

6 Client support

6.1 Total hours of support

During 1997–98, 1,518,418 hours of direct open employment support were given and attributed to individual clients (Table 6.1). An additional 216,319 hours of support were recorded as general job search or travel, not attributable to individual clients ('indirect support'). Clients received an average of 50 hours of direct support and 7 hours of indirect support in the 12 months to 30 June 1998. The average for direct support has fallen from 59 hours in 1995–96 and 55 hours in 1996–97.

Table 6.1: Number of support hours by support category and sex of client, 1997–98

Type of support	Direct support ^(a)						Indirect support ^(b)	
	Male		Female		Total		Total	
	Number	%	Number	%	Number	%	Number	%
Applicant support	23,205	2.4	13,462	2.5	36,668	2.4
Pre-employment support	322,849	33.1	207,229	38.2	530,078	34.9
Job support	572,857	58.7	288,519	53.2	861,376	56.7
Administration	22,297	2.3	13,582	2.5	35,880	2.4	(c)	(c)
Travel ^(d)	35,305	3.6	19,085	3.5	54,390	3.6	91,117	42.1
General job search	125,202	57.9
Total^(e)	976,524	100.0	541,894	100.0	1,518,418	100.0	216,319	100.0
Number of clients	19,333		11,057		30,390		30,390	
<i>Mean support hours per client</i>	<i>50.5</i>		<i>49.0</i>		<i>50.0</i>		<i>7.1</i>	<i>..</i>

(a) Support hours attributed to an individual client.

(b) Support hours not attributed to individual client.

(c) A total of 743,410 hours of indirect administration were recorded in the last 12 months and 187,999 in the last 3 months. The recording of indirect administration is optional and not all agencies supplied this data. The figure is therefore an understatement of the amount of administration time spent on tasks other than direct consumer support. (The number of outlets that had entered at least some records for general administration support was 300 (90%) in the last 12 months.)

(d) Travel hours may be either 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.

(e) Totals include 28 and 13 hours of direct support for the last 12 months and the last 3 months respectively, for which the support type was not specified. These support hours were all recorded by one agency

On average, males received a slightly higher level of direct support than females during the period, possibly associated with their higher likelihood of having been workers (53% of males and 47% of females were workers in 1997–98, see Table 5.7). Job support accounted for 57% of all direct support and pre-employment support 35%. Compared with females, males received a higher proportion of their support as job support (59% compared with 53%).

People with an intellectual/learning disability received 60% of all direct support hours in 1997–98 (Table 6.2), which has fallen from 66% in 1995–96 and 62% in 1996–97, consistent with the decrease in the percentage of clients of this group. The next two largest groups were clients with a psychiatric disability, who received 13%, and those with a physical disability, who received 12% of direct support.

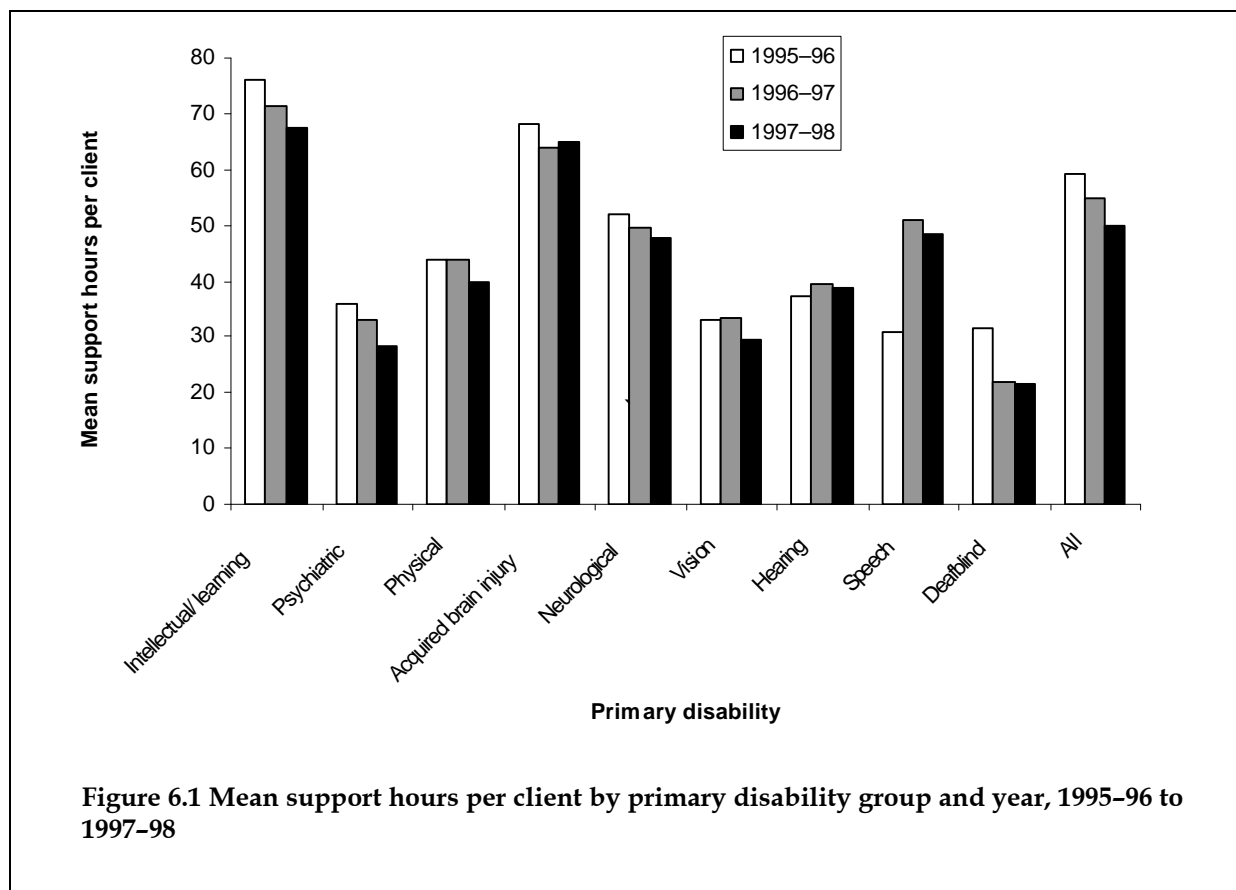
People with an intellectual/learning disability also had the highest mean direct support per client at 68 hours over the 12 months to 30 June 1998, followed by people with acquired

brain injury (65 hours) and people with a speech or neurological disability (48 hours each). Compared with 1996–97, the mean level of support has fallen for all disability groups except acquired brain injury (64 hours in 1996–97; Figure 6.1).

Clients with a deafblind, psychiatric or vision disability had the lowest mean support in 1997–98 (22, 28 and 30 hours respectively). These groups also had the lowest proportion of support received as job support (27%, 43% and 48% respectively), and clients with an intellectual/learning disability had the highest proportion (62%).

Table 6.2: Number and percentage of direct support hours by primary disability group and support category, 1997–98

Primary disability group	Applicant support	Pre-employment support	Job support	Administration	Travel	Total	Number of clients	Mean hours of support per client
Number								
Intellectual/learning	15,935	269,533	565,232	21,472	33,127	905,340	13,416	67.5
Psychiatric	10,162	96,609	86,593	3,873	5,855	203,105	7,170	28.3
Physical	4,989	74,409	90,436	5,152	6,856	181,841	4,572	39.8
Acquired brain injury	1,268	24,549	40,700	2,265	3,103	71,886	1,106	65.0
Neurological	1,752	22,297	27,764	1,527	2,046	55,386	1,163	47.6
Vision	992	20,402	21,234	604	1,326	44,558	1,513	29.5
Hearing	1,423	19,712	26,635	856	1,772	50,397	1,298	38.8
Speech	77	1,867	2,464	85	246	4,738	98	48.3
Deafblind	70	672	317	46	60	1,166	54	21.6
Total	36,668	530,050	861,376	35,880	54,390	1,518,418	30,390	50.0
%								
Intellectual/learning	1.8	29.8	62.4	2.4	3.7	59.6	44.1	
Psychiatric	5.0	47.6	42.6	1.9	2.9	13.4	23.6	
Physical	2.7	40.9	49.7	2.8	3.8	12.0	15.0	
Acquired brain injury	1.8	34.1	56.6	3.2	4.3	4.7	3.6	
Neurological	3.2	40.3	50.1	2.8	3.7	3.6	3.8	
Vision	2.2	45.8	47.7	1.4	3.0	2.9	5.0	
Hearing	2.8	39.1	52.9	1.7	3.5	3.3	4.3	
Speech	1.6	39.4	52.0	1.8	5.2	0.3	0.3	
Deafblind	6.0	57.6	27.2	3.9	5.1	0.1	0.2	
Total	2.4	34.9	56.7	2.4	3.6	100.0	100.0	



6.2 Support for workers and non-workers

The amount of support received per client in 1997-98 differed greatly between workers and non-workers. Clients without a job averaged 23 hours of support whereas clients who did have a job during the year averaged 76 hours of support during 1997-98 (Table 6.3). The ratio of worker support to non-worker support ($76.3/22.7 = 3.4$) was similar to that for 1996-97, as average support for both groups declined by about the same proportion.

However, the difference between workers and non-workers was less on a weekly basis because on average workers had a longer support period than non-workers. Overall the mean support per week was 1.4 hours compared with 1.5 hours in 1995-96 and 1.6 hours in 1996-97. For non-workers it was 1.0 hour, the same as in 1995-96 and 1996-97, but for workers it was 1.8 hours which represents a continuing decline (from 2.2 hours in 1995-96 and 2.0 hours in 1996-97). Thus both workers and non-workers received less support than in previous years, but for non-workers this was because they had a shorter period in support rather than less support per week as was the case for workers.

Among workers, the amount of support received varied according to job history. This relates to the fact that support peaks for workers in the weeks up to and after gaining a job, whether it is a client's first job or a subsequent job (see discussion of Figure 6.4). Those workers who started the support period with a job ('job retained' and 'job lost') received about four-fifths 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 much greater for support measured per 100 hours of work or \$100 of wages.

Table 6.3: Mean hours of support per client by job history, 1997–98

Job history	Number of clients	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
No job	14,935	22.7	1.0
Job retained	7,212	72.1	1.5	6.1	0.7
Job lost	1,952	61.1	1.4	12.1	1.3
Job gained and retained	4,389	86.4	2.4	15.7	1.6
Job gained and lost	1,902	84.2	2.2	27.9	2.9
Total workers	15,455	76.3	1.8	9.5	1.0
Total	30,390	50.0	1.4

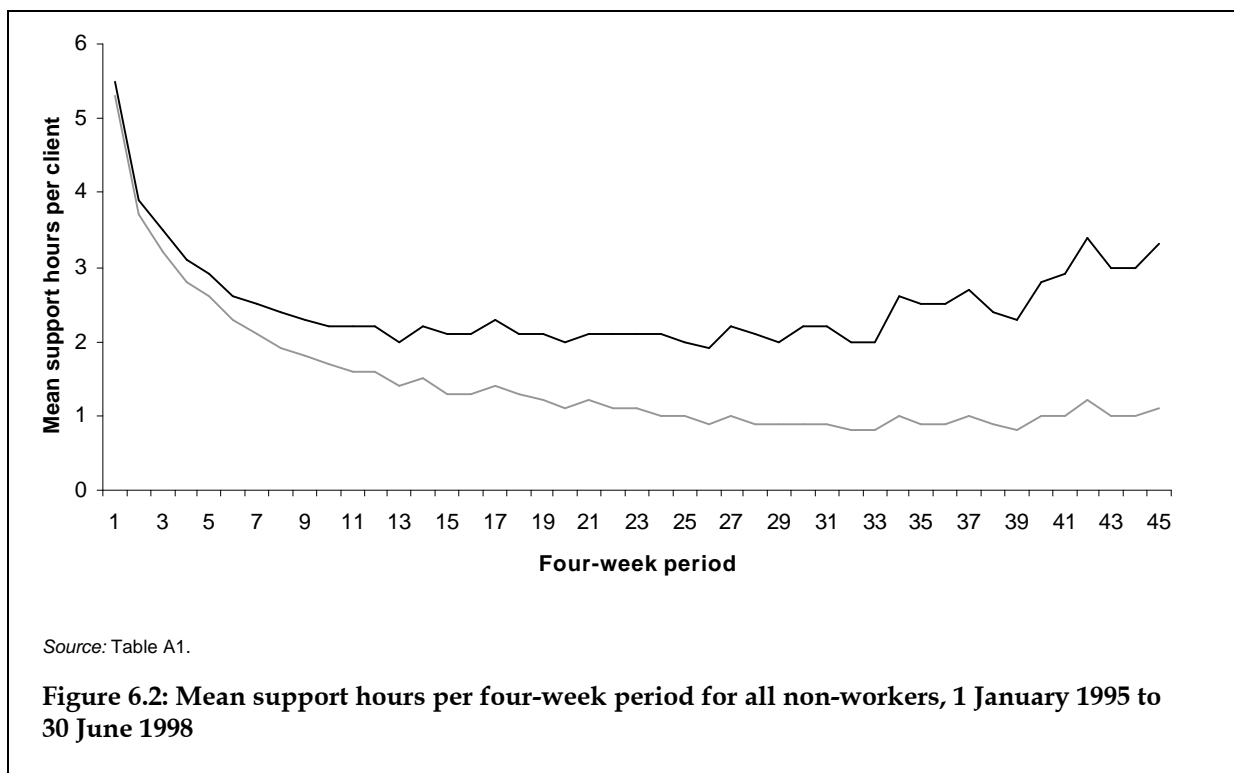
The number of jobs a client had during the year was associated with the amount of support received, particularly for ‘job retained’ and ‘job gained and retained’ workers (Table 6.4). Workers with more than one job during the year received more support per week than did those with one job. Workers who retained their original one job, and who had been working for the whole of the support period (‘job retained’) had the lowest ratios of support hours received to hours worked and wages earned.

Table 6.4: Workers: mean hours of support per worker by job history and number of jobs, 1997–98

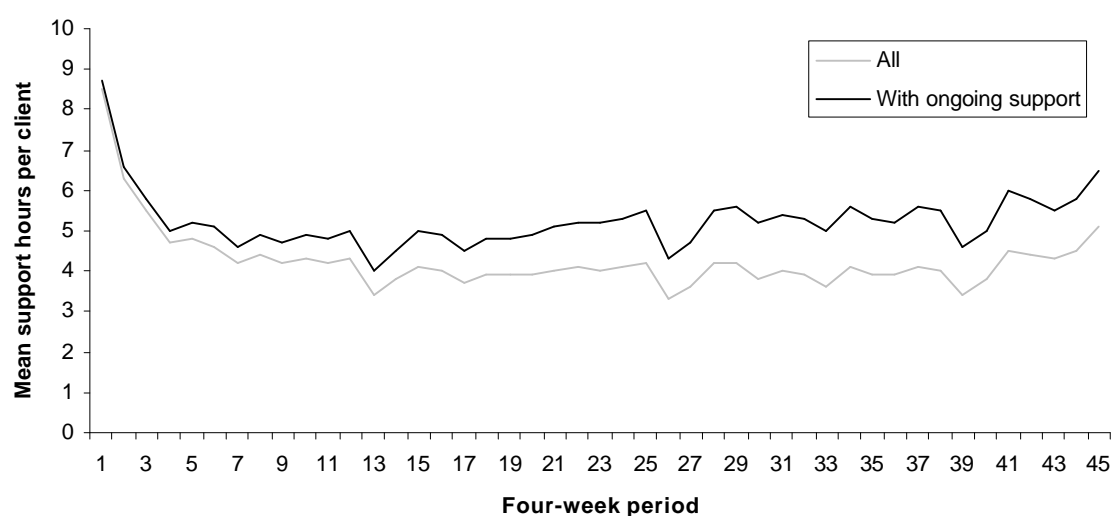
Job history	With one job during year				With more than one job during year			
	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Job retained	61.0	1.3	5.0	0.5	106.1	2.1	10.1	1.0
Job lost	52.0	1.3	11.0	1.2	93.9	2.0	15.1	1.5
Job gained and retained	81.1	2.4	15.6	1.6	108.7	2.5	15.8	1.6
Job gained and lost	79.8	2.1	28.7	3.0	107.7	2.4	25.3	2.5
Total	68.2	1.7	8.6	0.9	105.4	2.2	12.5	1.3

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 42 months of NIMS data from 1 January 1995 to 30 June 1998 has been used. The total support period of each client during this time has been subdivided into a maximum of 45 four-week periods, and the mean level of support calculated over time for different job history groups (see Appendix 2 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 5.3 hours (1.3 hours per week) and rapidly dropped over the next 6 months before declining more slowly and levelling out at about 1.0 hour (0.25 hour per week, Figure 6.2). 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 2.0 to 2.5 hours (around 0.6 hour 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 1997–98 (see Table 6.3). There is a slight upward drift in mean support hours for non-workers from about the thirty-fourth four-week period (Figure 6.2). This may reflect a small number of restarting clients for whom renewed efforts are made to secure employment following some time with low or no support.



Workers who have had one job continuously for the whole support period have no times of job gain or job loss while receiving support and so can be examined separately. (This group included some clients who had a job for the whole 42 months as well as some clients who started with an outlet later than 1 January 1995 and who already had a job, and some that left the agency still with a job, presumably as independent workers.) These workers also had a peak in support in the first four-week period, which is probably due to clients who commenced support with a 'job in jeopardy' (Figure 6.3). However, after the first 12 weeks, support levelled out to around 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 (1.3 hours, Table 6.4). There was also a seasonal pattern with some troughs in December–January around Christmas.



Source: Table A2.

Figure 6.3: Mean support hours per four-week period for 'job retained' workers with one continuous job, 1 January 1995 to 30 June 1998

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

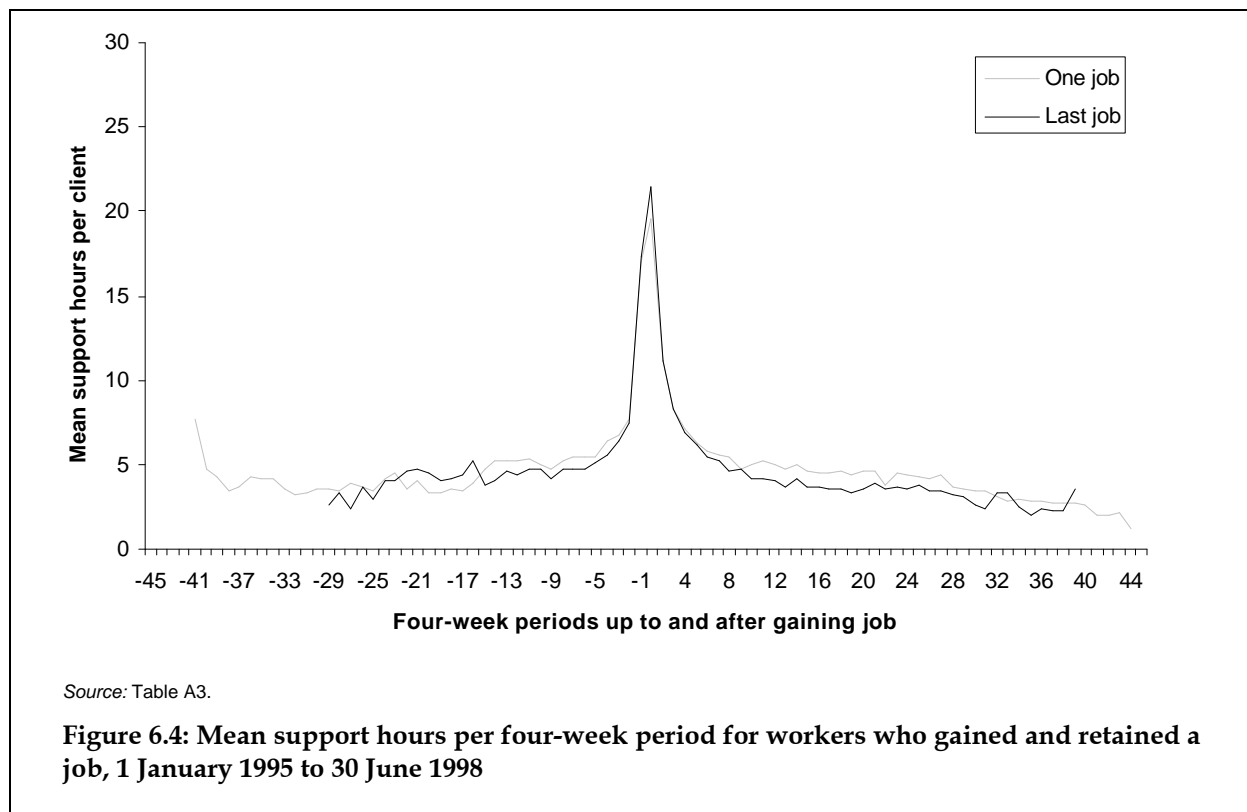
- a pre-job phase, before the commencement of the job, from a time 4 weeks after the previous job, if any;
- an in-job phase, from the commencement of the job to the finish of the job or to the end of the support period if the job remained current;
- an after-job phase, after the finish of the job and up to 4 weeks before the next job, if any.

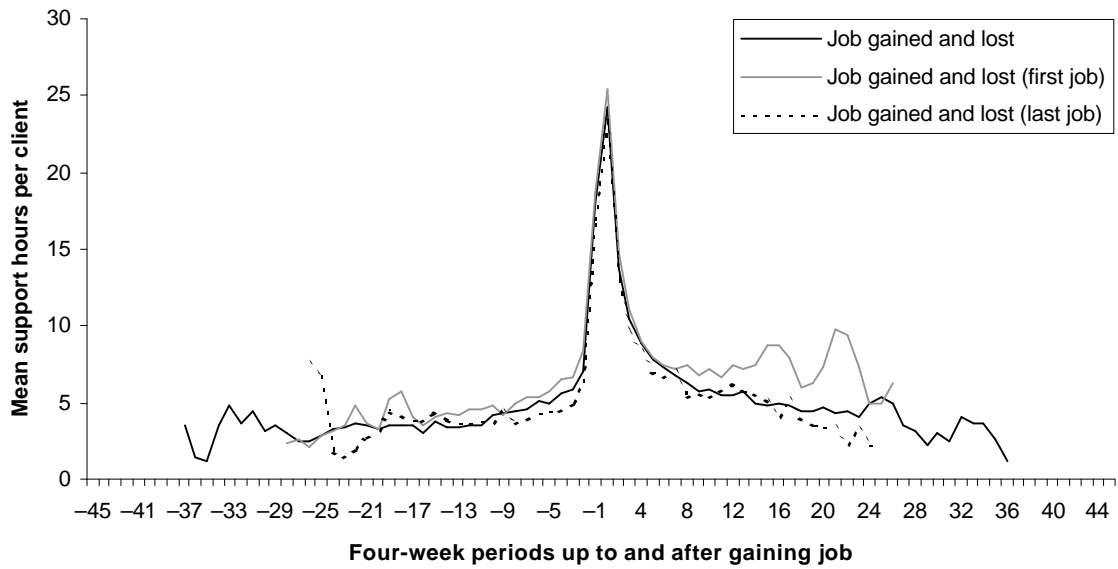
For workers who gained and retained a job at any time in the 42 months to June 1998 (which was still current as at 1 July 1998) the pattern was similar regardless of whether it was the only job or the last of multiple jobs. The level of support rose sharply in the four-week period immediately before gaining the job, and peaked in the period following the job at around 20 hours (5 hours per week, Figure 6.4). It then fell rapidly over the next 4 months or so, after which there was a gradual decrease that continued for the length of the job. This decrease was slightly faster for clients who had had previous jobs ('last job'). By the third year of a job, mean support declined to less than 1 hour per week, much less than the overall worker average (see Figure 6.4 and Table A3; after 28 four-week periods, support falls below 4 hours per four-week period, or less than 1 hour per week).

There was a similar peak in support at the time of job gain for workers who gained a job that was eventually lost (Figure 6.5). However, the level of peak support was slightly higher than for 'job gained and retained' workers at around 24 hours (6 hours per week). The level of peak support did not differ much according to whether it was the client's only job or the first or last of multiple jobs. As with jobs that were gained and retained, the average level of support declined more rapidly over the course of the job for workers who had had more than one job than for workers who gained and lost their first job.

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 6.6). 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.

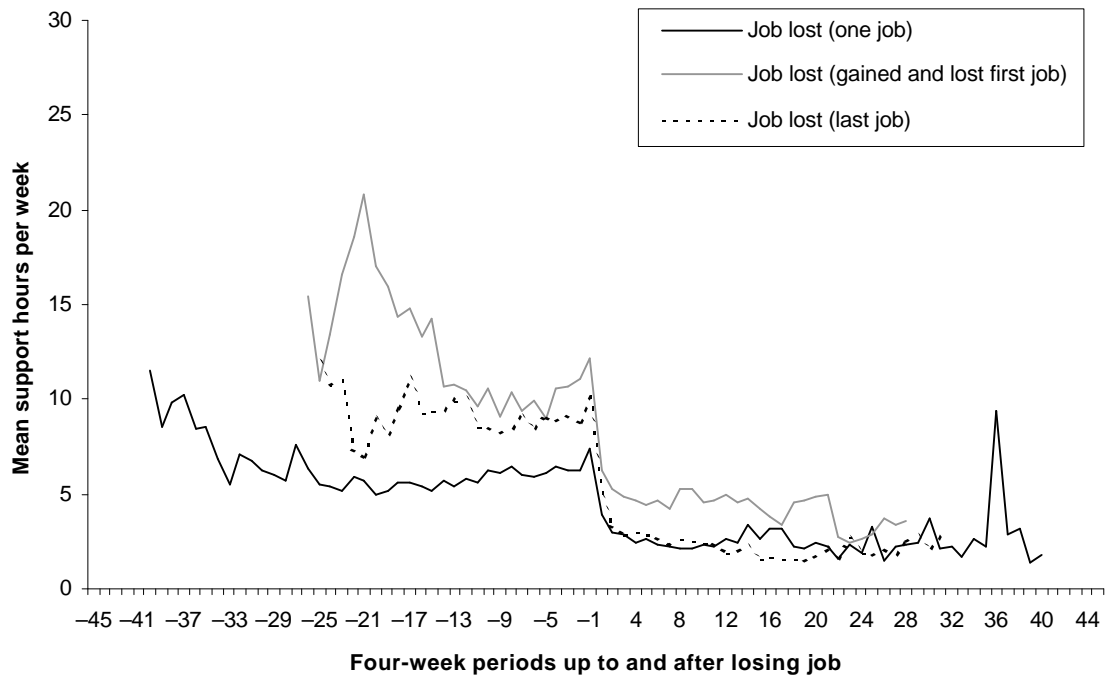
For workers who had multiple jobs, the support profile for a lost job differed depending upon whether it was the first or the last such job. In both cases, support during the in-job phase was much higher than for workers with one job, even after the initial peak at the start of the job. Again there was a very small peak just before the job was lost. In the post-job phase support declined more rapidly if it was the last job rather than the first.





Source: Table A4.

Figure 6.5: 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 1998



Source: Table A5.

Figure 6.6: Mean support hours per four-week period for workers who lost a job, in-job and post-job phases, 1 January 1995 to 30 June 1998

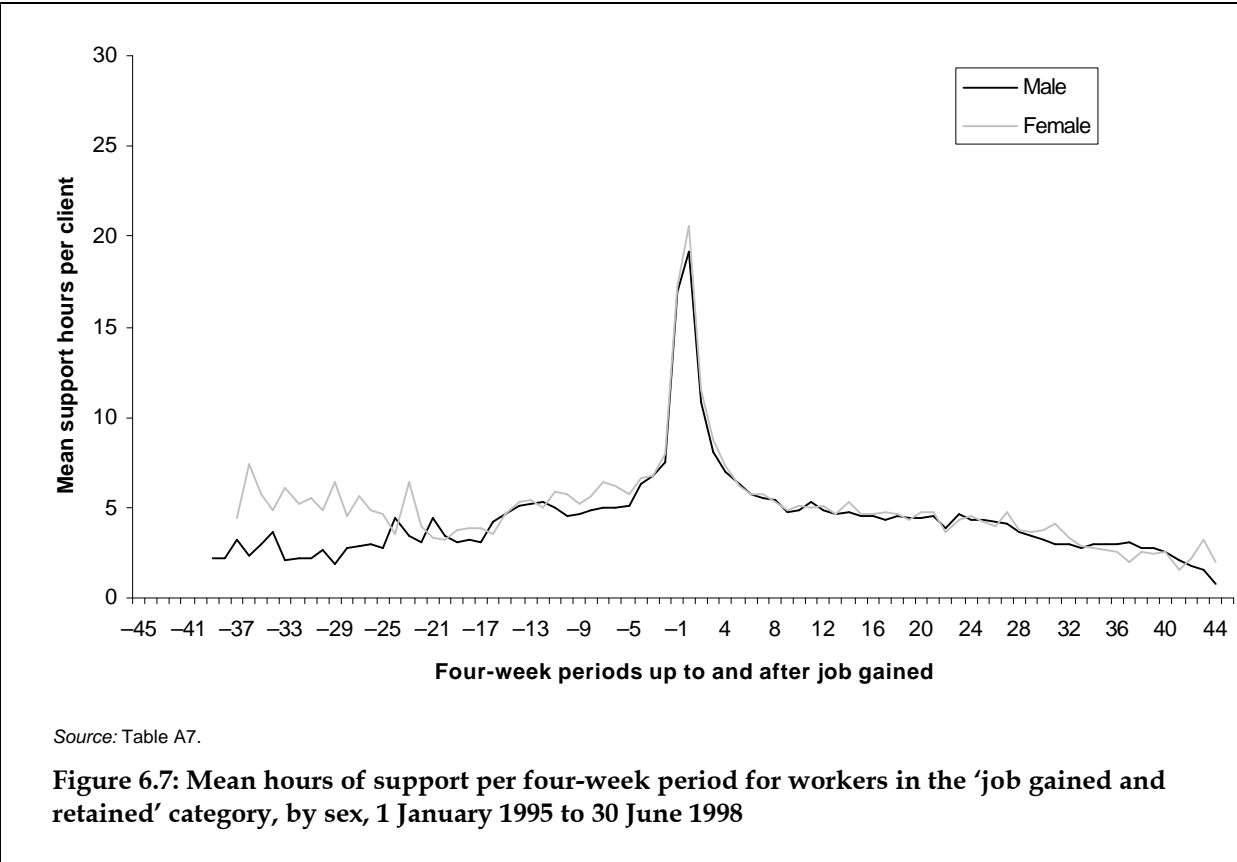
6.3 Client support and client characteristics

As well as analysing the variation between groups of clients in mean levels of support during the report period (1997-98), it is possible to examine the variation in the pattern of support for each individual over time (namely, support patterns for all clients who received support in the 42 months to 30 June 1998; as 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 who gained and retained a job.

On average, female clients received slightly more hours of support over the report period than male clients, regardless of whether they were workers or non-workers (Table 6.5). However, the mean hours per week were the same for male and female non-workers (1 hour per week) and male and female workers (1.8 hours per week), although there was a slightly higher peak at the time of job gain for females (21 hours per for-week period) than for males (19 hours) (Figure 6.7).

Table 6.5: Support per client for workers and non-workers, by sex, 1997-98

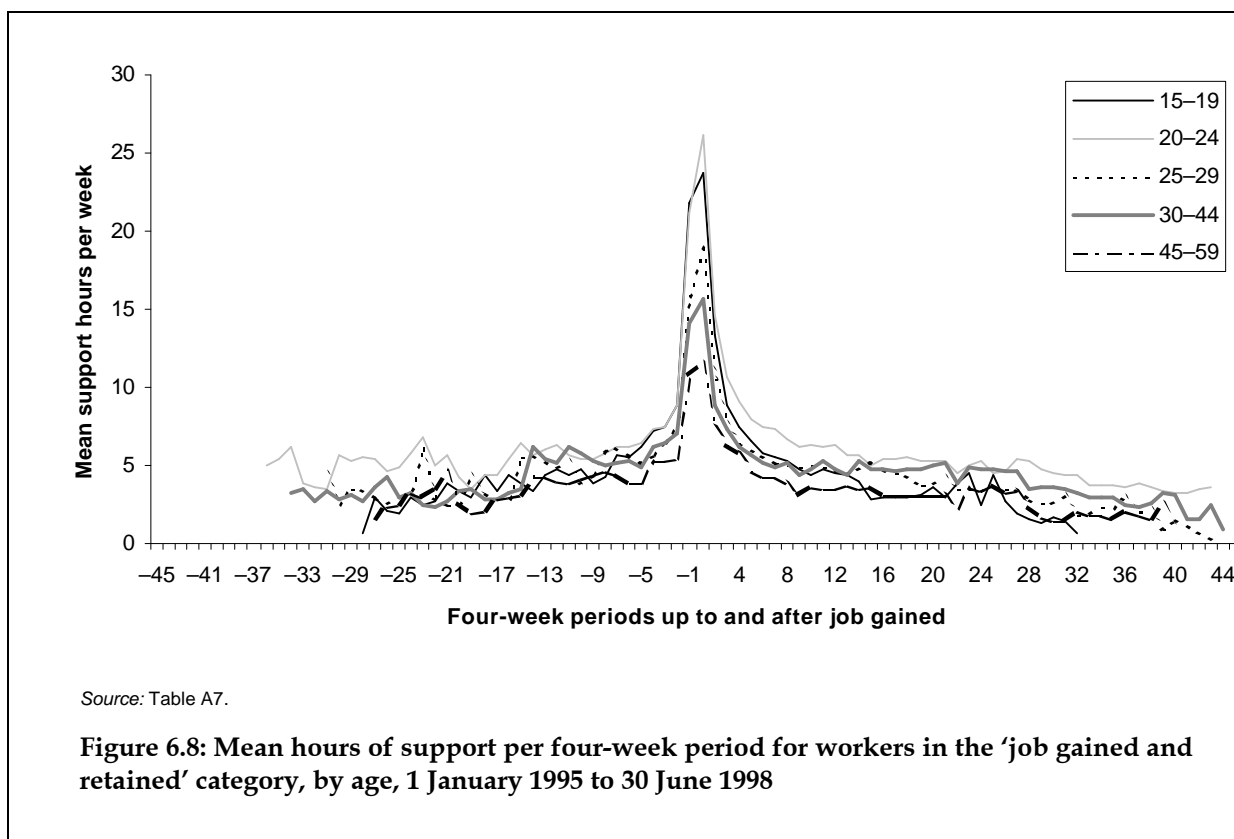
Sex	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Male	22.1	1.0	75.9	1.8	8.9	0.9
Female	23.6	1.0	77.1	1.8	10.9	1.1



Mean hours of support per week were highest for clients in the 15–19 year age group and then steadily increased with decreasing age, until the age group 65–69, where a slight increase was observed (Table 6.6). This pattern was evident for workers and non-workers. The peak in support at the time of getting a job showed the same trend except that age group 20–24 was higher than age group 15–19 (Figure 6.8). The variation in peak support was considerable with the mean hours per four-week period ranging from 12 hours for workers aged 45–59, to 26 hours for those aged 20–24 (the two oldest age groups had too few clients to be included in this analysis; Figure 6.8).

Table 6.6: Support per client for workers and non-workers, by age group, 1997–98

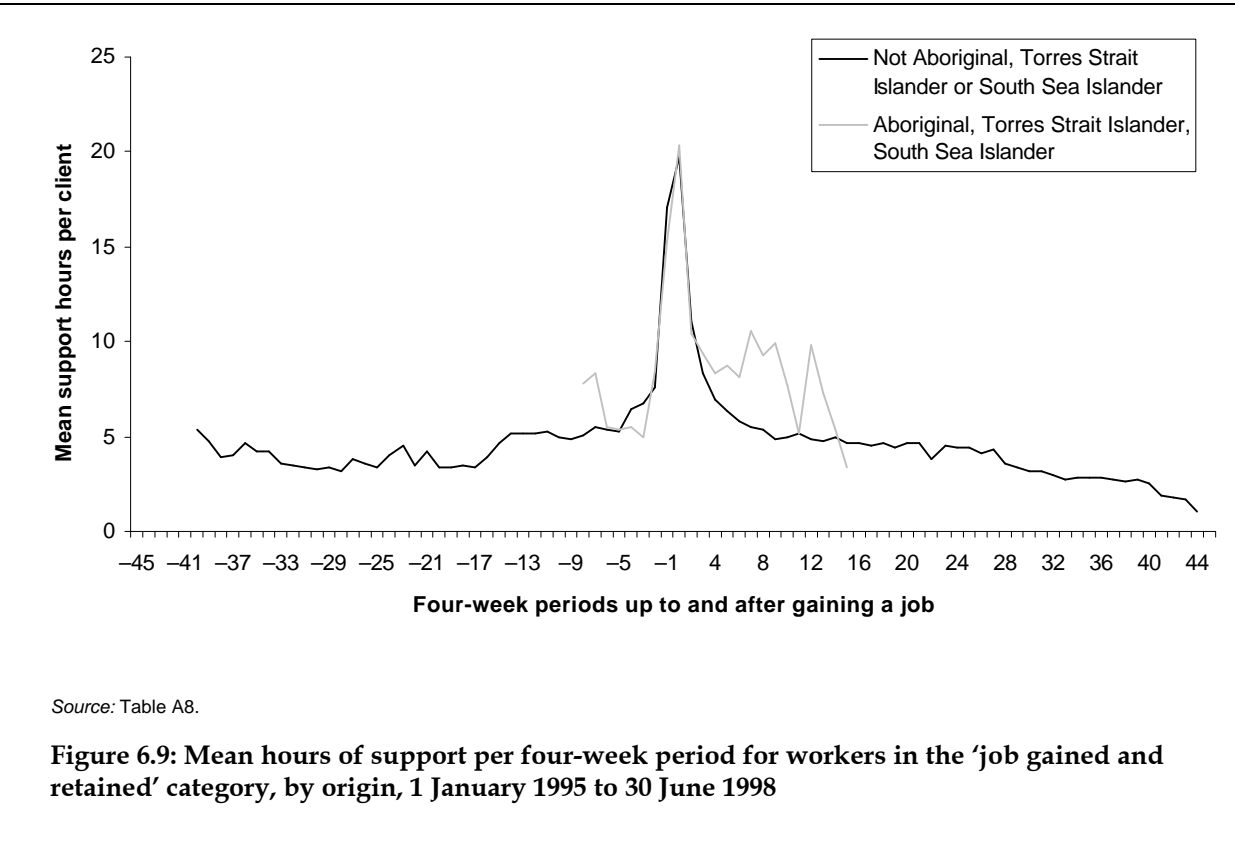
Age group	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
15–19	29.5	1.4	89.8	2.5	13.2	1.9
20–24	26.4	1.1	91.7	2.1	10.7	1.2
25–29	22.0	0.9	76.6	1.8	8.9	0.9
30–44	19.2	0.8	66.0	1.6	8.2	0.8
45–59	17.3	0.8	57.1	1.4	7.8	0.7
60–64	13.5	0.8	44.5	1.3	7.2	0.6
65–69	10.9	0.9	107.2	2.1	13.6	1.5
Unknown	4.2	0.5	23.9	7.7	30.1	3.1



People who identified as being Aboriginal or Torres Strait Islander received more support per week than clients who did not so identify, particularly when workers (Table 6.7). However, for all workers over the 42 months to 30 June 1998, the peak of support at the time of getting a job was similar for workers who identified as Aboriginal or Torres Strait Islanders and those who did not (Figure 6.9).

Table 6.7: Support per client for workers and non-workers, by origin, 1997-98

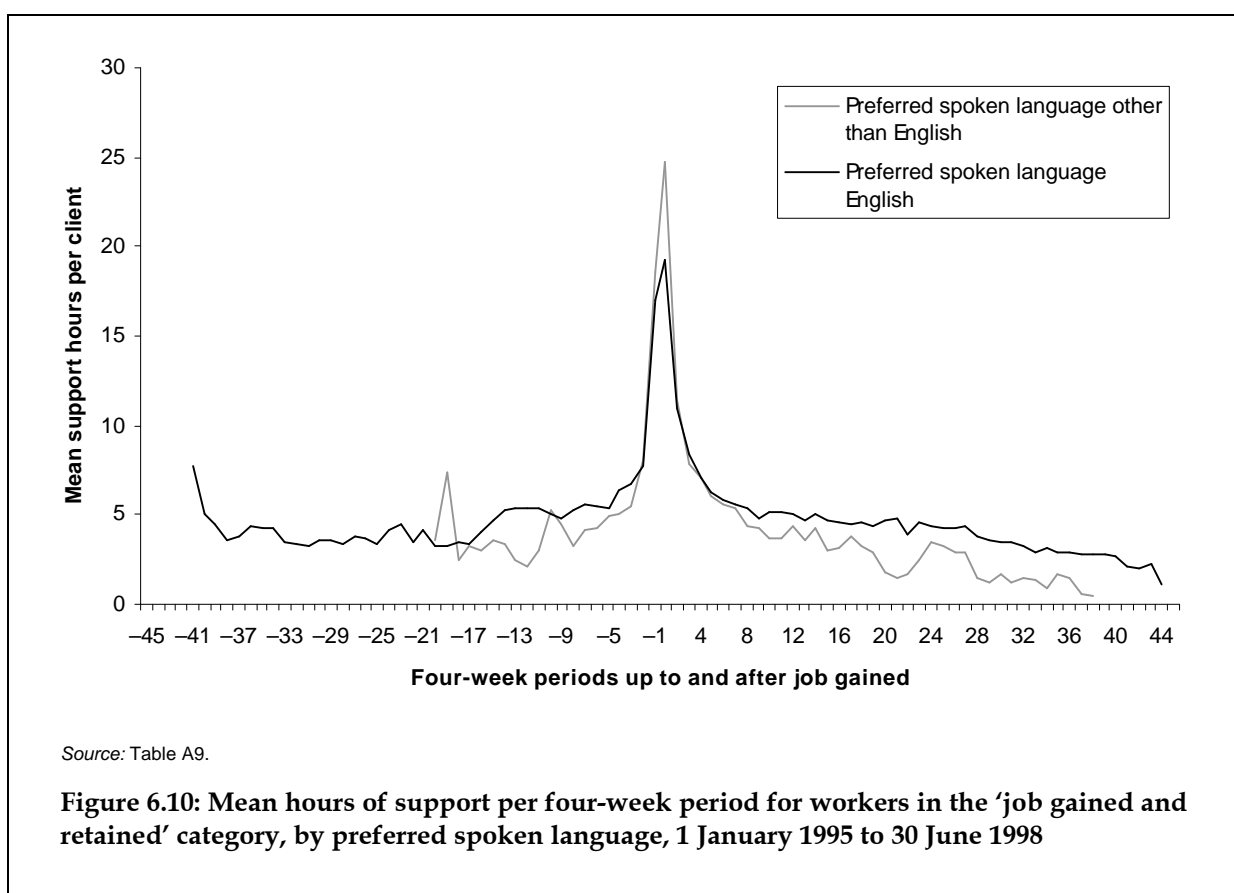
Origin	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Aboriginal or TSI	23.7	1.1	107.5	2.9	15.5	1.8
South Sea Islander	24.3	0.8	57.1	1.2	6.8	0.7
Neither Aboriginal, TSI or SSI	22.8	1.0	75.5	1.8	9.3	1.0
Not known	21.1	0.7	82.9	1.8	10.8	1.2



Workers with a preferred spoken language other than English received less support over the support period than did other workers, although they had higher mean hours of support per week (Table 6.8). This difference was particularly apparent at the time of gaining a job (Figure 6.10).

Table 6.8: Support per client for workers and non-workers, by preferred spoken language, 1997–98

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
Yes	24.7	1.0	73.4	2.0	7.8	0.8
No	22.6	1.0	76.4	1.8	9.6	1.0



The amount of support received per week varied considerably with primary disability group, particularly for workers (Table 6.9, Figure 6.11). Of the more common disability groups (excluding speech and deafblind) the mean support per week for non-workers varied from 0.7 hours for clients with a vision disability to 1.2 hours for clients with an intellectual/learning disability.

Workers with an intellectual/learning disability also had relatively high mean hours of support per week (2.3 hours), although workers with an acquired brain injury had the highest mean hours of support per week (2.4 hours). These two groups stand out as having received particularly high peaks of support at the time of obtaining a job (Figure 6.12). 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 workers with acquired brain injury, intellectual/learning or neurological disability (Table 6.9).

Workers with a psychiatric disability and those with a vision disability had relatively low peaks of support (Figure 6.12), as well as the lowest mean support of the more common disability groups (1.2, and 1.0 hours respectively). These groups, together with clients with a hearing disability, also had the least difference in mean support between workers and non-workers (Figure 6.11).

Table 6.9: Support per client for workers and non-workers, by primary disability group, 1997-98

Primary disability 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
Intellectual/learning	29.4	1.2	97.4	2.3	10.9	1.3
Psychiatric	15.3	0.8	45.3	1.2	7.6	0.7
Physical	20.4	1.0	61.2	1.5	8.0	0.8
Acquired brain injury	26.3	1.0	101.1	2.4	14.3	1.4
Neurological	24.3	1.1	74.0	1.9	10.8	1.1
Vision	18.9	0.7	39.8	1.0	3.9	0.3
Hearing	16.1	1.1	57.3	1.5	6.7	0.6
Speech	27.6	1.3	65.2	2.0	6.9	0.7
Deafblind	14.8	0.7	39.2	0.8	4.4	0.4

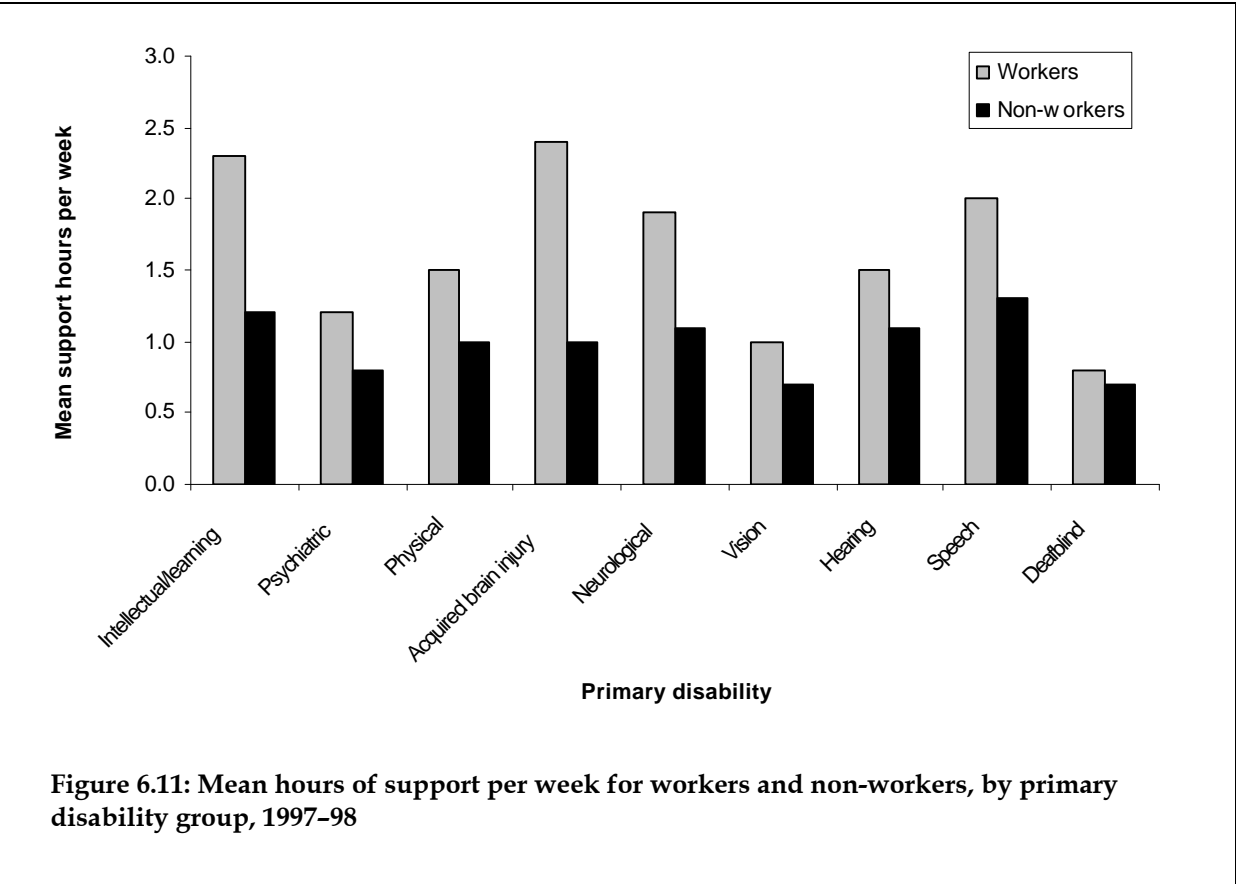
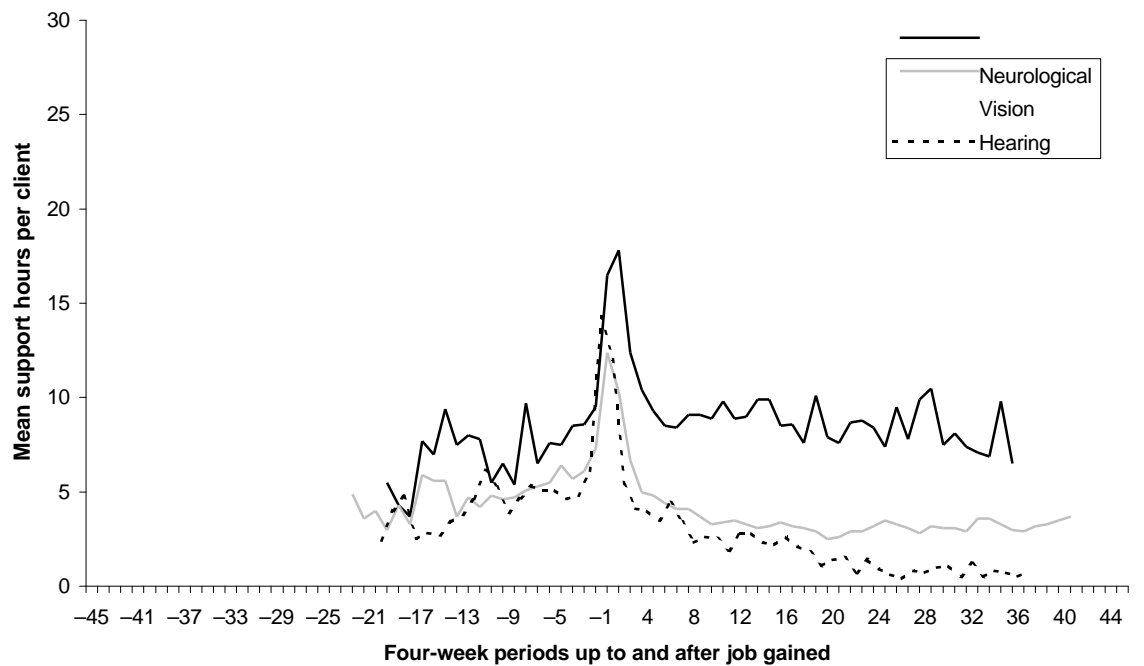
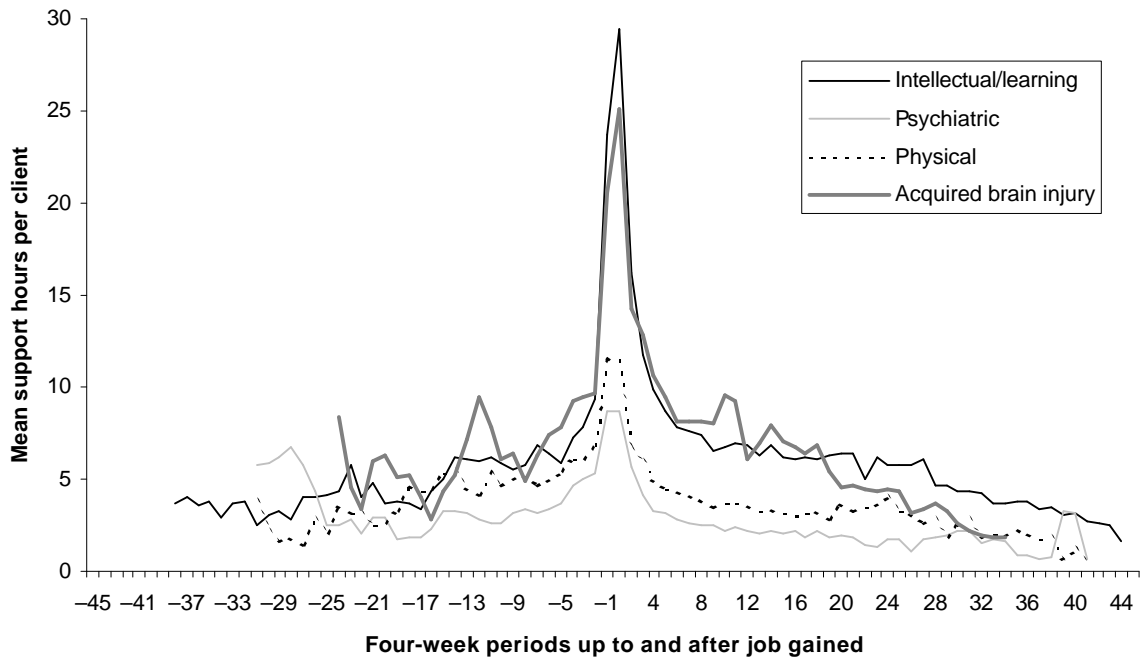


Figure 6.11: Mean hours of support per week for workers and non-workers, by primary disability group, 1997-98



Source: Table A10.

Figure 6.12: Mean hours of support per four-week period for workers in the 'job gained and retained' category, by primary disability group, 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).

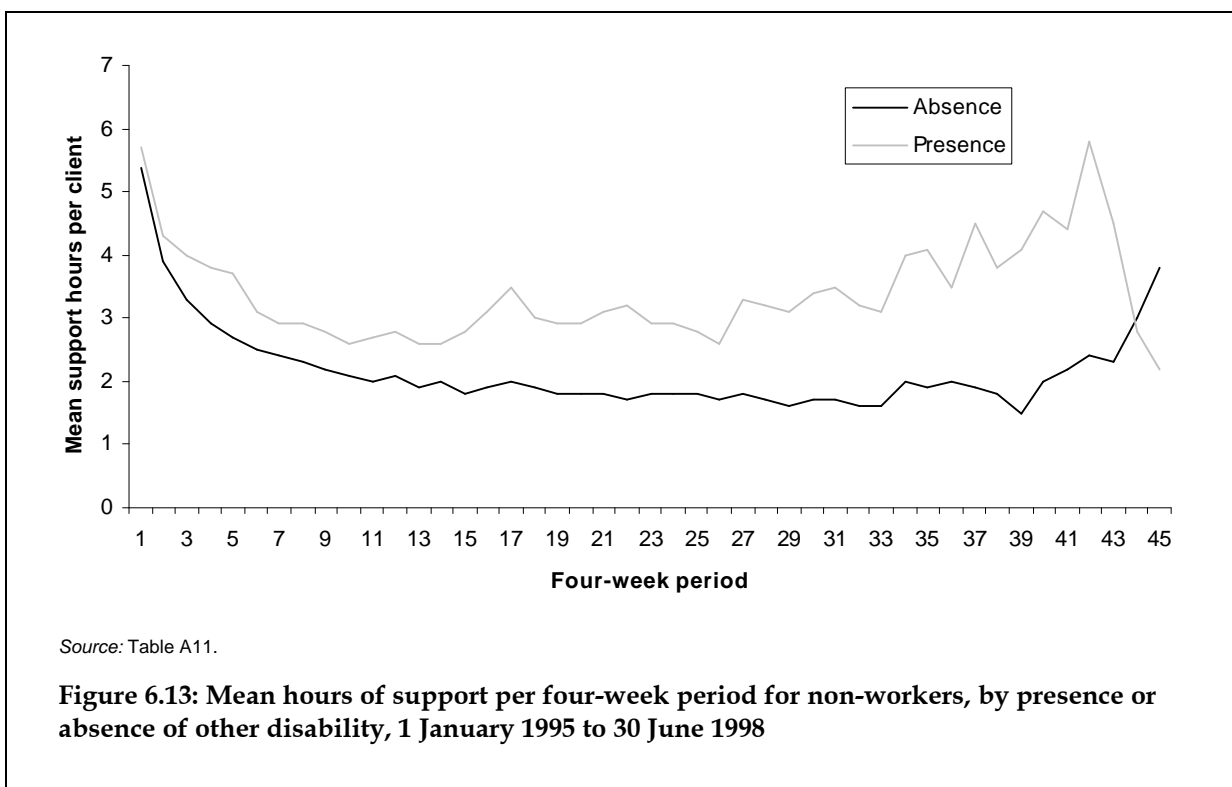
Table 6.10: Support per client for workers and non-workers, by episodic nature of primary disability, 1997-98

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	17.2	0.8	51.6	1.3	8.2	0.8
Not episodic	24.3	1.0	81.7	1.9	9.7	1.0

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 5.13), 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 6.13 and 6.14).

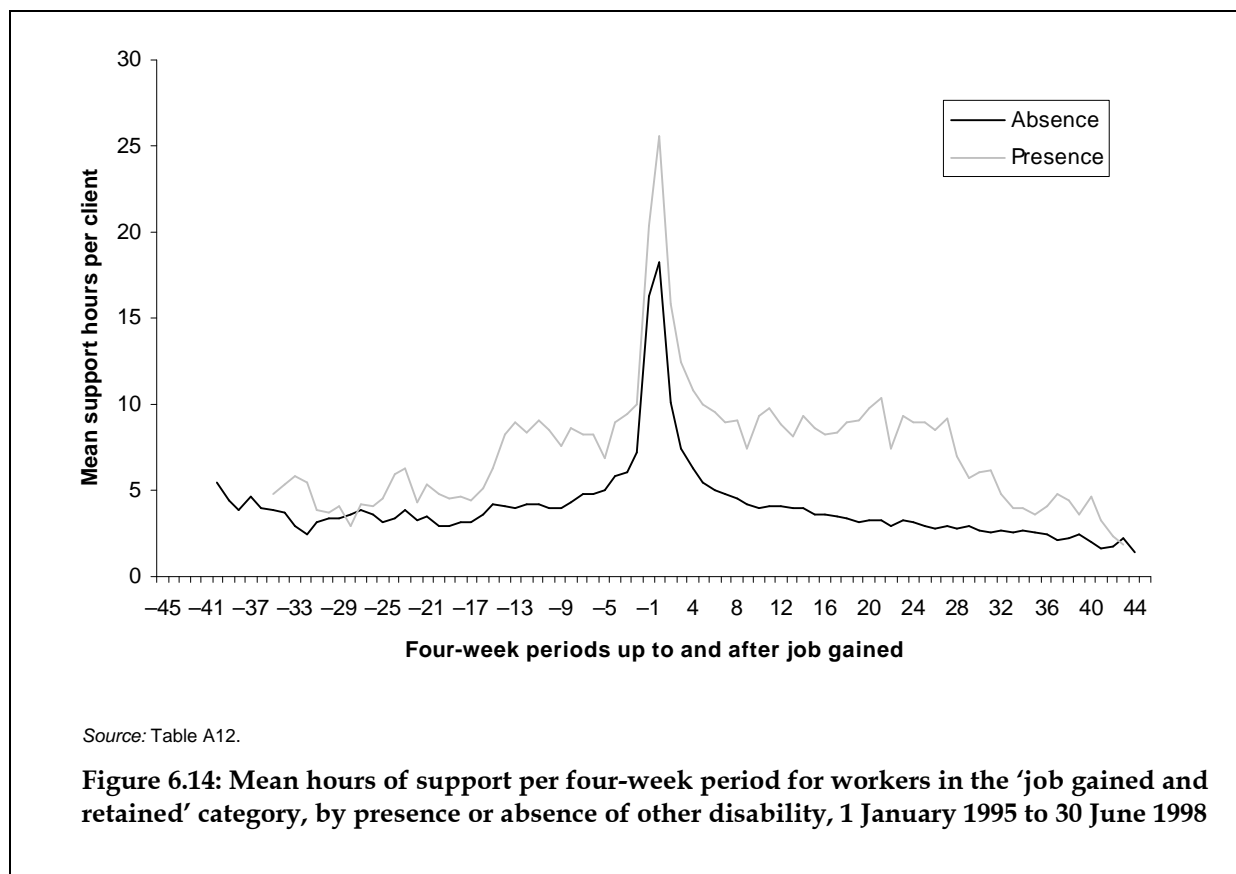
Table 6.11: Support per client for workers and non-workers, by presence of other disability, 1997-98

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	28.2	1.1	101.5	2.3	12.8	1.5
No	21.5	1.0	70.9	1.7	8.8	0.9



Source: Table A11.

Figure 6.13: Mean hours of support per four-week period for non-workers, by presence or absence of other disability, 1 January 1995 to 30 June 1998



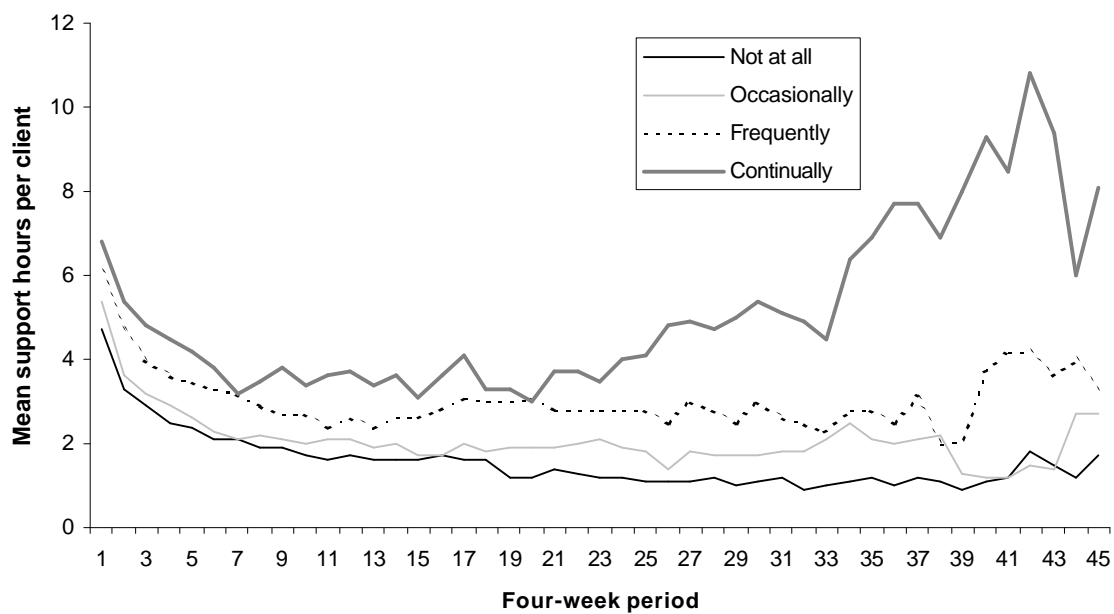
The frequency of assistance required by clients for activities of daily living (one or more of self-care, mobility and verbal communication) was positively correlated with the amount of support received per client for both workers and non-workers (Table 6.12). The differences for non-workers were apparent throughout the period spent in support (Figure 6.15).

Table 6.12: Support per client for workers and non-workers, by frequency of activities of daily living (ADL) assistance required,^(a) 1997–98

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	19.2	0.8	61.4	1.4	7.6	0.8
Occasionally	20.9	0.9	64.5	1.6	7.7	0.8
Frequently	26.1	1.1	94.4	2.3	12.3	1.3
Continually	31.4	1.3	124.1	2.8	15.8	2.0

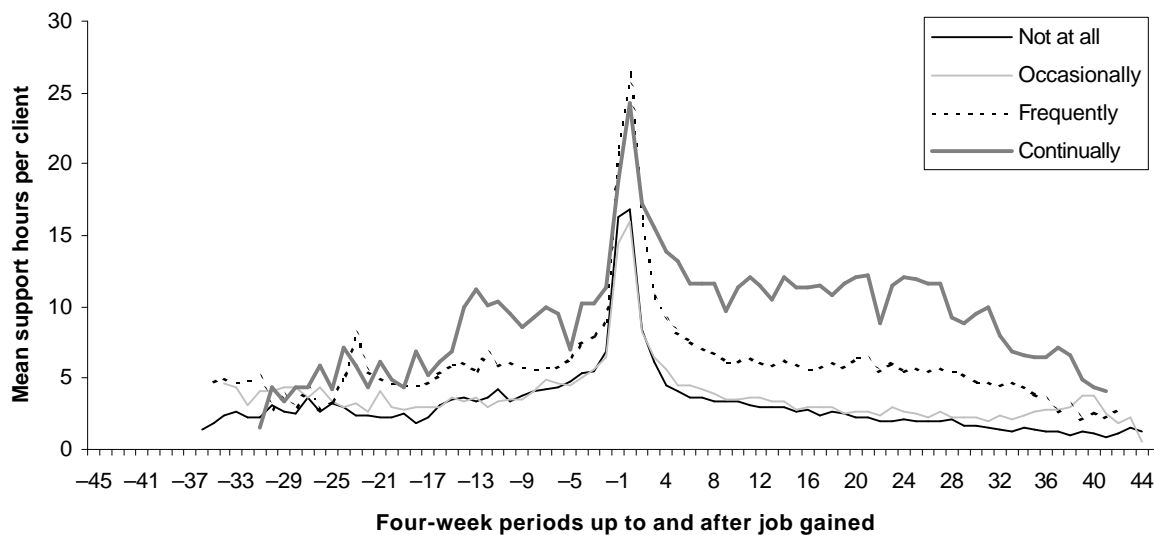
(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS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

At the time of getting a job there was a marked difference between those needing continual or frequent assistance, and those needing occasional or no assistance (24 and 26 hours per four-week period respectively, versus 17 and 16 hours respectively; Figure 6.16). During the time before and after getting a job, there was also a difference between the frequent and continual ADL assistance groups. There was a similar gap between the groups for support measured per 100 hours of work (Table 6.12).



Source: Table A13.

Figure 6.15: Mean hours of support per four-week period for non-workers, by frequency of activities of daily living (ADL) assistance required, 1 January 1995 to 30 June 1998



Source: Table A14.

Figure 6.16: Mean hours of support per four-week period for workers in the 'job gained and retained' category, by frequency of activities of daily living (ADL) assistance required, 1 January 1995 to 30 June 1998

There was some variation in support levels with clients' type of living arrangement. 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 or institutional accommodation had a particularly high mean level of support. Clients with no usual residence or whose living arrangements were unknown had the lowest support levels. This suggests that the latter 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, 1997-98

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
Lives with family members	24.5	1.0	77.4	1.9	9.3	1.0
Lives alone	18.8	0.9	65.3	1.6	8.8	0.8
Special-purpose accommodation	25.3	1.0	130.2	2.8	19.0	2.6
Other community accommodation	29.5	1.1	105.0	2.4	13.4	1.7
Institutional accommodation	13.5	1.1	139.1	3.8	29.9	4.0
No usual residence	16.0	0.8	32.9	1.2	4.5	0.5
Not known	13.9	0.8	46.0	1.2	5.4	0.5

Clients referred by the education system and by the Department of Family and Community Services programs and services had the highest mean support among non-workers and workers (Table 6.14).

Table 6.14: Mean hours of support per client for workers and non-workers, by referral source, 1997-98

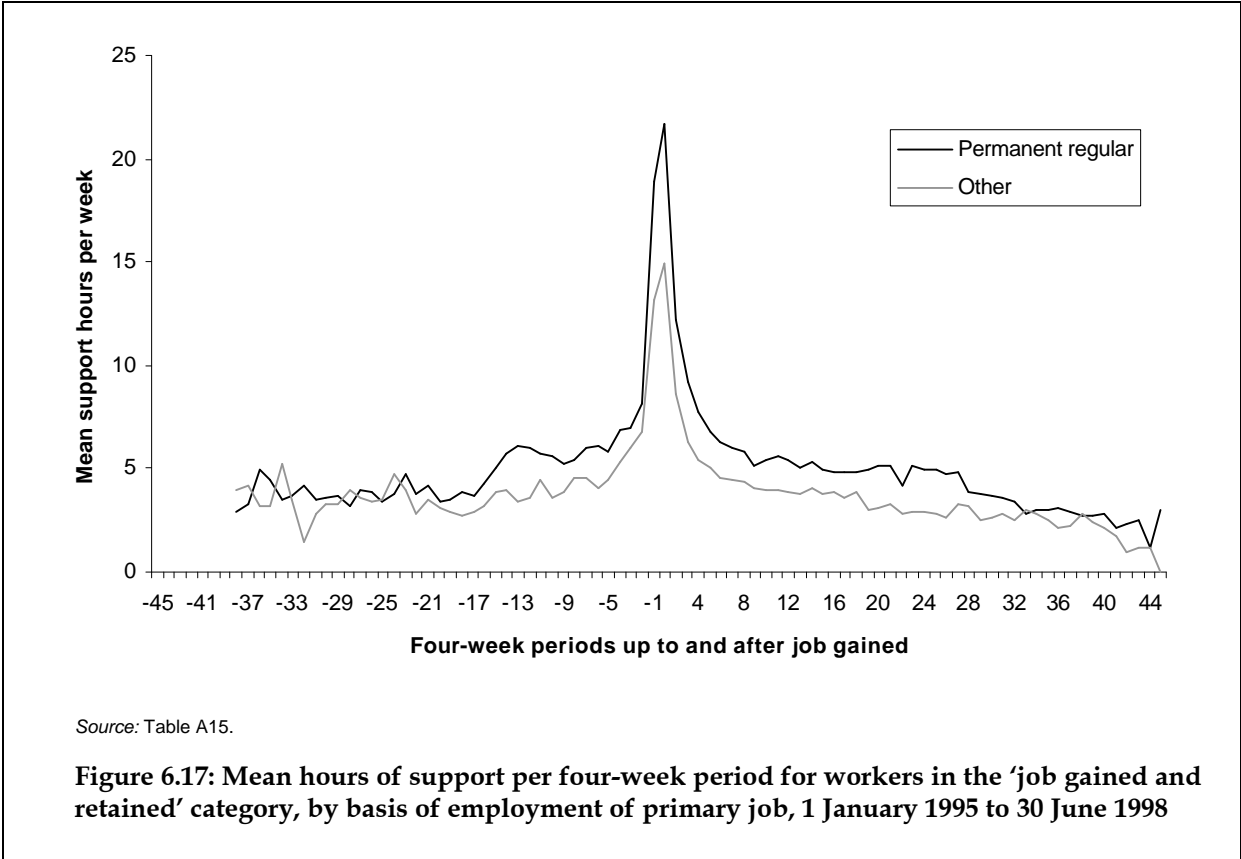
Referral source	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Self or family	19.4	0.9	59.3	1.5	7.5	0.7
Education system	30.1	1.2	84.3	2.0	9.4	1.1
DETYA programs	19.3	0.9	62.7	1.4	7.1	0.7
FaCS programs and services	32.2	1.2	102.8	2.3	11.7	1.4
Other	19.5	0.9	71.3	1.8	10.0	1.0

6.4 Client support and characteristics of primary job

Workers who had a primary job that was permanent and regular received 1.9 hours of support per week compared with other workers who received 1.7 hours per week (Table 6.15). The difference is apparent at the time of peak support, as well as before and after obtaining a job (Figure 6.17). However, when expressed per 100 hours of work the difference in mean support is greater because, on average, workers who did not have a permanent regular job worked nearly 7 hours less per week than those who did have such a job (see Table 5.17).

Table 6.15: Mean hours of support per worker, by basis of employment for primary job, 1997-98

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	79.1	1.9	8.7	0.9
Other	70.1	1.7	12.2	1.2



Source: Table A15.

Figure 6.17: Mean hours of support per four-week period for workers in the 'job gained and retained' category, by basis of employment of primary job, 1 January 1995 to 30 June 1998

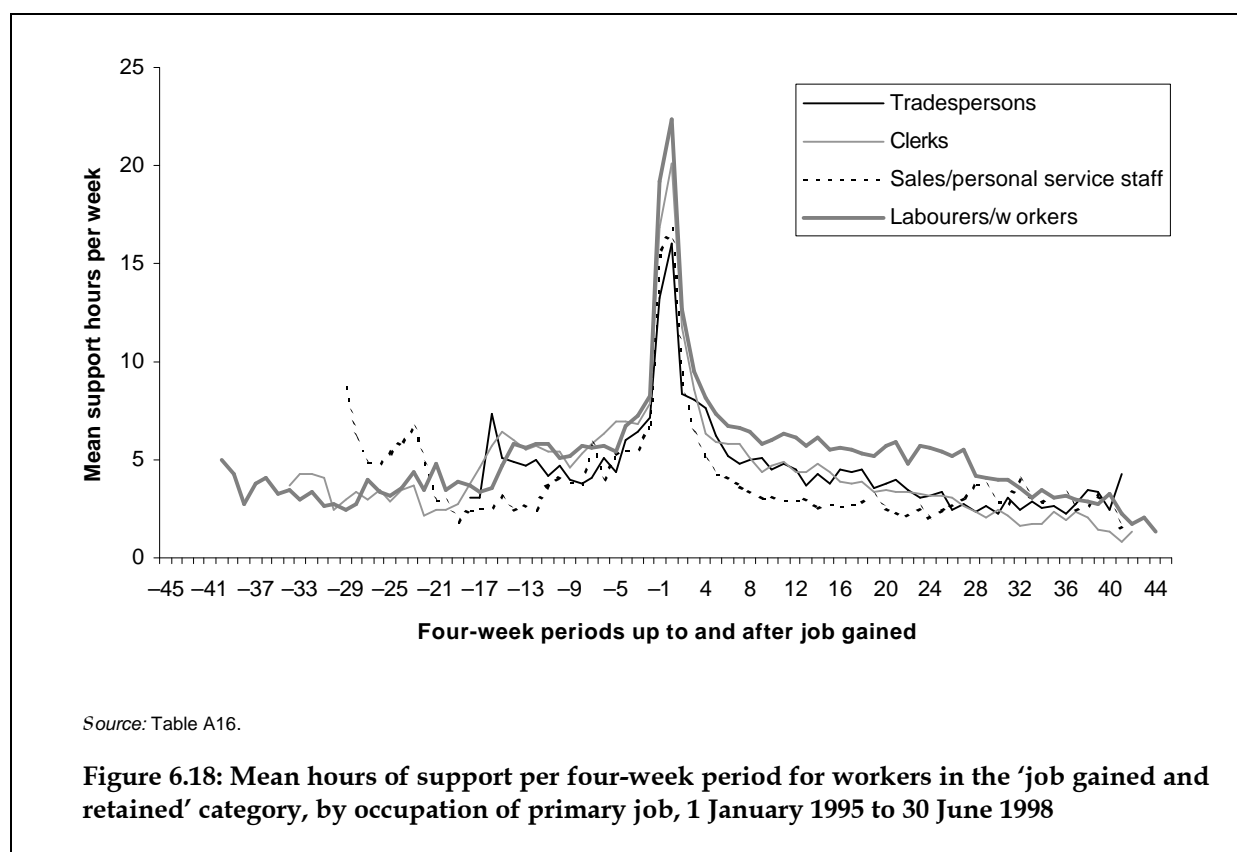
On average, tradespersons and labourers/related workers received the most support per week in 1997-98 (2.0 hours per week), followed by clerks (1.7 hours) and sales/personal service staff (1.4 hours, Table 6.16). The pattern varied slightly for support expressed per 100 hours of work or per \$100 of wages, with labourers/related workers clearly receiving higher levels of support in terms of these measures. This is because labourers/related workers had the lowest mean hours of work per week and the lowest weekly wages of all occupations

(see Table 5.18). Of the four largest occupation groups, labourers and clerks had the highest peaks of support at the time of job gain (Figure 6.18).

The smaller groups (managers, professionals, para-professionals and plant/machine operators/drivers) all received comparatively low mean levels of support, however measured.

Table 6.16: Mean hours of support per worker, by occupation group of primary job, 1997-98

Occupation group of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Managers	58.7	1.2	4.7	0.4
Professionals	39.6	1.0	4.5	0.3
Para-professionals	42.0	1.0	5.1	0.4
Tradespersons	81.2	2.0	8.5	1.0
Clerks	71.0	1.7	8.3	0.8
Sales/personal service staff	60.1	1.4	8.4	0.8
Plant/machine operators/drivers	47.1	1.2	5.0	0.5
Labourers/related workers	84.3	2.0	10.7	1.2
Unknown	38.8	0.9	8.5	0.8



Support hours received per week varied by the industry of the worker's primary job, ranging from 1.3 hours per week for electricity/gas/water supply and communication services to 2.4 for the wholesale trade and cultural/recreational services (Table 6.17). Four industries stood out as having high mean hours of support per week and high support levels in terms of 100 hours of work and \$100 of wages: fast food, wholesale trade, cultural/recreational services, and agriculture/forestry/fishing.

Table 6.17: Mean hours of support per worker, by industry of primary job, 1997–98

Industry of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Clothing/textiles/footwear	69.8	1.7	8.0	0.9
Other manufacturing	72.3	1.8	6.9	0.8
<i>All manufacturing</i>	72.2	1.8	7.0	0.8
Fast food	91.8	2.1	14.2	1.7
Other retail trade	80.6	1.9	10.7	1.2
<i>All retail trade</i>	83.2	1.9	11.4	1.3
Agriculture/forestry/fishing	97.3	2.3	11.9	1.4
Mining	70.0	2.1	7.5	0.7
Electricity/gas/water supply	55.2	1.3	5.3	0.5
Construction	56.7	1.4	6.6	0.6
Wholesale trade	103.8	2.4	11.9	1.3
Hospitality	72.4	1.7	10.4	1.1
Transport/storage	57.6	1.5	6.5	0.6
Communication services	58.9	1.3	7.2	0.6
Finance and insurance	65.7	1.7	7.0	0.6
Property/business services	71.2	1.7	10.4	1.1
Government/defence	78.2	1.8	7.1	0.6
Education	69.5	1.6	9.3	0.8
Health/community services	64.4	1.5	8.5	0.8
Cultural/recreational services	87.1	2.4	13.5	1.4
Personal/other services	61.4	1.6	9.5	0.9
Other	84.7	2.1	12.1	1.4

Jobs in the fast food industry had the highest support hours per 100 hours of work and per \$100 of wages, probably because jobs in this industry attracted the lowest mean income and hours of any industry (see Table 5.19).

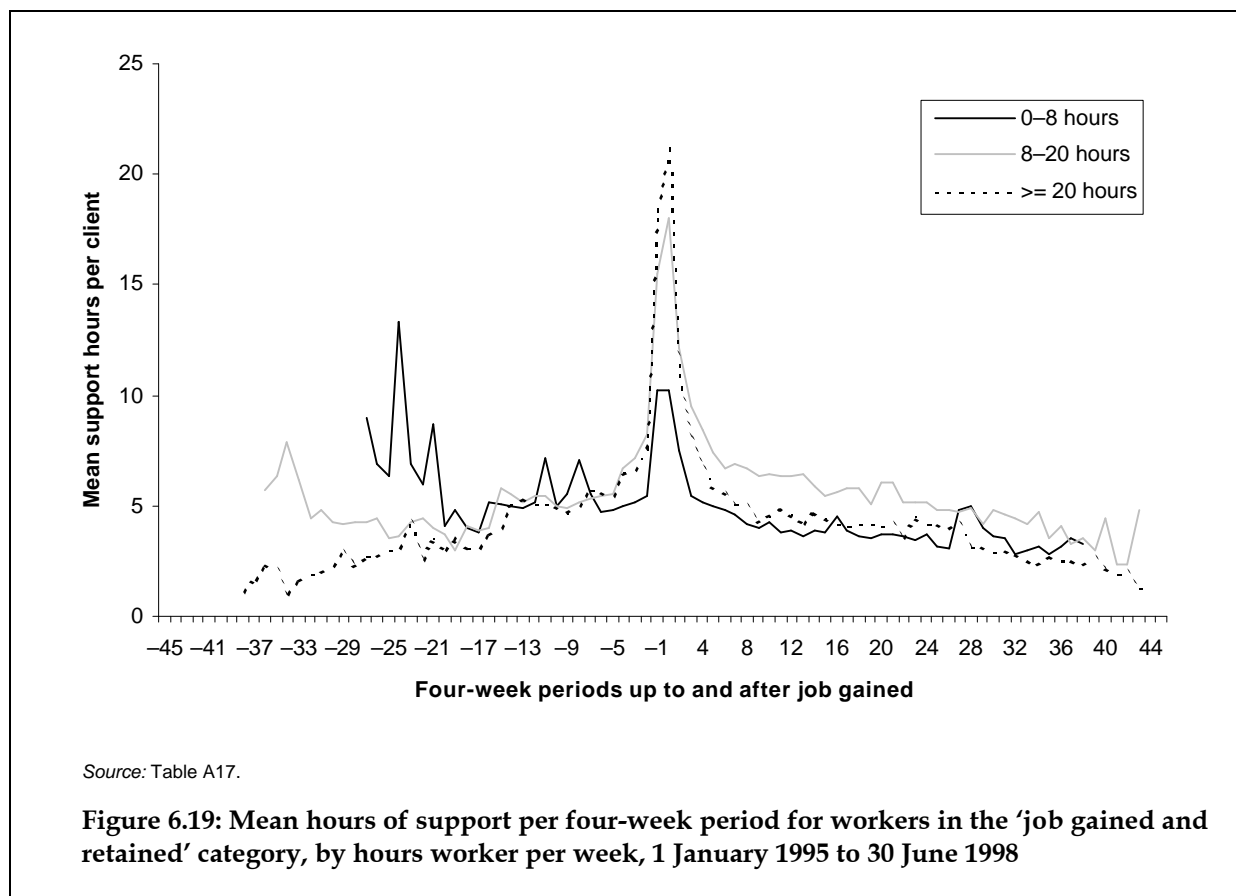
To examine the associations between support received and job hours and wages, the analysis was restricted to those clients who had only one recorded job which started in 1997–98. There were 4,795 such workers.

The level of support received was positively associated with the number of hours worked in the job (Table 6.18), particularly at the time of getting the job (Figure 6.19). However, the differences were comparatively small, especially between those working 8 to 20 hours, and those working more than 20 hours. This means that support per 100 hours of work (and per \$100 of wages) decreases rapidly with hours of work.

Table 6.18: Mean hours of support per worker, by hours worked per week, for new workers with one job, 1997–98

Hours worked per week	Number of clients	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Less than 8 hours	252	55.4	1.6	84.6	8.2
8 to 20 hours	1,468	70.2	2.2	32.3	3.3
More than 20 hours	3,072	73.0	2.4	12.6	1.3

Note: Hours worked per week were missing for 3 workers.

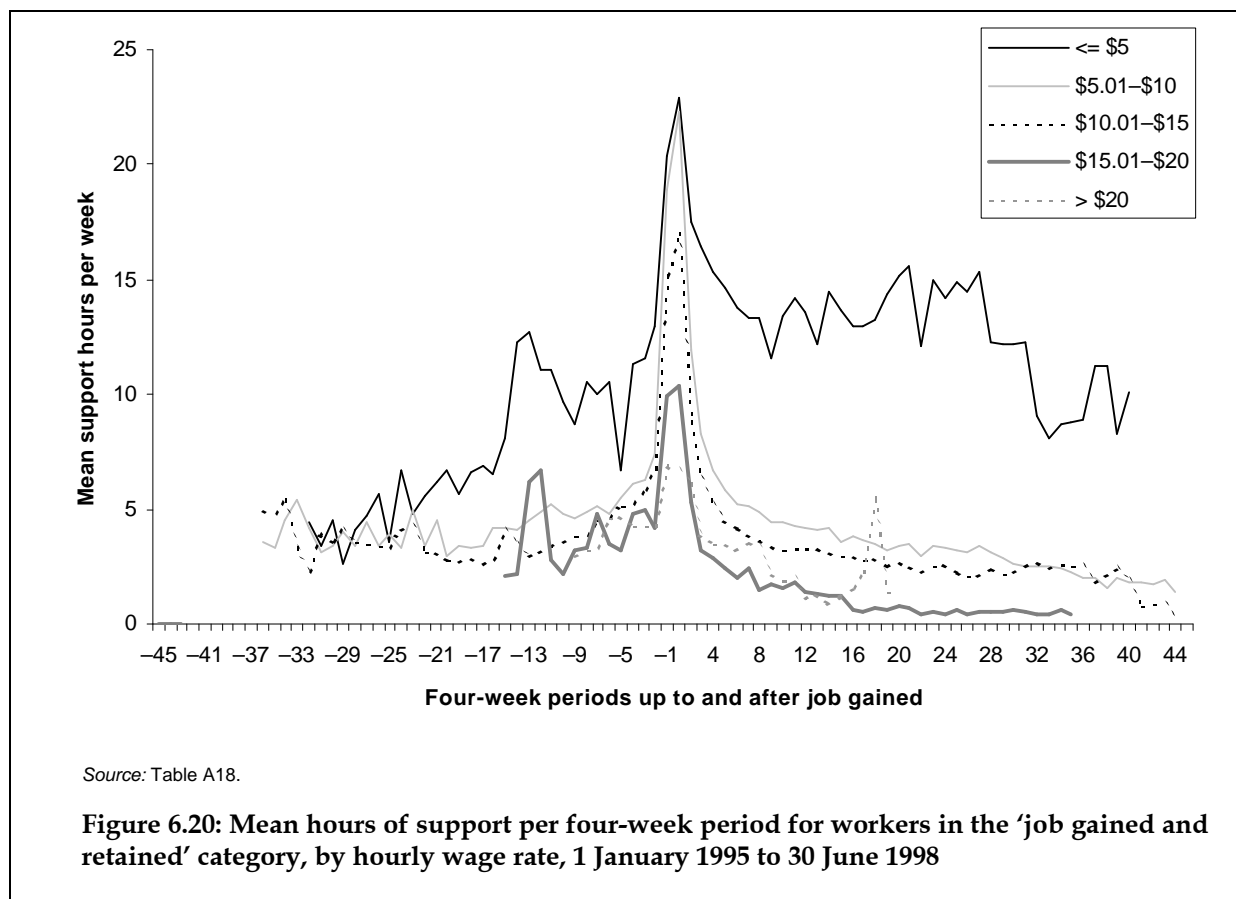


Hours of support received generally declined with increasing hourly wage rate (Table 6.19), with the lowest paid workers having comparatively high support hours both overall and per week. The peak support for workers earning \$5 or less was four times that for workers earning over \$20 (Figure 6.20). Workers in the former group also had particularly high levels of support after getting a job. Mean support hours per 100 hours worked and \$100 earned also tended to decline with increasing hourly wage rate. Interestingly, all measures of support increased somewhat for workers with wages in excess of \$20 per hour (the case for 51 workers).

Table 6.19: Mean hours of support per worker, by hourly wage rate, for new workers with one job, 1997-98

Wage per hour	Number of clients	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
\$5.00 or less	517	104.9	3.6	21.8	6.2
\$5.01 to \$10.00	1,958	77.7	2.4	17.0	2.1
\$10.01 to \$15.00	2,063	60.5	1.9	14.4	1.2
\$15.01 to \$20.00	191	37.9	1.3	8.4	0.5
More than \$20.00	51	44.1	1.4	13.4	0.6

Note: Wage per hour was missing for 15 workers.

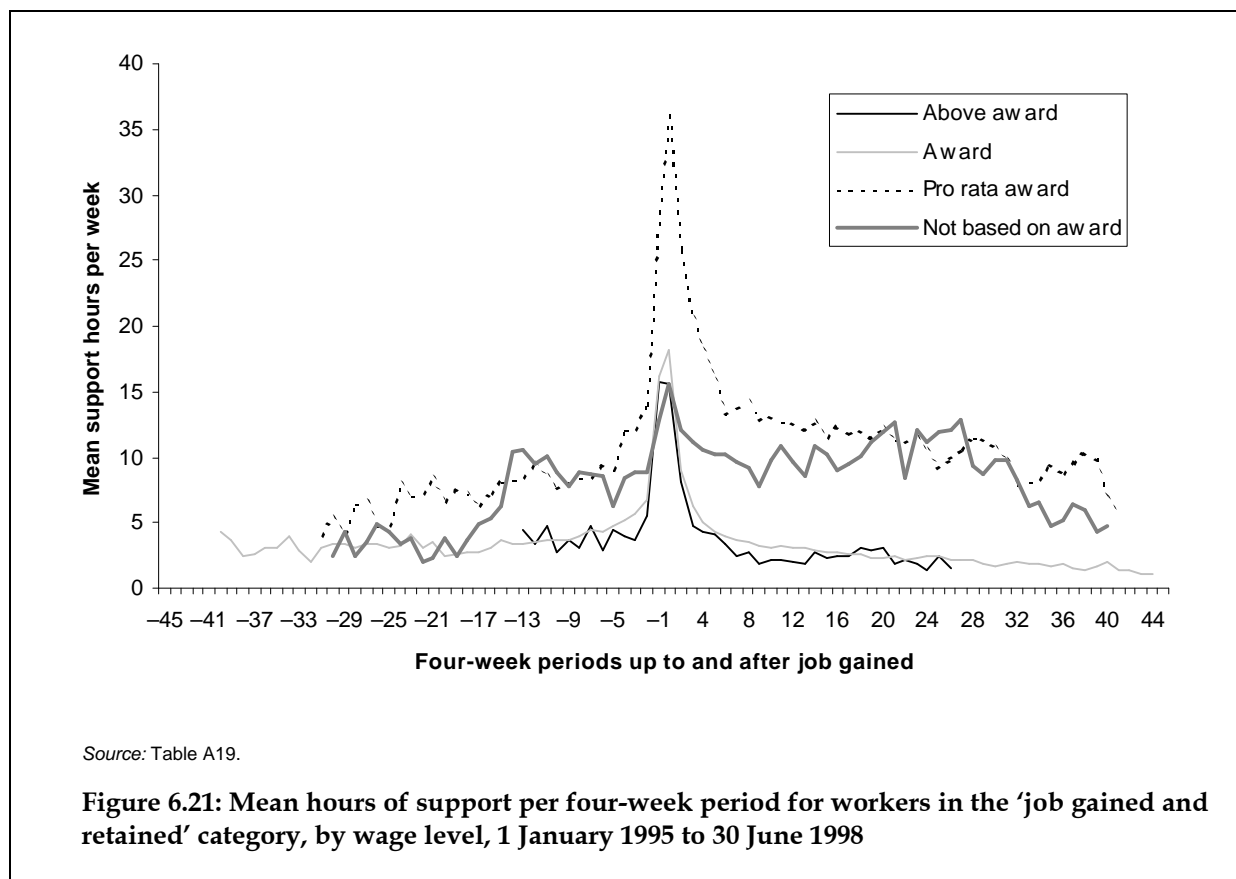


The same pattern is seen with wage level, with workers on award or above-award rates receiving less support on average than workers on pro rata award rates, or rates not based on an award (Table 6.20). The latter two groups had higher levels of support both before and after gaining a job (Figure 6.21). In addition, compared with the other three groups, pro rata award workers had a very high peak at the time of job gain.

Table 6.20: Mean hours of support per worker, by wage level, for new workers with one job, 1997-98

Wage level	Number of clients	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Above-award level	112	51.5	1.7	9.0	0.7
Award level	3,812	63.7	2.0	14.6	1.4
Not based on award	484	74.7	2.5	19.9	3.1
Pro rata award	385	146.7	4.2	27.8	4.9

Note: Wage level was missing for 2 workers.



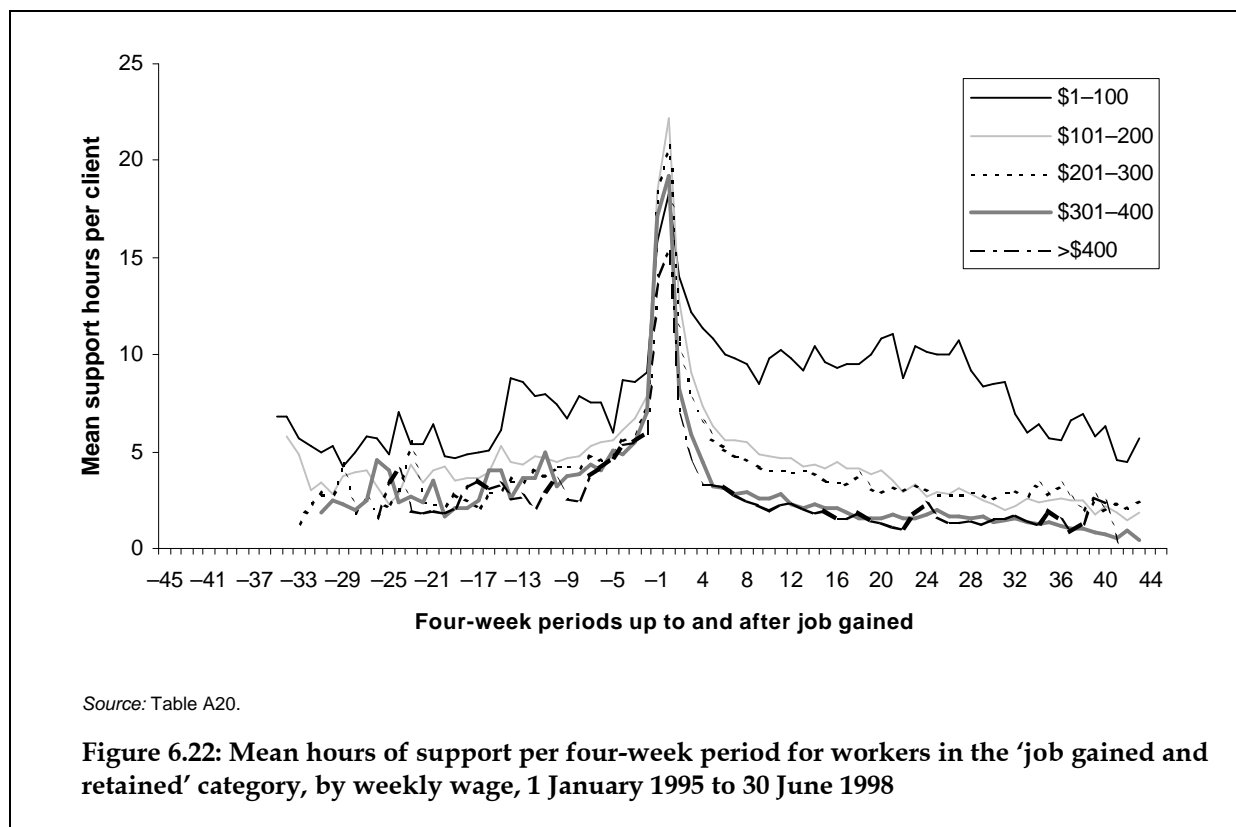
The level of support also declined with increasing weekly wage although this trend was gentler than for hourly wage because the weekly wage measure depends on both hours worked and the hourly wage rate (Table 6.21, see also Table 6.19). Level of support did not increase for the highest weekly wages (as was the case with hourly wages). Again, the lowest wage category (\$100 or less) stands out as having the highest level of support after the job was gained, as well as a relatively high level of peak support (Figure 6.22).

In general, it is apparent that clients who had the lowest paid jobs, most frequently as labourers, on average received the highest levels of support, whereas clients who had high-paid, possibly professional jobs received the lowest levels of support. The number of hours worked also had an association with the amount of support received but was not as important.

Table 6.21: Mean hours of support per worker, by weekly wage, for new workers with one job, 1997-98

Wage per week	Number of clients	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
\$100 or less	1,067	79.6	2.6	35.7	6.7
\$101 to \$200	1,288	77.2	2.3	20.7	2.6
\$201 to \$300	1,051	72.8	2.3	15.6	1.6
\$301 to \$400	750	64.0	2.1	10.2	1.0
More than \$400	624	51.1	1.8	7.4	0.6

Note: Wage per week was missing for 15 workers.



Mean support per week was not strongly related to the length of the resulting job (Table 6.22). However, the longest jobs (over 26 weeks) did have the lowest mean support hours per week, which is consistent with job support decreasing after some time in the job (see Figures 6.3 and 6.4).

Table 6.22: Mean hours of support per worker, by length of job, for new workers with one job, 1997-98

Length of job	Number of clients	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Less than 1 week	291	38.0	2.5	235.9	24.1
1 to 4 weeks	483	47.1	2.4	75.3	7.4
5 to 13 weeks	1,224	64.6	2.5	33.2	3.4
14 to 26 weeks	1,351	79.6	2.3	18.8	2.0
More than 26 weeks	1,446	83.6	2.0	9.5	1.0

6.5 Client support by State or Territory and location

Mean support per week varied across States and Territories. The mean support per non-worker ranged from 0.8 hours per week for Victoria and the Australian Capital Territory to 1.8 hours per week for Western Australia and the Northern Territory. The mean support for workers ranged from 1.3 hours per week for Victoria to 2.6 hours for Western Australia and the Northern Territory (Table 6.23).

Table 6.23: Mean hours of support per client for workers and non-workers, by State or Territory, 1997–98

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
New South Wales	20.9	0.9	65.9	1.6	7.7	0.8
Victoria	17.0	0.8	50.5	1.3	6.8	0.7
Queensland	25.3	1.0	89.1	2.1	11.6	1.3
Western Australia	39.2	1.8	115.8	2.6	14.2	1.6
South Australia	40.5	1.7	107.8	2.4	10.8	1.1
Tasmania	23.5	1.1	94.0	2.4	13.3	1.3
Australian Capital Territory	21.6	0.8	101.0	2.2	11.4	1.3
Northern Territory	24.7	1.8	82.1	2.6	9.3	1.0
Australia	22.7	1.0	76.3	1.8	9.5	1.0

On average, non-workers in urban locations received the highest levels of support, followed by those from remote locations and then those from rural locations (Table 6.24). The pattern was different for workers, with a general trend for workers from remote locations to receive the highest support, followed by those from urban and then those from rural locations. This trend was only reversed in the case of mean support hours per 100 hours of work and per \$100 of wages, where rural workers received marginally more support on average than urban workers.

Table 6.24: Mean hours of support per client for workers and non-workers, by location of outlet, 1997–98

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
Urban	24.1	1.1	79.0	1.9	9.3	1.0
Rural	19.1	0.8	68.9	1.6	9.8	1.1
Remote	23.7	0.9	84.0	2.4	13.7	1.4

Note: Location is classified according to the Commonwealth Department of Family and Community Services Rural and Remote Areas classification, which is based on 1991 Australian Bureau of Statistics data and 1996 Australian Electoral Commission data.