

6 Client support

6.1 Total hours of support

During 1996–97, 1,352,616 hours of open employment support were given directly to individual clients (Table 6.1), an increase of 11% over 1995–96. However, the mean support per client per year fell from 59 hours to 55 hours. The decrease was larger for females than males so that the gap between the sexes has widened, with males receiving 56 hours and females 53 hours on average in 1996–97.

Table 6.1: Number of support hours by support category and sex of client, 1995–96, 1996–97

Type of support	Direct support ^(a)						All support ^(b)	
	Male		Female		Total		Total	
	n	%	n	%	n	%	n	%
1995–96								
Applicant support	14,537	1.8	8,597	2.0	23,133	1.9	23,133	1.1
Pre-employment support	250,329	31.7	159,372	36.8	409,701	33.5	409,701	19.5
Job support	489,338	62.0	247,375	57.1	736,712	60.3	736,712	35.0
Administration ^(c)	14,236	1.8	7,704	1.8	21,940	1.8	669,060	31.8
Travel ^(d)	20,402	2.6	10,065	2.3	30,467	2.5	155,334	7.4
General job search	108,628	5.2
Total	788,840	100.0	433,112	100.0	1,221,952	100.0	2,102,568	100.0
Number of clients	13,227	..	7,397	..	20,624	..	20,836	..
<i>Mean support hours per client</i>	<i>59.6</i>	..	<i>58.6</i>	..	<i>59.2</i>
1996–97								
Applicant support	18,027	2.1	10,032	2.1	28,058	2.1	28,058	1.2
Pre-employment support	287,265	32.9	181,237	37.9	468,501	34.6	468,501	20.6
Job support	526,669	60.3	262,682	54.9	789,350	58.4	789,350	34.8
Administration ^(c)	16,820	1.9	10,882	2.3	27,702	2.0	715,378	31.5
Travel ^(d)	25,100	2.9	13,904	2.9	39,004	2.9	151,781	6.7
General job search	116,403	5.1
Total	873,879	100.0	478,736	100.0	1,352,616	100.0	2,269,472	100.0
Number of clients	15,602	..	8,988	..	24,590
<i>Mean support hours per client</i>	<i>56.0</i>	..	<i>53.3</i>	..	<i>55.0</i>

(a) Support hours attributed to individual client.

(b) Support hours including time not attributed to individual client.

(c) Administration is an optional category and not all agencies supplied these data. The figure is therefore an understatement of the amount of time spent on tasks other than direct client support. (The number of agencies that had entered at least some records for general administration was 203 or 85% in 1995–96, and 226 or 84% in 1996–97.)

(d) Travel hours may either be attributed directly to clients or combined and recorded as general travel. Strictly speaking all travel hours are directly related to a given client and should be categorised as direct support. However, where travel hours have been recorded under general travel, such support cannot be allocated to a particular client and therefore for this analysis it has been categorised as indirect.

Note: The symbol .. refers to 'not applicable' data.

Indirect support includes support in the form of general administration, general job search and travel not attributed to individual clients. This accounted for 40% of all support in

1996–97. Recorded indirect support increased by only 4% from 1995–96 to 1996–97. However, the recording of indirect support may be incomplete, as the recording of administration is not mandatory, and so further analysis is restricted to direct support hours only.

In 1996–97, job support accounted for 58% of all direct support and pre-employment support 35%, compared to 60% and 33% respectively in 1995–96. In both years males received a higher proportion of their support as job support than did females.

People with an intellectual/learning disability received 62% of all direct support hours in 1996–97 (Table 6.2). This proportion has fallen from 66% in 1995–96. These clients also had the highest mean support per client, although this has also decreased from 76 hours in 1995–96 to 71 hours in 1996–97. The next two largest groups were clients with a psychiatric disability who received 13% of direct support in 1996–97, and clients with a physical disability who received 11%.

The mean support per client increased only for clients with a hearing disability from 1995–96 to 1996–97. For the other disability groups with substantial numbers (i.e. not including clients with a speech or deaf and blind disability) it decreased or did not change. Clients with a psychiatric disability and clients with a vision disability had the lowest mean support in both years. These two groups also had the lowest proportion of support received as job support (45% and 46% respectively in 1996–97), while clients with an intellectual/learning disability had the highest proportion (64% in both years).

Table 6.2: Number of direct support hours by primary disability type and support category, 1995–96, 1996–97

Primary disability type	Applicant support	Pre-employment support	Job support	Administration	Travel	Total	Number of clients	Mean hours of support per client
1995–96								
Intellectual/learning	13,060	242,013	521,839	14,025	21,160	812,097	10,696	76
Psychiatric	4,797	66,472	72,913	2,181	3,208	149,571	4,178	36
Physical	1,989	42,709	58,941	3,046	2,818	109,503	2,492	44
Acquired brain injury	1,458	19,410	29,591	1,240	1,527	53,227	779	68
Neurological	796	12,789	19,882	424	628	34,519	664	52
Vision	410	16,189	15,760	460	498	33,317	1,007	33
Hearing	519	9,219	16,503	497	607	27,344	731	37
Speech	76	643	1,074	31	17	1,841	60	31
Deaf and blind	29	256	210	36	3	534	17	31
Total	23,133	409,701	736,712	21,940	30,467	1,221,952	20,624	59
1996–97								
Intellectual/learning	12,419	252,568	536,871	17,131	25,757	844,746	11,838	71
Psychiatric	8,694	84,415	81,772	2,926	4,440	182,247	5,515	33
Physical	2,844	57,158	74,913	4,022	3,999	142,937	3,260	44
Acquired brain injury	1,199	21,626	35,177	1,484	1,931	61,416	964	64
Neurological	1,096	17,847	22,008	700	1,002	42,653	864	49
Vision	664	17,511	16,857	773	781	36,585	1,096	33
Hearing	1,044	15,625	19,422	595	1,011	37,696	951	40
Speech	51	1,368	2,139	40	82	3,679	72	51
Deaf and blind	48	384	192	32	2	657	30	22
Total	28,058	468,501	789,350	27,702	39,004	1,352,616	24,590	55

6.2 Support for workers and non-workers

The amount of support received per client in 1995–96 and 1996–97 differed greatly between workers and non-workers. Clients without a job averaged 24 hours of support in 1995–96 and 25 in 1996–97 (Table 6.3). Clients who did have a job during the year averaged 94 hours and 84 hours of support respectively.

The overall drop in mean support hours from 1995–96 to 1996–97 was due to this decrease in the mean for workers. In 1996–97 on average workers received 3.4 times as much support as non-workers compared to 3.9 times in 1995–96. The difference between the two groups was less on a weekly basis because workers had a longer mean support period than non-workers. The mean support per week in 1996–97 was 2.0 hours for workers, 1.0 hours for non-workers and 1.5 hours per client overall. In 1995–96 it was 2.2 hours for workers, 1.0 hours for non-workers and 1.6 hours overall.

Among workers the amount of support received varied considerably according to job history. Those workers who started the support period with a job ('job retained' and 'job lost') received only about two-thirds of the amount of support of those who gained a job during the support period ('job gained and retained' and 'job gained and lost'). The variation is even greater for support measured per 100 hours of work or \$100 of wages.

In both years, workers in the 'job retained' category received the least support per 100 hours of work (6.5 hours). Workers in the 'job lost' category received about twice that amount, those in the 'job gained and retained' category received about 3 times and those in the 'job gained and lost' category received over 5 times. The differences were similar for support hours per \$100 of wages.

Table 6.3: Mean hours of support per client by job history, 1995–96, 1996–97

Job history	Number	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96					
<i>No job</i>	10,278	24.1	1.0	—	—
Job retained	4,485	82.9	1.8	6.8	0.8
Job lost	1,235	78.0	1.7	13.2	1.5
Job gained and retained	3,060	115.9	2.9	19.9	2.2
Job gained and lost	1,566	96.7	2.4	30.5	3.3
<i>Total workers</i>	10,346	94.1	2.2	11.5	1.3
Total	20,624	59.2	1.6	14.4	1.6
1996–97					
<i>No job</i>	12,159	25.0	1.0	—	—
Job retained	5,894	79.2	1.7	6.5	0.7
Job lost	1,415	67.0	1.5	12.5	1.4
Job gained and retained	3,585	97.6	2.6	17.2	1.8
Job gained and lost	1,537	88.8	2.2	31.9	3.3
<i>Total workers</i>	12,431	84.3	2.0	10.0	1.1
Total	24,590	55.0	1.5	13.0	1.4

The number of jobs was associated with the amount of support received, particularly for 'job retained' and 'job gained and retained' workers (Table 6.4). Workers with more than one job during the year received more support per week than did those with one job. The lowest ratios of support hours received to hours worked and wages earned were for workers who

retained their original one job, and who had been working for the whole of the support period.

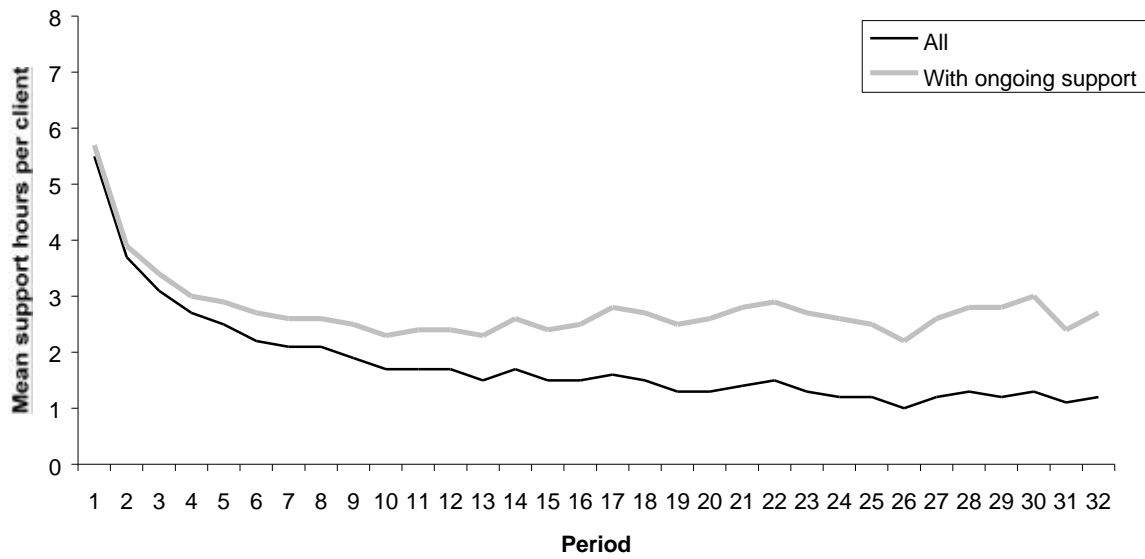
Table 6.4: Workers: mean hours of support per worker by job history and number of jobs, 1995–96, 1996–97

Job history	With one job during year				With more than one job during year			
	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96								
Job retained	65.9	1.5	5.2	0.6	135.8	2.7	12.6	1.4
Job lost	66.9	1.6	12.1	1.4	112.0	2.3	16.0	1.8
Job gained and retained	111.7	2.9	19.9	2.3	132.2	2.9	20.0	2.1
Job gained and lost	90.2	2.3	31.7	3.5	126.6	2.7	26.9	2.9
Total	83.8	2.1	10.3	1.2	130.5	2.7	15.5	1.7
1996–97								
Job retained	65.2	1.4	5.2	0.6	125.0	2.5	11.3	1.2
Job lost	58.2	1.4	11.3	1.3	100.2	2.1	16.4	1.7
Job gained and retained	89.8	2.6	16.5	1.8	127.9	2.9	19.2	2.0
Job gained and lost	86.4	2.2	34.2	3.6	103.3	2.3	23.7	2.3
Total	74.4	1.8	9.0	1.0	121.2	2.5	13.9	1.5

The amount of support received also varied with the length of time a client had been receiving support and the relationship of the support received to their job history. To analyse this further, the whole 30 months of NIMS data from 1 January 1995 to 30 June 1997 has been used. The total support period of each client during this time has been subdivided into a maximum of 32 four-week periods, and the mean level of support calculated over time for different job history groups (see Appendix 1 for details of this analysis and complete tables).

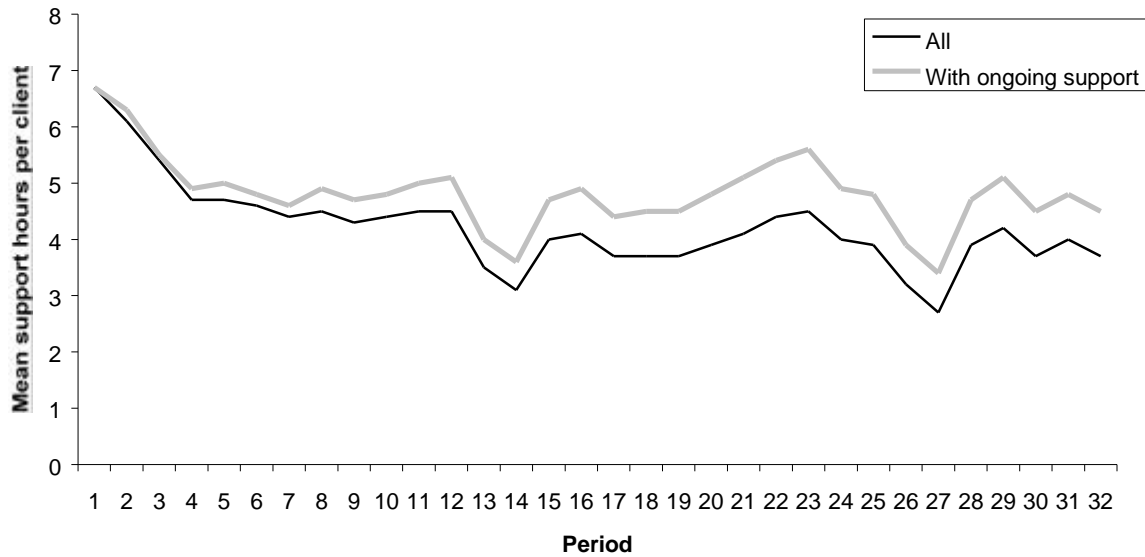
For clients who never had a job the mean support peaked in the first four-week period at 5.5 hours (1.4 hours per week) and rapidly dropped over the next 20 weeks before declining more slowly and levelling out at about 1.2 hours (0.3 hours per week, Figure 6.1). Some of these clients, although not recorded as leaving the agency, after a certain time had no further support for a period of 12 months or more. If such clients are excluded from the analysis from this point onwards then the mean support is higher and levels out sooner at around 2.5 hours (0.6 hours per week). Either way a client who has been in support for some time without a job will generally be receiving less support than the average 1 hour per week for 1995–96 and 1996–97 (see Table 6.3).

Workers who have had one job continuously for the whole support period can be examined separately, as they have no times of job gain or job loss while receiving support. (This group included some clients who had a job for the whole 30 months as well as some clients who started later than 1 January 1995 with a job, and some that left the agency still with a job, presumably as independent workers). There was a small peak in support for these workers at the beginning of the period, presumably due to some clients who joined the service with a ‘job in jeopardy’. However, after the first twelve weeks support levelled out to just over 4 hours per four-week period (or 1 hour per week), slightly below the average for 1996–97 for ‘job retained’ workers with one job (1.4 hours, Table 6.4). There was also a seasonal pattern with some troughs in December–January around Christmas.



Source: Table A1.

Figure 6.1: Mean support hours per four-week period for all non-workers, 1 January 1995 to 30 June 1997



Source: Table A2.

Figure 6.2: Mean support hours per four-week period for 'job retained' workers with one continuous job, 1 January 1995 to 30 June 1997

For other workers the support period can be grouped into two or three phases for each job:

- a pre-job phase, before the commencement of the job, from a time four weeks after the previous job, if any;
- an in-job phase, from the commencement of the job to the finish of the job or to the end of the support period if the job remained current;
- an after-job phase, after the finish of the job and up to four weeks before the next job, if any.

For workers who gained and retained a job (as at 1 July 1997) support rose sharply in the period immediately before gaining the job, and peaked in the period following the job at 22 hours (5.5 hours per week, Figure 6.3). Support in the second four-week period after obtaining the job is also high, after which there was a gradual decrease that continued for the second and third years of the in-job phase (i.e. after 13 four-week periods). Mean support during this time declined to well under 1 hour per week, much less than the overall worker average and also less than for those who retained one job throughout the period.

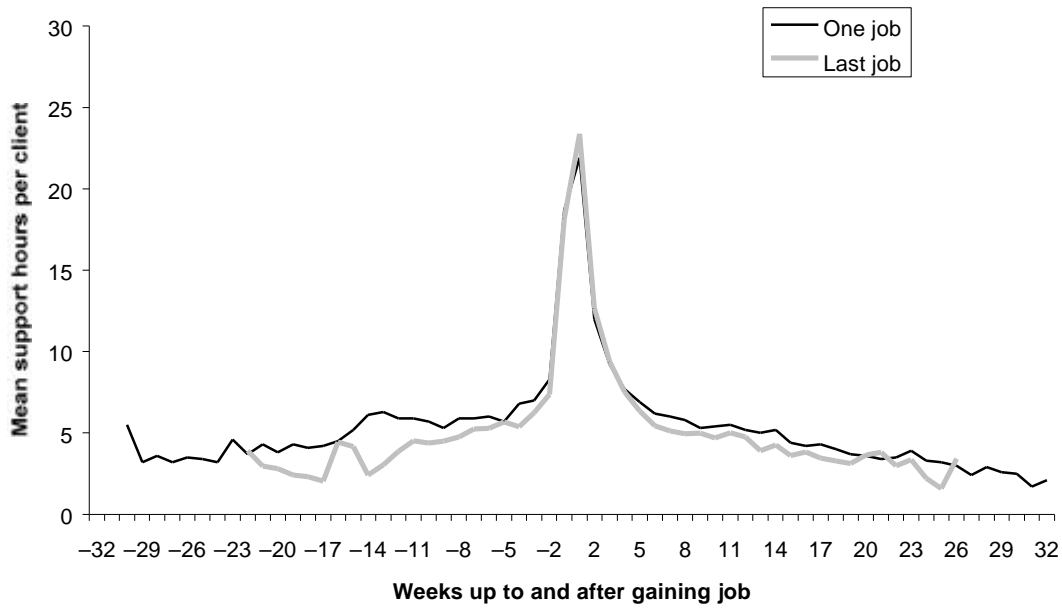
There was also a gradual increase in support during the pre-job phase. The pattern for clients who had had one or more previous jobs was very similar except that on the average it was slightly lower (Figure 6.3). Thus, it appears that the amount of support given at the time of obtaining a job that is retained does not depend very much on whether the client had a previous job or not.

Support for workers who gained a job that was eventually lost also peaked around the time of gaining the job (Figure 6.4). If it was the first job of multiple jobs then the peak was similar to that for retained jobs, whereas if it was the only job it was higher at over 27 hours (about 7 hours per week). For the last job of a worker who had more than one job, the peak was much smaller, presumably because many of these workers had a number of short temporary jobs.

In all cases, the average level of support after the initial weeks in the job did not drop to levels as low as for retained jobs. The level for workers with one job is around 6 hours per four-week period, or 1.5 hours per week.

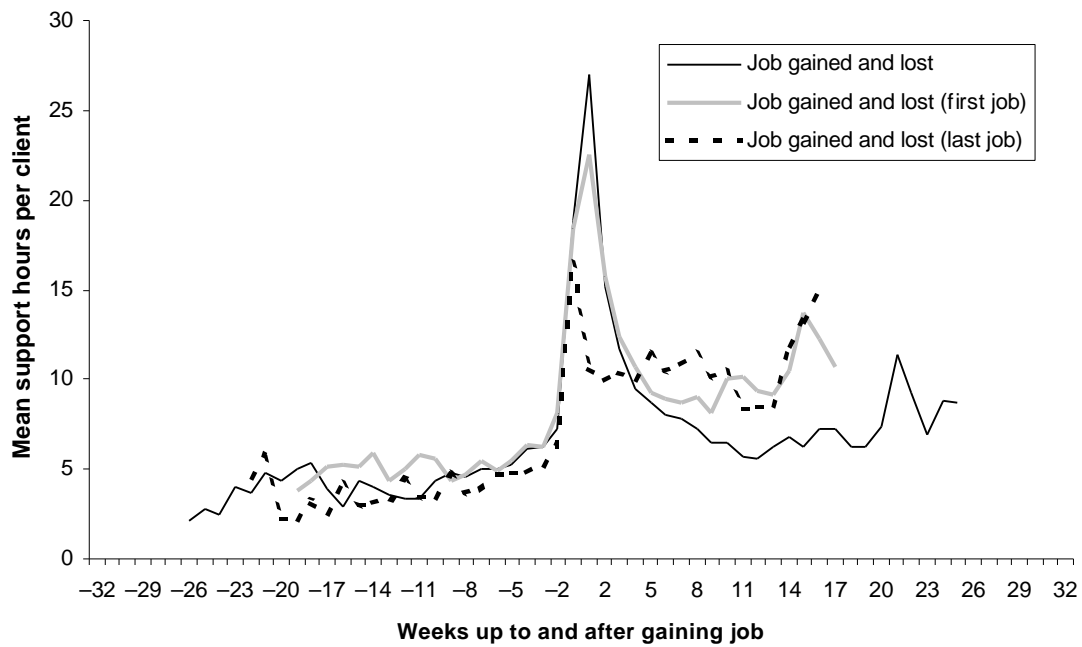
For jobs that were lost the support profile can also be examined relative to the time that the job was lost, that is with an in-job phase up to this time and a post-job phase after this time (Figure 6.5). For workers who had only one job that they began with, support during the pre-job phase was at similar levels to that for workers with one continuous job (around 5 hours per four-week period). There was a very small peak in support just before the job was lost, after which support dropped by about half in the first four-week period, before gradually tailing off to levels similar to non-workers.

For workers who had multiple jobs, the support profile for a lost job was similar whether it was the first or the last such job. Support during the in-job phase was much higher than for workers with one job, even after the initial peak at the start of the job. Again there was a very small peak just before the job was lost, after which the post-job phase was very similar to that for one-job workers.



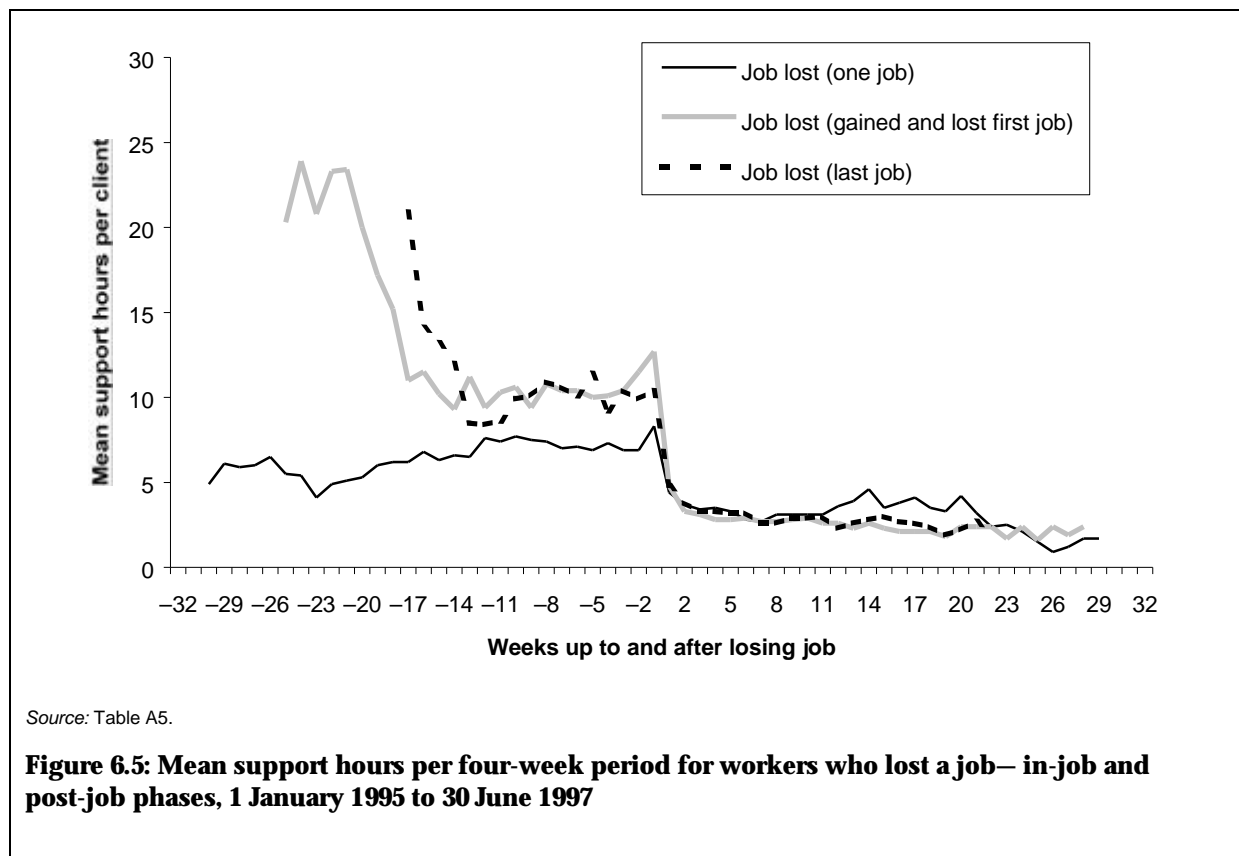
Source: Table A3.

Figure 6.3: Mean support hours per four-week period for workers who gained and retained a job, 1 January 1995 to 30 June 1997



Source: Table A4.

Figure 6.4: Mean support hours per four-week period for workers who gained and lost a job—pre-job and in-job phases, 1 January 1995 to 30 June 1997



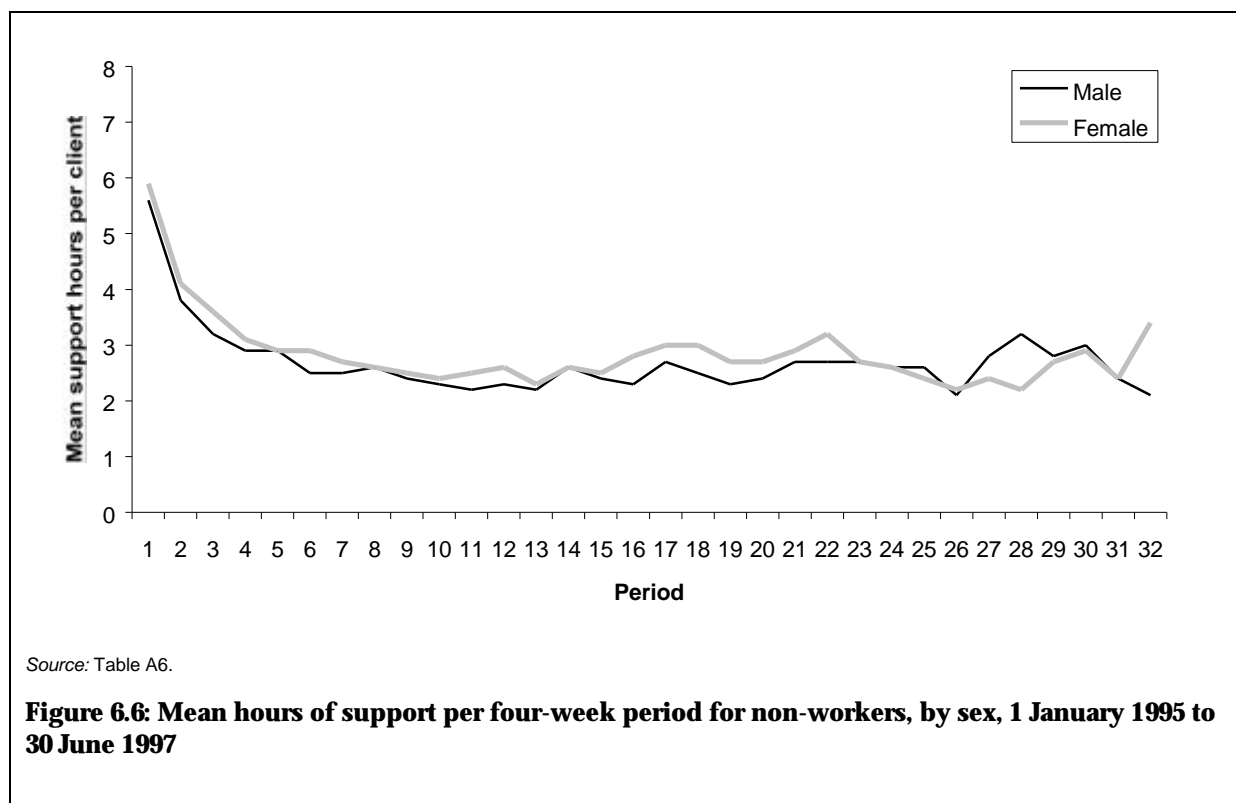
6.3 Client support and client characteristics

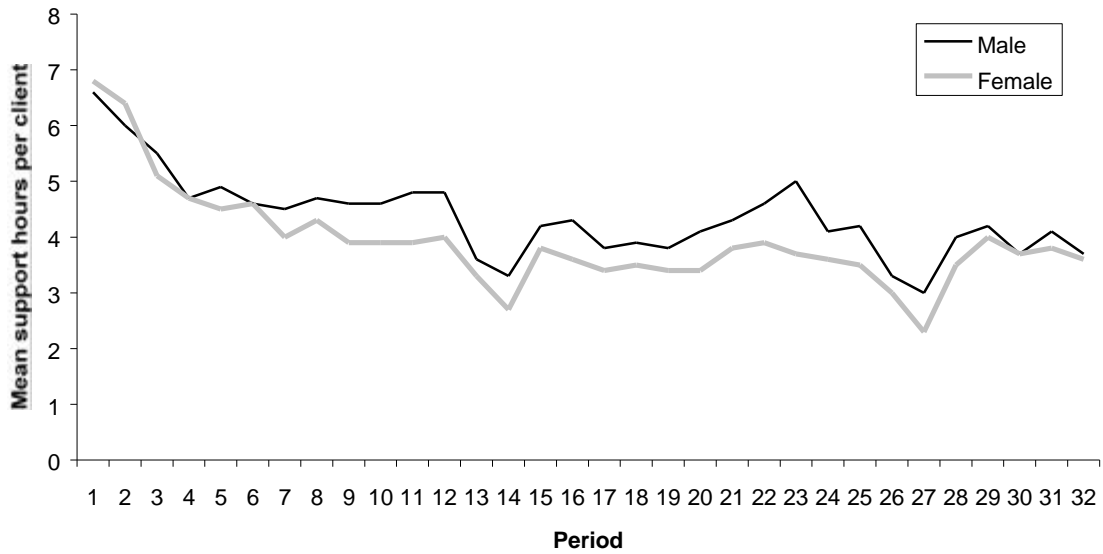
As well as analysing the variation between groups of clients in mean levels of support, it is possible to examine the variation in the pattern of support over time, (as was done for all clients in Section 6.2). For reasons of simplicity, in examining such patterns for workers, the current section focuses on those with one job, particularly those with a continuous job throughout the support period, and those that gained and retained a job.

In 1996–97 male workers received slightly more support than did female workers, but female non-workers received slightly more support than did male non-workers. The difference for workers was most apparent for those with a continuous job (Figure 6.7). After the initial eight weeks, males consistently received more support than did females. Apart from this the support profiles of males and females were very similar (Figures 6.6 and 6.8). The reason males received slightly more support overall (see Table 6.1) was because a greater proportion of men than women were workers (see Table 5.8).

Table 6.5: Support per client for workers and non-workers, by sex, 1995–96, 1996–97

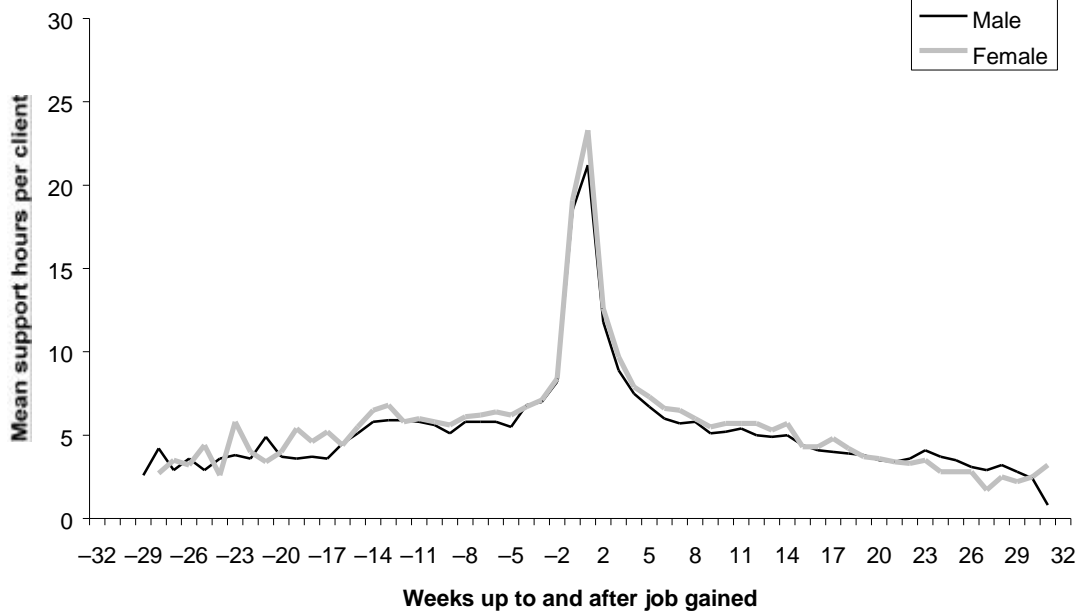
Sex	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
			1995–96			
Male	22.9	1.0	93.6	2.2	10.8	1.2
Female	26.1	1.0	95.2	2.2	12.9	1.4
			1996–97			
Male	24.4	1.0	84.9	2.0	9.6	1.1
Female	26.1	1.1	83.1	1.9	11.0	1.2





Source: Table A7.

Figure 6.7: Mean hours of support per four-week period for continuous workers, by sex, 1 January 1995 to 30 June 1997



Source: Table A8.

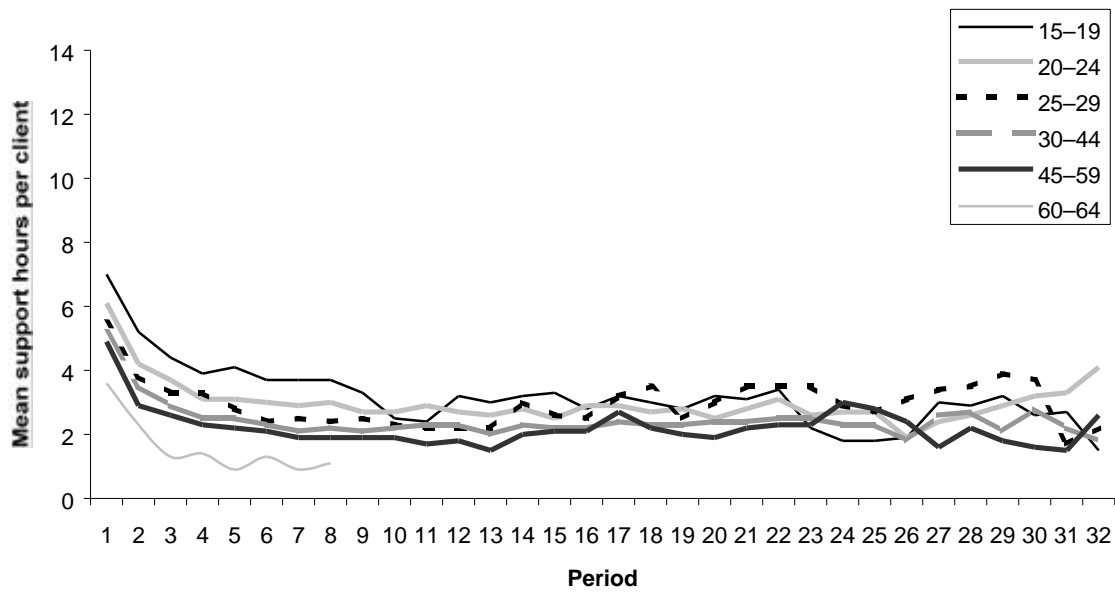
Figure 6.8: Mean hours of support per four-week period for workers in the 'job gained' category, by sex, 1 January 1995 to 30 June 1997

The 15–19 year age group clearly had the highest mean support per week and mean support decreased with increasing age for both workers and non-workers (Table 6.6). For non-workers the differences were most apparent in the initial weeks of support and were not so clear after 40 weeks (Figure 6.9). For workers the youngest two age groups had a substantially higher peak in support at the time of gaining a job, followed by the next two age groups (Figure 6.11). However, for workers with a continuous job, the 20–24 age group had a higher level of support than all other age groups across almost the entire period of 30 months (Figure 6.10).

The support patterns by age were similar for 1995–1996, except that the mean support per week for non-workers in the two youngest age groups has increased contrary to the overall trend.

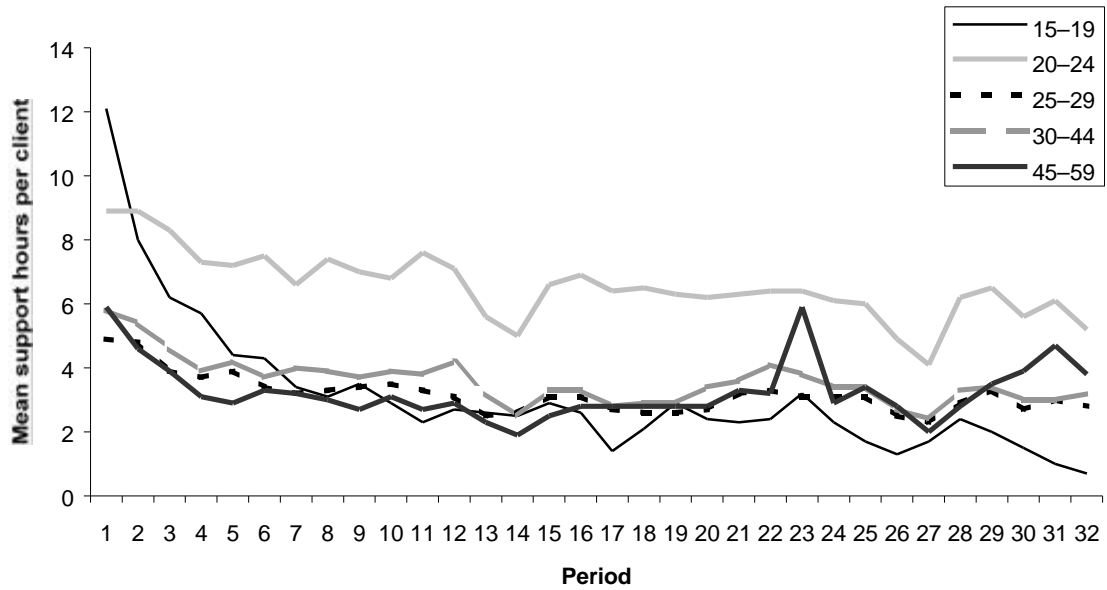
Table 6.6: Support per client for workers and non-workers, by age group, 1995–96, 1996–97

Age group	Non-workers		Workers				
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages	
1995–96							
15–19	24.5	1.2	101.0	2.8	14.9	2.3	
20–24	28.2	1.0	116.6	2.6	13.4	1.6	
25–29	25.6	1.0	91.1	2.1	10.3	1.1	
30–44	22.2	0.9	83.1	1.9	10.4	1.1	
45–59	18.9	0.9	66.2	1.6	8.8	0.9	
60–64	14.1	0.5	53.8	1.8	7.6	0.8	
65–69	19.4	1.3	16.1	0.6	3.4	0.8	
Unknown	19.7	0.5	37.5	1.5	6.2	0.6	
1996–97							
15–19	30.4	1.5	92.2	2.4	12.7	1.9	
20–24	29.8	1.1	99.9	2.3	11.2	1.3	
25–29	24.0	0.9	82.5	1.9	9.2	1.0	
30–44	21.1	0.8	75.9	1.7	9.2	1.0	
45–59	19.9	0.8	63.7	1.5	8.1	0.8	
60–64	10.2	0.8	60.5	1.5	7.8	0.9	
65–69	8.6	0.2	23.8	1.2	2.2	0.8	
Unknown	11.2	0.7	37.9	1.2	6.0	0.4	



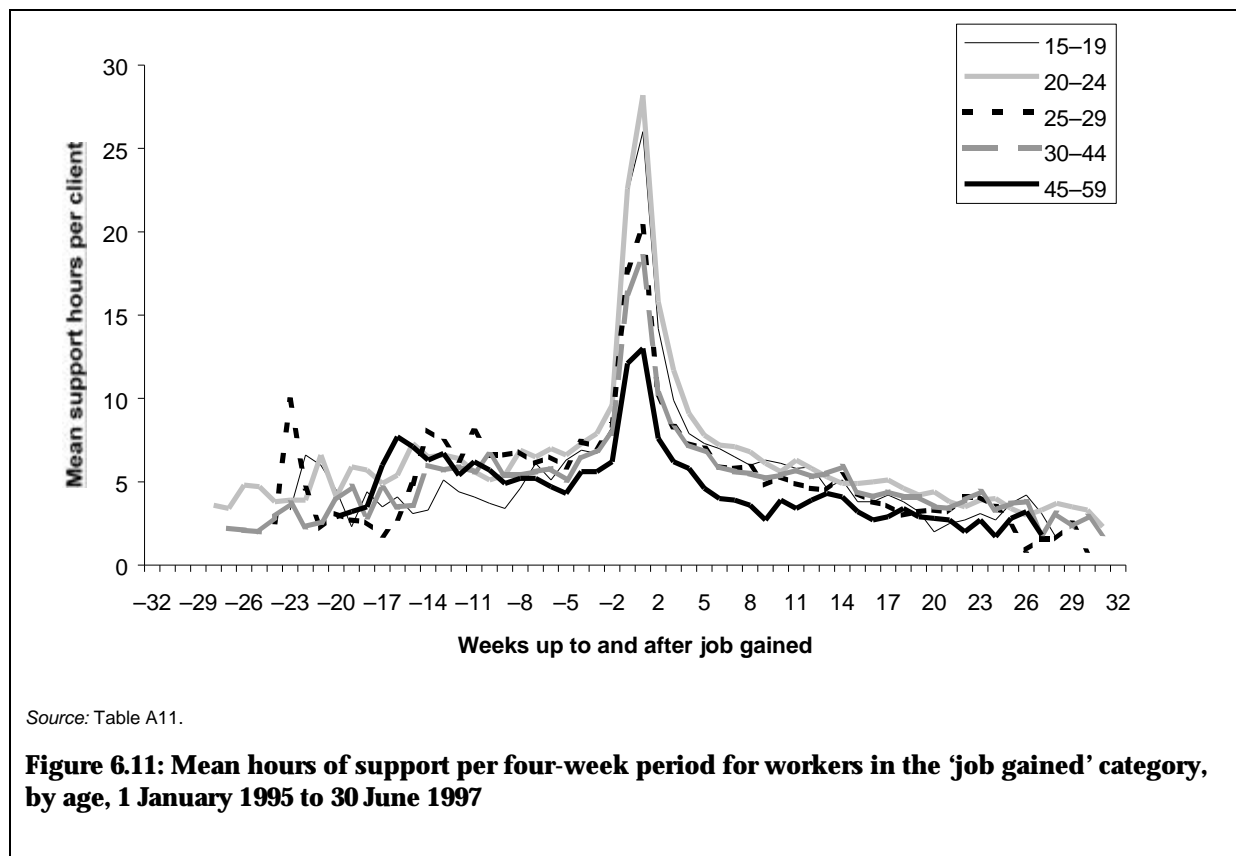
Source: Table A9.

Figure 6.9: Mean hours of support per four-week period for non-workers, by age, 1 January 1995 to 30 June 1997



Source: Table A10.

Figure 6.10: Mean hours of support per four-week period for continuous workers, by age, 1 January 1995 to 30 June 1997

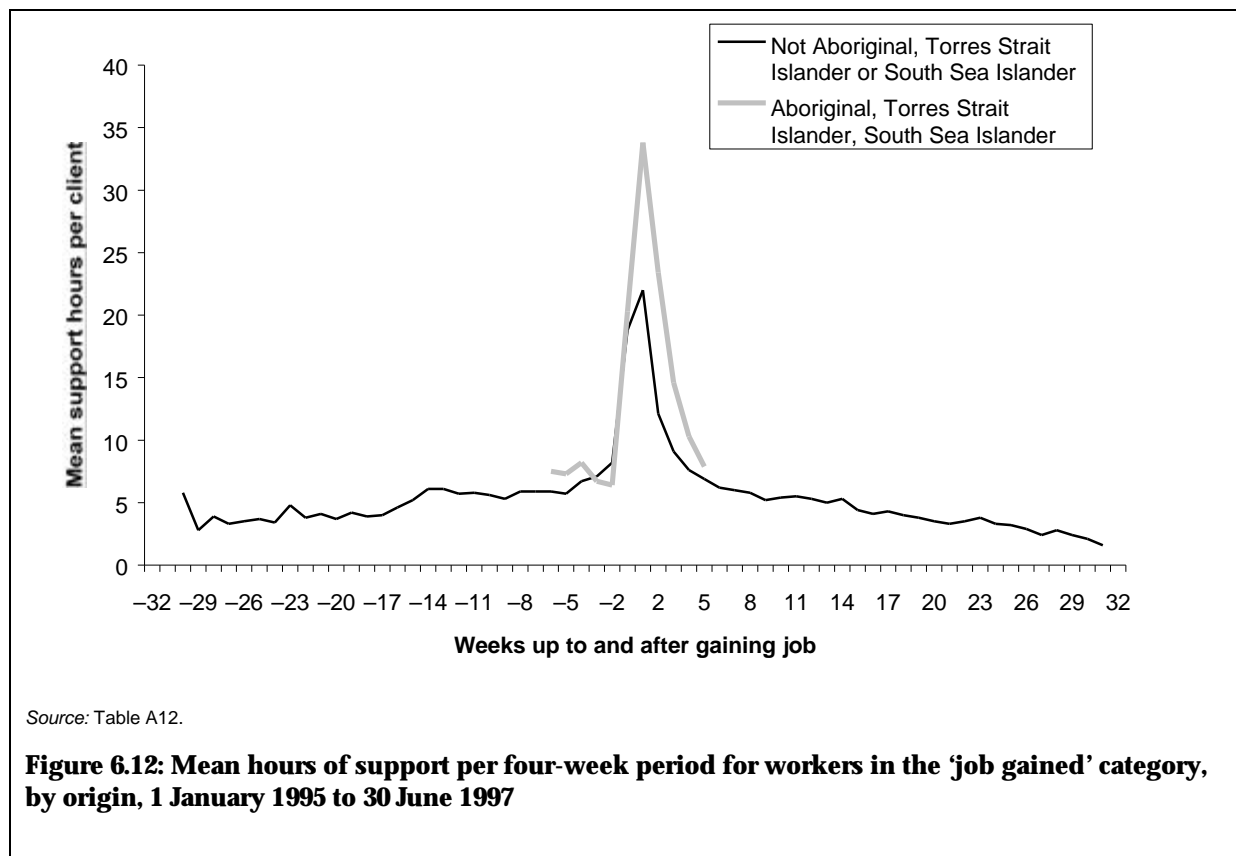


People who identified as being Aboriginal, Torres Strait Islander or South Sea Islander in 1995–96 received slightly more support per week than clients who did not so identify, whether workers or non-workers (Table 6.7). For workers, this was also the case in 1996–97, but the reverse was true for non-workers.

The peak of support received by workers of Aboriginal, Torres Strait or South Sea Islander origin at the time of getting a job was much more pronounced than that for other workers (Figure 6.12).

Table 6.7: Support per client for workers and non-workers, by whether Aboriginal, Torres Strait Islander or South Sea Islander descent, 1995–96, 1996–97

Aboriginal, Torres Strait Islander or South Sea Islander descent	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Yes	26.3	1.2	93.2	2.5	13.8	1.7
No	24.0	1.0	91.1	2.2	11.1	1.3
Not known	25.5	0.8	139.4	2.9	16.3	1.9
1996–97						
Yes	25.9	0.9	93.9	2.2	13.3	1.6
No	25.0	1.1	82.9	2.0	9.9	1.1
Not known	25.0	0.9	105.6	2.2	12.2	1.3

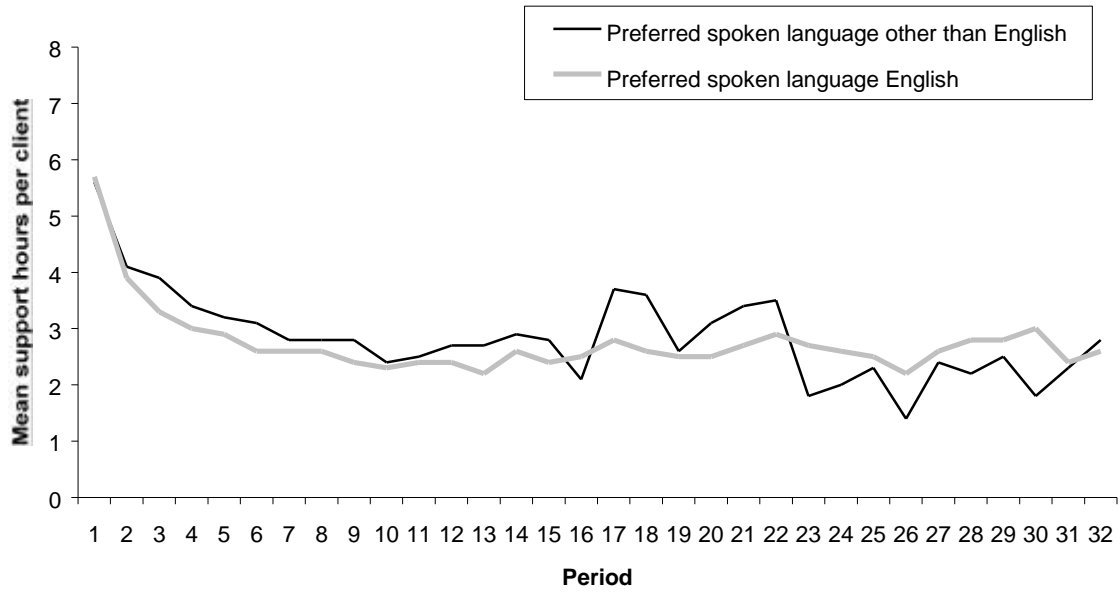


For workers in both 1995–96 and 1996–97, people with a preferred spoken language other than English received less support than did other workers, and the difference has increased from one year to the next (Table 6.8). The difference in support was particularly apparent for workers with a job throughout the support period (Figure 6.14), and for other workers at the time of gaining a job (Figure 6.15).

For clients without a job, on average there was no difference in either year between the two groups. It does appear, however, that clients with a preferred spoken language other than English did receive slightly more support in the months following their initial support time if they did not have a job (Figure 6.13).

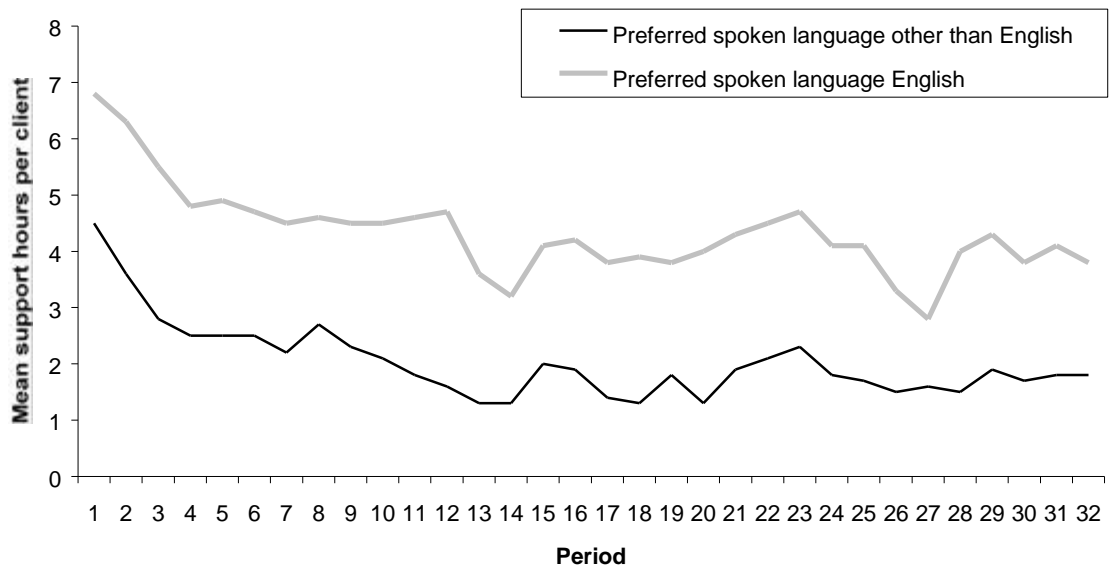
Table 6.8: Support per client for workers and non-workers, by preferred spoken language, 1995–96, 1996–97

Preferred spoken language other than English	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Yes	27.8	1.0	89.4	2.0	9.6	1.1
No	23.9	1.0	94.4	2.2	11.6	1.3
1996–97						
Yes	26.0	1.0	70.9	1.6	7.1	0.8
No	25.0	1.0	85.0	2.0	10.2	1.1



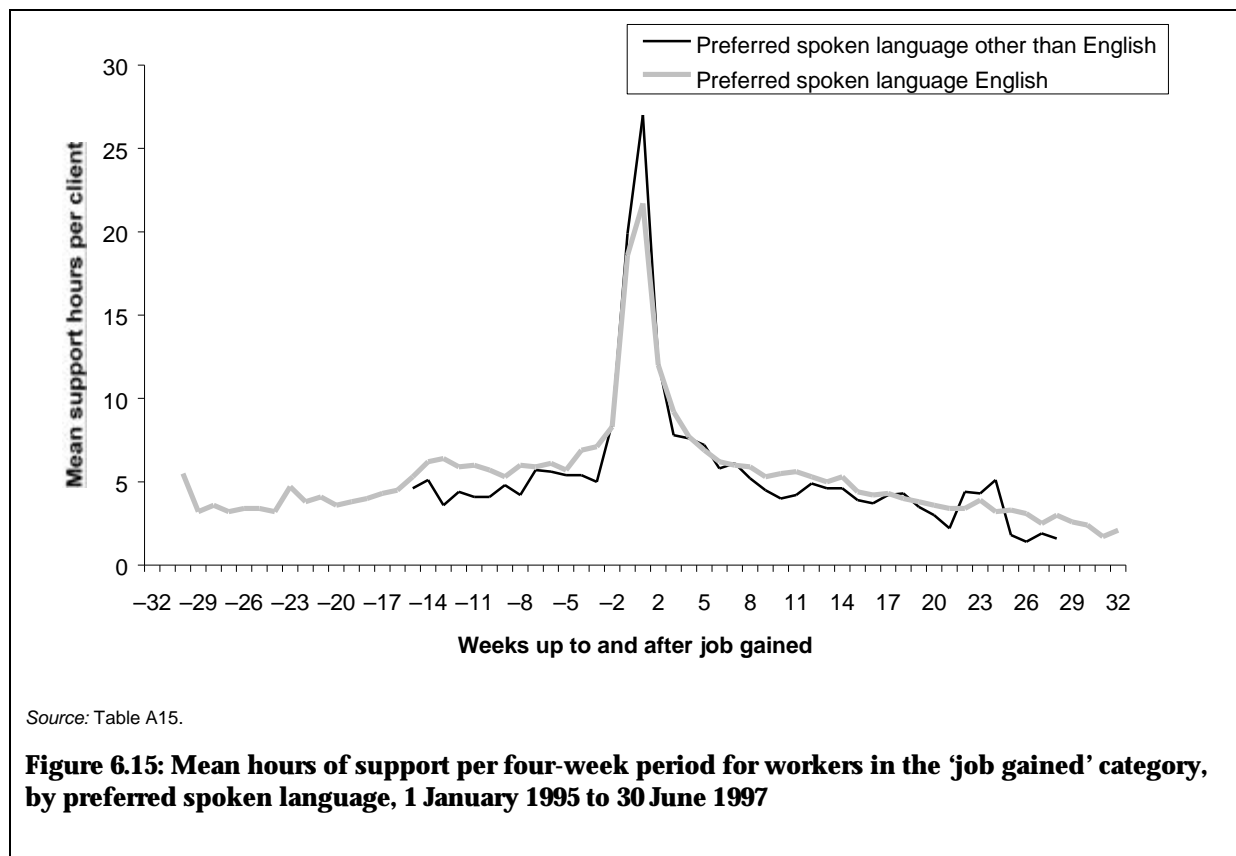
Source: Table A13.

Figure 6.13: Mean hours of support per four-week period for non-workers, by preferred spoken language, 1 January 1995 to 30 June 1997



Source: Table A14.

Figure 6.14: Mean hours of support per four-week period for continuous workers, by preferred spoken language, 1 January 1995 to 30 June 1997



The amount of support received per week varied considerably with primary disability type, particularly for workers (Table 6.9). Of the more common disability types (excluding speech, and deaf and blind) in both 1995–96 and 1996–97 the mean support per week for non-workers varied from 0.8 hours for clients with a psychiatric disability to 1.2 hours for clients with an intellectual/learning disability or acquired brain injury. Generally the differences between groups for non-workers were apparent throughout the support period, although the support for some groups, particularly clients with an acquired brain injury, varied irregularly over time (Figure 6.16).

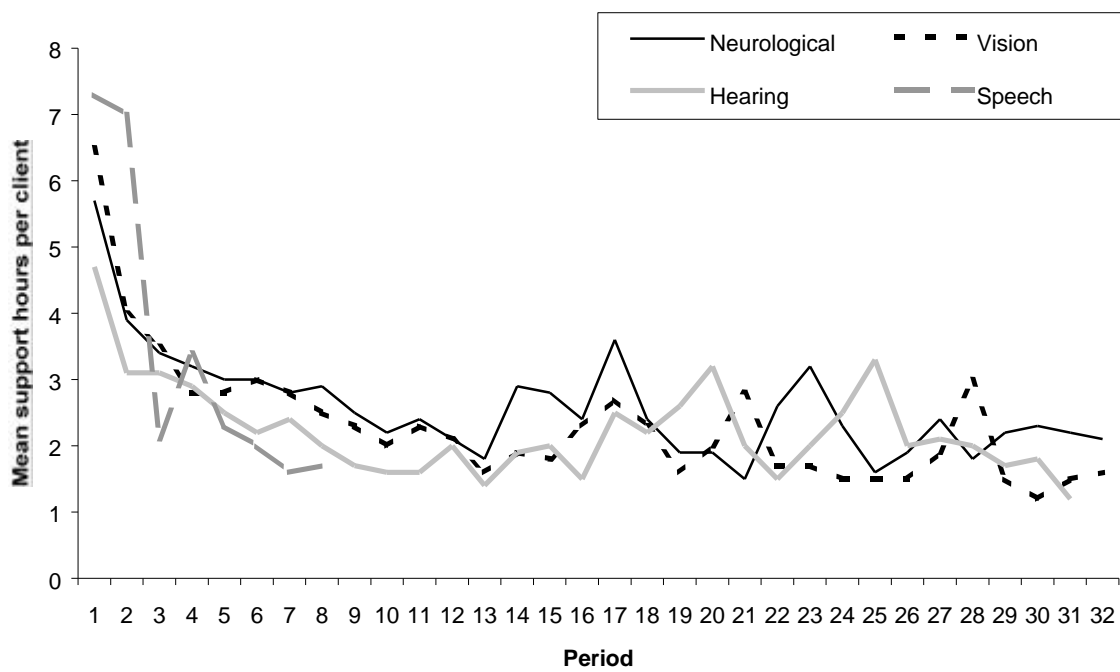
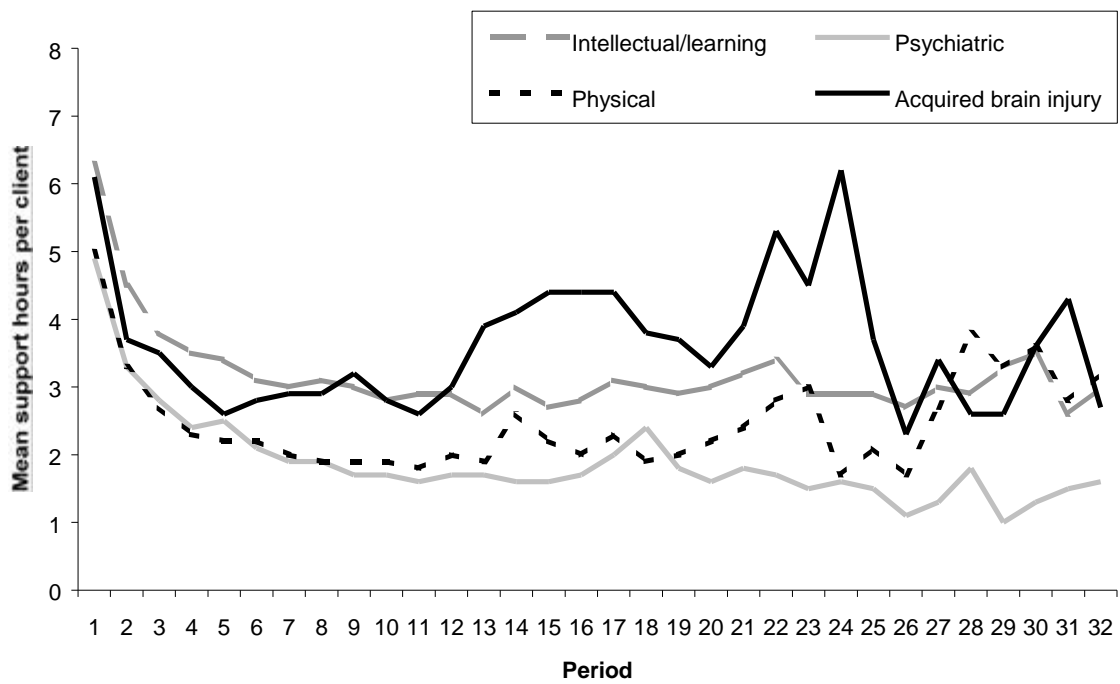
Clients with an intellectual/learning disability and clients with an acquired brain injury also had the highest mean level of support as workers (2.4 and 2.2 hours per week respectively in 1996–97). These two groups, especially the former, stand out as having received particularly high peaks of support at the time of obtaining a job (Figure 6.18). Together with clients with a neurological disability they also had higher support before and after this time compared with the other common groups. The mean support per 100 hours of work, and per \$100 of wages were also highest for these three groups in 1996–97 (Table 6.9).

Workers with a psychiatric disability and those with a vision disability had relatively low peaks of support (Figure 6.18), as well as the lowest mean support along with workers with a hearing disability (1.4, 1.1 and 1.4 hours respectively in 1996–97). These groups also had the least difference in mean support between workers and non-workers. For workers with a continuous job, those with an acquired brain injury consistently had the highest levels of support, and those with a vision or hearing disability the lowest levels (Figure 6.17).

For all of the common disability groups the mean support per week for workers declined or remained steady from 1995–96 to 1996–97 and the pattern with disability type was similar for both years.

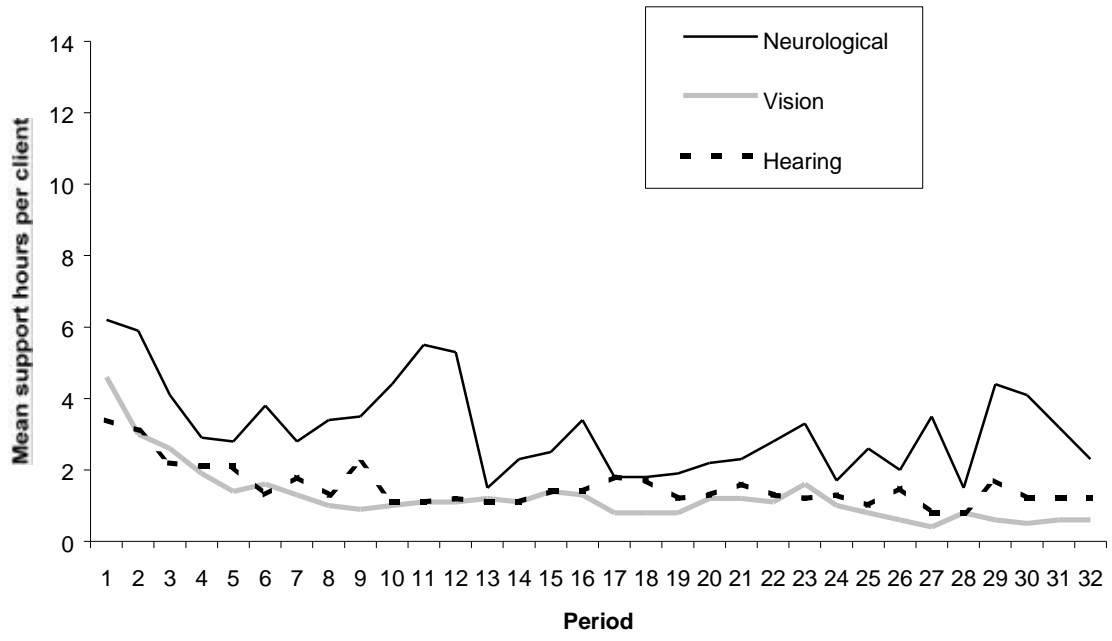
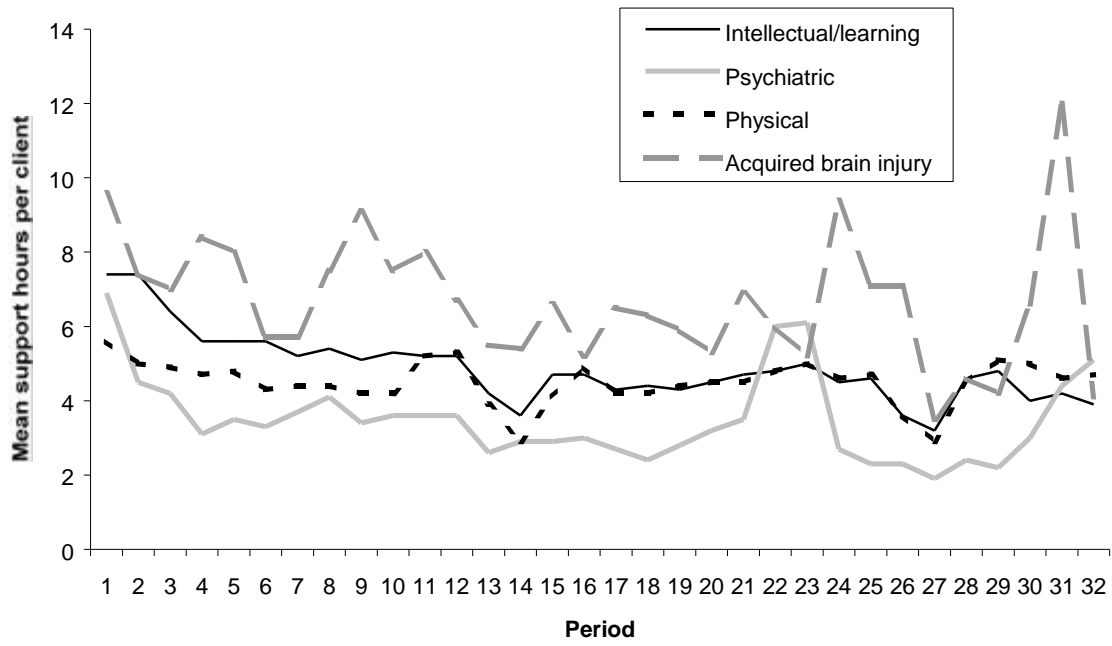
Table 6.9: Support per client for workers and non-workers, by type of primary disability, 1995–96, 1996–97

Primary disability type	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Intellectual/learning	28.9	1.1	114.8	2.6	12.9	1.5
Psychiatric	17.3	0.9	61.3	1.6	11.0	1.1
Physical	19.4	0.9	73.5	1.7	9.5	1.0
Acquired brain injury	30.7	1.2	110.5	2.6	15.7	1.7
Neurological	24.9	1.0	85.8	2.0	10.8	1.2
Vision	23.1	1.1	44.5	1.1	4.2	0.6
Hearing	16.9	0.8	52.4	1.4	5.6	0.6
Speech	16.5	0.8	40.2	1.1	3.7	0.4
Deaf and blind	24.4	1.0	41.5	1.7	6.4	0.7
1996–97						
Intellectual/learning	30.9	1.2	104.1	2.4	11.4	1.4
Psychiatric	17.0	0.8	54.2	1.4	9.0	0.9
Physical	21.7	1.0	67.9	1.7	8.6	0.8
Acquired brain injury	30.0	1.2	100.1	2.2	13.1	1.4
Neurological	24.2	1.0	81.4	1.9	10.5	1.1
Vision	22.9	0.9	45.1	1.1	4.1	0.5
Hearing	23.0	1.1	52.9	1.4	5.5	0.5
Speech	30.5	2.0	65.0	1.6	7.0	0.7
Deaf and blind	19.3	0.7	26.3	0.8	2.9	0.3



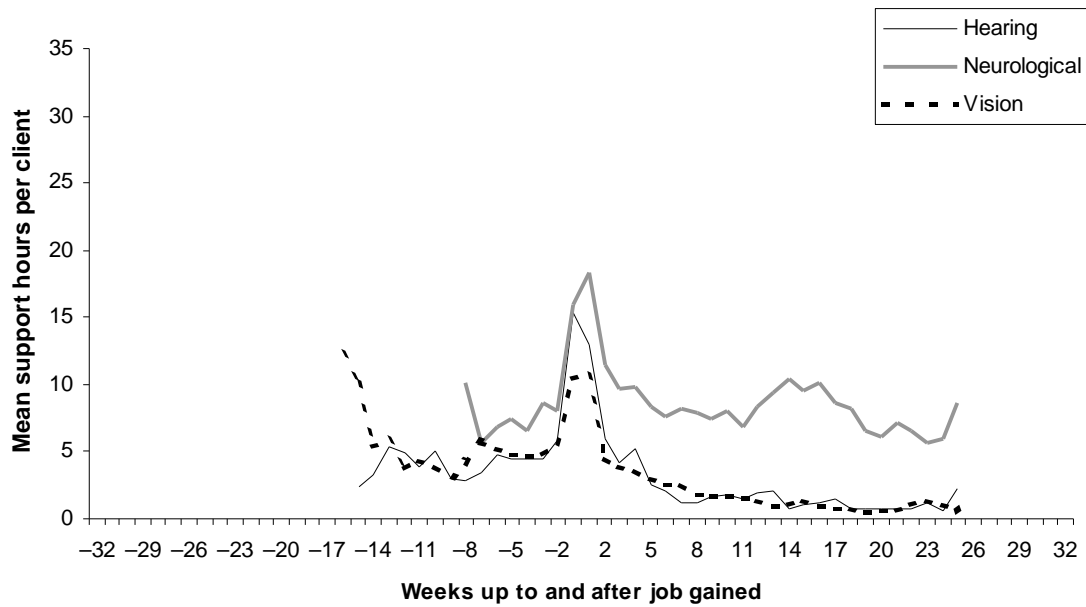
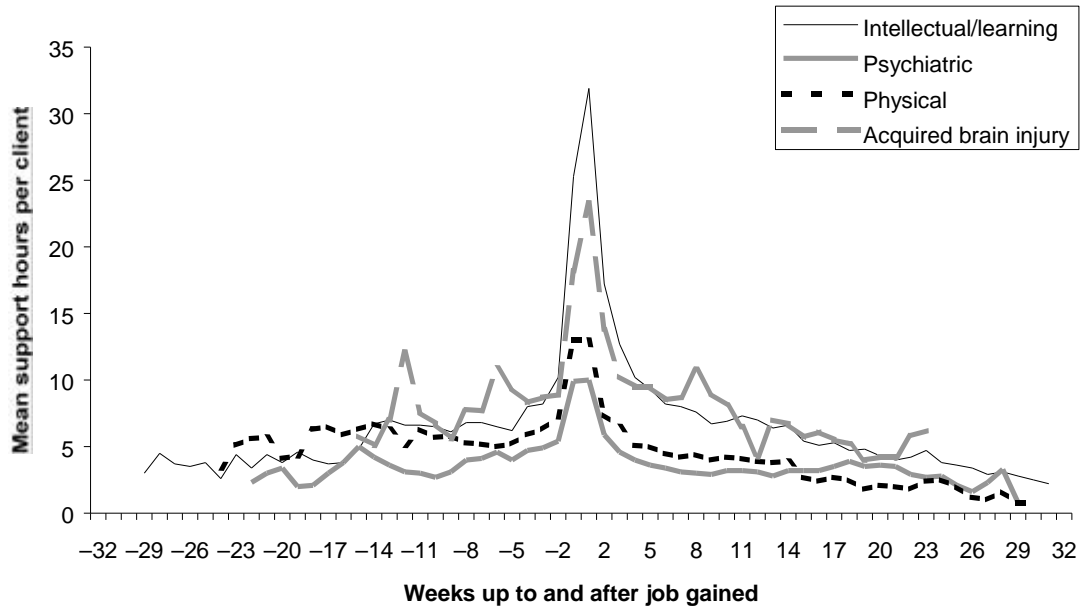
Source: Table A16.

Figure 6.16: Mean hours of support per four-week period for non-workers, by primary disability type, 1 January 1995 to 30 June 1997



Source: Table A17.

Figure 6.17: Mean hours of support per four-week period for continuous workers, by primary disability type, 1 January 1995 to 30 June 1997



Source: Table A18.

Figure 6.18: Mean hours of support per four-week period for workers in the 'job gained' category, by primary disability type, 1 January 1995 to 30 June 1997

People with a non-episodic disability received more support on average than did people with an episodic disability, whether workers or non-workers (Table 6.10). However, support per 100 hours of work and per \$100 of wages was similar in 1996–97, due to the differences in hours worked per week and hourly wage rate (see Table 5.14). As with job experience, these results largely reflect the fact that the majority of clients with an episodic disability had a psychiatric disability (see Table 3.8).

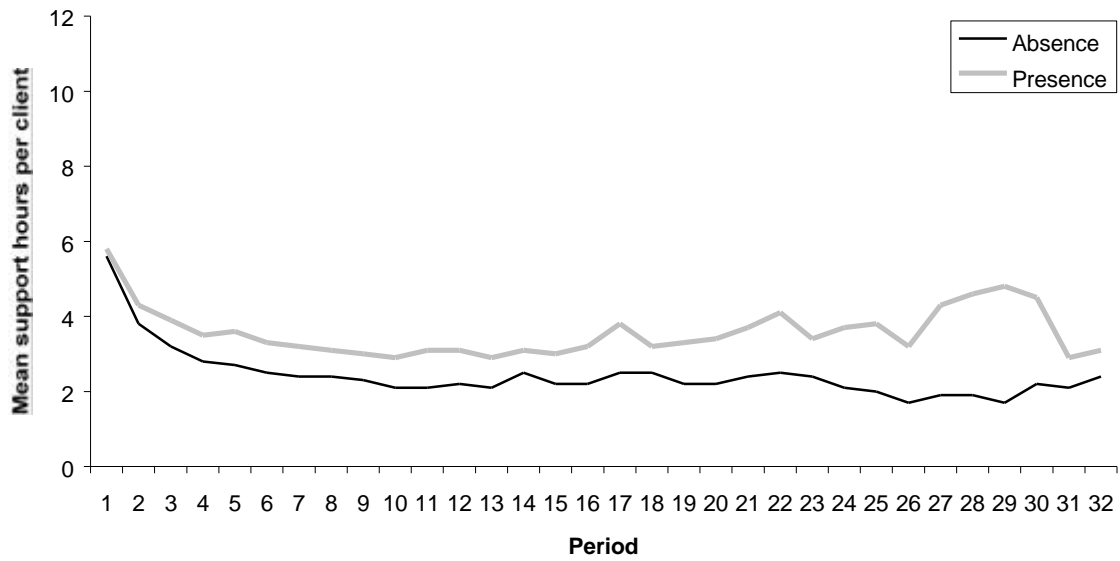
Table 6.10: Support per client for workers and non-workers, by episodic nature of primary disability, 1995–96, 1996–97

Nature of primary disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Episodic	19.1	0.9	69.8	1.8	11.3	1.1
Not episodic	25.4	1.0	98.9	2.3	11.5	1.3
1996–97						
Episodic	19.6	0.8	63.2	1.6	9.8	1.0
Not episodic	26.5	1.1	88.7	2.1	10.1	1.1

Clients who had at least one other disability received more support per week, particularly if they were workers (Table 6.11). Since this group on average worked fewer hours per week and earned less in wages (see Table 5.14), the difference is more marked when support for workers is measured per 100 hours and per \$100. The difference was clear throughout the support period for both workers and non-workers (Figures 6.19 to 6.21).

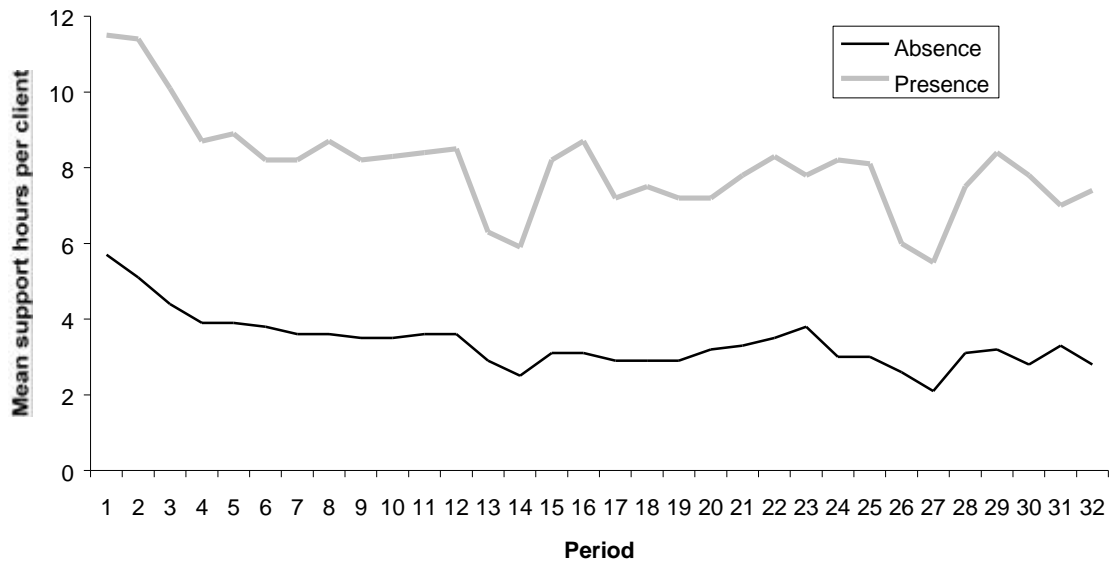
Table 6.11: Support per client for workers and non-workers, by presence of other disability, 1995–96, 1996–97

Other disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Yes	30.4	1.1	125.9	2.8	16.9	2.0
No	22.3	1.0	85.9	2.0	10.2	1.1
1996–97						
Yes	33.0	1.1	113.5	2.5	13.8	1.7
No	23.1	1.0	77.5	1.9	9.2	1.0



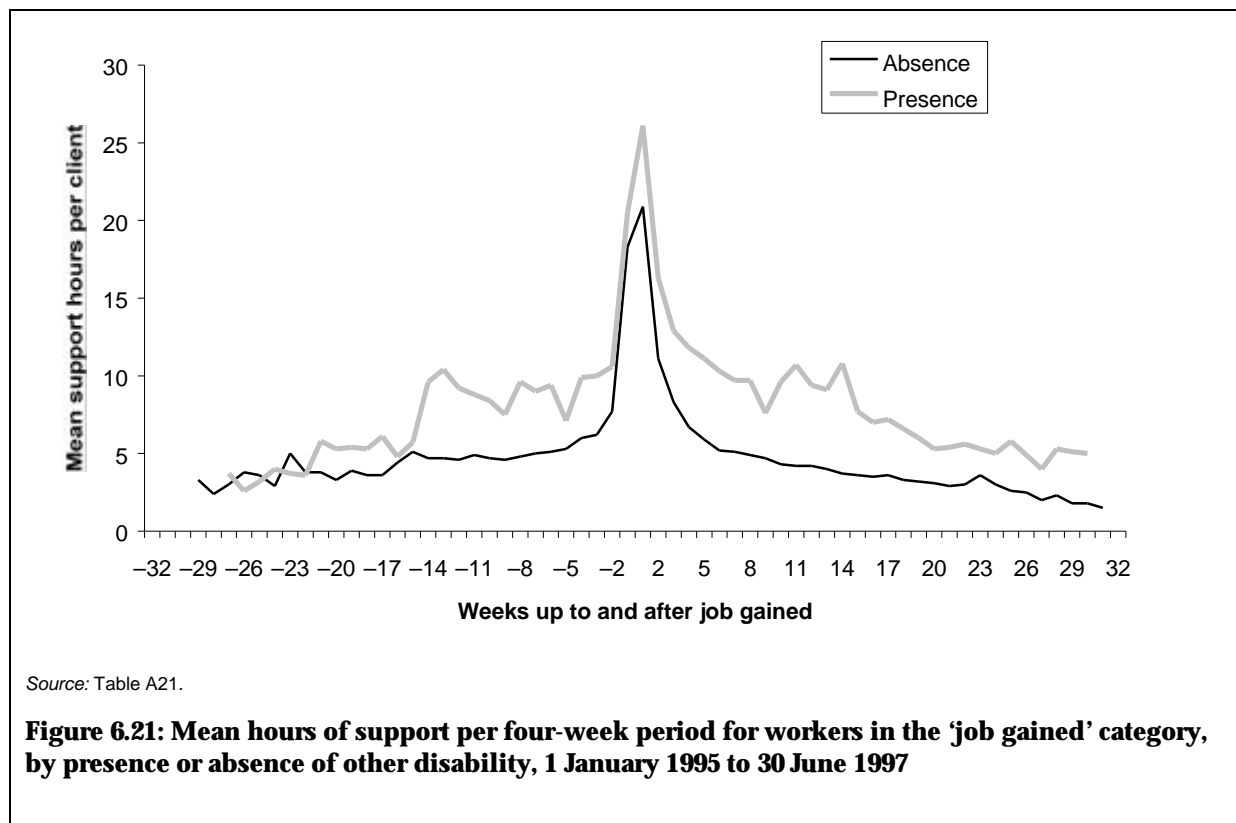
Source: Table A19.

Figure 6.19: Mean hours of support per four-week period for non-workers, by presence or absence of other disability, 1 January 1995 to 30 June 1997



Source: Table A20.

Figure 6.20: Mean hours of support per four-week period for continuous workers, by presence or absence of other disability, 1 January 1995 to 30 June 1997



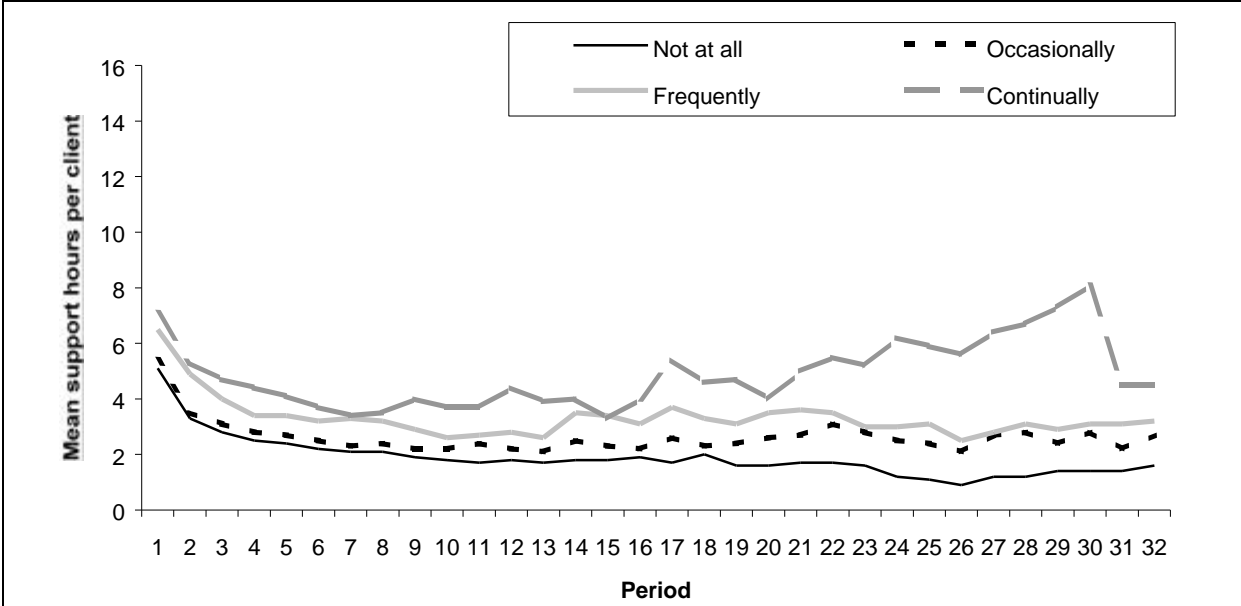
The frequency of assistance required by clients for activities of daily living (one or more of self-care, mobility and verbal communication) was positively correlated with the amount of support received per client for both workers and non-workers in 1995–96 and 1996–97 (Table 6.12). The differences for non-workers were apparent throughout the period spent in support (Figure 6.22).

Table 6.12: Support per client for workers and non-workers, by frequency of activities of daily living (ADL) assistance required,^(a) 1995–96, 1996–97

Frequency of ADL assistance required	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Not at all	18.4	0.8	68.1	1.7	8.5	0.9
Occasionally	22.8	1.0	79.3	1.9	8.5	1.0
Frequently	29.6	1.2	126.4	2.9	16.3	1.9
Continually	36.1	1.4	164.9	3.7	24.4	3.3
1996–97						
Not at all	20.1	0.9	66.6	1.6	8.3	0.9
Occasionally	22.7	1.0	70.5	1.7	7.6	0.8
Frequently	30.4	1.2	106.8	2.5	13.4	1.5
Continually	36.9	1.3	134.7	3.0	17.2	2.4

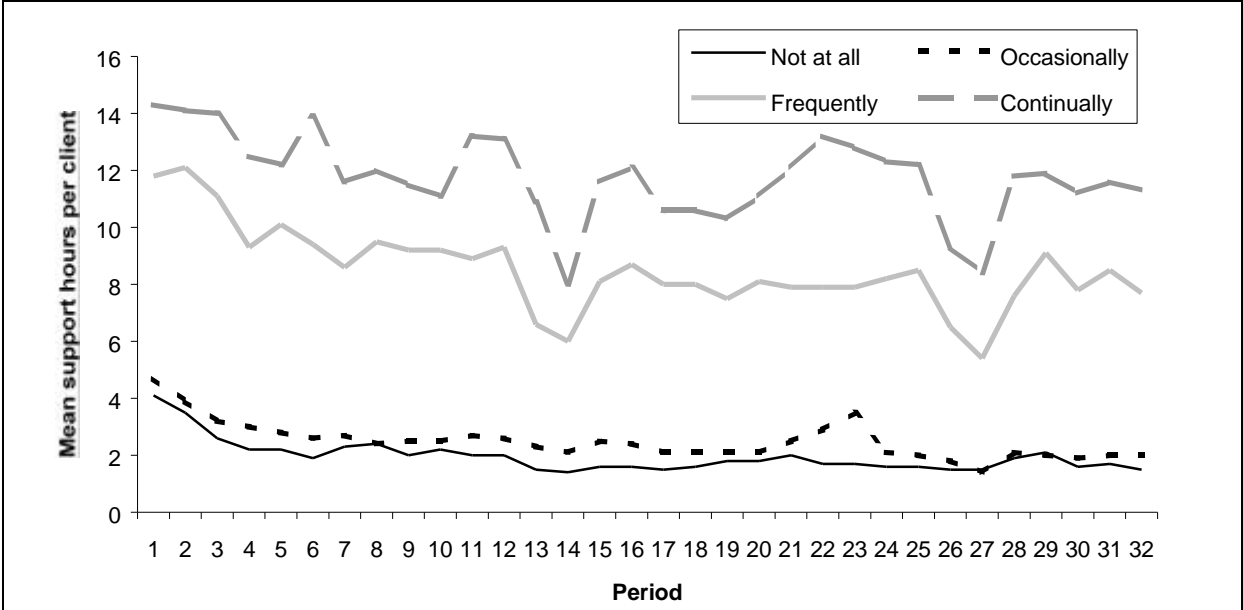
(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

For workers with a continuous job the largest difference was between clients who required no or occasional assistance and those who required frequent or continual assistance (Figure 6.23). This was also true for the peak support received at the time of getting a job (Figure 6.24). During the time before and after getting a job, there was a bigger difference between the frequent and continual ADL assistance groups. These two groups had a larger relative difference in the amount of support received by workers and non-workers, compared with the other two groups (Table 6.12). This gap is further accentuated when support is measured per 100 hours of work, because of the variation in hours worked and hourly wage rates (see Table 5.15).



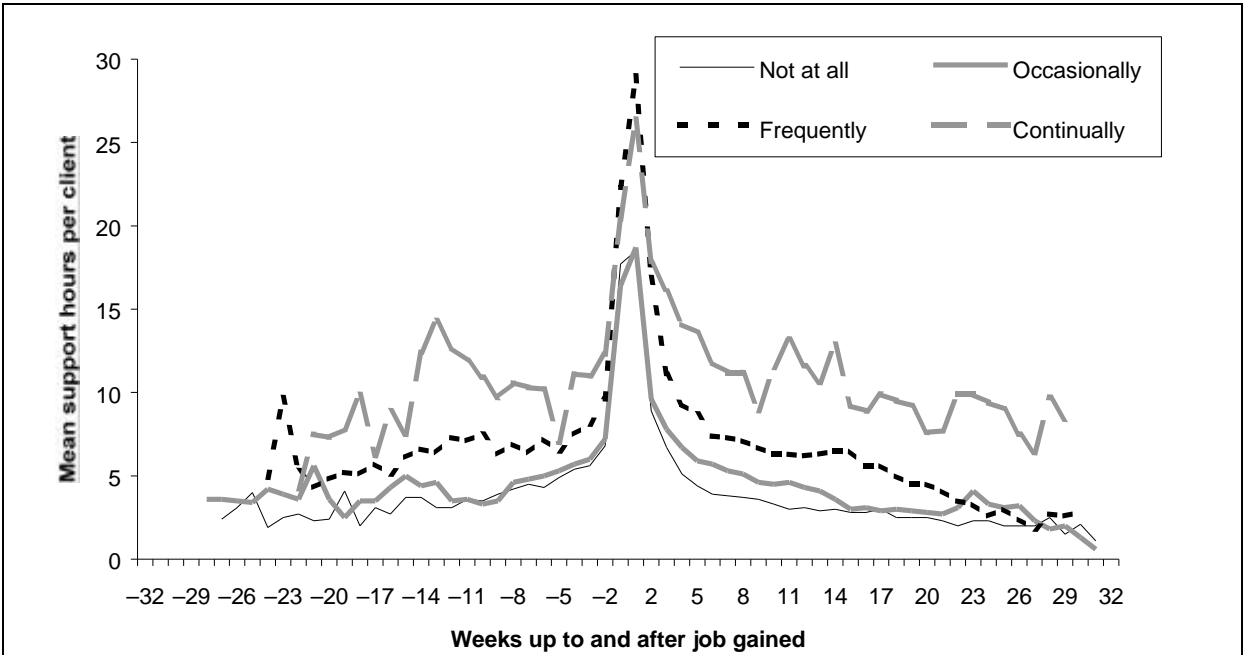
Source: Table A22.

Figure 6.22: Mean hours of support per four-week period for non-workers, by frequency of ADL assistance required, 1 January 1995 to 30 June 1997



Source: Table A23.

Figure 6.23: Mean hours of support per four-week period for continuous workers, by frequency of ADL assistance required, 1 January 1995 to 30 June 1997



Source: Table A24.

Figure 6.24: Mean hours of support per four-week period for workers in the 'job gained' category, by frequency of ADL assistance required, 1 January 1995 to 30 June 1997

There was some variation in support levels with client's type of living arrangement. In 1996–97, workers and non-workers who lived with family members received slightly more support per week than did those who lived alone (Table 6.13). Workers in special-purpose accommodation had a particularly high mean level of support and clients living in other community accommodation had the highest level for non-workers. Clients whose living arrangements were unknown received very low levels of support, which once again suggests that this group was not a random sample of clients (see Section 5.10).

Table 6.13: Mean hours of support per client for workers and non-workers, by type of living arrangement, 1995–96, 1996–97

Type of living arrangement	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Lives with family members	24.7	1.0	95.6	2.2	11.2	1.3
Lives alone	21.4	1.0	75.1	1.9	10.1	1.0
Special-purpose accommodation	30.2	1.0	156.9	3.5	24.4	3.3
Other community accommodation	32.7	1.1	123.9	2.9	18.6	2.3
Institutional accommodation	46.1	1.7	157.3	3.3	24.3	3.4
No usual residence	16.2	0.8	72.1	2.2	8.6	1.0
Not known	14.6	0.7	55.0	1.3	5.5	0.7
1996–97						
Lives with family members	26.3	1.1	83.2	2.0	9.5	1.1
Lives alone	22.1	0.9	72.3	1.8	10.0	1.0
Special-purpose accommodation	30.1	0.9	150.2	3.2	22.1	3.1
Other community accommodation	32.8	1.4	126.0	2.8	14.4	2.0
Institutional accommodation	29.6	1.0	173.0	3.7	32.5	4.4
No usual residence	17.0	1.0	58.0	1.6	5.8	0.7
Not known	13.0	0.5	54.1	1.3	5.8	0.7

There was little difference in support levels between clients who had been referred by a disability panel and those who had been endorsed in 1995–96 and 1996–97 (Table 6.14). These groups received substantially more support than did both clients who had been rejected by a panel or those who had not been in the panel process.

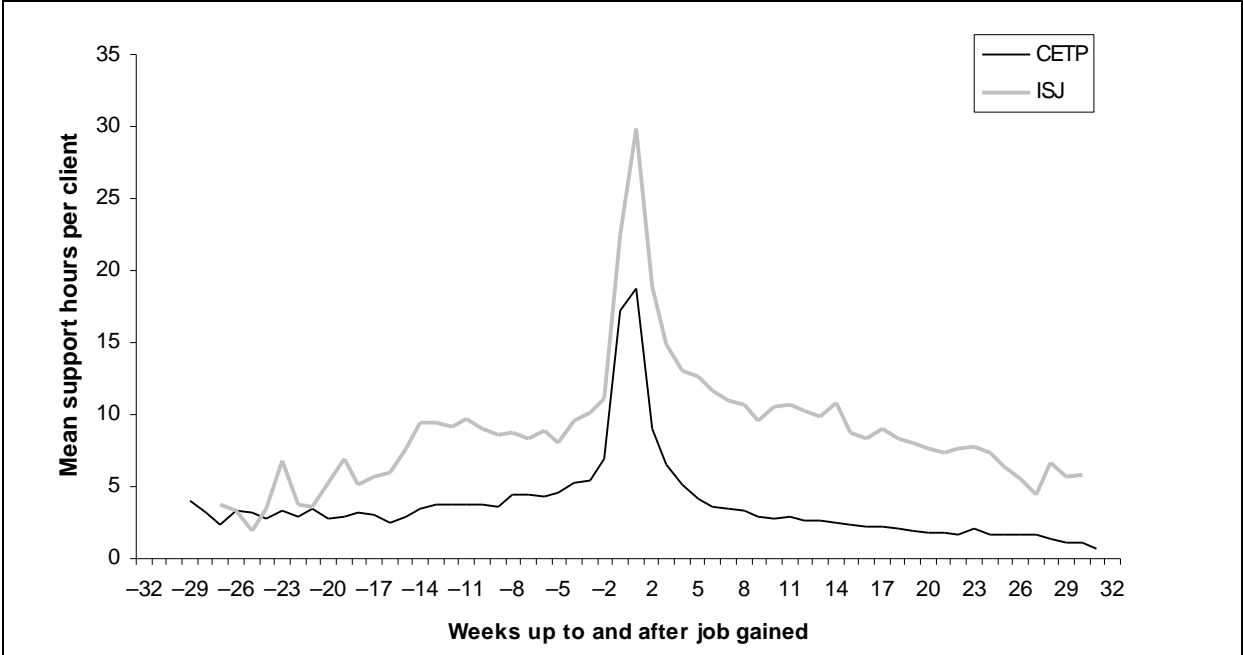
Table 6.14: Mean hours of support per client for workers and non-workers, by disability panel endorsement status, 1995–96, 1996–97

Disability panel endorsement status	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Endorsed	27.6	1.1	104.7	2.4	14.0	1.6
Referred	25.6	1.2	102.5	2.5	14.2	1.6
Rejected	13.1	0.7	70.7	1.5	7.0	0.7
Not referred, endorsed or rejected	18.8	0.8	70.3	1.7	7.1	0.8
1996–97						
Endorsed	27.7	1.1	89.9	2.1	11.4	1.3
Referred	25.1	1.1	88.1	2.2	11.7	1.3
Rejected	27.4	0.6	72.1	1.6	8.0	0.8
Not referred, endorsed or rejected	21.3	0.9	71.8	1.7	7.3	0.8

ISJ clients received substantially more support than did CETP clients in both 1995–96 and 1996–97, (Table 6.15). This was true for the entire period of support for non-workers, workers with a continuous job and workers who gained a job (see Figures 6.25 to 6.27). Other clients had particularly high mean support per week when non-workers.

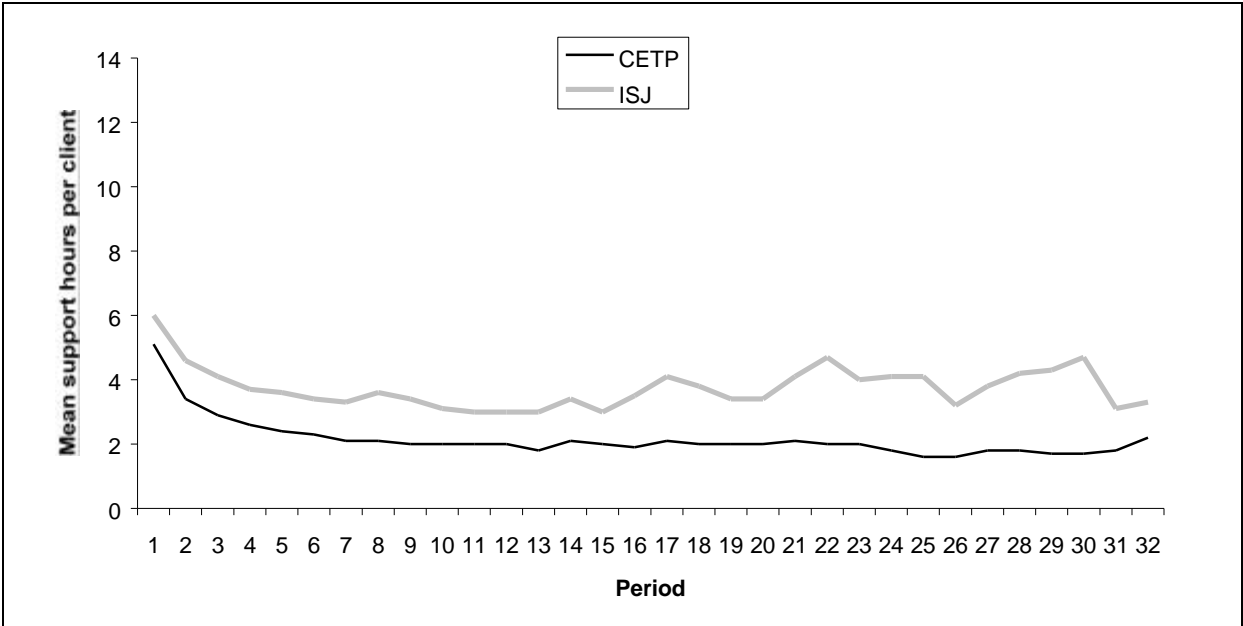
Table 6.15: Mean hours of support per client for workers and non-workers, by client type, 1995–96, 1996–97

Client type	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
CETP	20.3	0.9	68.8	1.7	8.0	0.9
ISJ	31.1	1.1	146.3	3.2	19.7	2.3
Other	36.4	1.3	122.7	2.8	16.2	2.1
1996–97						
CETP	20.5	0.9	64.5	1.6	7.6	0.8
ISJ	32.9	1.2	120.7	2.6	15.0	1.7
Other	40.2	2.2	124.5	2.7	14.7	1.9



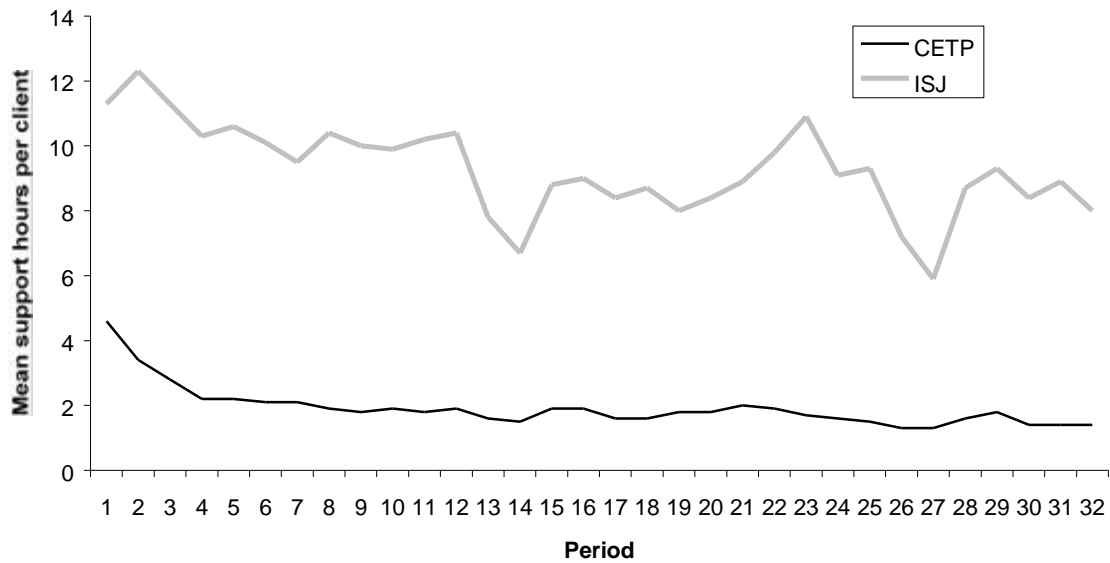
Source: Table A25.

Figure 6.25: Mean hours of support per four-week period for workers in the 'job gained' category, by client type, 1 January 1995 to 30 June 1997



Source: Table A26.

Figure 6.26: Mean hours of support per four-week period for non-workers, by client type, 1 January 1995 to 30 June 1997



Source: Table A27.

Figure 6.27: Mean hours of support per four-week period for continuous workers, by client type, 1 January 1995 to 30 June 1997

In 1996–97 clients referred by the education system and by the Department of Health and Family Services programs and services had the highest mean support among non-workers, and the latter group had the highest support among workers (Table 6.16).

Table 6.16: Mean hours of support per client for workers and non-workers, by referral source, 1995–96, 1996–97

Referral source	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96						
Self or family	21.6	0.9	73.3	1.7	8.7	1.0
Education system	25.2	0.9	96.5	2.2	10.5	1.3
DEETYA programs	16.6	0.7	70.0	1.7	7.9	0.8
DHFS programs and services	33.6	1.2	121.0	2.7	14.4	1.7
Other	21.7	1.0	91.9	2.2	12.7	1.4
1996–97						
Self or family	21.7	0.9	65.5	1.6	7.8	0.8
Education system	28.9	1.3	86.6	2.0	9.3	1.1
DEETYA programs	19.4	0.8	65.1	1.6	7.3	0.8
DHFS programs and services	34.1	1.3	109.8	2.5	12.2	1.5
Other	22.5	1.0	82.0	2.0	11.2	1.2

6.4 Client support and characteristics of primary job

In 1996–97 workers who had a primary job that was permanent and regular received 2.0 hours of support per week compared to other workers who received 1.9 hours per week (Table 6.17). The gap has narrowed since 1995–96 (2.3 and 2.0 hours respectively). The difference in mean support is greater when expressed per 100 hours of work and per \$100 of wages because workers with a primary regular job worked over 7 hours more per week than those who did not have such a job (see Table 5.20).

Table 6.17: Mean hours of support per worker, by basis of employment for primary job, 1995–96, 1996–97

Basis of employment for primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96				
Permanent regular	98.5	2.3	10.3	1.2
Other	85.1	2.0	15.6	1.7
1996–97				
Permanent regular	87.1	2.0	9.1	1.0
Other	78.4	1.9	13.2	1.4

Of all workers, tradespersons received the most support on average in 1996–97 (2.5 hours per week), followed by the three largest occupation groups of labourers/related workers (2.1 hours), clerks (1.8 hours) and sales/personal service staff (1.6 hours, Table 6.18). Trends were similar for support expressed per 100 hours of work or per \$100 of wages.

The pattern for 1995–96 was generally the same for the larger occupational groups.

Table 6.18: Mean hours of support per worker, by occupation group of primary job, 1995–96, 1996–97

Occupation group of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96				
Managers	100.4	2.2	10.8	1.1
Professionals	48.5	1.2	5.7	0.5
Para-professionals	49.6	1.3	6.3	0.6
Tradespersons	131.9	2.8	13.4	1.7
Clerks	77.8	1.9	8.5	0.9
Sales/personal service staff	82.9	1.9	11.9	1.3
Plant and machine operators and drivers	66.2	1.6	6.6	0.7
Labourers/related workers	99.3	2.3	12.4	1.5
Unknown	53.8	1.0	2.6	0.2
1996–97				
Managers	51.0	1.2	4.3	0.5
Professionals	40.9	1.1	4.2	0.4
Para-professionals	46.2	1.1	5.9	0.5
Tradespersons	109.5	2.5	11.2	1.4
Clerks	76.8	1.8	8.2	0.8
Sales/personal service staff	67.9	1.6	9.6	1.0
Plant and machine operators and drivers	60.4	1.5	6.1	0.6
Labourers/related workers	90.6	2.1	11.1	1.3
Unknown	87.4	1.7	8.6	0.7

Support hours received per week varied greatly by the industry of the worker's primary job, ranging from 1.1 hours per week for mining to 3.2 hours for the wholesale trade in 1996–97 (Table 6.19). Three industries stood out as having a high ratio of support hours to hours worked and support hours to wages earned. These were wholesale trade, fast food, and agriculture, forestry and mining.

Table 6.19: Mean hours of support per worker, by industry of primary job, 1995–96, 1996–97

Industry of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
1995–96				
Agriculture, forestry and fishing	101.1	2.3	13.4	1.7
Mining	66.4	1.5	8.0	0.8
Manufacturing	82.6	2.1	7.6	0.9
Electricity, gas and water supply	90.0	2.1	9.6	1.0
Construction	73.7	1.7	8.0	0.9
Wholesale trade	186.2	3.9	20.8	2.5
Retail trade	105.2	2.4	14.4	1.6
Clothing/textiles/footwear	98.2	2.1	10.6	1.3
Hospitality	97.9	2.5	12.6	1.4
Fast food	96.9	2.4	15.9	1.9
Transport and storage	57.4	1.7	6.5	0.7
Communication services	54.0	1.4	6.0	0.6
Finance and insurance	70.3	1.7	7.0	0.8
Property and business services	91.4	2.1	13.0	1.5
Government/defence	87.6	2.0	7.8	0.8
Education	88.3	2.1	12.2	1.3
Health and community services	83.7	1.9	11.0	1.1
Cultural and services	78.2	1.9	10.7	1.2
Personal and other services	77.4	1.9	13.4	1.5
Other	104.9	2.4	14.5	1.7
1996–97				
Agriculture, forestry and fishing	108.1	2.6	13.0	1.6
Mining	52.3	1.1	5.3	0.5
Manufacturing	75.4	1.8	6.8	0.8
Electricity, gas and water supply	83.1	2.1	9.1	0.9
Construction	64.5	1.6	7.6	0.8
Wholesale trade	146.5	3.2	17.6	2.1
Retail trade	87.9	2.1	11.6	1.4
Clothing/textiles/footwear	84.4	1.9	9.0	1.1
Hospitality	85.9	2.2	11.7	1.3
Fast food	93.1	2.2	14.3	1.7
Transport and storage	53.1	1.4	5.9	0.6
Communication services	65.8	1.6	7.2	0.7
Finance and insurance	74.6	1.7	6.6	0.6
Property and business services	83.5	2.0	10.7	1.2
Government/defence	84.2	1.8	7.2	0.7
Education	78.7	1.8	10.7	1.1
Health and community services	70.2	1.7	8.9	0.9
Cultural and services	89.9	1.9	11.9	1.3
Personal and other services	64.1	1.6	10.4	1.1
Other	92.4	2.1	12.2	1.4

6.5 Client support by State or Territory and location

Mean support per week varied across States and Territories. Not including the Northern Territory, which had a very small number of clients, in 1996–97 the mean support per non-worker ranged from 0.8 hours per week for Victoria to 1.8 hours per week for Western Australia. The mean support for workers ranged from 1.5 hours per week for Victoria to 3.0 hours for South Australia. For most States support per week for workers was approximately twice that for non-workers.

For each of the four States with the largest number of clients (New South Wales, Victoria, Queensland and Western Australia) support per week for non-workers did not change from 1995–96 to 1996–97 while support per week for workers decreased in each case.

Table 6.20: Mean hours of support per client for workers and non-workers, by State or Territory, 1995–96, 1996–97

State/Territory	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
			1995–96			
New South Wales	20.0	0.9	79.0	1.9	8.9	1.0
Victoria	17.8	0.8	71.3	1.7	9.3	1.1
Queensland	26.8	1.1	104.7	2.5	13.9	1.6
Western Australia	49.2	1.8	143.6	3.1	16.8	2.0
South Australia	52.7	1.8	140.4	3.0	13.6	1.4
Tasmania	16.5	0.7	63.4	1.8	9.5	1.0
Australian Capital Territory	22.8	0.9	110.0	2.5	11.7	1.3
Northern Territory	5.7	0.4	83.4	2.6	8.6	0.8
Australia	24.1	1.0	94.1	2.2	11.5	1.3
			1996–97			
New South Wales	21.9	0.9	67.6	1.6	7.6	0.8
Victoria	18.2	0.8	62.6	1.5	8.2	0.9
Queensland	27.5	1.1	97.7	2.3	12.2	1.5
Western Australia	48.4	1.8	123.1	2.7	14.2	1.7
South Australia	49.8	1.5	135.6	3.0	12.8	1.4
Tasmania	25.3	1.3	86.9	2.5	12.9	1.4
Australian Capital Territory	28.1	1.0	121.8	2.7	12.2	1.4
Northern Territory	37.0	6.0	70.0	2.9	7.4	0.7
Australia	25.0	1.0	84.3	2.0	10.0	1.1

Clients without a job from urban locations on average received more support per week than those from rural and remote locations, in both 1995–96 and 1996–97. In 1995–96 this was also true for workers but in 1996–97 the small number of remote workers (248) had a slightly higher mean weekly support than urban workers, as their support level did not decline from 1995–96 to 1996–97. In terms of support per 100 hours of work and per \$100 of wages, in both financial years the highest levels were for remote workers, followed by rural workers then urban workers. This was because of differences between the three groups in time spent in work and hours worked per week (see Table 5.25).

Table 6.21: Mean hours of support per client for workers and non-workers, by location of agency site, 1995–96, 1996–97

Location	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
			1995–96			
Urban	25.7	1.1	97.4	2.3	11.2	1.3
Rural	19.4	0.9	85.4	2.0	12.3	1.4
Remote	22.7	0.8	86.3	2.1	14.2	1.6
			1996–97			
Urban	26.6	1.1	87.0	2.0	9.8	1.1
Rural	20.8	0.8	77.1	1.8	10.8	1.2
Remote	16.2	0.7	73.7	2.1	14.3	1.5

Note: Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.