



Australian Government

Department of Education, Employment
and Workplace Relations
Job Capacity Assessment

JOB CAPACITY ASSESSMENT

INFORMATION ABOUT YOUR JOB CAPACITY ASSESSMENT*

WHAT IS A JOB CAPACITY ASSESSMENT?

It is an appointment with a qualified Job Capacity Assessor who determines your capacity to work, based on the information you provide during the interview and other relevant information like medical reports.

Job Capacity Assessors are allied health professionals, such as psychologists, physiotherapists and rehabilitation counsellors. Wherever possible, they will refer you to services that can help you find and keep work. Their reports are used by Centrelink to make income support decisions for things like the Disability Support Pension.

WHY DO I NEED A JOB CAPACITY ASSESSMENT?

Centrelink or your employment service provider will refer you for a Job Capacity Assessment if:

- you apply for, or are receiving, activity-tested Centrelink income support payments like Newstart Allowance, and you have a disability, medical condition or other barrier to work; or
- you apply for a long term medical exemption from activity test requirements; or
- you claim the Disability Support Pension or your Disability Support Pension is reviewed; or
- you register directly with an employment service provider, or volunteer for employment assistance through Centrelink—for example if you receive the Disability Support Pension and want help to find work.

WHAT HAPPENS AT THE ASSESSMENT?

Assessments generally take 45–90 minutes and may vary according to your individual needs.



Your assessor talks to you about any barriers you may have to finding and keeping a job and discusses possible referrals to an employment or related service.

In most cases, it is a face-to-face discussion between you and the assessor. These meetings are held in private, usually in the assessor's office and a friend, relative or advocate can attend the appointment with you.

You can ask the person making your appointment for a male or female assessor if you have a preference.

WHAT SHOULD I TAKE TO THE APPOINTMENT?

If you have a medical condition or disability, take any medical information from your doctor or other health care provider. If you don't provide this evidence, Centrelink and employment service providers may not be able to take your condition or disability into account for payment or employment assistance purposes.



If you provide a Medical Report (or other medical evidence) as part of a Disability Support Pension claim or review, Centrelink will give it to the assessor.

You don't need to bring x-rays or scans but you should bring any reports explaining the results of these tests.

If the Job Capacity Assessor needs more information, they may ask permission to contact your doctor or other health professional, or ask you to get this information. In some cases, they may pay for you to have a specialist medical or psychologist assessment.

WHAT IF I NEED AN INTERPRETER OR HAVE SPECIAL REQUIREMENTS?

Your Job Capacity Assessor can arrange for a qualified interpreter (including an Auslan sign language interpreter) to attend, but you should tell the person making your appointment if you need one or have any special requirements.

WHAT HAPPENS AFTER THE ASSESSMENT?

Wherever possible, you will be referred to an employment or related service to help you find and keep a job. In most cases, referral details are provided when you complete your assessment.

Your Job Capacity Assessor prepares a report about your work capacity and gives this to Centrelink. The report informs Centrelink and/or your employment or related service provider, about your ability to look for work and any appropriate support or services that you require.

Decisions about your income support or activity test requirements are made by Centrelink, not the assessor.

WHAT HAPPENS IF I CAN'T ATTEND MY APPOINTMENT?

If you can't attend an appointment because of exceptional circumstances, you must contact your Job Capacity Assessor as soon as possible. The telephone number is listed with your appointment details.

If you are claiming or receiving a Centrelink payment Centrelink will tell you if you must attend your appointment. The Job Capacity Assessor will advise Centrelink and/or your employment service provider if you don't attend. If you are receiving an activity-tested payment Centrelink may stop your income support payment until you attend. If you are applying for the Disability Support Pension, Centrelink may reject your claim.

MORE INFORMATION

To see checklists to help you prepare for your appointment go to www.deewr.gov.au/jca

For information about employment services managed by the Department of Education, Employment and Workplace Relations go to www.deewr.gov.au/jobservicesaustralia or call **13 17 64**.

For information about income support and activity test requirements, please contact Centrelink's Disability, Sickness and Carers hotline on **13 27 17** or the Employment Services hotline on **13 28 50**.

** Please note the information in this publication is intended as a guide only.*

MORE INFORMATION

Visit www.deewr.gov.au/jca
or call the JCA Hotline **1300 136 526**