2 Service providers

2.1 Numbers of open employment outlets

During the 12 months to 30 June 1998, the NIMS system was used by 344 open employment outlets nationally*. The information presented in this report refers only to data received from 334 of those outlets (or 97% of all outlets) with NIMS installed during that time. Complete data were not received from the remaining outlets in time for inclusion in the national database.

A total of 30,390 clients were recorded on the NIMS database as having received some support in the 12 months to 30 June 1998. This is estimated to be 98% of the total number of clients accessing open employment services in the 12-month period (31,158; Table 2.1; see chapter 3 for further details).

In 1997–98, as in the two previous financial years, the largest number of outlets was in New South Wales and the largest number of clients was in Victoria. Nationally, there was an average of 91 clients per outlet in 1997–98. This average varied widely across the jurisdictions, from a low of 26 clients per outlet in the Northern Territory, to a high of 149 clients per outlet in Victoria.

Table 2.1: Number of outlets and clients by State and Territory, 1997–98

	Recorded				Estimated				
	Outlets		Clients		Outlets		Clients		Mean number of clients per outlet
	No.	%	No.	%	No.	%	No.	%	
New South Wales	104	31.1	7,903	26.0	105	30.5	7,911	25.4	75.3
Victoria	69	20.7	10,016	33.0	71	20.6	10,555	33.9	148.7
Queensland	75	22.5	6,477	21.3	77	22.4	6,524	20.9	84.7
Western Australia	35	10.5	2,873	9.5	36	10.5	2,932	9.4	81.4
South Australia	23	6.9	1,546	5.1	25	7.3	1,625	5.2	65.0
Tasmania	13	3.9	580	1.9	14	4.1	602	1.9	43.0
Australian Capital Territory	7	2.1	775	2.6	7	2.0	775	2.5	110.7
Northern Territory	8	2.4	220	0.7	9	2.6	234	0.8	26.0
Australia	**334**	**100.0**	**30,390**	**100.0**	**344**	**100.0**	**31,158**	**100.0**	**90.6**

Note: The total number of outlets is smaller than that quoted in NIMS Data Briefing 14. Some clients had previously been misallocated to invalid outlets and this has been corrected using additional administrative information from the Department of Family and Community Services.

Open employment outlets operated in a range of locations around Australia. In 1997–98, about three-fifths (62%) of all outlets were in urban locations, 33% in rural locations and 5% in remote locations (Table 2.2). Outlets in urban locations supported 71% of all recorded clients and had an average of 104 clients per outlet. In contrast, outlets in remote locations

* The total number of outlets is smaller than that quoted in NIMS Data Briefing 14. Some clients had previously been misallocated to invalid outlets and this has been corrected using additional administrative information from the Department of Family and Community Services.

supported less than 2% of all recorded clients and supported an average of 33 clients per outlet.

Table 2.2: Number of recorded outlets and clients by location, 1997–98

	Outlets		Recorded clients		Mean number of recorded clients per outlet
Location	**Number**	**%**	**Number**	**%**	
Urban	207	62.0	21,423	70.5	103.5
Rural	111	33.2	8,432	27.7	76.0
Remote	16	4.8	535	1.8	33.4
Total	**334**	**100.0**	**30,390**	**100.0**	**91.0**

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.

2.2 Staff numbers

During 1997–98, there were 1,957 equivalent full-time staff working in outlets across Australia, of whom 33 received no wages (11 support and 22 administration staff; Table 2.3). There were 1,558 paid support staff, with an average of 5 per outlet, and 366 paid administration staff, with an average of 1 per outlet.

Table 2.3: Equivalent full-time staff[(a)], 1997–98

	Paid staff		Unpaid staff		
	Support	**Administration**	**Support**	**Administration**	**Total staff**
Average (per outlet)	4.5	1.1	0.0	0.1	5.7
Total	**1,557.5**	**366.1**	**11.2**	**22.3**	**1,957.1**

(a) Full-time hours are determined according to the award under which staff are employed or taken to be 35 hours where staff are not employed according to an award.

2.3 Client numbers

In 1997–98, over a third (35%) of outlets had 50 clients or less, nearly a third (32%) had between 51 and 100 clients, and the remaining third (33%) had over 100 clients (Table 2.4). There were 29 outlets (9% of all outlets) with more than 200 clients.

Table 2.4: Outlets by number of clients, 1997–98

Number of clients	Number	%
= 25	43	12.9
26–50	73	21.9
51–75	55	16.5
76–100	53	15.9
101–150	52	15.6
151–200	29	8.7
201–250	15	4.5
251–300	6	1.8
> 300	8	2.4
Total	**334**	**100.0**

2.4 Open employment outlets and predominant disability groups

All clients of an open employment outlet are recorded as having one primary disability group. Nine different primary disability groups may be recorded in NIMS (intellectual/learning, psychiatric, physical, acquired brain injury, neurological, vision, hearing, speech, and deafblind).

The information in Table 2.5 was calculated to determine whether NIMS outlets tend to specialise in a particular primary disability group, or cater for a mixture of primary disability groups. For three-quarters of all outlets (260 or 75%), the proportion of clients with an intellectual/learning disability as their primary disability was 25% or more. Therefore, outlets were grouped into three broad categories:

- those that had 75% or more of their clients with a particular primary disability group (e.g. the group titled 'intellectual/learning' ≥ 75%);
- those where the most common primary disability group or groups other than intellectual/learning occurred for 25–74% of clients (e.g. the group titled 'neurological' 25–74%); and
- of the remainder with a mixed clientele, those with more than 50% but less than 75% of clients with primary disability group intellectual/learning and those with less than 50% of clients with primary disability group intellectual/learning.

Table 2.5 illustrates the number of outlets in each category, the number of clients who received support during 1997–98, and the average number of clients per outlet. Nearly a third (32% or 9,652) of clients attended an open employment outlet where 75% or more of the clients were from a particular primary disability group. A similar number (9,345 or 31%) of clients attended an open employment outlet with 25–74% from a particular disability group other than intellectual/learning (Figure 2.1). The average number of clients per outlet varied from relatively small outlets with less than 30 clients (for outlet groups: hearing 25–74%, deafblind ≥ 75%; acquired brain injury ≥ 75%; and neurological ≥ 75%), to large outlets with well over 100 clients per outlet (vision ≥ 75%, psychiatric 25–74%, psychiatric and neurological each 25–74%, and physical and acquired brain injury each 25–74%).

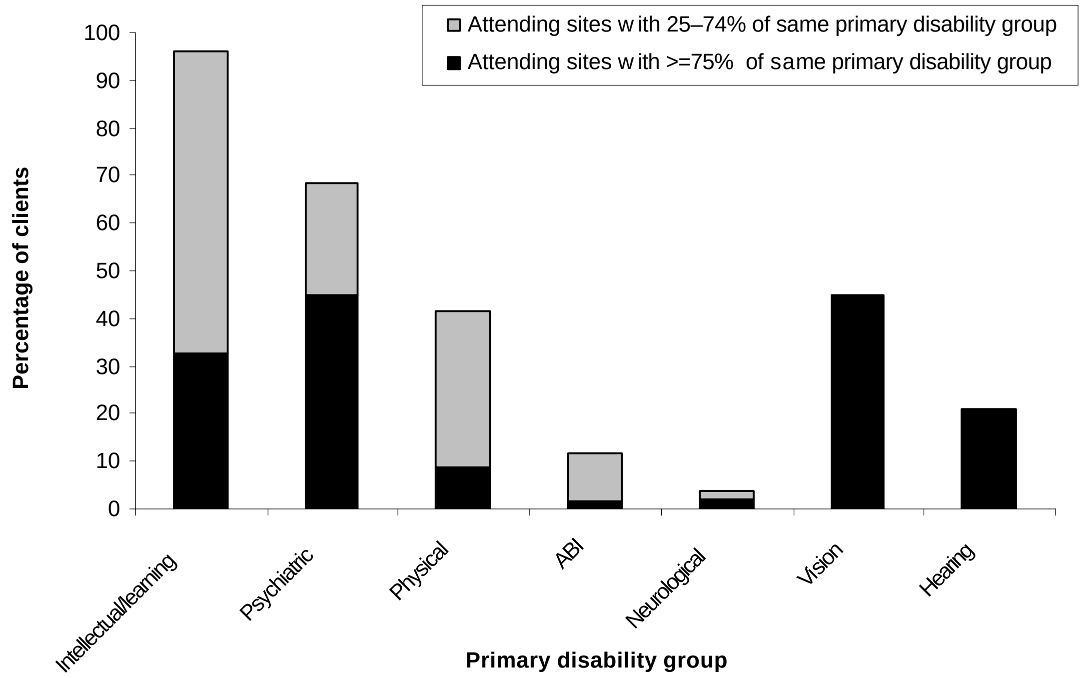
A substantial minority (45%) of clients with the primary disability group vision were receiving services from an outlet that had 75% or more of their clients with this disability group (Figure 2.1). This was also the case for clients with the primary disability group psychiatric (45% attended an outlet where 75% or more of the clients had a psychiatric disability), and clients with the primary disability group intellectual/learning (33% attended an outlet where 75% or more of the clients had the primary disability group intellectual/learning).

A further 64% of clients with an intellectual/learning disability as their primary disability attended an outlet where 25–74% of clients had this disability group. This means that almost all (97%) clients with an intellectual/learning disability attended an outlet where at least a quarter of the clients had this disability group (Figure 2.1). An additional 24% of clients with primary disability group psychiatric attended outlets where 25–74% of clients had this disability group. Clients with a physical disability also had a relatively high likelihood of attending outlets where 25–74% of clients had the same primary disability (33%). Clients with other disability groups tended to be receiving services at outlets catering for a wider mixture of disability groups.

Table 2.5: Outlets grouped by client primary disability group: numbers of outlets and clients, 1997–98

Type of outlet—grouping according to clients' disability group	No. of outlets[(a)]	Total clients	Mean clients per outlet	Intellectual/ learning		Psychiatric		Physical		Acquired brain injury		Neuro-logical		Vision		Hearing		Speech		Deafblind	
				No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Predominant disability group (≥ 75%)																					
Intellectual/learning ≥ 75%	77	4,847	62.9	4,368	32.6	83	1.2	150	3.3	84	7.6	84	7.2	27	1.8	47	3.6	1	1.0	3	5.6
Psychiatric ≥ 75%	32	3,316	103.6	47	0.4	3,231	45.1	15	0.3	16	1.4	7	0.6	—	—	—	—	—	—	—	—
Physical ≥ 75%	7	438	62.6	8	0.1	—	—	408	8.9	3	0.3	13	1.1	4	0.3	2	0.2	—	—	—	—
ABI ≥ 75%	1	21	21.0	1	—	—	—	2	—	18	1.6	—	—	—	—	—	—	—	—	—	—
Neurological ≥ 75%	1	25	25.0	—	—	—	—	—	—	—	—	25	2.1	—	—	—	—	—	—	—	—
Vision ≥ 75%	6	699	116.5	6	—	—	—	2	—	—	—	1	0.1	683	45.1	—	—	7	7.1	—	—
Hearing ≥ 75%	7	293	41.9	2	—	—	—	—	—	1	0.1	1	0.1	1	0.1	272	21.0	14	14.3	2	3.7
Deafblind ≥ 75%	1	13	13.0	—	—	—	—	—	—	—	—	—	—	1	0.1	1	0.1	—	—	11	20.4
Subtotal	*132*	*9,652*	*73.1*	*4,432*	*33.0*	*3,314*	*46.2*	*577*	*12.6*	*122*	*11.0*	*131*	*11.3*	*716*	*47.3*	*322*	*24.8*	*22*	*22.4*	*16*	*29.6*
Substantial proportion of disability group (25–74%), not intellectual/learning[(a)]																					
Psychiatric 25–74%	31	4,018	129.6	1,179	8.8	1,683	23.5	585	12.8	124	11.2	161	13.8	110	7.3	157	12.1	16	16.3	3	5.6
Physical 25–74%	50	4,264	85.3	1,296	9.7	600	8.4	1,506	32.9	181	16.4	221	19.0	212	14.0	213	16.4	22	22.4	13	24.1
ABI 25–74%	5	323	64.6	160	1.2	15	0.2	16	0.3	113	10.2	10	0.9	2	0.1	6	0.5	1	1.0	—	—
Hearing 25–74%	3	12	4.0	5	—	—	—	—	—	—	—	7	0.6	—	—	—	—	—	—	—	—
Psychiatric and physical each 25–74%	2	113	56.5	20	0.1	12	0.2	9	0.2	3	0.3	3	0.3	3	0.2	61	4.7	—	—	2	3.7
Psychiatric and neurological each 25–74%	3	498	166.0	85	0.6	190	2.6	137	3.0	8	0.7	21	1.8	29	1.9	27	2.1	1	1.0	—	—
Physical and acquired brain injury each 25–74%	1	117	117.0	10	0.1	2	—	44	1.0	59	5.3	2	0.2	—	—	—	—	—	—	—	—
Subtotal	*95*	*9,345*	*98.4*	*2,755*	*20.5*	*2,502*	*34.9*	*2,297*	*50.2*	*488*	*44.1*	*425*	*36.5*	*356*	*23.5*	*464*	*35.7*	*40*	*40.8*	*18*	*33.3*
Other																					
Intellectual/learning 50–74%	74	8,160	110.3	4,895	36.5	823	11.5	1,106	24.2	299	27.0	372	32.0	285	18.8	344	26.5	26	26.5	10	18.5
Intellectual/learning < 50%	33	3,233	98.0	1,334	9.9	531	7.4	592	12.9	197	17.8	235	20.2	156	10.3	168	12.9	10	10.2	10	18.5
Total	**334**	**30,390**	**91.0**	**13,416**	**100.0**	**7,170**	**100.0**	**4,572**	**100.0**	**1,106**	**100.0**	**1,163**	**100.0**	**1,513**	**100.0**	**1,298**	**100.0**	**98**	**100.0**	**54**	**100.0**

(a) 63.7% of clients (8,541) with an intellectual/learning disability were supported by outlets that had 25–74% of clients with an intellectual/learning disability.



Source: Table 2.5.

Figure 2.1: Percentage of clients attending outlets with 25% or more of client's disability group, 1997–98