| **Table 16:** Employment assessment services—key performance measures | | | |
| --- | --- | --- | --- |
|  | **Target** | **Actual 2011–12 %** | **Actual 2012–13 %** |
| Timeliness referral to appointment | 80% in 10 days | 77.7 | 90.5 |
| Timeliness appointment to submission1 | 80% in four days | 85.9 | 90.7 |
| Assessment format | <10% by phone2 | 11.7 | 19.2 |

1. Completion of assessment services report.

2. If measure has non-remote and remote components, only non-remote shown for brevity.