

Response to Letter from Joe Ludwig Minister for Human Services.

1. Letter to ensure attendance at JCA

The current arrangement where the client can receive a DNA follow up letter where the client is asked to contact the assessor to make a second appointment time and they have seven days to do this.

The time period of seven days is not consistent with the current 10 days timeliness standard required and this should be reviewed urgently.

2. Services Provided for Job Capacity Account.

Background

There is a requirement that Job Capacity Assessors be qualified, registered professionals. Some of the assessors are qualified and highly experienced having worked in Psych rehab, Substance Abuse rehab and Personality Disorder agencies in the past.

It stands to reason that these assessors will be very good at identifying clients with mental health and personality disorder problems that require medium to long-term treatment.

The current limits of Job Capacity Account providers to quick, short-term interventions where the treatment is completed within 3 months or is up to the value of a \$1000 (Cognitive Behavioural Therapy or Solution Focussed counselling) **needs to be reviewed as it is not appropriate for some clients.**

These clients could tend to be in the Centrelink System for very long terms, an expense greater than longer term treatment.