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| **Table 7:** Employment Services Assessments—key performance measures | | | |
|  | **Target %** | **Actual 2012–13 %** | **Actual 2013–14 %** |
| Timeliness—referral to appointment | 80 in 10 days | 90.5 in 10 days | 92.2 |
| Timeliness— appointment to submission | 80 in 4 days | 90.7 in 4 days | 93.8 |
| Proportion of assessments by phone | <10 | 19.2 | 17.21 |