

# 2 Service providers

## 2.1 Open employment site numbers

At the end of 1995 there were 244 open employment sites using the NIMS system. The information presented in this report refers to data obtained from 228 sites (or 93% of the total 244 sites). Data from the remaining 16 sites had either not been received or arrived too late to be included in the 1995 database.

The number of sites does not exactly equal the number of open employment agencies, as some agencies use more than one copy of the NIMS system because they operate from different sites and several agencies use one system to record data from multiple outlets.

In 1995 open employment sites existed in every State and Territory in Australia. The larger States (i.e. New South Wales, Victoria and Queensland) tended to have more open employment services and the smaller States and Territories fewer (i.e. Australian Capital Territory, Northern Territory and Tasmania).

**Table 2.1: Number of open employment sites by State and Territory, 1995**

State	Number	Per cent
New South Wales	71	31.1
Victoria	56	24.6
Queensland	54	23.7
Western Australia	28	12.3
South Australia	7	3.1
Tasmania	4	1.8
Australian Capital Territory	5	2.2
Northern Territory	3	1.3
<b>Total</b>	<b>228</b>	<b>100.0</b>

*Note:* The number of sites equals the number of NIMS software systems installed.

Open employment sites were found in different locations around Australia. They operated in urban, rural and remote settings. The majority of sites were in urban locations (66%), approximately one-third in rural areas, and a very small number of services in remote locations.

**Table 2.2: Number of sites by location, 1995**

Location	Number	Per cent
Urban	150	65.8
Rural	69	30.3
Remote	9	3.9
<b>Total</b>	<b>228</b>	<b>100.0</b>

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

## 2.2 Staff numbers

The number of staff employed in an open employment service varied widely. During 1995 there were approximately 1,476 equivalent full-time staff working in services across Australia (including 42 who received no wages). There were 1,148 paid support staff, with an average of 5 per site and 286 paid administration staff, with an average of 1 per site.

**Table 2.3: Number of equivalent full-time staff, 1995**

	Paid staff		Unpaid staff		Total staff
	Support	Administration	Support	Administration	
Range (per site)	0.3–19.0	0.1–5.5	0.0–8.0	0.0–1.3	
<b>Total</b>	<b>1147.9</b>	<b>285.5</b>	<b>28</b>	<b>14.4</b>	<b>1475.8</b>
<i>Average (per site)</i>	<i>5.1</i>	<i>1.3</i>	<i>0.1</i>	<i>0.1</i>	

*Note:* Two sites have missing staff number information.

Over 87% of open employment services employed between one and ten equivalent full-time support staff (Table 2.4). Approximately one-third of sites had one to three support staff and another third had five to ten support staff.

Approximately 60% of sites employed between one and three administration staff (138 from 226), and 35% had less than one equivalent full-time administration position (80 from 226).

The most frequent combination of support and administration staff was 5 to 10 support staff and 1 to 3 administrative staff (61 of 226 or 27%).

**Table 2.4: Number of sites: equivalent full-time (EFT) paid staff, support and administration**

EFT paid support	EFT paid administration				Total	% Total
	<1	1–3	3.1–5	5.1–10		
<1	7	3	—	—	10	4.4
1–3	46	32	—	—	78	34.6
3.1–5	19	31	—	—	50	22.1
5.1–10	7	61	1	—	69	30.5
10.1–15	1	10	3	—	14	6.2
>15	—	1	3	1	5	2.2
<b>Total</b>	<b>80</b>	<b>138</b>	<b>7</b>	<b>1</b>	<b>226</b>	<b>100.0</b>

*Note:* Two sites have missing staff number information.

The equivalent full-time paid support staff and the equivalent full-time paid administration staff were added together to calculate the equivalent full-time paid staff numbers (Table 2.5). The total number of equivalent full-time unpaid staff was similarly calculated.

The number of equivalent full-time paid staff ranged from 1.0 to 24.5, with an average of 6.3 paid staff per site. Nearly 40% of sites had 5 to 10 paid staff, 25% between 1 and 3 paid staff and 20% between 3 and 5 equivalent full-time paid staff.

Unpaid staff ranged from 0 to 8 equivalent full-time positions, with an average of 0.2 unpaid staff per site. Over 90% (210 of 226) of open employment sites had less than one full-time equivalent unpaid staff member.

**Table 2.5: Number of sites: distribution of paid and unpaid staff, 1995**

Total paid staff	Total unpaid staff				% Total
	<1	1-3	5.1-10	Total	
1-3	51	5	—	56	24.7
3.1-5	44	2	—	46	20.4
5.1-10	83	4	—	87	38.5
10.1-15	21	3	1	25	11.1
>15	11	—	1	12	5.3
<b>Total</b>	<b>210</b>	<b>14</b>	<b>2</b>	<b>226</b>	<b>100.0</b>

Note: Two sites have missing staff number information.

## 2.3 Staff and client numbers

Table 2.6 illustrates the relationship between the total number of equivalent full-time staff (both paid and unpaid) and the number of clients per site (see also Figure 2.1).

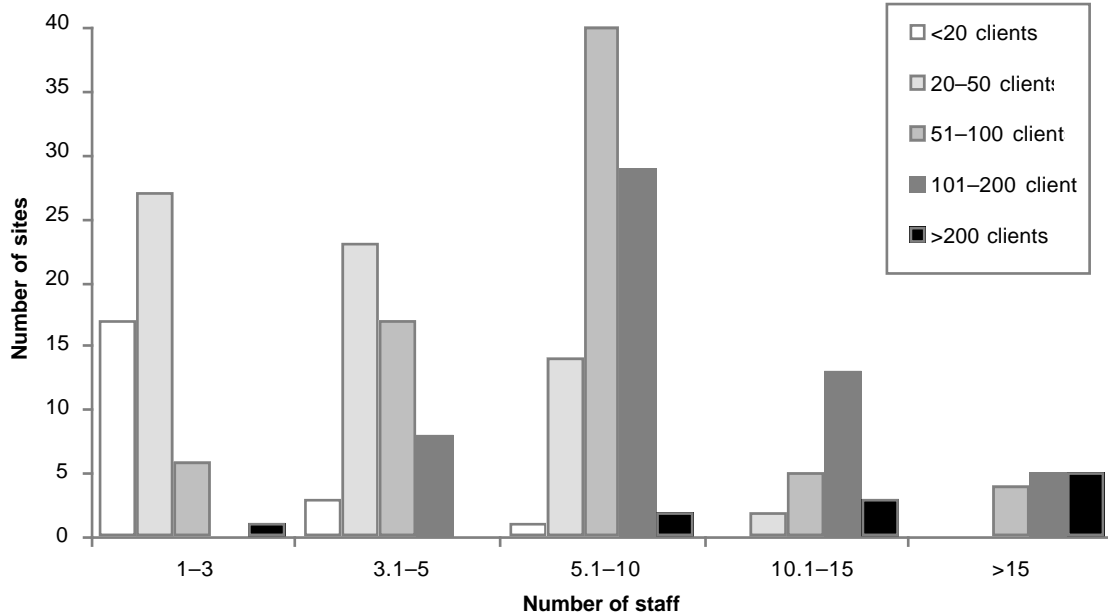
The total number of staff ranged from 1 to 25, with a mean of 6.5 equivalent full-time staff (paid and unpaid) per site.

Client numbers ranged from 5 to 310, with a mean of 81.6 clients per site. A third of sites had 51 to 100 clients, 29% had 20 to 50 clients and approximately a quarter of sites had between 101 to 200 clients. The most common combinations of the number of staff and the number of clients were: 40 sites with 5 to 10 staff and 51 to 100 clients, and 29 sites with 5 to 10 staff and 101 to 200 clients. These two combinations accounted for 30% (69 from 227) of open employment sites. A further 22% (50) of sites had 20 to 50 clients and either 1 to 3 staff or 3 to 5 staff.

**Table 2.6: Sites: total site staff numbers by number of clients, 1995**

All staff	Number of clients					Total	% Total
	<20	20-50	51-100	101-200	>200		
1-3	17	27	6	—	1	51	22.5
3.1-5	3	23	17	8	—	51	22.5
5.1-10	1	14	40	29	2	87	38.3
10.1-15	—	2	5	13	3	22	9.7
>15	—	—	4	5	5	14	6.2
Unknown	—	1	—	—	1	2	0.9
<b>Total</b>	<b>22</b>	<b>66</b>	<b>72</b>	<b>55</b>	<b>12</b>	<b>227<sup>(a)</sup></b>	<b>100.0</b>

(a) One site included in the database had no clients in support during 1995.



**Figure 2.1: Total site staff numbers by number of clients, 1995**

## 2.4 Service type

The majority of clients had received competitive employment, training and placement (CETP) services (67%) (Table 2.7). A CETP service specialises in job placements which assist people with a disability obtain and retain paid employment in the open labour market, generally with full award wages and conditions. Most CETP services find regular jobs for their clients and then provide an initial period of intensive on-the-job training followed by a lower level of maintenance support. CETP services generally receive a standard rate of funding.

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

The Supported Wage System (SWS) is administered by the Commonwealth Department of Health and Family Services. It is aimed at opening up job opportunities in the open workforce for people with a disability who are unable to obtain or maintain employment due to the effects of their disability on productivity within the workplace.

Under SWS the productivity of eligible workers is assessed against that of other workers in the workplace who undertake the same (or similar) job and receive full award wages. Following assessment, SWS workers may be employed at a wage equal to the assessed level of productivity (e.g. a person assessed as being 70% productive may be employed at 70% of the full award wage). Funds are available to meet the cost of assessment, on-the-job training and support, and necessary modifications to the workplace.

**Table 2.7: Service type, 1995**

Funding type	Number	Per cent
CETP	12,394	66.9
ISJ	4,612	24.8
Other	1,164	6.3
Supported Wage System	239	1.3
Missing	118	0.7
<b>Total</b>	<b>18,527</b>	<b>100.0</b>

## 2.5 Open employment sites and predominant disability types

All clients of an open employment service have their primary disability type recorded. There are nine different primary disability groups (intellectual/learning, physical, acquired brain injury, deaf and blind, vision, hearing, speech, psychiatric, and neurological). A client is recorded as having only one primary disability (although the NIMS system also records information on one secondary disability type).

The information in Table 2.8 was calculated to determine whether open employment sites tend to specialise in a particular primary disability group, or cater for mixed primary disability groups.

Sites could be grouped into three broad categories:

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

Table 2.8 illustrates the number of sites in each category and the number of clients who had received support during 1995, and the average number of clients per site. Just over 40% (7,470) of clients were attending an open employment service with 75% or greater from a particular primary disability group, and 20% of clients were using a site with 25%–74% from a particular primary disability group. The average number of clients per site varied from small sites with 28 to 37 clients (for site groups hearing  $\geq 75\%$ , neurological  $\geq 75\%$ , physical  $\geq 75\%$ , acquired brain injury 25%–74% and neurological 25%–74%), to large sites with more than 100 clients (for site groups vision  $\geq 75\%$ , intellectual/learning  $\geq 50\%$  and psychiatric 25%–74%).

Almost half (47%) of the clients who had the primary disability type 'intellectual/learning' were receiving services from a site that had 75% or more of its clients with the disability type 'intellectual/learning'. The same is true for clients with the primary disability type 'vision'. Of clients with the primary disability type 'psychiatric', 40% attended an open employment service where 75% or more of the clients had a primary disability 'psychiatric'. Clients with other disability types tended to be receiving services in sites catering for a wider mixture of disability types.

Table 2.8: Sites grouped by client primary disability type: numbers of sites and clients, 1995

Type of site—grouping according to clients' disability type	Number of site clients	Total clients per site	Mean clients per site	Intellectual/learning		Physical		Acquired brain injury		Deaf & blind		Vision		Hearing		Speech		Psychiatric		Neurological		
				n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n
<b>Predominate disability type (≥75%)</b>																						
Intellectual/learning ≥75%	73	5,277	72	4,776	47.0	171	7.7	65	10.0	0	0.0	40	4.6	70	10.5	3	4.8	81	2.5	71	11.5	
Physical ≥75%	8	287	36	13	0.1	267	12.0	—	—	—	—	—	—	1	0.2	—	—	2	0.1	4	0.7	
Vision ≥75%	2	437	219	—	—	—	—	—	—	2	10.0	429	49.8	—	—	6	9.5	—	—	—	—	
Hearing ≥75%	2	55	28	2	—	—	—	—	—	—	—	—	—	53	7.9	—	—	—	—	—	—	
Psychiatric ≥75%	20	1,385	69	18	0.2	28	1.3	6	0.9	—	—	—	—	3	0.5	2	3.2	1,316	40.7	12	1.9	
Neurological ≥75%	1	29	29	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	29	4.7	
<b>Subtotal</b>	<b>106</b>	<b>7,470</b>	<b>75.5</b>	<b>4,809</b>	<b>47.3</b>	<b>466</b>	<b>21</b>	<b>71</b>	<b>10.9</b>	<b>2</b>	<b>10.0</b>	<b>469</b>	<b>54.4</b>	<b>127</b>	<b>19.1</b>	<b>11</b>	<b>17.5</b>	<b>1,399</b>	<b>43.3</b>	<b>116</b>	<b>18.8</b>	
<b>Substantial proportion of disability type (25–74%, not Intellectual/learning)</b>																						
Physical 25–74%	14	995	71	294	2.9	351	15.7	49	7.5	6	30.0	44	5.1	75	11.2	13	20.6	116	3.6	47	7.6	
ABI 25–74%	4	145	36	44	0.4	31	1.4	57	8.7	—	—	3	0.4	—	—	—	—	6	0.2	4	0.7	
Psychiatric 25–74%	23	2,284	99	774	7.6	350	15.7	91	14.0	3	15.0	81	9.4	94	14.1	12	19.1	806	24.9	73	11.8	
Neurological 25–74%	4	146	37	62	0.6	7	0.3	3	0.5	—	—	6	0.7	4	0.6	—	—	14	0.4	50	8.1	
<b>Subtotal</b>	<b>45</b>	<b>3,570</b>	<b>60.8</b>	<b>1,174</b>	<b>11.5</b>	<b>739</b>	<b>33.1</b>	<b>200</b>	<b>30.7</b>	<b>9</b>	<b>45.0</b>	<b>134</b>	<b>15.6</b>	<b>173</b>	<b>25.9</b>	<b>25</b>	<b>39.7</b>	<b>942</b>	<b>29.1</b>	<b>174</b>	<b>28.2</b>	
<b>Other</b>																						
Intellectual/learning ≥50%	59	5,962	101	3,551	34.9	784	35.1	286	43.9	7	35.0	171	19.8	253	37.8	21	33.3	664	20.5	225	36.3	
Intellectual/learning <50%	17	1,513	89	630	6.2	243	10.9	95	14.6	2	10.0	88	10.2	116	17.3	6	9.5	228	7.1	105	16.9	
<b>Total</b>	<b>227</b>	<b>18,515</b>	<b>82</b>	<b>10,164</b>	<b>100.0</b>	<b>2,232</b>	<b>100.0</b>	<b>652</b>	<b>100.0</b>	<b>20</b>	<b>100.0</b>	<b>862</b>	<b>100.0</b>	<b>669</b>	<b>100.0</b>	<b>63</b>	<b>100.0</b>	<b>3,233</b>	<b>100.0</b>	<b>620</b>	<b>100.0</b>	