



Australian Government

Department of Education, Employment
and Workplace Relations
Job Capacity Assessment

What is a Job Capacity Assessment?

(Easy English)

This fact sheet tells you about the Job Capacity Assessment

- what a Job Capacity Assessment is
- why you need it
- what will happen at the assessment
- what will happen after it.

To find out more about what the words in **bold** in this fact sheet mean, go to the next page.

What is a Job Capacity Assessment?

A **Job Capacity Assessment** is a way of finding out

- if a person can work
- how much work a person can do
- how much help a person needs to find a job and do that job.

When you go to your **assessment**, you will meet with an **assessor**. The **assessor** will talk to you about what you can do. The **assessment** is not a medical examination. If you have information from your doctor or health service, the **assessor** will look at this.

Why do you need to have an assessment?

You may need to have an **assessment**

- if you have a disability or other medical problems with working
- if you want help to find work
- if you want to apply for some **income support payments**, such as the Disability Support Pension or Newstart Allowance.

How long will the assessment take?

The **assessment** could take 45 to 90 minutes.

What do you need to take with you?

You should take all the information that you have about your medical condition or disability. Check the list that you got with this fact sheet. You should take any medical reports with you. But you don't need to take things like X-rays or scans with you.

What if you need an interpreter?

You can get an interpreter to help you if you don't speak English well or you use Auslan signs. You need to tell this to the person who is making your **assessment** appointment for you.

What will happen at the assessment?

Mostly the **assessment** will take place at the **assessor's** workplace. You can take a family member, a friend or anyone else with you to help you.

You can say if you want a man or a woman **assessor**. You need to tell this to the person who is making the **assessment** appointment for you.

At the **assessment**, the **assessor** will talk to you about any problems you might have with getting a job and working. This talk will be in a private office.

The **assessor** will talk about places you can go to get help with getting a job and working. The **assessor** will put you in contact with one of these places. This is called making a referral.

What happens after the assessment?

The **assessor** will say where you can go for some help to find a job. The **assessor** will tell you this at the end of the **assessment** or tell you as soon as they can.

The **assessor** will write a report. The report will tell Centrelink how much work you can do and what help you need. The people at Centrelink will decide what **income support payments** you will get.

The report will also go to the place that will help you get a job. This place is your **employment service**.

What if you can't get to your assessment?

You must tell the **assessment** people if you can't get to your **assessment**. You need to ring the phone number on the paper that tells you where and when your **assessment** is.

If you don't tell the **assessment** people that you can't get there, your Centrelink payment or claim may be affected.

What are the places that can help you get a job?

The places that can help you with getting a job and working are employment services. Some places are Job Services Australia, Disability Employment Services and Australian Disability Enterprises.

What if you are not happy about the assessment?

If you are not happy about the way your **assessment** was done, you can talk to the people at the place that did the **assessment**. It is okay to say you were not happy.

If you are still not happy after this, you can make a **complaint** to Centrelink.

To make a **complaint**

Phone 1800 050 004

Centrelink Freecall Customer Relations Line

TTY 1800 000 567

Centrelink's TTY Customer Relations

If you are not happy with Centrelink's decision or the

way your **assessment** was done, you can make a **complaint** to the Commonwealth Ombudsman.

To make a **complaint** to the Commonwealth Ombudsman

Phone 1300 362 072

In writing GPO Box 442
Canberra ACT 2601

Online www.ombudsman.gov.au

Will your assessment be kept private?

No one can see the things that have been written down about you in your **assessment** unless the law lets them. You can see your **assessment** report if you want to, by applying under the *Freedom of Information Act 1982*.

More about the Job Capacity Assessment

You can find out more on the website. Go to this website www.deewr.gov.au/jca.

Words you have seen in this fact sheet

Assessment or Job Capacity Assessment

The Job Capacity Assessment is when a person called an assessor talks to you about how much work you can do, and what help you need to do a job.

Assessor

Person who does the assessment. This person has special training. You can say if you want a man or a woman assessor.

Complaint

If you are not happy about your assessment, you can call the numbers on this fact sheet.

Employment service

Place that helps people with getting a job and working at their job.

Income support payments

These payments are money that you might get if you have a disability or some other problems with working. This might be Disability Support Pension or Newstart Allowance. You apply to Centrelink for this money.