



## JOB CAPACITY ASSESSMENT REVIEW OUTCOMES 2008

As part of its *Social Inclusion Agenda* commitment, the Australian Government undertook to review Job Capacity Assessment processes, to improve assessment and support for people with disabilities and other barriers to work.

On 8 December 2008, the Government announced the outcomes of the Job Capacity Assessment Review. These significant reforms respond to the Government's Social Inclusion Agenda commitment to address qualifications of assessors and use of specialist assessment.

Outcomes of the Review included:

- A ten per cent increase in Job Capacity Assessment fees from 1 July 2009, to ensure that Job Capacity Assessors are appropriately qualified allied health professionals, such as registered psychologists;
- changes to booking arrangements from December 2008 to make sure that people see the assessor, or combination of assessors, best placed to help them;
- 2,250 additional Job Capacity Assessments and specialist assessments for Social Security review and appeal processes, so people have access to specialist assessment when they most need them;
- funding for secure electronic transfer of customer medical information, to maximise privacy protections for Centrelink and Job Capacity Assessment customers;
- improvements to accountability and effectiveness for Job Capacity Account services, such as counselling and pain management;
- new quality assurance and performance measurement frameworks, introduced from July 2008, with a strong focus on ensuring comprehensive, fully-evidenced assessments which make appropriate use of medical information and communications with doctors;
- practical improvements to services to ensure that people in regional and remote communities get high quality, face-to-face assessment;
- a new, practical approach to training and guidelines to make better use of the expertise of skilled, senior allied health professional assessors; and
- reduced red tape and multiple assessments, particularly for people claiming Disability Support Pension.



In addition, from September 2008, the Government provided funding for 5,000 extra Job Capacity Assessments each year to help people on Disability Support Pension who want help to find work.

Work is continuing with stakeholders and JCA providers on further improvements to Job Capacity Assessment and Job Capacity Account services.

Fifty responses to the JCA Review are available on the Department of Human Services website ([www.humanservices.gov.au/jca](http://www.humanservices.gov.au/jca)), also with a summary paper setting out the issues and providing additional information and analysis.