

Your career. Your future. Your way.

Your Employment Services Assessments guide



Why do I need an assessment?

You'll need an assessment if:

- you're wanting to start or re-start in Inclusive Employment Australia
- you're already in Inclusive Employment Australia or another program and your circumstances significantly change.

These are done through Services Australia. They're called an Employment Services Assessment (ESAt) or a Job Capacity Assessment (JCA). They're to make sure you're referred to the right service for you.

What's an ESAt or JCA?

An ESAt helps us and Services Australia understand:

- your barriers to finding and staying in a job
- any supports that may help you overcome those barriers
- how many hours a week you can safely work with your disability, illness or injury
- your ongoing support needs.

Sometimes a JCA may be more suitable for your situation. It's related to the Disability Support Pension (DSP), and helps Services Australia understand:

- how your condition affects your ability to work
- any help you may need to get a job
- if you're medically eligible for the DSP.





Before the assessment

An assessment usually takes place face-to-face. It may also be done over the phone. We'll work to get you the soonest possible appointment.

- **If your assessment is face-to-face:** we'll do our best to book your appointment at the closest location to you.
- **If your assessment is over the phone:** Services Australia will send you an SMS before they call you.
- **If you have any special needs:** let us know before your ESAt appointment. For example, if you prefer your interview to be with an assessor who is a specific gender, you can request this.

Due to the demand for assessments, sometimes it can take a few days or weeks for us to confirm the details. We'll keep you updated on your appointment status.

On the day before, we'll confirm your availability and answer any questions you may have.

We will tell you if you need to bring anything to your assessment. This may include aids, equipment or any assistive technology you use.

You can bring a relative, friend or advocate to your assessment for support. Let us know if you have questions about this.

Documents you need to provide

Before your assessment, Services Australia will need any medical evidence that supports your disability or health condition.

Your treating health professional should complete and return Centrelink's Verification of medical conditions form. It's helpful if letters from your specialist or doctor include employment or workplace recommendations. This may include information on the type of work you can do, the hours or days you're able to work with your condition, or any specific needs you have.

You can upload any new medical evidence online. This should be dated within the last two years. Use either your Centrelink online account or Express Plus Centrelink mobile app. Medical evidence can also be submitted by post.

Appropriate medical evidence can include:

- medical history records or reports
- specialist medical reports
- psychologist reports, including IQ testing
- medical imaging reports, but not films or CDs
- physical examination reports
- hospital or outpatient records including details of operations
- compensation and rehabilitation reports
- special school reports
- other evidence such as physiotherapy or audiology reports.

If you don't have the right evidence available to support your condition, let us know. We can help you gather what you need before you're referred for an ESAt.

What will happen at the assessment appointment?

One of Services Australia's qualified health professionals will do the assessment.

They'll talk to you about:

- your personal circumstances
- any barriers to work you may have, including any medical conditions
- any recent help or rehabilitation you've had
- treatments you're currently receiving or any upcoming surgeries
- services to help you find and keep a job, if needed.

It's important for you to talk about all the barriers that may impact you getting a job. This includes disability, illness, or health conditions, including mental health.

Medical assessors are widely trained in disability, but they may not have training in how to manage your particular condition. They will rely on any medical documentation you provide to support your claims. They may also contact your treating health professional if they need more details.

Your assessor will determine the right employment services program for you. You'll then be able to choose your preferred provider.



What do I do if I can't attend my assessment appointment?

You should only cancel your appointment if it was made in error. If you need to reschedule your appointment, ask us to do that for you. It's important to know that there could be lengthy delays if you need to reschedule.

You must contact us and the assessor at least 24 hours before the ESA appointment time if you can't attend. If you need to cancel in the 24 hours before your appointment, you should still contact both us and the assessor to let us know you can't attend and why.

What happens if I don't attend my assessment appointment?

If the assessment is required as part of your mutual obligation, your payment may be affected until you do attend.



We're here to help you through the whole assessment process. Please contact us if you have any questions or need support.

Assessment options for DSP recipients

If you're getting DSP, you can choose to volunteer to take part in employment services.

If volunteering, you must have an ESA at unless both of these apply:

- there's been no change in your medical conditions or work capacity
- you had an assessment in the past 2 years that is still valid.

What will happen after I attend my assessment appointment?

Your assessor will write a report which details any identified barriers to work. The report will include how they may affect your ability to work or participate in employment services.

Having the right documentation to support your claims helps. It means your assessment can be finalised as quickly as possible. We'll be in touch with you to discuss the progress and result of your assessment and explain the next steps.

How long until I can start looking for work with my Inclusive Employment Australia provider?

You'll be able to start looking for work with your chosen Inclusive Employment Australia provider as soon as the assessor has confirmed your eligibility.

If you're already participating in Inclusive Employment Australia, we'll continue supporting you while you wait for the outcome of the assessment.

What can I do if I'm unhappy with the result of my assessment?

When we get the results of your assessment, we will talk about it with you. We will help you understand what it means and what the next steps are, including connecting you to the right supports.

If you disagree with the assessment result, talk to your consultant about it. They will help you get a formal explanation or review from the assessment team.



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