

# 5 Client support

## 5.1 Total hours of support

A total of 1,109,195 support hours were directly received by the 18,527 clients of open employment services during 1995. These were actual hours of agency staff time recorded as being directly attributable to the support of a particular client. A further 611,653 hours were recorded as having been spent on tasks such as general administration, general job search and travel which were not attributed to individual clients. However, the recording of such general support hours is not mandatory and so further analysis is restricted to direct support hours only.

Job support accounted for 60.6% of support attributed to individual clients, and pre-employment support for 31.6% (Table 5.1). Overall, females received relatively more pre-employment support and relatively less job support. The mean amount of support received per client was 60 hours. On average, in 1995 males received two hours more support per client than females.

**Table 5.1: Number of support hours by support category and sex of client**

Type of support	Female		Male		Total <sup>(a)</sup>		Total <sup>(b)</sup>	
	n	%	n	%	n	%	n	%
Administration	11,189	2.9	21,162	3.0	32,350	2.9	547,049	30.0
Applicant support	8,866	2.3	14,967	2.1	23,833	2.1	23,887	1.3
Pre-employment support	135,443	34.6	214,566	29.9	350,008	31.6	350,657	19.2
Job support <sup>(c)</sup>	226,458	57.8	445,812	62.1	672,164	60.6	672,896	36.9
Travel	9,976	2.5	20,748	2.9	30,723	2.8	132,767	7.3
General job search							94,582	5.2
Not specified	2		9		11		11	
<b>Total</b>	<b>391,932</b>	<b>100.0</b>	<b>717,263</b>	<b>100.0</b>	<b>1,109,195</b>	<b>100.0</b>	<b>1,821,848</b>	<b>100.0</b>
Number of clients	6,690		11,837		18,527			
<i>Mean support hours per client</i>	<i>59</i>		<i>61</i>		<i>60</i>			

(a) Total support hours attributed to individual client.

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

(c) Includes 107 hours of 'general job search' attributed to individual clients.

About two-thirds (68%) of all direct support hours were given to people with an intellectual/learning disability, who were the largest group and also had the highest mean support per client (Table 5.2). Clients with a psychiatric disability received 11% of total direct support and clients with a physical disability, 9%. People with an acquired brain injury had the second highest mean support per client, and those with a hearing, speech, vision or psychiatric disability had comparatively low means.

**Table 5.2: Number of direct support hours by primary disability type and support category**

	Admin <sup>(a)</sup>	Applicant support	Pre-employment support	Job support	Travel	General job search	NS <sup>(b)</sup>	Total	N <sup>(c)</sup>	Mean
Acquired brain injury	2,840	1,455	14,348	21,539	1,126	24	—	41,331	652	63
Deaf and blind	12	24	195	692	2	—	—	925	20	46
Hearing	497	542	8,474	15,036	480	22	—	25,051	669	37
Intellectual / learning	17,537	12,812	210,593	489,503	22,760	10	3	753,217	10,164	74
Neurological	577	816	11,713	19,394	482	—	—	32,981	620	53
Physical	8,213	2,797	38,499	51,450	2,718	12	5	103,693	2,232	46
Psychiatric	2,322	4,779	50,547	60,832	2,726	40	3	121,249	3,233	38
Speech	47	117	674	1,576	24	—	—	2,437	63	39
Vision	301	490	14,949	12,084	406	—	—	28,230	862	33
Other	—	1	11	17	—	—	—	29	5	6
Not specified	4	—	6	41	1	—	—	52	7	7
<b>Total</b>	<b>32,350</b>	<b>23,833</b>	<b>350,008</b>	<b>672,164</b>	<b>30,723</b>	<b>107</b>	<b>11</b>	<b>1,109,195</b>	<b>18,527</b>	<b>60</b>

- (a) Administration.  
(b) Not specified.  
(c) Number of clients.

## 5.2 Support for workers and non-workers

Support for clients differed between clients who did and did not have jobs. Clients who did not have a job during their 1995 support period received an average of 26.1 hours of support (Table 5.3). Clients who did have a job received 3.6 times as much support, 95.8 hours on average. The difference was less on a weekly basis because workers had a longer mean support period than non-workers. The mean support per week was 0.9 hours for non-workers and 2.3 hours for workers.

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 60% of the amount of support per week 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 received per 100 hours of work or per \$100 of wages.

**Table 5.3: Mean hours of support per client by job history, 1995**

Job history	Number	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
No job	9,603	26.1	0.9	—	—
Job retained	4,020	85.8	1.7	6.5	0.8
Job lost	716	74.1	1.6	12.1	1.4
Job gained and retained	3,007	110.5	3.0	18.2	2.1
Job gained and lost	1,181	105.3	2.6	35.7	4.1
<i>Total workers</i>	<i>8,924</i>	<i>95.8</i>	<i>2.3</i>	<i>10.7</i>	<i>1.3</i>
<b>Total</b>	<b>18,527</b>	<b>59.7</b>	<b>1.6</b>		

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.

The number of jobs was also associated with the amount of support received (Table 5.4). Workers with more than one job received more support per week than 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 5.4: Workers, 1995: mean hours of support per worker by job history and number of jobs**

Job history	With one job during 1995				With more than one job during 1995			
	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
Job retained	70.1	1.5	5.1	0.6	144.9	2.9	12.9	1.5
Job lost	63.0	1.4	11.0	1.3	109.5	2.2	15.0	1.8
Job gained and retained	102.3	2.9	17.8	2.0	139.5	3.2	19.5	2.2
Job gained and lost	101.0	2.6	37.2	4.3	125.8	2.8	30.8	3.5
<b>Total</b>	<b>84.5</b>	<b>2.1</b>	<b>9.4</b>	<b>1.1</b>	<b>137.7</b>	<b>2.9</b>	<b>15.9</b>	<b>1.8</b>

The amount of support received also varied with the length of time a client had been receiving support. To analyse this further, the total support period has been subdivided into four-week periods for each client and the mean level of support calculated over time for each job history category (Tables 5.5 to 5.8). These four-week periods can be grouped into one, two or three phases depending upon the job history of the client. Thus, each client had one or more of:

- a before-work phase, before the commencement of the first or only job
- an in-work phase, from the commencement of the first job to the finish of the last job (if there were more than one job then this period may include gaps between jobs)
- an after-work phase, after the finish of the last or only job.

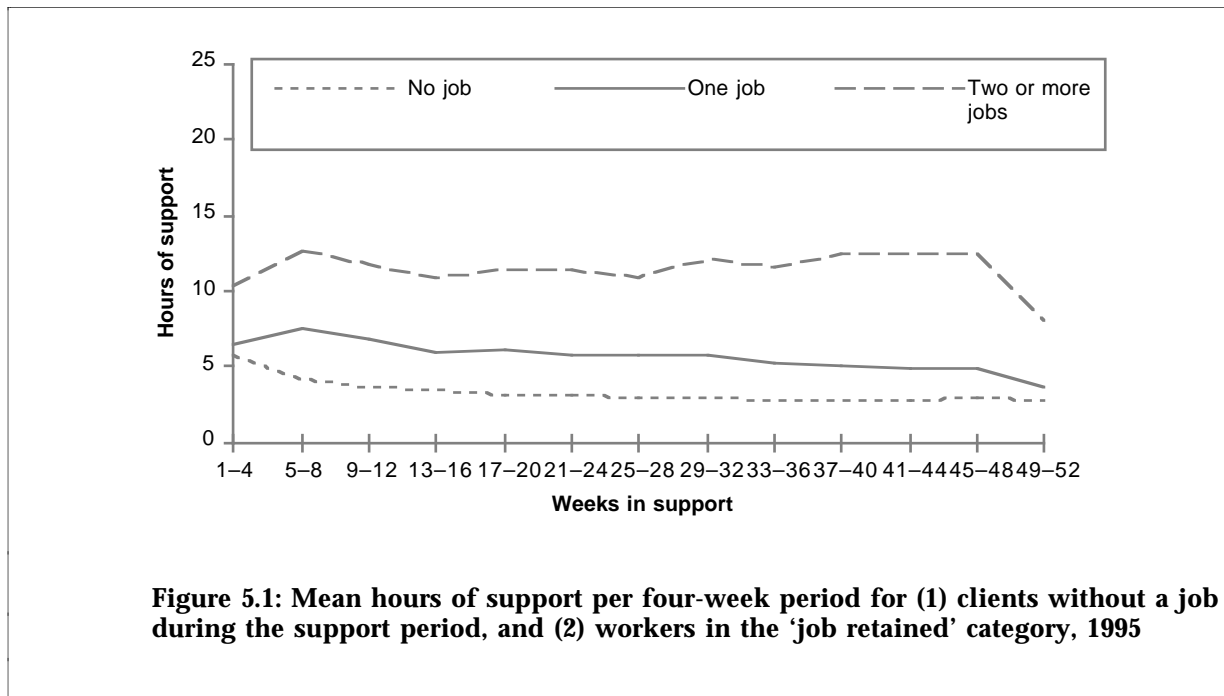
For clients who did not have a job (and thus only a before-work phase) the mean support peaked in the first four week period and dropped rapidly in the next two periods (Table 5.5, Figure 5.1). It then dropped more slowly until it levelled out after 36 weeks at about 0.7 hours per week. For 'job retained' workers who remained in the same one job throughout their time in support, the amount of support peaked in the first three periods and then gradually declined to about 1.2 to 1.3 hours per week. Thus, in both these cases a client who has been in support for some time will generally be receiving less support than average.

**Table 5.5: Mean hours of support per four-week period<sup>(a)</sup> for (1) clients without a job during support period, and (2) clients with a job at both start and end of support period ('job retained'), 1995**

Number of jobs	Weeks in support												
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52
No job	5.8	4.1	3.6	3.4	3.2	3.1	3.0	3.0	2.8	2.7	2.7	2.9	2.8 <sup>(b)</sup>
<b>Job retained</b>													
One job	6.5	7.5	6.8	5.9	6.1	5.8	5.7	5.8	5.2	5.1	4.9	4.9	3.7 <sup>(b)</sup>
Two or more jobs	10.4	12.7	11.8	10.9	11.5	11.4	10.9	12.1	11.6	12.5	12.4	12.5	8.1 <sup>(b)</sup>
<i>All</i>	7.3	8.6	7.9	6.9	7.3	7.0	6.8	7.2	6.6	6.8	6.6	6.5	4.7 <sup>(b)</sup>

(a) Only completed periods of 4 weeks for each client are included.

(b) To be included in this period, clients must have had 52 weeks of support starting 1 January 1995 and therefore it always covers the Christmas break.



On the other hand the mean level of support for workers in the 'job retained' category with two or more jobs, remains at around the average for this group of 2.9 hours per week (that is 11.6 hours per four-week period; Table 5.5 and Figure 5.1, see also Table 5.4). This could be due to the extra support given when a new job was started, and/or because these workers were less secure in their jobs.

During their in-work phase, the support for workers in the 'job lost' category varied from 6.6 hours to 10.1 hours per four-week period for those with one job, and 6.6 hours to 14.1 for those with more than one job (Table 5.6, Figure 5.2). In the after-work phase, support dropped by over 50% and then declined further with increasing time out of work to a level lower than that for clients without a job. The 'job lost' category would need to be followed further to determine whether they have a different pattern of support in the after-work phase, from those clients who have not yet had a job.

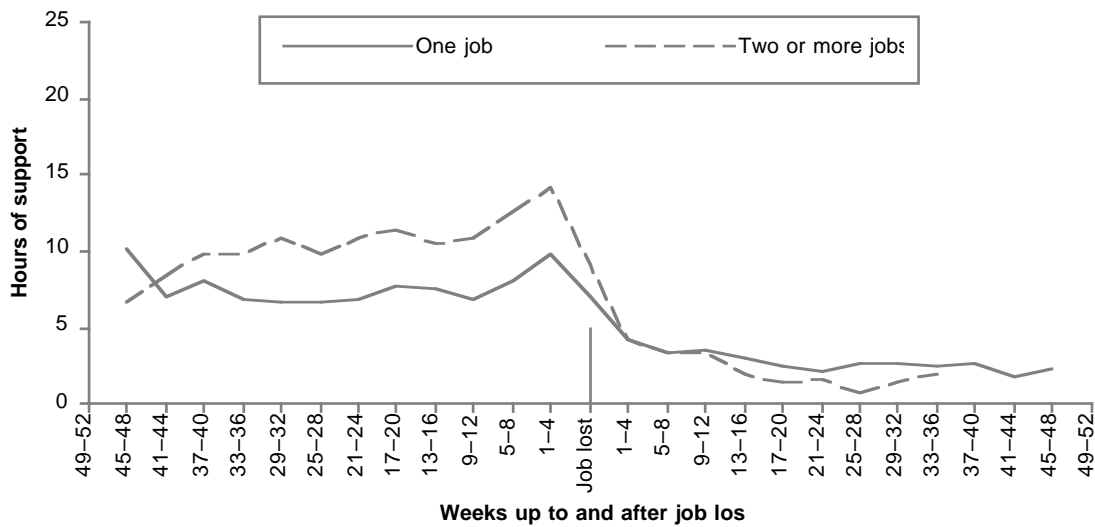
**Table 5.6: Mean hours of support per four-week period<sup>(a)</sup> for clients with job at start, but without job at end, of support period ('job lost'), 1995**

Number of jobs	Weeks before losing final job (in-work phase)												
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4
One job	—	10.1	7.0	8.0	6.9	6.7	6.6	6.9	7.8	7.6	6.9	8.0	9.9
Two or more jobs	—	6.6	8.4	9.9	9.9	10.8	9.8	10.8	11.4	10.6	10.9	12.7	14.1
All	—	8.3	7.7	8.9	8.3	8.5	7.9	8.4	9.1	8.6	8.1	9.3	11.0

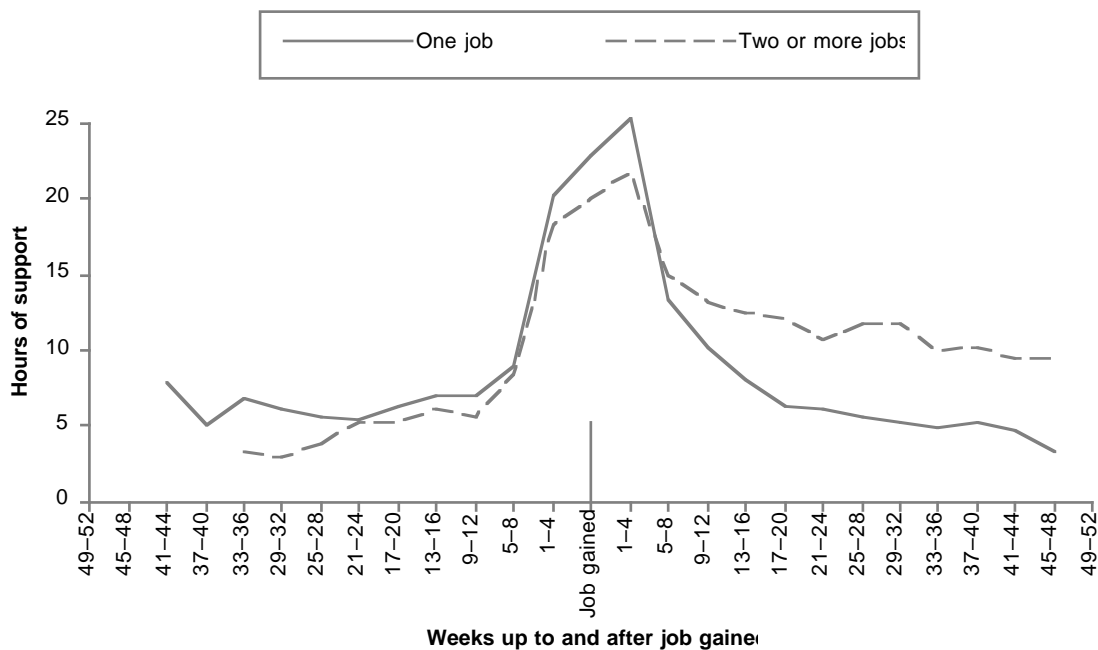
  

Number of jobs	Weeks after losing final job (after-work phase)												
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52
One job	4.3	3.4	3.5	3.0	2.5	2.2	2.6	2.6	2.4	2.6	1.7	2.3	—
Two or more jobs	4.3	3.4	3.3	2.0	1.4	1.6	0.8	1.4	1.9	—	—	—	—
All	4.3	3.4	3.5	2.8	2.4	2.1	2.4	2.5	2.4	2.5	1.7	2.3	—

(a) Only completed periods of 4 weeks for 10 or more clients are included.



**Figure 5.2: Mean hours of support per four-week period for workers in the 'job lost' category, 1995**



**Figure 5.3: Mean hours of support per four-week period for workers in the 'job gained' category, 1995**

For workers who gained and retained a job during 1995, support hours peaked markedly in the two four-week periods immediately before and after starting a job, at 20 or more hours per week (Table 5.7, Figure 5.3). Otherwise, during the before-work phase, support

received varied from 5 to 9 hours per four weeks for those with one job and from 3 to 9 hours per four weeks for those who had more than one job. These levels were two to three times higher than for clients who did not have a job (see Table 5.5). After the first four weeks in work, support hours declined rapidly for those who had one job, and more slowly for those who had two or more jobs, to levels just below those of workers in the job retained category (Tables 5.6 and 5.7).

**Table 5.7: Mean hours of support per four-week period<sup>(a)</sup> for clients without job at start, but with job at end, of support period ('job gained'), 1995**

Number of jobs	Weeks before gaining (first) job (before-work phase)													
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4	
One job	—	—	7.9	5.0	6.8	6.1	5.6	5.4	6.3	7.0	7.0	8.9	20.3	
Two or more jobs	—	—	—	—	3.4	3.0	3.8	5.2	5.2	6.1	5.6	8.5	18.2	
All	—	—	7.9	5.0	6.5	5.8	5.4	5.4	6.2	6.9	6.8	8.8	19.9	
Number of jobs	Weeks after gaining (first) job (in-work phase)													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	25.4	13.4	10.1	8.0	6.4	6.1	5.7	5.2	4.9	5.2	4.8	3.3	—	
Two or more jobs	21.8	14.9	13.1	12.4	12.2	10.7	11.8	11.8	10.0	10.1	9.4	9.5	—	
All	24.6	13.8	10.9	9.3	8.2	7.6	7.8	7.6	6.9	7.2	6.7	6.1	—	

(a) Only completed periods of 4 weeks for 10 or more clients are included.

**Table 5.8: Mean hours of support per four-week period<sup>(a)</sup> for clients without job at start or end, but with job during ('job gained and lost'), 1995**

Number of jobs	Weeks before start of (first) job (before-work phase)													
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4	
One job	—	—	—	7.9	7.7	6.0	5.9	5.8	6.1	6.9	6.9	8.6	20.1	
Two or more jobs	—	—	—	—	—	2.9	2.0	3.6	10.9	12.4	10.5	6.5	15.1	
All	—	—	—	7.9	7.3	5.9	5.6	5.6	6.6	7.5	7.4	8.3	19.2	
Number of jobs	Weeks during job period - after start of (first) job (in-work phase <sup>(b)</sup> )													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	17.9	16.9	16.8	15.4	15.7	15.3	10.5	18.2	16.8	16.3	—	—	—	
Two or more jobs	17.2	14.8	13.6	12.9	12.9	11.6	9.8	9.3	16.8	20.8	14.4	—	—	
All	17.7	16.3	15.7	14.4	14.5	13.7	10.1	13.0	16.8	18.8	16.5	—	—	
Number of jobs	Weeks during job period - before end of (last) job (in-work phase <sup>(b)</sup> )													
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4	
One job	—	—	3.6	21.0	16.4	16.4	15.9	10.7	15.9	14.3	15.8	15.5	17.0	
Two or more jobs	—	—	9.7	14.0	13.4	14.7	9.4	11.4	12.3	13.4	12.1	13.4	14.4	
All	—	—	7.9	17.1	14.5	15.4	12.5	11.0	14.3	14.0	14.6	14.9	16.4	
Number of jobs	Weeks after end of (last) job (after-work phase)													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	5.4	3.7	3.3	3.0	2.6	2.8	3.1	2.9	2.3	1.9	—	—	—	
Two or more jobs	5.5	5.6	4.0	4.6	3.2	2.7	1.9	1.4	—	—	—	—	—	
All	5.4	4.0	3.4	3.2	2.6	2.8	2.9	2.8	2.2	2.0	—	—	—	

(a) Only completed periods of 4 weeks for 10 or more clients are included.

(b) The in-work phase can be measured either from after the start of the first job, or from before the end of the last job.

For workers who gained and lost a job there were three phases (Table 5.8, Figure 5.4) The patterns of support during the before-work and after-work phases were similar to those for the before-work phase of workers in the 'job gained and retained' group (see Table 5.7), and the after-work phase of workers in the job lost category (see Table 5.6), respectively. However, support during the in-work phase was consistently much higher than that for other workers during the middle of their in-work phase. (Note that for this group the periods of the in-work phase can be calculated two ways, from the start of the first job, or before the end of the last job. Either way the mean levels of support were similar.)

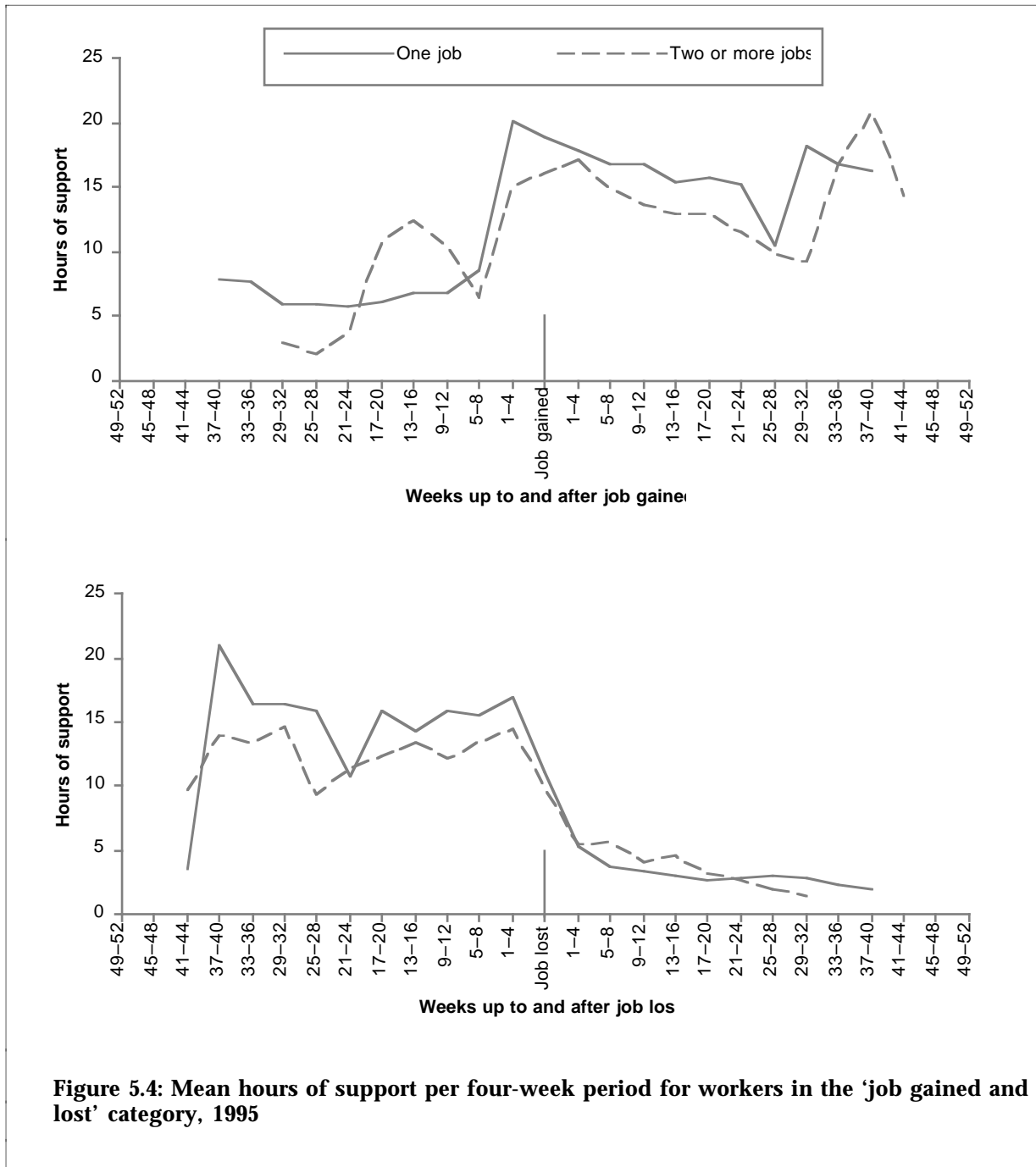


Figure 5.4: Mean hours of support per four-week period for workers in the 'job gained and lost' category, 1995

From the above analyses a few general patterns can be discerned:

- As might be expected there were peaks in support around the times of job gain.
- Workers who had only one job which was retained, or gained and retained, showed a gradual decrease in support with time to low levels.
- Workers who had only one job which ended during the support period had higher levels of support during the in-work phase than those who retained a job, and there was no decline in support over this phase.
- Workers with more than one job had consistently high levels of support during their in-work phase regardless of other job history.
- Workers who were in the after-work phase had a decrease in support similar to that for clients who never had a job.

## 5.3 Client support and client characteristics

Female workers received about the same amount of support per person and per week as male workers, and female non-workers received slightly more support per person and per week than male non-workers (Table 5.9). However, because a greater proportion of men than women had a job and workers received more support than non-workers, overall, males received slightly more support per client (see Table 5.2).

**Table 5.9: Support per client for workers and non-workers, by sex, 1995**

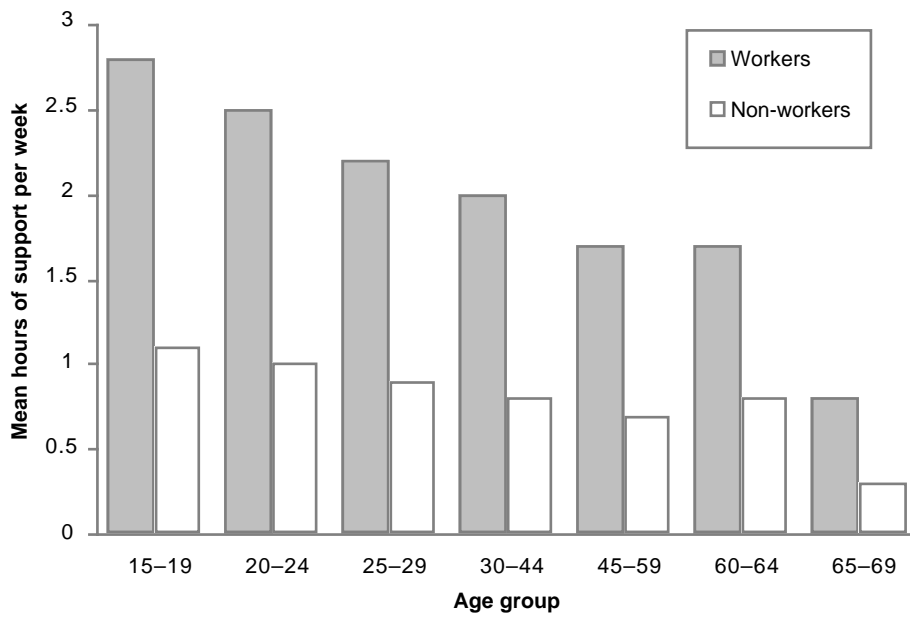
Sex	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Male	25.4	0.9	95.6	2.3	10.2	1.2
Female	27.4	1.0	96.0	2.3	12.1	1.4

The amount of support received per week was highest for the 15 to 19 age group and decreased with increasing age for both workers and non-workers (Table 5.10, Figure 5.5). For workers this was also generally true for the mean amount of support per 100 hours of work (Figure 5.6), and per \$100 of wages (Figure 5.7), except that the 25 to 29 age group is second highest for these measures. The 15 to 19 age group has a particularly high mean ratio of support hours per \$100 wages because of the comparatively low wages this group receives.

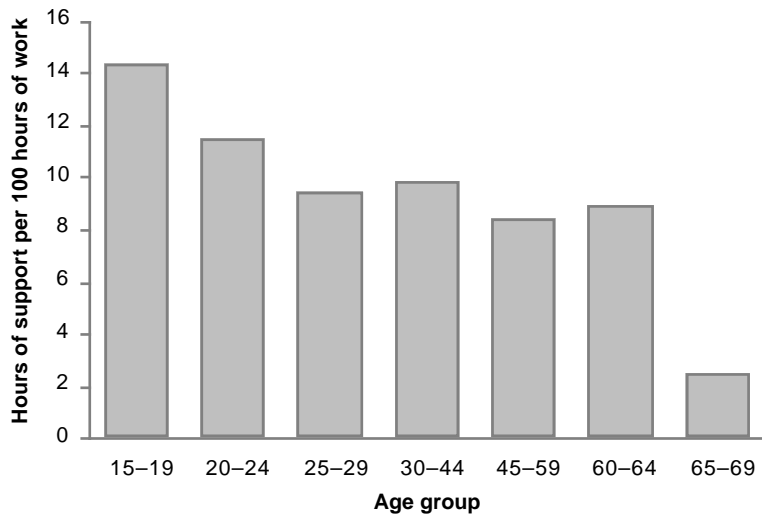
**Table 5.10: Support per client for workers and non-workers, by age group, 1995**

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
15–19	27.8	1.1	109.0	2.8	14.3	2.2
20–24	29.4	1.0	110.3	2.5	11.5	1.4
25–29	25.4	0.9	89.6	2.2	9.4	1.0
30–44	23.5	0.8	84.6	2.0	9.8	1.1
45–59	18.2	0.7	69.5	1.7	8.4	0.9
60–64	26.1	0.8	78.6	1.7	8.9	1.0
65–69	13.0	0.3	14.4	0.8	2.5	0.5

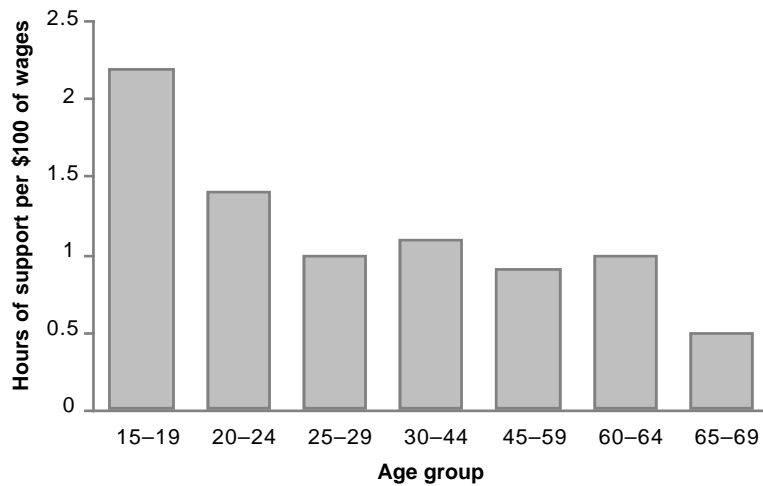




**Figure 5.5: Mean hours of support per week for workers and non-workers, by age group, 1995**



**Figure 5.6: Workers, 1995: hours of support per 100 hours of work, by age group**



**Figure 5.7: Workers, 1995: hours of support per \$100 of wages, by age group**

People who identified as being Aboriginal, Torres Strait Islander or South Sea Islander received slightly more support per week than people who did not so identify (Table 5.11).

**Table 5.11: Support per client for workers and non-workers, by whether Aboriginal, Torres Strait Islander or South Sea Islander, 1995**

Aboriginal, Torres Strait Islander or South Sea Islander	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
Yes	23.9	1.0	102.5	2.4	11.9	1.4
No	25.2	0.9	91.5	2.2	10.2	1.2
Not known	39.5	1.0	140.0	2.9	16.0	2.0

For those clients who did not have a job, people of non-English-speaking background received slightly more support per week than others (Table 5.12). This situation was reversed for those who did have a job.

**Table 5.12: Support per client for workers and non-workers, by non-English-speaking background, 1995**

Non-English-speaking background	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
Yes	28.7	1.0	89.2	2.0	9.1	1.0
No	26.4	0.9	96.1	2.3	10.8	1.3

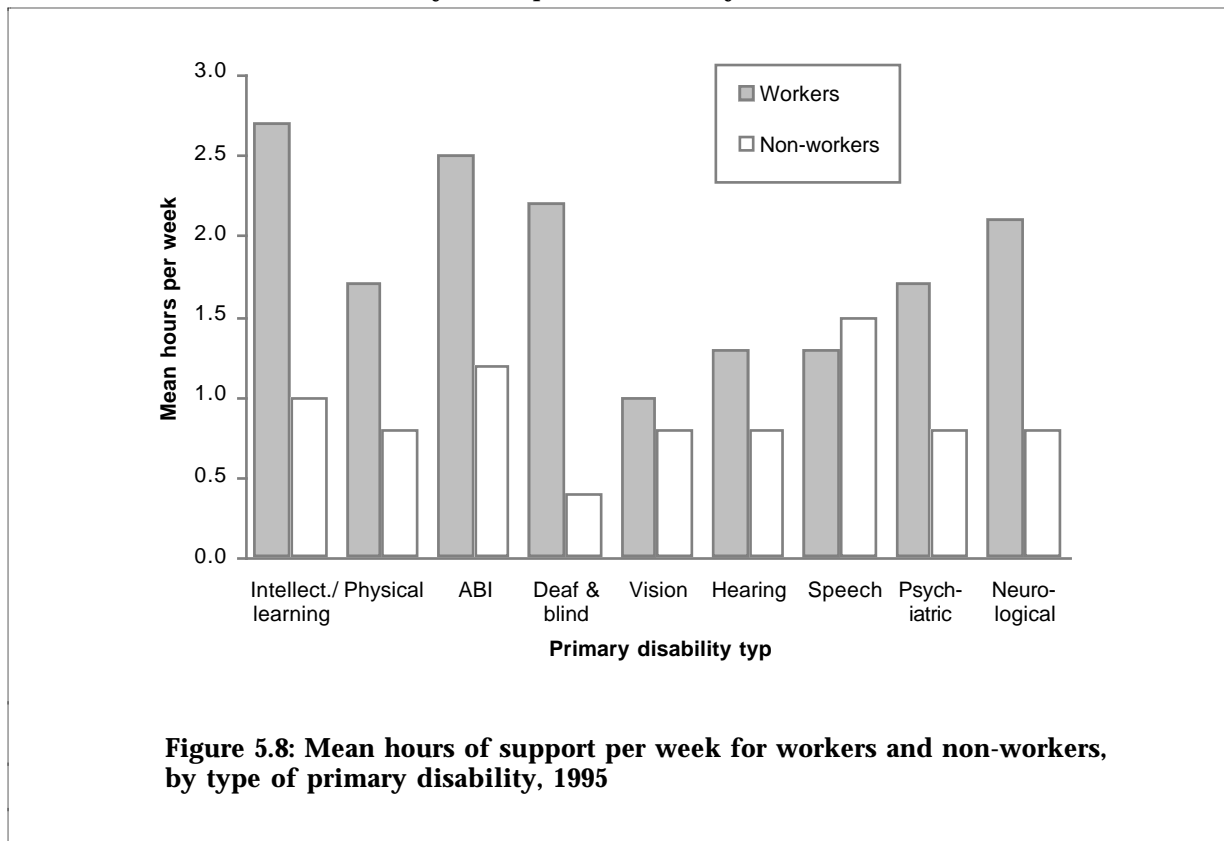
The amount of support received per week varied considerably with primary disability type for workers and non workers (Table 5.13, Figure 5.8). Of the more common

disability types (excluding speech, and deaf and blind) people with an intellectual/learning disability or acquired brain injury had the highest levels of support per week for both workers and non-workers. The remaining groups had similar levels of support per week for non-workers. People with a neurological disability had the next highest level of support for workers, followed by workers with a physical or psychiatric disability. People with a vision and hearing disability had the lowest amounts of support for workers and non-workers.

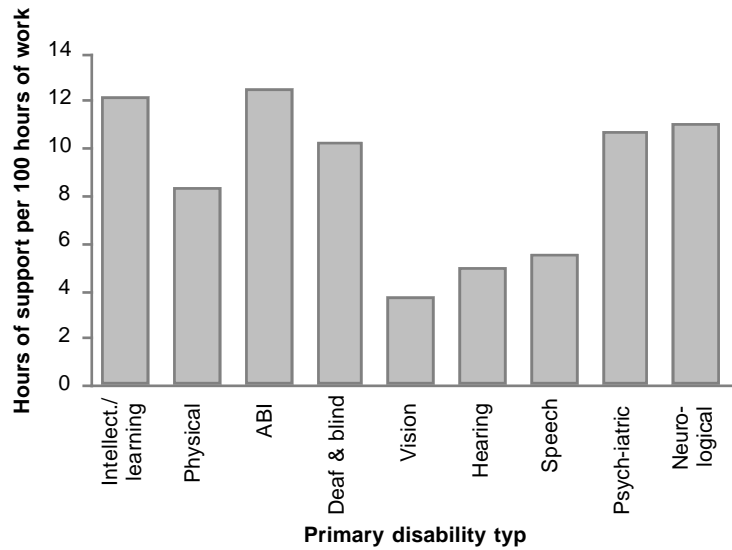
**Table 5.13: Support per client for workers and non-workers, by type of primary disability, 1995**

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
Intellectual/learning	30.1	1.0	114.5	2.7	12.2	1.5
Physical	23.7	0.8	72.5	1.7	8.4	0.9
Acquired brain injury	34.0	1.2	100.8	2.5	12.5	1.4
Deaf and blind	16.7	0.4	90.6	2.2	10.3	1.2
Vision	23.5	0.8	43.9	1.0	3.7	0.6
Hearing	20.1	0.8	51.4	1.3	5.0	0.5
Speech	20.3	1.5	50.8	1.3	5.5	0.6
Psychiatric	18.5	0.8	65.9	1.7	10.7	1.1
Neurological	23.7	0.8	92.2	2.1	11.1	1.2

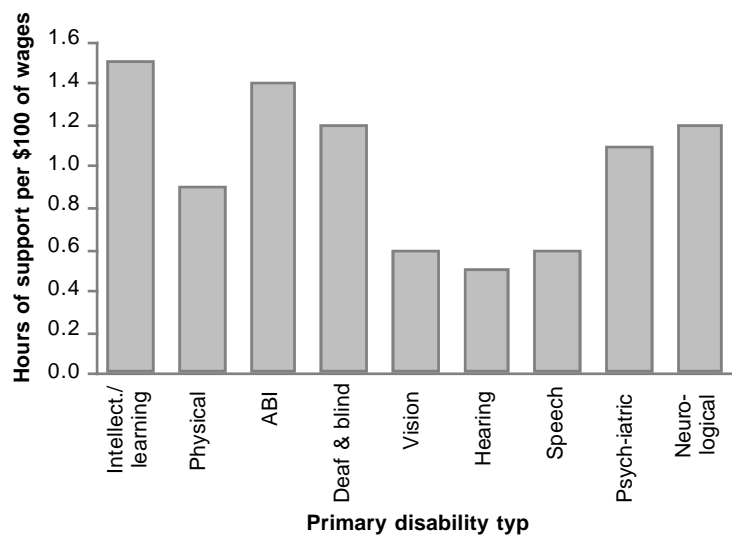
The highest ratios of support hours to hours worked and wages earned were for workers with an acquired brain injury or an intellectual/learning disability, followed by those with a psychiatric or a neurological disability (Figures 5.9 and 5.10). The lowest ratios were for workers with a sensory or a speech disability.



**Figure 5.8: Mean hours of support per week for workers and non-workers, by type of primary disability, 1995**



**Figure 5.9: Workers, 1995: hours of support per 100 hours of work, by type of primary disability**



**Figure 5.10: Workers, 1995: hours of support per \$100 of wages, by type of primary disability**

People with a non-episodic disability received significantly more support on average than people with an episodic disability, whether workers or non-workers (Table 5.14). However, support per 100 hours of work was similar, due to the difference in hours worked per week (see Table 4.17). As with job experience, this largely reflects the fact that the majority of clients with an episodic disability had a psychiatric disability (see Section 4.7).

**Table 5.14: Support per client for workers and non-workers, by episodic nature of primary disability, 1995**

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
Episodic	19.7	0.8	71.6	1.8	10.5	1.1
Not episodic	27.7	1.0	100.1	2.4	10.8	1.3

Clients who had at least one other disability received more support per week particularly if they were workers (Table 5.15). Since this group worked fewer hours per week and earned less in wages (see Table 4.19), the difference is even larger when support is measured per 100 hours and per \$100.

**Table 5.15: Support per client for workers and non-workers, by presence of other disability, 1995**

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
Yes	32.2	1.0	120.6	2.7	14.6	1.8
No	24.2	0.9	89.0	2.1	9.8	1.2

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 mean amount of support received per client, if 'not at all' and 'occasionally' are grouped together (Table 5.16). The differences between these groups of clients were very large for both non-workers and workers. For workers, the gradient is accentuated for amount of support measured per 100 hours of work or \$100 of wages.

**Table 5.16: Support per client for workers and non-workers, by frequency of ADL assistance required<sup>(a)</sup>, 1995**

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
Not at all	21.7	0.8	70.2	1.7	8.0	0.9
Occasionally	21.6	0.8	77.3	1.8	7.8	0.9
Frequently	31.2	1.1	124.2	2.9	14.7	1.7
Continually	45.6	1.5	186.2	4.2	26.0	4.0

(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).

Support hours received varied greatly with the client's type of living arrangements (Table 5.17). On average, non-workers who lived in special-purpose accommodation, other community accommodation, nursing homes or 'other institutions' received more support hours per week than those living alone or with family members. This was also true for workers and the difference was larger, however measured. Clients who lived with family also tended to receive slightly more support than those who lived alone. Non-workers with no usual residence and workers whose residence was not known received particularly low levels of support.

**Table 5.17: Mean hours of support per client for workers and non-workers, by type of living arrangements, 1995**

Type of living arrangements	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
Lives alone	21.5	0.8	79.4	2.0	9.5	1.0
Lives with family members	25.9	0.9	96.0	2.3	10.6	1.3
Special-purpose accommodation	28.1	1.0	179.1	3.9	24.1	3.5
Other community accommodation	45.1	1.3	117.5	2.8	14.4	1.8
Nursing home	27.1	1.2	280.3	5.9	45.0	6.0
Hospital	8.0	0.6	.(a)	-	-	-
Other institution	38.3	1.2	129.4	2.9	13.0	2.0
No usual residence	10.5	0.5	59.1	2.1	7.9	1.0
Not known	27.8	1.0	52.6	1.2	4.6	0.7

(a) One person only.

Clients who had been referred or endorsed by a disability panel (see Section 3.1) received more support hours per week than those who had been rejected, or who had not been referred, endorsed or rejected (Table 5.18). This difference was greater for workers than non-workers, and greater still for measures of support hours per 100 hours of work or per \$100 of wages.

**Table 5.18: Mean hours of support per client for workers and non-workers, by disability panel endorsement status, 1995**

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
Referred	23.8	1.0	99.8	2.5	13.1	1.5
Endorsed	30.4	1.0	110.3	2.6	13.8	1.6
Rejected	24.1	0.8	54.5	1.1	4.7	0.5
Not referred, endorsed or rejected	22.4	0.8	73.0	1.7	6.8	0.8

For non-workers the mean amount of support per week was lowest for clients in the Supported Wage System, followed by CETP clients, and highest for ISJ and other clients (Table 5.19). In contrast, for workers the highest levels of support per week were received by ISJ and Supported Wage System clients.

**Table 5.19: Mean hours of support per client for workers and non-workers, by funding type, 1995**

Funding 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
CETP	19.9	0.8	70.8	1.8	7.7	0.9
ISJ	40.2	1.3	156.8	3.5	19.3	2.3
Other	45.4	1.3	99.9	2.5	11.9	1.5
Supported Wage System	15.7	0.5	156.2	3.3	15.9	2.9

Clients who were referred by a program of the Department of Health and Family Services on average received a much higher level of support per week than clients referred from other sources, for both workers and non-workers (Table 5.20).

**Table 5.20: Mean hours of support per client for workers and non-workers, by referral source, 1995**

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
Self or family	22.0	0.8	74.4	1.8	8.2	1.0
Education system	23.9	0.9	91.0	2.1	9.4	1.2
DEET programs	18.9	0.7	65.9	1.7	7.0	0.8
Health and Family Services	37.7	1.3	124.7	2.8	13.6	1.6
Other	23.7	0.9	96.5	2.3	11.9	1.4

There was variation in support hours received with the client's primary source of income (as recorded at the end of the support period), but the patterns were different for workers and non-workers (Table 5.21). For non-workers, those with a stated nil income and those with compensation income received the most support per person and per week, while Jobsearch/Newstart clients received the least support.

**Table 5.21: Mean hours of support per client for workers and non-workers, by source of income, 1995**

Source of income	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
Disability Support Pension	27.1	1.0	112.1	2.7	17.0	2.1
Jobsearch/Newstart	19.1	0.7	66.4	1.6	7.4	0.8
Other pension/benefit	20.1	0.8	82.3	2.1	11.6	1.3
Paid employment	28.7	1.0	89.1	2.0	7.2	0.9
Compensation income	41.2	1.3	44.8	1.0	5.4	0.6
Nil income	38.8	1.4	63.6	1.7	7.3	0.8
Other income	32.0	1.1	69.6	1.8	7.0	0.8

In contrast, among workers, those with compensation as the main source of income received the least support on all measures. Workers whose source of income was the Disability Support Pension stood out as receiving the greatest amount of support per

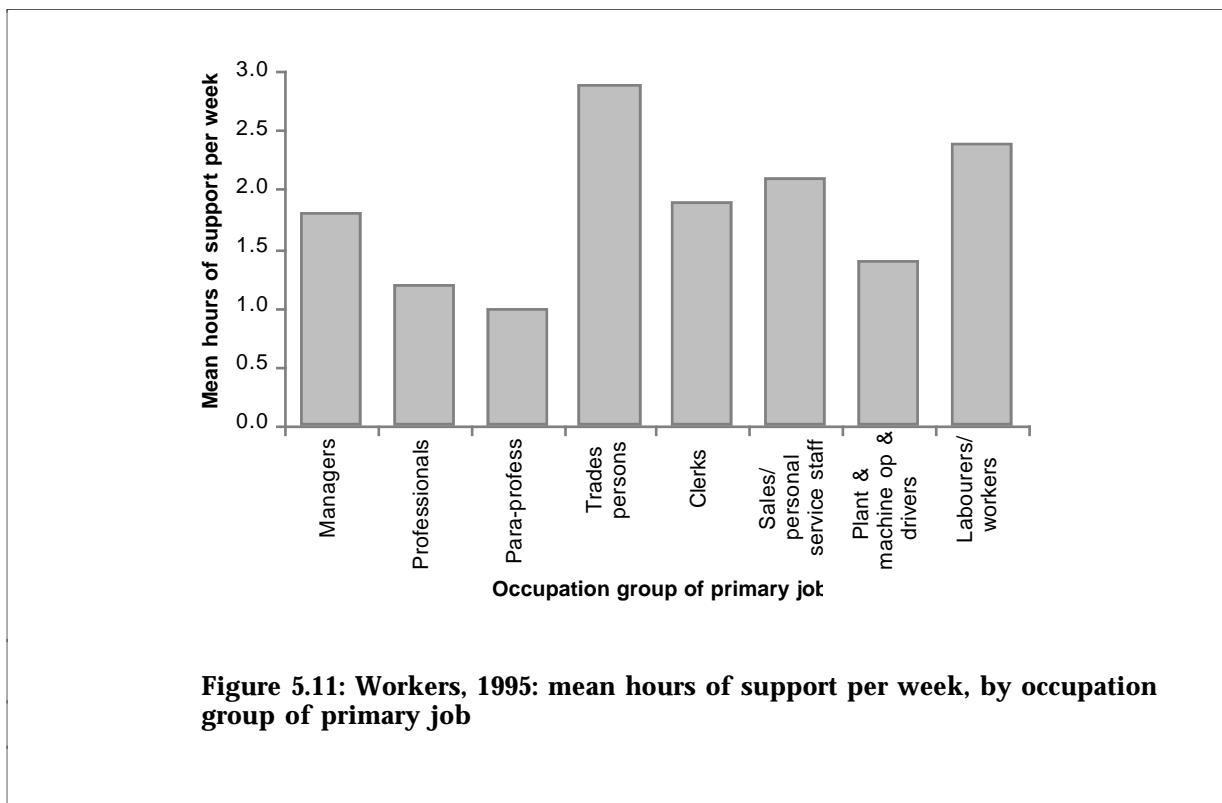
week, followed by workers who received other pensions or benefits, and those for whom paid employment was the primary source of income. Since this latter group tended to have spent a greater proportion of the support period in work, and to have worked longer hours, they had comparatively lower levels of support when measured per 100 hours of work or per \$100 of wages.

Workers in permanent regular jobs received a mean of 2.3 hours of support per week compared with 2.1 for workers in other jobs (Table 5.22). However, because the former group on average worked more hours per week, support hours per 100 hours of work and support hours per \$100 of wages were both around two-thirds of those for the latter group.

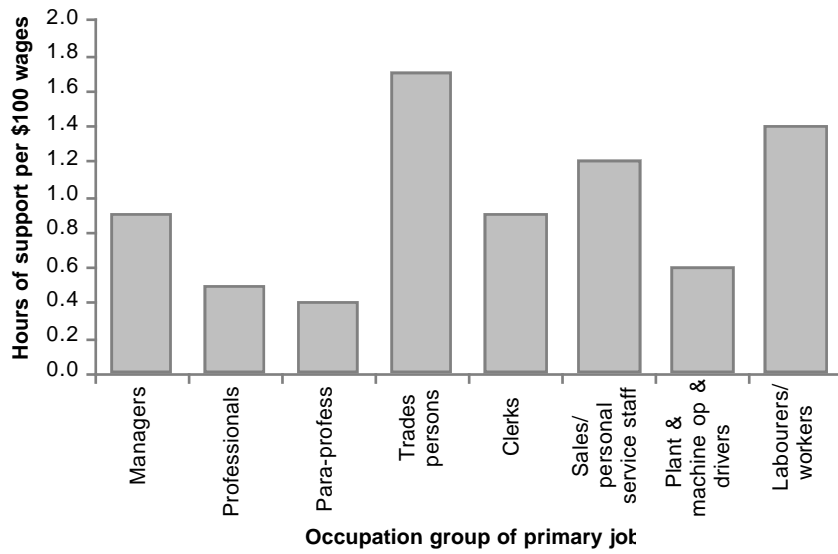
**Table 5.22: Mean hours of support per worker, by basis of employment for primary job, 1995**

Basis of employment for primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Permanent regular	100.9	2.3	9.7	1.2
Other	84.4	2.1	15.0	1.7

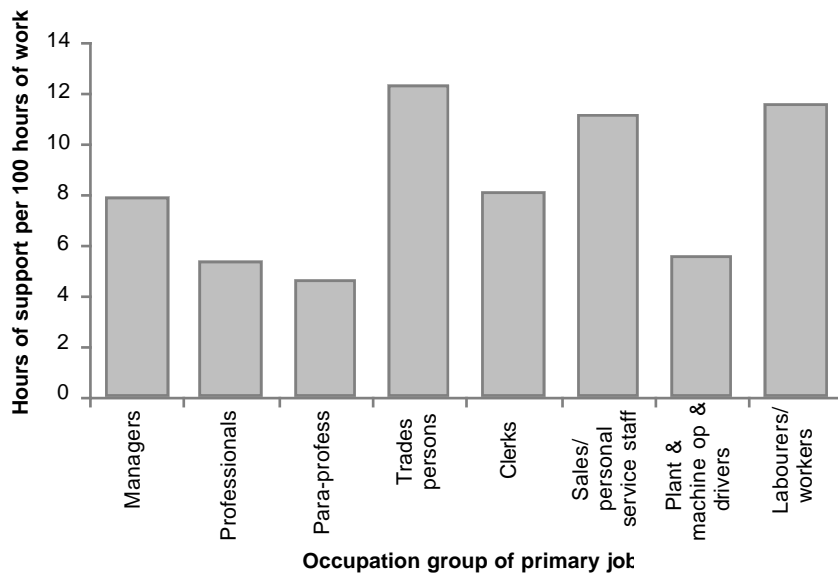
Clients whose primary occupation was as a trades person or labourer received the most support hours per week of all workers, followed by sales and personal service workers (Table 5.23, Figure 5.11). These are also the three groups who had the lowest hourly wages, and so support levels per \$100 of wages were comparatively higher still (Figure 5.12). Sales/personal service workers and labourers on average worked the fewest hours per week, so their support hours to work hours ratios were also the highest (Figure 5.13). Professionals and para-professionals received the lowest levels of support per week, as well as the lowest per hours worked and wages earned.







**Figure 5.12: Workers, 1995: hours of support per \$100 wages, by occupation group of primary job**



**Figure 5.13: Workers, 1995: hours of support per 100 hours of work by occupation group of primary job**

**Table 5.23: Mean hours of support per worker, by occupation group of primary job, 1995**

Occupation group of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Managers	89.0	1.8	7.9	0.9
Professionals	53.8	1.2	5.4	0.5
Para-professionals	41.6	1.0	4.6	0.4
Trades persons	134.1	2.9	12.3	1.7
Clerks	84.5	1.9	8.1	0.9
Sales/personal service staff	83.5	2.1	11.2	1.2
Plant and machine operators and drivers	58.4	1.4	5.6	0.6
Labourers/workers	99.5	2.4	11.6	1.4

Support hours received per week varied greatly by the industry of the worker's primary job, from 1.6 for transport and storage to 3.9 for mining (Table 5.24). Six industries had the lowest ratios of support hours to hours worked, and support hours to wages earned, ranging from 7.1 to 8.3, and 0.7 to 0.9 respectively. These were transport and storage, construction, government/defence, finance and insurance, manufacturing, and communication services. The highest ratios were for wholesale trade followed by fast food, and property and business services (20.9 and 2.7, 16.6 and 2.1, and 15.8 and 2.1 respectively).

**Table 5.24: Mean hours of support per worker, by industry of primary job, 1995**

Industry of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Agriculture, forestry and fishing	96.5	2.3	11.1	1.4
Mining	129.4	3.9	13.6	1.4
Manufacturing	87.4	2.1	7.6	0.9
Electricity, gas and water supply	79.5	1.7	8.9	1.1
Construction	73.4	1.9	7.1	0.8
Wholesale trade	199.8	4.3	20.9	2.7
Retail trade	96.4	2.3	12.4	1.5
Clothing/textiles/footwear	90.7	2.0	9.4	1.1
Hospitality	96.0	2.5	12.4	1.4
Fast food	108.4	2.5	16.6	2.1
Transport and storage	63.3	1.6	6.6	0.7
Communication services	76.7	1.7	8.3	0.8
Finance and insurance	81.2	2.4	7.2	0.9
Property and business services	124.9	2.9	15.8	2.1
Government/defence	90.0	2.0	7.1	0.8
Education	102.0	2.2	11.1	1.3
Health and community services	83.0	1.9	9.7	1.1
Cultural and services	87.1	2.0	11.6	1.3
Personal and other services	75.0	1.8	11.7	1.4