Change of Circumstances related reasons	41,225	13.5%
Other	11,762	3.8%
PAGES direct registration reasons	7,563	2.5%
Volunteers	2,570	0.8%
Total	305,543	100.0%

The following table shows the number of recommended referrals to programmes for completed JCAs from 3 July 2006 to 9 March 2007.

Only one of the following Providers of Australian Government Employment Services (PAGES) can be selected by a JCA:

- Job Network Services.
- Disability Employment Network.
- Personal Support Programme.
- Vocational Rehabilitation Services.
- Jobs Placement Employment and Training (JPET).

When referring an individual to a Job Network Service, a JCA may also refer the individual to a short term programme funded under the Job Capacity Account to help ensure the person overcomes their work barriers and becomes job ready. (All referrals to Job Capacity Account must have corresponding referrals to Job Network Services.)

In addition to a recommended referral to a service provided by a PAGES, an individual may also be referred to one of the following other services including:

- Business Services.
- Complimentary Programme (provided by the Government) such as Literacy and Numeracy.
- Programmes such as community mental health programmes.

Referrals to Employment Services	% of total referrals
Job Network	26.7%
Disability Employment Network	13.2%
Vocational Rehabilitation Services	16.2%
Personal Support Programme	16.2%
JPET	1.6%
Job Capacity Account	3.2%
Other Services	5.2%
Total	74.8%

Of all JCAs completed, 74.8% had at least one recommended referral. Not all JCAs result in a recommended referral.

25.2% of assessments were completed with no recommended referral primarily because the client had limited capacity to participate in a programme or was already participating in a programme.

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Additional Estimates 2006-2007, 13th and 16th February, 2007

To prepare this answer it has taken approximately 4 hours and 30 minutes at an estimated cost of \$251.