

# **Open employment services for people with disabilities 1997–98**

**Phil Anderson  
and  
Louise Golley**

**1999**

**Australian Institute of Health and Welfare  
Canberra**

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## **Symbols used**

The following symbols are used in the tables of this report:

- nil or rounded to zero
- .. not applicable

Note that total percentages in tables may not add exactly due to rounding.

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## Summary

This report presents national data on open employment services for people with a disability and on the clients of these services in 1997–98. The data were collected via the National Information Management System (NIMS) for open employment services, which was introduced in 1995 to collate national data on open employment.

### Employment and people with disabilities

**Chapter 1** provides an introduction to the subject matter of the report, describing open employment services in Australia and the population they serve.

People with a disability who also experience specific ‘activity restrictions’ (in terms used by the Australian Bureau of Statistics in their major disability survey in 1998) had higher rates of unemployment in 1998 than the rest of the population; 11.7% of people with one or more activity restrictions were unemployed, compared with an estimate of 8.3% for the labour force overall. People with activity restrictions were also far less likely to participate in the labour force (49.3%) compared with the population overall (75.6%). These inequalities illustrate the potential role of specialist services which aim to assist people with a disability to obtain and retain employment.

Under the Commonwealth *Disability Services Act 1986*, employment services fall into two main categories: open employment services and supported employment services. In **open employment services**, employment assistance is provided by a service outlet to clients whose employment contracts are with another organisation or who are self-employed. In **supported employment services** employment assistance is provided by a service outlet for workers in business services, work crews and/or contract labour arrangements, where the workers’ employment contracts are with the service outlet. This report covers the activities of open employment services only.

### Open employment services and their clients

**Chapters 2 and 3** describe open employment services and their clients.

During the 12 months to 30 June 1998, NIMS was used by 344 open employment outlets, of which 334 (97% of outlets) provided data in time for inclusion in this report (Table S1). Open employment outlets were funded by the Commonwealth Department of Family and Community Services in all States and Territories, with nearly three-quarters (74%) of all outlets operating in New South Wales, Victoria and Queensland. About three-fifths (62%) of outlets were in urban areas, 33% in rural areas and the remaining 5% in remote areas (Table S2).

**Table S1: Number of outlets and clients by State and Territory, 1997–98**

	Recorded				Estimated				Mean number of clients per outlet
	Outlets		Clients		Outlets		Clients		
	Number	%	Number	%	Number	%	Number	%	
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
<b>Australia</b>	<b>334</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>	<b>344</b>	<b>100.0</b>	<b>31,158</b>	<b>100.0</b>	<b>90.6</b>

**Table S2: Number of recorded outlets and clients by location, 1997–98**

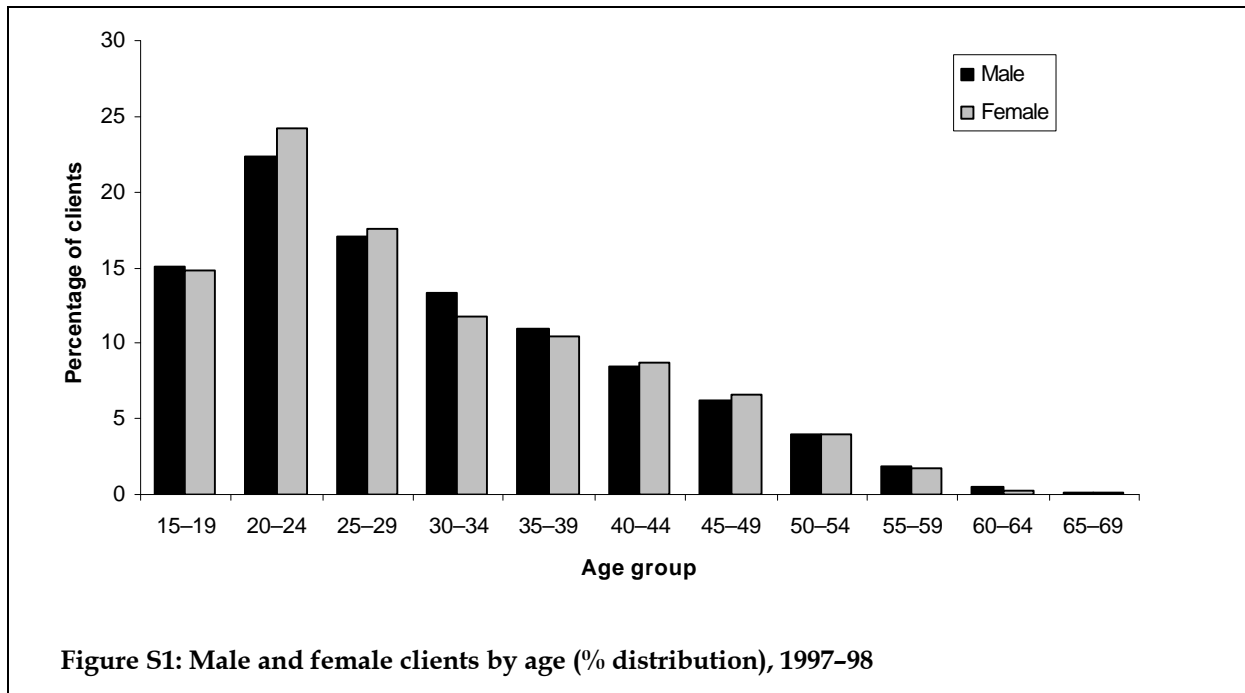
Location	Outlets		Recorded clients		Mean number of recorded clients per outlet
	Number	%	Number	%	
Urban	207	62.0	21,423	70.5	103.5
Rural	111	33.2	8,432	27.7	76.0
Remote	16	4.8	535	1.8	33.4
<b>Total</b>	<b>334</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>	<b>91.0</b>

Note: Location is classified according to the 1996 Commonwealth Department of Family and Community Services Rural and Remote Areas classification.

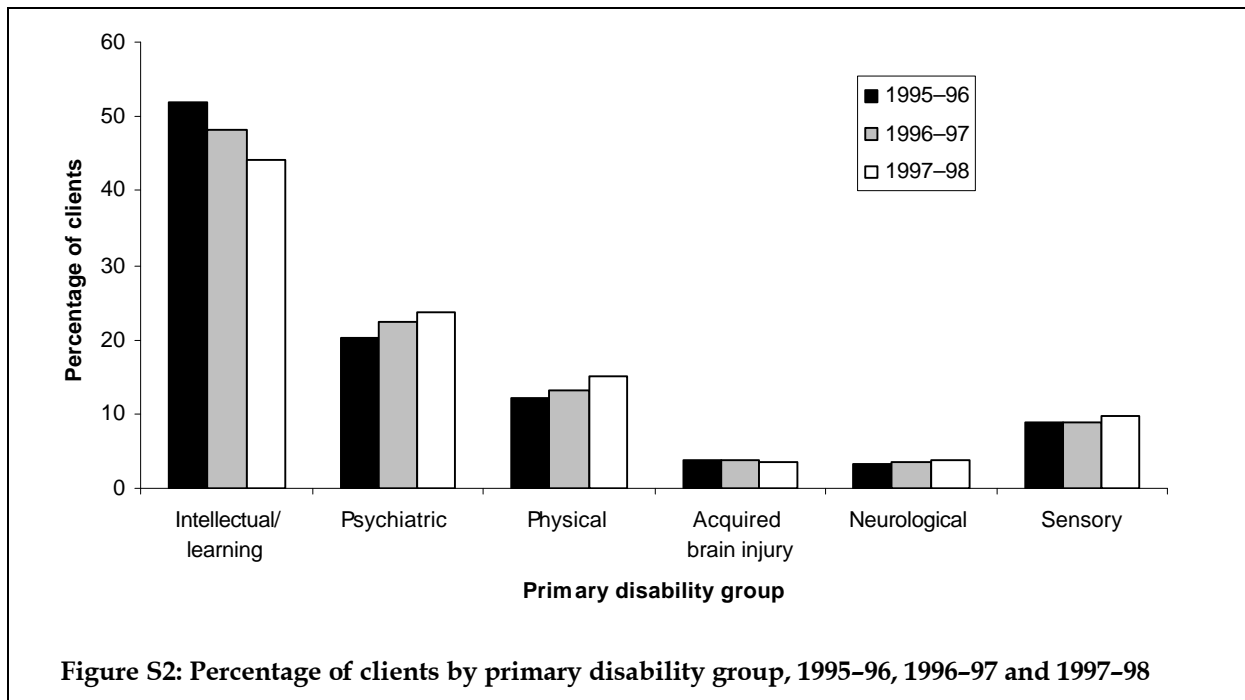
A total of 30,390 clients were recorded on the NIMS database as having received some support in the 12 months to 30 June 1998. This is estimated to be 98% of the total number of clients accessing open employment services in the 12-month period (31,158; Table S1), correcting for the 10 outlets not reporting.

Of the recorded clients, around two-thirds (64%) were male and one-third (36%) female. The age distribution was similar for males and females although a slightly higher proportion of female clients were aged 20–24 years and a slightly higher proportion of males were aged 30–44 years (Figure S1). Just 1.8% of clients were identified as being of Aboriginal or Torres Strait Islander descent, which is slightly less than their representation in the general Australian population (2.1%).



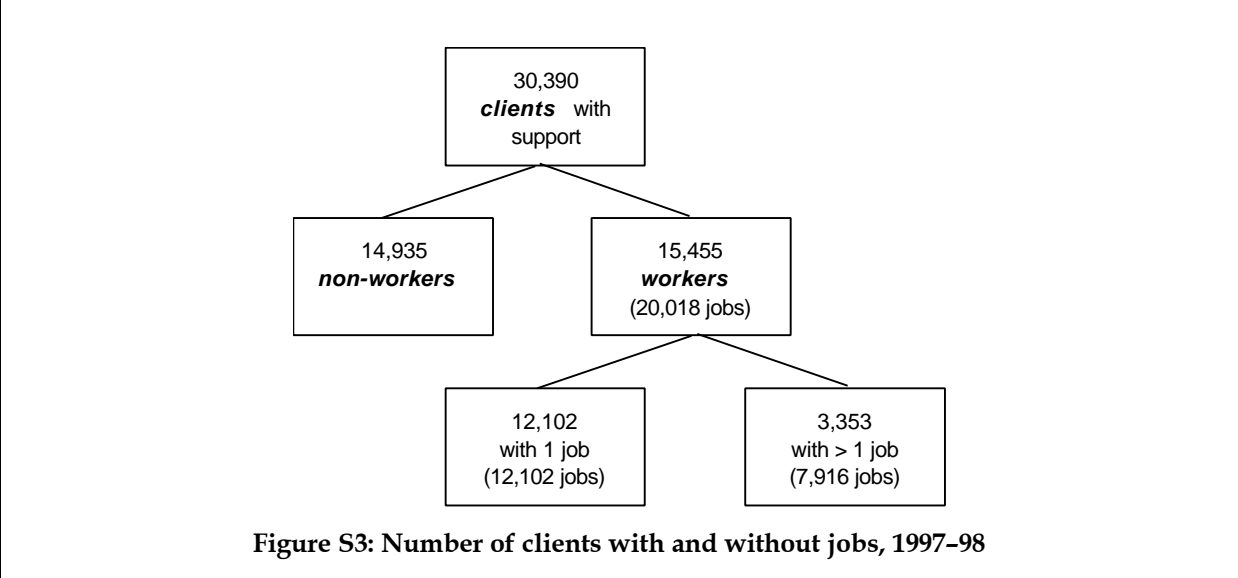


Of people attending open employment services in 1997-98, 44% had intellectual/learning as their primary disability, followed by nearly a quarter (24%) who had a psychiatric disability and 15% who had a physical disability. The proportion of clients with the primary disability 'intellectual/learning' has declined over the three financial years of the NIMS collection, and the percentage of clients with psychiatric or physical primary disability has increased steadily over this period (Figure S2).



### Job characteristics

Chapter 4 details the characteristics of client jobs in 1997-98. Of the 30,390 clients recorded as receiving support in 1997-98, 15,455 (51%) had at least one job in this period ('workers'). Of these 'workers', 12,102 (78%) had only one job and 3,353 (22%) had two or more jobs (Figure S3).



The percentage of clients who were workers has remained stable over the last three financial years at around 50%. The number of workers has increased each year in line with the increase in the number of recorded consumers (for example, 24% increase in recorded clients, workers and jobs between 1996-97 and 1997-98; Figure S4).



A total of 20,018 jobs were undertaken by workers during 1997–98. Jobs were spread across all industry sectors, with the leading employers being in retail trade (18%, including fast food) and manufacturing (16%, including clothing, textiles and footwear), followed by health and community services (9%) and hospitality (8%). The majority of all jobs were as labourers/related workers, with clerks and sales/personal service staff as the other main occupational categories.

The median length of ongoing jobs as at the end of 1997–98 was 48 weeks. Half of all jobs had a weekly wage of \$200 or less and nearly four-fifths (78%) were recorded as having an award wage. About two-thirds (65%) of jobs were on a permanent regular basis.

## Client job experience

Chapter 5 presents a more detailed analysis of the experience of workers (Table S3). Of all workers in 1997–98, 47% had a job at both the beginning and end of the period (termed ‘job retained’), and 28% gained a job during the period and remained in employment at the end of the period (‘job gained and retained’). A further 13% were employed at the beginning of the period but not at the end (‘job lost’), and the remaining 12% had work at some time during the period but started and finished the period unemployed (‘job gained and lost’).

**Table S3: Job history of workers during 1997–98**

Job history	With one job		With more than one job		All workers	
	Number	%	Number	%	Number	%
Job retained	5,436	35.2	1,776	11.5	7,212	46.7
Job lost	1,527	9.9	425	2.8	1,952	12.6
Job gained and retained	3,539	22.9	850	5.5	4,389	28.4
Job gained and lost	1,600	10.4	302	2.0	1,902	12.3
<b>Total</b>	<b>12,102</b>	<b>78.3</b>	<b>3,353</b>	<b>21.7</b>	<b>15,455</b>	<b>100.0</b>

There were 9,164 clients with a job as at 1 July 1997, and this increased by 2,437 or 27% to 11,601 at 30 June 1998. The proportional increase from 1 July 1996 to 30 June 1997 was slightly higher at 30%.

In order to analyse different aspects of a person’s job experience, three sets of measures were calculated. These were:

- time in work (in weeks, per time in support, hours per work week, hours per week);
- mean wage (wage per hour, wage per work week, mean income per support week); and
- number of weeks to obtain a job.

In the 12 months from 1 July 1997 to 30 June 1998, the average worker was employed for about 32 weeks (or 73% of their time in support), worked 24 hours per work week (or 18 hours per week over the support period) and earned \$235 per week (or \$173 per week over the support period). These figures were similar to those in 1996–97.

The average time taken to get a job (for those clients who obtained work after the beginning of the financial year) was 12.8 weeks in 1997–98, compared with 14.0 weeks in 1996–97.

Nearly all client characteristics studied (such as sex, primary disability type and living arrangements) appeared to be related to one or more of the measures of job experience in some way.

# Client support

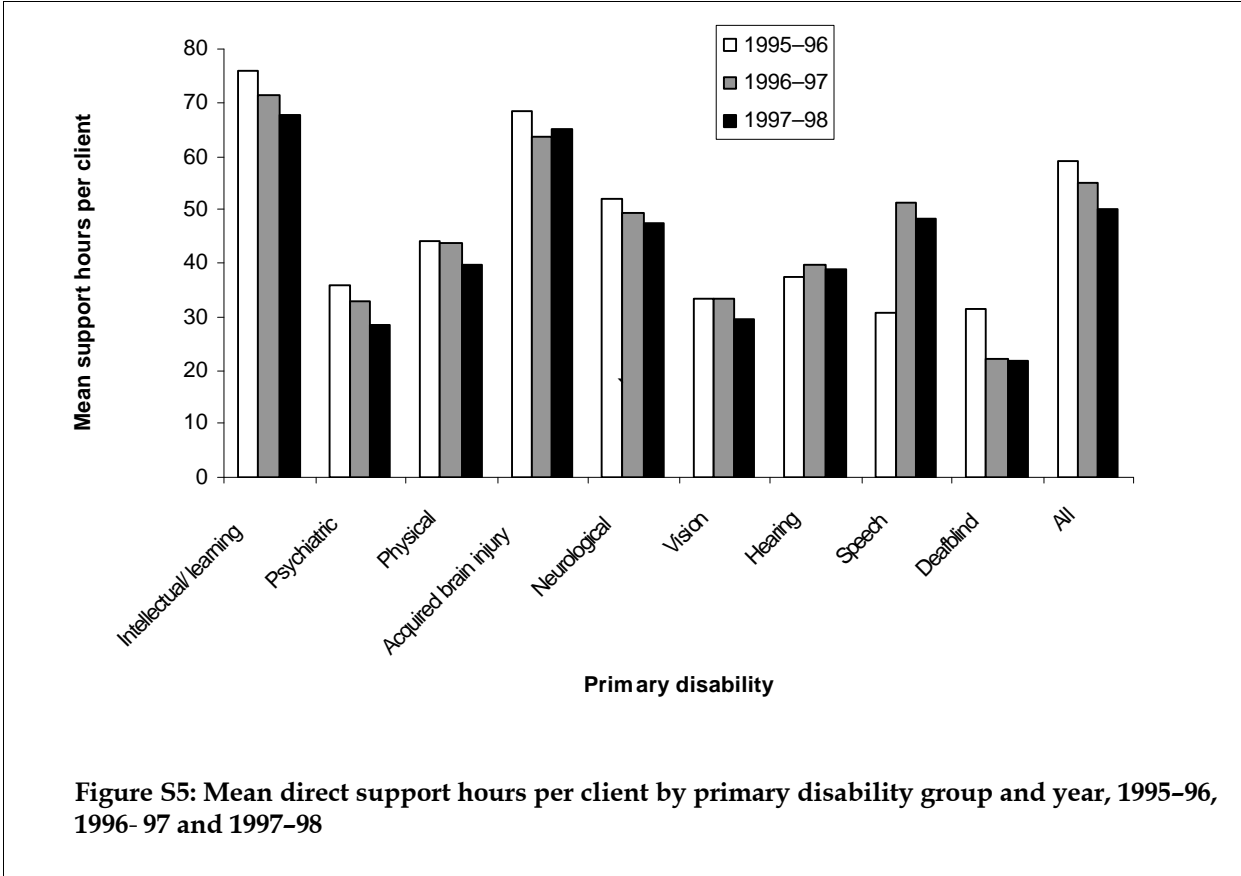
Chapter 6 provides a detailed analysis of the support provided by open employment outlets to clients, and the factors relating to it.

Support can be categorised as:

- support given directly to, and attributed to, individual clients ('direct support'); and
- other support, including general job search and travel, that is not attributed to individual clients ('indirect support').

The analysis in chapter 6 focuses on direct support, because the recording of some indirect support is optional in the data system.

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 direct support per client during the year has fallen from 59 hours in 1995-96 and 55 hours in 1996-97 (Figure S5).



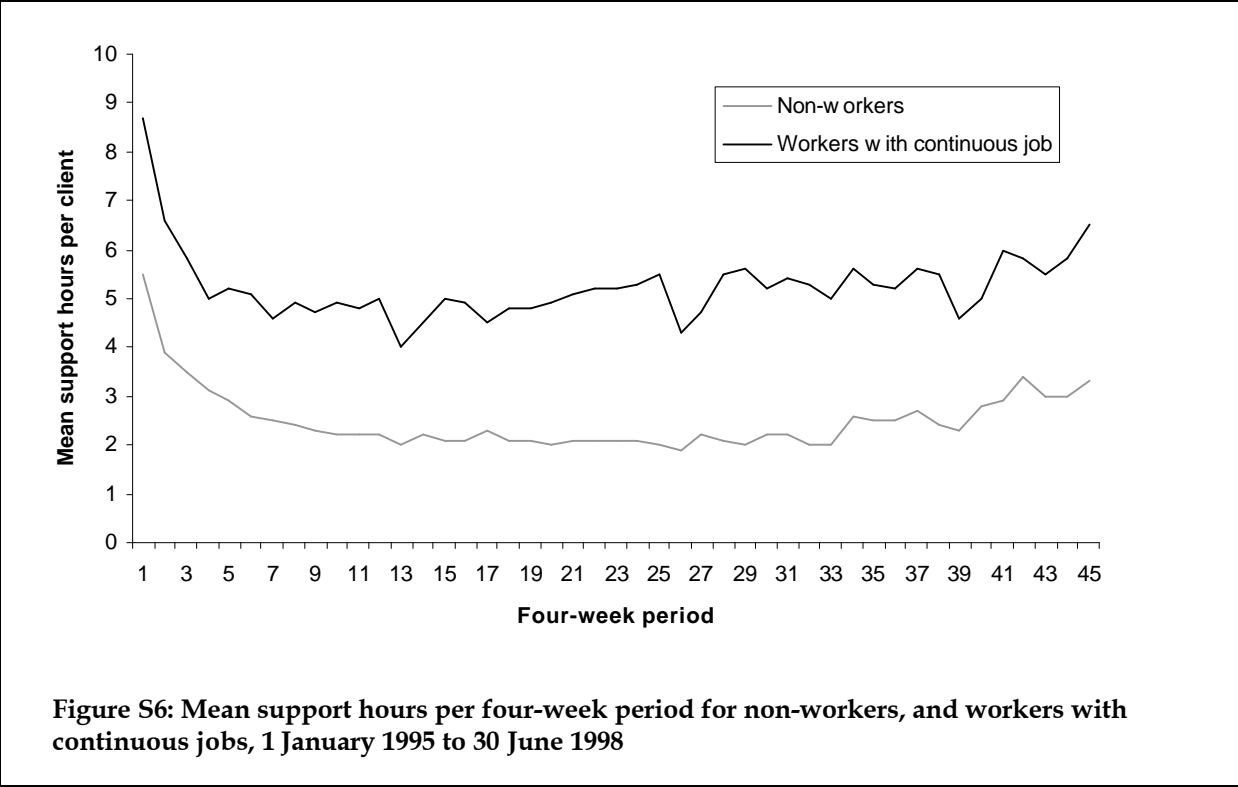
People with an intellectual/learning disability had the highest mean direct support per client at 68 hours over the 12 months to 30 June 1998, followed by people with acquired brain injury (65 hours) and people with a speech or neurological disability (48 hours each). Compared with 1996-97, the mean level of support has fallen for all disability groups except acquired brain injury (64 hours over the course of 1996-97; Figure S5).

Clients who had jobs (workers) received more support than other clients (non-workers) in 1997-98 (1.8 hours versus 1.0 hour per week). Workers received an average of 9.5 hours of support per 100 hours of work.

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 (or 45 four-week periods) of NIMS data from 1 January 1995 to 30 June 1998 were used.

For *workers who had one job continuously* for their whole time in support there was a small peak in support during the two initial four-week periods, after which support levelled out but with some seasonal variation.

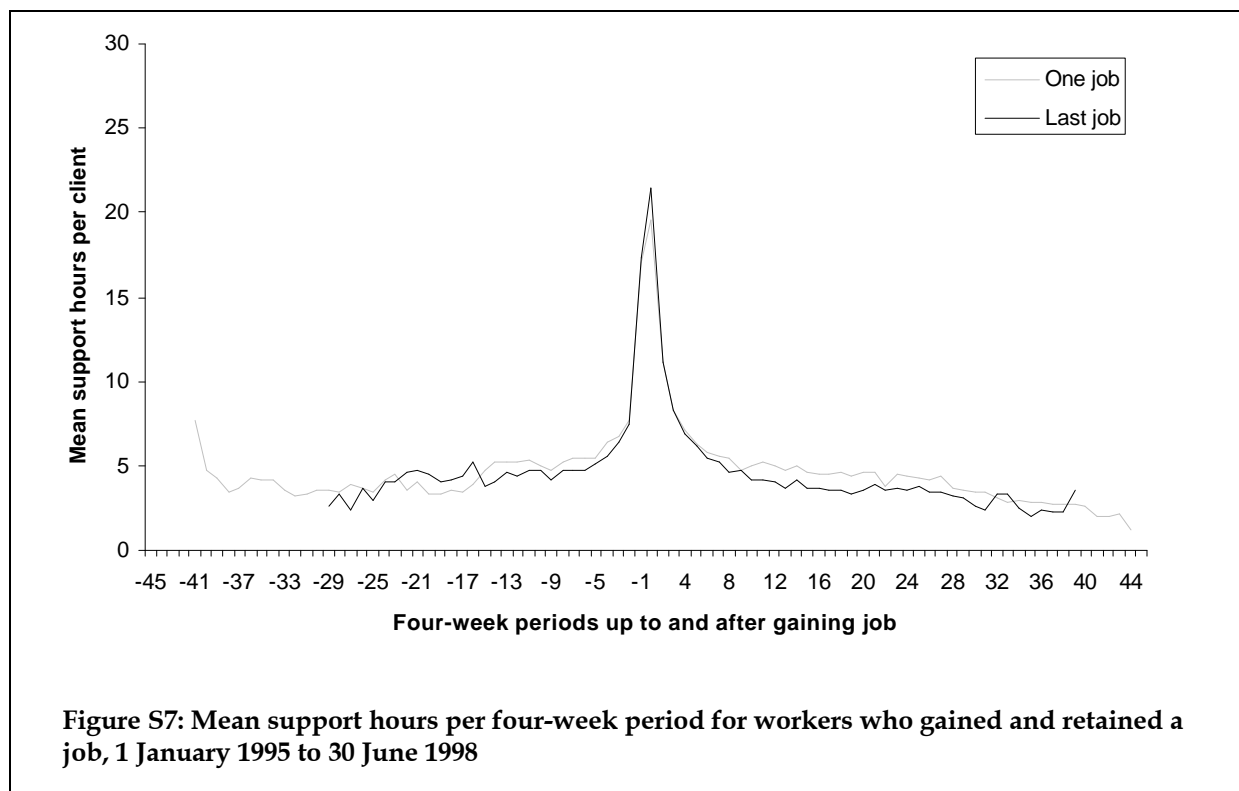
For *non-workers* (those who did not work at all during their whole time in support) who had ongoing support, the mean support peaked in the first four-week period and rapidly dropped over the next 6 months before declining more slowly and levelling out (Figure S6).



The pattern of support for *other workers* varied with time, but this variation depended on their job history. For workers who gained a job there was a gradual increase in support during the pre-job phase followed by very large peaks of support just before and after gaining a job. If the job was retained, mean support gradually declined to less than 1 hour per week (that is, less than 4 hours per four-week period), much less than the overall worker average and also less than for those who retained one job throughout the period (Figure S7).

The amount of support given at the time of obtaining a job that is retained does not appear to substantially depend on whether the client had a previous job or not (Figure S7).

Workers who lost a job had a small peak in support around the time of job loss, after which support declined to very low levels.



The support received by clients varied according to a number of characteristics such as sex, age, primary disability type, preferred spoken language, frequency of assistance required by clients for activities of daily living (one or more of self-care, mobility and verbal communication) and client type. For workers, these differences were generally most apparent at the time of peak support when gaining a job.

# 1 Introduction: Employment and people with disabilities

This report presents national data on open employment services for people with disabilities and on the clients of these services in 1997–98. The data were collected via the National Information Management System for open employment services (NIMS). The aim of the report is to provide useful information to:

- the open employment outlets that supply NIMS data;
- the clients of these open employment outlets;
- the Commonwealth Department of Family and Community Services; and
- other individuals or organisations interested in data about employment services for people with disabilities.

Chapter 1 provides information about disability in the Australian population and labour force, a brief outline of the nature of open employment services in Australia, and a description of the NIMS data system and its development.

Subsequent chapters discuss the 1997–98 NIMS data from a number of perspectives:

- Chapter 2 focuses on service providers.
- Chapter 3 presents client characteristics.
- Chapter 4 describes client job profiles, using each job as the basic unit for analysis.
- Chapter 5 analyses information about the job experience of workers, using individual workers as the basic unit for analysis.
- Chapter 6 discusses client support.

Data from the NIMS collection are released by the AIHW on a quarterly basis in the form of NIMS Data Briefings. Two comprehensive reports have also been released by the AIHW to date, *Open Employment Services for People with Disabilities 1995: The First Year of NIMS Data* and *Open Employment Services for People with Disabilities 1995-96 and 1996-97* (Anderson & Wisener 1997; Anderson & Golley 1998). These sources provide further background to the contents of this report and will be referred to throughout this publication where appropriate.

# 1.1 Disability in Australia

## Population data

In the 1998 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers, a person has a disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least 6 months and which restricts everyday activities (ABS 1998a: 67). The specific restrictions that a person with a disability may experience are defined as being either core activity restrictions (relating to the core activities of self-care, mobility or communication), or schooling or employment restrictions.

According to the ABS, core activity restrictions (in the areas of self-care, mobility or communication) may be mild, moderate, severe or profound. People who have a mild activity restriction have no difficulty performing a core activity but use aids or equipment as a result of the disability. People who have a moderate activity restriction do not require assistance but have difficulty performing a core activity. People who have a severe activity restriction sometimes need assistance to perform a core activity, and people with a profound activity restriction may be unable to perform a core activity or always need assistance to perform a core activity (ABS 1998a:4). People with severe or profound activity limitations and those with schooling and employment restrictions are thus the major target population group for a range of support services.

The ABS estimated that there were 3,610,300 people with a disability in Australia in 1998 (19.3% of the total population), of whom 3,155,900 people experienced specific restrictions with core activities or with schooling or employment (16.9% of the total population; Table 1.1 and ABS 1998a:4). It was estimated that about 510,000 people aged 15 to 64 (4.1% of the population of that age) experienced severe or profound activity restrictions. About 1,474,600 people aged 15 to 64 experienced schooling or employment restrictions, the vast majority (80.9%) of these people also experiencing core activity restrictions in activities of daily living. This provides an idea of the size of the population that may be potentially eligible for employment and other services.



**Table 1.1: People with an activity restriction: severity of activity restriction by sex and age as a percentage of the Australian population of that sex and age, Australia, 1998**

	Profound core activity restriction	Severe core activity restriction	Moderate core activity restriction	Mild core activity restriction	Schooling or employment only	Total	Total ('000)
<b>Males</b>							
0-4	*1.3	1.7	**0.3	..	..	3.3	659.7
5-14	3.0	2.8	0.8	2.2	2.0	10.8	1,346.2
15-24	0.7	1.4	1.1	2.5	2.1	7.8	1,364.4
25-34	1.1	1.4	1.5	3.5	1.9	9.3	1,438.4
35-44	0.9	2.2	3.1	4.1	3.0	13.3	1,437.5
45-54	0.9	4.6	5.6	5.7	2.8	19.6	1,234.9
55-59	2.4	6.4	6.9	9.9	3.3	28.8	442.2
60-64	2.8	5.5	9.4	14.4	3.6	35.7	365.8
65+	10.0	6.3	11.2	19.5	..	47.0	993.2
15-64	1.1	2.8	3.4	4.9	2.6	14.8	6,283.2
<b>Total</b>	<b>2.4</b>	<b>3.1</b>	<b>3.6</b>	<b>5.8</b>	<b>2.0</b>	<b>16.9</b>	
<b>Total ('000)</b>	<b>218.8</b>	<b>286.6</b>	<b>338.6</b>	<b>534.3</b>	<b>188.4</b>	<b>1,566.7</b>	<b>9,282.3</b>
<b>Females</b>							
0-4	*0.9	**0.3	**0.3	..	..	1.6	625.1
5-14	1.7	1.4	*0.4	0.9	1.5	5.9	1,281.3
15-24	0.9	0.9	*0.6	2.3	1.3	5.9	1,305.4
25-34	0.6	1.9	1.4	2.7	1.9	8.5	1,438.9
35-44	0.9	3.0	3.1	3.9	2.3	13.2	1,445.5
45-54	1.6	5.1	4.9	5.8	2.2	19.5	1,208.1
55-59	1.7	6.3	8.2	10.0	2.9	29.1	428.0
60-64	3.2	6.1	9.0	11.4	1.4	31.0	367.9
65+	17.2	7.8	9.0	16.1	—	50.1	1,278.0
15-64	1.2	3.1	3.2	4.5	1.9	13.9	6,193.8
<b>Total</b>	<b>3.4</b>	<b>3.3</b>	<b>3.4</b>	<b>5.3</b>	<b>1.5</b>	<b>16.9</b>	
<b>Total ('000)</b>	<b>318.9</b>	<b>311.6</b>	<b>321.7</b>	<b>497.5</b>	<b>139.5</b>	<b>1,589.2</b>	<b>9,378.2</b>
<b>Persons</b>							
0-4	1.1	1.1	*0.3	..	..	2.5	1,284.8
5-14	2.3	2.1	0.6	1.6	1.8	8.4	2,627.5
15-24	0.8	1.1	0.8	2.4	1.7	6.9	2,669.8
25-34	0.8	1.6	1.4	3.1	1.9	8.9	2,877.4
35-44	0.9	2.6	3.1	4.0	2.6	13.3	2,883.0
45-54	1.3	4.8	5.2	5.7	2.5	19.6	2,443.0
55-59	2.0	6.3	7.6	10.0	3.0	28.9	870.2
60-64	3.0	5.8	9.2	12.9	2.5	33.4	733.7
65+	14.1	7.1	10.0	17.6	..	48.8	2,271.3
15-64	1.1	3.0	3.3	4.7	2.3	14.4	12,477.1
<b>Total</b>	<b>2.9</b>	<b>3.2</b>	<b>3.5</b>	<b>5.5</b>	<b>1.8</b>	<b>16.9</b>	
<b>Total ('000)</b>	<b>537.7</b>	<b>598.2</b>	<b>660.3</b>	<b>1,031.8</b>	<b>327.9</b>	<b>3,155.9</b>	<b>18,660.6</b>

*Notes:*

1. Core activities comprise communication, mobility and self-care.
2. Percentages marked with an asterisk (\*) have been calculated from population estimates with relative standard errors (RSEs) between 25% and 50% and should be treated with caution. Percentages marked with a double asterisk (\*\*) have been calculated from estimates with RSEs greater than 50% and are considered too unreliable for general use.

Source: ABS 1998a:14.

Table 1.2 presents data on the labour force status of working age people with a disability living in households. Employment status and labour force participation were both strongly related to the presence of disability and specific activity restriction. In 1998 people with specific activity restrictions were less likely to participate in the labour force (49%) than all people with a disability (53%) or all people in the population (76%). People with specific activity restrictions or a disability were also more likely to be unemployed (12% each) than all people in the population (8%).

Unemployment and participation rates were also related to the level of core activity restriction. Less than one-fifth (19%) of people with a profound activity restriction were participating in the labour force in 1998, probably contributing to a relatively low unemployment rate (7%). People who had a mild core activity restriction were much less likely than all people to be participating in the labour force (57% compared with 76%) and had an unemployment rate of 9%. The unemployment rate was highest for people identified as having a schooling or employment restriction only (15%). This group had relatively high participation rates in the labour force (64%).

**Table 1.2: People aged 15 to 64 years living in households: labour force status by restriction level and disability status, Australia, 1998**

	Full-time workers ('000)	Part-time workers ('000)	Total ('000)	Unemployed ('000)	Total in the labour force ('000)	Total ('000)	Unemployment rate (%)	Participation rate (%)
Core activity restriction <sup>(a)</sup>								
Profound	13.8	*8.2	22.0	**1.8	23.7	125.8	7.4	18.9
Severe	71.7	57.8	129.5	17.0	146.5	364.8	11.6	40.2
Moderate	101.8	64.7	166.5	25.1	191.6	413.7	13.1	46.3
Mild	195.1	107.1	302.3	31.0	333.3	589.9	9.3	56.5
Schooling or employment restriction (only)	105.0	47.9	152.8	27.8	180.7	281.2	15.4	64.3
All with specific restrictions <sup>(b)</sup>	487.4	285.7	773.1	102.7	875.8	1,775.4	11.7	49.3
Schooling or employment restriction (all)	362.6	232.5	595.1	88.5	683.6	1,474.6	12.9	46.4
All with disability <sup>(c)</sup>	639.7	333.6	973.3	126.8	1,100.2	2,066.7	11.5	53.2
No disability	5,472.0	2,191.2	7,663.2	652.7	8,316.0	10,388.4	7.8	80.1
<b>Total</b>	<b>6,111.7</b>	<b>2,524.9</b>	<b>8,636.6</b>	<b>779.6</b>	<b>9,416.1</b>	<b>12,455.0</b>	<b>8.3</b>	<b>75.6</b>

(a) Core activities comprise communication, mobility and self-care.

(b) Total may be less than the sum of the components as persons may have both a core activity restriction and a schooling or employment restriction.

(c) Includes those who do not have a specific restriction.

Note: Estimates marked with an asterisk (\*) have relative standard errors (RSEs) between 25% and 50% and should be treated with caution. Estimates marked with a double asterisk (\*\*) have RSEs greater than 50% and are considered too unreliable for general use.

Source: ABS 1998a:35.

It is difficult to obtain reliable statistical information about disability among particular groups – such as people of non-English-speaking background or of Aboriginal and Torres Strait Islander origin – because of sampling errors which arise for small estimates (AIHW 1995:304).

## 1.2 Employment services in Australia

Under the Commonwealth *Disability Services Act 1986*, employment services fall into two main categories: open employment services and supported employment services. In open employment services, employment assistance is provided by a service outlet to clients whose employment contracts are with another organisation or who are self-employed. In supported employment services, employment assistance is provided by a service outlet for workers in business services, work crews and/or contract labour arrangements, where the workers' employment contracts are with the service outlet.

The NIMS data collection relates to open employment services only. These organisations provide a range of services including employment preparation, job search, placement and post-placement support. The aim is that, after an initial period of support, the support worker will gradually withdraw so that eventually the client will be fully integrated into the workforce. Some clients will continue to require ongoing support to retain their job. The target group for these services is people with disabilities who have the capacity to retain employment in the open labour market but who need assistance with training and placement along with some ongoing support. Generally, clients receive award wages; however, in some cases, wages may be based on the level of productivity.

## 1.3 NIMS data system and its development

### History

The development of the NIMS data system was initiated in 1992 by service providers wishing to enhance their own information management systems, facilitate the exchange of data with one another and satisfy national statistical reporting requirements. The (then) Department of Human Services and Health supported a study, which resulted in a proposal for the system and the data items to be collected. In mid-1994, the Australian Institute of Health and Welfare was invited to become involved with the implementation of the system. After a brief cycle of finalising development, testing and training, the system began on 1 January 1995, with the Institute as Data Manager and an independent Industry Development Manager representing service providers in the ongoing use and development of the system. Further historical background can be found in Anderson & Wisener (1997:5).

### System outline and objectives

Outlets have been provided with a computerised system comprising software (called NIMS), standardised definitions and data items relating to clients (demographics, disabilities, current job, job history), outlets (location, number of staff, staff activities) and employers (location, type of industry).

The system tracks service users through the service, monitoring their progression through different phases (applicant, job seeker, worker, independent worker). Data are entered into the system by the outlet on a regular basis. With the permission of clients, anonymised client data are sent to the Institute on a quarterly basis and uploaded into a central database.

Over the 12 months to 30 June 1998, NIMS was used by 344 outlets, of which 334 provided complete download data in time for inclusion in this publication.

The objectives of the National Information Management System (NIMS) are:

- to enable outlets to collect and manage information about their services, its resources and its clients with a goal of improving service quality and client outcomes;
- to provide the Department of Family and Community Services with comprehensive statistical information (apart from financial accountability data) about open employment services funded under the Disability Services Act; and
- to enable the Australian Institute of Health and Welfare to support these objectives and fulfil its own charter to develop, analyse and disseminate national statistics on disability services.

## **A tripartite system**

One of the special features of NIMS has been the involvement of three parties: the industry (represented by the Industry Development Manager), the Department of Family and Community Services, and the Australian Institute of Health and Welfare.

The Industry Development Manager is a recent service provider who is responsible for helping agencies use the data, in particular to improve services and outcomes for clients. The Industry Development Manager liaises with and provides advice to agencies about the system and its correct use, notes any need for changes in the system, data or reports produced and produces a range of individualised reports for service use.

The Department of Family and Community Services is responsible for national policy on employment services for people with a disability, and funding all the open employment services on the NIMS system as well as approximately 550 other employment services (chiefly, supported employment services). Project officers in the State and Territory offices of the department are users of the data from NIMS, as are the policy and planning areas of the department.

The Institute, as Data Manager, is responsible for administering a central database of all data from the outlets, the collation, analysis and reporting of the data, and for ensuring the integrity and confidentiality of all data received, in line with its legislative responsibilities. This role is consistent with the Institute's legislative charter to develop, collate, analyse and disseminate national data on community services. Specific system responsibilities include:

- routine management including the routine receipt of data from outlets on a quarterly basis, checking their validity, liaising with agencies to resolve any problems, and uploading data to the Institute's NIMS central database;
- routine system review and development and advice on related developments; and
- data analysis and dissemination, including producing and distributing a wide range of data from the central database, for example, publishing quarterly feedback data briefings for outlets and producing quarterly data in electronic form for the Department of Family and Community Services and the Industry Development Manager.

# 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				Mean number of clients per outlet
	Outlets		Clients		Outlets		Clients		
	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
<b>Australia</b>	<b>334</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>	<b>344</b>	<b>100.0</b>	<b>31,158</b>	<b>100.0</b>	<b>90.6</b>

*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**

Location	Outlets		Recorded clients		Mean number of recorded clients per outlet
	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
<b>Total</b>	<b>334</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>	<b>91.0</b>

*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<sup>(a)</sup>, 1997–98**

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

(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
<b>Total</b>	<b>334</b>	<b>100.0</b>

## 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'  $\geq 75\%$ );
- 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  $\geq 75\%$ ; acquired brain injury  $\geq 75\%$ ; and neurological  $\geq 75\%$ ), to large outlets with well over 100 clients per outlet (vision  $\geq 75\%$ , 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).

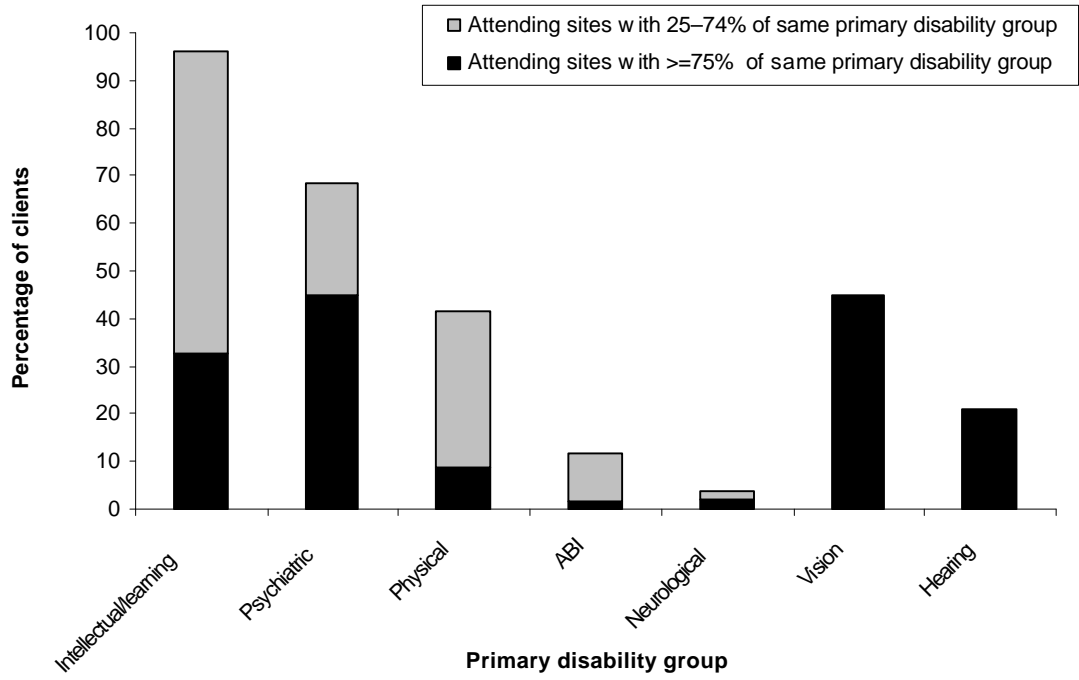
A further 64% of clients with an intellectual/learning disability as their primary disability attended an outlet where 25–74% of clients had this disability group. This means that almost all (97%) clients with an intellectual/learning disability attended an outlet where at least a quarter of the clients 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 <sup>(a)</sup>	Total clients	Mean clients per outlet	Intellectual/learning		Psychiatric		Physical		Acquired brain injury		Neurological		Vision		Hearing		Speech		Deafblind	
				No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Predominant disability group (<sup>≥</sup> 75%)</b>																					
Intellectual/learning $\geq$ 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 $\geq$ 75%	32	3,316	103.6	47	0.4	3,231	45.1	15	0.3	16	1.4	7	0.6	—	—	—	—	—	—	—	—
Physical $\geq$ 75%	7	438	62.6	8	0.1	—	—	408	8.9	3	0.3	13	1.1	4	0.3	2	0.2	—	—	—	—
ABI $\geq$ 75%	1	21	21.0	1	—	—	—	2	—	18	1.6	—	—	—	—	—	—	—	—	—	—
Neurological $\geq$ 75%	1	25	25.0	—	—	—	—	—	—	—	—	25	2.1	—	—	—	—	—	—	—	—
Vision $\geq$ 75%	6	699	116.5	6	—	—	—	2	—	—	—	1	0.1	683	45.1	—	—	7	7.1	—	—
Hearing $\geq$ 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 $\geq$ 75%	1	13	13.0	—	—	—	—	—	—	—	—	—	—	1	0.1	1	0.1	—	—	11	20.4
<i>Subtotal</i>	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
<b>Substantial proportion of disability group (25–74%), not intellectual/learning<sup>(a)</sup></b>																					
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	—	—	—	—	—	—	—	—
<i>Subtotal</i>	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
<b>Other</b>																					
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
<b>Total</b>	<b>334</b>	<b>30,390</b>	<b>91.0</b>	<b>13,416</b>	<b>100.0</b>	<b>7,170</b>	<b>100.0</b>	<b>4,572</b>	<b>100.0</b>	<b>1,106</b>	<b>100.0</b>	<b>1,163</b>	<b>100.0</b>	<b>1,513</b>	<b>100.0</b>	<b>1,298</b>	<b>100.0</b>	<b>98</b>	<b>100.0</b>	<b>54</b>	<b>100.0</b>

(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**



### 3 Client characteristics

A total of 30,390 clients were recorded on the NIMS database as having received open employment support between 1 July 1997 and 30 June 1998 (Table 3.1). This represents an increase of nearly one-quarter (23.6% or 5,800 clients) compared with the number of clients recorded as having received support in 1996–97. The number of recorded clients also increased between 1995–96 and 1996–97 (by 19.2% or 3,966 clients) from 20,624 in 1995–96 to 24,590 in 1996–97.

The number of additional clients who received support during 1997–98 (for whom data were not provided) was estimated to be 743 from information provided by non-responding outlets. A further 25 active clients were recorded on Not-on-NIMS forms at the end of June 1998; these forms record clients who have not yet been entered onto the outlet’s database, either for administrative reasons or because they have not consented to their information being included on the national database. Thus the total number of clients was estimated at 31,158, with about 2% (768) not recorded. The estimated number of clients has increased by 5,096, from 26,062 in 1996–97 to 31,158 in 1997–98, an increase of 19.6%. There was a similar percentage increase (20.3%) in the preceding year, from 21,656 in 1995–96.

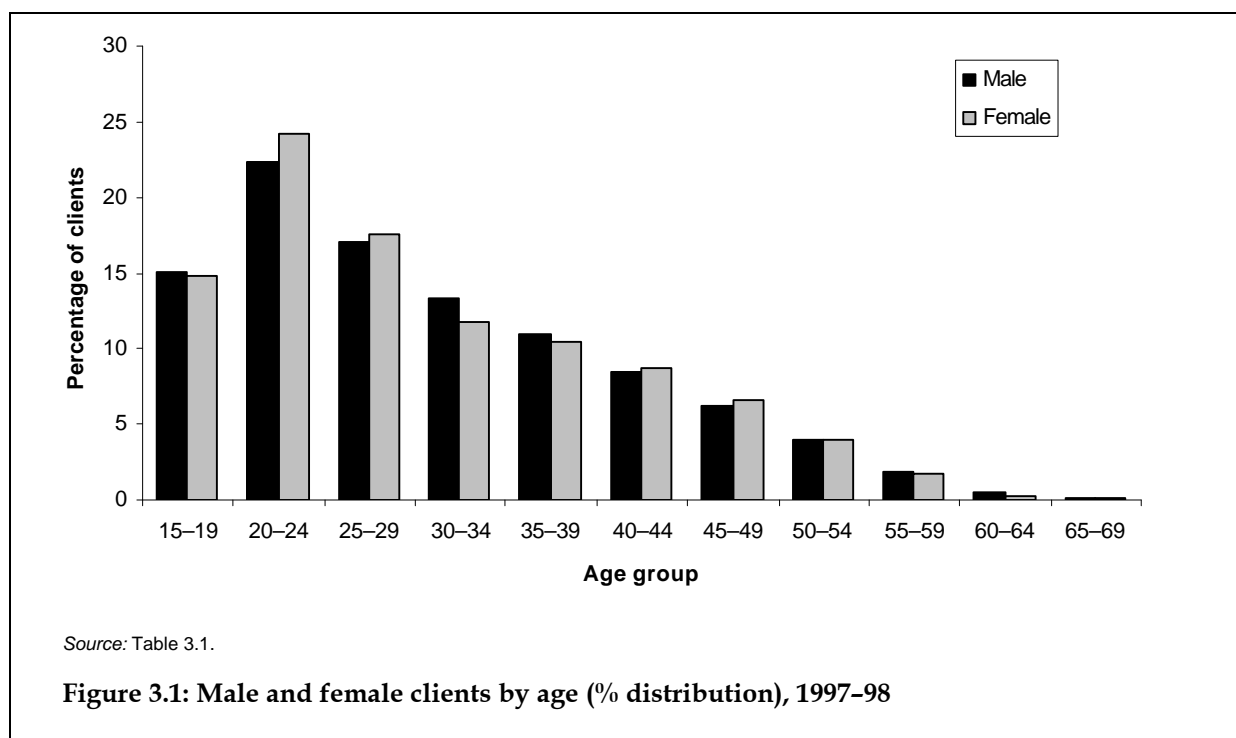
Of the recorded clients, around two-thirds (64%) were male and one-third (36%) female (Table 3.1). This ratio has remained constant since 1995–96.

The age distribution was similar for males and females although a slightly higher proportion of female clients were aged 20–24 years (Figure 3.1). There was a higher proportion in the age group 15–19 years among new clients (20%) compared with all clients in 1997–98 (15%). The median age has increased from 27 years in 1996–97 to 28 years in 1997–98.

**Table 3.1: Number of clients by sex and age, 1997–98**

Sex	15–19		20–24		25–29		30–44		45–59		60–64		Total <sup>(a)</sup>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>All clients</b>														
Male	2,911	15.1	4,339	22.4	3,301	17.1	6,334	32.8	2,321	12.0	102	0.5	19,333	100.0
Female	1,633	14.8	2,674	24.2	1,946	17.6	3,424	31.0	1,345	12.2	21	0.2	11,057	100.0
<b>Total</b>	<b>4,544</b>	<b>15.0</b>	<b>7,013</b>	<b>23.1</b>	<b>5,247</b>	<b>17.3</b>	<b>9,758</b>	<b>32.1</b>	<b>3,666</b>	<b>12.1</b>	<b>123</b>	<b>0.4</b>	<b>30,390</b>	<b>100.0</b>
<b>New clients in 1997–98</b>														
Male	1,718	20.1	1,569	18.4	1,276	15.0	2,758	32.3	1,143	13.4	53	0.6	8,532	100.0
Female	1,021	20.6	979	19.7	757	15.3	1,524	30.7	655	13.2	12	0.2	4,957	100.0
<b>Total</b>	<b>2,739</b>	<b>20.3</b>	<b>2,548</b>	<b>18.9</b>	<b>2,033</b>	<b>15.1</b>	<b>4,282</b>	<b>31.7</b>	<b>1,798</b>	<b>13.3</b>	<b>65</b>	<b>0.5</b>	<b>13,489</b>	<b>100.0</b>
<b>Clients with applicant support only</b>														
Male	250	17.3	233	16.1	232	16.1	502	34.7	212	14.7	10	0.7	1,445	100.0
Female	166	21.0	138	17.5	108	13.7	258	32.7	116	14.7	2	0.3	789	100.0
<b>Total</b>	<b>416</b>	<b>18.6</b>	<b>371</b>	<b>16.6</b>	<b>340</b>	<b>15.2</b>	<b>760</b>	<b>34.0</b>	<b>328</b>	<b>14.7</b>	<b>80</b>	<b>0.3</b>	<b>2,234</b>	<b>100.0</b>

(a) Includes 19 clients aged 65–69 and 20 clients for whom age was unknown.



During 1997-98, 4,793 clients were recorded by agencies as withdrawing from open employment support (Table 3.2). Nearly half (47%) of these withdrawals were client-initiated and nearly two-fifths (38%) were agency-initiated. One in 10 clients (10%) withdrew from support because they transferred to another agency and one in 20 (5%) because they became independent workers.

A further 3,149 clients with support prior to 1 July 1997 (i.e. the beginning of the financial year) had not received support during the 1997-98 financial year but had no recorded reason for ceasing support. These figures suggest that, in some cases, clients have ceased open employment support without this being recorded.

**Table 3.2: Number of clients who ceased support by reason for ceasing support, 1997-98**

Reason for ceasing support	Number	%
Independent	257	5.4
Transferred	466	9.7
Agency-initiated	1,797	37.5
Client-initiated	2,273	47.4
<b>Total</b>	<b>4,793</b>	<b>100.0</b>

Of the clients receiving open employment support in the 12 months to 30 June 1998, 1.8% (537) were of Aboriginal or Torres Strait Islander origin (Table 3.3), which is slightly less than the estimated proportion in the Australian population (2.1%) as at 30 June 1998 (ABS 1998b).

**Table 3.3: Number of clients by origin, 1997–98**

<b>Origin</b>	<b>Number</b>	<b>%</b>
Not Aboriginal, Torres Strait Islander, South Sea Islander	28,596	94.1
Aboriginal	508	1.7
Torres Strait Islander	29	0.1
South Sea Islander	47	0.2
Unknown	1,210	4.0
<b>Total</b>	<b>30,390</b>	<b>100.0</b>

In 1997–98, 90% of clients were born in Australia, 3% were born in another country classified as English-speaking, 5% were from countries classified as non-English-speaking and 2% were recorded as ‘not known’ (Table 3.4). These percentages are identical to those in 1996–97. The distribution of people according to country of birth differs from the estimated distribution in the Australian population. The Australian Bureau of Statistics estimated that 76% of the population were born in Australia, 9% in other English-speaking countries and 14% in non-English-speaking countries as at 30 June 1998 (ABS 1998b).

**Table 3.4: Number of clients by country of birth, 1997–98**

<b>Country of birth</b>	<b>Number</b>	<b>%</b>
Australia	27,385	90.1
Other English-speaking	1,010	3.3
Non-English-speaking	1,472	4.8
Not known	523	1.7
<b>Total</b>	<b>30,390</b>	<b>100.0</b>

*Note:* The classification for country of birth is defined by the Australian Bureau of Statistics. ‘English-speaking’ countries are defined as Australia, United Kingdom, Ireland, New Zealand, USA, Canada and South Africa.

In 1997–98, the preferred language of the vast majority of clients was English (94%), followed by sign language, Italian and Greek (Table 3.5).

**Table 3.5: Number of clients by most common preferred languages, 1997–98**

<b>Language</b>	<b>Number</b>	<b>%</b>
English	28,452	93.6
An Australian Aboriginal language	88	0.3
Italian	119	0.4
Greek	110	0.4
Vietnamese	100	0.3
Arabic (including Lebanese)	85	0.3
Spanish	58	0.2
Cantonese	45	0.1
All other spoken languages	759	2.5
Sign language	476	1.6
Little/no effective communication	47	0.2
Not known	51	0.2
<b>Total</b>	<b>30,390</b>	<b>100.0</b>

Two-thirds (67%) of clients receiving open employment support in 1997–98 lived with family members at the time they commenced support and one-fifth (20%) lived alone (Table 3.6).

**Table 3.6: Number of clients by type of accommodation, 1997–98**

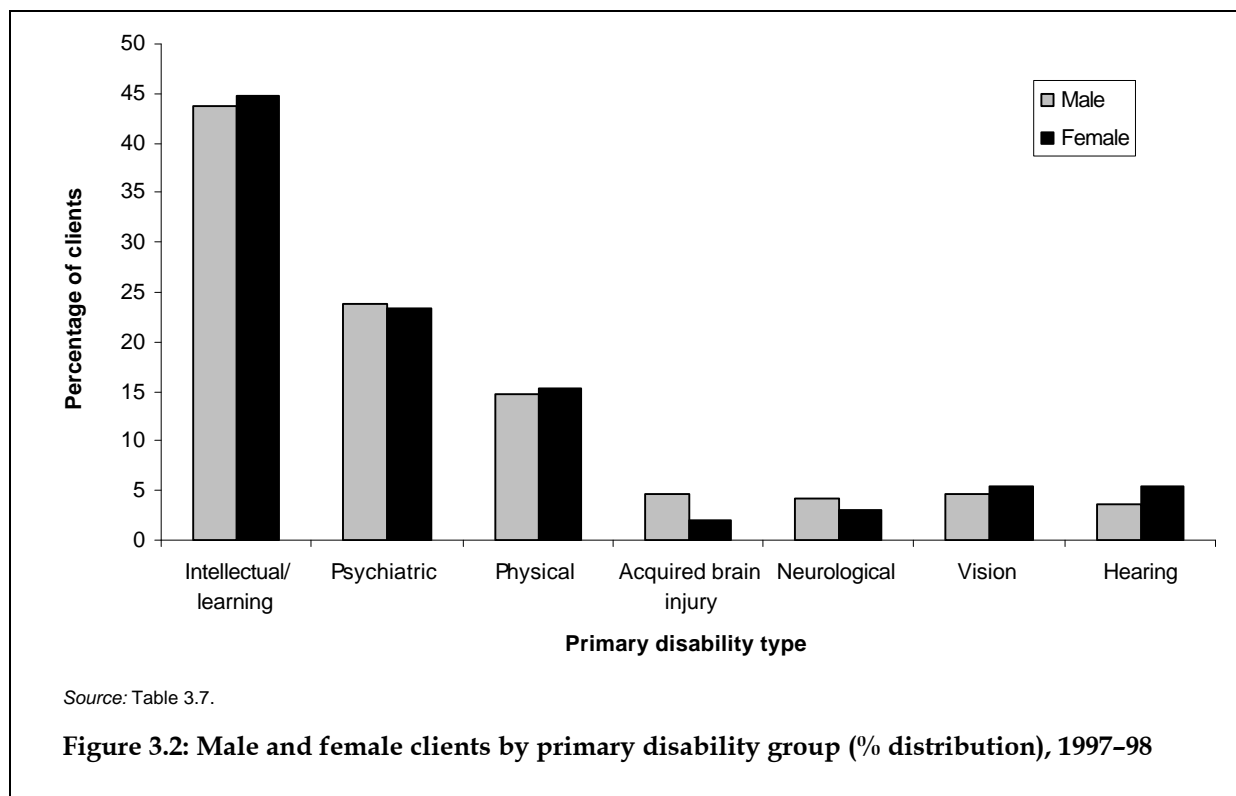
<b>Accommodation type</b>	<b>Number</b>	<b>%</b>
Lives with family members	20,276	66.7
Lives alone	6,099	20.1
Special-purpose accommodation	1,060	3.5
Other community	1,031	3.4
Institutional accommodation	124	0.4
No usual residence	94	0.3
Not known	1,706	5.6
<b>Total</b>	<b>30,390</b>	<b>100.0</b>

Of people attending open employment services 44% had intellectual/learning as their primary disability, followed by nearly a quarter (24%) who had a psychiatric disability and 15% who had a physical disability (Table 3.7, Figure 3.2).

Although the percentage distribution of primary disability group was quite similar for males and females, a slightly higher percentage of males than females had acquired brain injury or neurological disability recorded as their primary disability (Table 3.7). Women were more likely than men to be recorded as having hearing, vision or intellectual/learning disability as their primary disability.

**Table 3.7: Number of clients by primary disability group and sex, 1997–98**

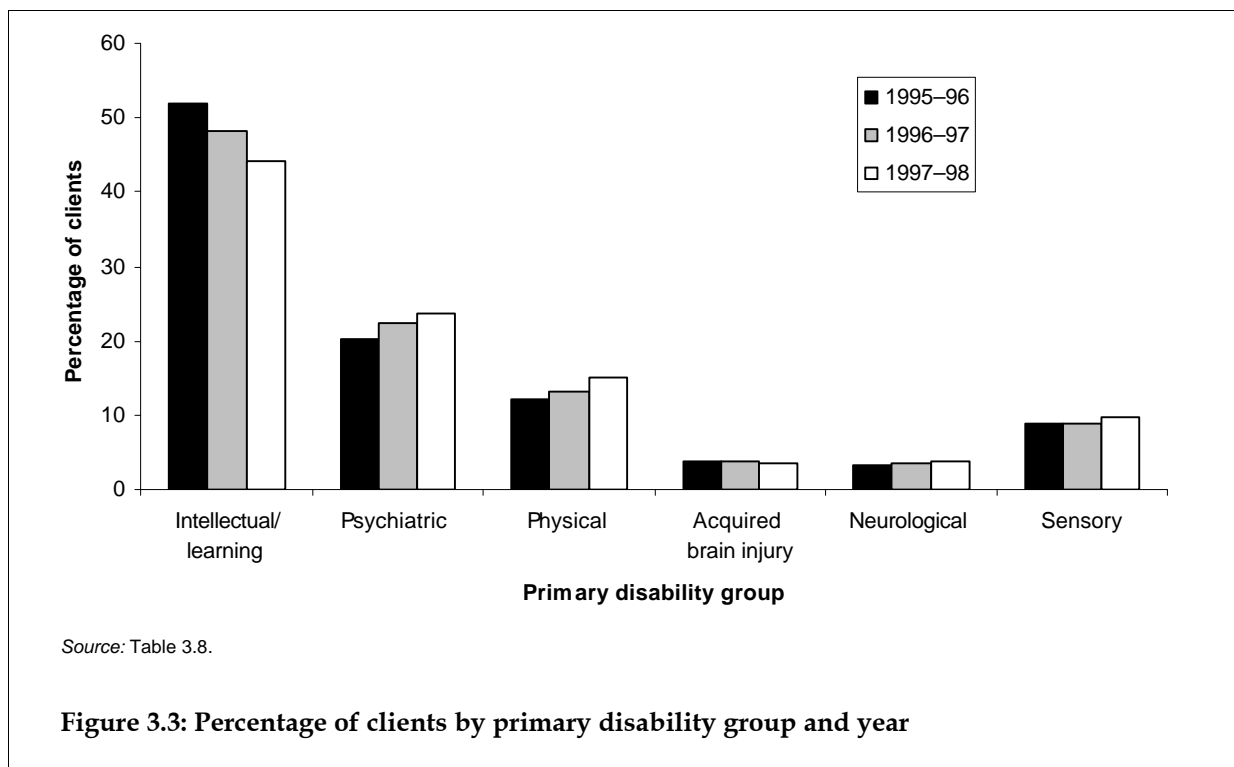
<b>Primary disability group</b>	<b>Male</b>		<b>Female</b>		<b>Total</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Intellectual/learning	8,467	43.8	4,949	44.8	13,416	44.1
Psychiatric	4,587	23.7	2,583	23.4	7,170	23.6
Physical	2,867	14.8	1,705	15.4	4,572	15.0
Acquired brain injury	884	4.6	222	2.0	1,106	3.6
Neurological	815	4.2	348	3.1	1,163	3.8
Vision	913	4.7	600	5.4	1,513	5.0
Hearing	704	3.6	594	5.4	1,298	4.3
Speech	67	0.3	31	0.3	98	0.3
Deafblind	29	0.2	25	0.2	54	0.2
<b>Total</b>	<b>19,333</b>	<b>100.0</b>	<b>11,057</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>
<i>Total %</i>		63.6		36.4		100.0



The proportion of clients with the primary disability group intellectual/learning has declined over the three financial years of the NIMS collection, whereas the percentage of clients with a psychiatric or physical primary disability has increased steadily over this period (Table 3.8, Figure 3.3). There has also been a slight increase in the percentages of clients with neurological or hearing disabilities across the period.

**Table 3.8: Number of clients by primary disability group and year, 1995-96, 1996-97 and 1997-98**

Primary disability group	1995-96		1996-97		1997-98	
	n	%	n	%	n	%
Intellectual/learning	10,696	51.9	11,838	48.1	13,416	44.1
Psychiatric	4,178	20.3	5,515	22.4	7,170	23.6
Physical	2,492	12.1	3,260	13.3	4,572	15.0
Acquired brain injury	779	3.8	964	3.9	1,106	3.6
Neurological	664	3.2	864	3.5	1,163	3.8
Vision	1,007	4.9	1,096	4.5	1,513	5.0
Hearing	731	3.5	951	3.9	1,298	4.3
Speech	60	0.3	72	0.3	98	0.3
Deafblind	17	0.1	30	0.1	54	0.2
<b>Total</b>	<b>20,624</b>	<b>100.0</b>	<b>24,590</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>



One-fifth (20%) of clients had a primary disability that was episodic in nature. The primary disability group by far the most likely to be episodic in nature was psychiatric; 69% (4,981 of 7,170) of clients with a psychiatric disability were recorded as having an episodic disability, and 82% of people with an episodic disability in 1997-98 had a psychiatric disability (Table 3.9).

**Table 3.9: Number of clients by primary disability and episodic nature of disability, 1997-98**

Primary disability group	Episodic		Not episodic		Total	
	Number	%	Number	%	Number	%
Intellectual/learning	299	4.9	13,117	54.0	13,416	44.1
Psychiatric	4,981	81.6	2,189	9.0	7,170	23.6
Physical	360	5.9	4,212	17.3	4,572	15.0
Acquired brain injury	64	1.0	1,042	4.3	1,106	3.6
Neurological	347	5.7	816	3.4	1,163	3.8
Vision	13	0.2	1,500	6.2	1,513	5.0
Hearing	34	0.6	1,264	5.2	1,298	4.3
Speech	7	0.1	91	0.4	98	0.3
Deafblind	1	0.0	53	0.2	54	0.2
<b>Total</b>	<b>6,106</b>	<b>100.0</b>	<b>24,284</b>	<b>100.0</b>	<b>30,390</b>	<b>100.0</b>
<i>Total %</i>		<i>20.1</i>		<i>79.9</i>		<i>100.0</i>

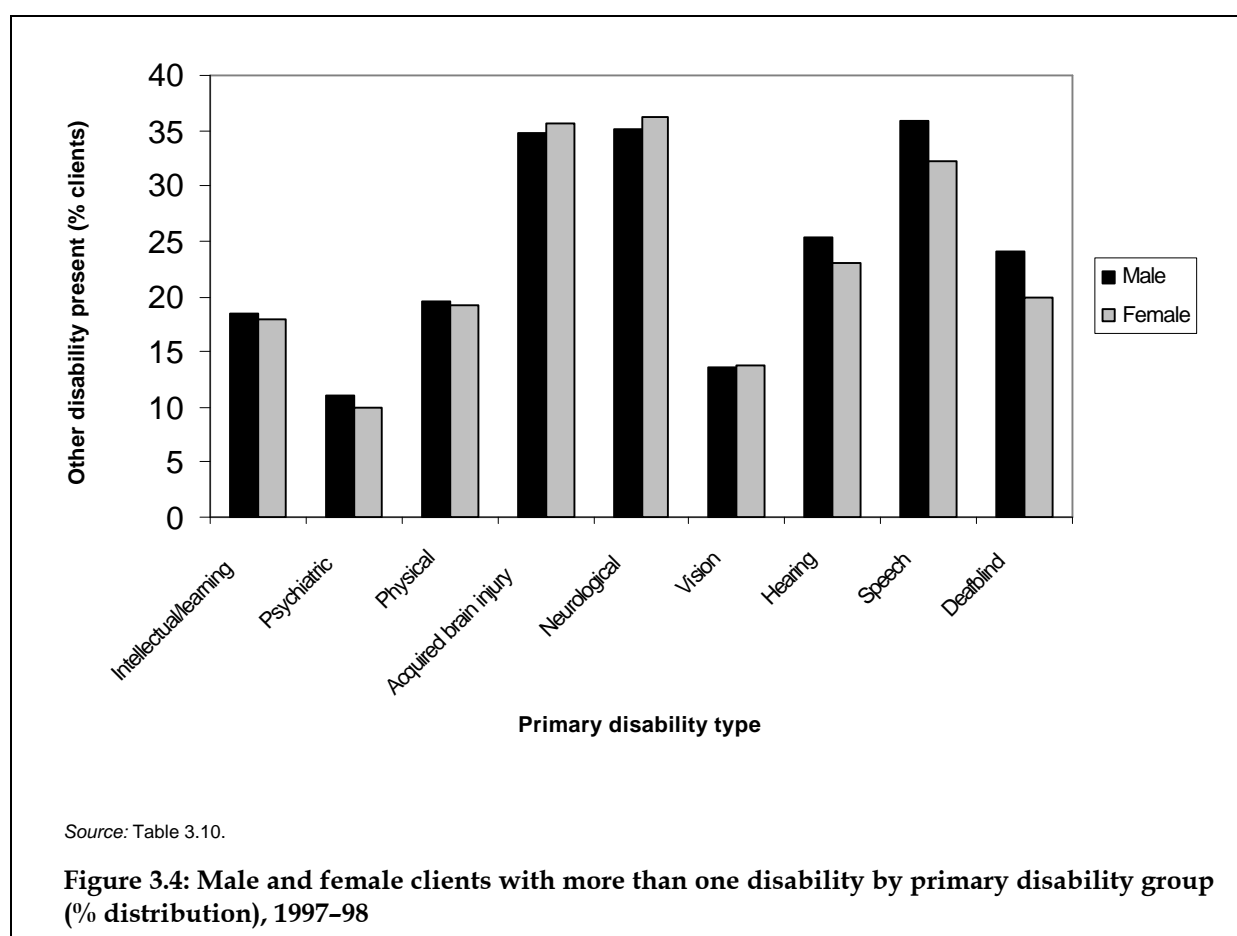


Nearly a fifth (18%) of all clients in 1997–98 had at least one disability other than their primary disability (Table 3.10), compared with 19% in 1996–97 and 21% in 1995–96. In 1997–98, people whose primary disability was an acquired brain injury, neurological, speech, or deafblind disability were most likely to have another disability (Figure 3.4). People with the primary disability groups psychiatric or vision were least likely to have another significant disability.

**Table 3.10: Number and percentage of clients with more than one disability, by primary disability group, 1997–98**

Primary disability group	Males		Females		Persons	
	Number	%	Number	%	Number	%
Intellectual/learning	1,558	18.4	889	18.0	2,447	18.2
Psychiatric	503	11.0	258	10.0	761	10.6
Physical	560	19.5	328	19.2	888	19.4
Acquired brain injury	307	34.7	79	35.6	386	34.9
Neurological	286	35.1	126	36.2	412	35.4
Vision	124	13.6	83	13.8	207	13.7
Hearing	179	25.4	136	22.9	315	24.3
Speech	24	35.8	10	32.3	34	34.7
Deafblind	7	24.1	5	20.0	12	22.2
<b>Total</b>	<b>3,548</b>	<b>18.4</b>	<b>1,914</b>	<b>17.3</b>	<b>5,462</b>	<b>18.0</b>

Note: If other disability was not specified, it was assumed to be absent.



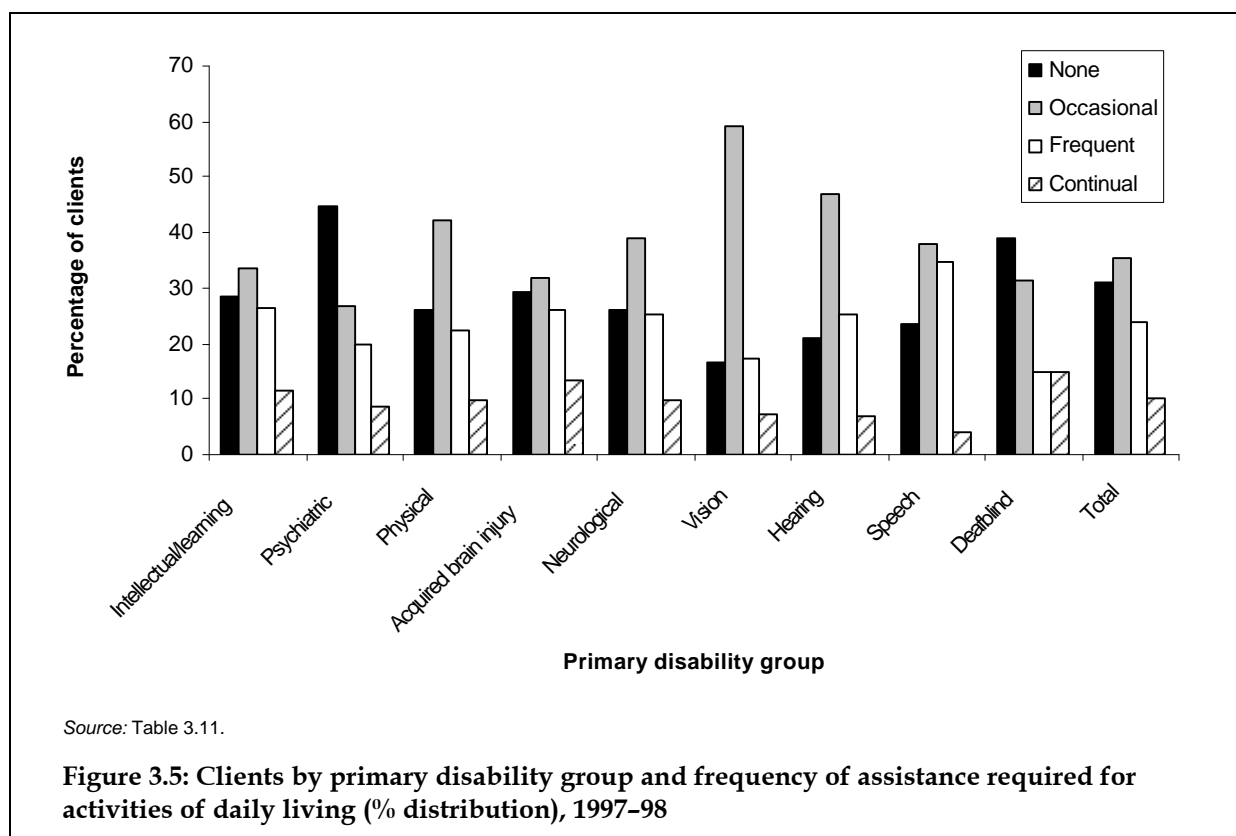
The frequency of assistance required by a client for activities of daily living (ADL) is categorised as 'none', 'occasional', 'frequent' or 'continual'. It refers to the frequency of assistance required in the areas of self-care, mobility and/or verbal communication.

In 1997-98, less than a third (31%) of clients required no ADL assistance, more than a third (35%) required occasional ADL assistance, about a quarter (24%) required frequent assistance and 10% required continual ADL assistance (Table 3.11). People with a psychiatric disability were most likely to have required no ADL assistance (3,208 of 7,170 or 45%) and people with a vision disability were most likely to have required occasional ADL assistance (892 of 1,513 or 59%; Figure 3.5).

**Table 3.11: Number of clients by primary disability group and frequency of ADL assistance required<sup>(a)</sup>, 1997-98**

Primary disability group	None		Occasional		Frequent		Continual		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	3,815	28.4	4,518	33.7	3,546	26.4	1,537	11.5	13,416	100.0
Psychiatric	3,208	44.7	1,917	26.7	1,427	19.9	618	8.6	7,170	100.0
Physical	1,178	25.8	1,931	42.2	1,015	22.2	448	9.8	4,572	100.0
Acquired brain injury	323	29.2	349	31.6	288	26.0	146	13.2	1,106	100.0
Neurological	303	26.1	453	39.0	294	25.3	113	9.7	1,163	100.0
Vision	253	16.7	892	59.0	261	17.3	107	7.1	1,513	100.0
Hearing	273	21.0	608	46.8	329	25.3	88	6.8	1,298	100.0
Speech	23	23.5	37	37.8	34	34.7	4	4.1	98	100.0
Deafblind	21	38.9	17	31.5	8	14.8	8	14.8	54	100.0
<b>Total</b>	<b>9,397</b>	<b>30.9</b>	<b>10,722</b>	<b>35.3</b>	<b>7,202</b>	<b>23.7</b>	<b>3,069</b>	<b>10.1</b>	<b>30,390</b>	<b>100.0</b>

(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 the home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).



Sources of referral to open employment outlets were varied in 1997-98 (Table 3.12). The most common sources of referral were self (22%), Disability Panel (11%)\*, secondary school (9%), the Department of Education, Training and Youth Affairs (DETYA) programs (6%), the Commonwealth Rehabilitation Service (6%), sheltered employment services and family members (4% each).

\* Disability Panels were introduced as part of the Disability Reform Program in 1991. Disability Panels aimed to facilitate access to Disability Reform Packages, either by directly referring clients to a service or by endorsing activity plans designed by the service following referral of a client through alternative means. Following changes in late 1997 and early 1998 to the way in which employment services are delivered, Disability Panels are no longer in operation.

**Table 3.12: Number of clients by referral source, 1997–98**

<b>Referral source</b>	<b>Number</b>	<b>%</b>
Self	6,635	21.8
Family member	1,275	4.2
DETYA programs	1,854	6.1
<b>Education system</b>		
Secondary school system	2,710	8.9
TAFE college	1,000	3.3
University	18	0.1
<b>Health and Family Services</b>		
Another open employment service	827	2.7
Commonwealth Rehabilitation Service (CRS)	1,815	6.0
Jobnet	138	0.5
Partnership with industry project	9	—
Post-school options	758	2.5
Supported employment service	597	2.0
Special Employment Placement Officer	184	0.6
Sheltered employment service	1,262	4.2
Supported wage system placement	20	0.1
Employment skills development program	183	0.6
<b>Other</b>		
Another branch of same agency	685	2.3
Advocate/advocacy service	192	0.6
Community service network	1,456	4.8
Disability Panel (DRP) <sup>(a)</sup>	3,264	10.7
Employer	156	0.5
Hospital	161	0.5
Medical/health centre	1,272	4.2
Other Commonwealth Government	623	2.1
Other	2,272	7.5
Occupational therapist (not CRS)	81	0.3
Rehabilitation counsellor (not CRS)	388	1.3
State Government	538	1.8
Not stated	17	0.1
<b>Total</b>	<b>30,390</b>	<b>100.0</b>

(a) DRP numbers are smaller than those for the referrals recorded under disability panel status (Table 3.12). This may be explained by a lack of historical data kept by agencies, incorrect initial data entry or misunderstanding of the data dictionary.

# 4 Job characteristics

## 4.1 Numbers of jobs

During the 12 months to 30 June 1998, clients receiving open employment support held a total of 20,018 jobs.

Some clients with support were also involved in work experience trials. Such trials occur where an individual is placed in a job mainly to receive experience in the workplace, usually without an expectation of ongoing work and often receiving no payment of wages. These trials are not defined as jobs and are not discussed in this report.

Some people were included on the NIMS database who had no recorded support although they were recorded as being in a job during 1997-98. As with all clients whose support ended prior to 1 July 1997, such workers without support are not discussed further in this report.

Just over half (15,455 or 51%) of clients receiving open employment support in 1997-98 had at least one job during this time. Of these working clients ('workers'), 78% had only one job during the year, 16% had two jobs and the remaining 6% had three or more jobs (Table 4.1).

**Table 4.1: Number of jobs per client during 1997-98**

Number of jobs	Number of clients	% of clients	% of workers
None (non-workers)	14,935	49.1	..
One	12,102	39.8	78.3
Two	2,525	8.3	16.3
Three	609	2.0	3.9
Four	143	0.5	0.9
Five	42	0.1	0.3
Six	16	0.1	0.1
Seven	5	0.0	0.0
Eight	5	0.0	0.0
Nine	1	0.0	0.0
Ten or more <sup>(a)</sup>	7	0.0	0.0
<b>Total with jobs (workers)</b>	<b>15,455</b>	<b>50.9</b>	<b>100.0</b>
<b>Total number of jobs</b>	<b>20,018</b>		
<b>Total clients</b>	<b>30,390</b>		

(a) Includes 4 clients with 10 jobs, 1 client with 11 jobs and 2 clients with 13 jobs.

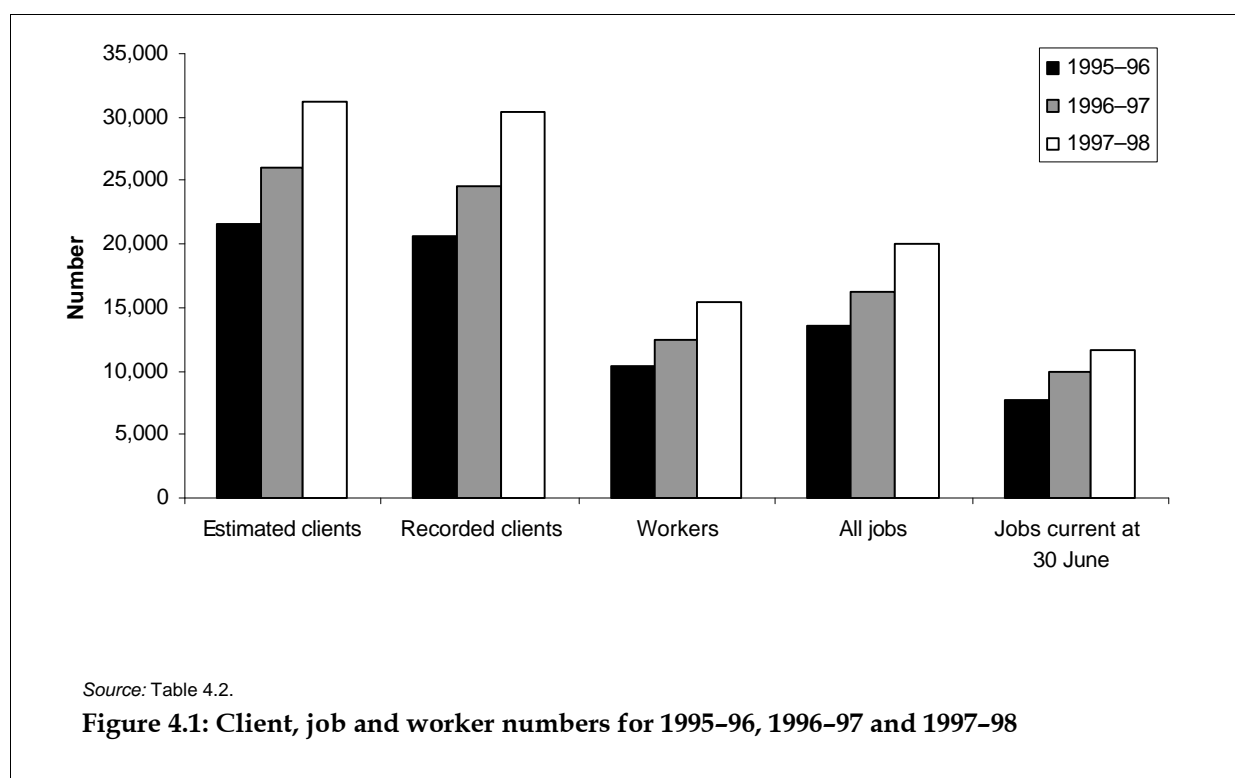
The percentage of clients who are workers has remained stable over the last three financial years at around 50% (Table 4.2). Over this time, the number of estimated clients has increased steadily (by about 20% between 30 June 1996 and 30 June 1997, and a further 20% between 30 June 1997 and 30 June 1998; Table 4.2, Figure 4.1). However, the increase in the number of recorded clients has not been as steady, with a 19% increase between 1995-96 and 1996-97 and a 24% increase between 1996-97 and 1997-98. From 1996-97 to 1997-98 the

increase for recorded clients was larger than that for estimated clients because a higher percentage of outlets provided a satisfactory download of data at the end of 1997-98.

The number of workers and jobs has increased each year in line with the increase in the number of recorded consumers (for example, 24% increase in recorded clients, workers and jobs between 1996-97 and 1997-98; Table 4.2). The percentage of all jobs which were current at the end of each financial year differed across financial years (57% in 1995-96, 61% in 1996-97 and 59% in 1997-98).

**Table 4.2: Selected statistics for clients, workers and jobs by year**

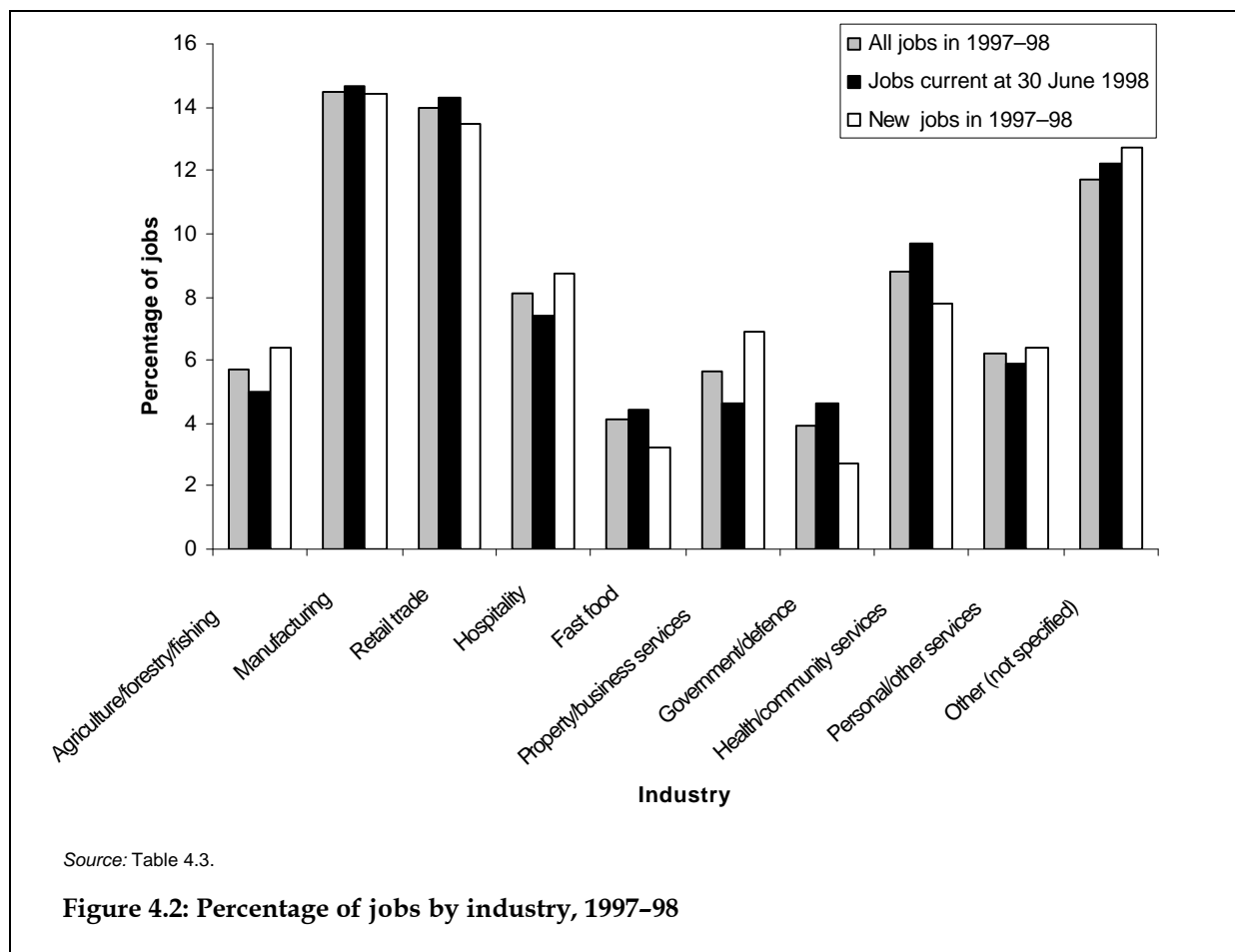
	1995-96	1996-97	1997-98	% increase (1995-96 to 1996-97)	% increase (1996-97 to 1997-98)
Estimated clients	21,656	26,062	31,158	20.3	19.6
Recorded clients	20,624	24,590	30,390	19.2	23.6
Workers	10,346	12,431	15,455	20.2	24.3
All jobs	13,549	16,191	20,018	19.5	23.6
Jobs current at 30 June	7,738	9,944	11,702	28.5	17.7
Recorded clients as percentage of estimated clients	95.2	94.4	97.5		
Workers as percentage of recorded clients	50.2	50.6	50.9		
Jobs current at 30 June as percentage of all jobs	57.1	61.4	58.5		



In 1997–98, jobs were spread across all industry sectors, with the leading employers being in retail trade (18%) and manufacturing (16%), followed by health/community services (9%) and hospitality (8%; Table 4.3, Figure 4.2). The distribution of jobs by industry was similar in 1995–96 and 1996–97.

**Table 4.3: Number of jobs by industry of employer, 1997–98**

Industry	All jobs in 1997–98		Jobs current at 30 June 1998		New jobs in 1997–98	
	Number	%	Number	%	Number	%
Clothing/textiles/footwear	217	1.1	117	1.0	118	1.1
Other manufacturing	2,910	14.5	1,720	14.7	1,576	14.4
<i>All manufacturing</i>	<i>3,127</i>	<i>15.6</i>	<i>1,837</i>	<i>15.7</i>	<i>1,694</i>	<i>15.4</i>
Fast food	817	4.1	520	4.4	352	3.2
Other retail trade	2,806	14.0	1,673	14.3	1,477	13.5
<i>All retail trade</i>	<i>3,623</i>	<i>18.1</i>	<i>2,193</i>	<i>18.7</i>	<i>1,829</i>	<i>16.7</i>
Agriculture/forestry/fishing	1,144	5.7	584	5.0	697	6.4
Mining	31	0.2	19	0.2	15	0.1
Electricity/gas/water supply	69	0.3	41	0.4	34	0.3
Construction	334	1.7	174	1.5	224	2.0
Wholesale trade	737	3.7	393	3.4	409	3.7
Hospitality	1,621	8.1	868	7.4	954	8.7
Transport/storage	535	2.7	308	2.6	319	2.9
Communication services	357	1.8	233	2.0	190	1.7
Finance and insurance	292	1.5	183	1.6	164	1.5
Property/business services	1,123	5.6	538	4.6	762	6.9
Government/defence	785	3.9	533	4.6	300	2.7
Education	539	2.7	336	2.9	267	2.4
Health/community services	1,759	8.8	1,134	9.7	854	7.8
Cultural/recreational services	355	1.8	212	1.8	167	1.5
Personal/other services	1,245	6.2	687	5.9	697	6.4
Other	2,342	11.7	1,429	12.2	1,398	12.7
<b>Total</b>	<b>20,018</b>	<b>100.0</b>	<b>11,702</b>	<b>100.0</b>	<b>10,974</b>	<b>100.0</b>



Over three-fifths (61%) of all jobs were as labourers/related workers (Table 4.4). Clerks and sales/personal service staff (13% each) were the other main occupational categories. The distribution of jobs by occupation was similar in the previous two financial years, although a slightly higher proportion of jobs were as labourers/workers in 1995-96 (64%) compared with 1996-97 (62%) and 1997-98 (61%).

People with an intellectual/learning disability were more likely than average to be employed as labourers/related workers – with three-quarters (75%) of people having this disability group employed in this occupation (Table 4.4, Figure 4.3). People with a physical, vision or deafblind disability were more likely than average to be employed as clerks (27%, 34% and 31% respectively). People with a hearing disability were more likely than average to be employed as tradespersons (12%).



**Table 4.4: Number and percentage of jobs by primary disability group and occupation of client, 1997-98**

Primary disability	Managers	Professionals	Para-professionals	Tradespersons	Clerks	Sales/personal service staff	Plant/machine operators/drivers	Labourers/related workers	Total <sup>(a)</sup>	Total %
	Number									
Intellectual/learning	8	25	38	566	699	1,013	109	7,192	9,657	48.2
Psychiatric	20	167	187	271	506	692	134	2,276	4,254	21.3
Physical	34	110	120	123	746	435	83	1,079	2,733	13.7
Acquired brain injury	2	7	19	54	98	86	12	455	733	3.7
Neurological	2	7	15	44	112	95	14	439	728	3.6
Vision	9	88	45	29	313	159	11	268	923	4.6
Hearing	1	16	13	113	139	73	21	535	912	4.6
Speech	—	4	1	5	6	8	1	37	62	0.3
Deafblind	—	—	—	1	5	2	—	8	16	0.1
<b>Total</b>	<b>76</b>	<b>424</b>	<b>438</b>	<b>1,206</b>	<b>2,624</b>	<b>2,563</b>	<b>385</b>	<b>12,289</b>	<b>20,018</b>	<b>100.0</b>
	%									
Intellectual/learning	0.1	0.3	0.4	5.9	7.2	10.5	1.1	74.5	100.0	
Psychiatric	0.5	3.9	4.4	6.4	11.9	16.3	3.1	53.5	100.0	
Physical	1.2	4.0	4.4	4.5	27.3	15.9	3.0	39.5	100.0	
Acquired brain injury	0.3	1.0	2.6	7.4	13.4	11.7	1.6	62.1	100.0	
Neurological	0.3	1.0	2.1	6.0	15.4	13.0	1.9	60.3	100.0	
Vision	1.0	9.5	4.9	3.1	33.9	17.2	1.2	29.0	100.0	
Hearing	0.1	1.8	1.4	12.4	15.2	8.0	2.3	58.7	100.0	
Speech	—	6.5	1.6	8.1	9.7	12.9	1.6	59.7	100.0	
Deafblind	—	—	—	6.3	31.3	12.5	—	50.0	100.0	
<b>Total %</b>	<b>0.4</b>	<b>2.1</b>	<b>2.2</b>	<b>6.0</b>	<b>13.1</b>	<b>12.8</b>	<b>1.9</b>	<b>61.4</b>	<b>100.0</b>	

(a) Totals include 13 jobs where occupation was not specified.

The distribution of jobs by major occupation type was similar for all jobs in 1997-98, jobs current at 30 June 1998 and new jobs in 1997-98 (Table 4.5).

Within each major occupation type such as tradespersons, jobs are broken down into more specific occupation types, such as food or vehicle tradespersons (Table 4.5). Examination of jobs at this level provides a more detailed indication of the nature of work being undertaken by workers.

For all jobs in the last 12 months, tradesperson jobs were most likely to be classified as food tradespersons (2% of all jobs). Clerks were most likely to be in jobs classified as filing, sorting and copying clerks (3% of all jobs) and receptionists, telephonists and messengers (3% of all jobs). In all major occupation groups, a reasonably high proportion of jobs were classified under the 'miscellaneous' occupation type. This may suggest that outlets experience some difficulties in using the occupation classification, or that the jobs in which open employment clients are employed do not tend to fit well within the specific occupation types provided.

**Table 4.5: Number of jobs by occupation type**

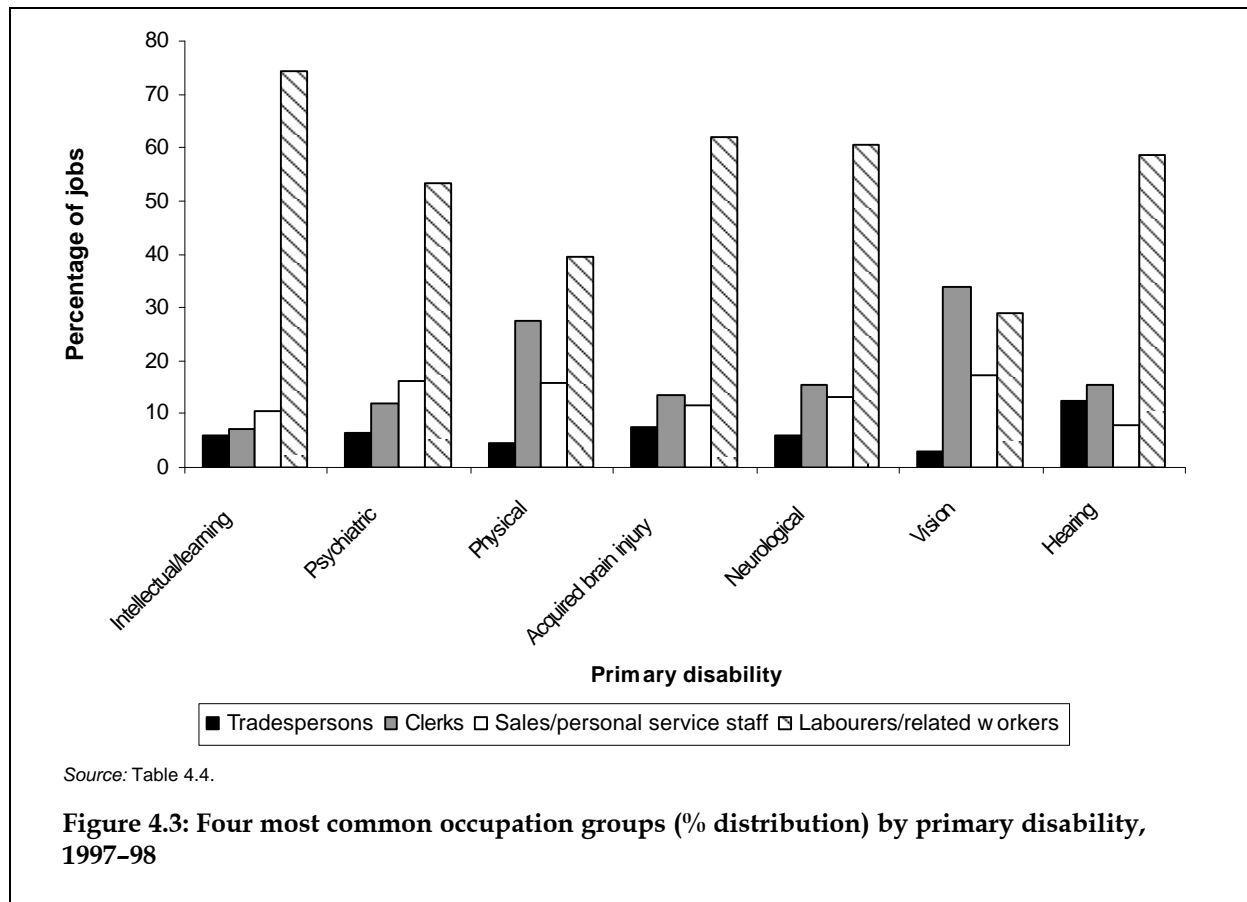
Occupation	All jobs (last 12 months)		Jobs current at 30 June 1998		New jobs in 1997-98	
	Number	%	Number	%	Number	%
General managers	28	0.1	21	0.2	14	0.1
Specialist managers	15	0.1	12	0.1	8	0.1
Farmers and farm managers	3	—	3	0.0	—	—
Managing supervisors (sales and service)	17	0.1	12	0.1	9	0.1
Managing supervisors (other business)	13	0.1	10	0.1	4	0.0
<i>All managers</i>	<i>76</i>	<i>0.4</i>	<i>58</i>	<i>0.5</i>	<i>35</i>	<i>0.3</i>
Natural scientists	5	—	5	—	2	—
Building professionals	6	—	2	—	4	—
Health diagnosis and treatment practitioners	38	0.2	33	0.3	11	0.1
School teachers	14	0.1	7	0.1	7	0.1
Other teachers and instructors	96	0.5	74	0.6	50	0.5
Social professionals	30	0.1	23	0.2	17	0.2
Business professionals	61	0.3	47	0.4	26	0.2
Artists and related professionals	35	0.2	25	0.2	18	0.2
Miscellaneous professionals	139	0.7	104	0.9	72	0.7
<i>All professionals</i>	<i>424</i>	<i>2.1</i>	<i>320</i>	<i>2.7</i>	<i>207</i>	<i>1.9</i>
Medical and science technical officers and technicians	28	0.1	15	0.1	12	0.1
Engineering and building associates and technicians	7	—	4	—	3	—
Air and sea transport technical workers	3	—	1	—	1	—
Registered nurses	25	0.1	15	0.1	13	0.1
Miscellaneous para-professionals	375	1.9	260	2.2	180	1.6
<i>All para-professionals</i>	<i>438</i>	<i>2.2</i>	<i>295</i>	<i>2.5</i>	<i>209</i>	<i>1.9</i>

(continued)

**Table 4.5 (continued): Number of jobs by occupation type**

Occupation	All jobs (last 12 months)		Jobs current at 30 June 1998		New jobs in 1997-98	
	Number	%	Number	%	Number	%
Metal fitting and machine tradespersons	56	0.3	35	0.3	32	0.3
Other metal tradespersons	28	0.1	22	0.2	12	0.1
Electrical and electronics tradespersons	68	0.3	39	0.3	39	0.4
Building tradespersons	136	0.7	81	0.7	90	0.8
Printing tradespersons	15	0.1	9	0.1	10	0.1
Vehicle tradespersons	80	0.4	46	0.4	48	0.4
Food tradespersons	418	2.1	247	2.1	200	1.8
Amenity horticultural tradespersons	104	0.5	77	0.7	31	0.3
Miscellaneous tradespersons	301	1.5	190	1.6	161	1.5
<i>All tradespersons</i>	<i>1,206</i>	<i>6.0</i>	<i>746</i>	<i>6.4</i>	<i>623</i>	<i>5.7</i>
Stenographers	6	—	3	—	2	—
Data processing and business machine operators	335	1.7	218	1.9	168	1.5
Numerical clerks	145	0.7	65	0.6	104	0.9
Filing, sorting and copying clerks	493	2.5	323	2.8	207	1.9
Material recording and despatching clerks	115	0.6	67	0.6	51	0.5
Receptionists, telephonists and messengers	496	2.5	319	2.7	273	2.5
Miscellaneous clerks	1,034	5.2	660	5.6	561	5.1
<i>All clerks</i>	<i>2,624</i>	<i>13.1</i>	<i>1,655</i>	<i>14.1</i>	<i>1,366</i>	<i>12.4</i>
Investment, insurance and real estate salespersons	10	—	6	0.1	4	—
Sales representatives	144	0.7	74	0.6	99	0.9
Sales assistants	1,027	5.1	601	5.1	564	5.1
Tellers, cashiers and ticket salespersons	118	0.6	67	0.6	55	0.5
Miscellaneous salespersons	436	2.2	268	2.3	222	2.0
Personal service workers	827	4.1	494	4.2	452	4.1
<i>All sales/personal service staff<sup>(a)</sup></i>	<i>2,563</i>	<i>12.8</i>	<i>1,510</i>	<i>12.9</i>	<i>1,396</i>	<i>12.7</i>
Road and rail transport drivers	63	0.3	39	0.3	40	0.4
Mobile plant operators (except transport)	6	—	5	—	4	—
Stationary plant operators	25	0.1	16	0.1	10	0.1
Machine operators / drivers	291	1.5	166	1.4	167	1.5
<i>All plant/machine operators/drivers</i>	<i>385</i>	<i>1.9</i>	<i>226</i>	<i>1.9</i>	<i>221</i>	<i>2.0</i>
Trades assistant and factory hands	1,808	9.0	1,069	9.1	1,003	9.1
Agricultural labourers and related workers	1,556	7.8	747	6.4	982	8.9
Cleaners	2,340	11.7	1,356	11.6	1,265	11.5
Construction and mining labourers	108	0.5	61	0.5	76	0.7
Miscellaneous labourers and related workers	6,470	32.3	3,650	31.2	3,579	32.6
<i>All labourers/related workers<sup>(a)</sup></i>	<i>12,289</i>	<i>61.4</i>	<i>6,883</i>	<i>58.8</i>	<i>6,905</i>	<i>62.9</i>
Not specified	13	0.1	9	0.1	12	0.1
<b>Total</b>	<b>20,018</b>	<b>100.0</b>	<b>11,702</b>	<b>100.0</b>	<b>10,974</b>	<b>100.0</b>

(a) Total sales/personal service jobs includes 1 job where specific occupation type was not specified. Total labourers/related workers jobs include 7 jobs where specific occupation type was not specified.



Nearly two-thirds (65%) of all jobs in the 12 months to 30 June 1998 were on a permanent regular basis, compared with 70% of jobs current at 30 June 1998 and 60% of new jobs in 1997-98 (Table 4.6). A higher proportion of new jobs in 1997-98 were on a temporary regular employment basis (16%) compared with all jobs in that period (14%) and jobs current at the end of the period (11%). The distribution of jobs by employment basis was similar in 1995-96 and 1996-97.

**Table 4.6: Number of jobs by employment basis, 1997-98**

Industry	All jobs in 1997-98		Jobs current at 30 June 1998		New jobs in 1997-98	
	Number	%	Number	%	Number	%
Permanent—regular	13,000	64.9	8,210	70.2	6,552	59.7
Temporary—regular	2,732	13.6	1,304	11.1	1,752	16.0
Permanent—irregular	2,377	11.9	1,395	11.9	1,275	11.6
Temporary—irregular	1,297	6.5	590	5.0	940	8.6
Temporary—seasonal	358	1.8	71	0.6	302	2.8
Permanent—seasonal	250	1.2	128	1.1	150	1.4
<b>Total</b>	<b>20,018</b>	<b>100.0</b>	<b>11,702</b>	<b>100.0</b>	<b>10,974</b>	<b>100.0</b>

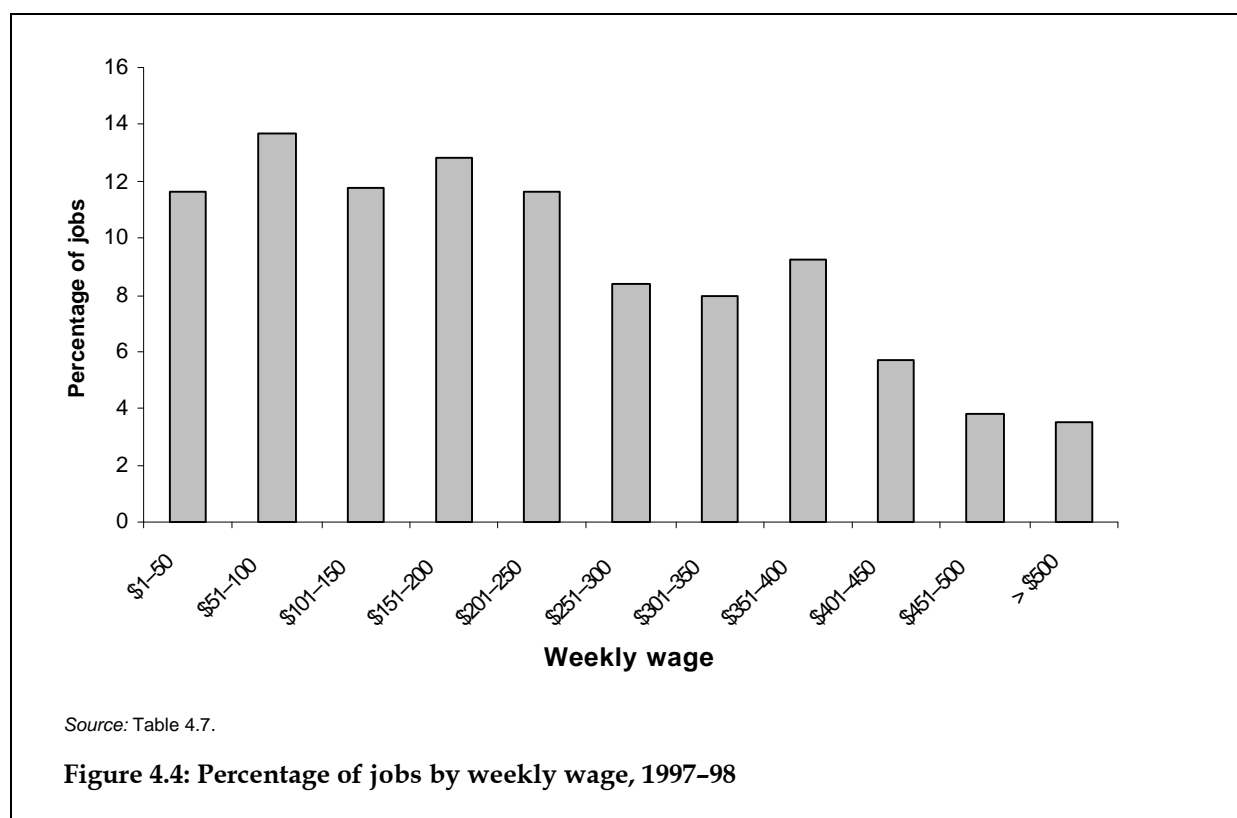
## 4.2 Wages of jobs

Half (50%) of all jobs in 1997–98 had a weekly wage of \$200 or less. This percentage was similar for jobs current at the end of June 1998 (51%) and new jobs in 1997–98 (50%; Table 4.7, Figure 4.4). A similar percentage of jobs had weekly wages of \$200 or less in the previous two financial years (49% in 1995–96 and 1996–97).

**Table 4.7: Number of jobs by weekly wages, 1997–98**

Weekly wage	All jobs in 1997–98		Jobs current at 30 June 1998		New jobs in 1997–98	
	Number	%	Number	%	Number	%
\$1–50	2,309	11.6	1,408	12.1	1,205	11.0
\$51–100	2,735	13.7	1,616	13.8	1,512	13.8
\$101–150	2,352	11.8	1,370	11.7	1,315	12.0
\$151–200	2,563	12.8	1,523	13.0	1,430	13.1
\$201–250	2,320	11.6	1,344	11.5	1,333	12.2
\$251–300	1,683	8.4	911	7.8	936	8.5
\$301–350	1,592	8.0	882	7.6	769	7.0
\$351–400	1,831	9.2	1,026	8.8	1,023	9.3
\$401–450	1,147	5.7	694	5.9	596	5.4
\$451–500	750	3.8	460	3.9	429	3.9
> \$500	699	3.5	441	3.8	406	3.7
<b>Total<sup>(a)</sup></b>	<b>20,018</b>	<b>100.0</b>	<b>11,702</b>	<b>100.0</b>	<b>10,974</b>	<b>100.0</b>

(a) Total includes 37 jobs in 1997–98 for which weekly wage was unknown (including 27 jobs current at 30 June 1998 and 20 new jobs in 1997–98).



Nearly four-fifths (78%) of all jobs in 1997–98 were recorded as having an award wage, with 9% having a wage below the award, 2% above the award and 11% not based on an award wage (Table 4.6). Compared with 1996–97, the percentage of jobs with award wage has increased slightly (from 76%) and the percentage of jobs not based on an award has decreased slightly (from 13%).

Workers with a managerial occupation were the most likely to have a wage that was not based on award (33%), and workers with a sales/personal service occupation the least likely (8%). Managers were also well above average in terms of the percentage of jobs with above award wage (5%), along with professionals (6%). Tradespersons were the most likely to have a wage level of 10–49% of the award wage (5%).

**Table 4.8: Number of jobs by occupation and wage level, 1997–98**

Occupation	10–49% of award	50–79% of award	80–99% of award	Award wage	Above award	Not based on award	Total
	Number						
Managers	—	—	—	47	4	25	76
Professionals	3	1	3	338	24	55	424
Para-professionals	—	2	2	377	15	42	438
Tradespersons	54	49	22	935	32	114	1,206
Clerks	48	109	48	2,113	53	253	2,624
Sales/personal service staff	53	105	23	2,161	28	193	2,563
Plant/machine operators/drivers	3	7	7	308	10	50	385
Labourers/related workers	463	670	209	9,243	258	1,446	12,289
<b>Total<sup>(a)</sup></b>	<b>626</b>	<b>946</b>	<b>314</b>	<b>15,527</b>	<b>424</b>	<b>2,178</b>	<b>20,018</b>
	%						
Managers	—	—	—	61.8	5.3	32.9	100.0
Professionals	0.7	0.2	0.7	79.7	5.7	13.0	100.0
Para-professionals	—	0.5	0.5	86.1	3.4	9.6	100.0
Tradespersons	4.5	4.1	1.8	77.5	2.7	9.5	100.0
Clerks	1.8	4.2	1.8	80.5	2.0	9.6	100.0
Sales/personal service staff	2.1	4.1	0.9	84.3	1.1	7.5	100.0
Plant/machine operators/drivers	0.8	1.8	1.8	80.0	2.6	13.0	100.0
Labourers/related workers	3.8	5.5	1.7	75.2	2.1	11.8	100.0
<b>Total<sup>(a)</sup></b>	<b>3.1</b>	<b>4.7</b>	<b>1.6</b>	<b>77.6</b>	<b>2.1</b>	<b>10.9</b>	<b>100.0</b>

(a) Total includes 3 jobs with unknown occupation and wage level and 10 jobs with unknown occupation (5 with award wage, 3 with 50–79% award wage, and 3 with 80–99% award wage).

### 4.3 Job hours per week

About a third (33%) of all jobs in the 12 months to 30 June 1998 were for 35 hours or more per week, and 37% were for fewer than 20 hours per week (Table 4.9, Figure 4.5). The distribution of hours was quite similar for jobs current at 30 June 1998. However, a slightly lower percentage of new jobs in 1997–98 were for 35 hours or more (32%) and a higher percentage of new jobs were for less than 20 hours per week (40%).

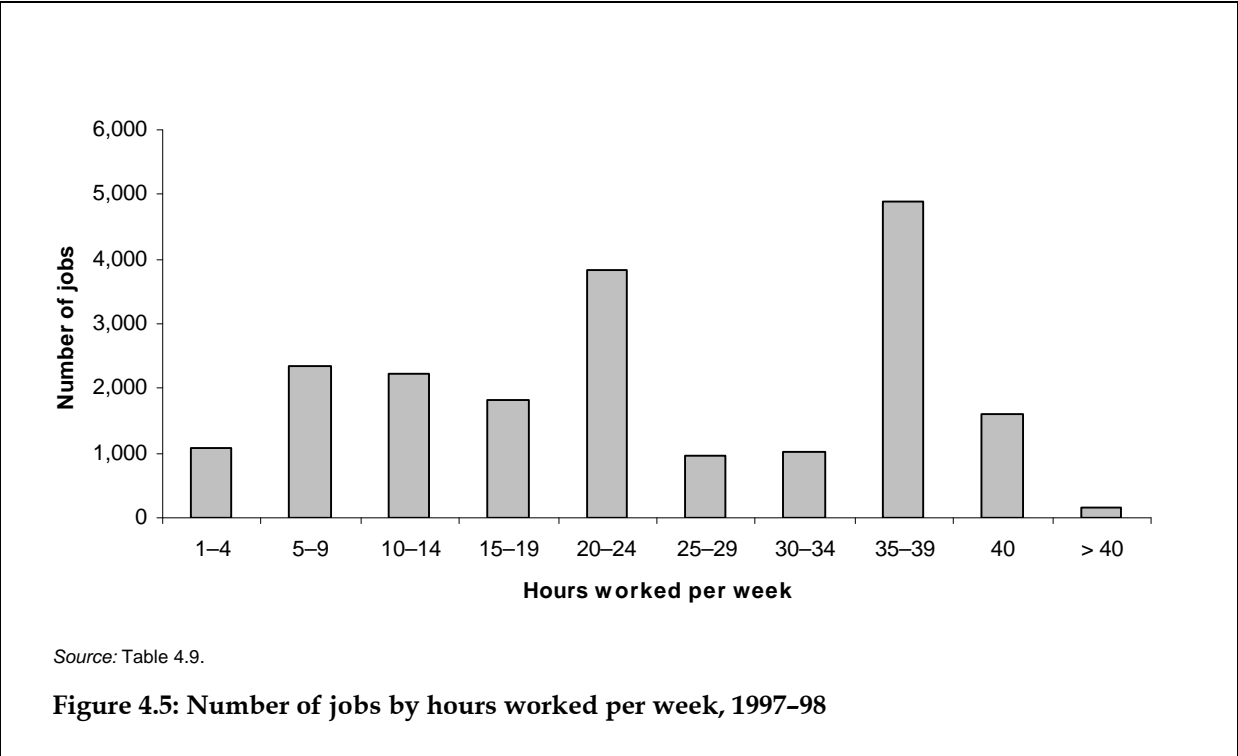
The percentage of jobs of 35 hours or more has declined each financial year of the NIMS data collection (from 39% in 1995-96 to 35% in 1996-97 and 33% in 1997-98), whereas the percentage of jobs of less than 20 hours per week has increased over the period (33% in 1995-96, 36% in 1996-97 and 37% in 1997-98).

Workers with a psychiatric disability, neurological disability or acquired brain injury were more likely than average to work in jobs of less than 20 hours per week (46%, 43% and 42% respectively; Table 4.10). Workers with a sensory disability (vision, hearing, speech or deafblind) were more likely than average to work in full-time jobs of 35 or more hours per week.

**Table 4.9: Number of jobs by hours worked per week, 1997-98**

Hours per week	All jobs in 1997-98		Jobs current at 30 June 1998		New jobs in 1997-98	
	Number	%	Number	%	Number	%
1-4	1,082	5.4	598	5.1	583	5.3
5-9	2,365	11.8	1,352	11.6	1,396	12.7
10-14	2,215	11.1	1,353	11.6	1,276	11.6
15-19	1,822	9.1	1,094	9.4	1,091	9.9
20-24	3,844	19.2	2,196	18.8	2,142	19.5
25-29	972	4.9	593	5.1	469	4.3
30-34	1,030	5.1	561	4.8	556	5.1
35-39	4,902	24.5	2,963	25.3	2,496	22.8
40	1,622	8.1	907	7.8	861	7.8
> 40	160	0.8	81	0.7	101	0.9
<b>Total<sup>(a)</sup></b>	<b>20,018</b>	<b>100.0</b>	<b>11,702</b>	<b>100.0</b>	<b>10,974</b>	<b>100.0</b>

(a) Total includes 4 jobs with unknown hours per week in 1997-98 (all of these were current at 30 June 1998 and 3 were new jobs in 1997-98).



**Table 4.10: Number of jobs by primary disability group of client and hours worked per week, 1997–98**

Primary disability	Hours per week										Total
	1–4	5–9	10–14	15–19	20–24	25–29	30–34	35–39	40	> 40	
	Number										
Intellectual/learning	443	1,083	1,048	872	1,868	500	492	2,498	780	71	9,655
Psychiatric	333	607	574	425	839	175	231	729	308	32	4,253
Physical	158	349	296	247	530	145	132	639	213	24	2,733
Acquired brain injury	44	102	87	71	151	38	38	130	63	9	733
Neurological	58	91	86	77	133	31	30	154	61	7	728
Vision	12	53	57	54	168	43	46	398	84	8	923
Hearing	30	74	65	70	147	37	52	326	102	8	911
Speech	2	4	2	4	7	3	9	23	7	1	62
Deafblind	2	2	—	2	1	—	—	5	4	—	16
<b>Total<sup>(a)</sup></b>	<b>1,082</b>	<b>2,365</b>	<b>2,215</b>	<b>1,822</b>	<b>3,844</b>	<b>972</b>	<b>1,030</b>	<b>4,902</b>	<b>1,622</b>	<b>160</b>	<b>20,018</b>
	%										
Intellectual/learning	4.6	11.2	10.9	9.0	19.3	5.2	5.1	25.9	8.1	0.7	100.0
Psychiatric	7.8	14.3	13.5	10.0	19.7	4.1	5.4	17.1	7.2	0.8	100.0
Physical	5.8	12.8	10.8	9.0	19.4	5.3	4.8	23.4	7.8	0.9	100.0
Acquired brain injury	6.0	13.9	11.9	9.7	20.6	5.2	5.2	17.7	8.6	1.2	100.0
Neurological	8.0	12.5	11.8	10.6	18.3	4.3	4.1	21.2	8.4	1.0	100.0
Vision	1.3	5.7	6.2	5.9	18.2	4.7	5.0	43.1	9.1	0.9	100.0
Hearing	3.3	8.1	7.1	7.7	16.1	4.1	5.7	35.8	11.2	0.9	100.0
Speech	3.2	6.5	3.2	6.5	11.3	4.8	14.5	37.1	11.3	1.6	100.0
Deafblind	12.5	12.5	—	12.5	6.3	—	—	31.3	25.0	—	100.0
<b>Total</b>	<b>5.4</b>	<b>11.8</b>	<b>11.1</b>	<b>9.1</b>	<b>19.2</b>	<b>4.9</b>	<b>5.1</b>	<b>24.5</b>	<b>8.1</b>	<b>0.8</b>	<b>100.0</b>

(a) Total includes 4 jobs with unknown hours per week.

Note: Totals may not add exactly due to rounding of hours.

As might be expected, weekly wages were closely related to the number of hours worked per week (Table 4.11). In 1997–98, nearly three-quarters (4,784 of 6,675 or 72%, see bottom shaded area) of jobs of 35 hours or more had weekly wages in the range of \$251 to \$500. Most (3,251 of 3,838 or 85%, see left shaded area) jobs of 20–24 hours per week had weekly wages between \$101 and \$300. However, a small percentage of jobs had very low wages for the hours worked. For example, 7% (606 of 8,675, see top right shaded area) of jobs of 25 hours or more had weekly wages of \$150 or less, which equates to \$6 or less per hour.



**Table 4.11: Number of jobs by weekly wage and hours worked per week, 1997–98**

Weekly wage	Hours										Total <sup>(a)</sup>
	1–4	5–9	10–14	15–19	20–24	25–29	30–34	35–39	40	> 40	
	Number										
≤ \$50	988	609	274	105	124	31	37	126	12	3	2,309
\$51–100	85	1,370	678	237	192	47	41	69	12	4	2,735
\$101–150	8	344	968	427	381	66	53	83	22	—	2,352
\$151–200	1	30	235	685	993	120	53	337	105	4	2,563
\$201–250	—	6	34	270	1,238	200	112	341	116	3	2,320
\$251–300	—	—	16	66	639	262	191	372	132	5	1,683
\$301–350	—	—	3	17	153	143	243	817	211	5	1,592
\$351–400	—	—	—	6	66	67	176	1,083	414	19	1,831
\$401–450	—	—	—	4	23	25	69	796	213	17	1,147
\$451–500	—	—	—	2	19	5	24	488	180	32	750
> \$500	—	—	—	—	10	6	29	383	203	68	699
<b>Total</b>	<b>1,082</b>	<b>2,359</b>	<b>2,208</b>	<b>1,819</b>	<b>3,838</b>	<b>972</b>	<b>1,028</b>	<b>4,895</b>	<b>1,620</b>	<b>160</b>	<b>19,981</b>
	%										
≤ \$50	91.3	25.8	12.4	5.8	3.2	3.2	3.6	2.6	0.7	1.9	11.6
\$51–100	7.9	58.1	30.7	13.0	5.0	4.8	4.0	1.4	0.7	2.5	13.7
\$101–150	0.7	14.6	43.8	23.5	9.9	6.8	5.2	1.7	1.4	—	11.8
\$151–200	0.1	1.3	10.6	37.7	25.9	12.3	5.2	6.9	6.5	2.5	12.8
\$201–250	—	0.3	1.5	14.8	32.3	20.6	10.9	7.0	7.2	1.9	11.6
\$251–300	—	—	0.7	3.6	16.6	27.0	18.6	7.6	8.1	3.1	8.4
\$301–350	—	—	0.1	0.9	4.0	14.7	23.6	16.7	13.0	3.1	8.0
\$351–400	—	—	—	0.3	1.7	6.9	17.1	22.1	25.6	11.9	9.2
\$401–450	—	—	—	0.2	0.6	2.6	6.7	16.3	13.1	10.6	5.7
\$451–500	—	—	—	0.1	0.5	0.5	2.3	10.0	11.1	20.0	3.8
> \$500	—	—	—	—	0.3	0.6	2.8	7.8	12.5	42.5	3.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Note: Totals may not add exactly due to rounding of hours.

## 4.4 Reasons for jobs ending

A total of 8,316 jobs ended in the 12 months to 30 June 1998. This figure includes 540 jobs which were regarded as completed because they were held by clients who withdrew from open employment support during this period and whose subsequent job history is unknown. For the remaining 7,776 jobs ending in the 12-month period, the most common reasons for ending a job were resignation for reasons other than career development (33%) and completion of employment contract (24%; Table 4.12). Together, retrenchment and dismissal were given as reasons for a job ending in over a quarter (26%) of cases.

**Table 4.12: Number of completed jobs by job-end reason, 1997–98**

<b>Job-end reason</b>	<b>Number</b>	<b>%</b>
Employment contract completed	1,843	23.7
Resigned—career development	942	12.1
Resigned—other	2,535	32.6
Retrenched	1,048	13.5
Dismissed	941	12.1
Work trial	276	3.5
Not specified	191	2.5
<b>Total<sup>(a)</sup></b>	<b>7,776</b>	<b>100.0</b>

(a) Total excludes 540 jobs which were held by clients who withdrew from open employment support during 1997–98 and whose subsequent job history is unknown.

## 4.5 Duration of jobs

The total number of jobs in the 12 months to 30 June 1998 (20,018) was made up of 11,702 jobs current at 30 June 1998 and 8,316 jobs that ended between 1 July 1997 and 30 June 1998. The duration of jobs is examined for these two groups separately.

Of the jobs current at 30 June 1998, just over half (53%) had commenced in the previous 12 months (Table 4.13, Figure 4.6). Nearly 13% were of 12 to 18 months duration and 8% of 18 to 24 months duration. Over a quarter (27%) of jobs had been under way for over 24 months.

The duration of current jobs varied among industries (Table 4.13). For instance, of those industries for which there were a substantial number of current jobs (more than 400) in 1997–98, the lowest proportion of jobs of more than 12 months duration was in property/business services (212 of 538 or 39%), agriculture/forestry/fishing (243 of 584 or 42%), and personal/other services (288 of 687 or 42%). The greatest proportion of current jobs over 12 months duration was in government/defence (340 of 533 or 61%) and fast food (302 of 520 or 58%; Table 4.13).

**Table 4.13: Number of jobs current at 30 June 1998 by employer's industry type and duration of job**

Industry type	Duration (months) <sup>(a)</sup>								Total
	0-3	3-6	6-9	9-12	12-18	18-24	24-36	>36	
Clothing/textiles/footwear	16	17	19	5	15	6	14	25	117
Other manufacturing	305	256	151	157	209	132	169	341	1,720
<i>All manufacturing</i>	<i>321</i>	<i>273</i>	<i>170</i>	<i>162</i>	<i>224</i>	<i>138</i>	<i>183</i>	<i>366</i>	<i>1,837</i>
Fast food	53	66	46	53	70	43	92	97	520
Other retail trade	240	267	202	143	205	154	235	227	1,673
<i>All retail trade</i>	<i>293</i>	<i>333</i>	<i>248</i>	<i>196</i>	<i>275</i>	<i>197</i>	<i>327</i>	<i>324</i>	<i>2,193</i>
Agriculture/forestry/fishing	143	86	68	44	69	32	68	74	584
Mining	3	4	—	2	4	2	—	4	19
Electricity/gas/water supply	9	5	4	7	3	3	4	6	41
Construction	42	41	24	6	17	12	10	22	174
Wholesale trade	66	72	31	42	52	35	37	58	393
Hospitality	168	145	95	91	109	53	85	122	868
Transport/storage	61	63	36	16	49	25	30	28	308
Communication services	46	34	24	24	33	20	20	32	233
Finance and insurance	38	18	17	17	30	16	19	28	183
Property/business services	105	93	78	50	75	29	59	49	538
Government/defence	63	63	23	44	59	35	62	184	533
Education	62	61	27	32	46	22	30	56	336
Health/community services	169	171	92	104	164	90	137	207	1,134
Cultural/recreational services	22	39	20	14	29	26	22	40	212
Personal/other services	119	127	77	76	98	53	66	71	687
Other	297	255.0	142	156	172	92	154	161	1,429
<b>Total</b>	<b>2,027</b>	<b>1,883</b>	<b>1,176</b>	<b>1,083</b>	<b>1,508</b>	<b>880</b>	<b>1,313</b>	<b>1,832</b>	<b>11,702</b>
<i>Total %</i>	<i>17.3</i>	<i>16.1</i>	<i>10.0</i>	<i>9.3</i>	<i>12.9</i>	<i>7.5</i>	<i>11.2</i>	<i>15.7</i>	<i>100.0</i>

(a) Monthly ranges are exclusive of lower bound and inclusive of upper bound, e.g. '3-6 months' excludes exactly 3 months but includes exactly 6 months.



The median duration for current jobs was 48 weeks and for completed jobs was 17 weeks. As might be expected, completed jobs were, on average, of shorter duration than current jobs (Table 4.14). Government/ defence accounted for a higher-than-average proportion of both current and completed jobs of 12 months or more duration (64% and 31% respectively), as did the fast food industry (58% and 32% respectively).

**Table 4.14: Number of jobs completed between 1 July 1997 and 30 June 1998 by employer's industry type and duration of job**

Industry type	Duration (months) <sup>(a)</sup>								Total
	0-3	3-6	6-9	9-12	12-18	18-24	24-36	> 36	
Clothing/textiles/footwear	35	22	15	5	6	5	8	4	100
Other manufacturing	489	249	132	72	83	40	58	67	1,190
<i>All manufacturing</i>	<i>524</i>	<i>271</i>	<i>147</i>	<i>77</i>	<i>89</i>	<i>45</i>	<i>66</i>	<i>71</i>	<i>1,290</i>
Fast food	92	51	32	28	36	11	27	20	297
Other retail trade	399	281	126	75	97	62	53	40	1,133
<i>All retail trade</i>	<i>491</i>	<i>332</i>	<i>158</i>	<i>103</i>	<i>133</i>	<i>73</i>	<i>80</i>	<i>60</i>	<i>1,430</i>
Agriculture/forestry/fishing	270	114	64	24	41	25	14	8	560
Mining	5	1	—	1	2	1	2	—	12
Electricity/gas/water supply	6	6	5	2	2	1	5	1	28
Construction	73	44	15	12	7	5	2	2	160
Wholesale trade	119	88	55	18	26	17	10	11	344
Hospitality	312	189	64	35	59	42	28	24	753
Transport/storage	96	55	29	16	11	9	4	7	227
Communication services	48	28	21	4	9	4	7	3	124
Finance and insurance	50	19	9	8	8	1	10	4	109
Property/business services	345	103	43	21	30	19	13	11	585
Government/defence	64	73	25	12	23	10	19	26	252
Education	52	49	36	14	28	10	8	6	203
Health/community services	217	154	71	54	53	17	25	34	625
Cultural/recreational services	48	38	19	9	9	6	7	7	143
Personal/other services	205	139	67	36	55	23	18	15	558
Other	402	203	88	61	68	29	33	29	913
<b>Total</b>	<b>3,327</b>	<b>1,906</b>	<b>916</b>	<b>507</b>	<b>653</b>	<b>337</b>	<b>351</b>	<b>319</b>	<b>8,316</b>
<i>Total %</i>	<i>40.0</i>	<i>22.9</i>	<i>11.0</i>	<i>6.1</i>	<i>7.9</i>	<i>4.1</i>	<i>4.2</i>	<i>3.8</i>	<i>100.0</i>

(a) Monthly ranges are exclusive of lower bound and inclusive of upper bound; e.g. '3-6 months' excludes exactly 3 months but includes exactly 6 months.

Of the four largest occupation groups, tradespersons and clerks were more likely than average to have had a current job for more than 12 months, with 50% of jobs falling into this category (372 of 745 for tradespersons, and 834 from 1,654 for clerks; Table 4.15).

**Table 4.15: Number of jobs current at 30 June 1998 by occupation type and duration of job**

Occupation	Duration (months) <sup>(a)</sup>								Total
	0-3	3-6	6-9	9-12	12-18	18-24	24-36	> 36	
Managers	4	8	6	6	7	2	9	16	58
Professionals	52	48	25	32	46	22	29	66	320
Para-professionals	34	53	30	27	55	30	30	36	295
Tradespersons	117	124	74	58	95	60	83	134	745
Clerks	282	244	118	176	208	124	190	312	1,654
Sales/personal service	269	228	170	154	190	126	176	198	1,511
Plant/machine operators/drivers	41	44	21	17	28	23	26	26	226
Labourers/related workers	1,227	1,133	729	613	876	493	770	1,044	6,885
<b>Total</b>	<b>2,027</b>	<b>1,883</b>	<b>1,176</b>	<b>1,083</b>	<b>1,508</b>	<b>880</b>	<b>1,313</b>	<b>1,832</b>	<b>11,702</b>
<i>Total %</i>	<i>17.3</i>	<i>16.1</i>	<i>10.0</i>	<i>9.3</i>	<i>12.9</i>	<i>7.5</i>	<i>11.2</i>	<i>15.7</i>	<i>100.0</i>

(a) Monthly ranges are exclusive of lower bound and inclusive of upper bound; e.g. '3-6 months' excludes exactly 3 months but includes exactly 6 months.

Tradespersons and sales/personal service staff also had a higher percentage of completed jobs of greater than 12 months duration in 1997-98 (117 of 461 or 25%, 232 of 1,052 or 22% respectively; Table 4.16).

**Table 4.16: Number of jobs completed between 1 July 1997 and 30 June 1998 by occupation type and duration of job**

Occupation	Duration (months) <sup>(a)</sup>								Total
	0-3	3-6	6-9	9-12	12-18	18-24	24-36	> 36	
Managers	6	6	1	—	3	1	—	1	18
Professionals	30	25	17	8	11	4	6	3	104
Para-professionals	34	46	17	16	14	7	2	7	143
Tradespersons	165	110	45	24	44	25	17	31	461
Clerks	373	239	113	57	75	26	47	40	970
Sales/personal service staff	377	261	113	69	103	50	52	27	1,052
Plant/machine operators/drivers	68	35	22	8	6	7	6	7	159
Labourers/related workers	2,272	1,181	588	325	397	217	221	203	5,404
<b>Total</b>	<b>3,327</b>	<b>1,906</b>	<b>916</b>	<b>507</b>	<b>653</b>	<b>337</b>	<b>351</b>	<b>319</b>	<b>8,316</b>
<i>Total %</i>	<i>40.0</i>	<i>22.9</i>	<i>11.0</i>	<i>6.1</i>	<i>7.9</i>	<i>4.1</i>	<i>4.2</i>	<i>3.8</i>	<i>100.0</i>

(a) Monthly ranges are exclusive of lower bound and inclusive of upper bound; e.g. '3-6 months' excludes exactly 3 months but includes exactly 6 months.

# 5 Job experience of clients

## 5.1 Job history

The job profiles presented in chapter 4 describe the characteristics of work gained in different industries or occupations. However, because a job may vary from a few hours worked casually on 1 day to a full-time, permanent job worked for the whole year, such description does not present a full picture of employment trends of clients. To examine employment trends it is necessary to summarise the job history of clients over the period that they were receiving support, and thus to have the individual rather than the job as the basic unit of analysis.

Clients who had a job at some time during 1997–98 (referred to as ‘workers’) can be classified into four job history groups, depending on whether they had a job at the beginning and/or at the end of 1997–98, as in Table 5.1. Not all clients were receiving support for the whole financial year, either because their support began after 1 July, and/or more rarely because support was recorded as withdrawn before 30 June. In these cases, the support period, or time in support, was less than 1 year and calculated in weeks. (See Appendix 1 for further details.) Within each of the job history groups, clients may have had one or more jobs.

**Table 5.1: Classification of job history for workers<sup>(a)</sup> in a financial year**

Job history	Job at start of support period	Job at end of support period
Job retained	Yes	Yes
Job lost	Yes	No
Job gained and retained	No	Yes
Job gained and lost	No	No

(a) A ‘worker’ is any client who had a job at any time during 1997–98.

A total of 15,455 clients had a job at some time during 1997–98 (i.e. were workers in the 1997–98 financial year), an increase of 3,024 or 24% over 1996–97 (12,431 workers; Table 5.2, see also Figure 4.1).

Of these 15,455 workers, 9,164 had a job at the start of the support period, of whom 1,952 (21%) were unemployed at the end of the period (Table 5.2, Figure 5.1). A further 6,291 clients who were not employed at the beginning of the support period obtained a job during the period. However, 1,902 (30%) of these workers were unemployed again by the end of the period.

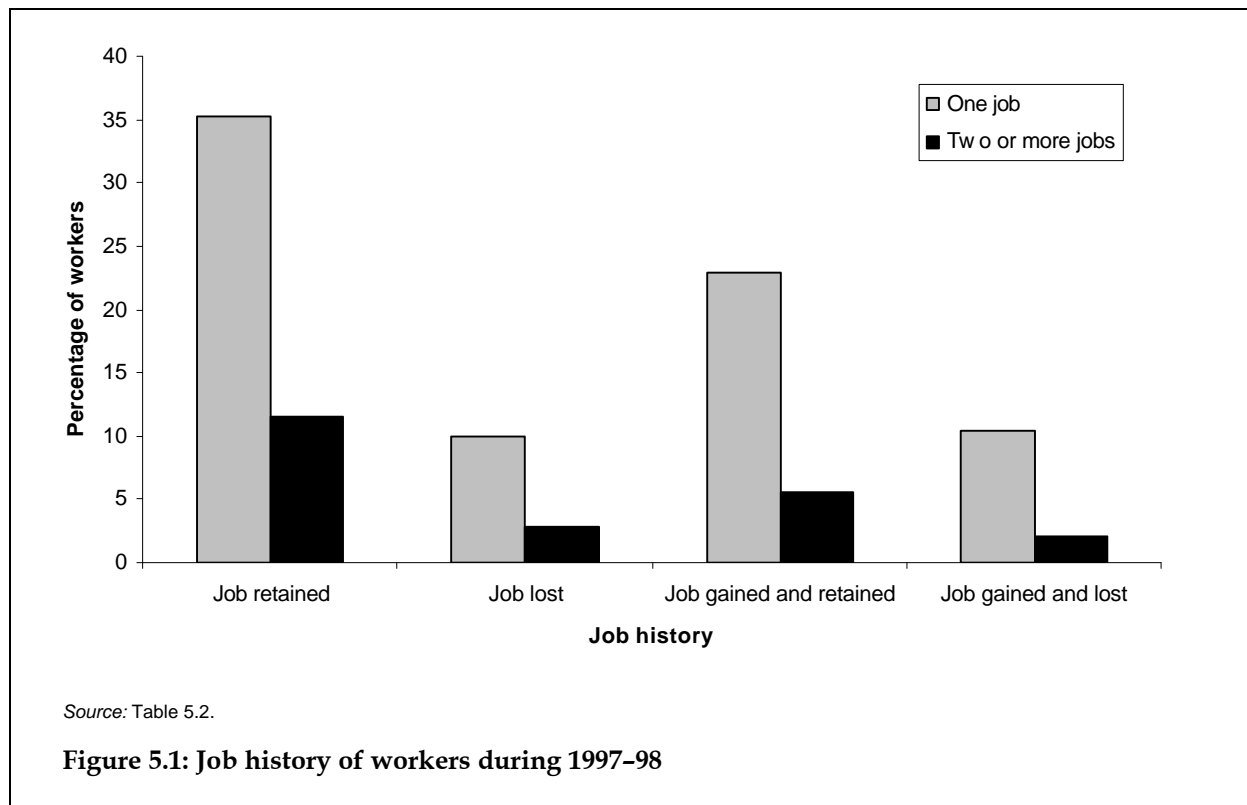
The increase in employment over each financial year can be calculated by comparing the number of workers at the beginning with the number at the end. This equals the number of ‘job gained and retained’ workers minus the number of ‘job lost’ workers. As at 1 July 1997, 9,164 clients had a job and this increased by 2,437 or 27% to 11,601 by 30 June 1998. The proportional increase from 1 July 1996 to 30 June 1997 was slightly higher at 30% (2,170 clients, from 7,309 to 9,479; Anderson & Golley 1998:47).

**Table 5.2: Job history of workers during 1997-98**

Job history	With one job		With more than one job		All workers	
	Number	%	Number	%	Number	%
Job retained	5,436	35.2	1,776	11.5	7,212	46.7
Job lost	1,527	9.9	425	2.8	1,952	12.6
Job gained and retained	3,539	22.9	850	5.5	4,389	28.4
Job gained and lost	1,600	10.4	302	2.0	1,902	12.3
<b>Total</b>	<b>12,102</b>	<b>78.3</b>	<b>3,353</b>	<b>21.7</b>	<b>15,455</b>	<b>100.0</b>

The worker retention rate is the percentage of workers who had a job at the end of the support period (i.e. the combined percentage of ‘job retained’ and ‘job gained and retained’ workers). This rate is not a measure of overall employment, only of the probability that a worker who had a job at some time during the year remained in employment at the end of that year (or their support period if they left the agency).

Three-quarters (75%) of workers in 1997-98 had a job at the end of the support period (11,601 out of 15,455). This was a slight decrease from 1996-97 when 76% of workers (9,479 out of 12,431) were employed at the end of the support period (Anderson & Golley 1998:47). In both years, this percentage was lower for those who had one job compared with those who had more than one job (74% versus 78% in 1997-98, Table 5.2 and Anderson & Golley 1998:47).





The job experience of a worker was also affected by the number and type of jobs they had. The 'job retained' category includes workers who continued in the same job through the whole period, those who changed jobs without being unemployed and those who lost work and regained it. Similarly the 'job gained and retained' category includes workers who gained a permanent job, as well as those who gained one or more casual or temporary jobs, at least one of which they still had at the end of the period. Some workers classed as 'job lost' or 'job gained and lost' will have been in and out of temporary or casual work.

For each worker, the primary job is defined as the job with the highest total hours of work during the whole support period. The basis of employment of the primary job by job history category is shown in Table 5.4.

**Table 5.4: Workers, basis of employment of primary job by job history, 1997-98**

Basis of employment	Job retained		Job lost		Job gained and retained		Job gained and lost		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>One job</b>										
Permanent—regular	4,187	77.0	1,063	69.6	2,342	66.2	955	59.7	8,547	70.6
Permanent—irregular	453	8.3	206	13.5	474	13.4	295	18.4	1,428	11.8
Permanent—seasonal	560	10.3	189	12.4	470	13.3	163	10.2	1,382	11.4
Temporary—regular	167	3.1	48	3.1	188	5.3	131	8.2	534	4.4
Temporary—irregular	13	0.2	10	0.7	26	0.7	40	2.5	89	0.7
Temporary—seasonal	55	1.0	11	0.7	38	1.1	16	1.0	120	1.0
<b>All</b>	<b>5,436</b>	<b>100.0</b>	<b>1,527</b>	<b>100.0</b>	<b>3,539</b>	<b>100.0</b>	<b>1,600</b>	<b>100.0</b>	<b>12,102</b>	<b>100.0</b>
<b>More than one job</b>										
Permanent—regular	1,193	67.2	260	61.2	521	61.3	145	48.0	2,119	63.2
Permanent—irregular	222	12.5	80	18.8	143	16.8	69	22.8	514	15.3
Permanent—seasonal	233	13.1	45	10.6	90	10.6	33	10.9	401	12.0
Temporary—regular	78	4.4	21	4.9	66	7.8	32	10.6	197	5.9
Temporary—irregular	18	1.0	6	1.4	14	1.6	19	6.3	57	1.7
Temporary—seasonal	32	1.8	13	3.1	16	1.9	4	1.3	65	1.9
<b>All</b>	<b>1,776</b>	<b>100.0</b>	<b>425</b>	<b>100.0</b>	<b>850</b>	<b>100.0</b>	<b>302</b>	<b>100.0</b>	<b>3,353</b>	<b>100.0</b>
<b>All workers</b>										
Permanent—regular	5,380	74.6	1,323	67.8	2,863	65.2	1,100	57.8	10,666	69.0
Permanent—irregular	675	9.4	286	14.7	617	14.1	364	19.1	1,942	12.6
Permanent—seasonal	793	11.0	234	12.0	560	12.8	196	10.3	1,783	11.5
Temporary—regular	245	3.4	69	3.5	254	5.8	163	8.6	731	4.7
Temporary—irregular	31	0.4	16	0.8	40	0.9	59	3.1	146	0.9
Temporary—seasonal	87	1.2	24	1.2	54	1.2	20	1.1	185	1.2
<b>All</b>	<b>7,212</b>	<b>100.0</b>	<b>1,952</b>	<b>100.0</b>	<b>4,389</b>	<b>100.0</b>	<b>1,902</b>	<b>100.0</b>	<b>15,455</b>	<b>100.0</b>

In 1997-98, as in the last two financial years, workers were most likely to have had a permanent regular primary job (69% in 1997-98, 68% in 1996-97 and 1995-96). In 1997-98, this percentage was higher for workers with only one job (71%) than for workers with more than one job (63%). A further 13% of workers had a job which was permanent irregular, and 12% a job which was permanent seasonal. Workers in the 'job retained' category were the most likely to be in permanent regular work. Those in the 'job gained and lost' category were the least likely to have had permanent regular work and the most likely to have had permanent irregular work.

A total of 6,475 workers finished at least one job during 1997–98 (Table 5.5). By definition, this includes all workers in the ‘job lost’ and ‘job gained and lost’ categories, plus most of those in the ‘job retained’ and ‘job gained and retained’ categories who had two or more jobs (some workers retained two or more concurrent jobs).

Of these workers, nearly one-third (31%) had resigned because of reasons other than career development and 11% were dismissed from a job. Workers in the ‘job lost’ and ‘job gained and lost’ were more likely to have finished a job for one of these reasons than workers who retained employment at the end of support period. ‘Job retained’ workers were more likely to have resigned from a job for career development, which suggests that they were changing jobs. Other major reasons for job completion were retrenchment (12%) and completion of employment contract (17%).

**Table 5.5: Reason for job(s) ending, by job history, for workers who finished one or more jobs, 1997–98**

Reason for job ending	Job retained		Job lost		Job gained and retained		Job gained and lost		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
Retrenched	185	12.6	270	13.9	75	9.1	220	11.3	786	12.1
Dismissed	93	6.3	213	11.0	83	10.1	296	15.2	712	11.0
Resigned—career development	310	21.1	114	5.9	108	13.1	62	3.2	634	9.8
Resigned—other reason	302	20.6	736	38.0	175	21.2	729	37.5	2,022	31.2
Work trial	23	1.6	46	2.4	46	5.6	86	4.4	211	3.3
Employment contract finished	286	19.5	246	12.7	191	23.2	344	17.7	1,122	17.3
Mixed reasons—with dismissal <sup>(a)</sup>	48	3.3	91	4.7	36	4.4	63	3.2	250	3.9
Mixed reasons—other <sup>(a)</sup>	151	10.3	183	9.5	90	10.9	131	6.7	586	9.0
Unknown	70	4.8	37	1.9	21	2.5	15	0.8	152	2.4
<b>Total</b>	<b>1,468</b>	<b>100.0</b>	<b>1,936</b>	<b>100.0</b>	<b>825</b>	<b>100.0</b>	<b>1,946</b>	<b>100.0</b>	<b>6,475</b>	<b>100.0</b>

(a) Workers who finished two or more jobs for different reasons.

## 5.2 Measures of job experience

To summarise the job experience of each worker, four measures of time spent in work and three of amount of income earned were calculated (Table 5.6). These measures are based on the total number of weeks with a job or jobs, the total number of hours spent in work for all jobs, and the total amount of income earned from all jobs over the whole of the support period.

The measures for time in work are:

- **Time in work in weeks** – the total number of weeks during the support period that the worker had a job or job(s). If the worker had more than one job, then the weeks in work may not necessarily have been continuous.
- **Time in work as a proportion of time in support** – to adjust for the fact that the support period varied from worker to worker, the number of weeks in work can also be calculated as a proportion of the number of weeks in the support period. This measure is used in most tables rather than the unadjusted time in work in weeks above.
- **Mean hours of work per work week** – the total hours worked in all jobs for each worker during the support period divided by the number of weeks in work; that is, the average weekly time spent in work when working.

- **Mean hours of work per week** – for each worker this is calculated as the total hours worked in all jobs during the support period divided by the number of weeks in the support period; that is, the average work time per week for all weeks in support including those without a job. This is a measure of overall time spent in employment.

The measures of mean income earned from jobs are:

- **Mean wage per hour** – the hourly wage rate for each worker calculated as the total salary earned from all jobs divided by the total number of hours worked.
- **Mean wage per work week** – the weekly wage rate while in work for each worker, calculated as the total salary earned from all jobs divided by the total number of weeks with a job. The mean wage per hour and the mean wage per work week are measures of the pay from all jobs.
- **Mean income per week** – the amount of income earned from all jobs, calculated as the total salary earned from all jobs divided by the total number of weeks in the support period. It is a measure of the amount of income received by the worker over the support period.

Thus for workers who had more than one job, the above means are weighted by the total number of hours for each job. That is, the job with the largest number of hours will most influence the mean.

One other job variable is included in most tables:

- **Weeks to get a job** – applies only to workers who did not have a job at the beginning of the support period and who were not recorded as having had a job previously. It is the number of weeks from the first episode of support to the start of the first (or only) job gained.

See Appendix 1 for the precise formulas for calculating all of the above measures.

In 1997–98 the average worker was employed for about 32 weeks, which equated to just under three-quarters (73%) of their time in support (Table 5.6). This was almost identical to 1996–97 (33 weeks or 73%).

The average worker in 1997–98 was in work for 24 hours per work week (or 18 hours per week over the support period) and earned \$235 per work week (or \$173 per week over the support period). These figures are similar to those in 1996–97.

The average time taken to get a job (for those clients who obtained work after the beginning of the financial year) was 12.8 weeks in 1997–98, compared with 14.0 weeks in 1996–97.

On average, workers with one job were employed for slightly less of their time in support than workers with two or more jobs (72% compared with 74%). Workers with one job also earned slightly lower hourly wages than workers with more than one job (\$9.69 compared with \$10.01) but had almost identical income earned over the support period (\$173 compared with \$174).

There was substantial variation among job history categories. By definition, workers who retained one job must have been in work 100% of their support time. Workers in the ‘job retained’ category who had two or more jobs on average worked 89% of their support period, the remaining 11% being spent between jobs. ‘Job gained and lost’ workers on average spent less than a third (31%) of their time in work.

Overall, workers who gained a job during the year had higher mean hourly wage rates than workers who started the period with a job. However, ‘job retained’ workers had the highest mean incomes due to working longer hours for a longer time.

**Table 5.6: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by job history, 1997-98**

Job history	Number of workers	Mean jobs/worker	Mean weeks to get job <sup>(a)</sup>	Mean time in work		Mean hours of work		Income earned from jobs		
				Weeks	% <sup>(b)</sup>	Per work week	Per week <sup>(c)</sup>	Per hour	Per work week	Per week <sup>(c)</sup>
<b>One job</b>										
Job retained	5,436	1.0	..	46.6	100.0%	26.2	26.2	\$9.50	\$247	\$247
Job lost	1,527	1.0	..	19.3	47.8%	24.0	11.6	\$9.44	\$221	\$105
Job gained and retained	3,539	1.0	14.3	22.3	59.4%	22.8	14.0	\$9.90	\$221	\$135
Job gained and lost	1,600	1.0	11.8	11.8	29.9%	23.2	7.1	\$10.09	\$229	\$68
<i>Total</i>	<i>12,102</i>	<i>1.0</i>	<i>13.5</i>	<i>31.4</i>	<i>72.3%</i>	<i>24.5</i>	<i>18.2</i>	<i>\$9.69</i>	<i>\$234</i>	<i>\$173</i>
<b>Two or more jobs</b>										
Job retained	1,776	2.4	..	44.5	88.8%	23.7	21.0	\$9.84	\$234	\$207
Job lost	425	2.3	..	25.4	54.0%	24.4	13.2	\$10.01	\$243	\$130
Job gained and retained	850	2.4	9.5	28.4	63.7%	23.8	15.4	\$10.31	\$243	\$158
Job gained and lost	302	2.4	8.0	17.4	37.9%	23.4	9.2	\$10.09	\$236	\$93
<i>Total</i>	<i>3,353</i>	<i>2.4</i>	<i>9.1</i>	<i>35.6</i>	<i>73.5%</i>	<i>23.8</i>	<i>17.5</i>	<i>\$10.01</i>	<i>\$238</i>	<i>\$174</i>
<b>All workers</b>										
Job retained	7,212	1.3	..	46.1	97.2%	25.5	24.9	\$9.59	\$244	\$237
Job lost	1,952	1.3	..	20.6	49.1%	24.1	12.0	\$9.56	\$226	\$111
Job gained and retained	4,389	1.3	13.4	23.5	60.3%	23.0	14.2	\$9.98	\$225	\$139
Job gained and lost	1,902	1.2	11.3	12.6	31.2%	23.2	7.4	\$10.09	\$230	\$72
<b>Total</b>	<b>15,455</b>	<b>1.3</b>	<b>12.8</b>	<b>32.3</b>	<b>72.5%</b>	<b>24.3</b>	<b>18.1</b>	<b>\$9.76</b>	<b>\$235</b>	<b>\$173</b>

(a) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(b) Percentage of the support period.

(c) Per week of the support period.

The remaining sections of chapter 5 examine each of the measures of job experience to determine whether any relationships exist between job experience and client and job characteristics such as sex, age, occupation and wage level. Comparisons will be made between 1997-98 and the previous two financial years. Where no comment is made, it should be assumed that no significant changes have been observed over the financial years. For further information on job experience in previous years, refer to Anderson & Golley 1998.

### 5.3 Job experience by sex

About 53% of male clients had a job during 1997-98 compared with 47% of female clients (Table 5.7). These percentages are similar to those in 1996-97, although the gap between the sexes has widened marginally (from 52% for males and 48% for females).

Both men and women spent almost three-quarters of their support period in work during 1997-98. The average time to get a job was higher for women (13.6 weeks) than for men (12.4 weeks). Women also had a higher mean hourly wage than men, although the mean income per week was greater for men due to the higher number of hours worked per week.

**Table 5.7: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by sex, 1997–98**

Sex	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Male	10,211	52.8%	12.4	72.7%	25.8	19.2	\$9.63	\$246	\$182
Female	5,244	47.4%	13.6	72.2%	21.5	15.9	\$10.01	\$212	\$156

## 5.4 Job experience by age

The proportion of clients with a job varied considerably according to age group, with clients aged 15–19 years by far the least likely to be workers (41%; Table 5.8). Over 55% of clients in the 20–29 age groups were workers, as were over half of all clients in the 30–44 and 60–69 age groups. In contrast, about 46% of clients aged 45–59 were workers in the support period. Compared with 1996–97, the percentage of clients in work increased for all age groups except 60–64.

On average, clients in the 15–19 age group took longer to get a job and spent a lower proportion of their time in work, compared with clients aged 20–64. The small number of workers aged 65–69 had the lowest proportion of time in work during the support period (61%). The mean hours of work per working week tended to be higher for workers under 30 years of age compared with older workers.

The 15–19 age group had by far the lowest hourly and weekly wage rates. The hourly rate increased steadily across the age groups 20–59 and then fell slightly for the workers over 60 years of age (Figure 5.2). This pattern was not repeated in the weekly wage rates due to the interplay between hourly wage rates and mean hours of work. For instance, although workers in the 45–59 age group earned the highest hourly wage rate, they earned only the third highest weekly income due to relatively low hours per work week.

**Table 5.8: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by age, 1997–98**

Age group	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
15–19	1,861	40.9%	13.7	63.9%	25.2	16.4	\$7.35	\$179	\$115
20–24	3,886	55.4%	13.3	73.1%	25.0	18.6	\$9.21	\$228	\$167
25–29	2,939	56.0%	12.2	74.6%	25.0	19.1	\$10.02	\$251	\$190
30–44	4,987	51.1%	12.0	73.5%	24.0	18.1	\$10.51	\$250	\$187
45–59	1,704	46.4%	13.2	74.1%	22.0	16.9	\$10.91	\$239	\$182
60–64	64	52.0%	9.1	75.1%	18.9	15.3	\$10.83	\$212	\$171
65–69	10	52.6%	10.1	60.9%	22.0	15.2	\$10.50	\$220	\$135
Unknown	4	20.0%	17.4	74.4%	20.1	14.0	\$9.11	\$160	\$108



## 5.5 Job experience by Indigenous and South Sea Islander status

People who identified as being of Aboriginal or Torres Strait Islander origin were the least likely to have been workers in 1997-98. Workers of Aboriginal or Torres Strait Islander origin also had the lowest mean hours of work per week and the lowest income of all workers. South Sea Islander people were above average in terms of the percentage who were workers. On average, the 25 workers who identified as South Sea Islanders, took a long time to get a job and spent a relatively small percentage of time in work. However, due to relatively high mean hours of work and high hourly wages, these workers earned the highest income of all groups.

**Table 5.9: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by origin, 1997-98**

Origin	Workers		Mean weeks to get job	% of time in work	Mean hours of work		Income earned from jobs		
	Number	As % of clients			Per work week	Per week	Per hour	Per work week	Per week
Aboriginal or Torres Strait Islander	245	45.6%	12.3	69.4%	22.9	15.6	\$9.21	\$213	\$140
South Sea Islander	25	53.1%	20.1	62.0%	27.4	17.3	\$9.71	\$271	\$178
Not Aboriginal, Torres Strait Islander, South Sea Islander	14,535	50.8%	12.7	72.6%	24.4	18.2	\$9.76	\$236	\$174
Not known	650	53.7%	14.7	73.4%	22.8	16.7	\$9.78	\$218	\$155

## 5.6 Job experience by preferred spoken language

Preferred spoken language did not appear to have any relationship to the likelihood of a client being a worker in 1997–98 (51% each; Table 5.10). This contrasts with the case in 1996–97, when people with a preferred spoken language other than English were slightly more likely to have been employed than others (52% compared with 50%).

On average, people with a preferred spoken language other than English took one week longer to get a job than others (13.8 compared with 12.8 weeks). They also spent a higher percentage of their time in work during the support period (76% compared with 72% for others). Although the hourly wage rate for people with a preferred spoken language other than English was lower than for others, the former group had higher mean hours of work per week and therefore higher weekly wages than others.

**Table 5.10: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by preferred spoken language, 1997–98**

Preferred spoken language other than English	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Yes	692	50.7%	13.8	75.6%	26.9	20.6	\$9.49	\$256	\$194
No	14,763	50.8%	12.8	72.4%	24.2	18.0	\$9.77	\$234	\$172

## 5.7 Job experience by primary disability

In 1997–98, as in 1996–97, there was considerable variation among primary disability groups in the measures of job experience (Table 5.11). People with a speech, hearing, intellectual/learning disability or acquired brain injury had above-average likelihood of employment, whereas people with a psychiatric or deafblind disability had the least likelihood of being employed during the support period. Workers with a psychiatric disability stood out as having had the lowest proportion of their support time in work, as well as the lowest mean hours of work per week.

Workers with a sensory disability had the highest weekly wages, ranging from \$293 to \$331 per working week. This was because on average their hourly wage rates and hours of work per week were among the highest. Workers with a psychiatric or a physical disability also had high hourly wage rates, but weekly wages were lower because they worked fewer hours per week on average. Workers with an intellectual/learning disability were the only group with a mean hourly wage rate substantially below the overall average (\$8.65 compared with \$9.76, Tables 5.11 and 5.6).

**Table 5.11: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by primary disability group, 1997-98**

Primary disability group	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Intellectual/learning	7,510	55.9%	13.3	75.7%	24.9	19.2	\$8.65	\$212	\$163
Psychiatric	3,110	43.3%	12.3	64.7%	21.7	14.3	\$11.14	\$239	\$157
Physical	2,166	47.3%	12.7	72.4%	23.8	17.6	\$10.72	\$256	\$188
Acquired brain injury	572	51.7%	13.9	68.8%	22.7	15.6	\$9.92	\$230	\$157
Neurological	546	46.9%	11.9	69.1%	22.6	15.9	\$9.64	\$217	\$152
Vision	767	50.6%	13.0	79.9%	29.2	24.0	\$11.42	\$331	\$275
Hearing	715	55.0%	11.4	71.4%	28.2	20.9	\$10.54	\$293	\$217
Speech	54	55.1%	9.1	73.4%	30.7	23.4	\$10.14	\$310	\$236
Deafblind	15	27.7%	22.0	70.1%	26.7	19.7	\$10.83	\$296	\$223

Clients with an episodic primary disability were less likely to have had a job than those with a non-episodic disability in 1997-98, as was the case in 1996-97. Although both groups took a similar time to get a job in 1997-98, clients with an episodic disability who did have a job spent less time in work, and worked fewer hours per week on average. Both groups had similar wages per work week because the average hourly wage for workers with an episodic disability was 14% higher than other workers. However, on average, workers with an episodic disability earned less per week over the support period, due to their great likelihood of spending time out of work. These differences reflect the fact that the majority (82%, Table 3.9) of people with an episodic disability have a psychiatric disability.

**Table 5.12: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by episodic nature of primary disability, 1997-98**

Nature of primary disability	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Episodic	2,773	45.4%	12.9	66.1%	21.8	14.7	\$10.87	\$234	\$157
Not episodic	12,682	52.2%	12.8	73.9%	24.9	18.8	\$9.51	\$235	\$176



## 5.8 Job experience and presence of other disability

As in 1996–97, clients with more than one disability were marginally less likely to have had a job than those with only one disability in 1997–98 (Table 5.13). On average, workers with one disability took less time to get a job, worked more hours per week and had greater hourly and weekly wage rates than those with more than one disability.

**Table 5.13: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by presence of other disability, 1997–98**

Presence of other disability	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Yes	2,742	50.2%	14.3	73.0%	23.0	17.1	\$8.98	\$204	\$147
No	12,713	51.0%	12.5	72.4%	24.6	18.3	\$9.92	\$241	\$179

## 5.9 Job experience and frequency of assistance required for activities of daily living

On average, workers who required continual assistance for activities of daily living (ADL) worked the fewest hours per week and earned the lowest wages (\$8.37 per hour, \$186 per work week and \$138 per week, all well below the average for all workers; Tables 5.6 and 5.14).

**Table 5.14: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by frequency of activities of daily living (ADL)<sup>(a)</sup> assistance required, 1997–98**

Frequency of ADL assistance required	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Not at all	4,773	50.7%	14.0	71.0%	24.5	17.8	\$10.14	\$242	\$175
Occasionally	5,568	51.9%	11.8	73.5%	25.4	19.2	\$10.06	\$252	\$191
Frequently	3,621	50.2%	12.9	71.6%	23.1	16.9	\$9.36	\$217	\$157
Continually	1,493	48.6%	13.1	75.8%	22.6	17.3	\$8.37	\$186	\$138

(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 the home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

## 5.10 Job experience and type of living arrangement

The majority of clients in 1997–98 either lived alone (20%) or with family members (67%) at the time they commenced support (see Table 3.6). Clients who lived with family members were more likely to have been workers than those who lived in other types of accommodation (Table 5.15). On average, workers who lived with family members spent a higher percentage of the support period in work than those who lived alone and also worked slightly longer hours per week. However, the former group earned less income from jobs over the year due to an hourly wage rate that was more than one dollar less than workers who lived alone. Workers with no usual residence took the shortest time to get a

job, worked relatively high hours per week and earned relatively high income from jobs. Workers whose residence was unknown had the highest mean hours of work per week, mean hourly and weekly wage rates; suggesting that this group may not be a random sample of all clients. People who lived in institutional accommodation were the least likely to be workers, took the longest time to get a job and had the lowest mean hours of work and income earned.

**Table 5.15: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by type of living arrangement, 1997–98**

Type of living arrangement	Workers		Mean weeks to get job	% of time in work	Mean hours of work		Income earned from jobs		
	Number	As % of clients			Per work week	Per week	Per hour	Per work week	Per week
Lives with family members	10,713	52.8%	13.0	73.0%	24.7	18.5	\$9.54	\$233	\$173
Lives alone	2,950	48.3%	12.5	70.4%	23.3	16.9	\$10.63	\$246	\$177
Special purpose	515	48.5%	11.4	75.8%	19.4	14.7	\$7.93	\$151	\$109
Other community	478	46.3%	12.0	71.9%	23.8	17.5	\$9.42	\$211	\$147
Institutional	49	39.5%	14.1	74.1%	15.9	12.6	\$7.74	\$121	\$98
No usual residence	43	45.7%	7.6	70.9%	25.5	18.5	\$10.29	\$260	\$190
Not known	707	41.4%	12.3	71.6%	27.7	20.6	\$11.07	\$300	\$221

## 5.11 Job experience and referral source

As in 1996–97, clients referred to agencies by the Department of Family and Community Services (FaCS) programs or services were the most likely to have been employed during the support period, followed by clients referred to agencies by the Department of Education, Training and Youth Affairs (DETYA) programs or services (Table 5.16). Clients referred from ‘other’ sources were the least likely to be workers and, once workers, had the lowest hours of work per week on average. Workers who were self- or family-referred and those referred by DETYA programs had the highest hourly and weekly wage rates. Those referred by educational institutions had the lowest rates, presumably because they were generally younger. This group also took the longest time to get a job.

**Table 5.16: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by referral source, 1997–98**

Referral source	Workers		Mean weeks to get job	% of time in work	Mean hours of work		Income earned from jobs		
	Number	As % of clients			Per work week	Per week	Per hour	Per work week	Per week
Self or family	3,969	50.1%	12.7	71.5%	24.7	18.3	\$10.50	\$257	\$191
Education system	1,907	51.1%	15.0	73.9%	25.6	19.3	\$8.51	\$212	\$160
DETYA programs and services	1,035	55.8%	13.3	71.6%	26.1	19.3	\$10.29	\$261	\$192
FaCS	3,471	59.9%	12.9	77.8%	24.2	19.2	\$8.90	\$215	\$167
Other	5,069	45.7%	12.1	69.3%	23.3	16.5	\$10.12	\$234	\$164

## 5.12 Job experience, employment basis, occupation and industry

For workers with more than one job, the basis of employment, occupation and type of industry may have varied from job to job, so for these three variables each worker was classified by primary job (defined as the job in which the most hours were worked during the support period). However, as in the previous analysis, the measures of job experience were calculated across all of a worker's jobs.

Over two-thirds (69%) of workers had a permanent regular primary job (Table 5.17). On average, workers in primary regular jobs spent 9% more time in and worked about 7 hours more per week than other workers. Because of these differences, they had much higher weekly wages, even though their hourly wage rate was lower. These trends were very similar to those in the previous two financial years.

**Table 5.17: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by basis of employment of primary job, 1997-98**

Basis of employment	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of workers	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Permanent regular	10,666	69.0%	12.6	75.2%	26.4	20.2	\$9.50	\$249	\$190
Other	4,787	31.0%	13.1	66.5%	19.7	13.3	\$10.33	\$203	\$135
<b>Total</b>	<b>15,455</b>	<b>100.0%</b>	<b>12.8</b>	<b>72.5%</b>	<b>24.3</b>	<b>18.1</b>	<b>\$9.76</b>	<b>\$235</b>	<b>\$173</b>

Three-fifths (60%) of all workers had a primary job classified as labourer/related worker. The other main occupation categories were clerks (14%), sales/personal staff (13%) and tradespersons (6%, Table 5.18).

Professionals, managers and para-professionals had the highest hourly wage rates and were above-average in terms of the percentage of time in work. Tradespersons had the lowest hourly wage rate, over a dollar below average (\$8.66 compared with \$9.76), and labourers/related workers had the lowest weekly income due to a combination of below-average wages and weekly hours. Although sales/personal service staff had an above-average hourly wage rate, they worked the least hours per week and thus also had a low average weekly wage. (See also Table 4.8 for job details by occupation group and wage level).

As a result of differences in time spent in work, hours of work and hourly wage rates, the income earned by workers varied widely. Averaged over all weeks in support, income ranged from a low of \$156 per week for labourers/related workers to a high of \$360 per week for managers.

Overall, mean income per week was \$3 higher than in 1996-97. Average income per week increased by \$43 for managers whereas average income for clerks decreased by \$1. Minor increases were experienced by the remaining occupations. Mean hours of work were marginally lower in 1997-98 compared with 1996-97 (mean hours per work week and mean hours per week down by 0.5 hours). (For 1996-97 details see Anderson & Golley 1998:53.)

**Table 5.18: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by occupation group of primary job, 1997-98**

Occupation group of primary job	Workers		Mean weeks to get job	% of time in work	Mean hours of work		Income earned from jobs		
	Number	As % of workers			Per work week	Per week	Per hour	Per work week	Per week
Managers	61	0.4%	16.3	82.5%	33.4	28.1	\$12.77	\$435	\$360
Professionals	347	2.2%	12.6	80.5%	25.4	21.0	\$14.47	\$364	\$302
Para-professionals	344	2.2%	13.7	79.0%	22.9	18.8	\$12.56	\$280	\$231
Tradespersons	986	6.4%	12.5	75.5%	28.3	21.7	\$8.66	\$243	\$181
Clerks	2,119	13.7%	13.8	73.8%	25.3	19.3	\$10.84	\$275	\$210
Sales/personal service staff	2,012	13.0%	13.3	73.1%	21.8	16.2	\$10.30	\$222	\$164
Plant/machine operators/drivers	317	2.1%	9.8	71.8%	29.9	21.8	\$10.33	\$307	\$221
Labourers/related workers	9,258	59.9%	12.6	71.2%	24.0	17.5	\$9.19	\$217	\$156
<b>Total<sup>(a)</sup></b>	<b>15,455</b>	<b>100.0%</b>	<b>12.8</b>	<b>72.5%</b>	<b>24.3</b>	<b>18.1</b>	<b>\$9.76</b>	<b>\$235</b>	<b>\$173</b>

(a) Total includes 1 worker with missing occupation.

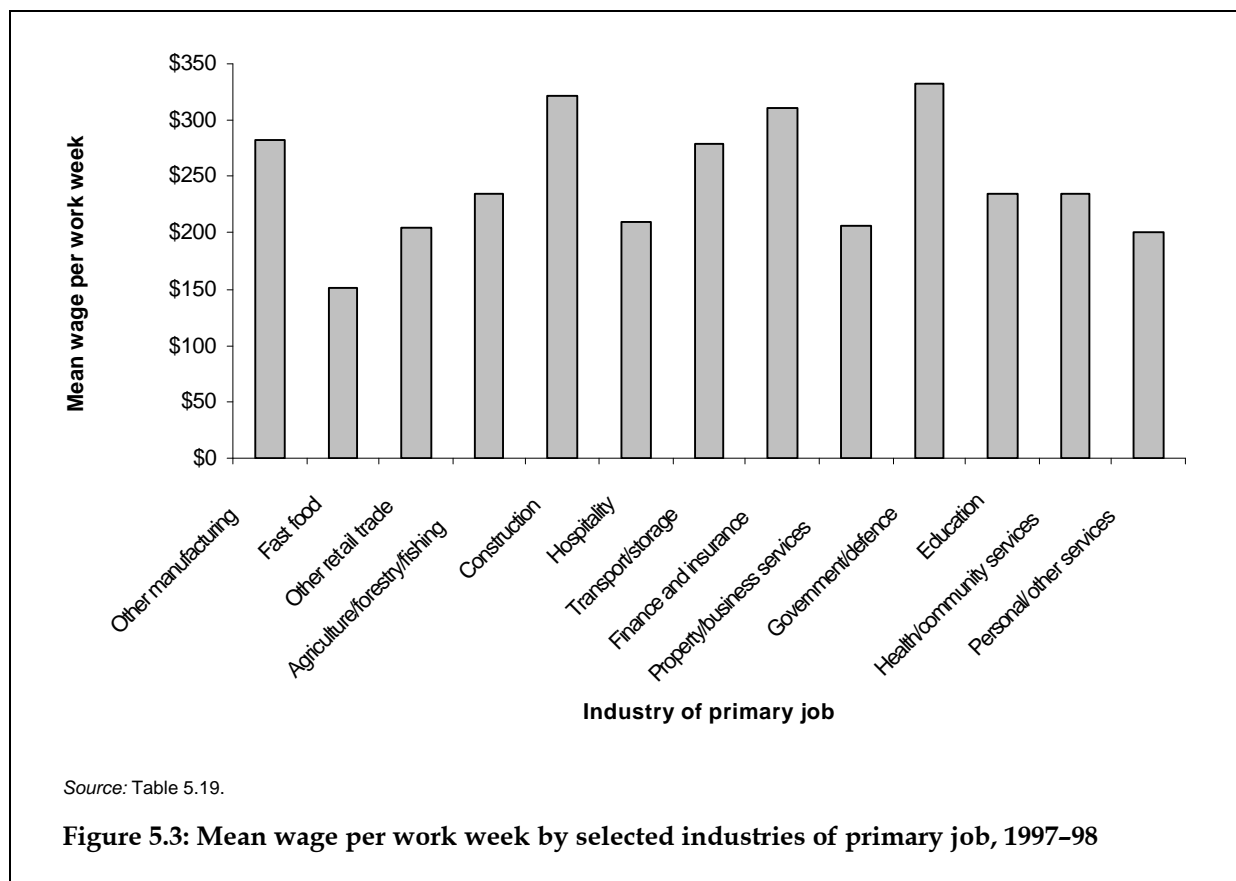
Mean hours of work per working week varied widely across industries, from 18 for the fast-food industry to 32 for electricity/gas/water supply (Table 5.19). Jobs in the fast food industry also attracted the lowest mean hourly wage rate (\$8.49), meaning that workers in this industry earned the lowest weekly wages in 1997-98.

The highest mean hourly wage rates were earned in the communication services (\$11.59), education (\$11.57), finance and insurance (\$11.41) and government/defence (\$11.29) industries. Despite a high hourly rate, however, workers in the education industry earned only an average wage per working week as they worked below average mean hours per working week.

The highest weekly wages per working week were earned in government/defence, construction, electricity/gas/water supply, and finance and insurance (Figure 5.3). These high wages were due to combinations of relatively high number of hours worked, time in work and hourly wages. Workers in the construction industry did not rank as highly in terms of weekly wage over the support period because they spent a below average proportion of their time in work (66%). On average, other industries with relatively little time spent in work were agriculture/forestry/fishing and property/business services.

**Table 5.19: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by industry of primary job, 1997-98**

Industry of primary job	Workers		Mean weeks to get job	% of time in work	Mean hours of work		Income earned from jobs		
	Number	As % of workers			Per work week	Per week	Per hour	Per work week	Per week
Clothing/textiles/footwear	168	1.1%	12.0	75.0%	26.0	19.7	\$8.92	\$228	\$168
Other manufacturing	2,393	15.5%	12.3	72.7%	31.2	23.3	\$9.11	\$283	\$210
<i>All manufacturing</i>	<i>2,561</i>	<i>16.6%</i>	<i>12.3</i>	<i>72.9%</i>	<i>30.9</i>	<i>23.1</i>	<i>\$9.09</i>	<i>\$279</i>	<i>\$207</i>
Fast food	673	4.4%	12.6	77.4%	17.9	13.8	\$8.49	\$151	\$115
Other retail trade	2,272	14.7%	13.3	73.0%	22.2	16.4	\$9.35	\$204	\$149
<i>All retail trade</i>	<i>2,945</i>	<i>19.1%</i>	<i>13.1</i>	<i>74.0%</i>	<i>21.2</i>	<i>15.8</i>	<i>\$9.16</i>	<i>\$192</i>	<i>\$141</i>
Agriculture/forestry/fishing	861	5.6%	12.2	67.4%	26.7	18.3	\$8.75	\$234	\$156
Mining	24	0.2%	22.0	74.3%	28.0	21.5	\$10.60	\$289	\$227
Electricity/gas/water supply	57	0.4%	7.1	78.6%	31.9	25.5	\$10.01	\$315	\$250
Construction	245	1.6%	12.4	66.3%	30.6	20.7	\$10.47	\$322	\$214
Wholesale trade	583	3.8%	12.8	71.6%	27.1	19.8	\$9.22	\$253	\$178
Hospitality	1,254	8.1%	11.8	69.3%	22.0	15.7	\$9.65	\$209	\$148
Transport/storage	416	2.7%	12.6	72.2%	28.0	20.5	\$10.15	\$279	\$206
Communication services	285	1.8%	12.3	71.6%	25.1	18.2	\$11.59	\$290	\$211
Finance and insurance	227	1.5%	10.8	76.8%	27.2	21.4	\$11.41	\$311	\$246
Property/business services	676	4.4%	12.8	68.7%	21.1	15.5	\$10.09	\$206	\$150
Government/defence	670	4.3%	12.7	80.5%	29.3	24.2	\$11.29	\$332	\$277
Education	418	2.7%	16.4	73.2%	21.0	16.1	\$11.57	\$235	\$179
Health/community services	1,349	8.7%	14.1	75.2%	21.4	16.9	\$11.08	\$235	\$185
Cultural/recreational services	281	1.8%	12.8	72.0%	19.9	14.6	\$9.88	\$195	\$140
Personal/other services	914	5.9%	13.0	72.6%	20.0	14.9	\$10.27	\$201	\$150
Other	1,689	10.9%	12.9	71.2%	22.4	16.1	\$9.28	\$204	\$144
<b>Total</b>	<b>15,455</b>	<b>100.0%</b>	<b>12.8</b>	<b>72.5%</b>	<b>24.3</b>	<b>18.1</b>	<b>\$9.76</b>	<b>\$235</b>	<b>\$173</b>



## 5.13 Job experience by State and Territory

There was considerable variation among States and Territories in all aspects of job experience in 1997-98 (Table 5.20), as in the last two financial years. Western Australia had the highest percentage of clients employed (64%), however, workers in this State had the lowest hourly wage rate, the lowest wage per working week and among the lowest wage rate per week over the support period.

Workers in South Australia had the highest proportion of time in work, the highest mean weekly hours and the highest weekly wages. Tasmania had the lowest percentage of clients in work and the lowest time in work, and was below average in terms of hours worked and income earned from jobs.

**Table 5.20: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by State and Territory, 1997-98**

State/Territory	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
New South Wales	3,737	47.5%	13.4	73.0%	25.9	19.4	\$10.14	\$258	\$193
Victoria	4,710	47.0%	12.3	70.7%	23.5	17.1	\$10.25	\$235	\$169
Queensland	3,470	53.5%	13.2	69.6%	23.8	16.9	\$9.23	\$215	\$150
Western Australia	1,825	63.5%	12.2	75.0%	23.4	18.0	\$8.87	\$212	\$162
South Australia	840	54.3%	13.0	82.9%	26.6	22.6	\$9.80	\$265	\$226
Tasmania	247	42.5%	14.2	68.1%	23.4	16.1	\$9.85	\$223	\$155
Australian Capital Territory	494	60.9%	11.0	80.0%	23.8	19.3	\$9.10	\$224	\$175
Northern Territory	132	60.0%	12.8	81.5%	24.0	19.6	\$9.46	\$245	\$195

## 5.14 Job experience and location

During 1997-98, clients in remote locations were more likely to be workers (53%) than clients from rural and urban locations (51% each; Table 5.21). Clients from remote locations also took less time, on average, to get a job, than clients in rural and urban locations. However, on average, urban workers spent a higher proportion of their support time in work, and worked more hours more per week than workers from either rural or remote locations. This meant that weekly income was substantially higher in urban locations than in rural and remote locations.

**Table 5.21: Workers: weeks to get job, time in work, hours of work and income earned from jobs, by location, 1997-98**

Location	Workers				Mean hours of work		Income earned from jobs		
	Number	As % of clients	Mean weeks to get job	% of time in work	Per work week	Per week	Per hour	Per work week	Per week
Urban	10,863	50.7	12.7	73.6	25.5	19.2	\$9.83	\$248	\$186
Rural	4,309	51.1	13.1	70.1	21.6	15.6	\$9.55	\$201	\$143
Remote	283	52.8	11.4	69.0	20.7	14.4	\$9.87	\$209	\$142

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.

The differences between urban, and rural and remote workers can be largely explained by the frequency of permanent regular work (Table 5.22). Urban workers were much more likely to have had a permanent regular primary job (71%), compared with rural workers (64%) and remote workers (55%).

**Table 5.22: Workers: employment status of primary job by location, 1997-98**

Location	Permanent regular		Other		Total	
	Number	%	Number	%	Number	%
Urban	7,757	71.4	3,106	28.6	10,863	100.0
Rural	2,754	63.9	1,555	36.1	4,309	100.0
Remote	155	54.7	128	45.3	283	100.0
<b>Total</b>	<b>10,666</b>	<b>69.0</b>	<b>4,787</b>	<b>31.0</b>	<b>15,455</b>	<b>100.0</b>



# 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 <sup>(a)</sup>						Indirect support <sup>(b)</sup>	
	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 <sup>(d)</sup>	35,305	3.6	19,085	3.5	54,390	3.6	91,117	42.1
General job search	..	..	..	..	..	..	125,202	57.9
<b>Total<sup>(e)</sup></b>	<b>976,524</b>	<b>100.0</b>	<b>541,894</b>	<b>100.0</b>	<b>1,518,418</b>	<b>100.0</b>	<b>216,319</b>	<b>100.0</b>
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.

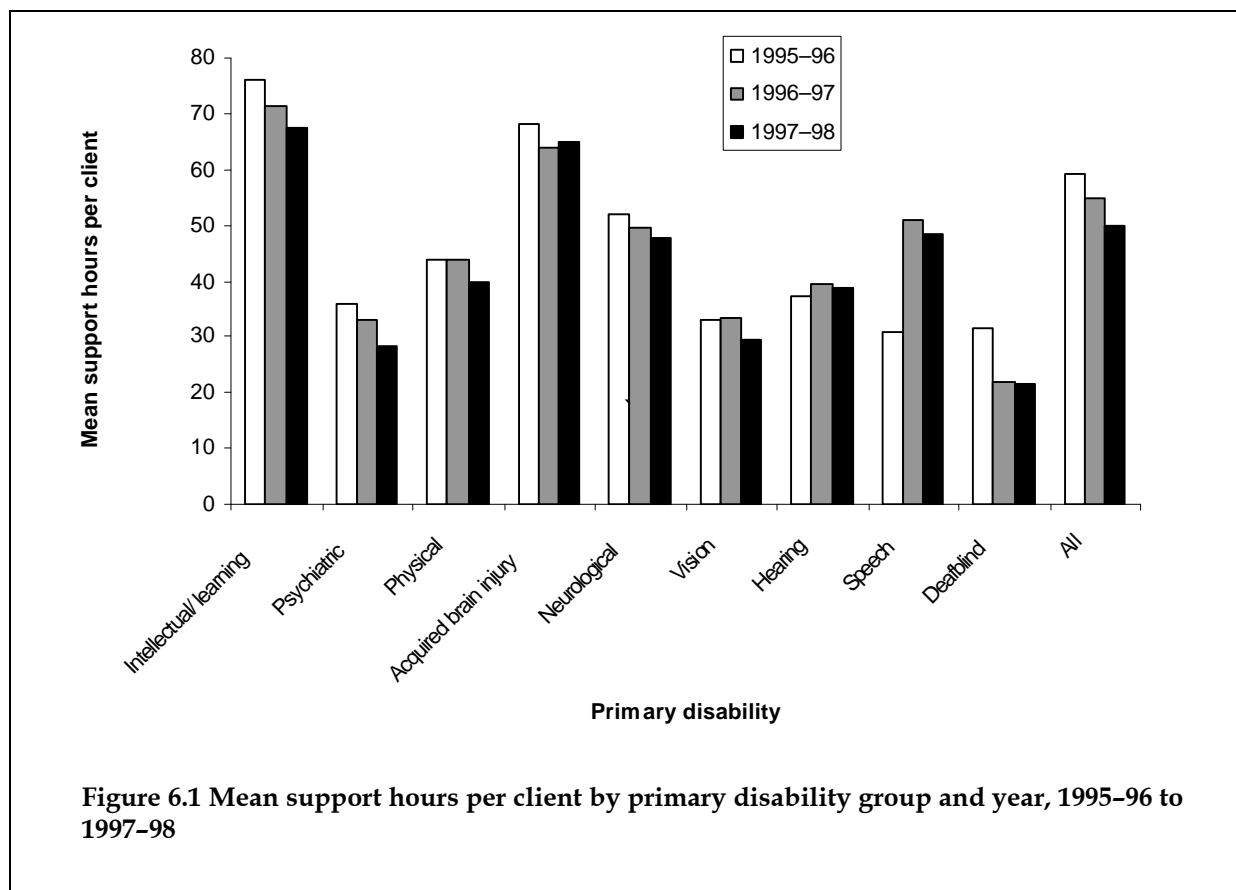
People with an intellectual/learning disability also had the highest mean direct support per client at 68 hours over the 12 months to 30 June 1998, followed by people with acquired

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
<b>Number</b>								
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
<b>Total</b>	<b>36,668</b>	<b>530,050</b>	<b>861,376</b>	<b>35,880</b>	<b>54,390</b>	<b>1,518,418</b>	<b>30,390</b>	<b>50.0</b>
<b>%</b>								
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	
<b>Total</b>	<b>2.4</b>	<b>34.9</b>	<b>56.7</b>	<b>2.4</b>	<b>3.6</b>	<b>100.0</b>	<b>100.0</b>	



## 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
<i>No job</i>	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
<i>Total workers</i>	15,455	76.3	1.8	9.5	1.0
<b>Total</b>	<b>30,390</b>	<b>50.0</b>	<b>1.4</b>	..	..

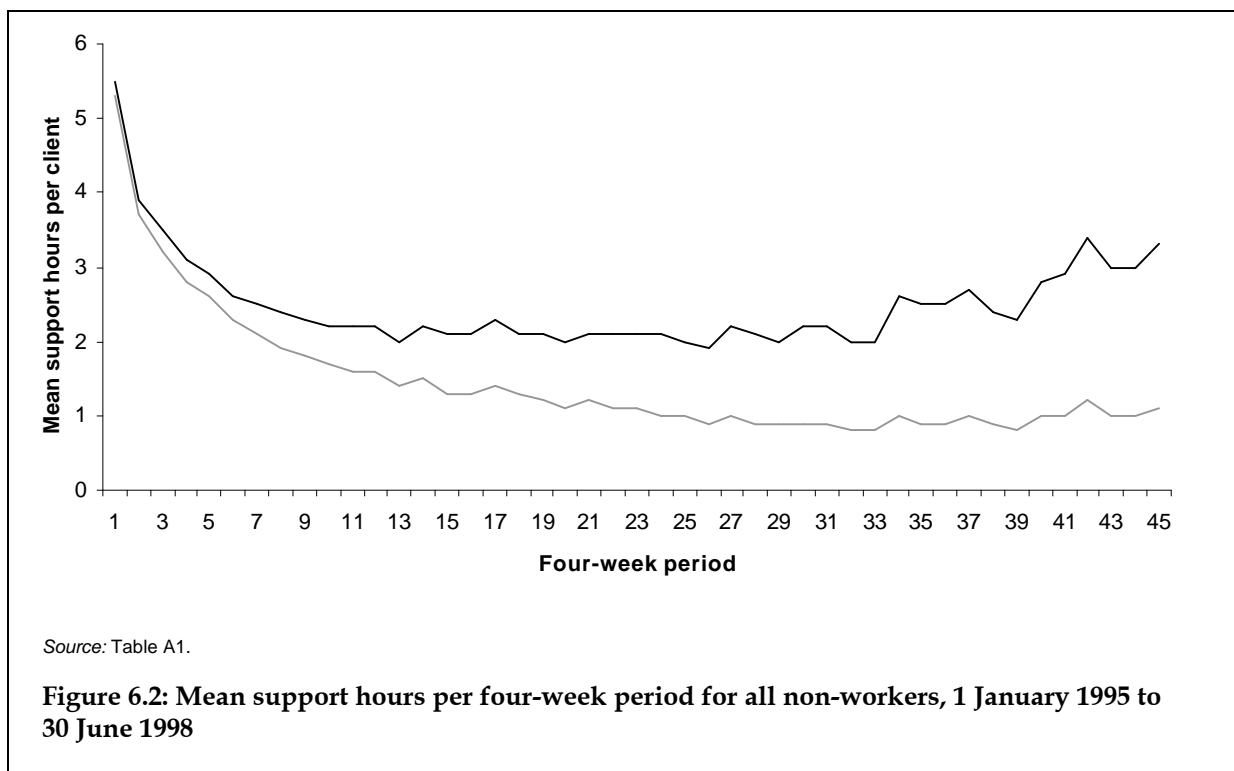
The number of jobs a client had during the year was associated with the amount of support received, particularly for ‘job retained’ and ‘job gained and retained’ workers (Table 6.4). Workers with more than one job during the year received more support per week than did those with one job. Workers who 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**

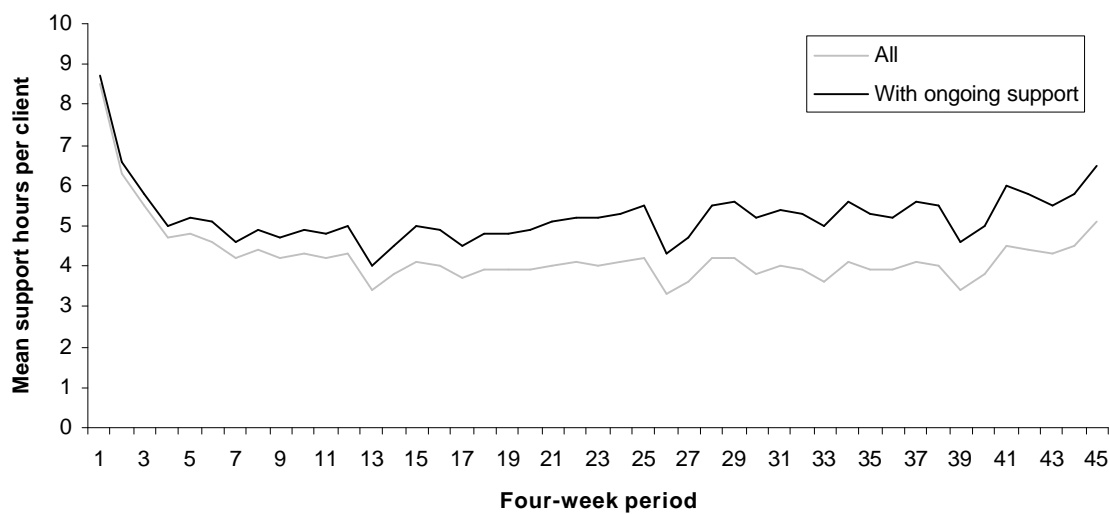
Job history	With one job during year				With more than one job during year			
	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Job retained	61.0	1.3	5.0	0.5	106.1	2.1	10.1	1.0
Job lost	52.0	1.3	11.0	1.2	93.9	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
<b>Total</b>	<b>68.2</b>	<b>1.7</b>	<b>8.6</b>	<b>0.9</b>	<b>105.4</b>	<b>2.2</b>	<b>12.5</b>	<b>1.3</b>

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:

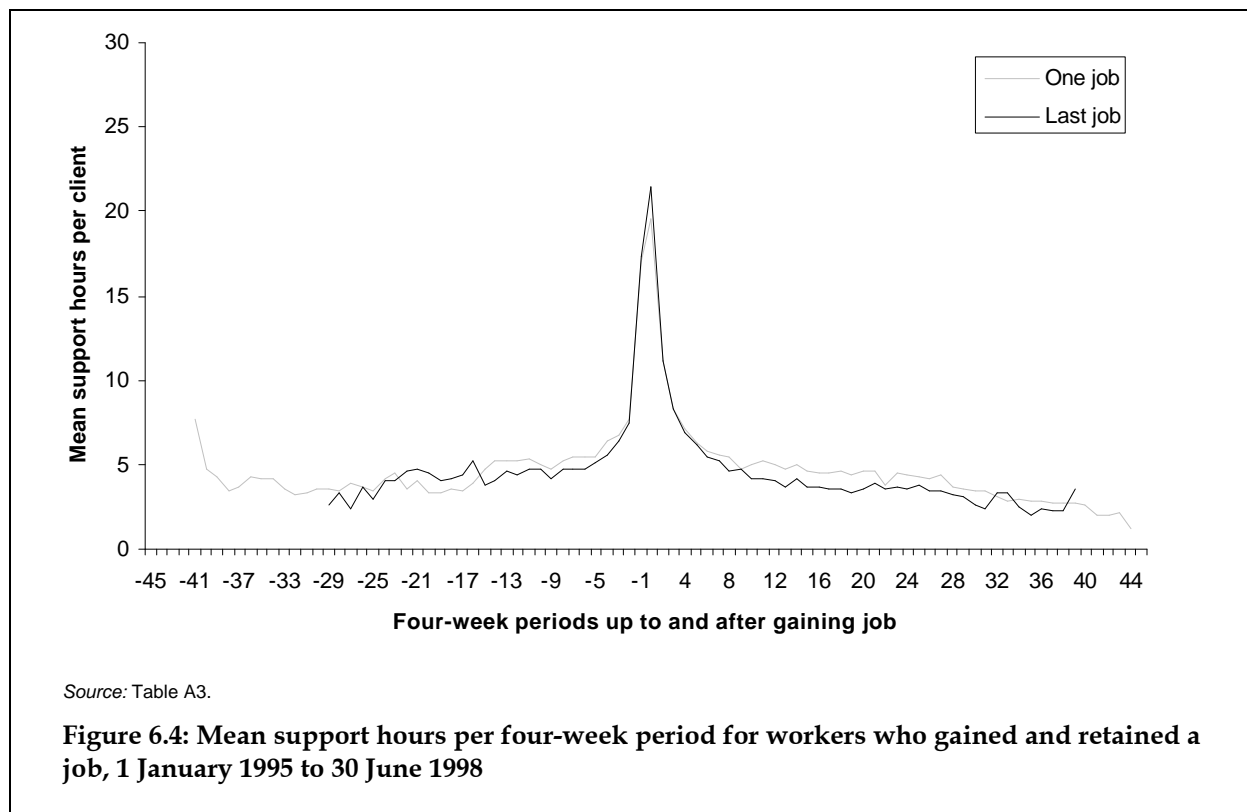
- a pre-job phase, before the commencement of the job, from a time 4 weeks after the previous job, if any;
- an in-job phase, from the commencement of the job to the finish of the job or to the end of the support period if the job remained current;
- an after-job phase, after the finish of the job and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

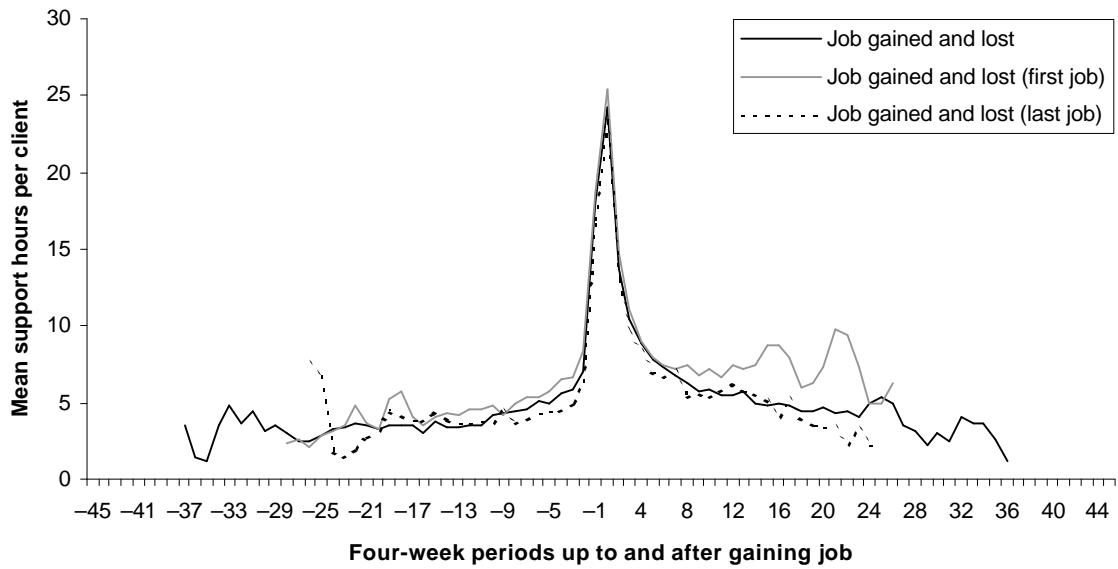
For workers who gained and retained a job at any time in the 42 months to June 1998 (which was still current as at 1 July 1998) the pattern was similar regardless of whether it was the only job or the last of multiple jobs. The level of support rose sharply in the four-week period immediately before 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.

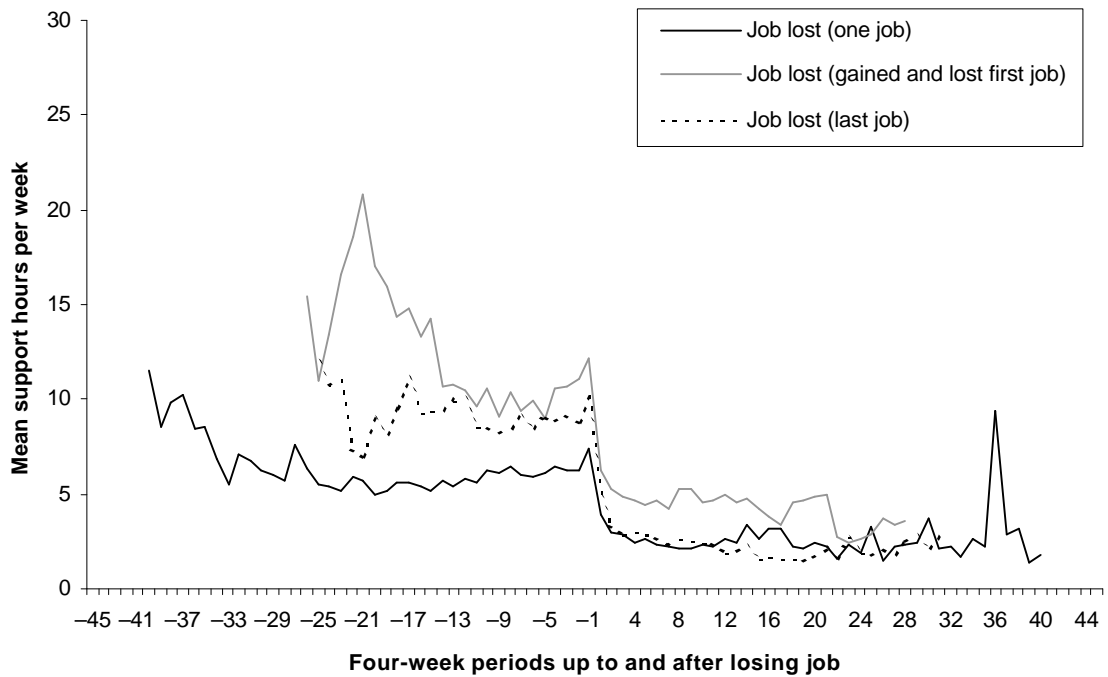
For workers who had multiple jobs, the support profile for a lost job differed depending upon whether it was the first or the last such job. In both cases, support during the in-job phase was much higher than for workers with one job, even after the initial peak at the start of the job. Again there was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



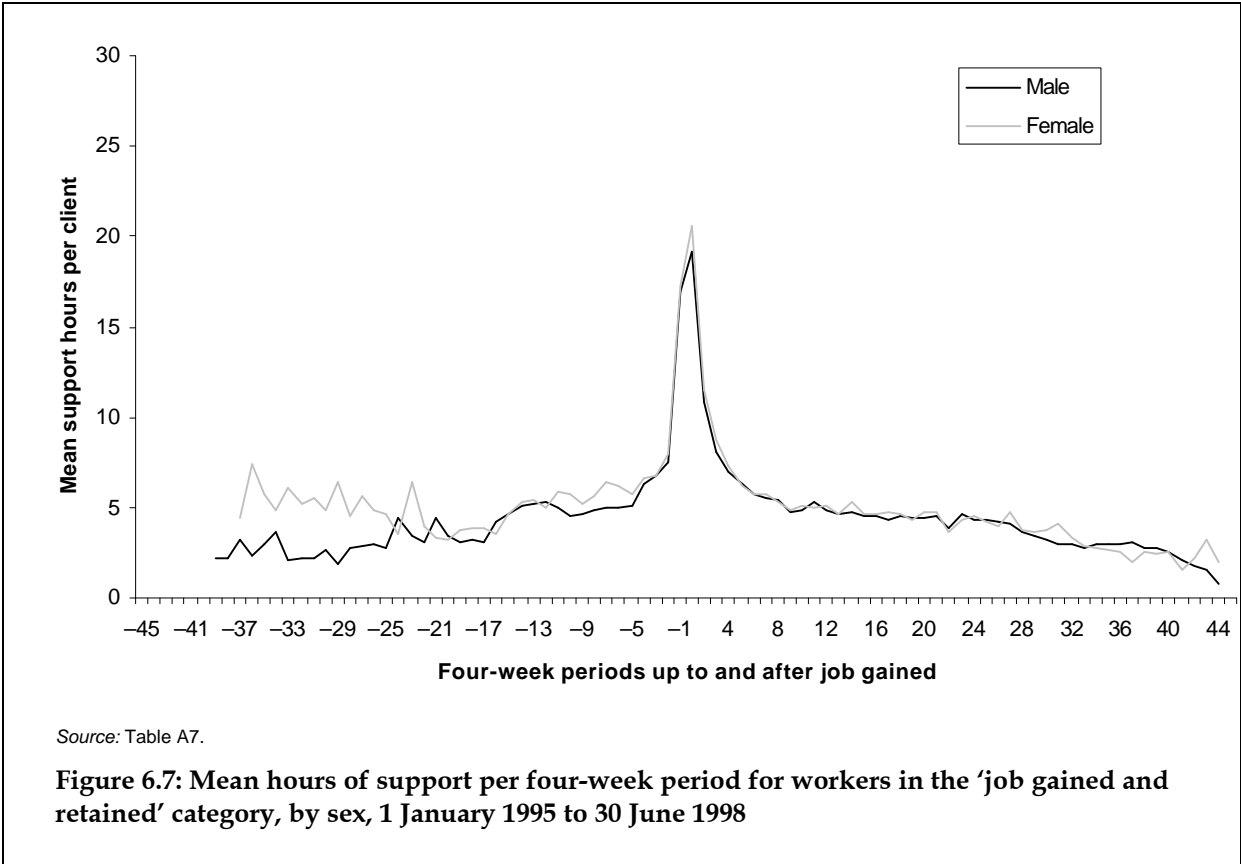
### 6.3 Client support and client characteristics

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

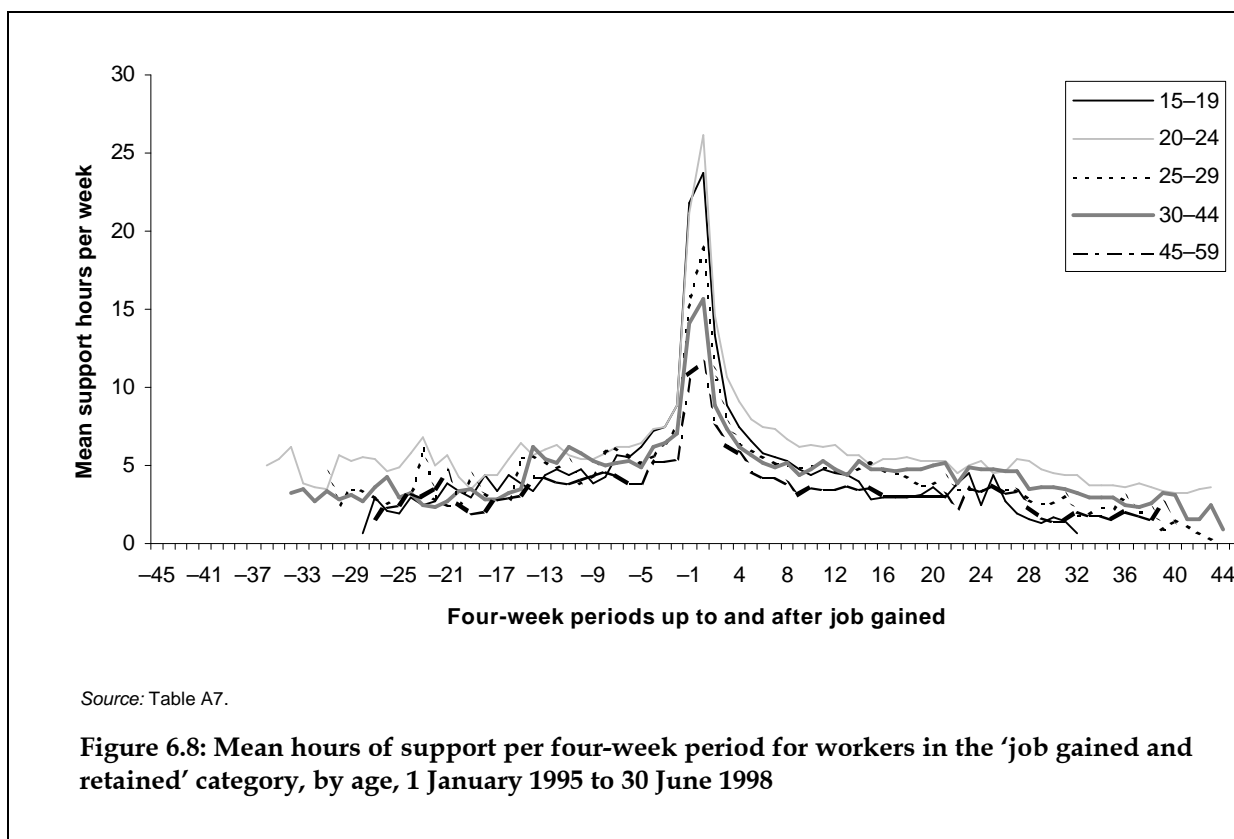
Sex	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Male	22.1	1.0	75.9	1.8	8.9	0.9
Female	23.6	1.0	77.1	1.8	10.9	1.1



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**

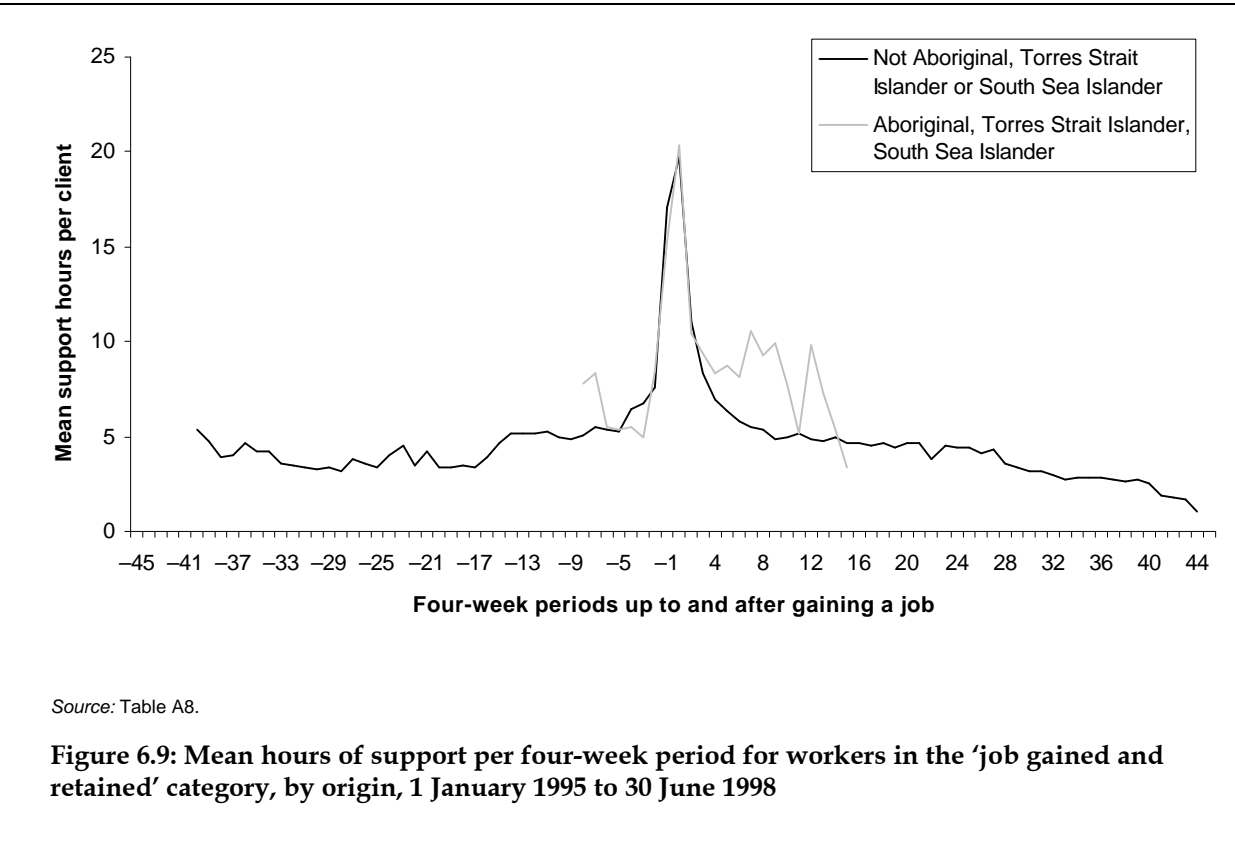
Age group	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
15–19	29.5	1.4	89.8	2.5	13.2	1.9
20–24	26.4	1.1	91.7	2.1	10.7	1.2
25–29	22.0	0.9	76.6	1.8	8.9	0.9
30–44	19.2	0.8	66.0	1.6	8.2	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**

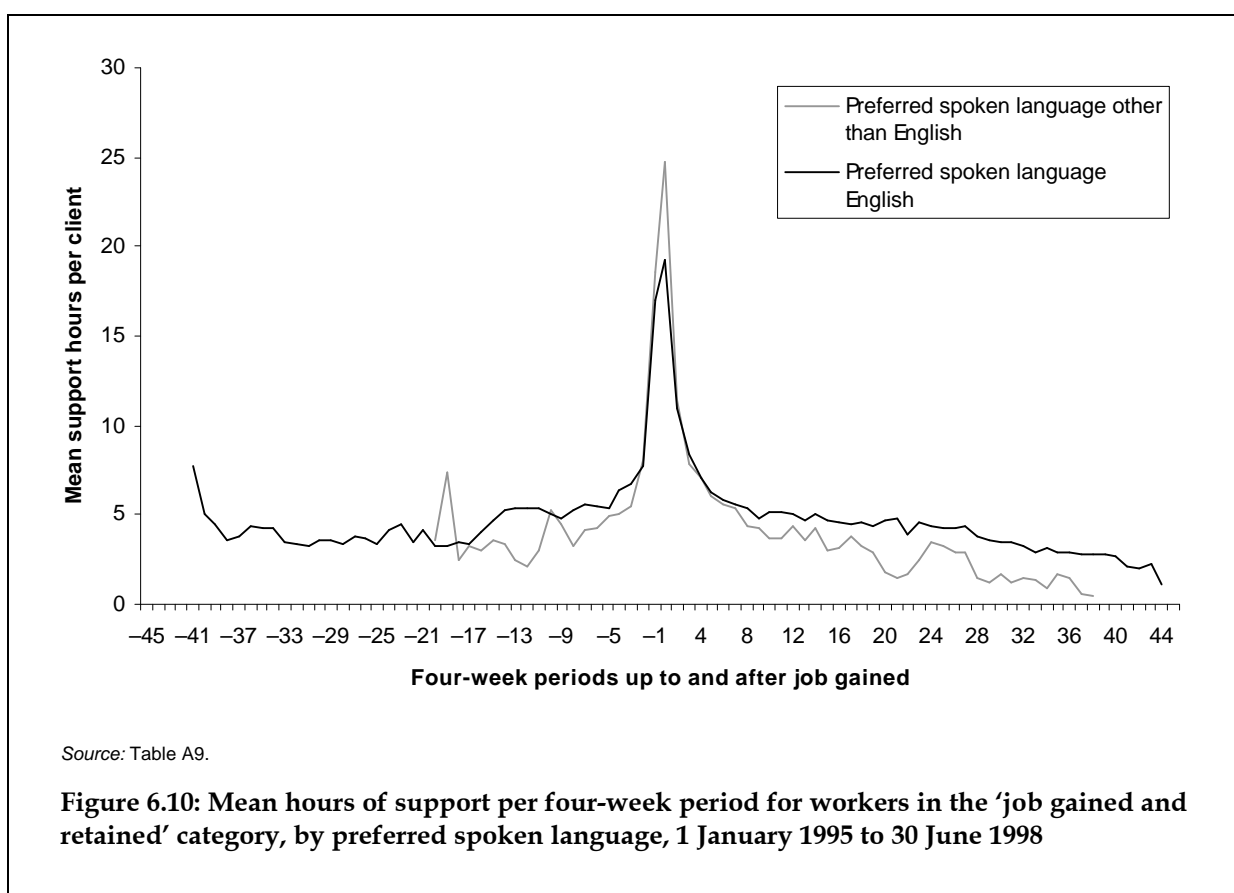
Origin	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Aboriginal or TSI	23.7	1.1	107.5	2.9	15.5	1.8
South Sea Islander	24.3	0.8	57.1	1.2	6.8	0.7
Neither Aboriginal, TSI or SSI	22.8	1.0	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



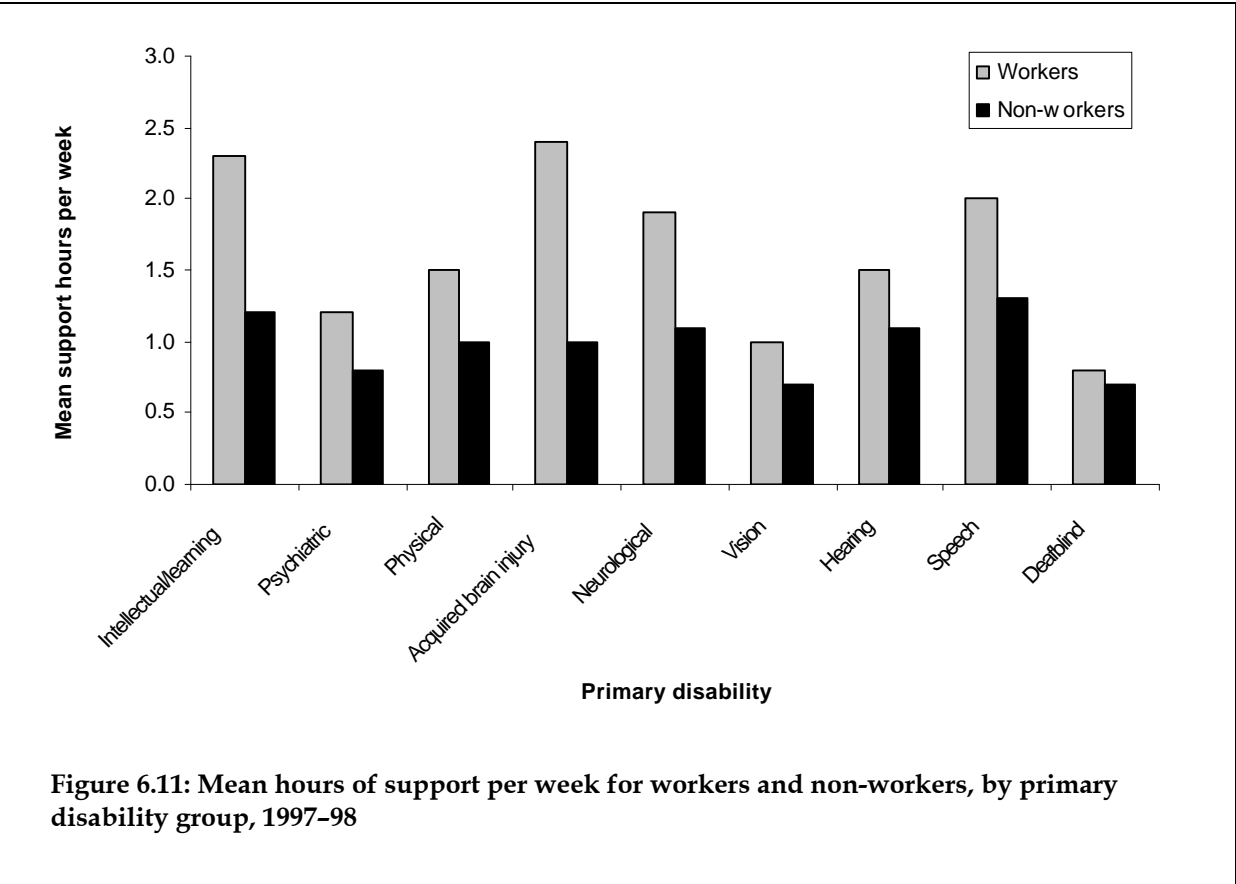
The amount of support received per week varied considerably with primary disability group, particularly for workers (Table 6.9, Figure 6.11). Of the more common disability groups (excluding speech and deafblind) the mean support per week for non-workers varied from 0.7 hours for clients with a vision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

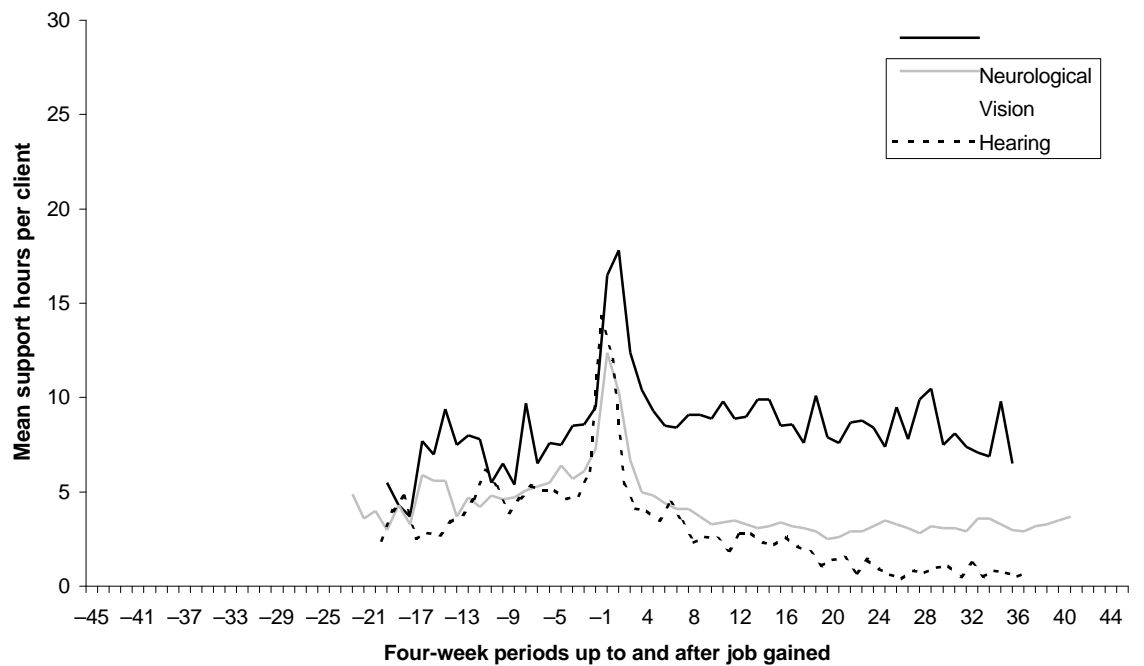
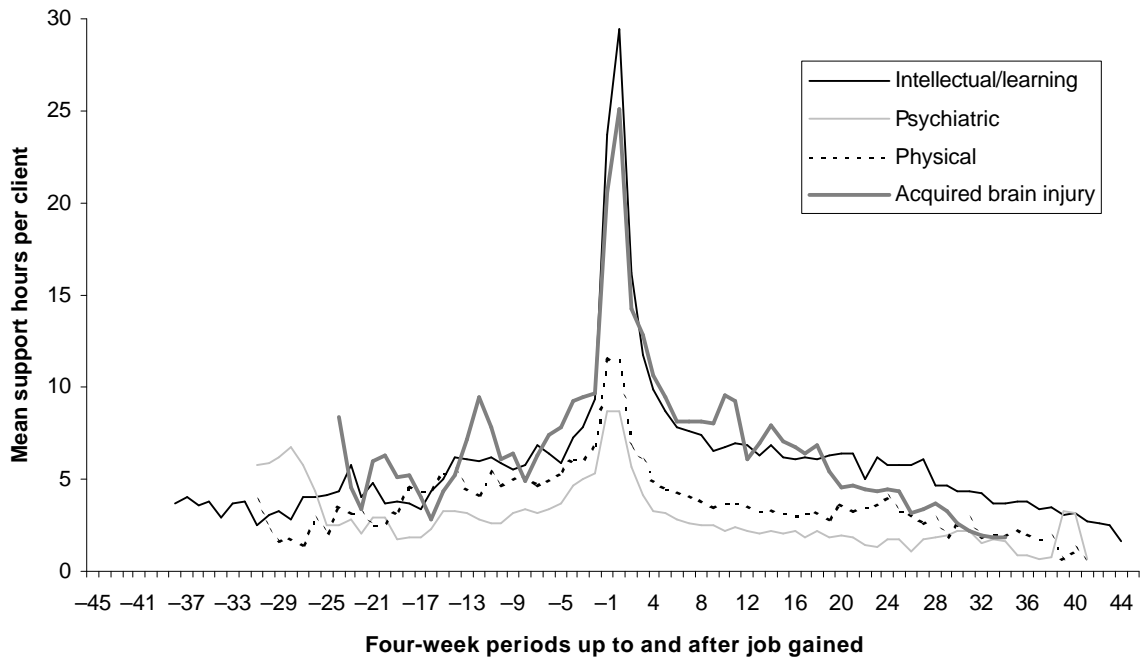
Workers with an intellectual/learning disability also had relatively high mean hours of support per week (2.3 hours), although workers with an acquired brain injury had the highest mean hours of support per week (2.4 hours). These two groups stand out as having received particularly high peaks of support 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





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).

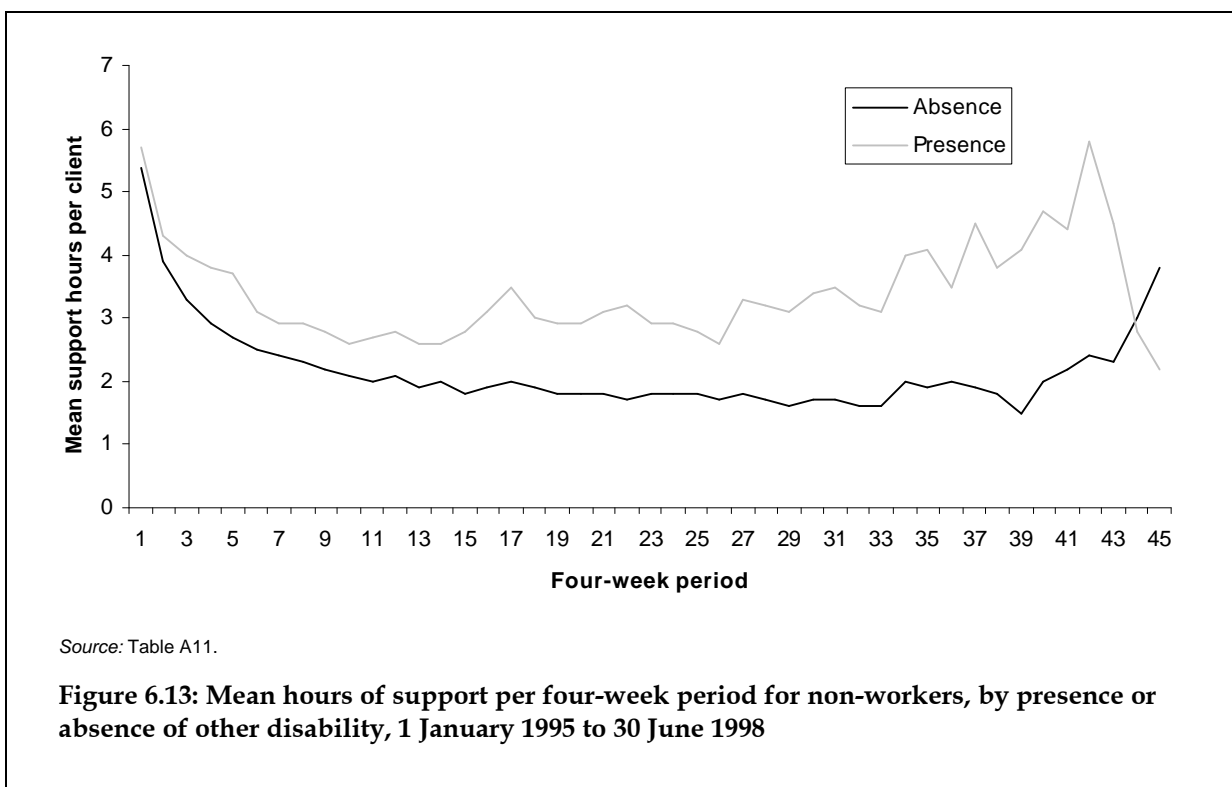
**Table 6.10: Support per client for workers and non-workers, by episodic nature of primary disability, 1997-98**

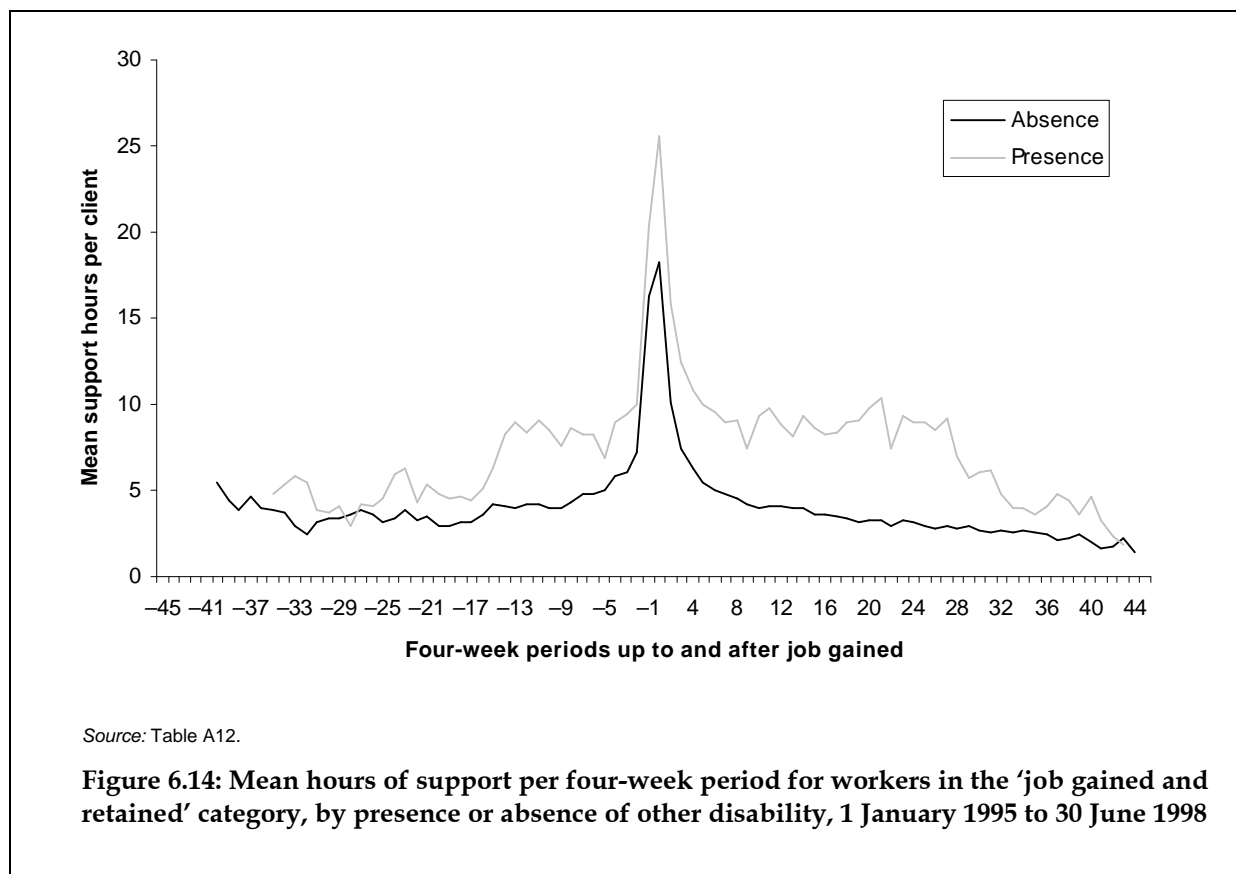
Nature of primary disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Episodic	17.2	0.8	51.6	1.3	8.2	0.8
Not episodic	24.3	1.0	81.7	1.9	9.7	1.0

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





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).

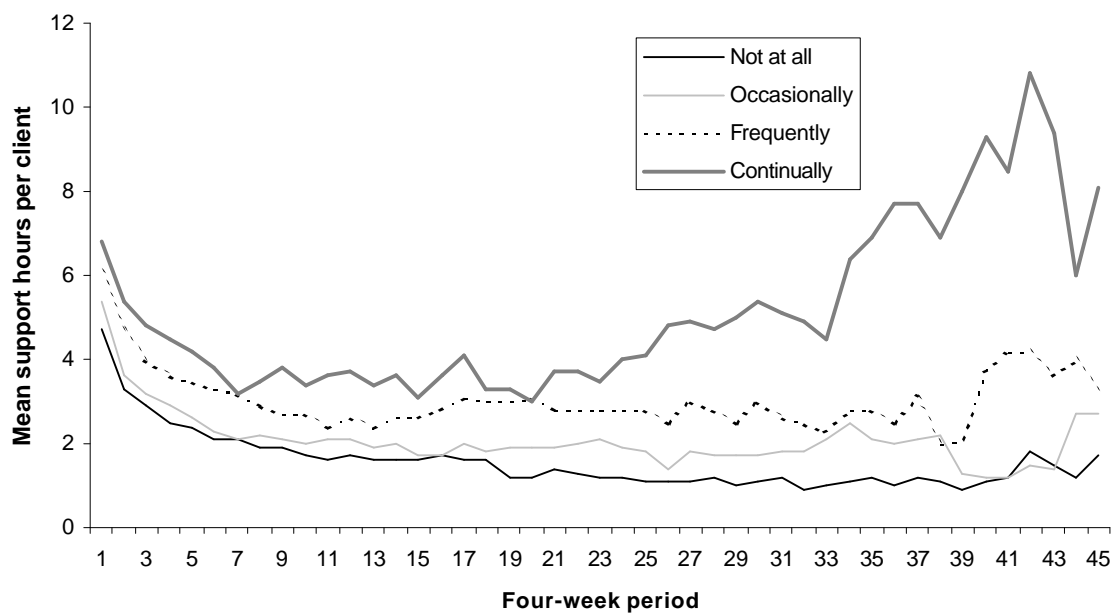
**Table 6.12: Support per client for workers and non-workers, by frequency of activities of daily living (ADL) assistance required,<sup>(a)</sup> 1997–98**

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).

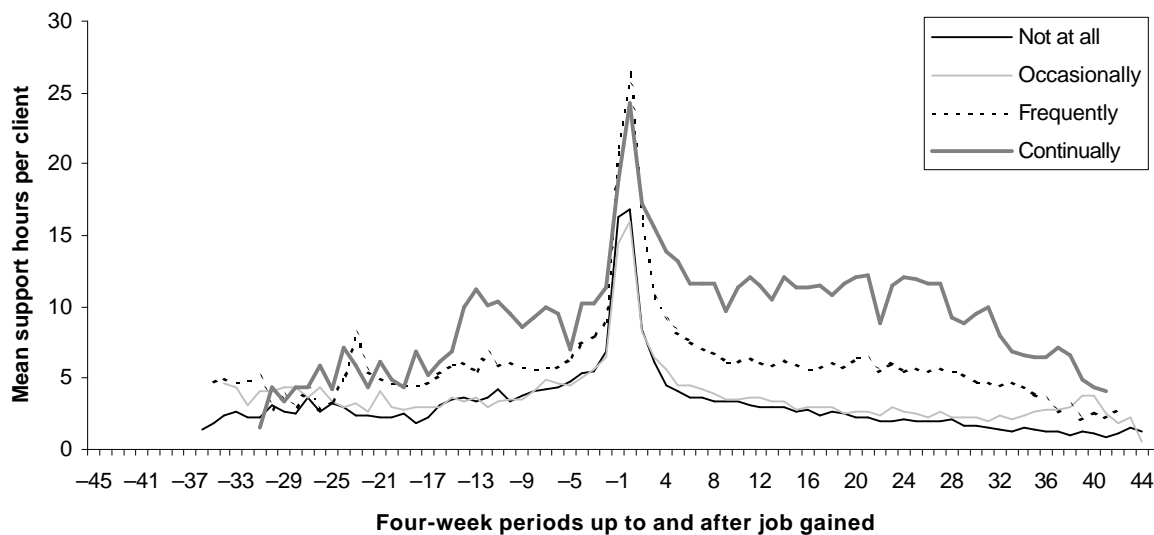
At the time of getting a job there was a marked difference between those needing continual or frequent assistance, and those needing occasional or no assistance (24 and 26 hours per four-week period respectively, versus 17 and 16 hours respectively; Figure 6.16). During the time before and after getting 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**

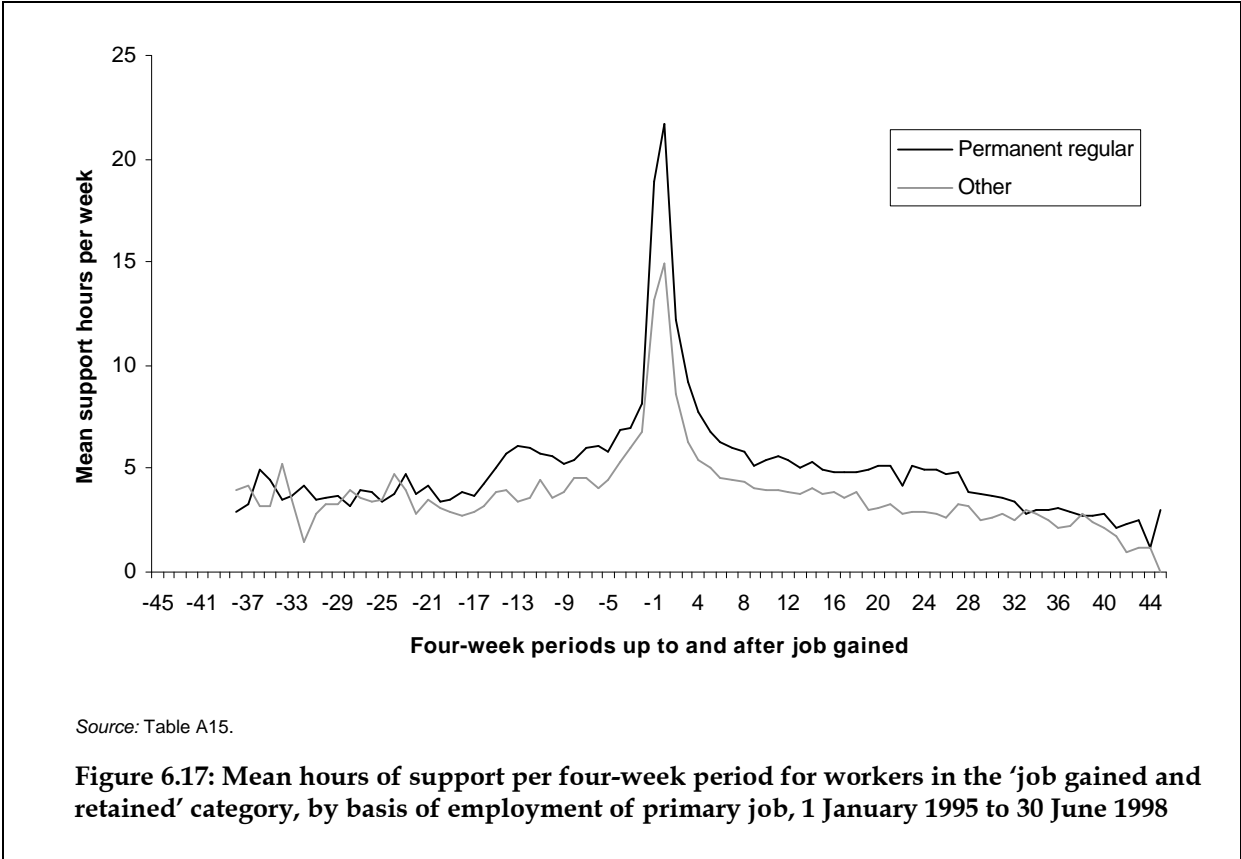
Referral source	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Self or family	19.4	0.9	59.3	1.5	7.5	0.7
Education system	30.1	1.2	84.3	2.0	9.4	1.1
DETYA programs	19.3	0.9	62.7	1.4	7.1	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



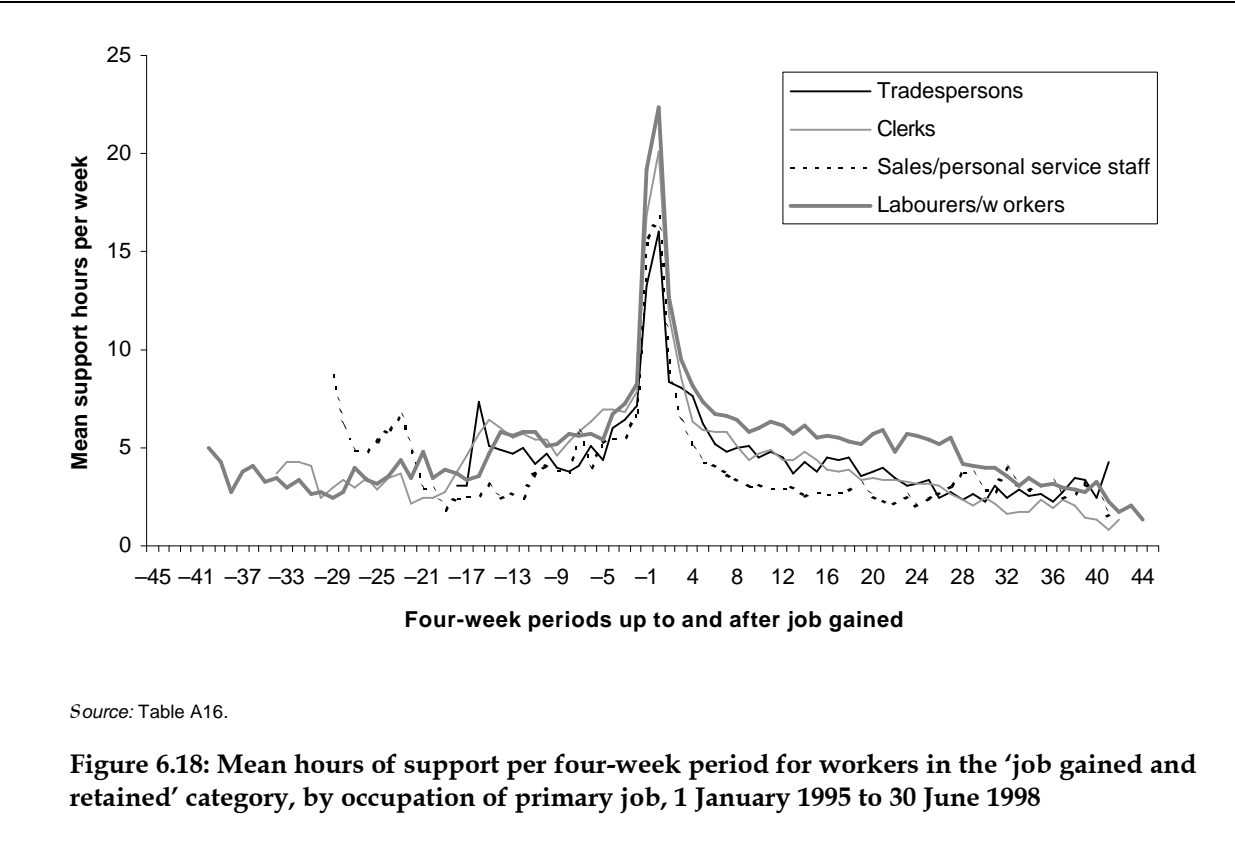
On average, tradespersons and labourers/related workers received the most support per week in 1997-98 (2.0 hours per week), followed by clerks (1.7 hours) and sales/personal service staff (1.4 hours, Table 6.16). The pattern varied slightly for support expressed per 100 hours of work or per \$100 of 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



Source: Table A16.

**Figure 6.18: Mean hours of support per four-week period for workers in the 'job gained and retained' category, by occupation of primary job, 1 January 1995 to 30 June 1998**

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).

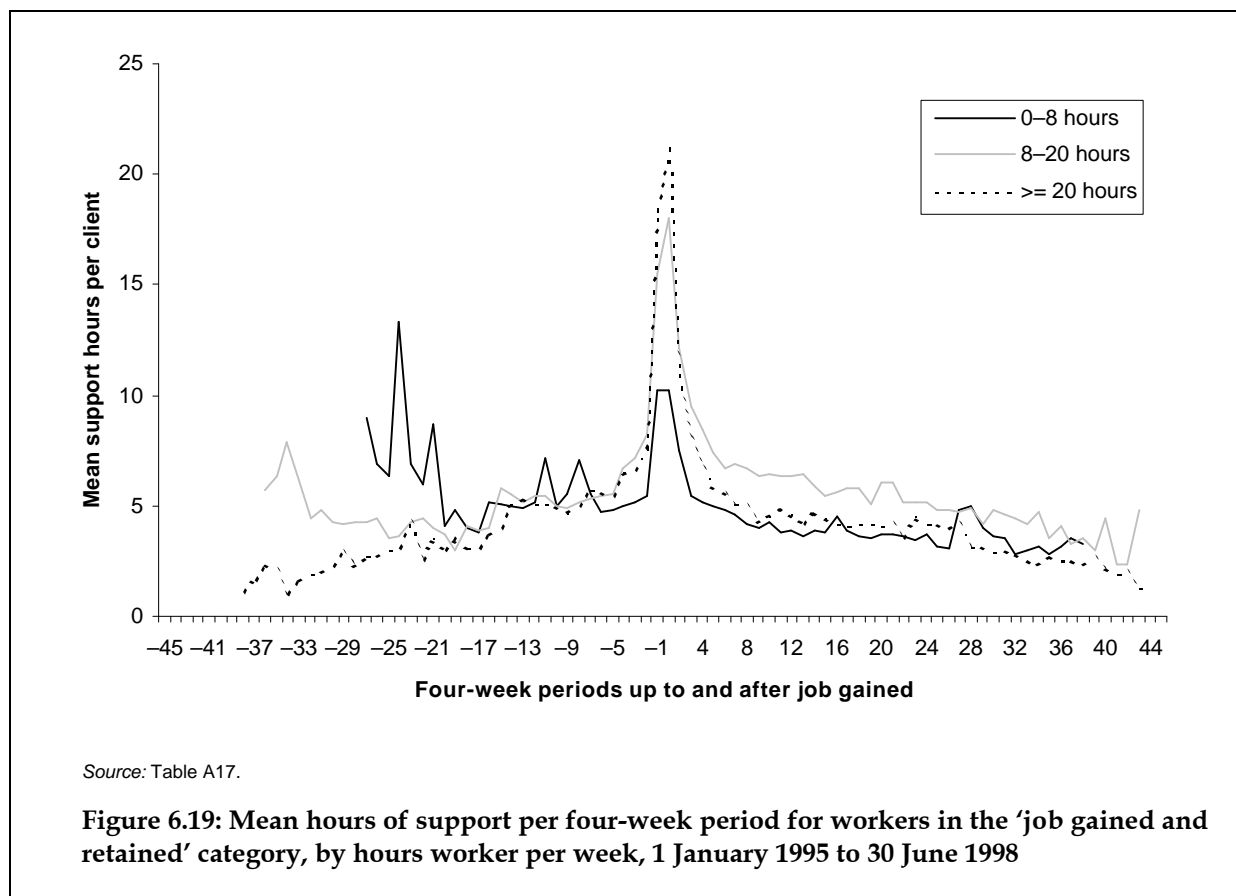
To examine the associations between support received and job hours and wages, the analysis was restricted to those clients who had only one recorded job which started in 1997–98. There were 4,795 such workers.

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.

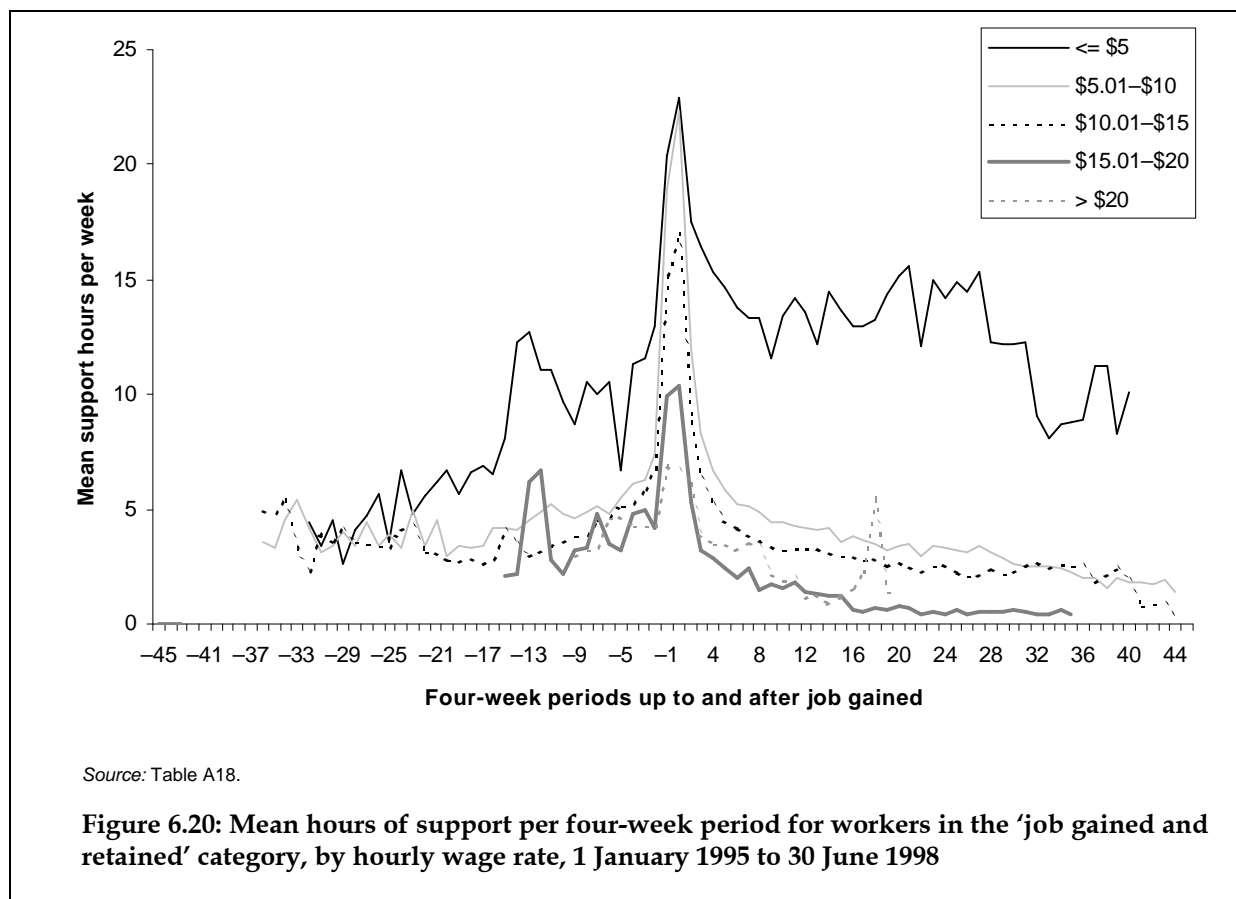


Hours of support received generally declined with increasing hourly wage rate (Table 6.19), with the lowest paid workers having comparatively high support hours both overall and per week. The peak support for workers earning \$5 or less was four times that for workers earning over \$20 (Figure 6.20). 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.

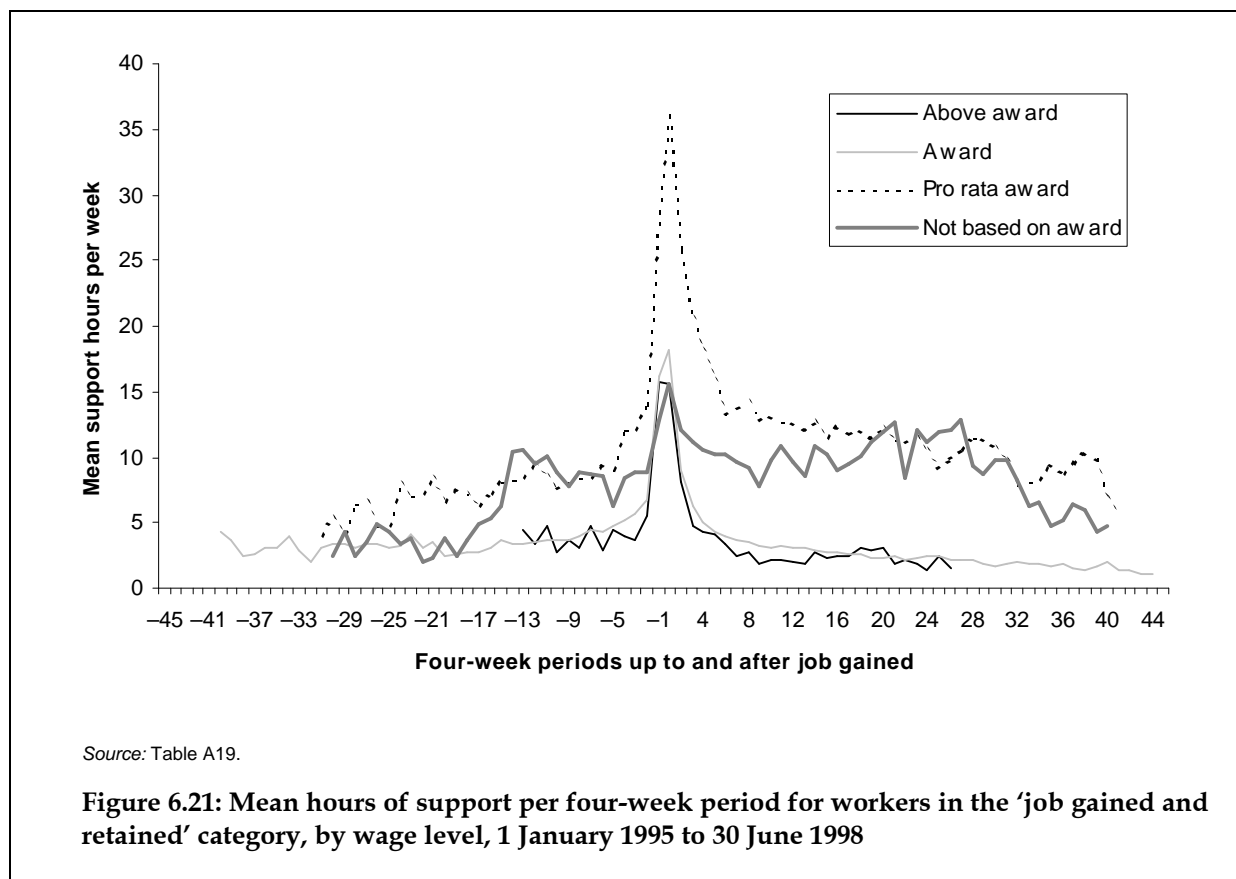


The same pattern is seen with wage level, with workers on award or above-award rates receiving less support on average than workers on pro rata award rates, or rates not based on an award (Table 6.20). The latter two groups had higher levels of support both before and after gaining a job (Figure 6.21). 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).

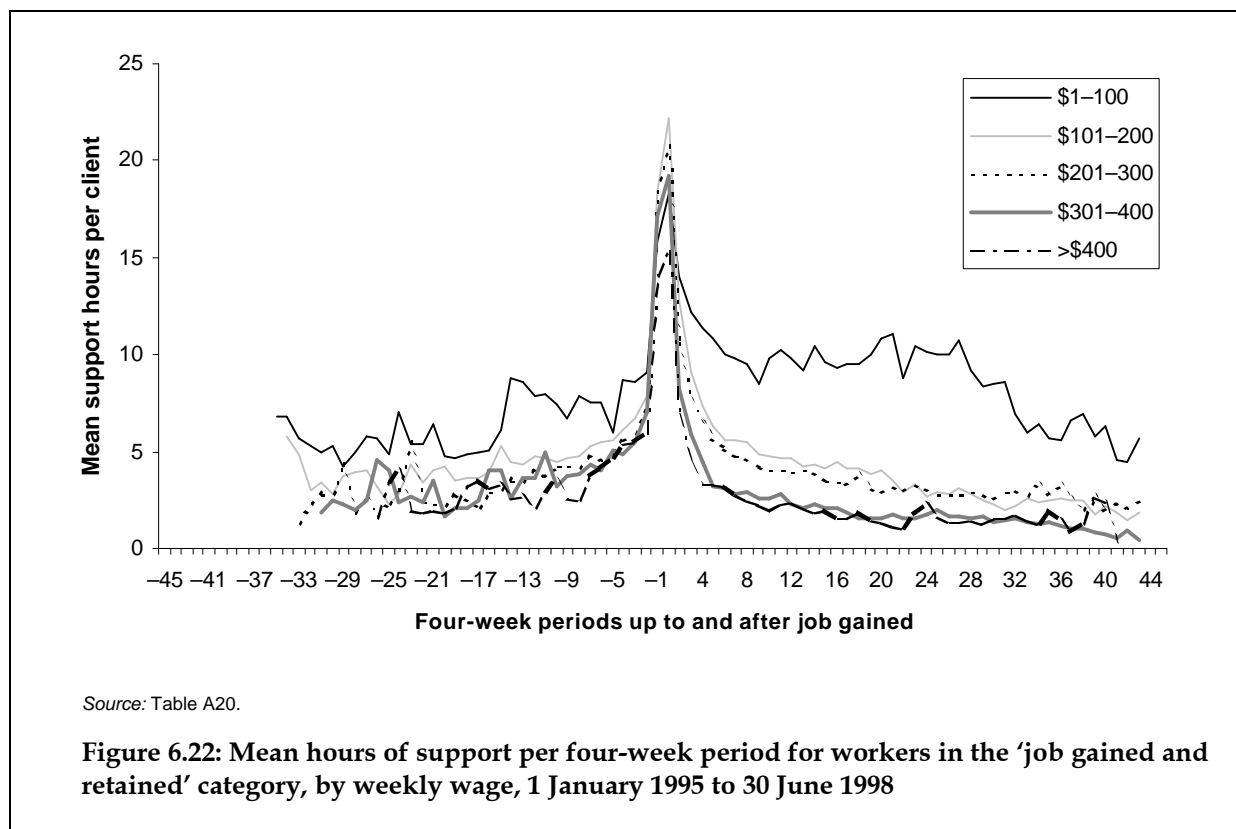
In general, it is apparent that clients who had the lowest paid jobs, most frequently as labourers, on average received the highest levels of support, whereas clients who had high-paid, possibly professional jobs received the lowest levels of support. The number of hours worked also had an association 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
<b>Australia</b>	<b>22.7</b>	<b>1.0</b>	<b>76.3</b>	<b>1.8</b>	<b>9.5</b>	<b>1.0</b>

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.

# Appendix 1: Technical notes

## Out-of-range dates

Out-of-range dates of birth, support withdrawal, support given, job start and job finish were corrected where possible with reference to other data of the client.

## Duplicate jobs

Two job records for the one client were regarded as being duplicates of the same job if they had the same commencement date, employer and occupation group, or other evidence indicated they were the same job. If only one of the job records had a job completion date, the other record was deleted from all analyses. Otherwise the job record with the earlier completion date or else the lowest job number was deleted. In total, 79 jobs were deleted.

## Hours worked per week in a job

For jobs for which the recorded number of hours per week was greater than 50, the number of hours was set at 50 for the purposes of analysis. There were 37 such cases.

## Job dates

Where a client had two or more jobs current as at the end of 1997–98 which totalled more than 50 hours per week, it was assumed that the end dates for one or more jobs had mistakenly not been entered. In this case, the earliest commenced job was assigned an end date one day before the commencement of the next job. If necessary, this procedure was repeated until the total number of hours was 50 or less.

Each client was then checked to determine whether at any time during 1997–98 they were recorded as having concurrent jobs totalling more than 50 hours per week. If one or more of these jobs did not have a recorded end date, then the earliest of these was assigned an end date consistent with the client's job support records. If this was not possible, then the end date was set at one day before the commencement of the next job. If all such jobs had a recorded end date, it was assumed one or more dates had been entered incorrectly. If possible, one or more job commencement or end dates were altered by reference to the client's job support records. If this was not possible then, for the analyses of job tenure and client job history, measures of hours, wages and duration were averaged for such overlapping jobs for the period of overlap.

As a result of these procedures, job end dates were assigned for 121 clients and averaging of job measures occurred for 295 clients.

## Withdrawal of support

A total of 4,947 clients had a date of support withdrawn recorded as some time during 1997–98. For 436 of these clients, the date of support withdrawn was before the date of the last support recorded. Such clients were not regarded as having had support withdrawn if the time between the two dates was more than 14 days (or the period between agency support records, if greater), as it was in 154 cases.

## Calculation of the support period

Not all clients were receiving support for the whole of 1997–98, either because their support began after 1 July 1997 and/or because they withdrew from support before 30 June 1998. The NIMS database does not include a date on which a client commences with an agency, so for the purposes of analysis the support period of each client in each year had to be calculated in some other way.

For clients who had no support in 1996–97 the beginning of the support period for 1997–98 was set as the first date in 1997–98 for which support was recorded. The end of the support period is defined as 30 June 1998 unless the client withdrew from support before this date.

## Adjustments to wages

NIMS requires that the weekly wage rate be recorded for each job. For some cases it was apparent that the amount recorded could not realistically be the weekly rate. In some cases it appeared to be the hourly rate, and in other cases some constant value (for example, \$1) had apparently been entered by the outlet.

To determine whether some adjustment to the recorded wage figure appeared necessary, the apparent hourly wage was calculated as the weekly wage rate divided by the number of hours worked per week. For jobs specified as being at less than 100% of award level, the apparent award wage per hour was calculated by dividing this figure by the recorded fraction of the award wage. The following adjustments were then made:

- Where the weekly wage was recorded as \$0 or \$1, it was set to missing.
- For jobs specified at or above award level (78% of jobs), where the apparent wage per hour was less than \$4.50, then the wage rate was regarded as being per hour rather than per week. If the hourly wage was less than \$2.50 and the wage recorded as \$20 or more, then it was set to missing.
- For jobs specified at or above award level, where the apparent wage per hour was greater than \$30 and the wage per week was greater or equal to \$200, then the wage was regarded as being for a full-time week of 38 hours, and adjusted by multiplying by the number of hours worked per week divided by 38.
- For jobs specified as being at less than 100% of award level, where the resulting *award* wage per hour was less than \$4.50, then the wage rate was regarded as being per hour rather than per week.
- For jobs specified as not being based on award, if the wage rate was less than or equal to \$10 and the wage per hour less than \$2.50, then the wage rate was regarded as being per hour rather than per week.

Wages were adjusted for 2.0% of jobs (391).

## Measures of job experience and support

Various measures of job experience were analysed as described in Section 5.2. The precise calculation of these measures is as follows:

For each client with  $k$  jobs we have:

$P$  = length of the support period in weeks, where  $1 \leq P \leq 52$

$D$  = total hours of direct support received by client

$W$  = total number of weeks during the support period that the client had a job,  
where  $0 \leq W \leq P$  (if client has only one job then  $W = w_1$  as below with  $j = 1$ )

$w_j$  = weeks of work for job  $j$ ,

where  $\sum w_j \leq W$ , since the client may have two or more jobs concurrently

$s_j$  = salary per week for job  $j$

$h_j$  = hours per week for job  $j$

Then:

$D/P$  = support hours per week

$W/P$  = time in work as a proportion of time in support

$\frac{\sum h_j w_j}{W}$  = mean hours of work per work week

$\frac{\sum h_j w_j}{P}$  = mean hours of work per week of the support period

$\frac{\sum s_j w_j}{\sum h_i}$  = mean wage per hour

$\frac{\sum s_j w_j}{W}$  = mean wage per work week

$\frac{\sum s_j w_j}{P}$  = mean income per week of the support period

Each of the above can be averaged for any particular group of clients.

Finally, for any group of  $n$  working clients:

$$\frac{\sum_{i=1}^n D_i \times 100}{\sum_{i=1}^n \sum_{j=1}^k h_{ij} w_{ij}} = \text{support hours per 100 hours of work}$$

$$\frac{\sum_{i=1}^n D_i \times 100}{\sum_{i=1}^n \sum_{j=1}^k s_{ij} w_{ij}} = \text{support hours per \$100 of wages}$$

# Appendix 2: Client support profiles over time

## Method of analysis

For the analyses of client support profiles over time presented in chapter 6, the 42 months of NIMS data from 1 January 1995 to 30 June 1998 were used. A total period of support was calculated for each client as follows:

- The start of the total support period was taken as the date of first support for the whole 42 months, unless the client had a job as at 1 January 1995 which had begun prior to this date, in which case the start of the period was taken as 1 January 1995.
- The end of the total support period was taken as 30 June 1998, unless the client had a valid withdrawal date (see Appendix 1), in which case that date was used. Some clients who never had a job or who had a continuous job throughout the support period had no support in 1997–98. For these clients the analysis was repeated with the end of the support period taken as the last date of support (termed clients ‘with ongoing support’).

The total period of support was divided into phases depending upon the client’s job history. Clients who never had a job had one phase, as did those who held one job continuously from the beginning to the end of the whole period.

For other clients with one job the total period of support was divided into two or three phases as follows:

- A pre-job phase. For clients who started without a job, this phase was from the commencement of the support period to the day before the start of the job, measured relative to the job start date.
- An in-job phase. For clients who finished the support period with a job, this phase was from the job start date to the support finish date and was measured relative to the job start date. For clients who did not finish the support period with a job, this phase was from the job start date to the job end date, and could be measured relative to either of these dates.
- A post-job phase. For clients who finished without a job, this phase was from the day after the finish of the job to the end of the support period, measured relative to the job finish date.

For clients who had more than one job during the total period of support, similar phases were calculated, but for each job as follows:

- For second and subsequent jobs the pre-job phase, if any, was calculated as starting 4 weeks after the finish of the previous job.
- For jobs before the last job, the post-job phase, if any, was calculated as finishing 4 weeks before the start of the next job.

Each phase was divided into four-week periods measured relative to the beginning or end of the phase, as appropriate. The amount of support per four-week period was then totalled for each client. This time frame was chosen as the best compromise as agencies may record

support data on a weekly, fortnightly or monthly basis. Only complete four-week periods were included in the analysis. This meant that each client had up to a maximum of 45 four-week periods (180 weeks).

Finally, for each group of clients in the analysis, the mean amount of support per client per four-week period was calculated. Four-week periods for which there were less than 20 clients were not included in the resulting graphs.

## Detailed results

**Table A1: Mean hours of support per four-week period for non-workers, 1 January 1995 to 30 June 1998**

<b>Four-week period</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
All workers	5.3	3.7	3.2	2.8	2.6	2.3	2.1	1.9	1.8	1.7	1.6	1.6	1.4	1.5	1.3
With ongoing support	5.5	3.9	3.5	3.1	2.9	2.6	2.5	2.4	2.3	2.2	2.2	2.2	2.0	2.2	2.1
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
All workers	1.3	1.4	1.3	1.2	1.1	1.2	1.1	1.1	1.0	1.0	0.9	1.0	0.9	0.9	0.9
With ongoing support	2.1	2.3	2.1	2.1	2.0	2.1	2.1	2.1	2.1	2.0	1.9	2.2	2.1	2.0	2.2
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
All workers	0.9	0.8	0.8	1.0	0.9	0.9	1.0	0.9	0.8	1.0	1.0	1.2	1.0	1.0	1.1
With ongoing support	2.2	2.0	2.0	2.6	2.5	2.5	2.7	2.4	2.3	2.8	2.9	3.4	3.0	3.0	3.3

**Table A2: Mean hours of support per four-week period for 'job retained' workers with one continuous job, 1 January 1995 to 30 June 1998**

<b>Four-week period</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
All workers	8.5	6.3	5.5	4.7	4.8	4.6	4.2	4.4	4.2	4.3	4.2	4.3	3.4	3.8	4.1
With ongoing support	8.7	6.6	5.8	5.0	5.2	5.1	4.6	4.9	4.7	4.9	4.8	5.0	4.0	4.5	5.0
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
All workers	4.0	3.7	3.9	3.9	3.9	4.0	4.1	4.0	4.1	4.2	3.3	3.6	4.2	4.2	3.8
With ongoing support	4.9	4.5	4.8	4.8	4.9	5.1	5.2	5.2	5.3	5.5	4.3	4.7	5.5	5.6	5.2
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
All workers	4.0	3.9	3.6	4.1	3.9	3.9	4.1	4.0	3.4	3.8	4.5	4.4	4.3	4.5	5.1
With ongoing support	5.4	5.3	5.0	5.6	5.3	5.2	5.6	5.5	4.6	5.0	6.0	5.8	5.5	5.8	6.5



**Table A3: Mean hours of support per four-week period for workers who gained and retained a job,  
1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
One job	—	—	—	—	7.7	4.7	4.3	3.4	3.7	4.3	4.1	4.1	3.6	3.2	3.3
Last job	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
One job	3.5	3.6	3.4	3.9	3.7	3.4	4.1	4.5	3.5	4.0	3.3	3.3	3.5	3.4	3.9
Last job	—	2.6	3.3	2.4	3.7	3.0	4.0	4.0	4.6	4.8	4.5	4.0	4.2	4.4	5.2
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
One job	4.7	5.2	5.2	5.2	5.3	5.0	4.8	5.2	5.5	5.5	5.4	6.4	6.7	7.7	17.1
Last job	3.8	4.0	4.6	4.4	4.7	4.7	4.1	4.8	4.7	4.8	5.1	5.6	6.4	7.5	17.3
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
One job	19.6	11.1	8.3	7.1	6.3	5.8	5.6	5.4	4.8	5.0	5.2	5.0	4.7	5.0	4.6
Last job	21.5	11.2	8.3	6.9	6.2	5.4	5.2	4.6	4.7	4.2	4.2	4.0	3.7	4.1	3.7
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
One job	4.5	4.5	4.6	4.4	4.6	4.6	3.8	4.5	4.4	4.3	4.1	4.4	3.7	3.5	3.4
Last job	3.7	3.6	3.5	3.3	3.6	3.9	3.6	3.7	3.6	3.8	3.4	3.4	3.2	3.1	2.6
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
One job	3.4	3.1	2.8	3.0	2.9	2.9	2.7	2.7	2.7	2.6	2.0	2.0	2.1	1.2	—
Last job	2.4	3.3	3.3	2.5	2.0	2.4	2.3	2.3	3.5	—	—	—	—	—	—

**Table A4: Mean hours of support 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**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Job gained/lost	—	—	—	—	—	—	—	—	3.5	1.4	1.2	3.5	4.8	3.6	4.4
Job gained/lost (first job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Job gained/lost (last job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Job gained/lost	3.1	3.5	3.0	2.5	2.5	2.9	3.3	3.4	3.6	3.5	3.2	3.5	3.5	3.5	3.0
Job gained/lost (first job)	—	—	2.3	2.6	2.1	2.9	3.1	3.5	4.8	3.6	3.2	5.2	5.8	4.1	3.5
Job gained/lost (last job)	—	—	—	—	7.6	6.6	1.8	1.4	2.0	2.8	3.1	4.4	4.2	3.9	3.8
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Job gained/lost	3.8	3.4	3.4	3.5	3.5	4.2	4.3	4.4	4.6	5.1	5.0	5.6	5.9	7.0	18
Job gained/lost (first job)	4.1	4.3	4.2	4.6	4.6	4.8	4.2	4.9	5.4	5.3	5.7	6.5	6.6	8.3	18.7
Job gained/lost (last job)	4.4	3.9	3.6	3.6	3.8	3.6	4.4	3.6	3.9	4.3	4.5	4.4	4.9	6.4	17
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Job gained/lost	24.2	13.7	10.5	8.9	7.8	7.3	6.8	6.2	5.8	5.9	5.5	5.5	5.7	5.0	4.8
Job gained/lost (first job)	25.4	14.7	11.1	9.0	8.0	7.5	7.2	7.4	6.8	7.2	6.7	7.4	7.2	7.4	8.7
Job gained/lost (last job)	23.4	12.9	9.5	8.3	7.0	6.6	7.0	5.4	5.6	5.3	5.7	6.2	5.7	5.6	5.1
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Job gained/lost	5.0	4.8	4.4	4.5	4.7	4.3	4.4	4.0	5.0	5.4	4.9	3.5	3.1	2.2	3.0
Job gained/lost (first job)	8.7	8.0	6.0	6.2	7.3	9.8	9.4	7.3	5.0	4.9	6.3	—	—	—	—
Job gained/lost (last job)	4.1	5.2	4.0	3.5	3.4	3.4	2.2	3.2	2.2	2.2	—	—	—	—	—
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Job gained/lost	2.5	4.0	3.6	3.7	2.6	1.2	—	—	—	—	—	—	—	—	—
Job gained/lost (first job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Job gained/lost (last job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

**Table A5: Mean hours of support per four-week period for workers who lost a job, in-job and post-job phases, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Job gained/lost	—	—	—	—	—	11.5	8.6	9.8	10.2	8.5	8.6	6.9	5.5	7.1	6.8
Job gained/lost (first job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Job gained/lost (last job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Job gained/lost	6.2	6.0	5.7	7.6	6.3	5.5	5.4	5.2	5.9	5.7	5.0	5.2	5.6	5.6	5.4
Job gained/lost (first job)	—	—	—	—	15.4	11.0	13.4	16.6	18.6	20.8	17.0	16.0	14.4	14.8	13.3
Job gained/lost (last job)	—	—	—	—	11.9	10.8	11.0	7.4	7.0	9.0	8.1	9.5	11.1	9.3	—
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Job gained/lost	5.2	5.7	5.4	5.8	5.6	6.2	6.1	6.4	6.0	5.9	6.1	6.4	6.2	6.2	7.4
Job gained/lost (first job)	14.3	10.7	10.8	10.5	9.6	10.6	9.1	10.3	9.4	9.9	9.0	10.6	10.7	11.1	12.2
Job gained/lost (last job)	9.4	9.4	9.9	10.0	8.6	8.6	8.2	8.5	9.1	8.4	9.1	8.9	9.2	8.8	10.1
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Job gained/lost	3.9	3.0	2.9	2.4	2.6	2.3	2.2	2.1	2.1	2.3	2.2	2.6	2.4	3.4	2.6
Job gained/lost (first job)	6.2	5.3	4.9	4.6	4.4	4.7	4.2	5.3	5.3	4.5	4.7	5.0	4.5	4.8	4.2
Job gained/lost (last job)	4.9	3.4	2.9	3.0	2.8	2.7	2.3	2.6	2.5	2.4	2.4	1.9	2.0	2.2	1.6
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Job gained/lost	3.2	3.2	2.2	2.1	2.4	2.2	1.6	2.3	1.9	3.3	1.5	2.2	2.3	2.4	3.7
Job gained/lost (first job)	3.8	3.4	4.5	4.6	4.9	5.0	2.7	2.4	2.6	2.9	3.7	3.4	3.6	—	—
Job gained/lost (last job)	1.7	1.6	1.6	1.5	1.7	2.1	1.6	2.6	1.9	1.8	2.1	1.8	2.5	2.7	2.1
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Job gained/lost	2.1	2.2	1.7	2.6	2.2	9.4	2.8	3.2	1.4	1.8	—	—	—	—	—
Job gained/lost (first job)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Job gained/lost (last job)	2.6	—	—	—	—	—	—	—	—	—	—	—	—	—	—

**Table A6: Mean hours of support per four-week period for workers who gained and retained a job, by sex, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Male	—	—	—	—	—	—	2.2	2.2	3.2	2.3	3.0	3.6	2.1	2.2	2.2
Female	—	—	—	—	—	—	—	—	4.4	7.4	5.8	4.9	6.1	5.2	5.5
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Male	2.7	1.9	2.8	2.9	3.0	2.8	4.4	3.4	3.1	4.4	3.4	3.1	3.2	3.1	4.2
Female	4.9	6.4	4.5	5.6	4.9	4.6	3.5	6.4	4.0	3.3	3.2	3.8	3.9	3.9	3.5
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Male	4.6	5.1	5.2	5.3	5.0	4.5	4.6	4.9	5.0	5.0	5.1	6.3	6.7	7.5	16.9
Female	4.7	5.3	5.4	5.0	5.9	5.8	5.2	5.6	6.4	6.2	5.8	6.6	6.7	8.0	17.3
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Male	19.1	10.8	8.1	7.0	6.3	5.8	5.5	5.4	4.8	4.9	5.3	4.9	4.7	4.8	4.5
Female	20.6	11.5	8.7	7.3	6.2	5.8	5.8	5.3	4.9	5.1	5.0	5.1	4.7	5.3	4.7
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Male	4.5	4.3	4.5	4.4	4.4	4.5	3.9	4.6	4.3	4.3	4.2	4.1	3.6	3.4	3.2
Female	4.7	4.8	4.6	4.3	4.8	4.8	3.7	4.3	4.5	4.2	4.0	4.8	3.8	3.6	3.8
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Male	3.0	3.0	2.8	3.0	3.0	3.0	3.1	2.8	2.8	2.6	2.1	1.8	1.5	0.8	—
Female	4.1	3.3	2.9	2.8	2.7	2.5	2.0	2.5	2.4	2.6	1.6	2.2	3.2	2.0	—

**Table A7: Mean hours of support per four-week period for workers who gained and retained a job, by age, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
15-19	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
20-24	—	—	—	—	—	—	—	—	—	5.0	5.4	6.1	3.8	3.6	3.5
25-29	—	—	—	—	—	—	—	—	—	—	—	—	—	—	4.5
30-44	—	—	—	—	—	—	—	—	—	—	—	3.2	3.4	2.7	3.3
45-59	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
15-19	—	—	0.6	2.9	2.0	1.9	2.9	2.4	2.7	3.9	3.3	2.9	4.3	3.3	4.4
20-24	5.7	5.3	5.5	5.4	4.6	4.9	5.8	6.8	5.0	5.7	4.2	3.5	4.4	4.4	5.4
25-29	2.5	3.4	3.4	2.9	2.6	2.9	3.3	6.0	3.0	2.4	2.4	4.4	3.2	2.9	2.8
30-44	2.8	3.1	2.7	3.6	4.2	2.9	3.2	2.4	2.3	2.7	3.3	3.4	2.8	2.8	3.2
45-59	—	—	—	1.5	2.3	2.4	3.2	3.0	3.4	4.6	2.6	1.9	2.0	2.8	3.0
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
15-19	3.9	3.3	4.4	4.7	4.4	4.8	3.9	4.2	5.7	5.5	6.1	7.2	7.5	8.8	21.8
20-24	6.4	5.6	6.0	6.3	5.6	5.4	5.4	5.8	6.1	6.1	6.4	7.3	7.4	8.9	21.2
25-29	5.5	5.6	5.3	4.9	5.2	3.8	4.3	5.9	6.1	5.7	5.1	5.6	6.4	7.5	15.8
30-44	3.4	6.1	5.4	5.1	6.2	5.8	5.2	5.0	5.1	5.3	4.9	6.1	6.4	7.1	14.1
45-59	3.1	4.2	4.2	4.0	3.9	4.1	4.4	4.6	4.4	3.9	3.9	5.2	5.2	5.4	10.8
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
15-19	23.7	13.3	8.9	7.4	6.6	5.8	5.5	5.3	4.7	4.4	4.8	4.5	4.4	4.0	2.8
20-24	26.2	14.6	10.7	9.1	8.0	7.5	7.3	6.7	6.2	6.3	6.2	6.3	5.7	5.7	5.0
25-29	18.9	10.5	7.7	6.4	6.0	5.6	5.1	5.0	4.9	5.0	4.9	4.7	4.5	4.8	5.2
30-44	15.6	8.8	7.3	6.1	5.6	5.1	4.9	5.1	4.3	4.7	5.2	4.7	4.4	5.3	4.7
45-59	11.6	7.5	6.3	5.8	4.6	4.2	4.2	3.9	3.1	3.6	3.5	3.4	3.7	3.5	3.6
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
15-19	2.9	2.9	3.0	3.1	3.6	3.0	3.8	4.5	2.5	4.3	2.7	1.9	1.5	1.3	1.7
20-24	5.4	5.4	5.5	5.2	5.3	5.2	4.5	5.0	5.2	4.5	4.6	5.4	5.2	4.7	4.5
25-29	4.7	4.5	4.3	3.7	3.8	4.2	3.4	3.4	3.3	3.7	3.4	3.4	2.8	2.6	2.6
30-44	4.7	4.6	4.7	4.8	5.0	5.1	3.9	4.9	4.7	4.7	4.6	4.6	3.4	3.6	3.6
45-59	3.1	3.1	3.1	3.1	3.1	3.1	2.2	3.6	3.3	3.7	3.2	3.3	2.3	1.7	1.4
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
15-19	1.4	0.6	—	—	—	—	—	—	—	—	—	—	—	—	—
20-24	4.4	4.4	3.7	3.7	3.7	3.6	3.9	3.6	3.3	3.2	3.2	3.5	3.6	—	—
25-29	3.1	1.8	1.9	2.3	2.2	3.0	2.0	2.2	0.9	1.6	1.1	0.8	0.3	—	—
30-44	3.5	3.2	3.0	3.0	2.9	2.4	2.3	2.6	3.2	3.1	1.6	1.6	2.4	0.9	—
45-59	1.4	2.1	1.8	1.8	1.6	2.0	1.8	1.6	2.6	1.3	—	—	—	—	—

**Table A8: Mean hours of support per four-week period for workers who gained and retained a job, by origin, 1997-98**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Not Aboriginal or Torres Strait Islander	—	—	—	—	—	5.4	4.7	3.9	4.0	4.6	4.2	4.2	3.6	3.5	3.4
Aboriginal or Torres Strait Islander	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Not Aboriginal or Torres Strait Islander	3.3	3.4	3.2	3.8	3.6	3.4	4.0	4.5	3.5	4.2	3.4	3.4	3.5	3.4	3.9
Aboriginal or Torres Strait Islander	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Not Aboriginal or Torres Strait Islander	4.6	5.2	5.2	5.2	5.3	5.0	4.8	5.1	5.5	5.4	5.3	6.4	6.7	7.6	17.1
Aboriginal or Torres Strait Islander	—	—	—	—	—	—	—	7.8	8.3	5.5	5.4	5.5	5.0	8.4	15.3
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Not Aboriginal or Torres Strait Islander	19.7	11.1	8.3	7.0	6.3	5.8	5.5	5.4	4.8	5.0	5.2	4.9	4.7	5.0	4.6
Aboriginal or Torres Strait Islander	20.4	10.4	9.4	8.3	8.8	8.1	10.5	9.3	9.9	7.7	5.2	9.8	7.3	5.4	3.4
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Not Aboriginal or Torres Strait Islander	4.6	4.5	4.6	4.4	4.6	4.6	3.8	4.5	4.4	4.4	4.1	4.3	3.6	3.4	3.2
Aboriginal or Torres Strait Islander	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Not Aboriginal or Torres Strait Islander	3.2	3.0	2.7	2.8	2.8	2.8	2.7	2.6	2.7	2.5	1.9	1.8	1.7	1.1	—
Aboriginal or Torres Strait Islander	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

Note: South Sea Islanders not included in either category.

**Table A9: Mean hours of support per four-week period for workers who gained and retained a job, by preferred spoken language, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Other than English	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
English	—	—	—	—	7.7	5.0	4.5	3.6	3.8	4.4	4.3	4.2	3.5	3.4	3.3
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Other than English	—	—	—	—	—	—	—	—	—	—	3.6	7.4	2.5	3.3	3.0
English	3.6	3.6	3.4	3.8	3.7	3.4	4.1	4.5	3.5	4.1	3.3	3.2	3.5	3.4	4.0
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Other than English	3.6	3.4	2.5	2.1	3.0	5.3	4.5	3.3	4.1	4.3	4.9	5.0	5.5	8.1	18.6
English	4.7	5.3	5.4	5.4	5.4	5.0	4.8	5.3	5.6	5.5	5.4	6.4	6.7	7.7	17.0
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Other than English	24.7	11.4	7.8	7.1	6.0	5.6	5.4	4.4	4.3	3.7	3.7	4.4	3.6	4.2	3.0
English	19.3	11.0	8.4	7.1	6.3	5.8	5.6	5.4	4.8	5.1	5.2	5.0	4.7	5.0	4.7
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Other than English	3.1	3.8	3.3	2.9	1.8	1.5	1.7	2.5	3.5	3.3	2.9	2.9	1.4	1.2	1.7
English	4.6	4.5	4.6	4.4	4.7	4.8	3.9	4.6	4.4	4.3	4.2	4.4	3.8	3.6	3.5
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Other than English	1.2	1.5	1.3	0.9	1.7	1.5	0.6	0.5	—	—	—	—	—	—	—
English	3.5	3.2	2.9	3.1	2.9	2.9	2.8	2.8	2.8	2.7	2.1	2.0	2.2	1.1	—

**Table A10: Mean hours of support per four-week period for workers who gained and retained a job, by primary disability group, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Intellectual/learning	—	—	—	—	—	—	—	3.7	4.0	3.6	3.8	2.9	3.7	3.8	2.5
Psychiatric	—	—	—	—	—	—	—	—	—	—	—	—	—	—	5.8
Physical	—	—	—	—	—	—	—	—	—	—	—	—	—	—	3.8
Acquired brain injury	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Intellectual/learning	3.0	3.3	2.8	4.0	4.0	4.1	4.3	5.8	4.0	4.8	3.7	3.8	3.7	3.4	4.4
Psychiatric	5.9	6.2	6.7	5.8	4.4	2.5	2.5	2.8	2.1	2.9	2.9	1.7	1.9	1.8	2.3
Physical	2.2	1.6	1.8	1.4	2.8	2.1	3.6	3.1	3.1	2.5	2.6	3.3	4.7	4.3	4.5
Acquired brain injury							8.4	4.6	3.4	6.0	6.3	5.1	5.2	4.0	2.8
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Intellectual/learning	5.0	6.2	6.1	6.0	6.2	5.9	5.5	5.8	6.8	6.4	5.9	7.3	7.8	9.3	23.7
Psychiatric	3.3	3.3	3.1	2.8	2.6	2.6	3.1	3.4	3.1	3.4	3.7	4.7	5.0	5.3	8.7
Physical	5.3	5.4	4.6	4.1	5.3	4.7	5.0	5.2	4.7	4.9	5.4	6.1	6.1	6.9	11.6
Acquired brain injury	4.3	5.2	7.2	9.5	7.8	6.1	6.4	4.9	6.3	7.4	7.8	9.2	9.5	9.7	20.5
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Intellectual/learning	29.5	16.2	11.7	9.9	8.7	7.8	7.6	7.4	6.5	6.7	7.0	6.8	6.3	6.8	6.2
Psychiatric	8.7	5.6	4.1	3.3	3.1	2.8	2.6	2.5	2.5	2.2	2.4	2.2	2.1	2.2	2.1
Physical	11.4	6.6	6.0	5.0	4.5	4.4	4.1	3.9	3.5	3.7	3.7	3.6	3.3	3.4	3.1
Acquired brain injury	25.1	14.2	12.8	10.6	9.5	8.1	8.1	8.2	8.0	9.6	9.2	6.1	7.0	7.9	7.1
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Intellectual/learning	6.1	6.2	6.1	6.3	6.4	6.4	5.0	6.2	5.8	5.8	5.8	6.1	4.7	4.7	4.4
Psychiatric	2.2	1.8	2.2	1.8	2.0	1.9	1.4	1.3	1.7	1.7	1.1	1.7	1.8	2.0	2.2
Physical	3.0	3.2	3.3	2.8	3.7	3.3	3.5	3.6	4.0	3.3	3.1	2.6	2.8	1.9	2.5
Acquired brain injury	6.7	6.4	6.8	5.4	4.6	4.7	4.5	4.3	4.5	4.3	3.2	3.4	3.7	3.3	2.6
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Intellectual/learning	4.4	4.2	3.7	3.7	3.8	3.8	3.4	3.5	3.0	3.1	2.7	2.6	2.5	1.6	—
Psychiatric	2.2	1.5	1.7	1.6	0.9	0.9	0.6	0.8	3.3	3.1	0.6	—	—	—	—
Physical	2.8	1.8	2.1	2.0	2.3	2.1	1.7	1.8	0.7	1.2	0.4	—	—	—	—
Acquired brain injury	2.2	2.0	1.8	1.9	—	—	—	—	—	—	—	—	—	—	—

(continued)



**Table A10 (continued): Mean hours of support per four-week period for workers who gained and retained a job, by primary disability group, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Neurological	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Vision	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Hearing	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Neurological	—	—	—	—	—	—	—	—	—	—	3.5	2.3	1.7	5.7	5.0
Vision	—	—	—	—	—	—	—	2.9	1.6	2.0	1.0	2.3	1.3	3.9	3.6
Hearing	—	—	—	—	—	—	—	—	—	—	2.4	4.0	4.8	2.5	2.8
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Neurological	7.4	5.5	6.0	5.8	3.5	4.5	3.4	7.7	4.5	5.6	5.5	6.5	6.6	7.5	14.5
Vision	3.6	1.7	2.7	2.2	2.8	2.6	2.7	3.1	3.3	3.5	4.4	3.7	4.1	5.3	10.4
Hearing	2.7	3.4	3.8	4.6	6.1	5.3	3.9	4.7	5.3	5.1	5.1	4.6	4.8	6.1	14.3
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Neurological	15.8	10.4	8.4	7.3	6.5	6.4	7.1	7.1	6.9	7.8	6.9	7.0	7.9	7.9	6.5
Vision	8.3	4.7	3.0	2.8	2.4	2.1	2.1	1.7	1.3	1.4	1.5	1.3	1.1	1.2	1.4
Hearing	12.0	5.4	4.1	4.0	3.5	4.4	3.4	2.3	2.6	2.5	1.9	2.8	2.8	2.3	2.2
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Neurological	6.6	5.6	8.1	5.9	5.6	6.7	6.8	6.4	5.4	7.5	5.8	7.9	8.5	5.5	6.1
Vision	1.2	1.1	0.9	0.5	0.6	0.9	0.9	1.2	1.5	1.3	1.1	0.8	1.2	1.1	1.1
Hearing	2.6	2.1	1.8	1.1	1.4	1.5	0.7	1.4	0.9	0.6	0.4	0.8	0.7	1.0	1.1
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Neurological	5.4	5.1	4.9	7.8	4.5	—	—	—	—	—	—	—	—	—	—
Vision	0.9	1.6	1.6	1.3	1.0	0.9	1.2	1.3	1.5	1.7	—	—	—	—	—
Hearing	0.5	1.2	0.5	0.8	0.7	0.5	0.8	—	—	—	—	—	—	—	—

**Table A11: 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**

<b>Four-week period</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Other disability absent	5.4	3.9	3.3	2.9	2.7	2.5	2.4	2.3	2.2	2.1	2.0	2.1	1.9	2.0	1.8
Other disability present	5.7	4.3	4.0	3.8	3.7	3.1	2.9	2.9	2.8	2.6	2.7	2.8	2.6	2.6	2.8
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Other disability absent	1.9	2.0	1.9	1.8	1.8	1.8	1.7	1.8	1.8	1.8	1.7	1.8	1.7	1.6	1.7
Other disability present	3.1	3.5	3.0	2.9	2.9	3.1	3.2	2.9	2.9	2.8	2.6	3.3	3.2	3.1	3.4
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Other disability absent	1.7	1.6	1.6	2.0	1.9	2.0	1.9	1.8	1.5	2.0	2.2	2.4	2.3	3.0	3.8
Other disability present	3.5	3.2	3.1	4.0	4.1	3.5	4.5	3.8	4.1	4.7	4.4	5.8	4.5	2.8	2.2

**Table A12: Mean hours of support per four-week period for workers who gained and retained a job, by presence or absence of other disability, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Other disability absent	—	—	—	—	—	5.5	4.4	3.8	4.6	4.0	3.8	3.7	2.9	2.4	3.1
Other disability present	—	—	—	—	—	—	—	—	—	—	4.8	5.3	5.8	5.5	3.8
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Other disability absent	3.4	3.4	3.6	3.8	3.6	3.1	3.4	3.8	3.2	3.5	2.9	2.9	3.1	3.1	3.6
Other disability present	3.7	4.1	2.9	4.2	4.1	4.5	5.9	6.3	4.3	5.4	4.8	4.5	4.6	4.4	5.1
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Other disability absent	4.2	4.1	4.0	4.2	4.2	3.9	4.0	4.3	4.8	4.8	5.0	5.8	6.1	7.2	16.3
Other disability present	6.3	8.3	8.9	8.4	9.1	8.5	7.6	8.6	8.2	8.3	6.9	9.0	9.4	10.0	20.3
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Other disability absent	18.3	10.1	7.5	6.3	5.5	5.0	4.8	4.5	4.2	4.0	4.1	4.1	3.9	3.9	3.6
Other disability present	25.6	15.8	12.5	10.8	10.0	9.5	8.9	9.1	7.5	9.3	9.8	8.8	8.1	9.3	8.6
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Other disability absent	3.6	3.5	3.4	3.1	3.2	3.2	2.9	3.2	3.1	2.9	2.8	2.9	2.8	2.9	2.7
Other disability present	8.3	8.4	8.9	9.1	9.8	10.3	7.5	9.3	8.9	9.0	8.5	9.2	7.0	5.7	6.0
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Other disability absent	2.6	2.7	2.6	2.7	2.6	2.5	2.1	2.2	2.4	2.0	1.6	1.8	2.2	1.4	—
Other disability present	6.2	4.8	4.0	3.9	3.6	4.1	4.8	4.4	3.6	4.6	3.2	2.3	1.9	—	—

**Table A13: 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.**

<b>Four-week period</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Not at all	4.7	3.3	2.9	2.5	2.4	2.1	2.1	1.9	1.9	1.7	1.6	1.7	1.6	1.6	1.6
Occasionally	5.4	3.6	3.2	2.9	2.6	2.3	2.1	2.2	2.1	2.0	2.1	2.1	1.9	2.0	1.7
Frequently	6.1	4.7	4.0	3.6	3.5	3.3	3.2	2.9	2.7	2.7	2.4	2.6	2.4	2.6	2.6
Continually	6.8	5.4	4.8	4.5	4.2	3.8	3.2	3.5	3.8	3.4	3.6	3.7	3.4	3.6	3.1
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Not at all	1.7	1.6	1.6	1.2	1.2	1.4	1.3	1.2	1.2	1.1	1.1	1.1	1.2	1.0	1.1
Occasionally	1.7	2.0	1.8	1.9	1.9	1.9	2.0	2.1	1.9	1.8	1.4	1.8	1.7	1.7	1.7
Frequently	2.8	3.1	3.0	3.0	3.1	2.8	2.8	2.8	2.8	2.8	2.5	3.0	2.8	2.5	3.0
Continually	3.6	4.1	3.3	3.3	3.0	3.7	3.7	3.5	4.0	4.1	4.8	4.9	4.7	5.0	5.4
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Not at all	1.2	0.9	1.0	1.1	1.2	1.0	1.2	1.1	0.9	1.1	1.2	1.8	1.5	1.2	1.7
Occasionally	1.8	1.8	2.1	2.5	2.1	2.0	2.1	2.2	1.3	1.2	1.2	1.5	1.4	2.7	2.7
Frequently	2.6	2.5	2.3	2.8	2.8	2.5	3.1	2.0	2.1	3.7	4.2	4.2	3.6	4.0	3.3
Continually	5.1	4.9	4.5	6.4	6.9	7.7	7.7	6.9	8.0	9.3	8.5	10.8	9.4	6.0	8.1

**Table A14: Mean hours of support per four-week period for who gained and retained a job, by frequency of activities of daily living (ADL) assistance required, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Not at all	—	—	—	—	—	—	—	—	—	1.4	1.8	2.4	2.7	2.2	2.2
Occasionally	—	—	—	—	—	—	—	—	—	—	—	4.6	4.3	3.1	4.0
Frequently	—	—	—	—	—	—	—	—	—	—	4.7	5.1	4.8	4.9	5.0
Continually	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1.6
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Not at all	3.1	2.6	2.5	3.6	2.6	3.2	2.9	2.4	2.4	2.3	2.3	2.5	1.8	2.3	3.1
Occasionally	4.1	4.4	4.4	3.6	4.4	3.4	2.9	3.2	2.7	4.0	2.9	2.8	2.9	2.9	2.9
Frequently	2.8	3.8	2.9	4.4	2.8	3.3	5.2	8.2	5.5	5.0	4.6	4.5	4.5	4.6	5.3
Continually	4.3	3.3	4.4	4.3	5.9	4.2	7.2	5.9	4.3	6.2	4.9	4.4	6.8	5.2	6.1
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Not at all	3.5	3.7	3.3	3.6	4.2	3.4	3.8	4.1	4.2	4.4	4.8	5.3	5.5	6.8	16.3
Occasionally	3.6	3.4	3.6	3.0	3.4	3.5	3.5	4.1	4.9	4.6	4.5	5.1	5.6	6.4	14.4
Frequently	6.0	6.1	5.5	6.7	5.9	6.2	5.7	5.6	5.7	5.8	6.5	7.5	8.0	9.0	21.1
Continually	6.9	9.9	11.2	10.1	10.4	9.6	8.5	9.2	9.9	9.6	7.0	10.3	10.3	11.3	18.8
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Not at all	16.8	8.4	6.1	4.5	4.1	3.6	3.6	3.4	3.4	3.3	3.1	2.9	3.0	3.0	2.7
Occasionally	16.0	8.3	6.4	5.6	4.5	4.5	4.2	3.9	3.5	3.5	3.7	3.6	3.3	3.3	2.8
Frequently	26.4	15.7	10.6	9.1	8.3	7.6	7.1	6.8	6.2	6.2	6.4	6.2	5.9	6.3	6.0
Continually	24.3	17.3	15.5	13.9	13.2	11.6	11.7	11.6	9.7	11.4	12.0	11.5	10.5	12.1	11.4
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Not at all	2.8	2.4	2.6	2.5	2.2	2.3	2.0	2.0	2.1	1.9	1.9	1.9	2.1	1.7	1.7
Occasionally	2.9	2.9	3.0	2.5	2.6	2.6	2.4	2.9	2.6	2.5	2.3	2.7	2.2	2.3	2.3
Frequently	5.6	5.8	6.2	5.7	6.4	6.3	5.5	6.1	5.4	5.7	5.4	5.7	5.5	5.3	4.7
Continually	11.3	11.5	10.8	11.6	12.1	12.2	8.8	11.5	12.1	11.9	11.6	11.6	9.3	8.8	9.5
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Not at all	1.6	1.4	1.3	1.5	1.4	1.3	1.3	1.0	1.3	1.1	0.8	1.1	1.6	1.2	—
Occasionally	2.0	2.4	2.1	2.4	2.6	2.8	2.8	3.0	3.8	3.8	2.5	1.8	2.2	0.5	—
Frequently	4.8	4.5	4.8	4.5	3.9	3.5	2.7	3.1	2.1	2.7	2.2	3.0	—	—	—
Continually	9.9	8.0	6.8	6.6	6.4	6.4	7.1	6.6	4.9	4.3	4.1	—	—	—	—

**Table A15: Mean hours of support per four-week period for workers who gained and retained a job, by basis of employment, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Permanent regular	—	—	—	—	—	—	—	2.9	3.3	4.9	4.5	3.5	3.7	4.2	3.5
Other	—	—	—	—	—	—	—	4.0	4.2	3.2	3.2	5.2	3.5	1.5	2.8
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Permanent regular	3.6	3.7	3.2	4.0	3.9	3.4	3.8	4.7	3.8	4.2	3.4	3.5	3.9	3.7	4.3
Other	3.3	3.3	4.0	3.6	3.4	3.5	4.7	4.0	2.8	3.5	3.1	2.9	2.7	2.9	3.2
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Permanent regular	5.0	5.7	6.1	6.0	5.7	5.6	5.2	5.4	6.0	6.1	5.8	6.9	7.0	8.1	18.9
Other	3.9	4.0	3.4	3.6	4.5	3.6	3.9	4.6	4.6	4.1	4.5	5.3	6.0	6.8	13.2
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Permanent regular	21.7	12.2	9.2	7.8	6.8	6.3	6.0	5.8	5.1	5.4	5.6	5.4	5.0	5.3	4.9
Other	14.9	8.6	6.3	5.4	5.0	4.6	4.5	4.4	4.1	4.0	4.0	3.9	3.8	4.1	3.8
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Permanent regular	4.8	4.8	4.8	4.9	5.1	5.1	4.2	5.1	4.9	4.9	4.7	4.8	3.9	3.8	3.7
Other	3.9	3.6	3.9	3.0	3.1	3.3	2.8	2.9	2.9	2.8	2.6	3.3	3.2	2.5	2.6
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Permanent regular	3.6	3.4	2.8	3.0	3.0	3.1	2.9	2.7	2.7	2.8	2.1	2.3	2.5	1.2	3.0
Other	2.8	2.5	3.0	2.8	2.5	2.1	2.2	2.8	2.4	2.1	1.7	1.0	1.2	1.2	—

**Table A16: Mean hours of support per four-week period for workers who gained and retained a job, by occupation of primary job, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Tradespersons	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Clerks	—	—	—	—	—	—	—	—	—	—	—	3.7	4.3	4.3	4.1
Sales/personal services staff	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Labourers/workers	—	—	—	—	—	5.0	4.3	2.8	3.8	4.1	3.3	3.5	3.0	3.4	2.7
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Tradespersons	—	—	—	—	—	—	—	—	—	—	—	—	3.1	3.1	7.3
Clerks	2.4	3.0	3.4	3.0	3.5	2.9	3.5	3.7	2.1	2.5	2.4	2.8	3.8	4.6	5.7
Sales/personal services staff	—	8.7	6.0	4.9	4.8	5.3	5.9	6.6	4.8	3.0	2.9	1.8	2.4	2.6	2.6
Labourers/workers	2.8	2.4	2.8	4.0	3.4	3.2	3.6	4.4	3.5	4.8	3.5	3.9	3.7	3.4	3.6
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Tradespersons	5.1	4.9	4.7	5.0	4.2	4.7	4.0	3.8	4.1	5.1	4.4	6.0	6.4	7.1	13.3
Clerks	6.4	6.0	5.5	5.7	5.4	5.4	4.6	5.3	5.8	6.3	6.9	6.9	6.8	7.9	16.8
Sales/personal services staff	3.1	2.5	2.8	2.5	3.7	4.2	3.9	3.8	5.8	4.0	5.3	5.5	5.5	6.8	15.7
Labourers/workers	4.7	5.8	5.6	5.8	5.8	5.1	5.2	5.7	5.6	5.7	5.4	6.7	7.2	8.3	19.2
<b>Four-week periods after gaining job</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Tradespersons	16.0	8.4	8.1	7.7	6.2	5.2	4.8	5.0	5.1	4.5	4.8	4.5	3.7	4.3	3.8
Clerks	20.1	11.7	8.6	6.3	5.9	5.8	5.8	5.1	4.4	4.7	4.9	4.4	4.4	4.8	4.4
Sales/personal services staff	16.7	8.9	6.3	5.0	4.3	4.2	3.7	3.5	3.1	3.2	3.0	3.0	3.1	2.6	2.8
Labourers/workers	22.3	12.7	9.5	8.2	7.3	6.7	6.6	6.4	5.8	6.0	6.3	6.1	5.7	6.1	5.5
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Tradespersons	4.5	4.4	4.5	3.6	3.8	4.0	3.5	3.1	3.2	3.4	2.5	2.8	2.3	2.7	2.2
Clerks	3.9	3.8	3.9	3.4	3.5	3.4	3.4	3.3	3.2	3.2	3.1	2.7	2.3	2.0	2.4
Sales/personal services staff	2.7	2.8	2.9	3.2	2.6	2.3	2.1	2.6	2.0	2.4	2.7	3.1	3.8	3.7	2.9
Labourers/workers	5.6	5.5	5.3	5.2	5.7	5.9	4.8	5.7	5.6	5.4	5.2	5.5	4.2	4.1	4.0
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Tradespersons	3.1	2.4	2.9	2.6	2.7	2.2	2.8	3.5	3.4	2.4	4.3	—	—	—	—
Clerks	2.1	1.6	1.7	1.7	2.3	1.9	2.3	2.0	1.4	1.3	0.8	1.3	—	—	—
Sales/personal services staff	2.8	4.0	3.2	2.9	3.2	3.3	2.5	2.7	3.2	3.0	1.5	1.8	—	—	—
Labourers/workers	4.0	3.6	3.1	3.5	3.1	3.2	3.0	2.9	2.8	3.3	2.2	1.7	2.0	1.3	—

**Table A17: Mean hours of support per four-week period for workers who gained and retained a job, by hours worked per week, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
< 8 hours	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
8–20 hours	—	—	—	—	—	—	—	—	—	5.7	6.3	7.9	6.2	4.4	4.8
> 20 hours	—	—	—	—	—	—	—	1.1	1.6	2.4	2.1	1.0	1.6	1.9	2.0
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
< 8 hours	—	—	—	9.0	6.9	6.3	13.3	6.9	6.0	8.7	4.1	4.8	4.0	3.8	5.2
8–20 hours	4.3	4.2	4.3	4.3	4.4	3.5	3.6	4.3	4.4	4.0	3.7	3.0	4.1	3.9	4.0
> 20 hours	2.3	2.9	2.3	2.7	2.7	3.0	3.1	4.3	2.5	3.4	3.0	3.4	3.1	3.1	3.7
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
< 8 hours	5.1	5.0	4.9	5.2	7.2	5.0	5.5	7.1	5.5	4.7	4.8	5.0	5.2	5.4	10.2
8–20 hours	5.8	5.5	5.2	5.4	5.4	5.0	4.9	5.2	5.3	5.4	5.5	6.7	7.2	8.2	15.5
> 20 hours	4.0	5.0	5.3	5.1	5.1	5.0	4.7	5.0	5.7	5.6	5.4	6.4	6.6	7.6	18.4
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
< 8 hours	10.2	7.5	5.4	5.2	5.0	4.8	4.6	4.2	4.0	4.3	3.8	3.9	3.6	3.9	3.8
8–20 hours	18.0	12.1	9.5	8.4	7.4	6.7	6.9	6.7	6.3	6.4	6.3	6.3	6.4	5.9	5.4
> 20 hours	21.1	10.9	8.1	6.7	5.9	5.5	5.1	5.0	4.3	4.5	4.9	4.6	4.2	4.7	4.4
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
< 8 hours	4.5	3.9	3.6	3.5	3.7	3.7	3.6	3.4	3.7	3.2	3.1	4.8	5.0	4.0	3.6
8–20 hours	5.6	5.8	5.8	5.1	6.1	6.1	5.2	5.2	5.2	4.8	4.8	4.7	4.9	4.2	4.8
> 20 hours	4.2	4.1	4.2	4.2	4.1	4.2	3.5	4.4	4.2	4.2	4.0	4.2	3.2	3.2	2.9
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
< 8 hours	3.5	2.8	3.0	3.2	2.8	3.2	3.5	3.3	—	—	—	—	—	—	—
8–20 hours	4.6	4.4	4.2	4.7	3.5	4.1	3.3	3.5	3.0	4.4	2.4	2.4	4.8	—	—
> 20 hours	3.0	2.8	2.5	2.4	2.7	2.5	2.5	2.4	2.6	2.2	1.9	2.0	1.3	1.3	—

**Table A18: Mean hours of support per four-week period for workers who gained and retained a job, by hourly wage rate, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
≤ \$5	—	—	—	—	—	—	—	—	—	—	—	—	—	4.4	3.4
\$5.01–\$10	—	—	—	—	—	—	—	—	—	3.6	3.3	4.5	5.4	4.2	3.1
\$10.01–\$15	—	—	—	—	—	—	—	—	—	5.0	4.8	5.4	3.3	2.3	3.9
\$15.01–\$20	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
> \$20	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
≤ \$5	4.5	2.6	4.1	4.7	5.7	3.6	6.7	4.8	5.6	6.2	6.7	5.7	6.6	6.9	6.5
\$5.01–\$10	3.4	4.0	3.4	4.4	3.4	3.9	3.3	5.0	3.4	4.5	3.0	3.4	3.3	3.4	4.2
\$10.01–\$15	3.6	4.1	3.6	3.5	3.4	3.3	4.1	4.3	3.1	3.1	2.8	2.7	2.9	2.6	2.8
\$15.01–\$20	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
> \$20	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
≤ \$5	8.1	12.3	12.7	11.1	11.1	9.7	8.7	10.5	10.0	10.5	6.7	11.3	11.6	13.0	20.4
\$5.01–\$10	4.2	4.1	4.5	4.9	5.2	4.8	4.6	4.9	5.1	4.8	5.5	6.1	6.3	7.4	18.9
\$10.01–\$15	4.1	3.5	3.0	3.1	3.4	3.6	3.8	3.8	4.5	4.6	5.1	5.2	5.8	6.8	15.2
\$15.01–\$20	2.1	2.2	6.2	6.7	2.8	2.2	3.2	3.3	4.8	3.5	3.2	4.8	5.0	4.2	9.9
> \$20	—	—	—	—	—	—	3.0	3.2	3.3	4.6	4.7	4.3	4.3	4.3	6.9
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
≤ \$5	22.9	17.5	16.5	15.3	14.6	13.8	13.3	13.3	11.6	13.4	14.2	13.6	12.2	14.5	13.7
\$5.01–\$10	22.3	11.9	8.3	6.7	5.8	5.2	5.1	4.9	4.4	4.4	4.3	4.2	4.1	4.2	3.6
\$10.01–\$15	17	8.8	6.4	5.2	4.5	4.2	3.9	3.7	3.4	3.2	3.3	3.3	3.3	3.1	3.0
\$15.01–\$20	10.4	5.3	3.2	2.9	2.4	2.0	2.4	1.5	1.7	1.6	1.8	1.4	1.3	1.2	1.2
> \$20	6.7	6.1	3.9	3.5	3.5	3.2	3.6	3.4	2.2	1.9	2.0	1.1	1.3	0.9	1.2
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
≤ \$5	13.0	13.0	13.2	14.4	15.2	15.6	12.1	15.0	14.2	14.9	14.5	15.3	12.3	12.2	12.2
\$5.01–\$10	3.8	3.7	3.5	3.2	3.4	3.5	3.0	3.4	3.3	3.2	3.1	3.4	3.1	2.9	2.6
\$10.01–\$15	3.0	2.8	2.9	2.5	2.7	2.5	2.3	2.5	2.6	2.3	2.1	2.1	2.4	2.2	2.3
\$15.01–\$20	0.6	0.5	0.7	0.6	0.8	0.7	0.4	0.5	0.4	0.6	0.4	0.5	0.5	0.5	0.6
> \$20	1.6	2.3	5.5	1.4	1.3	—	—	—	—	—	—	—	—	—	—
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
≤ \$5	12.3	9.1	8.1	8.7	8.8	8.9	11.2	11.2	8.3	10.1	—	—	—	—	—
\$5.01–\$10	2.5	2.5	2.5	2.4	2.3	2.0	2.0	1.6	2.0	1.8	1.8	1.7	1.9	1.4	—
\$10.01–\$15	2.5	2.7	2.4	2.6	2.5	2.5	1.8	2.1	2.4	1.9	0.8	0.9	0.9	0.3	—
\$15.01–\$20	0.5	0.4	0.4	0.6	0.4	—	—	—	—	—	—	—	—	—	—
> \$20	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

**Table A19: Mean hours of support per four-week period for workers who gained and retained a job, by wage level, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
Above award	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Award	—	—	—	—	—	4.3	3.7	2.5	2.6	3.1	3.1	3.9	2.9	2.0	3.0
Pro rata award	—	—	—	—	—	—	—	—	—	—	—	—	—	—	4.0
Not based on award	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
Above award	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Award	3.3	3.4	3.0	3.3	3.3	3.0	3.2	4.1	3.0	3.5	2.5	2.6	2.7	2.7	3.1
Pro rata award	5.3	4.1	6.4	6.6	4.7	4.7	8.0	7.0	7.1	8.4	6.6	7.6	7.2	6.3	7.1
Not based on award	2.5	4.2	2.5	3.5	4.9	4.3	3.4	3.8	2.0	2.3	3.8	2.4	3.6	4.9	5.3
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
Above award	—	—	4.4	3.3	4.8	2.8	3.6	3.0	4.7	2.9	4.5	3.9	3.7	5.5	15.8
Award	3.7	3.4	3.4	3.5	3.7	3.7	3.7	4.0	4.5	4.3	4.7	5.2	5.6	6.7	16.2
Pro rata award	8.1	8.2	8.4	9.5	8.5	7.7	8.0	8.4	8.4	9.5	9.0	12.0	12.0	14.1	28.7
Not based on award	6.3	10.4	10.6	9.5	10.1	8.9	7.8	8.8	8.7	8.6	6.2	8.4	8.8	8.9	12.9
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Above award	15.5	8.1	4.7	4.2	4.1	3.4	2.4	2.8	1.9	2.2	2.2	2.0	1.9	2.8	2.3
Award	18.1	9.0	6.3	5.1	4.3	4.0	3.7	3.5	3.2	3.0	3.2	3.1	3.1	2.9	2.7
Pro rata award	36.1	25.6	20.6	18.1	15.9	13.3	13.8	14.2	12.8	13.2	12.6	12.7	12.0	12.7	11.4
Not based on award	15.5	12.1	11.1	10.5	10.2	10.2	9.6	9.2	7.8	9.8	10.8	9.6	8.5	10.8	10.2
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
Above award	2.4	2.4	3.1	2.9	3.1	1.9	2.1	1.9	1.4	2.4	1.6	—	—	—	—
Award	2.7	2.6	2.6	2.3	2.3	2.4	2.1	2.3	2.4	2.4	2.1	2.2	2.1	1.9	1.7
Pro rata award	12.4	11.7	12.1	11.5	12.2	11.3	11.2	11.4	10.6	9.1	9.9	10.5	11.4	11.5	10.7
Not based on award	9.0	9.5	10.1	11.2	11.9	12.7	8.4	12.1	11.1	11.9	12.1	12.8	9.3	8.7	9.8
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
Above award	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Award	1.8	2.0	1.9	1.9	1.7	1.8	1.5	1.4	1.7	2.0	1.3	1.3	1.1	1.0	—
Pro rata award	9.8	7.9	8.1	8.2	9.5	8.7	9.4	10.4	9.7	6.8	5.7	—	—	—	—
Not based on award	9.7	8.3	6.2	6.6	4.8	5.2	6.4	5.9	4.3	4.7	—	—	—	—	—



**Table A20: Mean hours of support per four-week period for workers who gained and retained a job, by wage per week, 1 January 1995 to 30 June 1998**

<b>Four-week periods up to gaining job</b>	<b>-45</b>	<b>-44</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-40</b>	<b>-39</b>	<b>-38</b>	<b>-37</b>	<b>-36</b>	<b>-35</b>	<b>-34</b>	<b>-33</b>	<b>-32</b>	<b>-31</b>
≤ \$100	—	—	—	—	—	—	—	—	—	—	6.8	6.8	5.7	5.3	5.0
\$101–\$200	—	—	—	—	—	—	—	—	—	—	—	5.8	4.9	3.0	3.4
\$201–\$300	—	—	—	—	—	—	—	—	—	—	—	—	1.2	2.3	2.8
\$301–\$400	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1.9
> \$400	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>-30</b>	<b>-29</b>	<b>-28</b>	<b>-27</b>	<b>-26</b>	<b>-25</b>	<b>-24</b>	<b>-23</b>	<b>-22</b>	<b>-21</b>	<b>-20</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-16</b>
≤ \$100	5.3	4.2	5.0	5.8	5.7	4.9	7.0	5.4	5.4	6.4	4.8	4.7	4.9	5.0	5.1
\$101–\$200	2.8	3.7	3.9	4.0	3.2	2.3	2.8	4.3	3.4	4.0	4.2	3.5	3.6	3.6	3.9
\$201–\$300	2.8	4.3	1.9	2.6	1.7	2.3	3.0	5.5	2.4	2.3	2.2	2.8	2.6	2.1	2.9
\$301–\$400	2.5	2.3	2.0	2.5	4.5	4.0	2.4	2.7	2.4	3.5	1.7	2.1	2.1	2.5	4.0
> \$400					1.6	3.4	4.0	2.0	1.9	2.0	1.9	2.1	3.2	3.5	3.1
	<b>-15</b>	<b>-14</b>	<b>-13</b>	<b>-12</b>	<b>-11</b>	<b>-10</b>	<b>-9</b>	<b>-8</b>	<b>-7</b>	<b>-6</b>	<b>-5</b>	<b>-4</b>	<b>-3</b>	<b>-2</b>	<b>-1</b>
≤ \$100	6.1	8.8	8.6	7.9	8.0	7.4	6.7	7.9	7.5	7.5	6.0	8.7	8.6	9.1	15.8
\$101–\$200	5.3	4.4	4.3	4.8	4.7	4.4	4.6	4.8	5.3	5.5	5.6	6.1	6.7	7.9	18.4
\$201–\$300	3.0	3.5	3.4	4.1	3.7	4.2	4.2	4.1	4.9	4.5	5.0	5.6	5.9	7.3	18.4
\$301–\$400	4.0	2.6	3.6	3.6	5.0	3.2	3.7	3.8	4.3	4.0	5.1	4.9	5.5	7.0	17.2
> \$400	3.3	2.6	2.7	2.1	2.9	3.5	2.6	2.5	3.7	4.1	4.7	5.4	5.5	6.0	14.1
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
≤ \$100	18.3	14.1	12.2	11.4	10.8	10.0	9.8	9.5	8.5	9.8	10.2	9.8	9.2	10.4	9.6
\$101–\$200	22.2	12.8	9.1	7.3	6.3	5.6	5.6	5.5	4.9	4.8	4.6	4.6	4.2	4.3	4.1
\$201–\$300	20.8	10.5	7.6	6.5	5.7	5.2	4.8	4.6	4.2	4.0	4.0	3.9	4.0	3.9	3.5
\$301–\$400	19.2	8.3	5.9	4.4	3.2	3.1	2.8	2.9	2.6	2.6	2.8	2.3	2.1	2.3	2.1
> \$400	15.3	6.8	4.3	3.3	3.3	3.2	2.8	2.5	2.3	2.0	2.3	2.4	2.1	1.9	2.0
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
≤ \$100	9.3	9.5	9.5	10.0	10.8	11.1	8.8	10.4	10.1	10.0	10.0	10.7	9.2	8.4	8.5
\$101–\$200	4.4	4.1	4.1	3.8	4	3.5	2.9	3.3	2.7	2.9	2.8	3.1	2.8	2.5	2.3
\$201–\$300	3.4	3.3	3.8	3.1	2.9	3.2	3.0	3.3	3.1	2.8	2.8	2.8	2.9	2.8	2.6
\$301–\$400	2.1	1.9	1.5	1.6	1.6	1.8	1.5	1.6	1.8	2.0	1.7	1.7	1.5	1.7	1.3
> \$400	1.6	1.5	1.9	1.4	1.3	1.1	1.0	1.8	2.3	1.7	1.3	1.3	1.4	1.2	1.6
	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>44</b>	<b>45</b>
≤ \$100	8.6	6.9	6.0	6.4	5.7	5.6	6.6	6.9	5.8	6.3	4.5	4.4	5.7	—	—
\$101–\$200	2.0	2.2	2.6	2.4	2.5	2.6	2.5	2.5	1.8	2.2	1.9	1.4	1.9	—	—
\$201–\$300	2.9	3.0	2.7	3.3	2.8	3.3	2.6	2.0	2.7	2.0	2.4	2.1	2.5	—	—
\$301–\$400	1.4	1.6	1.3	1.2	1.3	1.1	1.0	1.0	0.8	0.7	0.5	0.9	0.4	—	—
> \$400	1.5	1.8	1.4	1.2	2.0	1.4	0.8	1.2	2.7	2.4	0.3	—	—	—	—



# Glossary

**ADL assistance**—see ‘frequency of assistance required for activities of daily living’.

**client**—a person with a disability who received some direct support from an open employment agency site, during either 1995–96, 1996–97 or 1997–98 as appropriate.

**direct support**—support of clients from staff of an open employment agency directly attributable to a particular client.

**frequency of assistance required for activities of daily living (ADL assistance)**—the frequency of assistance required by a person with a disability 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. The assistance required is classed as ‘not at all’, ‘occasionally’, ‘frequently’ or ‘continually’. In the NIMS data dictionary this is termed ‘level of support required’, but has been renamed in this report to avoid confusion with the support clients received from an open employment agency.

**mean hours of work per week**—for each worker this is calculated as the total hours worked in all jobs during the support period divided by the number of weeks in support; that is, the average work time per week for all weeks in support including those without a job. This is a measure of overall time spent in employment.

**mean hours of work per work week**—the total hours worked in all jobs for each worker during the support period divided by the number of weeks in work; that is, the average weekly time spent in work when working.

**mean income per support week**—the amount of income earned from all jobs, calculated as the total salary earned from all jobs divided by the total number of weeks in support. It is a measure of the amount of income received by the worker over the support period.

**mean wage per hour**—the hourly wage rate for each worker calculated as the total salary earned from all jobs divided by the total number of hours worked.

**mean wage per work week**—the weekly wage rate while in work for each worker, calculated as the total salary earned from all jobs divided by the total number of weeks with a job. The mean wage per hour and the mean wage per work week are measures of the pay from all jobs.

**primary job**—the job in which the most aggregate hours were worked during the support period.

**support hours**—the total number of hours of support received by a client during either 1995–96, 1996–97 or 1997–98 from staff of an open employment agency site, and which were directly attributed by the staff to supporting the client (direct support).

**support period**—the period during either 1995–96, 1996–97 or 1997–98 during which the client was receiving support from an open employment agency. This period was measured in weeks (see Appendix 1 for details of the calculation of the support period).

**support week**—a week of the support period.

**time in work** – the total number of weeks during the support period that the worker had a job or job(s). If the worker had more than one job, then the weeks in work may not necessarily have been continuous. To adjust for the fact that the support period varied from worker to worker, the number of weeks in work can also be calculated as a percentage of the number of weeks of the support period.

**weeks to get a job** – applies only to workers who did not have a job at the beginning of the support period, and who were not recorded as having had a job previously. It is the number of weeks from the first episode of support to the start of the first (or only) job gained.

**worker** – a client who had a job at any time during the support period.

**work week** – a week during which a client was working in one or more jobs.

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