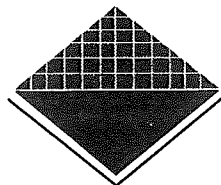


# DATA BRIEFING FOR OPEN EMPLOYMENT SERVICES

National Information Management System (NIMS) for open employment services for people with a disability

The national information management system for employment placement services for people with a disability was initiated by service providers and has been developed by them in association with the Department of Health and Family Services and the Australian Institute of Health and Welfare.

COMMONWEALTH  
DEPARTMENT OF  
HEALTH AND  
FAMILY SERVICES



AUSTRALIAN INSTITUTE OF  
HEALTH & WELFARE

This data feedback is designed to provide open employment agencies, Government organisations and other interested people with information on the data received at the Institute, for the first, second, third and fourth quarters 1995. Our emphasis in this issue is to provide summary data on a national level.

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NIMS Data Manager  
AIHW  
July 1996

## Highlights

### 1. Agencies

Data for 228 agency sites were included in the central database by the end of February 1996.

There were approximately 1,593 equivalent full-time staff.  
(For additional information see page 2)

### 2. Consumers

There were 21,836 consumers of open employment services included in the central database. Of the 18,527 who received support over the four quarters, 1995:

- 64% were male, 36% were female.
- approximately half were aged 15-24 and a third aged 30-44.
- the majority of disabilities are intellectual/learning (55%).

(For additional information see page 3)

### 3. Consumer jobs

There were 13,563 consumer jobs in the central database, 12,903 receiving support during the four quarters 1995, and 11,897 receiving support (excluding work experience).

The most common features of jobs were:

- the employer was in the manufacturing or retail industry;
- the employed people worked as labourers/general workers, on a permanent regular basis.

Average weekly wage was \$206.81, or \$8.25 per hour.

(For additional information see page 14)

### 4. Consumer support

A total of 1,109,195 hours were spent on support over the full year (with a further 611,653 spent on tasks such as travel, administration and general job search).

The average amount of support given over the 12 month per:

- male was 61 hours.
- female was 59 hours.

(For additional information see page 22)

### 5. Missing data

The overall number of missing values was relatively low. For some data items the response categories 'Other' and 'Not known' were quite often used.

(For additional information see page 24)

## Agencies

NIMS is presently installed in 244 sites (including some agencies using more than one system because they operate from different sites and several agencies using one system to record data from multiple sites). Of these agencies, it was expected that all would be able to provide data for the fourth quarter 1995 to AIHW for inclusion in the central database.

When agencies send data to the Institute, the data are uploaded onto the central data base and checked to ensure they are correct and sufficiently complete to be useable. In order to be able to provide feedback to agencies, data on the first, second, third and fourth quarters of the collection were 'frozen' at the end of February 1996, to include only those data which had been sent, uploaded and 'cleaned' at that time. At that time data from 16 sites had either not yet been received or uploaded, and therefore data relating to only 228 (93% of the 244 systems) are included in the following tables.

**Table 1: Number of sites by State and Territory**

State	Total	Total %
NSW	71	31.1
Vic	56	24.6
Qld	54	23.7
WA	28	12.3
SA	7	3.1
Tas	4	1.8
ACT	5	2.2
NT	3	1.3
<b>Total</b>	<b>228</b>	<b>100.0</b>

A total of 1,593 equivalent full-time staff (EFT) were employed by open employment agencies, with an average of 5.3 paid support staff, 1.4 paid administration staff and 0.4 unpaid staff.

**Table 2: Number of equivalent full-time (EFT) staff**

	Support staff (paid)	Administration staff (paid)	Support staff (unpaid)	Administration staff (unpaid)	Total
Range (per agency)	0.1-47	0.1-10	0-8	0-12	
<b>Total</b>	<b>1,187.7</b>	<b>306.9</b>	<b>28.1</b>	<b>70.5</b>	<b>1,593.2</b>
<i>Average (per agency)</i>	<i>5.3</i>	<i>1.4</i>	<i>0.1</i>	<i>0.3</i>	

*Notes:* Some agencies may have entered the number of staff members or staff hours instead of equivalent full-time staff numbers.  
Three agencies that recorded more than 50 paid support staff were excluded from the table.

## Consumers

At the end of the fourth quarter 1995 a total of 21,836 consumers were included in the NIMS central database.

The analyses used throughout this briefing are based on the 18,527 clients who received at least one episode of client support during the first, second, third or fourth quarter (ie. from 01/01/95 to 31/12/95). The 3,309 clients who have not received any support during this period have been excluded.

Information about consumers not entered into the NIMS system is obtained from each agency at the end of the quarter. There are at least 684 consumers that have not been entered into NIMS for the fourth quarter (ie. 366 applicants, 132 job seekers, 125 workers, and 61 independent workers).

The profile of consumers, by age and sex, is almost identical regardless of whether it includes all 21,836 consumers on the database (Table 3a) or is restricted to those 18,527 having received support during the first four quarters of 1995 (Table 3b).

**Table 3a: Total number of consumers in database by sex and age**

Age:	<15		15-19		20-24		25-29		30-44		45-59		60-64	65+	NS	Total	
	no.	%	no.	%	no.	%	no.	%	no.	%	no.	%				no.	%
Female	—	1,322	16.8	2,279	29.0	1,367	17.4	2,217	28.2	651	8.3	12	17 <sup>a</sup>	2	7,867	36.0	
Male	1	2,408	17.2	3,468	24.8	2,509	18.0	4,278	30.6	1,210	8.7	36	55 <sup>b</sup>	4	13,969	64.0	
<b>Total</b>	<b>1</b>	<b>3,730</b>	<b>17.1</b>	<b>5,747</b>	<b>26.3</b>	<b>3,876</b>	<b>17.8</b>	<b>6,495</b>	<b>29.7</b>	<b>1,861</b>	<b>8.5</b>	<b>48</b>	<b>72</b>	<b>6</b>	<b>21,836</b>	<b>100.0</b>	

Notes: NS means not specified.

Some agencies have been using the system as a database for clients funded from sources other than the Disability Services Program and where these clients can be identified they are not included in the central database. Agencies have been requested to identify Disability Services Program consumers by means of an identifier (ie. DISCUS number). However, some agencies have entered DISCUS numbers incorrectly and consumers have therefore not been allocated accurately to funding programs.

a. 15 consumers had ages > 77 years, indicating date of birth had been entered incorrectly.

b. 44 consumers had ages > 84 years, indicating date of birth had been entered incorrectly.

Of the 18,527 consumers receiving open employment services 64% were male and 36% female. The age distribution was similar for both males and females. Almost half (43.6%) of consumers were aged 15-24 years and almost a third (29.7%) aged 30-44 years.

**Table 3b: Number of consumers receiving support by sex and age**

Age:	<15		15-19		20-24		25-29		30-44		45-59		60-64	65+	NS	Total	
	no.	%	no.	%	no.	%	no.	%	no.	%	no.	%				no.	%
Female	—	1,157	17.3	1,902	28.4	1,156	17.3	1,904	28.5	545	8.1	11	14 <sup>a</sup>	1	6,690	36.1	
Male	1	2,090	17.7	2,930	24.8	2,133	18.0	3,597	30.4	1,020	8.6	25	38 <sup>b</sup>	3	11,837	63.9	
<b>Total</b>	<b>1</b>	<b>3,247</b>	<b>17.5</b>	<b>4,832</b>	<b>26.1</b>	<b>3,289</b>	<b>17.8</b>	<b>5,501</b>	<b>29.7</b>	<b>1,565</b>	<b>8.4</b>	<b>36</b>	<b>52</b>	<b>4</b>	<b>18,527</b>	<b>100.0</b>	

Note: NS means not specified.

a. 12 consumers had ages > 77 years, indicating date of birth had been entered incorrectly.

b. 30 consumers had ages > 84 years, indicating date of birth had been entered incorrectly.

A total of almost 89% (16,475) of consumers were born in Australia, with 2.9% (546) born in another country classified as English speaking, with 864 (5%) from countries classified as non-English speaking by the Australian Bureau of Statistics, and 637 (3%) recorded as 'Not known'.

**Table 4: Number of consumers receiving support by country of birth**

Country of birth	Total	Total %
Australia	16,475	88.9
Other English speaking	546	2.9
Other non English speaking	864	4.7
Not known	637	3.4
NS	5	—
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

*Note:* NS means not specified.

Of the consumers having received support, 360 (2%) were of Aboriginal, Torres Strait Islander or South Sea Islander origin.

**Table 5: Number of consumers receiving support by origin**

Origin	Total	Total %
Aboriginal	306	1.7
Torres Strait Islander	10	0.1
South Sea Islander	44	0.2
Not Aboriginal, TS Islander, SS Islander	16,785	90.6
Not known	1,378	7.4
NS	4	—
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

*Notes:* NS means not specified.

TS Islander means Torres Strait Islander.

SS Islander means South Sea Islander.

The most common preferred languages were: English, sign language, and Italian languages. Overwhelmingly the preferred language of people attending open employment services was English (17,124 or 92%).

**Table 6: Number of consumers receiving support by most common preferred languages**

Language	Total	Total %
English	17,124	92.4
Australian Aboriginal	67	0.4
Italian	117	0.6
Greek	95	0.5
Southwest Asian / North African Arabic (including Lebanese)	56	0.3
Vietnamese	61	0.3
Cantonese	41	0.2
Sign language	216	1.2
Not known	112	0.6
Other	634	3.4
NS	4	—
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

Notes: NS means not specified.

The number of consumers recording their preferred language as Australian Aboriginal is less than the number of consumers of Aboriginal origin in Table 5.

Most open employment service users lived with family (12,376 or 67%). The next most common living arrangement was living alone (3,321 or 18%).

**Table 7: Number of consumers receiving support by living arrangements / housing type**

Accommodation Type	Total	Total %
Hospital	13	0.1
Lives alone	3,321	17.9
Lives with family	12,376	66.8
No usual residence	61	0.3
Not known	1,101	5.9
Nursing home	24	0.1
Other community	711	3.8
Other institution	46	0.2
Special purpose accommodation	868	4.7
NS	6	—
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

Note: NS means not specified.

Most primary disabilities for people attending open employment services were identified as intellectual/learning (55%). Males, comprising 64% of all consumers, predominated in all disability types, most markedly in acquired brain injury where they comprised 79% of consumers.

**Table 8: Number of consumers receiving support by primary disability type and sex**

	Female		Male		Total	
	no.	%	no.	%	no.	%
Acquired brain injury	140	21.5	512	78.5	652	3.5
Deaf and blind	7	35.0	13	65.0	20	0.1
Hearing	298	44.5	371	55.5	669	3.6
Intellectual / learning	3,794	37.3	6,370	62.7	10,164	54.9
Neurological	185	29.8	435	70.2	620	3.3
Physical	827	37.1	1,405	62.9	2,232	12.0
Psychiatric	1,079	33.4	2,154	66.6	3,233	17.5
Speech	19	30.2	44	69.8	63	0.3
Vision	337	39.1	525	60.9	862	4.7
Other	3	60.0	2	40.0	5	—
NS	1	14.3	6	85.7	7	—
<b>Total</b>	<b>6,690</b>	<b>36.1</b>	<b>11,837</b>	<b>63.9</b>	<b>18,527</b>	<b>100.0</b>

Note: NS means not specified.

The large majority of consumers had a primary disability that was not episodic (83%). The primary disability type most likely to be episodic in nature was psychiatric (2,422 of 3,233 or 75%). Apart from the disability type 'neurological', all other primary disability types tended not to be episodic (with fewer than 15% being episodic).

**Table 9: Number of consumers receiving support by primary disability and nature of disability**

	Episodic		Not episodic		NS		Total
	no.	%	no.	%	no.	%	
Acquired brain injury	51	7.8	601	92.2	—	—	652
Deaf and blind	1	5.0	19	95.0	—	—	20
Hearing	11	1.6	658	98.4	—	—	669
Intellectual / learning	228	2.2	9,936	97.8	—	—	10,164
Neurological	284	45.8	336	54.2	—	—	620
Physical	202	9.1	2,030	90.9	—	—	2,232
Psychiatric	2,422	74.9	811	25.1	—	—	3,233
Speech	9	14.3	54	85.7	—	—	63
Vision	13	1.5	849	98.5	—	—	862
Other	—	—	5	100.0	—	—	5
NS	—	—	3	42.9	4	57.1	7
<b>Total</b>	<b>3,221</b>	<b>17.4</b>	<b>15,302</b>	<b>82.6</b>	<b>4</b>	<b>—</b>	<b>18,527</b>

Note: NS means not specified.

A total of 2,663 (22% of 11,837) males and 1,353 females (20% of 6,690) had at least one other disability as well as the primary disability, with acquired brain injury and neurological primary disabilities most likely to be one of multiple disabilities. Consumers with the primary disability types vision, psychiatric, or intellectual/learning were least likely to have other significant disabilities.

**Table 10: Number of consumers receiving support by primary disability type, by presence or absence of other disability and by sex**

Primary disability type	Females			Males			Total
	Presence	Absence	NS	Presence	Absence	NS	
Acquired brain injury	65	72	3	219	283	10	652
Deaf and blind	3	4	—	4	9	—	20
Hearing	84	213	1	127	243	1	669
Intellectual / learning	737	2,996	61	1,309	4,985	76	10,164
Neurological	78	107	—	201	234	—	620
Physical	211	604	12	355	1,026	24	2,232
Psychiatric	132	931	16	339	1,795	20	3,233
Speech	8	11	—	18	26	—	63
Vision	35	302	—	91	433	1	862
Other	—	—	3	—	—	2	5
NS	—	—	1	—	2	4	7
<b>Total</b>	<b>1,353</b>	<b>5,240</b>	<b>97</b>	<b>2,663</b>	<b>9,036</b>	<b>138</b>	<b>18,527</b>

Note: NS means not specified.

Most consumers of open employment services required none or only occasional care in the areas of self care, mobility and/or verbal communication. People with a psychiatric disability were most likely to require no assistance, and consumers with a vision or hearing disability most likely to require occasional support.

**Table 11: Number of consumers receiving support by primary disability type and level of support<sup>a</sup>**

	None	Occasional	Frequent	Continual	NS	Total
Acquired brain injury	249	182	155	65	—	652
Deaf and blind	6	4	3	7	—	20
Hearing	202	264	139	64	—	669
Intellectual / learning	3,783	2,942	2,289	1,147	3	10,164
Neurological	231	217	107	65	—	620
Physical	740	809	465	218	—	2,232
Psychiatric	1,551	760	669	252	1	3,233
Speech	17	24	15	7	—	63
Vision	180	504	119	59	—	862
Other	5	—	—	—	—	5
NS	1	3	—	—	3	7
<b>Total</b>	<b>6,965</b>	<b>5,709</b>	<b>3,961</b>	<b>1,884</b>	<b>7</b>	<b>18,527</b>
<i>Total %</i>	<i>37.6</i>	<i>30.8</i>	<i>21.4</i>	<i>10.2</i>	—	<i>100.0</i>

Notes: NS means not specified.

a. Level of support refers to frequency of support required in the areas of self care, mobility and/or verbal communication and does not refer to on the job support.



The NIMS system is based on a model where each consumer is in a phase of service receipt. There are five phases: applicant (consumer's name has been placed on the agency waiting list), job seeker (consumer is receiving support to prepare them for employment), worker (consumer working in an open or supported job receiving support from the agency), independent worker (consumer working in a job but not receiving support to maintain the job), and inactive client (consumer in the system but presently not receiving any support and consumer record has been put on hold).

The majority of consumers attending open employment services at the end of the fourth quarter were either in the job seeker phase (7,561 or 41%) or the worker phase (6,123 or 33%).

**Table 12: Number of consumers receiving support by phase<sup>a</sup> and level of support<sup>b</sup>**

	None	Occasional	Frequent	Continual	NS	Total	Total %
Applicant	690	505	328	206	—	1,729	9.3
Job seeker	2,744	2,274	1,720	822	—	7,561	40.8
Worker	1,991	2,094	1,383	655	—	6,123	33.0
Independent worker	335	191	71	30	—	627	3.4
Inactive	1,205	645	459	171	1	2,481	13.4
NS	—	—	—	—	6	6	—
<b>Total</b>	<b>6,965</b>	<b>5,709</b>	<b>3,961</b>	<b>1,884</b>	<b>7</b>	<b>18,527</b>	
<i>Total %</i>	<i>37.6</i>	<i>30.8</i>	<i>21.4</i>	<i>10.2</i>	<i>—</i>		<i>100.0</i>

Notes: NS means not specified.

a. The phase recorded for a client at the end of quarter 4, 1995.

b. Level of support refers to frequency of support required in the areas of self care, mobility and/or verbal communication and does not refer to on the job support.

The Disability Reform Package, introduced in 1991, was designed amongst other things to increase employment opportunities for people with a disability. Disability Panels were set up nationally to assess and refer people with a disability to appropriate rehabilitation, training, education, labour market or job search services, and to co-ordinate delivery of services.

Access to a Disability Reform Package program is achieved in one of two ways. A panel can invite a Department of Social Security income support recipient with a disability to meet the panel who will formulate the plan with them and then refer the person to a service. This is a referral. Alternatively, a person may be referred by a third party or may refer themselves, to a service. The service would then develop the activity plan and send it to the panel for approval and endorsement.

Approximately 60% (11,089 of 18,527) of consumers had been through the Disability Panel process. Of the consumers, 1,972 (11%) were referred by the panel and 9,117 (49%) endorsed. There were 7,332 (40%) people who were neither referred nor endorsed by a Disability Panel.

**Table 13: Number of consumers receiving support by Disability Panel status**

Panel activity	Total	Total %
Referred	1,972	10.6
Endorsed	9,117	49.2
Rejected	99	0.5
Neither referred or endorsed	7,332	39.6
NS	7	—
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

Note: NS means not specified.

The majority of consumers were receiving competitive employment, training and placement (CETP) services (67%). A CETP service specialises in job placements which assist people with a disability to obtain and retain paid employment in the open labour market, generally with full award wages and conditions. Most CETP services find regular jobs for their consumers and then provide an initial period of intensive on-the-job training followed by a lower level of maintenance support. A standard CETP rate of funding generally applies to such services.

Approximately 25% of consumers were receiving individual supported job (ISJ) services. The ISJ model of service operates in a similar way to a CETP service, however, it generally supports people with higher support needs who would not be able to compete in open employment for full award or productivity-based wages without ongoing support. The funding rate for an ISJ service is generally higher than that for a CETP service to reflect that ISJ services generally cater for people with ongoing and significant support requirements.

**Table 14: Number of consumers receiving support by primary disability type and funding type**

	CETP	ISJ	Other	Supported		Total
				wage system	NS	
Acquired brain injury	392	209	33	10	7	652
Deaf and blind	13	6	—	1	—	20
Hearing	566	62	31	4	6	669
Intellectual / learning	6,600	2,725	608	184	44	10,164
Neurological	429	105	75	8	3	620
Physical	1,550	431	217	17	15	2,232
Psychiatric	2,040	997	155	11	24	3,233
Speech	49	10	2	2	—	63
Vision	747	66	43	2	4	862
Other	4	1	—	—	—	5
NS	4	—	—	—	3	7
<b>Total</b>	<b>12,394</b>	<b>4,612</b>	<b>1,164</b>	<b>239</b>	<b>106</b>	<b>18,527</b>
<i>Total %</i>	<i>66.9</i>	<i>24.9</i>	<i>6.3</i>	<i>1.3</i>	<i>0.6</i>	<i>100.0</i>

Note: NS means not specified.

Sources of referral to open employment agencies are varied, the most common being self (3,303 or 18%), secondary school (1,737 or 9%), DRP panel (1,563 or 8%), DEET programs (1,536 or 8%) and sheltered employment service (1,477 or 8%).

**Table 15: Number of consumers receiving support by referral source**

Referral source	Total	Total %
Self	3,303	17.8
Family member	917	4.9
<b>Education system</b>		
Secondary school system	1,737	9.4
TAFE college	666	3.6
University	4	—
<b>DEET programs</b>	1,536	8.3
<b>Health and Family Services</b>		
CETP or ISJ Service	501	2.7
Commonwealth Rehabilitation Service	1,363	7.4
Jobnet	108	0.6
Partnership with industry project	3	—
Post school options	583	3.1
Supported employment service	421	2.3
Special Employment Placement Officer	100	0.5
Sheltered Employment service	1,477	8.0
Supported wage system placement	16	0.1
Employment skills development program	81	0.4
<b>Other</b>		
Another branch of same agency	482	2.6
Advocate / advocacy service	169	0.9
Community service network	1,058	5.7
Disability Panel (DRP)	1,563	8.4
Employer	122	0.7
Hospital	49	0.3
Medical / health centre	251	1.4
Other Commonwealth Government	124	0.7
Other	1,448	7.8
Occupational Therapist (not CRS)	49	0.3
Rehabilitation counsellor (not CRS)	203	1.1
State Government	166	0.9
NS	27	0.1
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

Notes: NS means not specified.

DRP numbers are smaller than the referrals in the Disability Panel Status, Table 13. This may be explained by lack of historical data being kept by agencies, initial data entry incorrect or misunderstanding of the data dictionary.

The majority of Competitive Employment Training Placement (CETP) consumers (9,330 or 75%) required no or only occasional support, in the areas of self care, mobility and/or communication. Approximately half (2,406 or 52%) of the Individual Supported Job (ISJ) consumers required no or only occasional support in the areas of self care, mobility and/or communication.

**Table 16: Number of consumers receiving support by funding type and level of support<sup>a</sup>**

	CETP	ISJ	Other	Supported		Total	Total %
				wage system	NS		
Not at all	5,332	1,282	317	31	3	6,965	37.6
Occasionally	3,998	1,124	433	95	55	5,709	30.8
Frequently	2,191	1,446	224	57	39	3,961	21.4
Continually	872	760	190	56	3	1,884	10.2
NS	1	—	—	—	7	8	—
<b>Total</b>	<b>12,394</b>	<b>4,612</b>	<b>1,164</b>	<b>239</b>	<b>106</b>	<b>18,527</b>	
<b>Total %</b>	<b>66.9</b>	<b>24.9</b>	<b>6.3</b>	<b>1.3</b>	<b>0.6</b>		<b>100.0</b>

Notes: NS means not specified.

a. Level of support refers to frequency of support required in the areas of self care, mobility and/or verbal communication and does not refer to on the job support.

The profile of consumers (regardless of whether it includes all 21,836 consumers or is restricted to those 18,527 having received support during 1995), phase by sex, indicates that the distribution of phase was generally similar for both males and females. Females are slightly more likely to be job seekers than males and males are slightly more likely to be workers than females.

**Table 17a: Total number of consumers in database by phase<sup>a</sup> and sex**

	Female		Male		Total	
	no.	%	no.	%	no.	%
Applicant	841	10.7	1,508	10.8	2,349	10.8
Job seeker	3,144	40.0	5,175	37.0	8,319	38.1
Worker	2,202	28.0	4,252	30.4	6,454	29.6
Independent worker	304	3.9	610	4.4	914	4.2
Inactive	1,374	17.5	2,414	17.3	3,788	17.3
NS	2	—	10	0.1	12	0.1
<b>Total</b>	<b>7,867</b>	<b>100.0</b>	<b>13,969</b>	<b>100.0</b>	<b>21,836</b>	<b>100.0</b>

Notes: NS means not specified.

a. The phase recorded for a client at the end of quarter 4, 1995. For an explanation of phase see page 9.

The difference between the number of consumers in the database (Table 17a) and the number who had received support during 1995, is a total of 3,309 consumers for whom no support was recorded for 1995. Of the consumers who had received at least one episode of support during 1995, approximately 36% (or 6,750) of consumers were in work (as workers or independent workers) at the end of the fourth quarter, and approximately 41% (or 7,561) were seeking work (see Table 17b).

**Table 17b: Number of consumers receiving support by phase<sup>a</sup> and sex**

	Female		Male		Total	
	no.	%	no.	%	no.	%
Applicant	629	9.4	1,100	9.3	1,729	9.3
Job seeker	2,855	42.7	4,706	39.8	7,561	40.8
Worker	2,096	31.3	4,027	34.0	6,123	33.0
Independent worker	207	3.1	420	3.5	627	3.4
Inactive	902	13.5	1,579	13.3	2,481	13.4
NS	1	—	5	—	6	—
<b>Total</b>	<b>6,690</b>	<b>100.0</b>	<b>11,837</b>	<b>100.0</b>	<b>18,527</b>	<b>100.0</b>

Notes: NS means not specified.

a. The phase recorded for a client at the end of quarter 4, 1995. For an explanation of phase see page 9.

## Summary

In so far as it is valid to describe a 'typical consumer attending a CETP/ISJ service', this person would be:

- male (64% of all consumers)
- aged between 15 and 24 (approximately 44%)
- born in Australia (not of Aboriginal, Torres Strait Island or South Sea Island origin)
- living with family (67%)
- in the job seeker phase (41%)
- has a primary disability in the category 'Intellectual/learning' without a significant other disability
- in the areas of self care, mobility and/or verbal communication require no support or only occasional support
- more likely to be self referred to an Open Employment service and receiving CETP funding.

## Consumer jobs

At the end of the fourth quarter 1995 a total of 13,563 jobs were included in the NIMS central database. A total of 12,903 consumer jobs required at least one episode of support during the first, second, third or fourth quarters, in the year 1995 (1,006 of these were work experience trials). Of the total 11,897 jobs 7,793 were current at 31/12/95 (214 of these jobs had apparently ended outside the first four quarters) and 4,104 had ended during the first, second, third or fourth quarter. The job numbers were not able to be examined because a large number of agencies had entered these incorrectly.

**Note: The 1,006 jobs that had recorded their wage level as 'work experience' are shown in Table 18 only. Other tables in this section examine the 11,897 jobs (excluding work experience) that were current at the end of quarter 4 and required support during quarter 1, 2, 3 or 4, 1995.**

The 11,897 jobs during the four quarters were most likely to be in manufacturing (1,891 or 16%) or retail trade (1,564 or 13%).

**Table 18: Number of jobs by industry of employer**

Industry	All jobs <sup>a</sup>		Jobs receiving support <sup>b</sup>		Jobs receiving support, excluding work experience <sup>c</sup>	
	Total	Total %	Total	Total %	Total	Total %
Agriculture / forestry / fishing	804	5.9	784	6.1	726	6.1
Clothing / textiles / footwear	207	1.5	193	1.5	178	1.5
Communication services	228	1.7	220	1.7	207	1.7
Construction	225	1.7	203	1.6	194	1.6
Cultural / recreation services	290	2.1	275	2.1	245	2.1
Education	401	3.0	384	3.0	335	2.8
Electricity / gas / water	50	0.4	48	0.4	44	0.4
Fast food	663	4.9	644	5.0	603	5.1
Finance / insurance	110	0.8	104	0.8	97	0.8
Government / defence	667	4.9	635	4.9	602	5.1
Health / community services	1,213	8.9	1,154	8.9	1,037	8.7
Hospitality	1,107	8.2	1,065	8.3	985	8.3
Manufacturing	2,159	15.9	2,010	15.6	1,891	15.9
Mining	33	0.2	30	0.2	25	0.2
Other	1,411	10.4	1,343	10.4	1,246	10.5
Personal and other services	816	6.0	773	6.0	719	6.0
Property / business services	492	3.6	474	3.7	454	3.8
Retail trade	1,848	13.6	1,766	13.7	1,564	13.1
Transport / storage	296	2.2	280	2.2	253	2.1
Wholesale trade	482	3.6	457	3.5	431	3.6
NS	61	0.4	61	0.5	61	0.5
<b>Total</b>	<b>13,563</b>	<b>100.0</b>	<b>12,903</b>	<b>100.0</b>	<b>11,897</b>	<b>100.0</b>

Notes: NS means not specified.

a. All jobs in database.

b. All jobs in database requiring support during quarter 1, quarter 2, quarter 3 or quarter 4 1995.

c. Jobs in database requiring support during quarter 1, quarter 2, quarter 3 or quarter 4 1995 excluding work experience jobs.

For those in jobs the most common occupations were labourers/workers (65%), followed by clerks (12%) and sales/personal service staff (11%).

The disability types most likely to be employed as labourers/workers were: intellectual/learning (5,252 of 7,028 or 75%) and acquired brain injury (251 of 394 or 64%).

**Table 19: Number of jobs (excluding work experience) by primary disability type and occupation of consumer**

Primary disability	Machine		Para- Professionals	Managers	Professionals	Professionals	Sales/ Personal Service Staff	Trade Persons	NS	Total	Total %
	Clerks	Labourers / Workers									
Acquired brain injury	44	251	11	1	5	2	43	31	6	394	3.3
Deaf and blind	3	3	—	—	—	1	1	—	—	8	0.1
Hearing	80	293	12	1	8	10	39	56	—	499	4.2
Intellectual / learning	433	5,252	78	2	28	12	672	457	94	7,028	59.1
Neurological	48	207	9	3	3	5	57	19	—	351	3.0
Physical	369	475	35	13	43	56	193	71	15	1,270	10.7
Psychiatric	268	1,042	43	6	51	67	202	128	10	1,817	15.3
Speech	13	34	—	2	2	2	3	4	—	60	0.5
Vision	195	112	4	4	24	27	80	21	—	467	3.9
Other	—	1	—	—	—	—	—	—	1	2	—
NS	—	1	—	—	—	—	—	—	—	1	—
<b>Total</b>	<b>1,453</b>	<b>7,671</b>	<b>192</b>	<b>32</b>	<b>164</b>	<b>182</b>	<b>1,290</b>	<b>787</b>	<b>126</b>	<b>11,897</b>	
<i>Total %</i>	<i>12.2</i>	<i>64.5</i>	<i>1.6</i>	<i>0.3</i>	<i>1.4</i>	<i>1.5</i>	<i>10.8</i>	<i>6.6</i>	<i>1.1</i>		<i>100.0</i>

Note: NS means not specified.

The majority of jobs (64%) were on a permanent regular basis.

**Table 20: Number of jobs (excluding work experience) by employment basis**

Employment basis	Total	Total %
Permanent - irregular	1,300	10.9
Permanent - regular	7,613	64.0
Permanent - seasonal	167	1.4
Temporary - irregular	957	8.0
Temporary - regular	1,582	13.3
Temporary - seasonal	278	2.3
<b>Total</b>	<b>11,897</b>	<b>100.0</b>

## Wages

Wages were recorded for the 11,897 jobs (excluding those with wage level recorded as 'Work experience') that had received support during quarters 1-4, 1995. These ranged from \$1-\$999 per week. The total weekly salary paid across all jobs was \$2,460,388 (\$2,448,090 excluding jobs that had recorded a wage between \$1 and \$20). The average weekly wage was \$206.81 (\$231.50 excluding jobs that had recorded a wage between \$1 and \$20) and the average hourly wage was \$8.25 (ie. total salary divided by total hours worked). The most frequent wage range was \$50 and under, and an even distribution between \$51-\$400. Just over 50% of the weekly wages were less than or equal to \$200 per week, perhaps related to the hours being worked, 49% of consumers worked for less than 25 hours per week (see Table 23).

**Table 21: Number of jobs (excluding work experience) by weekly wages**

	Total	Total %
<50 <sup>a</sup>	2,351	19.8
51-100	1,180	9.9
101-150	1,192	10.0
151-200	1,435	12.1
201-250	1,234	10.4
251-300	1,089	9.2
301-350	1,290	10.8
351-400	1,205	10.1
401-450	524	4.4
451-500	224	1.9
>500	171	1.4
<b>Total</b>	<b>11,897</b>	<b>100.0</b>

Notes: NS means not specified.

a. Two jobs recorded a zero wage, probably an error. 1,320 jobs recorded a wage between \$1 and \$20.

Most consumers employed received award wages (9,511 or 80%), with 2% receiving above award wages.

**Table 22: Number of jobs (excluding work experience) by occupation and wage level**

Occupation type	10%-49%	50%-79%	80%-99%	Award wage	Above award	Not based on award	Total
Clerks	18	49	20	1,219	31	116	1,453
Labourers / workers	292	340	99	6,020	148	772	7,671
Machine operators / drivers	1	3	1	159	1	27	192
Managers	—	—	—	14	3	15	32
Para-professionals	—	1	—	133	6	24	164
Professionals	—	1	1	150	4	26	182
Sales / personal service staff	18	44	10	1,081	20	117	1,290
Trade persons	55	35	12	609	21	55	787
NS	—	—	—	126	—	—	126
<b>Total</b>	<b>394</b>	<b>473</b>	<b>143</b>	<b>9,511</b>	<b>234</b>	<b>1,152</b>	<b>11,897</b>
<b>Total %</b>	<b>3.2</b>	<b>4.0</b>	<b>1.2</b>	<b>79.9</b>	<b>2.0</b>	<b>9.7</b>	<b>100.0</b>

Note: NS means not specified.



## Weekly hours

Hours worked per week for all jobs ranged from 0–90. The total number of hours worked per week across all 11,897 jobs was 298,317 (294,476 excluding jobs involving more than 40 hours per week). The average hours worked per week was approximately 25.07 (24.92 excluding jobs involving more than 40 hours per week).

The most common number of hours worked per week was 35–40 which equates to full-time (4,785 or 40%), followed by 20–24 hours per week or half time (2,155 or 18%). This was true for all primary disability types.

**Table 23: Number of jobs (excluding work experience) by hours worked per week**

Weekly hours	Total	Total %
<5 <sup>a</sup>	918	7.7
5–9	1,014	8.5
10–14	884	7.4
15–19	889	7.5
20–24	2,155	18.1
25–29	583	4.9
30–34	612	5.1
35–39	3,437	28.9
40	1,348	11.3
>40	57	0.5
<b>Total</b>	<b>11,897</b>	<b>100.0</b>

Note: a. One job recorded a zero for hours worked, probably an error.

**Table 24: Number of jobs (excluding work experience) by primary disability type of consumer and hours worked per week**

	Hours										Total
	<5	5–9	10–14	15–19	20–24	25–29	30–34	35–39	40	>40	
Acquired brain injury	32	36	30	30	82	16	20	95	52	1	394
Deaf and blind	—	1	2	—	1	—	—	3	1	—	8
Hearing	23	31	28	19	86	12	22	188	85	5	499
Intellectual / learning	538	568	529	516	1,298	370	371	1,995	817	26	7,028
Neurological	26	36	21	33	64	19	18	98	36	—	351
Physical	80	113	85	101	222	72	69	374	143	11	1,270
Psychiatric	194	210	161	170	326	73	100	394	175	14	1,817
Speech	9	4	5	4	9	4	1	21	3	—	60
Vision	16	15	22	16	65	17	11	269	36	—	467
Other	—	—	1	—	1	—	—	—	—	—	2
NS	—	—	—	—	1	—	—	—	—	—	1
<b>Total</b>	<b>918</b>	<b>1,014</b>	<b>884</b>	<b>889</b>	<b>2,155</b>	<b>583</b>	<b>612</b>	<b>3,437</b>	<b>1,348</b>	<b>57</b>	<b>11,897</b>

Note: NS means not specified.

Among the 4,104 jobs ending during the first, second, third and fourth quarters 1995, the most common reasons for ending the job were: resigned for a reason other than career development, and employment contract completed.

**Table 25: Number of jobs (excluding work experience) by job end reason**

<b>Job end reason</b>	<b>Total</b>	<b>Total %</b>
Dismissed	593	14.5
Employment contract completed	863	21.0
Resigned - career development	450	11.0
Resigned - other	1,283	31.3
Retrenched	605	14.8
Work trial	298	7.3
NS	12	0.3
<b>Total</b>	<b>4,104</b>	<b>100.1</b>

Note: NS means not specified.

### **What is the national information management system for open employment services—NIMS?**

An initiative by open employment service providers, supported by the Department of Health and Family Services, has resulted in the development of a new style of data collection for open employment services funded by the Department. Service providers wished to enhance their own information management systems, to be able to exchange data with each other and to satisfy national statistical reporting requirements. The Department of Health and Family Services supported a feasibility study, and in mid 1994 the Institute was invited to become involved with the implementation of the new National Information Management System (NIMS) for open employment services. After a brief cycle of development, testing and training the system commenced operation on 1 January 1995, with the Institute as Data Manager (Kim Wisener working with Warwick Emanuel and Ros Madden in the Disability Services Unit) and an independent Industry Development Manager (until November 1995 Chris McGowan based in Adelaide) representing service providers in the ongoing use and development of the system. Paul McGlew (until early 1996) and Carolyn Brown of the Department of Health and Family Services are an integral part of the project team.

Agencies have been provided with a computerised system comprising software, standardised definitions and data items relating to consumers (demographic, disabilities, current job, job history, job appraisal, employment plan), agencies (location, number of staff, staff activities), and employers (location, type of industry). It is compulsory for all open employment services to provide data through NIMS and the Department of Health and Family Services follows up agencies experiencing difficulties meeting deadlines. Anonymised data are sent to the Institute on a quarterly basis and uploaded into a central data base. Data analysis is to focus on the service goal of improving employment service outcomes.

Ongoing effort by NIMS agencies and the NIMS team is resulting in 'cleaner' data each quarter. Any reservations about the quality of particular data items are reflected in the description of particular tables in this data briefing.

## Duration of jobs

A total of 11,897 jobs had required support during the four quarters of 1995. The total number of jobs is made up of 7,579 jobs current at 31/12/95, 4,104 jobs that had ended between 31/12/95 and 31/12/95, and 214 jobs that apparently ended outside these four quarters. The duration of jobs were examined for the 7,579 current jobs (see Table 26a and Table 27a) and the 4,104 jobs that had ended during the first four quarters of 1995 (see Table 26b and Table 27b).

Of the jobs current at the end of the fourth quarter 1995, 4,387 or 58% had commenced during 1995. 1,489 or 20% of jobs are of two or more years duration.

**Table 26a: Number of jobs current at 31/12/95 (excluding work experience) by employer industry type and duration of job**

Industry type	Duration <sup>a</sup>								Invalid dates	Total
	0-3 mths	3-6 mths	6-9 mths	9-12 mths	12-18 mths	18-24 mths	24-36 mths	>36 mths		
Agriculture / forestry / fishing	90	65	62	45	28	21	27	31	3	372
Clothing / textiles / footwear	15	25	12	9	14	12	9	10	—	106
Communication services	22	30	28	19	15	12	12	9	—	147
Construction	23	16	18	14	12	6	9	10	—	108
Cultural / recreation services	25	20	30	23	9	11	7	13	2	140
Education	25	26	24	37	32	17	13	37	1	212
Electricity / gas / water	4	8	2	3	4	3	1	3	—	28
Fast food	53	69	55	51	59	44	34	29	3	397
Finance / insurance	9	13	7	9	12	6	4	5	1	66
Government / defence	39	48	41	62	38	35	48	129	4	444
Health / community services	116	121	76	95	98	73	57	81	6	723
Hospitality	118	88	64	66	91	52	51	58	14	602
Manufacturing	212	176	128	139	160	109	122	189	6	1,241
Mining	1	4	3	1	4	—	1	1	1	16
Other	136	170	85	117	104	67	44	54	9	786
Personal and other services	84	87	66	55	48	29	28	21	4	422
Property / business services	52	55	21	51	28	19	23	27	1	277
Retail trade	213	188	106	98	137	82	91	126	7	1,048
Transport / storage	22	25	17	29	23	18	10	14	4	162
Wholesale trade	42	38	28	27	38	23	24	27	1	248
NS	11	8	8	4	3	—	—	—	—	34
<b>Total</b>	<b>1,312</b>	<b>1,280</b>	<b>881</b>	<b>954</b>	<b>957</b>	<b>639</b>	<b>615</b>	<b>874</b>	<b>67</b>	<b>7,579</b>
<i>Total%</i>	<i>17.3</i>	<i>16.9</i>	<i>11.6</i>	<i>12.6</i>	<i>12.6</i>	<i>8.4</i>	<i>8.1</i>	<i>11.5</i>	<i>0.9</i>	<i>100.0</i>

Notes: NS means not specified.

Jobs with greater than 12 months duration rely on retrospective start dates being entered correctly.

Of the jobs that had ended during 1995, 2,808 or 68% had commenced during the year. 356 or 9% of jobs are of two years or more duration.

For all jobs (regardless of whether they were current at 31/12/95 or completed during 1995) the most common industry types were manufacturing and retail trade.

**Table 26b: Number of jobs completed<sup>a</sup> during 1995 (excluding work experience) by employer industry type and duration of job**

Industry type	Duration <sup>b</sup>								Invalid dates	Total
	0-3 mths	3-6 mths	6-9 mths	9-12 mths	12-18 mths	18-24 mths	24-36 mths	>36 mths		
Agriculture / forestry / fishing	40	44	85	120	40	10	8	1	—	348
Clothing / textiles / footwear	5	17	18	11	5	2	2	2	—	62
Communication services	4	12	12	16	7	3	4	—	—	58
Construction	10	9	15	21	12	2	2	—	—	71
Cultural / recreation services	12	7	13	18	28	4	6	9	—	97
Education	16	19	22	31	22	2	5	3	—	120
Electricity / gas / water	2	—	4	7	1	2	—	—	—	16
Fast food	7	30	29	43	52	14	16	9	—	200
Finance / insurance	3	7	4	7	6	1	2	—	—	30
Government / defence	8	15	31	49	21	10	6	8	—	148
Health / community services	17	58	50	73	51	20	17	17	—	303
Hospitality	31	61	74	74	78	24	10	8	—	360
Manufacturing	60	102	121	124	102	47	34	33	—	623
Mining	—	6	—	2	1	—	—	—	—	9
Other	34	90	70	94	69	22	16	37	—	432
Personal and other services	42	56	57	70	37	8	7	3	—	280
Property / business services	18	29	16	51	21	13	16	7	—	171
Retail trade	48	76	73	108	100	33	27	20	—	485
Transport / storage	5	17	18	18	23	5	1	—	—	87
Wholesale trade	11	34	31	44	31	10	12	8	—	181
NS	5	5	5	7	1	—	—	—	—	23
<b>Total</b>	<b>378</b>	<b>694</b>	<b>748</b>	<b>988</b>	<b>708</b>	<b>232</b>	<b>191</b>	<b>165</b>	<b>—</b>	<b>4,104</b>
<i>Total%</i>	<i>9.2</i>	<i>16.9</i>	<i>18.2</i>	<i>24.1</i>	<i>17.3</i>	<i>5.7</i>	<i>4.7</i>	<i>4.0</i>	<i>—</i>	<i>100.0</i>

Notes: NS means not specified.

a. Completed jobs are those completed between the 1/1/95 and the 31/12/95.

b. Jobs with greater than 12 months duration rely on retrospective start dates being entered correctly.

For all jobs (regardless of whether they were current at 31/12/95 or completed during 1995) the majority of consumers were employed as labourers and workers.

**Table 27a: Number of jobs current at 31/12/95 (excluding work experience) by occupation type and duration of job**

Occupation	Duration <sup>a</sup>								Invalid dates	Total
	0-3 mths	3-6 mths	6-9 mths	9-12 mths	12-18 mths	18-24 mths	24-36 mths	>36 mths		
Clerks	123	163	129	164	107	65	77	144	14	986
Labourers / workers	882	804	534	546	606	423	378	536	39	4,748
Machine operators / drivers	20	25	19	16	12	8	10	15	2	127
Managers	6	2	—	4	—	4	5	4	—	25
Para-professionals	16	19	19	28	10	7	11	9	1	120
Professionals	19	19	14	27	22	7	6	20	—	134
Sales / personal service staff	179	177	115	95	125	61	61	85	5	903
Trade persons	67	71	51	74	75	64	67	61	6	536
<b>Total</b>	<b>1,312</b>	<b>1,280</b>	<b>881</b>	<b>954</b>	<b>957</b>	<b>639</b>	<b>615</b>	<b>874</b>	<b>67</b>	<b>7,579</b>
<i>Total %</i>	<i>17.3</i>	<i>16.9</i>	<i>11.6</i>	<i>12.6</i>	<i>12.6</i>	<i>8.4</i>	<i>8.1</i>	<i>11.5</i>	<i>0.9</i>	<i>100.0</i>

Note: a. Jobs with greater than 12 months duration rely on retrospective start dates being entered correctly.

**Table 27b: Number of jobs completed<sup>a</sup> during 1995 (excluding work experience) by occupation type and duration of job**

Occupation	Duration <sup>b</sup>								Invalid dates	Total
	0-3 mths	3-6 mths	6-9 mths	9-12 mths	12-18 mths	18-24 mths	24-36 mths	>36 mths		
Clerks	66	86	114	50	46	14	10	14	47	448
Labourers / workers	496	513	690	309	261	96	117	105	272	2,859
Machine operators / drivers	13	12	15	3	5	4	—	2	9	63
Managers	1	1	2	—	1	—	—	1	1	7
Para-professionals	11	14	8	3	3	2	—	1	2	44
Professionals	12	4	13	4	2	3	3	1	5	47
Sales / personal service staff	65	73	93	46	41	14	8	12	25	377
Trade persons	29	43	52	30	29	15	17	8	16	239
NS	1	2	1	4	3	3	4	1	1	20
<b>Total</b>	<b>694</b>	<b>748</b>	<b>988</b>	<b>449</b>	<b>391</b>	<b>151</b>	<b>159</b>	<b>145</b>	<b>378</b>	<b>4,104</b>
<i>Total %</i>	<i>16.9</i>	<i>18.2</i>	<i>24.1</i>	<i>10.9</i>	<i>9.5</i>	<i>3.7</i>	<i>3.9</i>	<i>3.5</i>	<i>9.2</i>	<i>100.0</i>

Notes: NS means not specified.

a. Completed jobs are those completed between the 1/1/95 and the 31/12/95.

b. Jobs with greater than 12 months duration rely on retrospective start dates being entered correctly.

## Summary

Average weekly wage \$206.81, average hourly wage \$8.25, paid at award wage.

The most common job had the following characteristics:

- the employer was in the manufacturing industry
- the employee was a labourer/worker, on a permanent regular basis
- Working full-time hours

## Consumer support

A total of 1,109,195 support hours were given during the first, second, third and fourth quarters 1995. In addition a further 611,653 hours were spent on tasks such as general administration, general job search and travel, not attributed to individual consumers.

From the total of 1,109,195 hours the average amount of support given over the 12 month period per consumer was 60 hours (see Table 28).

The average amount of support given over the 12 month period per:

- male was 61 hours
- female was 59 hours

**Table 28: Number of support hours and support category by sex**

	Female	Male	Total <sup>a</sup>	Total <sup>b</sup>
Administration	11,189	21,162	32,350	547,049
Applicant support	8,866	14,967	23,833	23,887
Pre-employment support	135,443	214,566	350,008	350,657
Job support	226,435	445,728	672,164	672,896
Travel	9,976	20,748	30,723	132,767
General job search	23	84	107	94,582
NS	2	9	11	11
<b>Total</b>	<b>391,932</b>	<b>717,263</b>	<b>1,109,195</b>	<b>1,821,848</b>
N	6,690	11,837	18,527	
<i>Average</i>	<i>59</i>	<i>61</i>	<i>60</i>	

Notes: NS means not specified.

N = number of people in the category.

a. Total support hours exclude time recorded for Pseudo consumers.

b. Total support hours include time recorded for Pseudo consumers.

The highest average amount of support given over the 12 month period to particular primary disability types were as follows (see Table 29):

- intellectual/learning (74 hours)
- acquired brain injury (63 hours)
- neurological (53 hours)

The other disability types ranged from 33 hours to 46 hours of support over the four quarters. When support time allocated against travel, general administration and general job search (included in the NIMS system as pseudo consumers with Consumer IDs greater than 9990) is included the total support time given increases by approximately 611,653 to total 1,821,848 hours over the 12 month period. That is 34% of total support time was allocated against the travel, general administration and general job search.

**Table 29: Number of support hours by primary disability type and support category**

	Applicant		Pre-employment support	Job support	General job			Total	N	Average
	Administration	support			Travel	search	NS			
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
NS	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>

Notes: NS means not specified.

N = number of people in the category.

## Missing data

The overall number of missing values was relatively low. Table 30 illustrates that for some data items the response categories 'Other' and 'Not known' were quite often used. The variable first listed is the one that the missing numbers relate to. Data items that were recorded as 'NS' indicate that the response to the data item was missing. This most often occurred for agencies that did not enter their data directly into the NIMS software application but imported data from another system. Further work is needed to explore reasons for using the categories 'Other' and 'Not known'.

**Table 30: Missing data**

	Other	NS	Not known	Invalid dates
<b>Consumers</b>				
Table 3a: Age of all consumers in database	—	6	—	—
Table 3b: Age of consumers receiving support	—	4	—	—
Table 4: Country of birth	—	5	637 <sup>a</sup>	—
Table 5: Origin	—	4	1,378 <sup>a</sup>	—
Table 6: Language	634 <sup>a</sup>	4	112 <sup>a</sup>	—
Table 7: Accommodation type	—	6	1,101 <sup>a</sup>	—
Table 8: Primary disability type by sex	5	7	—	—
Table 9: Nature of disability by primary disability type	—	4	—	—
Table 10: Presence or absence of other disability by primary disability type	—	235	—	—
Table 11: Level of support by primary disability type	—	7	—	—
Table 12: Phase by level of support	—	6	—	—
Table 13: Panel activity	—	7	—	—
Table 14: Funding type by primary disability type	1,164 <sup>a</sup>	106	—	—
Table 15: Referral source	1,448 <sup>a</sup>	27	—	—
Table 16: Level of support by funding type	—	8	—	—
Table 17a: Phase by sex for all consumers in database	—	12	—	—
Table 17b: Phase by sex for consumers receiving support	—	6	—	—
<b>Consumer jobs</b>				
Table 18: Industry type	1,246 <sup>ab</sup>	61	—	—
Table 19: Primary disability type by occupation	2	1	—	—
Table 22: Occupation type by wage level	—	126	—	—
Table 24: Disability type by hours worked per week	2	1	—	—
Table 25: Job end reason by duration of job	—	12	—	—
Table 26a: Industry type by duration of current job	786 <sup>a</sup>	34	—	—
Table 26a: Duration of current job by industry type	—	—	—	67
Table 26b: Industry type by duration of completed job	432 <sup>a</sup>	23	—	—
Table 27b: Occupation type by duration of completed job	—	20	—	—
Table 27b: Duration of completed job by occupation type	—	—	—	378
Table 28: Support category by sex	—	11	—	—
Table 29: Primary disability type by support category	29	52	—	—
<b>Total</b>	<b>5,748</b>	<b>795</b>	<b>3,228</b>	<b>445</b>

Note: a. 'Other' or 'Not known' is valid in this case as it appears in the list of responses.

b. For jobs receiving support, excluding work experience.