



Solid Foundations Challenging Futures

Not-for-profit Community Services in Tasmania
Industry Profile 2008

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Contents

| | |
|---|----|
| 1. Why an Industry Profile?..... | 2 |
| 2. Key Messages..... | 3 |
| 3. Definition and Scope | 4 |
| 4. Data Limitations | 5 |
| Limitations in Describing the Tasmanian Community Services Industry | 6 |
| 5. Size of the Community Services Industry..... | 7 |
| The National and Tasmanian picture in June 2000..... | 7 |
| 6. National Growth of the Community Services Industry | 8 |
| 7. The Community Services Industry in Tasmania | 9 |
| Number of Organisations by Service Type | 9 |
| Peak Bodies that represent and develop the Industry | 10 |
| Organisational Types within Tasmania | 11 |
| 8. The Community Services Workforce in Tasmania..... | 12 |
| Major Community Service Occupations | 13 |
| Gender | 14 |
| Age of Workforce | 15 |
| Income Levels | 16 |
| Hours Worked | 17 |
| 9. Financial Value of the Community Service Industry | 19 |
| 10. Revenue and Expenditure of the Community Services Industry | 22 |
| Government Provided Revenue to Community Service Organisations | 24 |
| Characteristics of Recurrent Grants | 24 |
| Grants Received by Program..... | 25 |
| 11. References..... | 27 |
| Appendix..... | 28 |

1. Why an Industry Profile?

This report was produced by the Tasmanian Council of Social Services with funding from the state Department of Health and Human Services.

The Importance of the Community Services Industry to Tasmania

In Tasmania there are at least 368 community service organisations that provide a range of health and well-being services to the community, thereby fostering social inclusion and contributing significantly to the economy.

A sound information base about the organisations and the workforce that make up the Community Services Industry (CSI) is fundamental to strategic planning and to the development of the industry.

This report is useful to the CSI and its funders because it provides a foundation for investment in sound capacity building and social policy development.

This information is also important in helping TasCOSS deliver evidenced based, targeted services through its Industry Development Unit. Currently, the ability to provide advice to government on the developmental needs of the industry, and to offer advice and support directly to our member and constituent organisations, is severely limited by the inadequacies of the existing information base on the industry.

An industry profile is a snapshot of the basic characteristics of an industry such as its employment levels, gross revenues, number of organisations, and the goods and services delivered or produced. Such information is collated for other Tasmanian industries e.g. manufacturing, retail trade, tourism and IT. This information provides a basis upon which development processes for these industries are built. There is no whole-of-industry profile on the CSI that includes services delivered by government agencies; for-profit and not-for-profit community organisations; and some informal care services provided by households, such as home-based child care and care for the elderly and for disabled persons. Nor is there a specific industry profile on not-for-profit community service organisations.

A sound industry information base is essential if we want to understand the impact of these changes on the CSI. Failure to do so may have serious consequences for the future of the industry and therefore for care of/provision of key support services to Tasmanians.

This profile provides a starting point for understanding the community services industry in Tasmania in better detail. However this report also highlights the need for investment in addressing the significant gaps in important data that the industry and its funders need in order to make informed decisions about investment of public monies, and the appropriate provision of services in Tasmania.

Tasmania is undergoing significant demographic change. It has the most rapidly ageing community of all the Australian states and territories. This raises issues of:

- a changing demand for services;
- the challenge of replacing those retiring from an ageing workforce; and,
- the particular challenge facing the CSI in attracting and retaining its existing workforce due to the low wage levels within the industry.

2. Key Messages

National Picture

- The national expenditure on community services has grown more rapidly than the national GDP over the last 10 years.
 - The driving force behind this is a growth in the services supplied by not-for-profit community service organisations.
 - Governments are providing fewer services, while not-for-profit community service organisations are providing more services.

Tasmania

- The not-for-profit Community Service Industry is a significant player in the Tasmanian economy in terms of employees, volunteers, expenditure and numbers of organisations.
- Unlike other industries, there is little available data on the composition of the industry e.g. employment numbers; income and expenditure; or on workforce characteristics such as wage levels, and gender or age profiles.

Key Statistics for Tasmania

| | |
|------------------|--|
| Employment | 8-11,000 employees 15-20,000 volunteers |
| Expenditure | \$300-330M per annum |
| # Organisations | At least 368 |
| Total equity | At least \$180M |
| Workforce Gender | 82% female (95% childcare, 88% aged accommodation) |
| Age | 50% 45 years or over; 17% 55 years or over (aged accommodation services have oldest workforce) |
| Level of Income | Low in comparison to other industries (child care is lowest paid) |

Implications

- Workforce development – In Tasmania an ageing population and an ageing workforce create a number of challenges for the CSI e.g. an increased demand for aged care services. In addition to this, the prevalence of low wages in the CSI makes the recruiting and retention of staff problematic.

Data Limitations

- There is an underlying lack of data and a lack of consistency between definitions of community service as used by the Australian Bureau Of Statistics (ABS), those used by the CSI and those used by other analysts, such as the Australian Institute of Health and Welfare (AIHW) and other researchers.
- Neither the Australian nor the Tasmanian governments can readily provide comprehensive data on their funding of not-for-profit community service organisations in Tasmania. Information on recurrent funding is available but aggregated figures on non-recurrent funds are unavailable.
- There is no comprehensive listing of not-for-profit community service organisations in Tasmania.

3. Definition and Scope

This report focuses on **non-government, not-for-profit community service organisations that provide services to the community**. These organisations operate within a broader industry context that also includes services provided by government agencies, those provided by for-profit community service organisations, and informal household carers. Therefore, as well as detailed information specific to non-government, not-for-profit community service organisations, this report includes some information on these other sectors.

The following definition of the Community Services Industry is used in this report.

The Community Service Industry consists of organisations that provide human, community and social services.

This industry provides services in a range of areas. These include:

- community services and community development;
- disability;
- aged and community care;
- youth services;
- children and family services;
- culturally and linguistically diverse and migrant and refugee services;
- alcohol and other drug services;
- indigenous services;
- housing and homelessness;
- education and training;
- health;
- justice;
- advocacy; and
- mental health.

The **Community Services Industry does not include** a large number of community organisations, many of whom rely on volunteer service, such as the following:

- sport and recreation clubs;
- religious organisations, with the exception of their service delivery arms;
- service clubs such as Rotary, Lions, Probus etc;
- school committees, Parents and Friends Associations etc;
- community arts groups; and
- animal welfare groups.

This report does not cover:

- the governance and management practices of Tasmanian community service organisations;
- changes in demand patterns and the capacity of organisations to address these changes;
- labour force patterns (numbers of people employed, at what levels, under what awards or agreements);
- the education/skill levels of the workforce, and current education and training involvement of that workforce; and
- quality assurance and improvement initiatives and practices.

4. Data Limitations

In attempting to develop a statistical profile of the Tasmanian Community Services Industry TasCOSS encountered significant difficulties when collating information from existing data sources. These difficulties are discussed below.

Conflicting Definitions

The main limitations of existing industry data revolve around the **conflicting definitions** of the CSI used in various statistical collections. This creates difficulties at both a state and national level when seeking industry-wide information. These conflicting definitions exist between the industry classification system used by ABS known as ANZSIC (Australian and New Zealand Industry Classification), and the definition used by the key players within, and by those reporting on, the Industry.

This issue has also been identified in reports written by ACOSS (2006) and in at least two other state COSS reports (Carson et al 2007; Social Pty Ltd 2006). The problems are thoroughly analysed in the recent South Australian report, *Careers at the Coalface* (Carson et al 2007). It is summarised below (*italics added*).

Unlike nearly every other industry sector in the economy, the community services sector cannot be routinely described in aggregated statistical terms that would provide unambiguous and up to date answers to questions such as: How many organisations, employees and service recipients make up the community services sector? What is the typical size of a community service provider and how many clients and employees do they have? How important is the sector in terms of contribution to Australia's Gross Domestic Product.? And how do all these measures of the sector compare over the recent and long term past and with the experience of other industries?

In contrast, the manufacturing, retail or financial services industries, for example, are statistically enumerated on a regular basis using a set of integrated statistical measures comparable temporally and across mutually exclusive industry sectors. *No such integrated set of statistical indicators exist for the community services sector.*

(Carson et al 2007: 39)

The *Coalface* report goes on to show (p 44-49) that the most recent modification to the official Australian industry classification, ANZSIC 2006, is no improvement on this situation and excludes a number of services that are included within more widely accepted definitions of the industry e.g. the definition used by ACOSS in its *Australian Community Sector Survey*; and the definition used by the AIHW's National Classification of Community Services (NCCS), which is applied by COAG in its annual Review of Government Service Provision. Furthermore, the ABS could not use the ANZSIC definition in its own survey of community services (ABS 2001).

Chapter 3 of Carson et al (2007) provides a detailed analysis of the limitations of the ANZSIC classification system as used by the ABS when it reports on the Community Services Industry in Australia.

Limited Government Data Collection and Reporting

Both the Australian and Tasmanian Governments provide a lot of data on their funding of not-for-profit community service organisations in Tasmania, but this data is incomplete. This includes data from the Commonwealth Grants Commission which deals with the funding associated with commonwealth jurisdictions. However, neither the commonwealth nor the state government provides data on small, individual amounts of funding, and neither government routinely publish or release this information. As a result the data on government

funding presented in this report cannot detail the specific contribution of each government to the total.

Limitations in Describing the Tasmanian Community Services Industry

As outlined above, comparing Tasmania to the national picture is nearly impossible due to ABS data deficiencies. The following analysis by Carson et al (2007) for South Australia is entirely relevant to Tasmania.

Compared to the national picture presented [in the previous quote] the statistical picture in [Tasmania] is far more sparse, patchy and lacking in rigor. Take [Table 19 in the Appendix], for example, showing national vital indicators of the operation of the sector and its changing structure. Although six years out of date and not entirely matching the definition of community services on which [this] study is based, it nevertheless presents an official, integrated, statistical picture of the sector. The picture is based on agency, employment and expenditure counts from which a number of analytical ratios and indicators can be constructed, such as: average employment (direct and indirect), average expenditure, and average volunteers per organisation – all from the one data source. These indicators can be temporally and sectorally analysed. This is the minimum required to understand the workings of the sector and its future prospects, to inform rigorous policy development in the sector.

Alas, none of this statistical picture can be constructed from this data source for [Tasmania]. This is in spite of the fact that [Tasmania] was covered by the 1999-2000 ABS sample survey on which it is based. To provide an idea of how sparse the available data is, the matrix of 12 rows and 13 columns in Table 19 has 156 cells. The equivalent [Tasmanian] table has [only 15] cells of usable data (ABS 2001; ABS 2007 pers.comm.) – see below. The vast majority have either been suppressed in an attempt to confidentialise the data or have been expunged (or earmarked 'unusable') due to do high sampling variability caused by miniscule State based samples.

(Carson et al 2007: 29-31)

A detailed analysis of the ANZSIC classification system used by the ABS and its limitations for reporting on the Community Services Industry in Australia, can also be found in Chapter 3 of Carson et al (2007).

5. Size of the Community Services Industry

The National and Tasmanian picture in June 2000

According to the Community Services Australia national survey (2001) there were 9,287 employing businesses and organisations involved in the provision of community services in June 2000. The 9,287 businesses and organisations comprised 2,800 'for profit' organisations, 5,938 'not for profit' organisations and 548 government organisations (ABS 2001). However, it appears the ABS survey may have underestimated the number of not-for-profit community service organisations by as much as 40% (Carson et al 2007). The ABS foreshadowed a Community Services Australia 2008 survey, but to date it has not eventuated.

In 1999–2000 across Australia, 56% of direct community services expenditure outlaid by the State and Territory governments was accounted for by 'not for profit' organisations. This percentage was significantly higher in Tasmania where 74% of direct community services expenditure by the State Government was accounted for by 'not for profit' organisations. It was also significantly higher in the Northern Territory at 77% and in the Australian Capital Territory at 70% (ABS 2001).

Table 1 shows that in Tasmania in 2000 there was a total of 317 organisations, including not-for-profit, for-profit, and government organisations involved in the provision of community services with a total expenditure on community services of \$318.4m. This was made up of the following amounts.

- \$235.5 million expenditure by 263 non-government not-for-profit organisations representing 74% of the total state community services expenditure.
- \$64.1 m expended by 30 Government organisations representing 20.1% of Tasmania's total community services expenditure.
- \$18.8 m expended by 24 for-profit organisations representing 5.4% of total community service expenditure in Tasmania in 2000.

The ABS 2001 report noted that, at a national level, the size of the private sector was rapidly increasing, most notably in child care and in aged care services where around 56% of organisations were for-profit providers. In comparison, 98% of organisations in the non-residential care industry were 'not-for-profit'. Furthermore, the percentage of not-for-profit organisations and their share of the total expenditure on community services was significantly higher in Tasmania than for Australia as a whole where for-profit organisations had over three times the share of expenditure (i.e. 6% in Tasmania compared to 20% across Australia).

Table 1. EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES, Tasmania and Australia, and type of organisation in 2000.

| | Not for profit | | For Profit | | Government | | Total | |
|--|----------------|--------|------------|--------|------------|--------|-------|----------|
| | Tas | Aust | Tas | Aust | Tas | Aust | Tas | Aust |
| # organisations | 263 | 5938 | 24 | 2800 | 30 | 548 | 317 | 9287 |
| % of total | 83% | 64% | 8% | 30% | 9% | 6% | 100% | 100% |
| Expenditure on direct community service activities (\$M) | 235.5 | 6010.2 | 18.8 | 2098.3 | 64.1 | 2639.5 | 318.4 | 10,748.1 |
| % of total | 74% | 56% | 6% | 20% | 20% | 25% | 100% | 100% |

Source: ABS (2001) Community Services Australia Table 2.5, p21

6. National Growth of the Community Services Industry

The following extract from Carson et al (2007) summarises trends in the structure of the Community Services Industry at a national level between 1995 to 2000. It draws on figures presented in **Table 19** (see **Appendix**). Carson et al state that . . .

...community services output (gross expenditure on direct community services activities) by organisations classified to the sector increased by a massive 34 per cent in the four years from 1995-96 to 1999-2000 from \$6.8 billion to \$9.2 billion. This compares with a growth rate of 26.8 per cent overall in the economy. So, on this measure of output growth, the sector grew at nearly one third faster than the rate of the economy overall. The not-for-profit sector grew twice as fast - at a rate 60 per cent faster than the average rate of growth of all industries. The for-profit increase in aggregate output was about half the rate of increase in the size of the overall economy.

The key conclusion here is that the spectacular growth rate recorded in the community services sector was underpinned by very strong growth in the not-for-profit sector which was responsible for the community services sector in aggregate terms outstripping growth in the all-industry average. Thus, the lion's share of this growth both in terms of absolute and relative (percentage) growth emanated from the not-for-profit sector. Output in the not-for-profit sector grew by \$2 billion or 42 per cent compared with a growth of \$251 million or 13.5 per cent in the for-profit sector over the period. Clearly, growth in the community services sector is being driven by the not-for-profit sector, although in terms of the number of organisations, the for-profit sub sector is growing at a rate three times faster (32 per cent or 685 organisations) than the not-for-profit sub sector. The number of not-for-profit organisations grew at a rate of 10 per cent or 535 organisations, which is less than the absolute increase in the for-profit organisations.

Juxtaposed against each other, these two measures indicate strikingly diverging growth patterns between the two sub sectors. The not-for profit sector organisations are on average getting bigger while on average the for-profit sector organisations are getting smaller even though both made roughly equal contributions to overall absolute growth in organisation numbers over the period – about 500 each. The rate of organisational growth in the not-for-profit sector is very rapid - about 10 per cent per annum. In summary, for-profit organisations, while growing in number are declining in size, while the converse is happening in the not-for-profit-sector.

Employment Growth

Employment is another measure of industry growth. On this score, the indications are similar to the record of output growth sketched above, indicating powerful consolidating forces at work in the sector in response to efficiency pressures, as well as strong client demand growth for services. This is manifesting as strong employment growth overall compared to the performance of the wider Australian labour market and strong unit employment growth – at least in the not-for-profit sector.

Carson goes on to say that . . .

...total employment in the community services sector grew nationally by 12.4 per cent between 1995-96 and 1999-2000 (from one quarter of a million persons in 1995-96 to 282,000 persons in 1999-2000 – a rise of 31,000). All of this growth was accounted for by the not-for-profit sector employment, which rose by 37,000 persons. Offsetting this was a decline in total employment in the for-profit sector of 6,000 jobs. The employment growth performance of the not for profit sector was about sixty per cent higher than the all-industry average of 7.7 per cent.

(Carson et al 2007: 25-26.)

Recent data released by AIHW in 2007 (Welfare Expenditure Australia 2005-2006) shows continued strong growth in national community services expenditure, an increase of 3.7% per annum over the period 1998-99 to 2005-2006. At the same time, the percentage of this total expenditure delivered by non-government community service organisations has increased from 63% in 1998–1999 to 70% in 2005–2006. The proportion of expenditure incurred by government fell from 36% in 1998–1999 to 29% in 2005–2006.

7. The Community Services Industry in Tasmania

Table 2: Key Statistics in the Community Services Sector, TAS. 1995 to 2000.

| | For-profit | | | | Not-for-profit | | | | Total non-government | | | |
|--|-------------------|-------|--------|------|--------------------|-------|--------|------|----------------------|-------|--------|------|
| | 95-96 | 99-00 | Abs ch | % ch | 95-96 | 99-00 | Abs ch | % ch | 95-96 | 99-00 | Abs ch | % ch |
| No. organisations | | 24 | | | | 263 | | | | 287 | | |
| Direct service provision employment | | | | | | | | | | | | |
| Indirect employment | | | | | | | | | | | | |
| Total employment | | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | | |
| Expenditure on community services activities (\$m) | 18.3 ¹ | 18.8 | 0.5 | 2.7% | 157.0 ₁ | 235.5 | 78.5 | 50% | 175.3 | 254.3 | 79 | 45% |

Sources: ABS (2001) Community Services Australia 1999-2000

¹ ABS (1998) Community Services Australia 1995-96

The figures presented in the table above are the most recent published figures (found by this research) on the numbers of for-profit and government organisations delivering community services in Tasmania. Little useful information can be gleaned from this data other than to compare the not-for-profit and for-profit sectors.

In 2007, a database of not-for-profit community service organisations collated by TasCOSS lists 368 organisations (see **Table 3**). This is 105 more organisations than reported by the ABS for 2000, a difference of 40%. This does not necessarily indicate actual growth in the number of organisations. The figures may reflect differences in scope between the ABS criteria and that used in the TasCOSS list, as well as the fact that the ABS number is a statistical estimate. The South Australian research of Carson et al (2007, p 31) also found that the 2000 ABS figures underestimated the number of community service providers by 40% when compared with a very accurate 2005 listing of organisations.

Number of Organisations by Service Type

Although there is no accurate database that lists the not-for-profit community service organisations operating in Tasmania, for the purposes of this report TasCOSS was able to collate a list of organisations from a range of sources.

Table 3 presents the numbers of organisations for each type of community service. There are approximately 368 not-for-profit community service organisations in Tasmania. Although the reported numbers of organisations operating within each service sector are not definitive, they do give a relative estimate and an overall indication of the types of organisations that make up the CSI.

The service sectors with the largest numbers of not-for-profit organisations are childcare (79), disability (62), home and community care (52), and residential aged care (38).

Table 3: Number of Organisations by Service Type – Tasmania 2007

| Service Type | Total # org's | % |
|---|------------------------|------|
| Childcare | 79 | 21% |
| Disability | 62 | 17% |
| Home and Comm ^y Care (HACC) | 52 | 14% |
| Other ^a | 40 | 11% |
| Residential aged care | 38 | 10% |
| Community Houses | 34 | 9% |
| Mental Health | 24 | 7% |
| Community Support Programs | 23 | 6% |
| Employment Services | 19 | 5% |
| Housing / Supported Accom ⁿ (SAAP) | 18 | 5% |
| Training | 18 | 5% |
| Health | 14 | 4% |
| | | |
| TOTAL | 368^b | 100% |

Source: Unpublished listing of community service organisations

Notes:

^a **Other** includes some Drug and Alcohol, Palliative Care, Aged Rural Community Health, Legal Services and sundry other services.

^b **Total number of organisations.** This total is less than the sum of each sector (421) as it removes duplications where single organisations provide services in more than one sector.

Peak Bodies that represent and develop the Industry

There are 11 peak bodies that represent the various service delivery sectors of the Community Services Industry in Tasmania. ACOSS (2000) defines the role of peak bodies as follows.

Community-sector peak bodies engage in an effective mix of representation and advocacy, policy analysis and program development, research and consultation, information dissemination and sector development.

Table 4 lists the peak bodies that operate in Tasmania according to service area. TasCOSS represents the whole industry as the peak body for all community service organisations and acts as the primary voice for the poor and disadvantaged Tasmanians these organisations serve. Volunteering Tasmania represents the interests of all community volunteers including those involved in community services, as well as other areas such as sport and recreation, school committees, community arts etc. There are no peak bodies representing the interests of employment, training or health services.

Table 4: Peak Bodies by Service Area.

| Service Type | Peak Body |
|--|--|
| Childcare/early childhood | Early Childhood Australia – Tasmania Branch |
| Disability | National Disability Services (ex-ACROD) |
| Home and Comm ^y Care (HACC) | Aged & Community Services Tasmania |
| Residential aged care | |
| Other | Alcohol Tobacco & Other Drug Council, Youth Network Tasmania |
| Community Houses | Tasmanian Association of Community Houses |
| Community Support Programs | Family Support Services Association |
| Employment Services | <i>No specific peak body</i> |
| Housing / Supported Accom ⁿ | Shelter Tasmania Inc |
| Training | <i>No specific peak body</i> |
| Health | <i>No specific peak body</i> |
| Mental Health | Mental Health Council of Tasmania |
| Multi-service peak | TasCOSS, Volunteering Tasmania |

Note: Some organisations may be members of more than one peak body, while others choose not to be members of any peak body.

Organisational Types within Tasmania

Table 5 below shows that there were 3722 Incorporated Associations and Cooperatives in Tasmania, as of 30th June 2007. Therefore, approximately 370 not-for-profit community service organisations represent about 10% of registered community organisations. In addition, it has been estimated there are roughly 1500 unincorporated community organisations in the state (Volunteering Tasmania 2008, personal communication).

Table 5: Associations and Cooperatives in Tasmania (30/6/2007)

| | |
|---------------------------|------|
| Incorporated Associations | 3683 |
| Cooperatives | 39 |
| Total | 3722 |

Source: Consumer Affairs and Fair Trading 2007 (pers. comm.)

8. The Community Services Workforce in Tasmania

The best available evidence suggests there are at least 8000 people employed in the Community Services Industry in Tasmania. However, there may be as many as 11,000 people. In addition, approximately 15,000-20,000 volunteers¹ help manage and deliver community services.

The 2006 Census counted 8,535 people as employed by the non-government sector in industries classified as community services by the ABS. This figure *includes* people employed in the small number of for-profit community service businesses operating in Tasmania, but *excludes* many services that fit within the broad definition of community services used in this report.

The ABS figures include both not-for-profit and for-profit providers of the following services.

- Child care.
- Accommodation for the aged (not medical or nursing).
- Residential care (covering e.g. the operations of children's homes; crisis care accommodation; homes for the disadvantaged n.e.c.; juvenile corrective institutions; juvenile detention centres; residential refuges; respite residential care).
- Non-residential care services (covering e.g. the operations of adoption services; adult day care centres; alcoholics anonymous; emergency housekeeping services; marriage guidance services; meals on wheels services; non-residential welfare services; parole or probationary services; welfare counselling services; welfare fund raising).
- Community services not able to be classified.

Community services not included in the ABS figures.

- Community development.
- Employment services.
- Health services.
- Housing services.
- Legal services.
- Occasional and outside school hours childcare.
- Social action and group advocacy.

Comparing the list of services not included in ABS's figures with the number of organisations providing these services in Tasmania (**Table 3**), there are likely to be at least 85 organisations (23%) not included in the ABS figures. Given this, and the fact that ABS estimates of the number of community sector organisations appears to be too low, it is reasonable to suggest the figure of 8000 for the community service workforce may be an underestimate of 10-40%. Therefore, the real size of the workforce may lie somewhere between 8000 -11000 people.

The ABS figures in **Table 6** below show the largest employers in the industry are those involved with non-residential care (32%), accommodation for the aged (25%) and child care (21%).

¹ A national survey that found that voluntary labour constitutes over 70% of the community service workforce (ACOSS 2006).

Table 6: Tasmanian Community Services Industries* Workforce 2006 – Gender (these figures include both not-for-profit and for-profit organisations)

| ANZSIC Industry Classification | Males | (%) | Females | (%) | Total | (%) |
|--|--------------|------------|----------------|------------|--------------|------------|
| Non-Residential Care Services, nec (8729) | 701 | 26 | 2023 | 74 | 2724 | 32 |
| Accommodation for the Aged (8721) | 262 | 12 | 1851 | 88 | 2113 | 25 |
| Child Care Services (8710) | 85 | 5 | 1734 | 95 | 1819 | 21 |
| Residential Care Services, nec (8722) | 237 | 25 | 711 | 75 | 948 | 11 |
| Community services not able to be classified | 273 | 29 | 658 | 71 | 931 | 11 |
| Total community services (as defined) | 1558 | 18 | 6977 | 82 | 8535 | 100 |

Source: ABS 2007 (2006 Census data)

*As defined in ANZSIC (ABS 1993)

Major Community Service Occupations

The major occupational fields of comprising the Community Services Industry as defined by ANZSIC are shown in **Table 6** above and the major occupations are listed in **Table 7**. The 36 occupations identified are predominantly direct service delivery jobs and together account for 78% of the total community services employment.

The dominant occupation is carer for the aged and for disabled persons. This occupation accounts for nearly one third (30.6%) of those employed in the major occupations of the CSI as listed below. Together with child care workers (15.9%) these two occupations make up 47% of the total. The top ten occupations account for 78% of the total.

- Aged or Disabled Person Carer (2037)
- Child Care Worker (1062)
- Registered Nurse (390)
- Family Day Care Worker (362)
- Community Worker (343)
- Personal Care Assistant (342)
- Kitchenhand (230)
- General Clerk (205)
- Welfare Worker (173)
- Residential Care Officer (172)

Table 7 Major Occupations employed in the Tasmanian Community Services Industry as Defined by ANZSIC, (2006 Census)

| Occupation (ASCO ^a 6 digit) | Child Care | Accomm. for the Aged | Res. Care, nec | Non-Res. Care, nec | Comm. Services, undefined | Total | % | Cum % |
|--|-------------|----------------------|----------------|--------------------|---------------------------|-------------|--------------|-------|
| Aged or Disabled Person Carer | 8 | 597 | 379 | 867 | 186 | 2037 | 30.6 | 30.6 |
| Child Care Worker | 1021 | 0 | 3 | 25 | 13 | 1062 | 15.9 | 46.5 |
| Registered Nurse | 0 | 289 | 24 | 42 | 35 | 390 | 5.9 | 52.3 |
| Family Day Care Worker | 355 | 0 | 0 | 3 | 4 | 362 | 5.4 | 57.8 |
| Community Worker | 18 | 8 | 67 | 196 | 54 | 343 | 5.1 | 62.9 |
| Personal Care Assistant | 0 | 280 | 16 | 28 | 14 | 342 | 5.1 | 68.1 |
| Kitchenhand | 4 | 188 | 9 | 14 | 12 | 230 | 3.5 | 71.5 |
| General Clerk | 20 | 43 | 25 | 72 | 45 | 205 | 3.1 | 74.6 |
| Welfare Worker | 8 | 0 | 19 | 131 | 12 | 173 | 2.6 | 77.2 |
| Residential Care Officer | 0 | 5 | 89 | 60 | 15 | 172 | 2.6 | 79.8 |
| Social Worker | 0 | 0 | 17 | 81 | 23 | 121 | 1.8 | 81.6 |
| Child Care Co-ordinator | 100 | 3 | 0 | 3 | 3 | 109 | 1.6 | 83.2 |
| Enrolled Nurse | 0 | 86 | 3 | 15 | 3 | 107 | 1.6 | 84.8 |
| Children's Care Workers, nfd | 91 | 0 | 0 | 8 | 5 | 104 | 1.6 | 86.4 |
| Cook | 27 | 48 | 5 | 11 | 13 | 104 | 1.6 | 87.9 |
| Youth Worker | 0 | 0 | 18 | 47 | 25 | 90 | 1.4 | 89.3 |
| Project and Program Administrator | 5 | 18 | 6 | 42 | 17 | 88 | 1.3 | 90.6 |
| Receptionist | 11 | 12 | 6 | 47 | 12 | 88 | 1.3 | 91.9 |
| Carers and Aides, nfd | 4 | 8 | 16 | 27 | 28 | 83 | 1.2 | 93.2 |
| General Manager | 5 | 30 | 6 | 34 | 5 | 80 | 1.2 | 94.4 |
| Counsellors, nfd | 0 | 0 | 0 | 59 | 6 | 65 | 1.0 | 95.3 |
| Family Support Worker | 0 | 0 | 3 | 42 | 7 | 52 | 0.8 | 96.1 |
| Family Counsellor | 0 | 0 | 0 | 37 | 4 | 41 | 0.6 | 96.7 |
| Disabilities Services Officer | 0 | 0 | 3 | 23 | 3 | 29 | 0.4 | 97.2 |
| Welfare Centre Manager | 0 | 0 | 5 | 22 | 0 | 27 | 0.4 | 97.6 |
| Accountant | 0 | 4 | 4 | 16 | 0 | 24 | 0.4 | 97.9 |
| Customer Service Manager | 0 | 3 | 6 | 14 | 0 | 23 | 0.3 | 98.3 |
| Welfare Associate Professionals | 0 | 0 | 3 | 17 | 3 | 23 | 0.3 | 98.6 |
| Recreation Officer | 0 | 16 | 0 | 3 | 3 | 22 | 0.3 | 99.0 |
| Personal Assistant | 3 | 7 | 3 | 3 | 4 | 20 | 0.3 | 99.3 |
| Secretary | 0 | 4 | 3 | 8 | 3 | 18 | 0.3 | 99.5 |
| Drug and Alcohol Counsellor | 0 | 0 | 3 | 7 | 3 | 13 | 0.2 | 99.7 |
| Occupational Therapist | 0 | 0 | 0 | 9 | 3 | 12 | 0.2 | 99.9 |
| Associate Professionals, nec | 0 | 0 | 0 | 3 | 0 | 3 | 0.0 | 100.0 |
| Rehabilitation Counsellor | 0 | 0 | 0 | 0 | 3 | 3 | 0.0 | 100.0 |
| Welfare and Community Workers | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 | 100.0 |
| Total | 1680 | 1649 | 741 | 2016 | 566 | 6665 | 100.0 | |

Source: ABS 2007 (2006 Census data)

^aASCO, the Australian Standard Classification of Occupations, is used by ABS to classify occupational statistics.**Gender**

In 2006, 47% of the total Tasmanian employed workforce were women (ABS Census 2006).

Table 6 shows that the majority of people employed in the Tasmanian Community Services Industry workforce in 2006 were women (82%). This was the case especially in child care

(95%) and in aged accommodation (88%). Nationally, women comprised approximately 80% of community services workers across Australia in 2004 (ACOSS 2006).

Age of Workforce

The Tasmanian Community Services Industry has an ageing workforce – see **Table 8**. In 2006, 50% of the Community Services workforce (as defined by ANZSIC) were 45 years or older, and 17% were 55 years or older. 60% of the accommodation-for-the-aged workforce are 45 years or older, and more than one worker in five of these workers (21%) are 55 years or older. By contrast, only 32% of the child care workforce are 45 years or older.

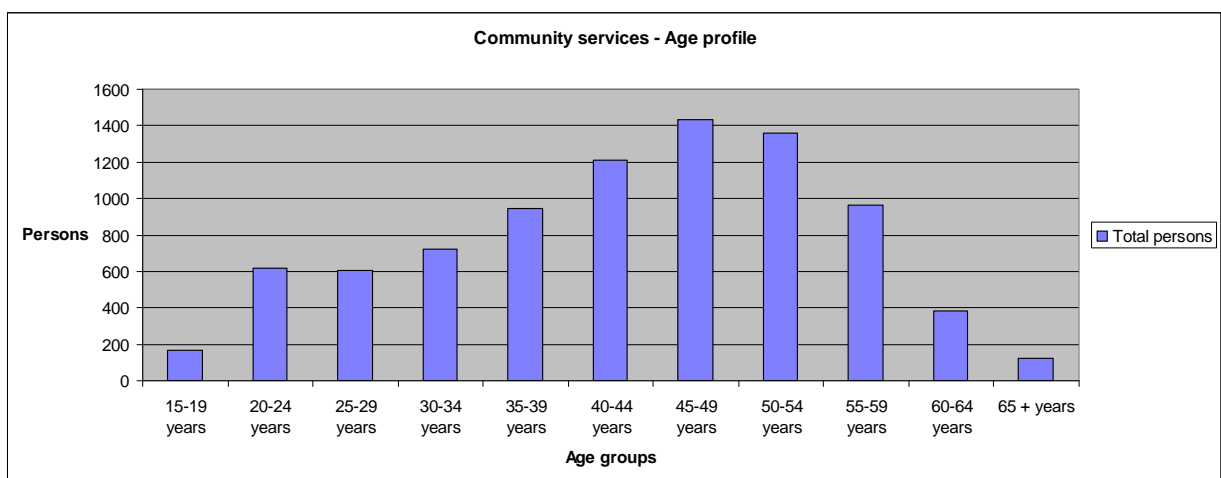
52% of the Tasmanian workforce is 45 years or older, which is slightly older than the national CSI workforce. Removing the influence of the relatively young childcare workforce, 55% of the remaining community service workers in Tasmania are 45 years or older. This presents challenges for the maintenance of a viable workforce, particularly in the aged-care sector where demand is projected to increase rapidly. Many in the current workforce are nearing retirement age (Demographic Change Advisory Committee 2007).

Table 8: Community Service Industry workforce – Age Profile TAS 2006

| | 15-44 yrs | % | 45-54 yrs | % | 55-60 yrs | % | 60+ yrs | % | Total |
|------------------------------------|-------------|------------|------------|------------|------------|------------|------------|-----------|-------------|
| Child Care Services | 1241 | 68% | 388 | 21% | 135 | 7% | 55 | 3% | 1819 |
| Accommodation for the Aged | 844 | 40% | 8 | 50% | 276 | 13% | 165 | 8% | 2114 |
| Residential Care Services, nec | 431 | 46% | 829 | 39% | 115 | 12% | 54 | 6% | 947 |
| Non-Residential Care Services, nec | 1310 | 48% | 347 | 37% | 328 | 12% | 179 | 7% | 2724 |
| Community Services, undefined | 446 | 48% | 906 | 33% | 109 | 12% | 56 | 6% | 931 |
| Total persons | 4272 | 50% | 310 | 34% | 963 | 11% | 509 | 6% | 8535 |

Source: ABS 2007 (2006 Census data)

Figure 1: Community Services Age Profile – Tasmania 2006



Source: ABS 2007 (2006 Census data)

Income Levels

The only readily available source of information on the wage levels of Tasmanian community service workers is the measure of weekly income levels from the Census. These levels include income from all sources, including wages/salaries, government benefits, pensions, allowances and other income. Some analysis of these figures is presented below, but they are of less use than the national figures reported in the biennial ABS Survey of Employee Earnings and Hours, which measures weekly earnings for various categories of employees by occupation and industry. According to the AIHW, the survey shows that community services workers have relatively low earnings compared to workers in other industries, as described in the following quote.

According to the 2006 survey, the average total weekly earnings of full-time non-managerial employees working in all but one of the community services occupations was lower than the average for all occupations (\$1,045 per week). The average weekly earnings of social workers (\$1,055) was above the average for all occupations, while child care workers (\$656) and education aides (\$673) were below the average (Table 9). Average hours paid for also varied among the occupations.

Earnings of workers in these community services occupations also varied depending on the industry in which they worked. In 2006, the average total weekly earnings of those working in most community services occupations and whose jobs were in the community services industry were less than the earnings of those with community services occupations in other industries (\$790 compared with \$904 per week respectively). The greatest difference was for social workers, where those in community services industries earned \$284 less per week, on average, than those in other industries (Table 9).

(AIHW 2007: 335)

Table 9: Average hours paid for and average weekly earnings, full-time non-managerial adults, selected community services occupations, by industry, Australia, 2006.

| Occupation | Community services industry | | Other industries | | All industries | |
|--|-----------------------------|---------------------------------|---------------------------|---------------------------------|---------------------------|---------------------------------|
| | Average hours paid for(a) | Average weekly earnings (\$)(b) | Average hours paid for(a) | Average weekly earnings (\$)(b) | Average hours paid for(a) | Average weekly earnings (\$)(b) |
| Pre-primary school teacher | * | * | 37.2 | 1,080 | 37.5 | 1,033 |
| Special education teacher | * | * | 35.8 | 1,022 | 36.0 | 1,009 |
| Social worker | 38.0 | 800 | 38.7 | 1,085 | 38.6 | 1,055 |
| Welfare and community worker | 38.1 | 922 | 37.3 | 1,020 | 37.5 | 992 |
| Counsellor | 40.1 | 853 | 37.1 | 1,142 | 38.8 | 980 |
| Welfare associate professional | 38.4 | 894 | 37.8 | 971 | 38.1 | 936 |
| Education aide | . | . | 36.1 | 673 | 36.1 | 673 |
| Child care coordinator | 38.1 | 850 | 35.9 | 819 | 37.2 | 838 |
| Child care worker | 38.0 | 646 | 37.6 | 677 | 37.9 | 656 |
| Special care worker | 38.8 | 812 | 43.2 | 926 | 40.5 | 855.4 |
| All community services occupations(c) | 38.3 | 790 | 37.6 | 904 | 37.9 | 858 |
| All occupations | 38.2 | 840 | 39.7 | 1,049 | 39.7 | 1,045 |

* Not shown due to small numbers.

(a) Includes ordinary time and overtime hours.

(b) Average weekly total cash earnings comprises regular wages and salaries in cash, including amounts salary sacrificed, ordinary time cash earnings and overtime earnings.

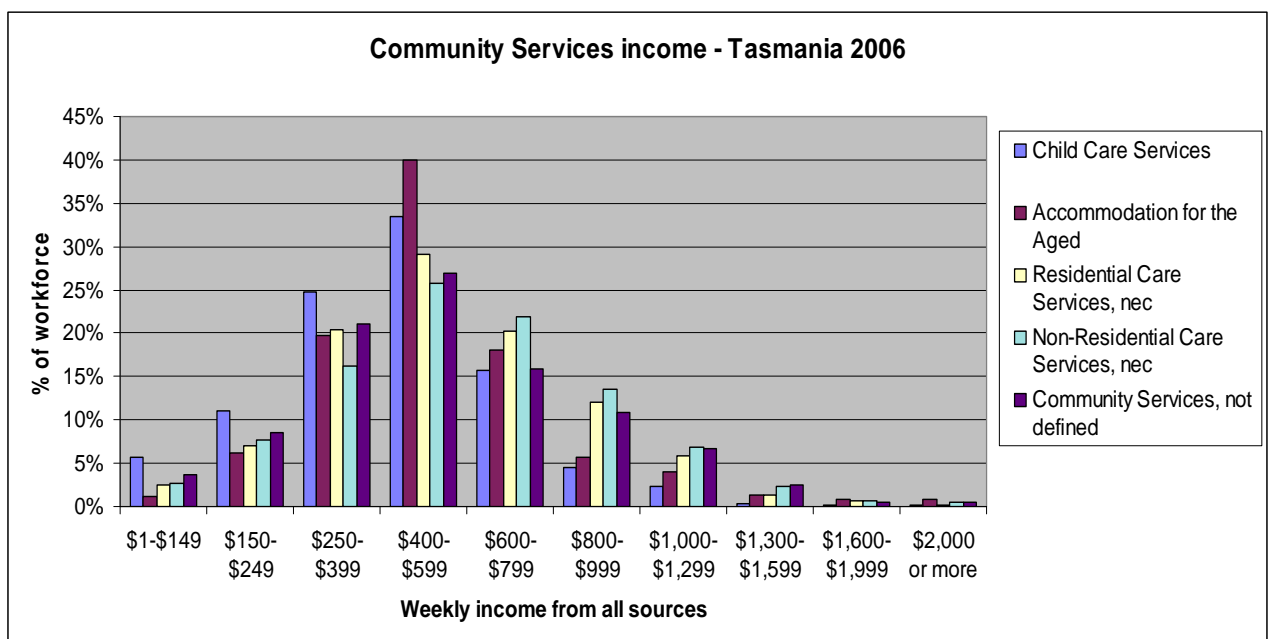
(c) Includes Aboriginal and Torres Strait Islander health workers.

Source: Unpublished data from ABS Employee Earnings and Hours Survey 2006 (Table taken from AIHW 2007)

The 2006 Census data on gross income levels of Community Service Industry workers in Tasmania (ANZSIC defined) allows some conclusions to be drawn on the relative levels of income across service sectors. **Figure 2** below illustrates that the national figures in **Table 9** indicate child care workers are the lowest paid of the community services workforce. There is a high percentage of accommodation -for -the -aged workers in the \$400-599 per week (\$20,800 – 31,199 per year) bracket, or below, which indicates that this is also a comparatively low paid area. Furthermore, 63% of the total community service workforce received less than \$600 per week (\$32,000 per year) from all sources, and 81% received less than \$800 per week (\$41,600 per year). In 2006 the average weekly income for full-time employees in all occupations in Tasmania was \$994.

The relatively low wages in the Community Services Industry also presents challenges for organisations trying to recruit and retain quality staff.

Figure 2

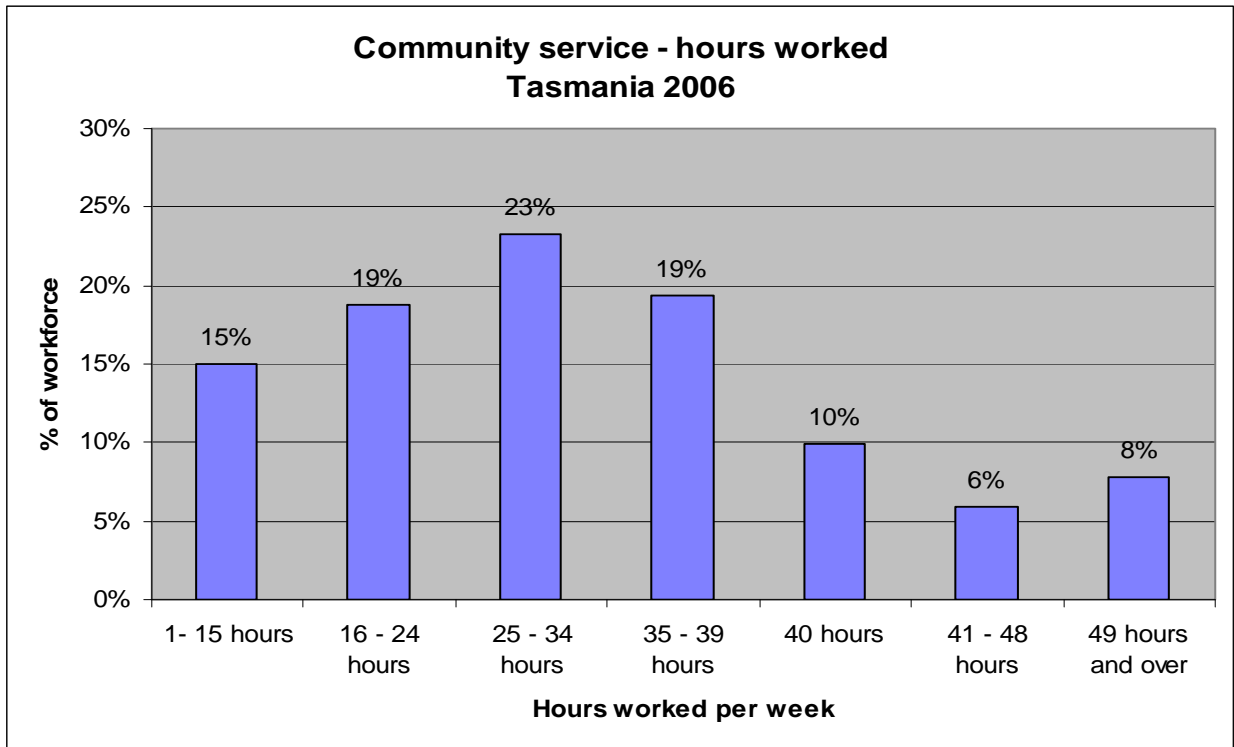


Source: ABS 2007 (2006 Census data)

Hours Worked

2006 Census figures suggest that over half (57%) of the Tasmanian Community Services Industry workforce (as defined by ANZSIC) work part-time (less than 35 hrs per week) – see **Figure 3** below. However, the Census figures are simply the number of hours worked in a person’s main job in the week before Census night and is not necessarily an accurate reflection of the normal hours worked per week. It may also exclude those employees who work some hours for the CSI but whose main job is outside it.

Figure 3



Source: ABS 2007 (2006 Census data)

9. Financial Value of the Community Service Industry

It is possible to estimate the combined value of not-for-profit community service organisations in Tasmania by analysing data from their annual financial reports. This data is collated by DHHS for all the organisations provided with departmental recurrent funding and is analysed below. Although the figures discussed below are now about two years old, they still provide an overall indication of the CSI's value.

In 2005/2006, this data included 220 not-for-profit community service organisations. However, this figure represents only 60% of the estimated 368 community service organisations operating in Tasmania. Available figures for combined expenditure, income and profit are presented in **Table 10**, and combined organisational assets, liabilities and equity in **Table 12**. These figures exclude some local councils and for-profit organisations that receive recurrent funding for delivery of community services.

The total expenditure of the 220 organisations represented in **Table 10** for 2005/2006 was \$281M. This figure includes most of the largest organisations in the state. Therefore it is reasonable to expect that their expenditure accounts for at least 90-95% of this total expenditure. A reasonable estimate of the current total expenditure would be between \$300-312M².

The total income of the 220 organisations was \$297M. Again, it is reasonable to assume that this figure includes the income of the largest organisations which would account for 90-95% of the total income. A reasonable estimate of total current income for all organisations in the state would be between \$300 – 330M.

The total surplus across all these organisations in 2005/2006 was \$15.8M.

Table 10: Combined Income and Expenditure of not-for-profit community service organisations, Tasmania, 2005/2006 (n=220)

| | Combined Totals | Average | Median |
|-----------------------------|-----------------|-----------|---------|
| | \$ | \$ | \$ |
| Total Income | 296,932,094 | 1,349,691 | 427,511 |
| Total Expenditure | 281,169,652 | 1,278,044 | 391,463 |
| Total Surplus | 15,762,443 | 71,647 | 13,107 |
| No. of organisations | 220 | 220 | 220 |

Source: DHHS 2007 (unpublished data).

Figure 5 below illustrates the range of expenditure per organisation for not-for-profit community service organisations in Tasmania. It shows a bi-modal distribution of organisational size, with two large groupings of organisations.

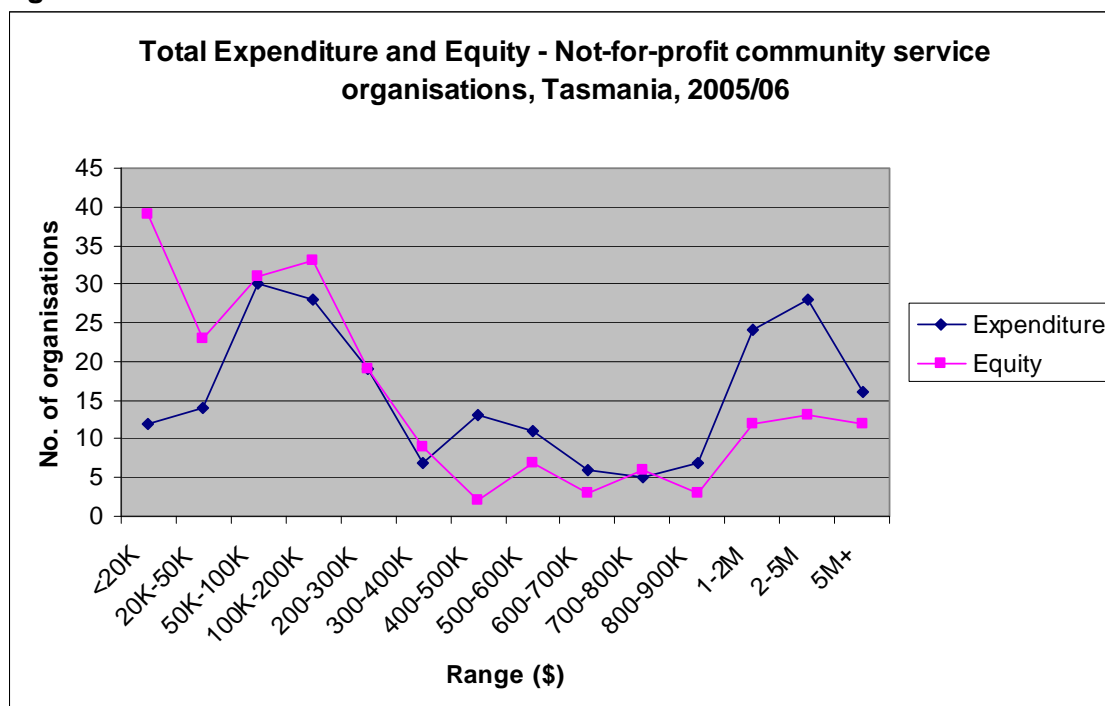
1. Expenditures up to \$300,000 (103 organisations).
2. Expenditures over \$1M (68 organisations).

There is a third, smaller group of 49 medium sized organisations, with expenditures ranging across a wide band from \$300,000 to \$1M.

Figure 5 also shows the level of equity for these organisations. Equity is the difference between the total assets of an organisation (which includes cash, accounts receivable, land, buildings, plant and equipment) and its total liabilities (including accounts payable and short and long-term loans). See **Table 12** for more details and discussion.

² The maximum figure is based on the assumption the figure in Table 10 is 90% of the combined expenditure/income of the total number of organisations in the state

Figure 4:



Source: DHHS 2007 (unpublished data).

Looking more closely at the expenditure per organisation, **Table 11** shows that the large organisations are responsible for the vast majority of the total expenditure by not-for-profit community service organisations in Tasmania. The 16 organisations with expenditures greater than \$5M (7% of the 220 organisations) account for 43% of the total state’s expenditure, and the 68 organisations spending over \$1M (31% of the total number) account for 74% of the total expenditure. By contrast, the smallest 103 organisations (47% of all the organisations), who each spent less than \$300,000, account for only 4% of the total expenditure.

Table 11: Expenditure per organisation, Tasmania, 2005/06 (n=220)

| Range of Expenditure (\$) | No. of orgs | | Combined Expenditure (\$) | % | Cum% |
|---------------------------|-------------|---|---------------------------|-------------|------|
| <20K | 12 | % | 111,276 | 0% | 0% |
| 20K-50K | 14 | % | 448,405 | 0% | 0% |
| 50K-100K | 30 | | 2,115,528 | 1% | 1% |
| 100K-200K | 28 | | 4,136,831 | 1% | 2% |
| 200-300K | 19 | | 4,643,923 | 2% | 4% |
| 300-400K | 7 | | 2,373,166 | 1% | 5% |
| 400-500K | 13 | | 5,903,348 | 2% | 7% |
| 500-600K | 11 | | 6,089,659 | 2% | 9% |
| 600-700K | 6 | | 3,861,617 | 1% | 11% |
| 700-800K | 5 | | 3,784,032 | 1% | 12% |
| 800-900K | 7 | | 5,969,724 | 2% | 14% |
| 1-2M | 24 | | 33,851,696 | 12% | 26% |
| 2-5M | 28 | | 87,325,146 | 31% | 57% |
| 5M+ | 16 | | 120,555,300 | 43% | 100% |
| TOTAL | 220 | | 281,169,652 | 100% | |

Source: DHHS 2007 (unpublished data).

Table 12 shows combined totals for assets, liabilities and equity for 212 not-for-profit community service organisations operating in Tasmania. These 212 organisations represent 58% of the approximately 368 not-for-profit community service organisations in the state. The combined equity of those 212 organisations in 2005/2006 was \$179,749,069. The average equity was \$847,873 and the median \$137,968. As shown in **Figure 4**, as was the case with expenditure, these organisations fall into two main groupings with regards to equity – small and large – with a smaller number of medium sized organisations. This explains the difference between the average and median figures.

Table 12: Combined Financial Balances 2005/2006, Tasmania (n=212)

| | Combined totals | Average | Median |
|--------------------------------|-----------------|--------------|------------|
| Current Assets | \$ 110,761,377 | \$ 522,459 | \$ 127,472 |
| Non-Current Assets | \$ 156,141,391 | \$ 736,516 | \$ 55,244 |
| Total Assets | \$ 266,902,769 | \$ 1,258,975 | \$ 242,378 |
| Current Liabilities | \$ 61,271,405 | \$ 289,016 | \$ 48,733 |
| Non-current Liabilities | \$ 25,882,294 | \$ 122,086 | \$ 1 |
| Total liabilities | \$ 87,153,700 | \$ 411,102 | \$ 57,518 |
| Equity | \$ 179,749,069 | \$ 847,873 | \$ 137,968 |
| | | | |
| No. of organisations | 212 | 212 | 212 |

Source: DHHS 2007 (unpublished data.)

10. Revenue and Expenditure of the Community Services Industry

Revenue for Community Service Provision - Australia

The *AIHW Welfare Expenditure Australia 2002-2003* report states that across Australia, Governments provided 69.3% of total funding for welfare services over the 5 year period up to 2002-2003 (see **Table 13**). This includes welfare services provided by all sectors – government, non-government community service organisations (for-profit and not-for-profit), and households (such as informal carers). The remaining 30.7% of income came from non-government sources. Most of the non-government funding was provided by households (19.2%) through the payment of client fees (child care fees), while non-government community services organisations provided the remaining 11.6% of funding from their own sources (AIHW 2005).

Table 13: Funding of Welfare Services, current prices, Australia, 1998–99 to 2002–03.

| | Government | | | | Non-government | | | Total all sectors |
|---|-----------------|-------------------|------------------|--------|----------------|-------------------------|-------|-------------------|
| | Australian Govt | State & Territory | Local | Total | NGCSOs | Households ^b | Total | |
| Amount (\$ million) | | | | | | | | |
| 1998–99 | 3,771 | 4,362 | 270 | 8,403 | 1,368 | 2,316 | 3,684 | 12,087 |
| 1999–00 | 4,011 | 4,694 | 289 | 8,994 | 1,550 | 2,553 | 4,103 | 13,097 |
| 2000–01 | 4,329 | 5,042 | 274 | 9,645 | 1,620 | 2,760 | 4,381 | 14,025 |
| 2001–02 | 4,945 | 5,490 | 253 | 10,688 | 1,741 | 2,860 | 4,601 | 15,289 |
| 2002–03 | 5,406 | 6,039 | 456 ^a | 11,901 | 2,019 | 3,210 | 5,230 | 17,130 |
| Proportion of total funding (per cent) | | | | | | | | |
| 1998–99 | 31.2 | 36.1 | 2.2 | 69.5 | 11.3 | 19.2 | 30.5 | 100.0 |
| 1999–00 | 30.6 | 35.8 | 2.2 | 68.7 | 11.8 | 19.5 | 31.3 | 100.0 |
| 2000–01 | 30.9 | 35.9 | 2.0 | 68.8 | 11.6 | 19.7 | 31.2 | 100.0 |
| 2001–02 | 32.3 | 35.9 | 1.7 | 69.9 | 11.4 | 18.7 | 30.1 | 100.0 |
| 2002–03 | 31.6 | 35.3 | 2.7 | 69.5 | 11.8 | 18.7 | 30.5 | 100.0 |
| 5-year average | 31.3 | 35.8 | 2.1 | 69.3 | 11.6 | 19.2 | 30.7 | 100.0 |

Source: Table taken from AIHW 2005, Table 3.1 p7

^a Appears to be break in the time series.

^b Households' funding refers to the fees that householders pay to all service providers. Client fees for services provided by the households sector only covers child care services. Data are not available to estimate costs of services provided to older people and to people with disabilities by the household sector

Note: Components may not add to totals, due to rounding.

Community Service Expenditure – Tasmania and Australia

As shown in **Table 14**, the 2002-2003 figures show that the Tasmanian government spent more on welfare, per head of population, than any other state, 30% above the national average. Proportionately, Tasmania spent more on older people and people with a disability as a percentage of State Government welfare expenditure (54%) than other states and territories with the exceptions of Victoria (60%) and South Australia (56%). It spent comparatively more on other welfare services, and less on family and child welfare services, than all other states and territories (AIHW 2005).

Table 14: Average state and territory government funding per person for recurrent expenditure on welfare services, by state and territory, 2002–03 (2005 prices).

| | <i>Tasmania</i> | | <i>National average</i> | |
|---|-----------------|-------------|-------------------------|-------------|
| | \$ | % | \$ | % |
| Older people and people with a disability | 211.52 | 54.3% | 147.22 | 49.0% |
| Other welfare | 125.94 | 32.3% | 67.82 | 22.6% |
| Family and Child welfare | 52.23 | 13.4% | 85.19 | 28.4% |
| Total | 389.82 | 100% | 300.23 | 100% |

Source: AIHW 2005, Table 3.6 p17

In terms of total expenditure for the state, rather than average expenditure per person as in **Table 14**, ABS reported the ranking shown below for industry / program community services expenditure in Tasmania in 2000. This represents the total Government, for-profit and not-for-profit expenditure.

Residential Care (aged and disabled) - \$214.5m

- Intensive residential care - \$134.5m
- Hostel care - \$40.6m

Personal and Social Support - \$55.9

- Individual and family support - \$16.7m
- Support in the home - \$22.5m

Childcare - \$12.8

- Centre based child care - \$10.5

Revenue Sources for Non-government Community Service Organisations (not-for-profit and for-profit).

At a national level, AIHW (2005) state that over the 5-year period from 1998-1999 to 2002-2003 funding from all three levels of government equated to about 47% of the non-government Community Service Industry's revenue. Client fees provided another 30.4% of this revenue and the remaining 22.6% came from their own self-funded sources. However, the relative contributions of government funding and client fees as stated by AIHW differ from the published findings of a national survey of 725 not-for-profit community service organisations commissioned by ACROSS (2006). ACROSS found that the three levels of government provided 69% of these organisations' revenue, while client fees were 10%. The figures for an organisation's own source income were equivalent (21% stated by ACROSS, 22.6% by AIHW).

No readily accessible Tasmanian data could be found to validate whether these national estimates of revenue sources reflect the Tasmanian situation.

The self-funding of non-government community service organisations came from a variety of sources, including:

donations, legacies and bequests, fund-raising activities and opportunity shops. It also includes funding out of commercial income, such as income from employment services (for organisations providing services for people with disabilities). Also included are

interest and dividends received from financial investment, and profits from sale of assets.

(AIHW 2005)

Government Provided Revenue to Community Service Organisations

The best source of information on government funding to not-for-profit community service organisations in Tasmania that was available at the time of writing this report, are the figures from the Grants Unit within the Tasmanian Department of Health and Human Services (DHHS). The Grants Unit distributes all the recurrent funding for the provision of community services. Many of these grants are financed by a combination of State and Australian Government money, however the relative contribution of each government to the total is not available. Data from the Grants Unit does not include a range of non-recurrent funds provided by the State government such as one-off grants and short-term contract work. Aggregated figures for these are unavailable.

The Grants Unit distributed 507 recurrent grants, worth \$120,893,000, to 226 not-for-profit community service organisations in 2005/06, up from 198 organisations in 2004/05 (see **Table 15**). The value of recurrent funding changes little from year to year, with most grants continuing with regular increases according to a negotiated indexation rate that currently stands at 3.6%.

Table 15: Value of all Recurrent Grants to Community Service Organisations, Tasmania, 2004/2005 and 2005/2006.

| Year | No. of Grants | Total value of Grants \$ | Average \$ | Median \$ |
|---------|---------------|-----------------------------|---------------|--------------|
| 2005/06 | 507 | 120,892,661 | 238,447 | 80,733 |
| 2004/05 | 507 | 112,382,910 | 221,663 | 71,660 |

Source: DHHS 2007 (unpublished data.)

The total amount distributed by the Australian government to community service organisations in Tasmania is unknown. When requested, FaHCSIA were able to provide information on \$22.7M of its funding in addition to that distributed through the Tasmanian Grants Unit. However, this \$22.7M is not the total additional Australian government funding distributed, as figures from several funding programs were not provided (FaHCSIA 2008, unpublished data).

The total income from all sources as reported in these organisations' annual financial reports was approximately \$300M in 2005/2006. Therefore, the total government contribution of \$143.6M, mentioned above, from both the Grants Unit and FaHCSIA is only 48% of these organisations' reported income. Local government is also likely to provide some community service organisations with income, but it is unlikely to be much more than 1% (ACOSS 2006). Given the limitations of the data available from government and the discrepancies between the AIHW and the ACOSS estimates of government contributions to the total income of community service organisations (47% and 69% respectively), it is possible that the government contribution reported here is an underestimate of up to \$65M.

Characteristics of Recurrent Grants

Table 16 below shows that while the majority of individual grants are relatively small, most of the money was distributed in grants larger than \$500,000. 64% of grants were for amounts less than \$150,000, however these account for only 15% of the total funding. Conversely, the 10% of grants that were over \$500,000 accounted for 53% of the total funding. The size of grants ranged from under \$600 to over \$3M. This indicates a significant burden of administration for small grants that is borne by both community service organisations and the government.

Table 16: Size and Range of Recurrent Grants to Community Service Organisations, Tas. 2005/2006.

| Size of Grant | No. of Grants | | Total Value of Grants (\$) | | Average (\$) | Median (\$) |
|------------------------|---------------|-------------|----------------------------|-------------|----------------|---------------|
| \$0 to \$50,000 | 154 | 30% | 3,732,939 | 3% | 24,240 | 23,838 |
| \$50,000 to \$150,000 | 174 | 34% | 14,362,611 | 12% | 82,544 | 73,288 |
| \$150,001 to \$250,000 | 56 | 11% | 11,170,430 | 9% | 199,472 | 203,001 |
| \$250,001 to \$500,000 | 74 | 15% | 27,598,920 | 23% | 372,958 | 372,233 |
| \$500,001 + | 49 | 10% | 64,027,761 | 53% | 1,306,689 | 981,795 |
| Total | 507 | 100% | 120,892,661 | 100% | 238,447 | 80,733 |

Source: DHHS 2007 (unpublished data).

Grants Received by Program

The funding allocated from individual grant programs is ranked in order of the amount of money provided from the highest to the lowest amounts – see **Table 17**. Disability Services received over \$58.3M, or 48% of the total funding. This is more than twice as much as was allocated to any other program. The other large programs are Home and Community Care (\$21.8M or 18%) and Population Health (\$13.9M or 11%).

Table 17: Grants Received from each Recurrent Grant Program, Tasmania, 2005/2006.

| Program | Total Grants allocated \$ | | No. of Grants | | Median \$ |
|--|---------------------------|-------------|---------------|-------------|---------------|
| Disability Services | 58,330,424 | 48% | 170 | 34% | 106,100 |
| Home and Community Care | 21,759,435 | 18% | 78 | 15% | 98,478 |
| Supported Accommodation Assistance Program | 13,876,410 | 11% | 56 | 11% | 252,612 |
| Community Support Program | 7,595,694 | 6% | 100 | 20% | 63,192 |
| Mental Health | 5,649,375 | 5% | 33 | 7% | 106,066 |
| Housing Tasmania | 5,121,146 | 4% | 9 | 2% | 409,504 |
| Population Health | 3,450,000 | 3% | 28 | 6% | 57,576 |
| Aged Rural Community Health | 2,022,428 | 2% | 6 | 1% | 273,168 |
| National Drug Strategy | 1,687,293 | 1% | 7 | 1% | 163,573 |
| Alcohol and Drug Service, Hospital and Ambulance, and Palliative Care ^a | 696,674 | 1% | 6 | 1% | nr |
| Early Support Program | 475,900 | 0% | 5 | 1% | 115,700 |
| Illicit Drug Diversion Initiative | 227,881 | 0% | 6 | 1% | 24,851 |
| Grand Total | 120,892,660 | 100% | 507 | 100% | 78,679 |

Source: DHHS 2007 (unpublished data)

^a These three grant programs are reported together due to the small number of grants in each program.

nr - not reported to maintain confidentiality of data

Table 18 shows the range and size of the recurrent grants in the three largest grants programs – Disability Services, Home and Community Care, and Supported Accommodation Assistance Program. In each program the largest number of grants are for relatively small amounts. In each program, 50% of the total number of grants accounts for less than 15% of the total money allocated.

Table 18: Range and Size of Specific Recurrent Grants to Community Service Organisations, Tasmania, 2005/2006

| | Disability | | | | SAAP | | | | HACC | | | |
|-------------------------|------------|------|------------|------|----------|------|------------|------|----------|------|------------|------|
| | # grants | | \$ | | # grants | | \$ | | # grants | | \$ | |
| \$0 to \$50K | 55 | 32% | 1,147,244 | 2% | 17 | 30% | 418,204 | 3% | 21 | 27% | 624,241 | 3% |
| \$50K to \$150K | 38 | 22% | 3,051,314 | 5% | 9 | 16% | 785,653 | 6% | 27 | 35% | 2,249,411 | 10% |
| \$150K to \$250K | 27 | 16% | 5,224,816 | 9% | 3 | 5% | 586,210 | 4% | 10 | 13% | 2,103,669 | 10% |
| \$250K to \$500K | 24 | 14% | 8,122,972 | 14% | 21 | 38% | 8,779,718 | 64% | 10 | 13% | 3,448,912 | 16% |
| \$500K + | 26 | 15% | 40,784,078 | 70% | 6 | 11% | 3,207,860 | 23% | 10 | 13% | 13,166,530 | 61% |
| TOTAL | 170 | 100% | 58,330,424 | 100% | 56 | 100% | 13,777,644 | 100% | 78 | 100% | 21,592,764 | 100% |

Source: DHHS 2007 (unpublished data).

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Appendix

Table 19: Key ABS Statistics describing the structure of the Non Government Community Services Sector 1995-96 to 1999-2000, Australia

| | For-profit | | | | Not-for-profit | | | | Total non-government | | | |
|--|------------|---------|--------|-------|----------------|---------|---------|-------|----------------------|---------|---------|-------|
| | 95/96 | 99-2000 | Abs ch | % ch | 95-96 | 99-2000 | Abs ch | % ch | 95-96 | 99-2000 | Abs ch | % ch |
| No. organisations | 2,115 | 2,800 | 685 | 32.4 | 5,403 | 5,938 | 535 | 9.9 | 7,518 | 8,738 | 1,220 | 16.2 |
| Direct service provision employment | 56,445 | 60,082 | 3,637 | 6.4 | 114,660 | 168,161 | 53,501 | 46.7 | 171,105 | 228,243 | 57,138 | 33.4 |
| Indirect employment | 14,020 | 4,281 | -9,739 | -69.5 | 65,981 | 49,677 | -16,304 | -24.7 | 80,001 | 53,958 | -26,043 | -32.6 |
| Total employment | 70,465 | 64,363 | -6,102 | -8.7 | 180,641 | 217,838 | 37,197 | 20.6 | 251,106 | 282,201 | 31,095 | 12.4 |
| Ratio of direct to indirect employment | 80.1 | 93.3 | 13 | 16.5 | 63.5 | 77.2 | 14 | 21.6 | 68.1 | 80.9 | 13 | |
| Volunteers | 3,926 | 3,111 | -815 | -20.8 | 212,916 | 278,347 | 65,431 | 30.7 | 216,842 | 281,458 | 64,616 | 29.8 |
| Ratio of volunteers to total employment | 5.6 | 4.8 | -0.7 | -13.2 | 117.9 | 127.8 | 10 | 8.4 | 86.4 | 99.7 | 13 | |
| Expenditure on community services activities (\$m) | 1,862.5 | 2,113.3 | 250.8 | 13.5 | 4,990.3 | 7,086.2 | 2,096 | 42.0 | 6,853 | 9,200 | 2,347 | 34.2 |
| Average dir employment per org | 26.7 | 21.5 | -5.2 | -19.6 | 21.2 | 28.3 | 7.1 | 33.4 | 22.8 | 26.1 | 3.4 | 14.8 |
| Average indir employment per org | 6.6 | 1.5 | -5.1 | -76.9 | 12.2 | 8.4 | -3.8 | -31.5 | 10.6 | 6.2 | -4.5 | -42.0 |
| Average tot employment per org | 33.3 | 23.0 | -10.3 | -31.0 | 33.4 | 36.7 | 3.3 | 9.7 | 33.4 | 32.3 | -1.1 | -3.3 |
| Average exp per org (\$m) | 0.9 | 0.8 | -0.1 | -14.3 | 0.9 | 1.2 | 0.3 | 29.2 | 0.9 | 1.1 | 0.1 | 15.5 |
| Average volunteers per org | 1.9 | 1.1 | -0.7 | -40.1 | 39.4 | 46.9 | 7.5 | 19.0 | 28.8 | 32.2 | 1.9 | 1.1 |

Source: ABS 2001: Table 2.1