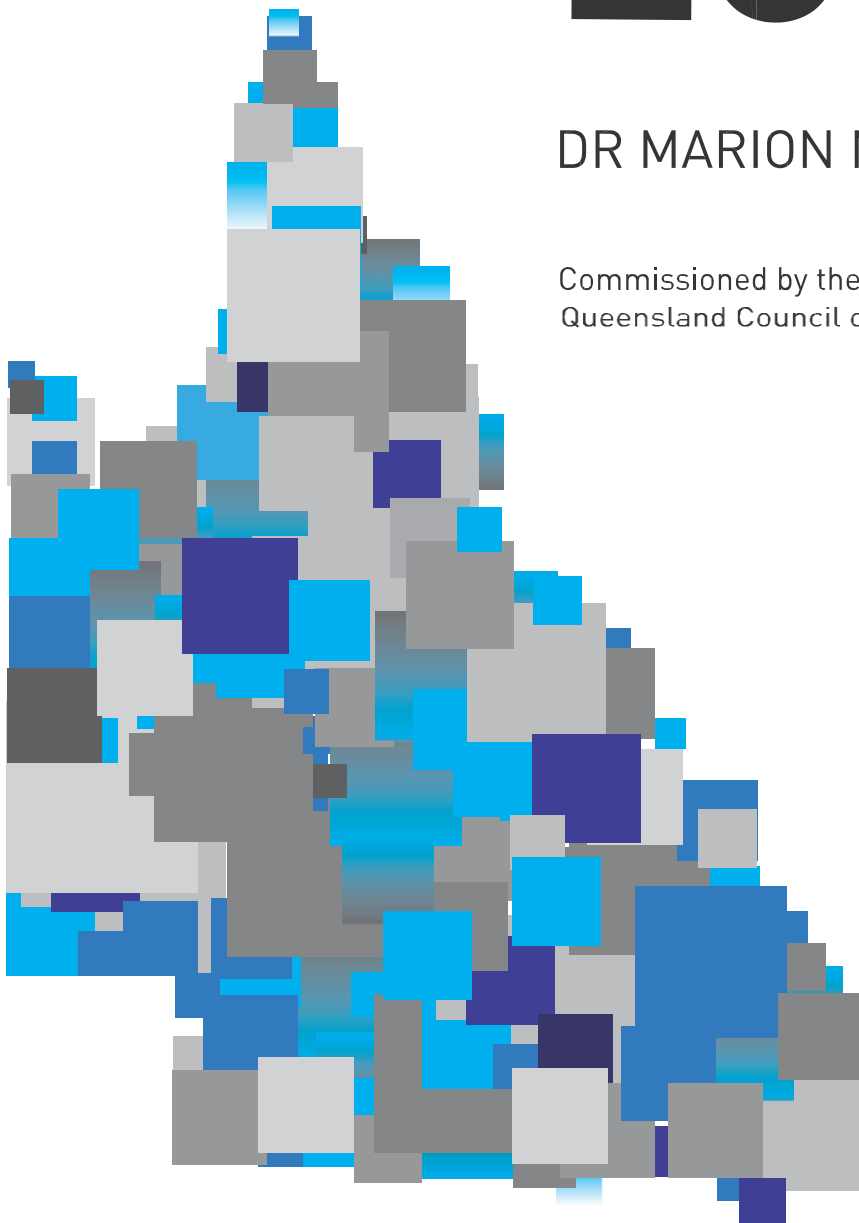


THE QUEENSLAND COMMUNITY SERVICES SECTOR 2010

DR MARION NORTON

Commissioned by the
Queensland Council of Social Services



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Community Services Sector Queensland 2010

CONTENTS

Tables	2
Figures	3
Appendices	4
Preface.....	5
Executive Summary.....	1
<i>Highlights of Chapter 1</i>	3
1. What are Community Services?	4
1.1 Defining the Scope	4
1.2 Sector Alliance and Peak Body Perspective	8
1.3 National Data Collections	9
1.5 Community Service Qualifications	11
1.6 The Community Services Sector	12
<i>Highlights of Chapter 2</i>	14
2. Who are Community Service clients?.....	15
2.1 Queensland's Demographics.....	15
2.2 Economic Indicators	17
2.3 Inequality and Poverty	19
2.4 Summary of Factors of Disadvantage	21
<i>Highlights of Chapter 3</i>	22
3. How Are Services Provided?	23
3.1 Types of Community Services	23
3.2 Service Focus	24
3.3 Service Intensity	25
3.4 Numbers of Services or Recipients	26
3.5 Services and Organisations.....	29
3.6 Summary of Community Services Delivery	36
<i>Highlights of Chapter 4</i>	37
4. What are the sources of funding?.....	38
4.1 Not-for-profit Organisation Funding Sources.....	38
4.2 Receipts and Expenditure for Queensland Community Services.....	39
4.3 Sources of Government Funding.....	42
4.4 Commonwealth Government Funded Programs	43
4.5 State Government Funded Programs.....	46
4.6 Local Government Funding	50
4.7 Summary of Funding	50
<i>Highlights of Chapter 5</i>	52
5. Who are the Workers?.....	53
5.1 The Community Service Sector Workforce	53
5.2 Queensland Workers in Core Community Service Industries	54
5.3 Community Service Occupations.....	66
5.4 Community Services Activity 2008-2009	89
5.5 The Future Workforce	90
5.6 Summary of Community Services Sector Workforce	91
<i>Highlights of Chapter 6</i>	94
6. What is the Value of the Community Services Sector?	95
6.1 What Constitutes Value?	95
6.2 Community Services as a Commodity.....	97
6.3 Measuring Non-monetary Value	100
6.4 Summary: What is the Value of the Community Services Sector?	103

TABLES

Table 1	Percentage of residents in each Queensland statistical division requiring assistance with core disabilities by age group.....	16
Table 2	Percentage aged 25 to 64 years with year 12 completion and post-school qualifications by age groups, Queensland and Australia.....	17
Table 3	Annual and weekly income, Queensland and Australia.....	17
Table 4	Weekly income of selected households, Queensland and Australia.....	18
Table 5	Aspects of services.....	25
Table 6	Number of organisations providing particular programs and services in Queensland.....	26
Table 7	Number of businesses conducting community service activities, Queensland and Australia, June 2009.....	30
Table 8	Number of non-government businesses conducting community service activities by industry type and business type.....	31
Table 9	Number of organisations funded by Department of Communities by program areas.....	32
Table 10	Estimates of community service organisations in Queensland.....	36
Table 11	Percentage of each funding source for Australian not-for-profit community service organisations.....	38
Table 12	Percentage of income from each income source by community service category, Australia.....	39
Table 13	Government expenditure on community services (CS) in Queensland 2008-09.....	39
Table 14	Estimated expenditure of Queensland non-government organisations on community service activity 2008-2009.....	40
Table 15	Expenditure on direct service delivery by non-government businesses with community service activity.....	41
Table 16	Percentage of FAHCSIA funding allocated by community service category.....	43
Table 17	Number and percentage of FAHCSIA grants 2008-09 by various funding levels.....	43
Table 18	Queensland's real government direct service delivery expenditure by disability service type.....	44
Table 19	Percentage increase in funding for disability services 2004-05 to 2008-09, Queensland and Australia.....	44
Table 20	Queensland Child Care funding 2008-2009.....	45
Table 21	Government expenditure on aged care services (2008-09).....	46
Table 22	Department of Communities allocations to 'non-government' service providers 2008-2009.....	46
Table 23	Number of Queensland Health grants (2008-09) and funding allocated by type of service.....	47
Table 24	Community health funding allocation to not-for-profit organisations by health care issue.....	47
Table 25	Recipients of services through Queensland Health community health grants.....	48
Table 26	Number of community health grants by amount allocated.....	48
Table 27	Funding to community services from gambling community benefit funds 2008-2009.....	49
Table 28	Allocation of gambling benefit funds by primary target group 2008-2009.....	49
Table 29	Estimates of expenditure/receipts on community services in Queensland.....	51
Table 30	Summary of government funding for community services from Section 4.4 to 4.6.....	51
Table 31	Percentage of male and female workers in core community service industries.....	56
Table 32	Age of core community service industry workers.....	56
Table 33	Percentages of core community services industry workers and population in Queensland regions.....	57
Table 34	Number of persons per worker by core community service industries.....	58
Table 35	Percentage of males and females in core community service industries by hours worked.....	59
Table 36	Percentage of male and female workers in core community service industries with post-school qualifications.....	61
Table 37	Number and percentage of male and female workers in core Queensland community service industries by occupation.....	62
Table 38	Number of carers by occupation type and industry subgroup.....	62
Table 39	Number of professionals in core community service industries.....	63
Table 40	Number of clerical and administrative workers in core community service industries.....	63

Table 41	Number of managers in core community service industries	64
Table 42	Number of male and female community service workers by occupation and age.....	71
Table 43	Percentage of male and female community service sector managers by age and occupation (n=3492)	72
Table 44	Number and percentage of Aboriginal and Torres Strait Islander community service workers by sex and occupation	73
Table 45	Number and percentage of Aboriginal and Torres Strait Islander social and welfare professionals by sex and occupation	73
Table 46	Ratio of community service workers to population.....	74
Table 47	Ratio of social and welfare professionals to population	75
Table 48	Ratio of community service sector managers to population	75
Table 49	Percentage of community service workers by remoteness.....	76
Table 50	Percentage of community service workers by remoteness.....	76
Table 51	Percentage of social and welfare (SW) professionals and general population by remoteness.....	77
Table 52	Percentage of social and welfare professional occupations by remoteness	77
Table 53	Percentage of male and female managers by remoteness	77
Table 54	Percentage of community service workers by labour force status and sex	78
Table 55	Percentage of social and welfare professionals by labour force status and sex	79
Table 56	Percentage of community services sector managers by labour force status and sex	79
Table 57	Percentage of community service workers by hours worked and sex	80
Table 58	Percentage of community service workers by occupation, hours worked and sex	80
Table 59	Percentage of social and welfare professionals by hours worked and sex	81
Table 60	Percentage of Queensland workforce, community service workers and social and welfare professionals by income level and sex.....	81
Table 61	Percentage of community service workers by income and sex	82
Table 62	Percentage of social and welfare professionals by average weekly income	82
Table 63	Percentage of male and female community service workers by post-school qualification	83
Table 64	Percentage of community service workers by post-school qualification and occupation	84
Table 65	Percentage of male and female social and welfare professionals by qualification level	84
Table 66	Percentage of social and welfare professionals by post-school qualification and occupation.....	84
Table 67	Percentage of male and female community sector managers by qualification level	85
Table 68	Number of core occupation groups by industry of employment.....	87
Table 69	Percentage of community service workers by industry sector and occupation	87
Table 70	Percentage of social and welfare professionals by industry sector and occupation.....	88
Table 71	Percentage of workers in states and territories by occupation category	88
Table 72	Number of persons per worker for each state and territory	89
Table 73	Employees and volunteers in Queensland community services sector 30 June 2009	90
Table 74	Composition of workforce in community service industry and occupations.....	92
Table 75	Expenditure on direct community services activities by Queensland businesses/organisations with community services activity.....	102
Table 76	Output measures for direct community services by Queensland businesses and organisations with community service activity	103
Table 77	Estimates of monetary value of Queensland's non-government community services sector.....	104

FIGURES

Figure 1	The Community services sector	4
Figure 2	Community initiated responses	5
Figure 3	Government initiated responses.....	6
Figure 4	The community service sector's links with other human services	12
Figure 5	The community services sector	13
Figure 6	Contribution of government pension and allowances to income	18
Figure 7	Tenure and landlord type 2007-2008	20

Figure 8	Community Services Activities	24
Figure 9	Occupations and industries that comprise the community service workforce.....	54
Figure 10	Queensland non-government workers in core community service industries	55
Figure 11	Percentage of each core community service industry by sex	55
Figure 12	Aboriginal and Torres Strait Islander workers in core community service industries	57
Figure 13	Percentage of workers in core community service industries by labour force status.....	58
Figure 14	Percentage of male and females in core community service industries at each pay point.....	60
Figure 15	Percentage of workers at three income levels for each core community service industry.....	60
Figure 16	Number of male and female labourers by sex and occupation subgroup	64
Figure 17	Percentage of technicians and tradeworkers in core community service industries (n=2132)	65
Figure 18	Percentage of salesworkers in core community service industries (n=784)	65
Figure 19	Percentage of machinery operators and drivers in occupation subgroups (n=591).....	66
Figure 20	Percentage of community service workers by occupation type in all industries.....	67
Figure 21	Percentage of community service professionals by occupation type (n=8606)	68
Figure 22	Percentage of males and female community service workers by occupation	69
Figure 23	Percentage of males and female social and welfare professionals by occupation	69
Figure 24	Number of community service sector managers in each occupation by sex	70
Figure 25	Percentage of male and female community service workers by age	70
Figure 26	Percentage of male and female social and welfare professionals by age group	71
Figure 27	Number of community services managers in each occupation by age	72
Figure 28	Percentage of male and female community service workers by labour status	78
Figure 29	Percentage of males and female social and welfare professionals by labour force status.....	79
Figure 30	Number of staff engaged in the community services sector.....	91

APPENDICES

Appendix 1	Members of Futures Forum	105
Appendix 2	Community service occupations from Community Services Training Package (S1.5)	106
Appendix 3	Community services in Brisbane City Area	109
Appendix 4	FACHSIA grant funding	111
Appendix 5	DEEWR grant funding	112
Appendix 6	Peak bodies in the community services sector	113
Appendix 7	Department of Communities grant funding	114
Appendix 8	Variables used in tables and figures	115
Appendix 9	ANZSIC Definitions	117
Appendix 10	ANZSCO Definitions	118

PREFACE

Every day, tens of thousands of Queenslanders benefit from the contribution of 100 000 community service workers, within an estimated 1500 not-for-profit and 1000 profit community service organisations, supported by thousands of volunteers.

The services they provide cover all ages and all facets of our community life—from before birth to after death. Services are diverse and complex, ranging from timely education and information as a problem looms, strategies to prevent serious harm, responses to crises, and activities to boost community belonging and self-worth.

The change in the sector in the past 10 years has been extraordinary, in response to accountability and regulatory requirements, population growth, increased demand for services, outsourcing of public services, competitive markets, the development of standards, licensing and accreditation, and rising fixed costs. The sector's capacity to change is testament not only to the ability and professionalism of sector workers and those who support them, but also to their perseverance, commitment and resilience.

This report brings together as much information as possible about the extent of the need within the community, the services and organisations delivering services, income and expenditure, the workers, and the overall value of the sector.

It has been my intention to present as much data as possible, based on publicly available sources, to provide information for reflecting, planning, critiquing and making judgements. The report shows that there is now more data available than previously and governments are to be applauded for policies that recognise the benefits of openness and right to information. Differences in definitions and scope limit the value of comparisons across time and jurisdictions. Therefore interpretation of the data needs to be done with extreme care and further research will be needed to test assumptions. Inevitably, some sources of data may have been overlooked, but I hope that this report will provide a foundation for understanding the scope, diversity and contribution of a very important industry sector.

I would like to sincerely thank the Queensland Council of Social Services for commissioning this project and for the support and assistance of John Mikelsons and Lyndall Hulme in its development. Thank you also to the several public servants and community services staff who helped me understand the intricacies of the community services sector. Last, but not least, thank you to Amanda Musumeci and Hannah Murphy who assisted in the editing and presentation of the document.

Marion Norton



EXECUTIVE SUMMARY

Nationally, the Health and Community Service industry has experienced the strongest growth in employment in the last ten years and is now the largest industry sector in Australia, representing 11.3% of employees. During that time, the range and complexity of services has increased and the small charitable organisations with bands of helpers in the 1990s, receiving untied grants from government to assist them with their good works, have become sophisticated businesses with multi-million dollar budgets and clearly specified outputs.

The growth in the sector is projected to continue, with an expected increase of 3.3% per year in employment to 2014. This growth is underpinned by the increase in the number of frail aged people at one end of the spectrum and at the other, by the continued need for quality child care, as parents return to work to meet financial pressures and maintain their workplace skills. In between, there is a vast array of community service responses reflecting the crucial role that social programs play in achieving the community's economic goals and their expectation of a 21st century civil society.

The community services sector is a significant component of the health and community service industry—and on many occasions the boundaries blur—particularly when it comes to the client whose care may involve medical staff, allied health and community health services. With its broad mandate for those in the community who are disadvantaged, the community services sector ventures also into education and training, employment, law, arts, sports and recreation, accommodation and transport, where these industries provide the expertise and services for individuals and communities who need a hand-up.

The growth of the community services sector nationally has been driven largely by acceptance of responsibility for social outcomes by governments and the outsourcing of public services to the non-government sector, which have brought with it, industry standards, professionalisation and accountability. In fact, the sector has grown up.

Queensland is no different. Since 2000, the community services sector has seen considerable growth in funding and staff along with a population increase of 24%. This report provides a comprehensive picture of the community services sector in Queensland.

The first chapter presents views on what constitutes the community services sector. The underlying requirement to be considered a community service activity is that the purpose is to reduce poverty and hardship. Community service is defined by the nature of the client, rather than the employee or the business.

The second chapter outlines the level of need in Queensland. Queensland has historically been behind national levels in spending and services in the community sector and there has been a high level of unmet need. Since 2001, Queensland's high workforce participation rate, low unemployment rate and rapid wage increases have improved the average level of income. However, at the same time Queensland's consumer price index has risen to be the highest in Australia. Increased household costs, particularly for housing, power and fuel, have hit those who have not benefited from wage rises and the level of inequality has grown. Forty-four percent of people receive less than \$400 per week and only 18.5% receive \$1000 or more per week. The average worth of households is less than 90% of the national figure.

Chapter 3 provides an overview of the service system. The recent Australian Bureau of Statistics (ABS) survey of businesses conducting community service activities estimated there were over 2200 non-government businesses operating in Queensland in over 5000 locations. These figures line up with the number of organisations listed as recipients of government funding across a wide range of social programs. There is no way of estimating the number of Queenslanders who receive services annually, nor the number of services delivered. However some programs which have reliable usage data illustrate the extent and range of services.

Chapter 4 identifies the funding sources for community services activity from a whole of government perspective and from an analysis of grants allocated by government departments with key responsibilities for social outcomes. Significant increases have been made to funding since 2000 but Queensland is below its relative proportion of national expenditure on residential care and personal and social support and above for child care. Estimated government expenditure in 2008-09 was \$4b and the total receipts of the sector from all sources were estimated to be in excess of \$5.3b.

A detailed analysis of the community services workforce in Chapter 5, based on the *2006 Census of Population and Housing*¹, shows that the sector employed close to 100 000 workers who contributed 112 million hours, averaging 30 hours per week. In 2006, they earned \$2.8b, an average of \$28 000 per annum—equivalent to \$18 per hour. The majority of staff in the sector are females (80%), part time workers (45%) and over 45 years of age. This investigation breaks down the workforce by industry and by occupation to show workforce participation patterns by age, sex and location. The skill level of the workforce is relatively high compared to other industry sectors and there is a sizeable portion of workers (21%) who are studying, which may, in part, account for the high level of part time work.

Based on the ABS survey of the community services sector, there were 10 volunteers for every 16 paid workers in Queensland in 2008-09.² Some 66 000 volunteers generated over 6 million hours of work in one year, equivalent to an additional 3000 full time staff. Safe and effective use of this extra capacity depends on the sector having access to the level of infrastructure, resources and support that volunteer staff require.

The final chapter explores the concept of value of the community services sector. While value traditionally is expressed in monetary terms, it is essential in this sector to also consider non-monetary value. There is a risk that economic drivers will drown out the goals and strategic intent that are really the most important, and are fundamental to the organisations that were established to serve people needing help. Any of us who have someone needing care knows that it is not just the bandage replacement that matters—but the way in which the person is spoken to and respected—the attribute of caring that is hard to define. These non-quantitative concepts face measurement constraints as we attempt to capture the human element of the multi-layered, intangible, long term nature of community service work.

Funders, donors and the community as a whole expect community service organisations to maximise spending on direct service delivery and minimise administrative costs. However these organisations are driven, to an even greater extent than other sectors, to meet high public expectations of safety, accountability and service quality. Complex reporting, regulatory compliance, high risk management, multiple income streams and responsibility for vulnerable people require high levels of expertise, not only of the professionals providing the services, but in all aspects of corporate management. Research and evaluation expertise is also needed to determine the value of the service to individuals or the community and to assess whether the intervention has achieved its intended outcome. Rather than being discretionary, these back-end costs provide the foundation for efficiency and effectiveness that are critical to achieving the optimal value of the sector.

This wide-ranging account of the Queensland community services sector provides a point of reference for the next decade. It can be used for planning, comparing and reflecting at the local level as well as on a state-wide basis. It highlights gaps in data, some of which could be resolved with modest cost and minimal impost on busy organisations. It shows the enormity of effort that occurs every day and gives some insight into the immeasurable benefits that a vast army of workers and volunteers provides to so many Queenslanders.

¹ Australian Bureau of Statistics 2006 *Census of Population and Housing*.

² Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696.

WHAT ARE COMMUNITY SERVICES?

- The community services sector is dynamic, diverse and responsive to changing needs. The scope varies across jurisdictions and organisations and changes over time.
- For many, the definition of the community services sector is value-based. It is centred on the reason behind the activity – to reduce poverty and hardship and create a fair society. It is defined by the nature of the client, rather than the employee or business.
- The complexity of the needs of the clients is reflected in the complexity of the sector, moving towards interwoven and integrated services.
- Roles in community services have expanded as the sector has become more business-like. It now includes a wide range of generic occupations including trades, transport, administrative and corporate service staff.
- The sector is both organic – that is, it emerges ground-up as individual needs arise, and strategic – that is, it evolves through government-led initiatives to achieve social and economic benefits for the community.
- Attempts to standardise data in order to describe the sector and its achievements are restricted by its adaptable and versatile nature, multiple layers and policy drivers, and intangible and inexpressible benefits.
- The community services sector is mutually dependent with other human service areas including education and training, employment, health, law and corrections.

1. WHAT ARE COMMUNITY SERVICES?



Figure 1 The Community services sector

1.1 DEFINING THE SCOPE

Community service workers provide services to people in need through a vast array of types of services, organisational structures and community settings. As Figure 1 shows, the community services sector incorporates the recipients of services, workers involved in providing services, the service delivery system and the community in which the services occur.

This chapter explores the scope and boundaries of the community service sector from a range of perspectives including peak body and sector alliances, government entities, national statistical collections, and the training and education sector.

Mapping the community services sector is complicated by the various approaches and boundaries that have developed within the sector and by those supporting or observing the sector. In general, community and welfare services are considered together, however there is considerable blurring between health and community services—especially in relation to aged care services.

Other areas of ambiguity include:

- employment services where labour hire, job-matching, recruitment and placement services and workforce skills training are provided by both profit and non-profit organisations for the broad population as well as for people who are disadvantaged through low income, low skill levels, disability and chronic health issues
- child care services where the education and health components are not included, but the community services sector is interested in positive and safe child development through risk prevention, early intervention, secondary and tertiary responses

- adult education which includes parenting education and other areas of self-development, rehabilitation and personal care, contributing an important preventative and support component—but inseparable from the large number of adult hobby and vocational courses for all.

To some extent, the convolution of services has developed because service delivery has been shaped to cater for a holistic view of people's needs, such that meeting a person's health and welfare needs concurrently and seamlessly is a preferred practice. In other respects, it reflects the lack of recognition and understanding of the community services sector and its 'poor cousin' status until recently.

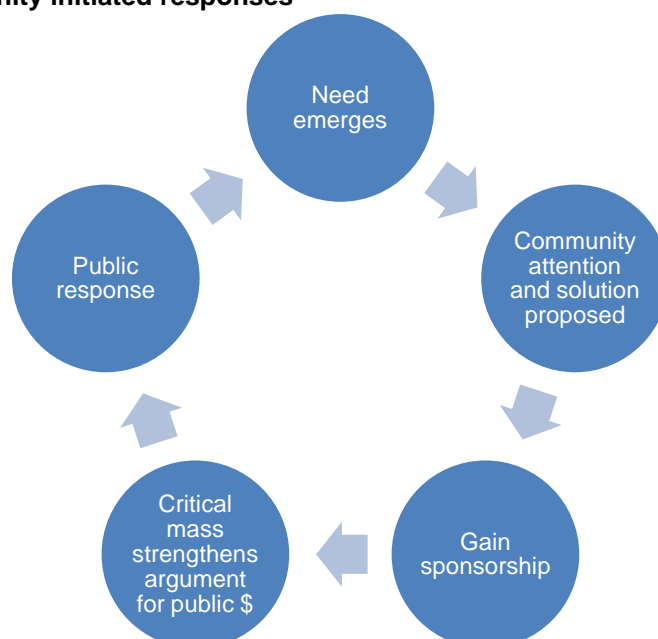
Until the last decade, a large number of services were delivered by government, so activity was incorporated into counts of public servants and public expenditure. Charities attempted to fill in the gaps with additional services, aided by small grants, a huge voluntary commitment and public donation. With governments taking on a responsibility for social outcomes (perhaps primarily to achieve economic outcomes) and following international trends to outsource services, the number and types of services delivered by non-government organisations expanded. This trend gave them a firmer financial base and placed the community services sector as a critical ally in achieving government social and economic performance objectives.

Expanding and contracting community services

The scope of the sector constantly evolves with both government and the community adopting the roles of initiator and responder. Typically, new services are triggered by the community through the following process (Figure 2):

- A need is identified locally—from one case, to a number of cases showing a trend.
- People close to an individual case express the need for help and draw the community's attention.
- Initiators pull resources in the form of volunteers, funds and sponsorship. The corporate sector engages with community organisations in order to meet community service obligations and gain public good will, while celebrities use their high profiles to promote the cause and captivate the public.
- As the service develops and widens to other community members, the benefits to be gained by individuals and the community and the need for resources are publicised. Proponents become skilled in marketing and public relations to gain community recognition, financial and non-financial support.
- With sufficient evidence of public benefit aligned to political aspirations, the service enters the public policy domain and vies for public dollars.
- The need is re-defined as new worthy recipients are identified—and the cycle continues.

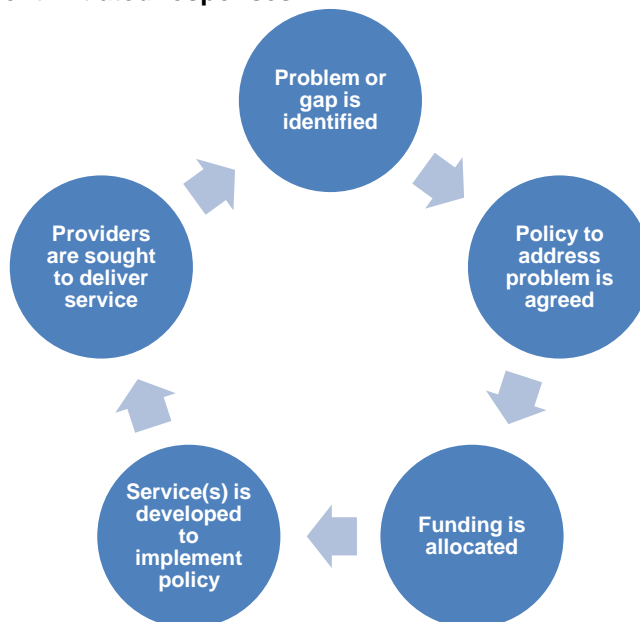
Figure 2 Community initiated responses



Government also initiates community sector responses through establishing policy in line with their strategic objectives, election promises and party platform, assigning funding and purchasing services. Figure 3 suggests the following program development cycle:

- A community problem or gap is identified through comparisons with other jurisdictions (e.g. homelessness rate), public outcry or lobbying, a politician's particular interest or experience, components of a larger agenda (e.g. reducing poverty).
- Either the issue is incorporated into an existing policy area or a new policy is developed within the context of legislation, regulation, the broader policy environment shaped by party ideology and analysis of responses to the same issue in other jurisdictions.
- A budget source is approved.
- The best service delivery option to implement the policy is developed through consultation, debate and analysis of evidence. Evaluative processes incorporated into the program design support accountability, management of risk, and reflection on the program's effectiveness.
- Providers are sought to deliver the service. Special-purpose organisations may be established, existing organisations may expand to include a new program, or organisations may reinvent themselves as the government policy direction changes.

Figure 3 Government initiated responses



In the past 10 years, both state and federal governments have supported the growth of capability in the health and community services industry. Competitive purchasing policies have been used to expand services and to improve quality and efficiency within the sector in order to increase the value of services delivered and to maximise social and economic outcomes.

In both community and government initiated responses, drivers for action tend to be:

- fairness—sharing public resources for a more equitable society
- utilitarian—increasing the productive contribution of all to the community/reducing the cost to society of more expensive services
- respect and value for every person, relief of suffering, social justice.

Contraction of community services tends to be initiated by government rather than the community. As government priorities and focus change, funding is withdrawn—sometimes with little notice. Community organisations may be reluctant to withdraw services from their clients and many continue unfunded programs through their own resources, with increased use of volunteers and reduced paid staff. As most

community organisations are values-driven, it is not just a business decision but is bound by commitment to their organisational aims, their code of practice and their perceived obligations to those they serve. For this reason, many organisations have developed their own income streams, for example through social enterprises, so they are in control of their strategic direction and are not as heavily impacted by the external environment.

While the community services sector is generally considered to be the arena for not-for-profit organisations, private sector 'for profit' organisations have entered some sections of the 'market place', particularly:

- aged care
- child care
- disability services
- employment, recruitment and placement services.

Expanding community service roles

As a consequence of community services moving to a central platform of public policy, the professionalism of organisations has grown and expertise in business administration and management has become essential in order to compete and meet efficiency, quality, accountability and regulatory requirements. Thus, the number of occupations involved in community and welfare services now extends well beyond 'community and personal service workers' and 'social and welfare professionals'. Additionally, these specific community service occupations appear in a wider range of industries than expected within the boundaries of 'health and community service industries'. The broad range of occupations and industries involved in community services is articulated in Chapter 3 and staffing characteristics are detailed in Chapter 5.

Consistency and availability of data

This report brings together a wide range of data to demonstrate what is available from various sources and to identify gaps in current data collections.

One consequence of the client-driven, responsive nature and rapid growth of the community services 'industry' from its former, independent charitable base is the difficulty in maintaining standardised terminology across the sector. In 2002 the Australian Institute of Health and Welfare established the National Classifications of Community Services³, which covers the broad range of community services administered or funded by government community services agencies and/or provided by non-government organisations. However, this system has not been widely known and boundaries have stretched and contracted depending on the conceptual framework of particular policy directions or pragmatic attempts to steer finite resources equitably and fairly amidst seemingly boundless demand.

Thus, variations in definitions and scope of the sector, amidst the complexity of inter-related services and processes, make it hard to gather consistent numeric data that can be used for comparative purposes and for aggregates. Data provided by organisations as a requirement of reporting are used to determine individual organisational accountability and, at best, may be collated to assess the efficacy of a single program. However, privacy legislation limits the extent to which data can be combined across programs so data is rarely collated or presented in a manner that can measure accumulative outcomes—particularly across portfolios and disciplines. Thus information that can be used for effective planning, forecasting and reporting results by providers and funding bodies is somewhat limited.

³Australian Institute of Health and Welfare 2003 *National classifications of community services. Version 2.0.* cat no. HWI 40. Canberra.

1.2 SECTOR ALLIANCE AND PEAK BODY PERSPECTIVE

The Queensland Community Services Futures Forum (Futures Forum) is an independent coalition of over 40 state-wide human services, peak organisations, service providers and networks in Queensland that serves as a vehicle to identify state-wide strategic issues of concern for the sector and to explore collaborative action to address these issues.⁴ The Futures Forum developed the Queensland Community Services Sector Charter⁵, which identifies the sector, what they stand for, and a shared vision of what they aim to achieve:

The Community Services Sector incorporates service delivery, community development, social justice, and advocacy organisations operating across a range of areas, including but not limited to: health, housing, employment, disability, aged care, services for children and young people, Indigenous affairs and multicultural affairs.

The Charter states: Inclusion in the community services sector is less about the specific service being provided and more about commitment to a set of shared values...and an organisation's status as not-for-profit and community based.

Shared values for the community services sector expressed in the Charter are:

- human rights
- individual and community wellbeing
- diversity
- Aboriginal and Torres Strait Islander self-determination
- cooperation and participation
- excellence
- independence.

The Australian Council of Social Services (ACOSS) is the national peak body for community and welfare services. The ACOSS vision is for *a fair, inclusive and sustainable Australia where all individuals and communities have the resources they need to participate in and benefit from social and economic life*. ACOSS aims to:

*...reduce poverty and inequality by developing and promoting socially, economically and environmentally responsible public policy and action by government, community and business while supporting non-government organisations which provide assistance to vulnerable Australians.*⁶

Similarly, the Queensland Council of Social Services (QCOSS) adopts a broad view based on need rather than service type in representing Queenslanders affected by poverty and inequality. QCOSS provides leadership across the social, health and community sectors. Members include not-for-profit organisations providing services including child care, aged care, disability, child, youth and family support, multicultural/migrant, child safety, domestic/sexual violence, housing, employment placement and training, counselling, health, neighbourhood and community centres, community development, financial, drug and alcohol, and Aboriginal and Torres Strait Islander services.

⁴ <http://www.futuresforum.org.au/> See list of members in Appendix 1.

⁵ Futures Forum 2007 *Queensland Community Services Sector Charter 2007*
http://www.qcooss.org.au/upload/658__Charter%20August%202007.pdf

⁶ Australian Council of Social Services 2009 *Submission to the Productivity Commission: The Contribution of the not-for-profit sector*.

1.3 NATIONAL DATA COLLECTIONS

Australian Institute for Health and Welfare

The Australian Institute of Health and Welfare (AIHW) is Australia's national agency for health and welfare statistics and information.⁷ Its mission is to provide *better information and statistics for better health and wellbeing*. The AIHW includes the following services in the community services sector⁸:

- child care services, including pre-schools, but excluding services whose primary focus is education
- child protection services
- juvenile justice services whose primary focus is not related to the justice system as such (e.g. not including custodial sentences or orders)
- certain other child, youth and family services, where the primary focus is on the wellbeing of children and families but not related to health, social security and education
- disability services where the primary focus is not health related
- aged care services where the primary focus is not health related (excludes registered and enrolled nurses in hospitals, nursing homes and community health centres)
- housing services
- supported accommodation and crisis services.

The Community Services Activities Classification 2002 established a framework for categorisation of all community service functions.⁹ National Minimum Data Sets (NMDS) have been developed for several sub-sectors of the community services sector providing considerable clarity about the scope of those sub-sectors and about measures of inputs, outputs and outcomes, to enable comparability across jurisdictions¹⁰:

- *Children's Services NMDS (2008)*
- *Commonwealth State/Territory Disability Agreement (CSTDA) NMDS–1 July 2006*
- *Juvenile Justice(2005-06)*
- *Supported Accommodation Assistance Program (SAAP) Administrative NMDS (2008)*
- *Supported Accommodation Assistance Program (SAAP) Client Collection NMDS (2008)*
- *Supported Accommodation Assistance Program (SAAP) Demand for Accommodation NMDS (2008)*
- *Child protection and support services (CPSS) Out-of-home care NMDS pilot (2008)*
- *Child protection and support services (CPSS) Notifications, investigations and substantiations NMDS pilot (2008)*
- *Child protection and support services (CPSS) Care and protection order episode NMDS pilot (2008).*

The following health sector national minimum data sets are also relevant:

- Community mental health care (NMDS 2009-10 and 2010-11)
- Alcohol and other drug treatment services (NMDS 2008-2010 and 2010-2011).

The National Housing Assistance Data Dictionary (NHADD) provides data descriptions for the housing sector.¹¹

⁷<http://www.aihw.gov.au/aboutus/index.cfm>

⁸See more detailed description in Figure 8, Chapter 3.

⁹Australian Institute of Health and Welfare 2003 *National classifications of community services* Version 2.0 cat no. HWI 40 Canberra.

¹⁰Australian Institute of Health and Welfare 2008 *The National Community Services Data Dictionary (NCSDD)* Version 5 cat no. HWI 102 Canberra. The NCSDD is a national resource which community services authorities use to ensure the consistency and comparability of all data collected under the scope of the National Community Services Information Agreement (NCSIA). The data dictionary contains definitions and value domains that are endorsed as national standards for use by those collecting community services data in Australia. AIHW's online metadata registry integrates data and information for the National Community Services Data Dictionary, the National Health Data Dictionary and the National Housing Assistance Data Dictionary.

¹¹Australian Institute of Health and Welfare 2006 *National Housing Assistance Data* Version 3 cat no. HOU 147 Canberra.

The Report of Government Services

The *Report of Government Services* (ROGS) is an annual publication of the Productivity Commission that presents data to enable ongoing comparisons of the efficiency and effectiveness of Commonwealth and State government services, including intra-government services.¹² The collection is facilitated by sectoral working parties that provide expert input in developing performance indicators and measures and subsequent reporting. The publication includes health, school education, vocational education and training, housing, children's services, police, courts and corrective services, aged care, disability and protection and support services, and emergency management.

The *Report of Government Services 2010* describes community services activities as typically those activities *which assist or support members of the community in personal functioning as individuals or as members of the wider community*. The report also points out that although community services are generally targeted to the individual, they may be delivered at an institutional level, and community services also contribute to the development of community infrastructure to service needs.¹³ Services included under ROGS reporting of community services activity are aligned with the AIHW categories above, and are listed fully in Chapter 3, Figure 8.

Australian Bureau of Statistics

Community Services Activity survey

The ABS collects data from businesses and organisations on the expenditure on the community services sector through periodic national surveys (1995-96; 1999-2000; 2008-09). The scope of the sector is determined by industry classification based on the National Classifications of Community Services.

The most recent community services industry survey released on 23 June 2010¹⁴ included the following Australian New Zealand Standard Industrial Classification (ANZSIC)¹⁵ classes:

Division: Health and Community Services

Subdivision: Community Services

Classes:

- aged care residential
- other residential
- child care (not including pre-school)
- other social and associated services.

and part of the following classes:

- employment placement and recruitment services (to persons with disabilities only)
- central, state and local government administration organisations with a significant role in funding and/or directly providing community services
- other interest group services e.g. peak bodies.

The survey included:

- crisis accommodation and housing support, but not public housing
- supported employment, placement and recreation for people with a disability
- correction and detention services for juveniles and adults with a disability.

The classification of aged care as community services or health services depends on the type of facility, the predominant activity and the purpose of the business. Mental health was not in scope for this ABS survey, however counselling services (except for financial counselling) were included within social and associated services.

¹²<http://www.pc.gov.au/gsp/reports/rogs/2010>.

¹³Steering Committee for the Review of Government Service Provision 2010 *Report on Government Services 2010 Volume 1: Early Childhood, Education and Training; Justice; Emergency Management, Community Services Preface F.3*.

¹⁴Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696.

¹⁵Australian Bureau of Statistics 2006 *Australian New Zealand Standard Industrial Classification (ANZSIC)* cat no. 1292.0.

National account data analysis

The 2006-2007 *Australian National Accounts: Non-profit Institutions Satellite Account*¹⁶ identified expenditure, staff and volunteers nationally in three relevant categories:

- social services
- health services other than hospitals
- (environment), development, housing, employment, law, (philanthropic and international).

Population and housing census

The five yearly population and housing census, which collects demographic information on all Australian residents, provides information on occupations and industry activity. The community services sector is defined within the:

- Australian and New Zealand Standard Classification of Occupations (ANZSCO) 2009
- Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006.

Education activity

The ABS developed the Australian Standard Classification of Education (ASCED) for use in the collection, storage and dissemination of statistical and administrative data relating to educational activity undertaken in Australia.¹⁷ *ASCED* includes the following areas of study within Human Welfare Studies and Services:

- | | | |
|---------------|-----------------------|---------------------------------------|
| • social work | • children's services | • residential client care |
| • youth work | • care for the aged | • care for the disabled |
| • counselling | • welfare studies | • human welfare studies and services. |

Behavioural science includes psychology, relevant to the community services sector as well as business management, marketing and communications.

1.5 COMMUNITY SERVICE QUALIFICATIONS

Vocational education and training sector

Under the Australian Qualifications Framework, the Community Services Training package (CHC08)¹⁸ identifies qualifications for over 400 occupation titles which fit with the following categories:¹⁹

- | | | |
|-----------------------------|---------------------------------------|-------------------|
| • individual client support | • children's and youth services | • client services |
| • higher qualifications | • community services and development. | |

The large number of occupation titles arises from slight variations in the role titles (e.g. worker, officer, facilitator) and specificity about:

- the type of *service* delivered
- the *role* of the worker
- *client demographics or need*
- *sector*
- *location*
- *attribute* of the worker.

Hence: Child and family counsellor, couples counsellor, lifeline telephone counsellor, rural financial counsellor. See also Table 5 in Section 3.2 which lists the aspects of service delivery that determine the way

¹⁶Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit institutions Satellite Account, 2006-07* cat no. 5256DO001Table 9.

¹⁷Australian Bureau of Statistics 2001 *Australian Standard Classification of Education (ASCED)*, cat no. 1272.0, 2001.

¹⁸Community Services and Health Industry Skills Council 2008 *Community Services Training Package (CHC08)*, Commonwealth of Australia.

¹⁹Guthrie H ed 2010 *Vocational education and training workforce data 2008: A compendium*, Australian Government Department of Employment and Workplace Relations, National Centre for Vocational Education Research.

in which the service is provided to the client. The full list of community service occupations is provided in Appendix 2.

Tertiary education

In the tertiary sector, the Commonwealth government categorises community service occupations as Human Welfare Studies and Services. This category includes the following courses:

- Social work
- Care for the disabled
- Residential client care
- Children's services
- Care for the aged
- Counselling
- Youth work
- Welfare studies

Membership and industry association perspective

Several membership associations represent the interests of those who work in the community sector. Generally, these organisations identify potential members by their discipline and qualifications (e.g. social worker, psychologist), by their employment status, (e.g. employer organisations, unions) by their work function, (e.g. counsellors, community development officers) or by the industry sector (e.g. child care, aged care).

1.6 THE COMMUNITY SERVICES SECTOR

Connections

On the basis of the discussion above about the scope of the community services sector, Figure 4 depicts the linkages between community services and several other components of the human services sector. In reality, a complex and dynamic web of connections occurs between multiple sectors and client groups, reflecting the full range of needs and service responses. Further, community services extend into the manufacturing sector (e.g. supported employment), the transport sector (e.g. taxi services), the property and business service sector (e.g. security services, housing), the construction sector (e.g. low cost and special purpose housing, facilities for people with a disability and maintenance), and the food and beverage sector (e.g. kitchens in residential care settings).

Figure 4 The community service sector's links with other human services

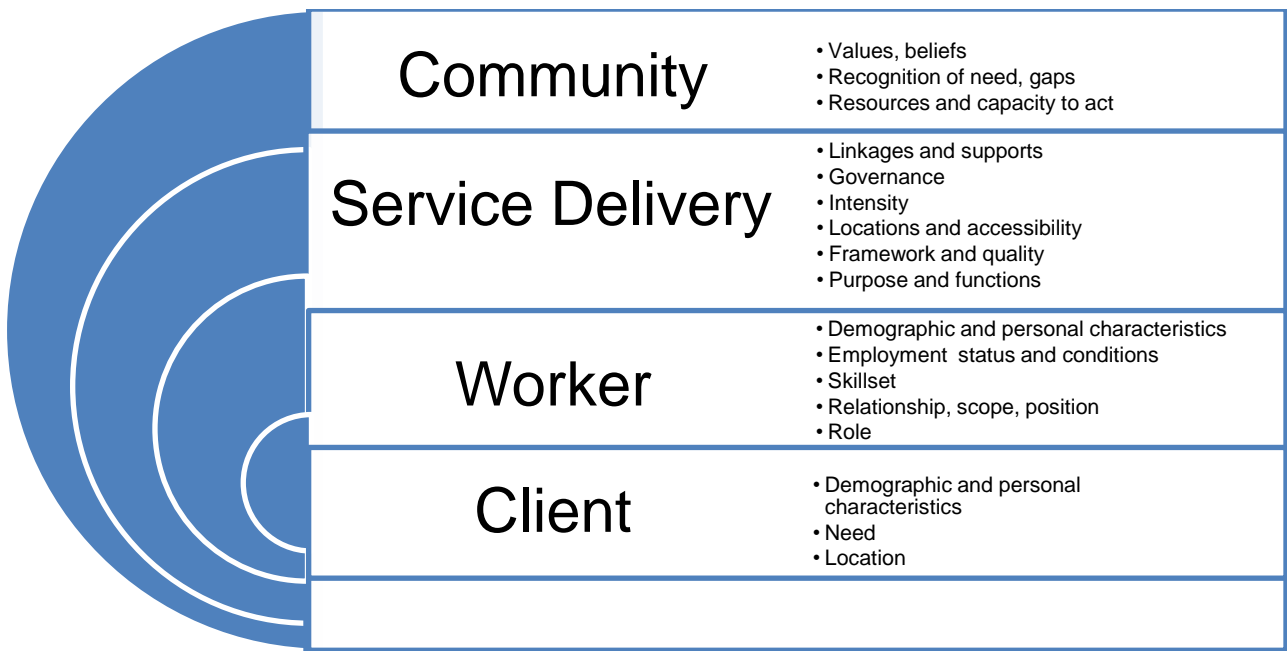


Components of the community services sector

The ground-up nature of the community services sector, its responsiveness to emerging needs and its ability to seek out opportunities and adapt to the political environment, have all contributed to its diversity in processes, structures and services. The problems it seeks to remedy are themselves complex and highly inter-related with symptoms and causes that are hard to determine and outcomes that are hard to define and claim. Hence it is easy for those within the sector as well as those on the periphery to be overwhelmed.

Figure 5 begins to unravel the schema proposed in Figure 1, with features of the four components that will be further explored through chapters below.

Figure 5 The community services sector



WHO ARE COMMUNITY SERVICE CLIENTS?

- Queensland has 4.4million residents – 20.1% of Australian population (2009) – and has experienced an increase of 24% over the past 10 years.
- In 2006, Queensland's population was made up of:
 - 1.5m households with an average of 2.6 persons. 6.5% were one parent families.
 - 12% of people over 64 years, 21% under 15 years
 - 3.3% Aboriginal and Torres Strait Islanders (127 600 people)
 - 18% of people born overseas and 8% who spoke a language other than English at home
 - 4% needing help with core activities – 60 000 below 60 years; 84 000, 60 years and over
 - 74% of adults aged 25 to 64 with Year 12 completion or Certificate II qualification
 - 54% of adults aged 25 to 64 with a post-school qualification of Certificate III or above.
- As at July 2010:
 - 67.6% of Queenslanders aged 15 to 65 years were in the workforce
 - 5.3% were unemployed.
- Queensland is more decentralized than other states. 55% of the population lives outside the capital city. Six Queensland towns are in the list of 20 Australian largest towns.
- Indicators of wealth/ level of need:
 - income per person in Queensland in 2007-2008:
 - . \$30 300 (national \$32 000)
 - . 43.7% receive less than \$400 per week (\$20 748 pa)
 - . 37.8% receive \$400 to \$1000 per week (<\$51 948 pa)
 - . 18.5% receive \$1000 or more per week. (>\$51 948 pa)
 - consumption expenditure per person was \$27 300 – 95% of national figure
 - Gini coefficient which measures inequality rose rapidly from 2000 to 0.324 in 2008 and is the third highest in Australian jurisdictions (national 0.331)
 - wage price index increased 30% since 2000 to 118.1 (national 117.1)
 - consumer price index increased 55 points to 177 from 2000 to 2010 and is the highest in Australian jurisdictions (national 172)
 - households were worth on average \$449 510 (88.9% of national) in 2005-2006
 - median weekly cost of housing for renters was \$200 (national \$185) in 2005-2006
 - Queensland had the highest proportion of households renting with private landlords in 2008.

2. WHO ARE COMMUNITY SERVICE CLIENTS?

This chapter provides an overview of Queensland's social and economic indicators showing the extent of community need based on key measures of wellbeing.

2.1 QUEENSLAND'S DEMOGRAPHICS

Population, age and sex²⁰

- In June 2009, the estimated resident population of Queensland was 4 406 823 representing 20.1% of the Australian population.
- The number of males and females is almost identical in Queensland whereas nationally the number of females is slightly higher.
- The average age was 36 years
 - 21% were under 15 years
 - 67% were aged 15 to 64 years
 - 12% were over 64 years.

Population change²¹

- From 2000 to 2009, Queensland's population increased by 24% compared to a national increase of 14%.
- The net increase of 870 000 consisted of:
 - 30% due to natural increase
 - 36% overseas migration
 - 31% interstate migration.
- Over the next 10 years:
 - the population is projected to increase by a further 21%
 - the average age is projected to increase to 38.8 years
 - the most significant increase in population will be in those over 65 years. The number of 65 to 89 year olds will increase by 50% and the number over 90 years will increase by more than 80%
 - the number of people in the traditional workforce ages of 15 to 64 years will increase by 16%, but will decrease as a proportion of the whole population (from 67% to 65%).

Life expectancy

- The Australian Bureau of Statistics 2009 Series B projection is based on a standard life expectancy at birth of 85 years for boys and 88 for girls²².
- The Australian Institute of Population Ageing Research (AIPAR) longevity index²³ predicts that 50% of males who were 65 years in 2009 will live beyond 84 years and 59% of females will live beyond 88 years. Further, 5% of males will live beyond 97 years and 5% of females will live beyond 100 years.

Ethnicity

- In 2006, Aboriginal and Torres Strait Islander people registered as 3.3% of the Queensland population compared to 2.3% nationally.²⁴ Queensland has the second highest number of Aboriginal and Torres

²⁰Australian Bureau of Statistics 2009 *Australian Demographic Statistics—Estimated Resident Population, States and Territories* cat no. 3010.0.

²¹Queensland Government 2008 *Population Projections to 2056: Queensland and Statistical Divisions* 3rd edition.

²²Australian Bureau of Statistics 2009 *Australian Social Trends* cat no. 4102.

²³University of New South Wales 2009, Australian Institute for Population Ageing Research www.business.unsw.edu.au/contribute2/fce/research/ResearchCentreMicrosites/AIPAR/documents/AIPAR_longevity_Index.pdf.

²⁴Office of Economic and Statistical Research 2008 *Census 2006 Bulletin 3: Queensland Characteristics: A State Comparison*.

Strait Islander residents, including 98 700 Aborigines, 18 400 Torres Strait Islanders and 10 500 who identify as both Aboriginal and Torres Strait Islander.

- 18% of residents were born overseas, compared to 23% nationally. Over half of these were born in the United Kingdom and New Zealand. Non-English speaking countries with the highest number of migrants were Germany, Philippines and the Netherlands.²⁵
- 303 100 residents spoke a language other than English at home—8% of the Queensland population. The most common language spoken was Chinese.²⁶

Disability

- 4.2% of Queenslanders (4.4% nationally) needed help with core activities (self-care, mobility and communication). The percentage varied between 0.6% and 72% by age and region (See Table 1).²⁷
- West Moreton and Wide-Bay Burnett had the highest proportions and North and Central West regions had the lowest proportions of people needing help across age groups below 70 years.
- The proportion needing assistance was small (mostly less than 6%) up to the 70 to 79 year group when around one in eight need help; increasing to a third in the 80 to 89 year group; and two thirds of people over 90 years.

Table 1 Percentage of residents in each Queensland statistical division requiring assistance with core disabilities by age group²⁸

Statistical Division	<20 %	20-29 %	30-39 %	40-49 %	50-59 %	60-69 %	70-79 %	80-89 %	90+ %	Total No.
Brisbane	1.8	1.3	1.5	2.2	3.6	6.2	12.8	35.3	67.5	65 713
Gold Coast	1.6	1.1	1.3	2.1	3.6	5.6	11.3	33.5	65.6	18 167
Sunshine Coast	1.7	1.7	1.7	2.5	3.6	5.3	10.2	31.6	65.9	11 729
West Moreton	2.0	2.7	2.7	3.7	6.2	7.8	13.3	38.2	69.5	3 584
Wide Bay-Burnett	2.6	2.6	3.3	4.9	7.3	9.1	13.3	36.3	69.1	16 350
Darling Downs	1.8	1.7	2.1	3.2	4.6	6.5	12.2	35.8	71.6	10 034
South West	1.5	1.3	1.2	2.2	3.6	5.3	12.3	32.9	70.2	859
Fitzroy	1.8	1.4	1.4	2.2	3.8	6.1	12.2	35.0	66.3	6 468
Central West	1.3	1.1	0.8	1.7	2.8	5.6	11.3	31.1	50.0	327
Mackay	1.5	1.2	1.2	1.9	3.3	6.9	13.2	37.3	70.1	4 814
Northern	1.5	1.2	1.9	2.4	4.3	6.8	13.5	39.6	70.5	7 493
Far North	1.4	1.3	1.5	2.3	3.9	6.5	13.8	38.0	70.1	8 051
North West	1.1	0.6	0.7	1.6	3.0	6.0	15.1	37.0	52.5	654
Total %	1.8	1.4	1.6	2.5	4.1	6.4	12.4	35.2	67.8	
Actual number	17 938	6497	8512	13 194	19 263	20 416	24 120	30 048	10 179	154 707

Households

In 2008, the Queensland population consisted of 1.5 million households averaging 2.6 people per household, slightly more than the national average of 2.56 people. On average, 1.37 people were employed per household, compared to the national average of 1.32 people. Two people were employed in 46% of households compared to 43% nationally.²⁹ Queensland had:

- slightly more children per household (1.18; 1.11 nationally)
- the second highest proportion of one parent families (6.5%; 6.1% nationally)
- the second highest proportion of couple families with no children (28%; 27% nationally)
- the lowest proportion of lone person households (23%; 25% nationally).

²⁵Office of Economic and Statistical Research 2008 *Census 2006 Bulletin 3: Queensland Characteristics: A State Comparison*.

²⁶Office of Economic and Statistical Research 2008 *Census 2006 Bulletin 3: Queensland Characteristics: A State Comparison*.

²⁷Australian Bureau of Statistics 2009 *Census of Population and Housing (2006)* CDATA online. Calculation excludes 'not stated'.

²⁸Australian Bureau of Statistics 2009 *Census of Population and Housing (2006)* CDATA online.

²⁹Australian Bureau of Statistics 2009 *Household Income and Income Distribution, Australia—Detailed tables, 2007-08*, cat no. 6523.

Education

- In 2009, 73.9% of Queenslanders between 25 and 64 years had completed Year 12 or attained a minimum qualification level of Certificate II, an increase from 62% in 2001³⁰.
- Fifty-four per cent of Queenslanders within this age group had qualifications of Certificate III or higher, increasing from 41% in 2001. Queensland matched the national average for both criteria.
- In the main, each five year age cohort had a higher percentage of people completing high school and gaining post-school qualifications than the one before it.

Table 2 Percentage aged 25 to 64 years with year 12 completion and post-school qualifications by age groups, Queensland and Australia³¹

Qualifications		25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	25-64
		%	%	%	%	%	%	%	%	%
Year 12 or Cert II or above	Qld	82.6	84.7	83.8	71.3	69.1	71.0	62.7	58.9	73.9
	Aust	84.8	83.5	79.3	73.2	71.1	69.7	64.8	59.1	74.0
Cert III or above	Qld	58.2	60.6	62.3	51.3	52.7	55.9	48.2	41.1	54.4
	Aust	63.0	61.0	59.3	54.6	52.4	52.7	48.6	42.7	54.9

2.2 ECONOMIC INDICATORS

Employment

In May 2010, Queensland's workforce participation rate was 67.6%, which was above the national average of 65.1%.³² From 2001 to 2009, Queensland's unemployment rate decreased from a high of almost 9%, which was well above the national average, to below 5%. During the global financial crisis, the unemployment rate stayed below the national rate until the latter half of 2009. In May 2010 the unemployment rate of 5.5% was slightly above the national average of 5.2%.

Hence the proportion of Queenslanders eligible for benefits was lower than the national average. However factors such as housing affordability, household income and cost of living, as well as rapid population increase, impacted on sections of the community increasing the demand for community services.

Income

In the national accounts, gross household disposable income is derived from aggregate data of household income less income tax payable and other current taxes and transfers payable by households. The calculation is based on the estimated resident population for the financial year. On this basis, Queensland's annual household income for 2008 was below the national average and ranked below half Australian jurisdictions on most indicators (Table 3).

Table 3 Annual and weekly income, Queensland and Australia³³

Income measure	Queensland	Australia	Rank ¹
Gross household disposable income per person	\$30 300	\$32 900	7
Average weekly total cash earnings (all employees)	\$942	\$958	5
Average weekly ordinary time cash earnings of full-time adult non-managerial employees	\$1086	\$1130	6

¹ In order of highest to lowest household disposable income in each state and territory

Weekly disposable income was below the national average for several household groups (Table 4).

³⁰ Australian Bureau of Statistics 2010 *Survey of Education and Work 2002–2009*.

³¹ Australian Bureau of Statistics 2010 *Survey of Education and Work 2002–2009*.

³² Queensland Treasury 2010 *Labour Force May 2010*.

³³ Australian Bureau of Statistics 2009 *Australian Social Trends Datacube* Table 2 Economic Resources, State Summary, cat no. 4102.0.

Table 4 Weekly income of selected households, Queensland and Australia³⁴

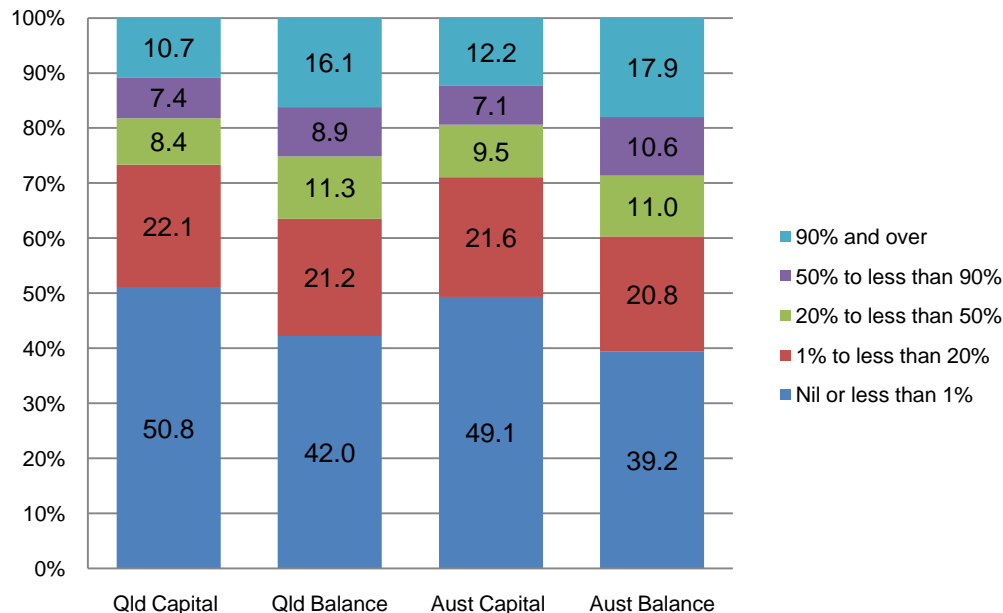
Income measure	Queensland	Australia	Rank ¹
Mean weekly disposable income of selected households			
Lone person aged under 35 years	\$738	\$794	5
Couple only, reference person aged under 35	\$1555	\$1733	6
Couple with dependent children	\$1857	\$1868	6
One parent with dependent children	\$963	\$923	4
Couple only, reference person aged 65 and over	\$839	\$836	4
Lone person aged 65 and over	\$415	\$434	5
All households	\$1376	\$1366	5

¹ In order of highest to lowest household disposable income in each state and territory

Source of income

In 2008, a higher proportion of Queensland households received their principal income through wages and salaries (Queensland: 62.7%; Australia: 61.5%) or through unincorporated business income (Queensland: 6.5%; Australia: 5.7%) than other states. A smaller proportion of Queensland households derived their income from pensions and benefits (Queensland: 22.5%; Australia: 23.2%).³⁵ Figure 6 shows the proportion of income derived from pensions and allowances in Queensland and Australia. For both the capital city and the balance of the state, Queensland had a higher proportion receiving no pensions and allowances (50.8%, 42.0%) and a smaller proportion receiving all of their income through pensions and allowances (10.7%, 16.1%), than the respective locations in Australia. (See Figure 6).

This difference reflected the lower level of unemployment in this period and an ongoing labour-force participation rate higher than the national average. Factors that could contribute to the difference in dependence on pensions were Queensland's relatively small manufacturing sector, the sector that was affected most rapidly by the global financial crisis, and a lower proportion of the aged population. Hence, the lower household disposable income reported above is due to other factors such as wages and household composition.

Figure 6 Contribution of government pension and allowances to income³⁶

³⁴ Australian Bureau of Statistics 2009 *Household Income and Income Distribution, Australia Detailed tables, 2007-08* cat no. 6523.0. Table 16A: All States and Territories.

³⁵ Australian Bureau of Statistics 2009 *Household Income and Income Distribution, Australia Detailed tables, 2007-08* cat no. 6523.0. Table 16A: All States and Territories.

³⁶ Australian Bureau of Statistics 2009 *Household Income and Income Distribution, Australia Detailed tables, 2007-08* cat no. 6523.0. Table 16A: All States and Territories.

2.3 INEQUALITY AND POVERTY

The Gini coefficient of equivalised income measures inequality in the distribution of household income by assessing the way in which different groups of households receive differing shares of total household income. From 2000 to 2008, Queensland's Gini coefficient increased from 0.307 to 0.324 indicating a widening gap between the lowest and highest incomes. The national increase over this period was 20 points to 0.331. In 2008, Queensland's Gini coefficient was the third highest in Australian jurisdictions.

The wage price index shows the extent to which wage increases are keeping up with price increases. In 2008, Queensland had the second highest wage price index nationally (Qld 118.1, Australia 117.1: 2003-04 = 100) an increase of 30.1 from 2000.³⁷ In March 2010, Queensland had the highest consumer price index at 177.1, an increase of 55 points from 2000, compared to the national consumer price index of 172.1 (1989-90 = 100).³⁸ Increased costs of non-discretionary items such as pharmaceuticals, power, fuel and water were key components of Queensland's consumer price index increase.³⁹ Thus, households not benefiting from higher wages due to unemployment, reduced hours of work, or the industry wage structure, were affected by higher consumption costs.

Wealth measures

Queensland's average net worth of households increased by 22% from 2003-04 to 2005-06 (\$499 510) to reach 88.9% of the national average. The median net worth was \$322 719 compared to \$339 765 nationally.⁴⁰

Consumption expenditure is considered to be an indicator of wealth. Queensland's real household final consumption expenditure per person increased by 26% from 2002 to 2008, up to \$27300, which was 95% of the national average and the third lowest of Australian jurisdictions.

Housing costs

The price of housing has a major impact on those experiencing poverty. The price index of established houses in Brisbane increased 91.2 points from March 2002 to December 2009. This was the highest capital city increase and compared to the average increase of all Australian capital cities of 78.8 points. Brisbane also had the highest increase in the price index on project homes of 46.4 points compared to the average capital city increase of 39.7 points.⁴¹ In 2005-06, Queensland's median weekly cost of housing for renters was \$200 a week compared to the national median of \$185.⁴²

In 2007-08, Queensland had the lowest proportion of homeowners without a mortgage, particularly outside the capital city, the lowest proportion of people renting through the state housing authority and the highest proportion of households renting with private landlords. Figure 7 shows the proportion of households by type of housing tenure and landlord for Brisbane and the rest of the state.

³⁷The wage price index measures changes over time in wages and salaries for employee jobs, unaffected by changes in the quality or quantity of work performed. The index is not affected by changes in the composition of the labour market.

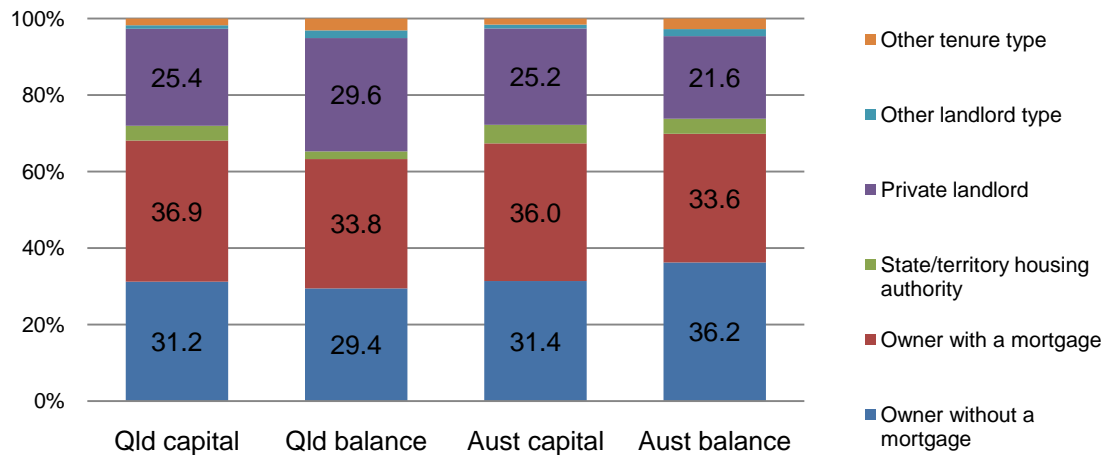
³⁸Australian Bureau of Statistics 2009 *Australian Social Trends Data Cube, Economic Resources* cat no. 4102.

³⁹Australian Bureau of Statistics 2010 *Consumer Price Index Australia March 2010* cat no. 6401. State consumer price is based on the capital city, and the national figure is based on the weighted average of eight capital cities.

⁴⁰Australian Bureau of Statistics 2007 *Household Wealth and Wealth Distribution 2005-2006* cat no. 6554.0 Table 29. The median is the mid-point when all households are ranked in ascending order of net worth, hence avoids skewing towards very high salaries.

⁴¹Australian Bureau of Statistics 2010 *House Price Indexes Eight Capital Cities* cat no. 6416.0.

⁴²Australian Bureau of Statistics 2007 *Housing Occupancy and Costs, Australia, 2005-06* cat no. 4130055001DO001 Table 22.

Figure 7 Tenure and landlord type 2007-2008

Unmet need

The indicators above provide some insight into disadvantage and need in the absence of a general data collection on social disadvantage. Each indicator depends on a range of underlying factors that play a role in determining the effect on individuals and their capacity to manage. For example, low income is not necessarily an indicator of poverty. Older people may have high assets and low need for expenditure. Low household wealth can accompany high incomes for young people. High average weekly income may be distorted by industries such as mining with above award wage packages. Low average weekly income may not take into account the use of salary sacrifice, negative gearing or other tax minimisation financial structures. Households with a single occupant or couples with no children may require lower overall expenditure, whereas large households may require lower per person expenditure. Hence, comparison with other jurisdictions on any single indicator needs to be done with caution.

In the next chapter, data is provided about the number of organisations, and where possible, the number of recipients of services. However service delivery data is subject to the availability and accessibility of services, as well as individual and community expectations, and does not measure the needs of the population.

An indicator used to measure unmet need is the number of people on waiting lists with community service organisations. The Australian Council of Social Services (ACOSS) reported that for the financial years 2006-2008 over 84 000 eligible people were turned away from the 156 Queensland community service organisations who responded to their survey.⁴³

Unmet need data is affected by a range of individual and organisational factors. For example,

- prospective recipients:
 - may be listed on several waiting lists
 - may not wish to provide information unless a service is available.
- service providers may:
 - be unable to screen clients and maintain waiting lists in not resourced to do so
 - may tighten their focus when resources diminish⁴⁴
 - may not promote their services if there are no spaces available
 - will not refer their clients to other organisations if services are unavailable.

⁴³ Australian Council of Social Services 2009 *Australian Community Sector Survey Report 2009*, Volume 3 Queensland.

⁴⁴ Almost 90% of respondents indicated that their organisation was targeting services more tightly than in the past, reducing the level of reported unmet need.

2.4 SUMMARY OF FACTORS OF DISADVANTAGE

From the above analysis, although Queensland has improved with respect to national measures since 2000, on some indicators of disadvantage the state is below the national average on the following indicators:

- gross household disposable income and weekly cash earnings
- average net worth and median net worth of households
- real household final consumption expenditure.

The most significant factors that contribute to the level of disadvantage are:

- the increased inequality in the distribution of household income
- the higher cost of housing compared to other states, both for rental and for purchase: a smaller proportion of residents owning their home free of mortgage, a higher proportion renting with private landlords, the highest rent for those renting with public landlord
- lower earning capacity for nearly half of the adults aged 25 to 64 years who do not have post-school qualifications
- increased consumer price index so that those who work in industries where wage increases have not kept up with price increases, those who are unemployed, and those who have reduced work hours experience tighter budgets.

The rapid increase in population over this period (24%) and more recently, the global financial crisis, have made it more difficult to assess the level of need and to respond adequately. The following chapters describe the community service sector with details of the organisations providing services, the types of services delivered, the funding provided, the workers who deliver the services and the estimated value of the services.

3

HIGHLIGHTS OF CHAPTER 3:

HOW ARE SERVICES PROVIDED?

- The number and type of services provided to the community have expanded substantially since 2000.
- The sector operates through an estimated 1500 not-for-profit organisations and 1000 profit organisations with huge variation in structures, size, relationships and number of service delivery types and locations.
- Queensland has a higher proportion of organisations outside of the capital city than other states.
- Of 1102 not-for-profit community service organisations funded by the Department of Communities in 2008-2009:
 - 528 provided community and youth justice services, Aboriginal and Torres Strait Islander services
 - 307 provided home and community care
 - 262 provided disability and community mental health services
 - 198 provided housing and homelessness services
 - 80 provided child safety services
 - 73 provided sports and recreation services¹.
- With the range and diversity of community services, it is likely that every Queenslanders benefits from a service directly or indirectly each year. However, there is no estimate of the actual number of people receiving community services in Queensland.
- The ACROSS Community Sector Survey (2009) found that 156 community organisations provided services to 548 000 people – an average of 3500 per organisation.
- Other examples of the number of participants receiving services:
 - Home and Community Care: 164 000
 - Supported Accommodation Assistance Program: 20 400 adults and 13 200 children
 - Community housing: 5610 households
 - Child protection: 6670 children in care at one time; 8989 had one placement per year; 1844 children had intensive family support.

¹ Some provided more than one service type.

3. HOW ARE SERVICES PROVIDED?

3.1 TYPES OF COMMUNITY SERVICES

The community services sector represents a wide range of services provided to assist people with their daily lives, as well as a growing number of businesses who provide support services for service providers.

Based on the membership of the Queensland Council of Social Services (QCOSS)⁴⁵, government lists of funded services and website lists of community service organisations, the following types of services were identified within the Queensland community services sector:

- family support including practical help, relationships, parenting, budgeting, food, school liaison
- homelessness/Housing including crisis, tenancy, boarding houses, support
- aged care—respite, residential, visits, meals, phone contact, house repairs, domestic help
- counselling, clinical psychology
- family planning, pregnancy support
- community arts as a component of therapeutic and health services
- health issues—dental and oral therapies, general practice, specific illnesses support, information, referral
- child care including specialist support, breakfast programs, parenting, growth monitoring, access
- drug and alcohol—case management, residential, counselling, support, court-related
- neighbourhood centres
- legal services, community justice services
- community services—integrated
- social enterprises—retail, recycling, gym
- gambling—rehabilitation, counselling
- domestic/family violence/child protection (including foster care, residential)
- employment services (youth, disabilities, low skills, Aboriginal and Torres Strait Islander people)
- disability—in-home, respite, residential, access, aides (equipment, animals, transport)
- advocacy, promotion
- grief and loss, bereavement
- settlement and migrant support services—language, cultural, citizenship
- education and training support—specialist for disabilities, disadvantaged people, adults with inadequate literacy and numeracy
- child/youth services, development, counselling, engagement, probation
- sports and recreation supporting disadvantaged people
- community health, Aboriginal and Torres Strait Islander health
- community development
- people in custody or leaving custody
- budgeting, financial—loans, counselling.

This list of service types aligns with the list of community service activities developed by the Australian Institute of Health and Welfare (AIHW) in 2003 and used by the Report of Government Services (ROGS) in 2009 (Figure 8). Community services include some mainstream⁴⁶ services when they are tailored to suit disadvantaged client groups and/or are delivered in a community setting. Hence the characteristics of the recipient or location of the service may determine whether the program is classified as a 'community' service. For example, the following are included:

- adult education, vocational education and training and employment services for people with a disability
- accommodation and employment services for people leaving custody
- sports and recreation services for young people in a community renewal (disadvantaged) area where the purpose is to reduce the risk of youth crime and disengagement
- computers for a Hmong community support group
- mental health services delivered to people in the community.

⁴⁵Queensland Council of Social Services 2009 *Annual Report* pp 43-48—membership as at September 2008.

⁴⁶'mainstream' services are those available to the whole population e.g. classroom schooling, general practitioner clinical examination, emergency hospital services.

The composition of services and service types changes over time. In one respect services are becoming more specialised, but at the same time there is an effort to integrate services across fields so that for a client there is a seamless service. This means that it is not always possible to separately categorise mainstream services from targeted services for people with specific needs. Blurring of categories occurs particularly in the delivery of support services related to health, aged care services, education and child care services. In local government, 'community services' incorporates an inclusive view of the whole community, so youth services, for example, may be available to all within a given area as a crime prevention measure, and community events may be organised to develop pride and social cohesion. The common purpose is to improve the wellbeing of the community collectively through ensuring individuals' basic needs are met to the extent possible and the community shares the responsibility and benefits of a fair and equitable society.

Figure 8 Community Services Activities⁴⁷

Community service activities include:

Personal and social support — activities that provide support for personal or social functioning in daily life. Such activities promote the development of personal skills for successful functioning as individuals, family members and members of the wider community. Personal and social support activities include the provision of information, advice and referral, personal advocacy, counselling, domestic assistance, provision of services that enable people to remain in their homes, disability services and other personal assistance services. The purpose of such support may be to enable individuals to live and function in their own homes or normal places of residence.

Support for children, families and carers — activities that seek to protect children from abuse and neglect or harm, through statutory intervention and support for families are also included.

Training, vocational rehabilitation and employment — activities that assist people who are disadvantaged in the labour market by providing training, job search skills, help in finding work, placement and support in open employment or, where appropriate, supported employment.

Financial and material assistance — activities that enhance personal functioning and facilitate access to community services, through the provision of emergency or immediate financial assistance and material goods.

Residential care and supported accommodation — activities provided in special purpose residential facilities, including accommodation in conjunction with other types of support, such as assistance with necessary day-to-day living tasks and intensive forms of care such as nursing care.

Corrective services [in relation to young people and people with intellectual and psychiatric disabilities on court orders] — activities that involve correctional and rehabilitative supervision and the protection of public safety, through corrective arrangements and advice to courts and releasing authorities.

Service and community development and support — activities that provide support aimed at articulating and promoting improved social policies; promoting greater public awareness of social issues; developing and supporting community based activities, special interest and cultural groups; and developing and facilitating the delivery of quality community services. Activities include the development of public policy submissions, social planning and social action, the provision of expert advice, coordination, training, staff and volunteer development, and management support to service providers.

^a This Report uses the term 'juvenile justice' to refer to detention and community based supervision services for young people who have committed or allegedly committed an offence while considered by law to be a juvenile.

3.2 SERVICE FOCUS

The organisation and focus of services varies considerably. A wide range of services may be offered to a specific client group or a specific service may be provided to a broad population. Table 5 shows various features of services that impact on how services are made available to clients. Some services are differentiated because they are directed towards people within a particular setting e.g. a caravan park. In general, services are focused according to:

- the recipient's demographics e.g. services for children, families, aged people, ethnic groups, males/females

⁴⁷Steering Committee for the Review of Government Service Provision 2010 *Report on Government Services 2010 Volume 1: Early Childhood, Education and Training; Justice; Emergency Management, Community Services Preface F.3.*

- the recipient's characteristics or need e.g. homeless, long-term unemployed, person with epilepsy
- the type of service e.g. providing accommodation, providing advice or support.

Table 5 Aspects of services

Who service is for	What client needs	What service is given	Where service is given
Child (pre-school, school age)	Housing, shelter	Counselling/advice	Residential
Teenager, youth	Income, wealth, food	Treatment, therapy	Street
Adult	English language, literacy skills	Resources e.g. accommodation, food, funds	Boarding house, hostel
Older person	Vocational skills/education	Training, skill development	Own home
Aged person, frail	Employment	Personal support, encouragement	Prison
Male, Female	Changed social behaviour	Social—friends, links	Training centre, school
Person with a disability, health condition, illness and/or family members	Relationships	Information, link to services	Day facility
Aboriginal and Torres Strait Islander	Support through trauma	Community participation, engagement	Respite centre
Non-Indigenous	Protection, safety	Peer support	Community centre
Country of origin, culture	Health management—ability to care for self	Security	Office
Marital status	Personal and legal management—capacity to manage own affairs		Mobile van, caravan
Rural/isolated person	Personal strength, knowledge of options		Phone

3.3 SERVICE INTENSITY

The intensity of services depends on the level of identified need and the likely impact on the recipient. The concept of primary, secondary and tertiary interventions is commonly used to describe the service continuum, representing an increasingly urgent level of need, greater long term negative impact and higher intensity of service provision.

- Primary** awareness raising, information and generic services aimed at the general population
Examples: no drugs promotion to schools, obesity awareness, parenting education
- Secondary** early intervention and prevention services aimed at the population at risk to reduce the likelihood of the recipient requiring tertiary services
Examples: help lines, personal and family support, youth programs
- Tertiary** intensive services to a small number of clients following an incident, crisis or acute event which is likely to severely impact on the individual's daily living
Examples: homelessness services, residential care, services to people in custody.

Some organisations specialise within one level of intensity. Some conduct a range of different services that meet the different levels of need of clients as they move through episodes of crisis to maintenance. Most services operate within a network of related services so that there are close relationships enabling rapid referral of clients when needed. Some sectors have a loose continuum of service enabling the client to move from high dependency to independence over time. For example:

Outreach homeless service

->detox

->crisis housing

->boarding house

- >independent community housing unit

->private rental

with facilitation and support occurring between housing workers, health clinics, mental health services, community health, Centrelink, probation officers, employment services, financial counselling and other welfare and support services.

3.4 NUMBERS OF SERVICES OR RECIPIENTS

Community services tend to be reported on a single program basis through a range of mechanisms:

- For some services there are sophisticated, comprehensive client records over time, which enable thorough analysis of the trends and outcomes of the program (e.g. Supported Accommodation Assistance Program).
- Some state and national programs report on the basis of an agreed minimum dataset for inclusion in the Report of Government Services and/or the Australian Institute of Human Welfare reports. Refer to Section 1.3.
- Some programs have an annual census which also provides substantial data about usage and users of services (e.g. child care).
- Several departments include in their annual reports the amount of funding allocated to organisations for specific grants (e.g. the former Commonwealth Department of Education, Employment and Workplace Relations) or an aggregated amount of funding to organisations over a period (e.g. Queensland Department of Communities).

Thus, service data is available for several programs in a variety of ways. In some cases, allocations to government entities, universities and non-government can be identified. Mostly, reports do not differentiate between profit and non-profit service providers. The following list in Table 6 and Insets 1 to 6 show examples of service types for specific funding sources, which have been sourced from departmental websites and service directory lists. While it cannot be considered to be a comprehensive state-wide list and generally does not indicate the number of recipients, this information shows a significant amount of the community service provision in Queensland and presents a reasonable coverage of the range and quantity of services.

Table 6 Number of organisations providing particular programs and services in Queensland⁴⁸

Program	Predominant responsibility	Information source	Number of organisations, locations or members
Aged care	Commonwealth	Department of Health and Ageing	38 organisations, 197 locations
Aged residential	Commonwealth	Department of Health and Ageing	95 organisations, 428 locations
Alcohol and other drug treatments	State	Queensland Health	25 services
Child and Family Support Hubs	State	Department of Communities	26 hubs
Child protection services	State	Peak Care website	50 services
Child protection: Aboriginal and Torres Strait Islander recognised entities	State	Department of Communities	30 organisations
Community Action for a Multicultural Society	State	Department of Communities	16 services
Commonwealth Respite and Carelink Services	Commonwealth	Department of Health and Ageing	6630 services ⁴⁹
Community Investment Program 2009-10 (family support, suicide, grandparents, community capacity, refugees, parents, youth)	Commonwealth	Department of Families, Housing, Community Support and Indigenous Affairs	41 services
Community supervision services	State	Department of Community Safety	45 000 individuals
Correctional intervention services	State	Department of Community Safety	101 000 individuals
Custody and prisoner related services	State	Department of Community Safety	30 organisations
Disability Employment Services ⁵⁰	Commonwealth	Department of Education, Employment and Workplace Relations	35 orgs, 200 locations
Employment services for	State	Department of Employment,	20 060 participants ⁵¹

⁴⁸Based on internet lists as at March, April 2010.

⁴⁹Listed on the Commonwealth Respite and Carelink Services Directory website April 2010. Commonwealth Respite and Carelink Centres provide an information service to help put older Australians, people with disabilities and those who care for them in touch with a wide range of community, aged care and disability. The database lists every service point (hence multiple listings for organisations with branches) and includes services available in Queensland that are generated interstate. The count includes government entities. Services <http://australia.gov.au/service/commonwealth-respite-and-carelink-services-directory>

⁵⁰Disability Employment Networks funded by the Department of Education, Employment and Workplace Relations were replaced by new Disability Employment Services on 1 March 2010.

⁵¹Queensland Government 2010 *Queensland Budget Papers 2009-2010, Department of Employment, Economic Development and Innovation*.

Program	Predominant responsibility	Information source	Number of organisations, locations or members
disadvantaged jobseekers		Economic Development and Innovation	
Family day care	Commonwealth	Department of Education, Employment and Workplace Relations	93 schemes estimated 2500 carers, 28 000 children
Financial counsellors	Commonwealth	Financial Counsellors Association of Qld , Financial Counselling Directory (Qld)	58 members 80 listings
Housing Legal Entities ⁵²	State	Department of Communities	251 organisations
Housing societies—Cooperatives			22 services ⁵³
Meals on wheels (within Home and Community Care)	State	Department of Communities	124 services
Neighbourhood Centres		Various	27 organisations
Residential Tenancies Authority Public Grants Scheme	State	Residential Tenancies Authority	13 organisations
Tenant Advice and Advocacy Services	State	Department of Communities	29 services
Violence support (includes helplines, many locations)	State	Department of Communities	14 services ⁵⁴

The following inset panels provide information about programs with published data or with data provided for this report.

Inset 1 Queensland government services for seniors, 2009-2010

<i>Seniors</i>	
• Older Peoples Action Program	20 services
• 60 and Better program	23 services
• Seniors enquiry line	
• Elder Abuse prevention unit—helpline	
• Seniors legal and support services	
• Seniors information advocacy and legal service	
• Time for grandparents program—Infoline	
• Older men's groups	2 services
• North Queensland Community transport	

Source: Office of Seniors, Department of Communities (unpublished data)

Inset 2 Commonwealth and state government aged care services

<i>Home and Community Care Services, Queensland</i>	
No. of clients 163 534	19% of national total, 20% of national services
No. of discrete services 428,877	The ratio of services per client is within 10% of the national average.
• 10% transport	
• 10% allied health care at home	
• 14% domestic assistance	
• 10% nursing care at home	
• 8% home maintenance	

Each of these service types recorded a higher proportion of the service mix than nationally. Queensland reported a lower proportion of assessments (Queensland: 7%; Australia: 15%).

Source: Australian Government, Department of Health and Ageing (2010) *Home and Community Care Program, Minimum Data Set 2008-2009*

⁵² Not-for-profit legal entities (excluding local government) registered under the Queensland *Housing Act 2003* (as at November 2009). All legal entities receiving assistance from the Department of Housing under the *Housing Act 2003* must be registered as providers under that Act. The department maintains a list of all providers who are registered legal entities.

⁵³ <http://au.vicdir.com/dir/w142359s30909>

⁵⁴ Queensland Government 2009 *Queensland Budget Papers 2009-2010, Budget Paper 5, Service Delivery Statements*, Section 11.

Inset 3 Commonwealth government service for homeless people, 2007-2008

Supported Accommodation Assistance Program⁵⁵ (FAHCSIA), Queensland

No. of agencies	240	
Funding to agencies	\$67 080 000	Average per client \$3280
No. of clients	20 400	
No. of accompanying children	13 200	
• 45% male		
• 89% born in Australia		
• 23% Aboriginal and Torres Strait Islander		
• 32% of accompanying children were Aboriginal and Torres Strait Islander		
<u>Ages</u>		
<15 years	800	
15 to 30 years	8 800	
30 to 50 years	8 700	
50+ years	2 300	
<u>Support</u>		
No. of periods with accommodation	15 600	<u>Accompanying children</u> 7 800
No. of periods with no accommodation	16 200	9 200
No. of support days	1 469 900	
No. of support nights	538 270	
<u>Presentation</u>		
	<u>Alone</u>	<u>With child</u>
Male	600	11 100
Females	6 000	7 000
Couple	2 000	1 000
Other	100	
<u>Main reasons</u>		
Financial difficulties	20%	
Domestic violence	14%	
<u>Services provided</u>		
	<u>Adults</u>	<u>Children</u>
Accommodation	68%	74%
Financial	44%	
School liaison, child care		29%
Personal support (behaviour, abuse support, skills, structured play)	49%	17%
General support (access arrangements, advice, information, advocacy)	72%	28%
Specialist services (counselling, health/medical, cultural)	20%	12%
Basic support (meals, showers, recreation, transport)	57%	61%

Australian Institute of Health and Welfare 2009 SAAP National Data Collection Annual report 2007-08 Queensland supplementary tables.

Inset 4 Queensland government housing services

Community Housing

Community Housing providers	259 in 2009 (reduced from 346 in 2004)
• Housing associations	101
• Housing cooperatives	17
• Community service organisations	70
Dwellings	5110 (17%)
New households (to 30 June 2009)	2200 (22%)
Total households at June 2009	5610 (15%)

Australian Institute of Health and Welfare (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra

⁵⁵Australian Institute of Health and Welfare (2009) *Homeless people in SAAP, SAAP National Data Collection annual report 2007-08* Queensland supplementary tables.

Inset 5: Queensland government child safety services

<i>Child Protection Services</i>	
Out of home care	\$291 020 000
Intensive Family Support	\$ 60 863 000
Child protection services	\$192 873 000
Children in care	6670 (21% of Australian children in care)
• residential care	386
• foster care	4038
Children in at least one placement in year	8989 (22% of Australian children)
No. of children commencing intensive family support	1844 (21% of Australian children)

Source: Steering Committee for the Review of Government Service Provision 2010 *Report on Government Services 2010 Volume 2: Health, Community Services, Housing* :Chapter 15A Protection and Support Services—Attachment

Inset 6: Commonwealth and Queensland government services for people with a disability

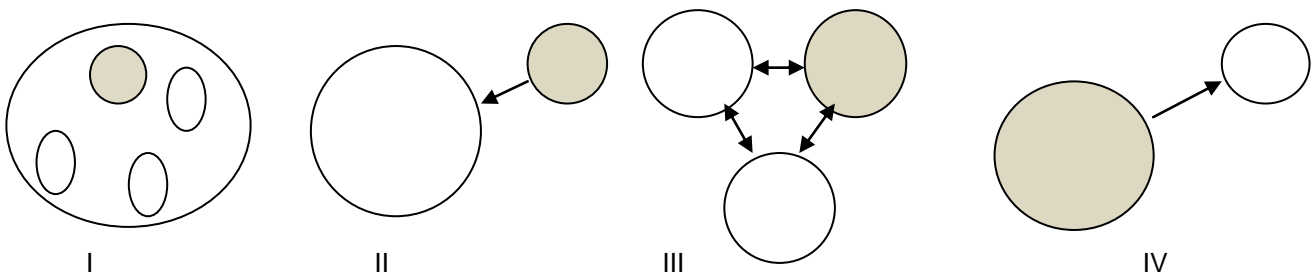
<i>Disabilities</i>		
No. of disability organisations in Australia ^a	650	
Queensland Disability and related peak bodies ^a	60	
• in 2007-08, 87% of funded disability services were delivered by non-government organisations ^b		
• 46% of disability service providers surveyed provide multiple services at multiple sites ^c		
• disability organisations employed 19 564 staff with a direct output of \$1.2b and estimated flow-on contribution of \$2.8b to local economies ^d .		
<u>Funding sources^d</u>		
State government	55%	
Commonwealth Government	28%	
Fundraising	4%	
Other sources	13%	
<u>Services provided under the Commonwealth/State Disability Agreement, 2007-08^e</u>		
	Qld users	% of Australian users
Accommodation services	5 469	18%
Community access services	12 444	12%
Community support services	7 818	17%
Respite services	4 565	16%
All	20 112	13%

Sources: a. Women With Disabilities Australia online directory.
 b. National Disability Services Queensland 2010 *The Economic Contribution to Queensland from Disability Service Providers*.
 c. Rimfire Resources Pty Ltd 2008 *Rimfire Resources: Disability and Community Services Review in Queensland*.
 d. National Disability Services Queensland 2009 *The State of the Sector 2009*.
 e. Productivity Commission 2010 *Report on Government Services 2010, Chapter 14 Attachment Table 14.12*.

3.5 SERVICES AND ORGANISATIONS

Community service organisations provide services in a variety of ways. The diagrams below show four common relationships between organisations and services:

- I. organisation provides several services and manages them centrally
- II. service operates independently under the auspice of an incorporated organisation
- III. independent organisations work closely together to provide a holistic service
- IV. organisation subcontracts for some services or brokered arrangement.



Several community service organisations have established an enterprise arm which distributes profits to the not-for-profit organisation, thus providing its own funding stream. Various hybrids of social enterprises and not-for-profit companies have been developed to involve the community in finding solutions to a cycle of disadvantage and poverty.

How many community service organisations are there?

This section presents a number of ways of counting organisations to provide an indication of the quantity and scope of the sector within the confines of current data collection mechanisms.

Australian Bureau of Statistics count of not-for-profit organisations

In 2006, the ABS Australian National Accounts: Non-profit Institutions Satellite Account was based on 58 779 non-profit institutions⁵⁶ registered with the Australian Tax Office (ATO) in Australia at June 2007. In the absence of state data, the following estimates assume that Queensland's share of non-profit organisations, employees and volunteers reflects its population average of 20%:

• number of non-profit institutions	11 756
• number of non-profit institution employees	177 980
• number of non-profit institution volunteers	830 000

Australian Bureau of Statistics survey of Community Services Activity

The ABS Community Services Survey 2008-09 estimated there were 2253 businesses conducting community service activities in 5458 Queensland locations as at 30 June 2009. Queensland had a higher proportion of businesses operating outside of the capital city than other states and territories.⁵⁷ (See Table 7.)

Table 7 Number of businesses conducting community service activities, Queensland and Australia, June 2009

	Queensland No. businesses	Australia No. businesses	% Queensland of Australia
Businesses/organisations at end June	2253	10 967	20.5%
Number of locations			
Capital cities and suburbs	2616	17 460	15.0%
Other areas	2839	12 593	22.5%
Total	5458	30 053	18.2%

More than 90% of the Queensland businesses were non-government and operated in community service industries. Forty-two per cent of businesses provided child care services. Due to the sample size, the profit status of businesses was not published at state level. However Table 8 provides an indicative number of Queensland non-profit and profit organisations for each industry sub-group, derived from national data based on the state's proportion of businesses for each industry type.⁵⁸

⁵⁶Non-profit institutions are not-for-profit and non-profit-distributing, institutionally separate from government, self-governing and non-compulsory. This count only includes organisations that prepare a tax return and includes all non-profit organisations.

⁵⁷Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696.

⁵⁸For example, Queensland had 16.4% of aged care businesses, so the estimate assumes Queensland has 16.4% of the national number of both the profit and non-profit businesses.

Table 8 Number of non-government businesses conducting community service activities by industry type and business type

Community services industries	Qld estimate of non-profit businesses	Qld estimate of profit businesses	Qld No. of businesses	% of total businesses
Aged care residential services	116	130	246	10.9%
Other residential care services	149	21	170	7.5%
Child care services	325	629	954	42.3%
Social assistance services	545	171	716	31.8%
<i>Total</i>	<i>1134</i>	<i>952</i>	<i>2086</i>	<i>92.6%</i>
Other industries	77	18	95	4.2%
Government			72	3.2%
Total	1211	970	2253	100%

Australian Bureau of Statistics Census data on business owners

In the 2006 census, there were 217 owner managers of incorporated enterprises for aged care residential, child care and other residential facilities.⁵⁹

Australian Council of Social Services biannual survey of service provision

The Australian Council of Social Service survey of community and welfare services in 2009 provided information about services delivered over the two financial years 2006 to 2008 by 156 Queensland organisations services.⁶⁰ Service types included:

- health services
- aged care
- community care
- child care
- child welfare
- employment services
- housing services
- supported accommodation for people with a disability
- legal services
- individual and family relationship counselling
- community activities information and referral services.

The survey respondents reported that 537 641 people used their services in 2007-08, a 19% increase on 2006-07.

My Community Directory

The newly established My Community Directory⁶¹ lists 1237 services within the Brisbane City Council jurisdiction. This is a free directory of community services which includes health, education and employment programs. The number of organisations by service type is provided in Appendix 3. In South East Queensland, based on data collated by the My Community Directory, most organisations deliver two to four services and few deliver services to more than two service types.

Queensland Office of Fair Trading records of incorporated bodies, charities and cooperatives

Queensland organisations governed by *The Associations Incorporation Act 1981*, registered as a charity under *The Collections Act 1966*, or registered as a cooperative under *The Cooperatives and other Societies Act 1997* are required to submit annual returns to the Office of Fair Trading. The Office of Fair Trading maintains a database that can be used by the public to check the status of an organisation.

As at February 2010:

⁵⁹Australian Bureau of Statistics 2009 *Census for Population and Housing (2006)* CData online.

⁶⁰Australian Council of Social Services 2009 *Australian Community Sector Survey Report 2009*, Volume 3 Queensland.

⁶¹My Community Directory Pty Ltd 2009-2010 <http://www.mycommunitydirectory.com.au/>

- Charitable Organisations 3 710
(includes organisations set up to fundraise for specific individuals and one-off events (e.g. medical procedure; includes education, conservation, animal welfare)
- Associations 21 230
(includes service organisations, multiple locations, agricultural shows, clubs and interest groups)
- Cooperatives 298
(includes housing, business and community services, employment, education and training).

The Office of Fair Trading does not remove from the list organisations that no longer submit returns. Some organisations were created for a single event and others may have ceased to operate. Categorisation does not enable accurate determination of which ones are conducting community service activities.

Australian Securities and Investment Commission company register

Organisations with non-profit objectives incorporated under *The Corporations Act 2001* can be identified by the Australian Securities and Investment Commission (ASIC). The information is not available for public release. The number of companies limited by guarantee that have been identified as not-for-profit organisations is a small component of the projected number of not-for-profit organisations—11 700 of an estimated 600 000.⁶²

Indigenous Incorporations register

Aboriginal and Torres Strait Islander organisations under *The Aboriginal Councils and Associations Act 1976* (Commonwealth) are listed on a public register on the website for Indigenous Incorporations. At 8 April 2010, there were 454 registered in Queensland.

Lists of government grant funding in annual reports and internet lists

The publication of funding to non-government organisations is a mandatory component of annual reporting for Commonwealth Government departments and some state government departments now follow this practice. The information below shows the number of organisations receiving funding from each source.⁶³

Queensland Department of Communities funded service organisations

In 2008-2009 the Queensland Department of Communities funded 2438 organisations in six funding categories.⁶⁴ Of these, 1102 were not-for-profit community service organisations.⁶⁵ Table 9 shows the number of funded organisations and the number of community service not-for-profit organisations funded in each program area. The number of recipients of services was not published.

Table 9 Number of organisations funded by Department of Communities by program areas

Program area	Funded organisations	Not-for profit community service organisations
Housing and homelessness service	222	198
Child safety	86	80
Disability and community mental health services	318	262
Community and youth justice services and Aboriginal and Torres Strait Islander services	585	528
Home and community care	352	307
Sport and recreation services	1447	73
Discrete organisations funded	2438	1102

⁶²Australian Government 2010 *Contribution of the not-for-profit sector* Productivity Commission Research Report, p 58.

⁶³Some organisations received funding from multiple sources and some may receive government funding through other mechanisms.

⁶⁴From March 2009, Department of Communities' portfolio responsibility included Aboriginal and Torres Strait Islander services, Community services (including family violence, seniors, child care, youth, volunteers, carers, suicide prevention, volatile substances) Disability and Community Care (including Home and Community Care and Mental Health services), Housing and Homelessness, Child Safety, Adoption, Multicultural services, Sport and Recreation, Community Recovery.

⁶⁵The count of community service not-for-profit organisations was based on the organisation name using the descriptors of community services above. Hence Riding for Disabled Association of Qld Inc was included in the count as a community service organisation but Queensland Polocrosse was not included.

Other organisations included government departments and entities, schools, universities, local governments, sporting clubs and groups and private companies.

Of the 2438 organisations funded by the Department of Communities:

- 87% (2120) were funded for one service area
- 9% (219) for two service areas
- 4% (97) for three to five service areas
- Two organisations received funding in all six service areas.

Queensland Health funded service organisations

In 2008-09, the Queensland Department of Health provided community health funding to 162 non-government organisations through 176 service providers for 380 discrete services. The number of organisations funded and recipients of the services for each health service focus are reported in Chapter 6 along with funding amounts. With a decentralised funding model, Queensland Health also purchases services at a local level. Information about local services is not recorded centrally.

Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA) funded service organisations

The department funds programs to achieve the following objectives:

Outcome 1: greater self-reliance and economic, social and community engagement for Indigenous Australians

Outcome 2: seniors, people with disabilities, carers, youth and women are supported, recognised and encouraged to participate in the community

Outcome 3: families and children have choices and opportunities

Outcome 4: strong and resilient communities.

The portfolio includes four authorities with specific functions to improve outcomes for Aboriginal and Torres Strait Islander people:

- Aboriginal Hostels Limited (a *Commonwealth Authorities and Companies Act 1997* body): to provide temporary accommodation that assists Aboriginal and Torres Strait Islander people to achieve personal goals to obtain dignity and equity in the Australian community
- Indigenous Business Australia: to stimulate the economic advancement of Aboriginal and Torres Strait Islander peoples
- Indigenous Land Corporation: to provide economic, environmental, social and cultural benefits for Aboriginal and Torres Strait Islanders by assisting in the acquisition and management of land
- Torres Strait Regional Authority: to achieve a better quality of life and develop an economic base for Torres Strait Islander and Aboriginal persons living in the Torres Strait.

In 2008-09, FAHCSIA funded 701 not-for-profit organisations to deliver community services through 1211 grants. More detail of the number of organisations receiving each service type is provided in Section 4.4, in relation to the allocation of funding. Further detail about funding by type of recipient is provided in Appendix 4.

Former Commonwealth Department of Education, Employment and Workplace Relations funded services

In 2008-2009 the Department of Education, Employment and Workplace Relations (DEEWR) funded 169 organisations to provide the following community services:

Youth support	Jobs Fund	Indigenous Employment Program
School support	Employer Brokers Funds	VET National Programs
VET National Support	Work and family	Workplace Language and Literacy
Quality outcomes	Business adjustment fund	VET National Training System
Employment Services	Innovation fund	Indigenous Education Strategic Initiatives
Indigenous employment	Child Care	Career planning, transitions, partnerships
Non-government schools	National School Drug	
national support	Education strategy	

A detailed analysis of the number of services and the amount and range of funding provided is in Appendix 5.

Commonwealth Department of Health and Ageing (DOHA) funded service organisations

The Department of Health and Ageing funds a range of support services and ancillary health services through community organisations. The department provides a quarterly list of funded services however there is not enough detail to fully determine the location of the service provider and where it provides services, or to differentiate between medical and community services.

In the period 1 January to 30 April 2009, 26 of 938 funded items were identifiable as community services delivered by not-for-profit organisations in Queensland.⁶⁶ This count does not include national services that may also have been delivered in Queensland. Service types included:

- increased physical activity and healthy eating in the community (10)
- supporting people with dementia (2)
- supporting community level binge drinking strategy (9)
- providing a family centre
- providing equipment for a hostel, install an emergency fire system
- mental health services for drought affected communities
- supporting drug and alcohol treatment services.

Peak bodies

Peak bodies are the non-profit sector equivalent of industry or trade associations in the for-profit sector and as such, provide a range of important services to assist not-for-profit organisations. These functions include benefits such as:

- overall development and professionalisation of the sector
- steering the sector strategically to meet new challenges and continuously improve
- coordinating a collective voice to promote the contribution of the sector
- training and professional development, which may include conferences
- keeping abreast of research and developing policy and resources based on evidence and good practice
- disseminating information about new requirements and innovations
- connecting people across and beyond the network
- gathering information about trends, breakthroughs, issues, and concerns from members
- negotiating benefits and services such as insurance, legal, corporate, industrial matters
- advocacy for members, the workforce and for clients
- recognition of volunteers, staff and member organisation.

The national directory of peak bodies lists 50 organisations that operate in Queensland, some of which are national organisations.⁶⁷ Appendix 6 identifies service areas and a number of peak bodies that support hundreds of service providers to provide services that, at one time or other, affect the wellbeing of all Queenslanders.

The Queensland Council of Social Services

As at September 2009, the Queensland Council of Social Services had 582 members. Of these, 468 were not-for-profit organisations⁶⁸, 23 were government and universities and 91 were individuals. Member organisations include direct service delivery as well as support services for workers, volunteers, foster carers, research and fundraising.

⁶⁶ Department of Health and Ageing Grants Report 1 January to 30 April 2009.

⁶⁷ <http://www.community.gov.au/Internet/MFMC/Community.nsf/pages/section?opendocument&Section=Peak%20BodiesCommunity.gov.au> website.

⁶⁸ Based on the name of the organisation. Count includes multiple locations of organisations—hence Lifeline has 14 members, each at a different location.

Employee associations

A number of employee associations operate in the sector including Jobs Australia, Queensland Community Services Employers Association, the Australian Community Services Employers Association and the Queensland Chamber of Commerce and Industry.

Jobs Australia Limited

Jobs Australia is the national peak body for not-for-profit organisations that assist unemployed people to get and keep jobs. The network is funded and owned by its members.

Industrial relations for the Not-for-Profit Community Services Sector

Community service workers mostly come under the jurisdiction of the Australian Service Union and Australian Workers' Union. While some organisations in the sector have their own Enterprise Agreements, the vast majority of workers depend on awards. Since the introduction of the Federal Government's new Industrial Relations system, most workers rely on the Social Community, Home Care and Disability Services Industry Award 2010.

Specialist organisations for not-for-profits

A number of for-profit and non-profit organisations specialise in providing services to assist the sector:

- legal services
- human resources
- information technology
- organisational development
- marketing and communication
- fundraising
- industrial relations
- professional development and leadership development, training of boards.

In addition an untold amount of work is undertaken pro bono and at low cost by consultants, professionals, (such as auditors, legal, finance, information technology and marketing professionals) and boards of directors. The following organisations provide services to the sector:

- The Centre for Philanthropy and Non-profit Studies, Queensland University of Technology, brings together academics and research students with expertise in philanthropy, non-profit organisations and the social economy.
- The Not-For-Profit Network is a social enterprise membership organisation that provides educational events, opportunities for peer-networking, advice, recognition, publications and resources.⁶⁹
- Pathways Australia Pty Ltd produces the Not-for-profit Guide annually to match up volunteers and donors with organisations requiring assistance. In October 2009, 131 organisations with a community services focus were members of this list.⁷⁰
- Pro Bono Guide to Giving, the Australian Directory of Not-for-Profit Organisations lists 63 organisations providing community services as at April 2010.⁷¹
- Australian Association of Social Workers is the professional representative body of Social Workers in Australia. The Queensland Branch has 1000 members and North Queensland Branch has 200 members.
- The National Welfare Rights Network (NWRN) provides case management, legal and information services about social security rights and entitlements to welfare recipients and community workers.

⁶⁹ Membership fee for not-for-profit organisations, depending on size, starts at \$220.

⁷⁰ Membership fee is based on revenue, starting at \$440.

⁷¹ Annual listing is \$195 including Goods and Services Tax at April 2010.

3.6 SUMMARY OF COMMUNITY SERVICES DELIVERY

It is impossible to estimate the number of Queenslanders who receive community services annually, however it is likely that few Queenslanders are unaffected by community service activities every year. From child care to youth care, family and individual support, housing and aged care, the community services sector impacts on the lives of those who are going through a rough patch, those who need a hand or specialist knowledge to stay on track, and the rest of the community who benefit from broad-based social activities and cohesion in our neighbourhoods.

Similarly, it is hard to quantify the complex network of organisations, infrastructure, policy frameworks and programs that represent the sector. Based on the data presented above, and the unique organisations listed in the main grant allocations, there were more than 1500 not-for-profit and 1000 profit organisations providing community services in Queensland in 2008-2009. Table 10 summarises the sources of estimates and the basis on which they are made.

Table 10 Estimates of community service organisations in Queensland

Source	Scope	Data	No. of organisations
ABS 2009 <i>Australian National Accounts: Non-profit Institutions Satellite Account, 2006-07</i>	Not-for-profit organisations registered with the ATO; based on the International Classification of Non-profit Organisations.	National level—state estimated as 20% of total.	11 756 not-for-profit organisations.
ABS Community Services 2008-09	Estimates based on survey of 4000 employing, ATO registered businesses nationally providing community service activities (see Section 1.4 for inclusions).	Combines profit and non-profit at state level data. State non-profit estimated as % of national data by industry type.	1134 not-for-profit community service organisations. 952 profit organisations.
ABS Census of Population and Housing	Owner managers, core community service industries.	Proxy indicator of the number of profit businesses in community service industries.	263 owner managers.
Department of Communities annual report of funded organisations	See Table 9. List of organisations receiving non-government grant funding across five program areas.	Classified as not-for-profit community services based on organisation title.	1100 discrete organisations.
Queensland Health	Grant funded community organisations.	Classified as community services based on description of service; as not-for-profit based on organisation title.	162
Commonwealth Respite and Carelink Services Online directory	Every service point, includes services available in Qld generated interstate.	Includes government entities, profit organisations.	6630
ACOSS	Survey responses of 176 member organisations.	Number of clients receiving services.	537 641 recipients.
QCOSS	2009 Annual Report.	Classified as not-for-profit based on organisation title.	582 member organisations.

4

HIGHLIGHTS OF CHAPTER 4:

WHAT ARE THE SOURCES OF FUNDING?

Several sources provide estimates of funding for the community services sector.

- Nationally, not-for-profit organisations received \$77b in 2006-07. Thirty-seven per cent was for community services (\$28b) – almost half of which was from government; just over a quarter from households; and a quarter from non-profit institutions, businesses and investments.

IN QUEENSLAND

- 2008-09: Combined government expenditure on community services allocated to the non-government sector was \$3.3b (19% of national expenditure) — 56% for aged care, 26% for disability and 19% for protection and support services.
- 2008-09: Non-government organisations spent \$4.2b on community service activity. Ninety per cent (\$3.7b) was for direct service delivery and almost 70 percent (\$2.9b) was expended by not-for-profit organisations. Estimated average expenditure per Queensland resident was \$105 compared to the national average of \$116.
- 2006-07: An estimated \$5.3b was received from all sources for community services in the non-profit sector.

COMMONWEALTH GRANT FUNDING

- In 2009, Department of Families, Housing, Community Service and Indigenous Affairs (FAHCSIA) allocated \$216m to 701 Queensland not-for-profit organisations for community services through 1211 grants ranging from \$1300 to \$17.6m.
- In 2007-2008, FAHCSIA provided \$67m to 240 Queensland organisations to conduct the Supported Accommodation Assistance Program at an average cost per client of \$3280.

- In 2009, the Department of Employment, Education and Workplace Relations (DEEWR) allocated \$63.7m to 169 Queensland not-for-profit organisations for services to disadvantaged client groups with grants ranging from \$1900 to \$4.5m. The largest program area was Employment Services (\$19.3m).
- In 2008-09, the Department of Health and Ageing (DoHA) and the Department of Veterans' Affairs (DVA) provided \$1.6b for aged care services. Additionally, DoHA provided an unspecified amount for grants for support services and ancillary health services through community organisations.

MAJOR STATE GRANT FUNDING

- In 2008-09, the Department of Communities provided \$1.1b to 1100 non-profit organisations for community service delivery with a median grant per organisation of \$29 380. Just over one third was for disability and mental health services. Three organisations received 21% and 21 organisations received half of the funding.
- In 2008-09 Queensland Health provided \$60m to 176 non-profit organisations. Almost forty per cent was for clinical services that included information, counselling, support and referral. Thirty per cent was for alcohol and drug services and 12% for HIV/Aids.
- Gambling community benefit funds allocated \$15.9m (38% of available funds) to 840 organisations for community service activities.

4. WHAT ARE THE SOURCES OF FUNDING?

4.1 NOT-FOR-PROFIT ORGANISATION FUNDING SOURCES

The total income for Australian not-for-profit organisations on the Australian Business Register in 2006-07 was estimated at \$77b. Not-for-profit organisations contributed 59% of their income through investments, sales of goods and services and membership and client fees; 33% was provided by government for specific services, current operations and capital equipment; and 8% was provided by sponsorships and donations from households, businesses, philanthropic foundations and trusts.⁷² State and territory data is not available from this source as taxation records do not indicate the distribution of services across states.

The breakdown of income and expenditure by category of not-for-profit organisations is based on the International Classification of Non-Profit Organisations⁷³ and not on the Australia and New Zealand standard classifications of industry and occupation which are used for other Australian surveys. The categories that match most closely to the community sectors are:

- social services⁷⁴
- health excluding hospitals⁷⁵
- environment, development, housing, employment, law, philanthropic and international.⁷⁶

In 2006-07, these components of the sector received 37% of the not-for-profit organisation income (\$28.1b).⁷⁷ Together, they received over half of the government contribution (\$13.8b). A third of government funding was allocated to education and research organisations. Table 11 shows the proportion of each source of funding for the community service not-for-profit categories.

Table 11 Percentage of each funding source for Australian not-for-profit community service organisations⁷⁸

Funding category	Received from government %	Received from non profit institutions %	Received from other businesses/ organisations %	Received from households %	Received from other sources %	Total of each category %
Social services %.	25.2	8.5	10.5	10.6	12.5	15.4%
Health excl hospitals %	14.4	3.5	1.1	4.5	4.7	7.3%
Environment etc %	14.6	10.4	14.3	12.6	19.0	13.9%
<i>Community service % of each receipt category</i>	<i>54%</i>	<i>22%</i>	<i>26%</i>	<i>27.7%</i>	<i>36.2%</i>	<i>36.6%</i>
Community service funding for each receipt category \$b	\$13.8b	\$1.6b	\$2.5b	\$7.5b	\$2.7b	\$28.1b
Total funding of each receipt category ¹ \$b	\$25.5b	\$6.9b	\$9.5b	\$27.2b	\$7.5b	\$76.6b

¹ Includes: culture and recreation, education and research, hospitals, religion, business and professional associations and unions, international outreach.

⁷² Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit Institutions Satellite Account, 2006-07* cat no. 5256 DO001 Table 7. Non-profit institutions are legal or social entities, formed for the purpose of producing goods or services, and whose status does not permit them to be a source of income, profit or financial gain for the individuals or organisations that establish, control or finance them. They are institutionally separate from government, self-governing and non-compulsory. The survey includes all employing and significant non-employment businesses, which are determined by a turnover threshold based on their industry norm. (Explanatory notes.)

⁷³ As recommended by the United Nations Handbook on Non-Profit Institutions in the Systems of National Accounts.

⁷⁴ Social services include child, youth, family, elderly and disability care, welfare services, self-help and personal care, emergency help, income support and material assistance, in-home and at centres.

⁷⁵ Health services include outpatient treatment, clinics, care of elderly in nursing homes, rehabilitation and health promotion.

⁷⁶ Environment, development, housing, employment, law, philanthropic and international' includes community development, housing support and employment services, probation, offender rehabilitation, victim support.

⁷⁷ Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit Institutions Satellite Account, 2006-07* cat no. 5256 DO001 Table 8.

⁷⁸ Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit Institutions Satellite Account, 2006-07* cat no. 5256 DO001 Table 8.

The proportion of income received from government by not-for-profit organisations delivering health services was 66% and for those delivering social services, was 54%, as a result of increased outsourcing of public services to not-for-profit organisations, Contributions from households were also a major source of funding for each of the three categories (over 20% of funds). Table 12 shows the proportion of income from each income source for the three community service not-for-profit organisation categories.

Table 12 Percentage of income from each income source by community service category, Australia⁷⁹

Funding category	Received from government %	Received from non profit institutions (NPI) %	Received from other businesses/ organisations %	Received from households %	Received from other sources %	Total \$b
Social services	54.2	5.0	8.5	24.4	7.9	\$11.8b
Health excl hospitals	65.8	4.4	1.9	21.7	6.3	\$5.6b
Environment etc	34.9	6.8	12.8	32.2	13.4	\$10.7b
<i>% of community service funds from funding source</i>	<i>49.2</i>	<i>5.5</i>	<i>8.8</i>	<i>26.8</i>	<i>9.7</i>	<i>(100%)</i>
Total % of NPI funds from funding source	33.2	9.1	12.4	35.5	9.8	(100%)

4.2 RECEIPTS AND EXPENDITURE FOR QUEENSLAND COMMUNITY SERVICES

Government expenditure on community services in Queensland

Based on data provided by federal, state and territory government departments, the total government recurrent expenditure on community services⁸⁰ in Australia in 2008-09 was estimated at \$18b⁸¹, an increase of 23% over 5 years. Queensland's component of \$3.3b was 18.8% of the national figure. More than half of the government funding in Queensland was for aged care services.

Queensland's proportion of the national funding was lower than the state proportion of the national population (20.1%) for both aged care and disability services, but was higher for protection and support services. Recurrent expenditure on community services per Queensland, based on the population at 31 December 2008, was \$766 compared to \$820 nationally. Table 13 shows the amount of government funding for each service type, its proportion of the total funding, and Queensland's share of the national funding for each service type.

Table 13 Government expenditure on community services (CS) in Queensland 2008-09⁸²

Funding category	Queensland \$b	% of Qld CS funding	Qld's % of national funding by service type
Aged care services	\$1.8b	55.5%	18.5%
Services for people with a disability	\$0.9b	25.8%	16.8%
Protection and support	\$0.6b	18.7%	23.7%
Total	\$3.3b	100%	18.8%

⁷⁹Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit Institutions Satellite Account, 2006-07* cat no. 5256 DO001 Table 9.

⁸⁰The 'community services' category is based on the National Classification of Community Services developed by the Australian Institute of Health and Welfare (AIHW 2003) (see Figure 8). Income support and concessions, activities such as advocacy, public transport, community safety and emotional support are not included. The total welfare expenditure including income support was \$28.9b in 2005-2006 (Report on Government Services F.5).

⁸¹Review of Government Service Provision 2010 *Report on Government Services 2010 Community Services Preface Table F.2.*

⁸²Steering Committee for the Review of Government Service Provision 2010 *Report on Government Services 2010 Community Services Preface Table F.2.*

Estimated government funding the not-for-profit community services sector

The government expenditure incorporates amounts delivered by government, profit and not-for-profit organisations. In order to derive an estimate of the not-for-profit component, the data in Tables 11 and 13 can be combined. Applying the 18.8% figure for Queensland's proportion of funding to the national estimate of receipts from government for community service non-profit institutions presented in Table 11, Queensland's allocation of government funding to non-profit organisations is estimated to be \$2.6b (noting that the community service categories are not fully aligned). Further, using the 18.8% figure, a conservative estimate of Queensland non-profit organisation's receipts for community services in 2006-2007 would be:

- from non-profit institutions \$0.3b
- from other businesses/organisations \$0.5b
- from households \$1.4b
- from other sources \$0.5b
- **from all sources \$5.3b**

Estimated expenditure of Queensland non-government businesses on direct and non-direct community service activities

The ABS Community Services Survey 2008-09 (June 2010) reported expenditure on direct community service activities by Queensland non-government businesses at \$4.6b and total expenditure of \$6.4b.

Nationally, not-for-profit organisations were responsible for 55% of expenditure on direct community services, profit businesses for 27% and government for 18%. Applying these proportions to the state level, the expenditure by Queensland not-for-profit businesses would be \$2.5b and expenditure by profit businesses would be \$1.2b.

Nationally, not-for-profit organisations were responsible for 43% of expenditure on non-direct community service activities and profit organisations, 14%. On this basis, the estimated expenditure by not-for-profit organisations in Queensland was \$280m and by profit businesses was \$89m. Table 14 shows the estimated expenditure of profit and not-for-profit businesses on both direct and non-direct community service activity.

Table 14 Estimated expenditure of Queensland non-government organisations on community service activity 2008-2009⁸³

Expenditure	For profit organisations est \$m	Not-for-profit organisations est \$m	Government est \$m	Total \$m
Direct community service activities	\$1211.7m	\$2501.3m	\$847.9m	\$4560.9m
Non-direct community service activities ⁸⁴	\$89.4m	\$279.6m	\$276.1m	\$645.0m
Payments to others for direct service activity	\$35.4m	\$54.8m	\$937.5m	1027.7m
Training for staff	\$20.1m	\$48.9m	\$51.4m	120.3m
Total	\$1356.6m	\$2884.6m	\$2112.9m	\$6353.0m

Hence, the extrapolation of these two national surveys, based on the stated assumptions, suggests that expenditure on community services by Queensland not-for-profit organisations was between \$3.4b (2008-09) and \$5.3b (2006-07—based on income). The alignment between the surveys was as follows:

- The Community Services Survey focused on expenditure from all funding sources; the Not-for-Profit Survey reported receipts from all funding sources.

⁸³Derived from Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696 Table 3.

⁸⁴Includes social planning and policy development, advocacy and social action, fundraising, community development, service delivery development, administration of funding, monitoring, licensing and regulation, retirement village self-care units, overseas activities.

- The Community Services Survey was based on financial data provided by a national sample of 4124 businesses undertaking community service activities. The Not-for-profit Survey was compiled from existing social economic collections conducted by the ABS.
- Businesses were identified from the same source (Australian Taxation Office register). The Community Services Survey required businesses to employ at least one person and to meet a turnover threshold determined for the industry sector whereas the Not-for-Profit Survey included micro-non employing businesses via financial data from their Business Activity Statements. Business Activity Statements are required for businesses earning over \$75 000.
- The Community Services Survey included education and employment services for people with a disability and excluded community health services such as mental health; the Not-for-Profit Survey did not clearly identify community service activities. The selected categories included non-community activities such as environment and philanthropy, but excluded culture, recreation and education.
- Both surveys provided limited data at state level so estimates are based on assumptions of Queensland's proportion of national counts.

Distribution of community services expenditure

The Community Services Survey (ABS 2010) provides estimates of expenditure in capital cities and regions by each industry sub-group. Queensland's percentage of national expenditure on residential care and personal and social support was below the state population share in capital cities (10 and 12% respectively) but was higher for all services outside the capital city. Queensland's average expenditure per head of population was below the national average on the same categories and overall, but was above the national average outside the capital city and for child care services. Table 15 shows the overall expenditure, amount per person in Queensland and Australia, and the state's percentage of funding by location and industry sub-group.

Table 15 Expenditure on direct service delivery by non-government businesses with community service activity⁸⁵

Location and industry sub-group	Queensland \$m	Queensland \$ per person ⁸⁶	Australia \$ per person	Rank ⁸⁷	% of Australian expenditure
Capital Cities/Suburbs					
Residential care	\$807.2m	\$18.5	\$37.4	8	10.0%
Personal and social support	\$647.7m	\$14.9	\$24.9	8	12.0%
Child care	\$591.9m	\$13.6	\$11.8	3	23.3%
<i>Subtotal</i>	<i>\$2046.8m</i>	<i>\$47.0</i>	<i>\$74.1</i>	<i>8</i>	<i>12.8%</i>
Other Areas					
Residential care	\$1267.0m	\$29.1	\$20.6	2	28.4%
Personal and social support	\$781.4m	\$18.0	\$15.8	4	22.9%
Child care	\$465.7m	\$10.7	\$5.8	2	37.0%
<i>Subtotal</i>	<i>\$2514.0m</i>	<i>\$57.8</i>	<i>\$42.2</i>	<i>3</i>	<i>27.5%</i>
Total					
Residential care	\$2074.2m	\$47.7	\$58.0	7	16.5%
Personal and social support	\$1429.2m	\$32.8	\$40.7	8	16.2%
Child care	\$1057.5m	\$24.3	\$17.6	3	27.8%
Total	\$4560.9m	\$104.8	\$116.2	7	18.1%

⁸⁵Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696.

⁸⁶Calculated from population midpoint between 30 June 2008 and 30 June 2009. Australian Bureau of Statistics 2008 *Population by Age and Sex, Australian States and Territories, June 2008* cat no. 32010DO001_200806; Australian Bureau of Statistics 2010 *Australian Demographic Statistics, Dec 2009* cat no. 31010DO001_200912.

⁸⁷In order of eight state and territories where 1 is the highest \$ per person and 8 is the lowest.

4.3 SOURCES OF GOVERNMENT FUNDING

The departments that fund the community services sector funding are primarily:

Commonwealth Government

- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Education, Employment and Workplace Relations
- Department of Health and Ageing.

State Government

- Department of Communities (includes, Housing, Child Safety, Aboriginal and Torres Strait Islander affairs, Seniors)
- Queensland Health
- Department of Education (includes Early Childhood).

Grants for particular community services are also provided to not-for-profit organisations by:

- Queensland Department of Employment, Economic Development and Innovation (employment services, gambling benefit funds)
- Queensland Police Service (community connection, drug strategy)
- Queensland Department of Community Safety (Corrections)
- Queensland Department of Justice and the Attorney General (community justice, community visitors).

In the main, information about funding of grants is not specified in departmental financial reports and is not published in annual reports. Where funding is reported, governments do not differentiate between for profit and not-for-profit organisations and listed grant allocations may include transfers of funds to other government departments.

Local Government

Local governments provide considerable support to community service organisations in kind through exemption of rates, maintenance of community venues and access to venues at minimal or no cost. However, there is no aggregate record of financial allocations to community services.

While their primary focus on community services is the provision of facilities such as community halls, sports and recreation grounds and cultural events, some local governments also deliver aged care and child care services and many receive funding for a range of community services that they deliver. Some employ a community development worker who liaises with not-for-profit organisations and businesses and many have a councillor responsible for community services or community development. Grants are generally non-recurrent and are of low value (<\$5000). An analysis of annual reports and websites of five local government areas (three urban, two rural) identified the following examples of grant allocation to support community service organisations:

- child care
- disability
- community gardens
- community centres and community development
- youth development
- alcohol and drug services
- health issues such as diabetes, autism, cancer
- community housing.

4.4 COMMONWEALTH GOVERNMENT FUNDED PROGRAMS

Department of Families, Housing, Community Service and Indigenous Affairs (FAHCSIA)

Department of Families, Housing, Community Service and Indigenous Affairs Grants programs

In 2009, FAHCSIA allocated \$1.8b through grant funding. Queensland organisations received \$288.7m (15.7% of the national total). Of this, 75% was allocated to 701 Queensland not-for-profit organisations for community services through 1211 grants.⁸⁸ Grants ranged from \$1300 to \$17.6m. Fifty-six per cent of funding was provided for services delivered to Aboriginal and Torres Strait Islander people. Forty-six per cent of the funding was allocated through Community Development Employment Programs.

A list of funding programs in Table 16 shows the percentage of funding allocated to each community services category. A detailed list of funding by program type, showing the range of grants, and the proportion of funds allocated to each recipient group, is in Appendix 4.

Table 16 Percentage of FAHCSIA funding allocated by community service category⁸⁹

FAHCSIA Grant funding	% allocated
Community Development Employment Program	46%
Financial management	15%
Children and parenting services	10%
Community support	7%
Mental health	5%
Family relationships	4%
Housing assistance and homelessness	4%
Indigenous women	3%
Indigenous Communities Strategic Investment	2%
Disability	3%
Volunteer grants	1%

More than half the grants (53%) were below \$20 000 and 10% were over \$250 000. Table 17 shows the number of grants provided by funding allocation.

Table 17 Number and percentage of FAHCSIA grants 2008-09 by various funding levels⁹⁰

Amount allocated	Number of grants	Percentage of grants (by number)
<\$2000	138	11%
\$2000 to \$5000	375	31%
\$5000 to \$20 000	132	11%
\$20 000 to \$50 000	143	12%
\$50 000 to \$100 000	150	12%
\$100 000 to \$250 000	150	12%
\$250 000 to \$500 000	73	6%
\$500 000 to \$1m	20	2%
\$1m to \$2m	13	1%
\$2m to \$5m	8	1%
\$5m to \$10m	5	0%
>\$10m	4	0%
Total	1211	100%

⁸⁸Excluded from count (25% of Queensland's funding): education services (other than kindergarten and playgroup), emergency services, historical societies, arts and culture, sports and recreation, environmental, religious services (other than community support land council; funding allocated to local government, state schools, proprietary companies, government entities.

⁸⁹Derived from FAHCSIA's published list of grants funding <http://www.fahcsia.gov.au/grantsfunding/announcements/Pages/default.aspx>.

⁹⁰Derived from FAHCSIA's published grants funding <http://www.fahcsia.gov.au/grantsfunding/announcements/Pages/default.aspx>.

Supported Accommodation Assistance Program (SAAP)

In 2007-2008, FAHCSIA provided \$67million to 240 organisations to conduct the Supported Accommodation Assistance Program.⁹¹ The average cost per client was \$3280. (See Inset 3, Chapter 3.)

Disability Services

In 2008-2009, FAHCSIA contributed \$159m, 21% of real government expenditure⁹², towards disability services in Queensland. Queensland's portion of the Australian government expenditure was 18.6% and Queensland's portion of state and territory expenditure on disability was 16%.

Table 18 shows the government expenditure on direct service delivery to various disability service types.⁹³ The national data sets do not show the breakdown of delivery by not-for-profit organisations, however it could be assumed that the grants to people with a disability referred to in Table 16 and grants allocated by the Department of Communities (see Table 22) are incorporated into these aggregate amounts.

Table 18 Queensland's real government direct service delivery expenditure by disability service type⁹⁴

Disability service	2008-09 \$m	Service type as % of total state funding (n=\$692m)	Queensland % of total national funding (n=\$4.8b)
Accommodation support	\$384m	58%	16%
Community support	\$104m	14%	14%
Community access	\$119m	15%	20%
Respite services	\$64m	10%	19%
Advocacy, information and print disability	\$10m	2%	20%
Other support services	\$11m	1%	6%
Total direct service delivery	\$692m	100%	14%

Queensland's expenditure on disability services increased by 53% from 2004-05 to 2008-09 compared to a national increase of 21%. The biggest percentage increase was in support services although this remains a small component of funding. Table 19 shows the percentage increase for each type of disability service, and the respective change in funding allocation nationally.

Table 19 Percentage increase in funding for disability services 2004-05 to 2008-09, Queensland and Australia⁹⁵

Disability services	Queensland change in funding %	Australia change in funding %
Accommodation support	45.7	1.0
Community support	67.7	62.8
Community access	72.0	19.5
Respite services	36.7	42.9
Employment		27.7
Advocacy, information and print disability	30.4	-9.6
Other support services	153.8	32.1
Total direct service delivery	52.5	21.5

⁹¹ Australian Institute of Health and Welfare (2009) *Homeless people in SAAP, SAAP National Data Collection Annual Report 2007-08 Queensland supplementary tables*.

⁹² Australian government 2010 *Report on Government Services* Chapter 14 Attachment Table 14A.5. Real dollars are previous year's expenditure in current year's dollars after basing expenditure on the Australian Bureau of Statistics Gross Domestic Product price deflator 2008-09 =100 (Table AA.26).

⁹³ Australian government 2010 *Report on Government Services* Chapter 14 Attachment Table 14A.8.

⁹⁴ Australian government 2010 *Report on Government Services* Chapter 14 Attachment Table 14A.8.

⁹⁵ Australian government 2010 *Report on Government Services* Chapter 14 Attachment Table 14A.8.

Department of Education, Employment and Workplace Relations

The Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) is responsible for early childhood, schooling, higher education, international education, skills, youth, employment (including Aboriginal and Torres Strait Islander, disability employment) and workplace relations.

DEEWR's Grant Programs

In 2009 DEEWR allocated \$63.7m to 169 not-for-profit organisations to provide services to disadvantaged client groups with grants ranging from \$1900 to \$4.5m.⁹⁶ The largest program area was Employment Services (\$19.3m) and the smallest was the National School Drug Education strategy (\$55 000). Organisations were funded for periods ranging from three months to 25 years to develop employment skills, upgrade and build facilities, and reduce barriers to employment—particularly for Indigenous people, young people, people with a disability and families. A list of programs, funding purpose, amounts, the range of grant allocation and the number of recipients is provided in Appendix 5.

Child care

In 2008-2009, the total government expenditure on child care in Queensland was \$1050m consisting of \$77m state funding and \$973m commonwealth funding.⁹⁷ Table 20 shows the relative proportions of national funding.

Table 20 Queensland Child Care funding 2008-2009

Funding type	Queensland \$m	% of Australia
State government funding	77.5m	10%
Child care	39.0m	35%
..Pre-school	38.5m	6%
Commonwealth funding	\$972.7m	26%
Total funding	\$1050.2m	23%
	Queensland	Australia
	\$	\$
Average expenditure per child	\$1300	\$1050

Department of Health and Ageing (DoHA)

Department of Health and Ageing Grants Programs

As described in Section 3.5, the Commonwealth Department of Health and Ageing (DOHA) funds community organisations to deliver ancillary health and support services. The amount of funding provided to Queensland not-for-profit organisations is not specified in the published list of grants. (See count of services in Section 3.6 Table 6.)

Aged care services

In 2008-2009, government expenditure on aged care services in Queensland was \$1.8b, 18.3% of the national expenditure. The Commonwealth government provided 88% of the funding through the Department of Health and Ageing and the Department of Veterans' Affairs (DVA). (See Table 21.)

⁹⁶This analysis includes: Independent schools, Industry Associations and Training Councils, Police Citizens Youth Clubs (PCYC); excludes: local government, state schools, universities, government entities, proprietary organisations; excludes programs with mainstream education intent e.g. trades training.

⁹⁷Australian Government 2010 *Report on Government Services* Appendix 2010 Chapter 3A—Children's Services, Attachment, Tables 3.3, 3.4, 3.5. Note: a. The data includes Child Care Benefit. b. Comparison between states and territories is skewed due to different treatments of payroll tax, superannuation. c. Queensland's pre-school expenditure reduced in 2007-08 due to the cessation of preschool and the introduction of the Preparatory Year in Queensland from 2007. Preparatory Year data is included in data on school children (education services).

Table 21 Government expenditure on aged care services (2008-09)⁹⁸

Service type	State \$m	Commonwealth \$m	Total \$m
<i>Assessment and Information Services</i>		15.2	\$15.2
<i>Residential care services</i>	79.2	1127.9	\$1207.1
..DoHA		940.9	
..DVA		187.0	
<i>Community Care Services</i>	135.9	436.1	\$572.0
..Community aged care packages		77.7	
..Extended aged care at home (EACH)		26.3	
..EACH Dementia		13.3	
..Community Care Grants		0.2	
..Assistance with Care and Housing for the Aged		0.5	
..National respite for Carers		33.7	
..Home and Community Care (HACC)	135.9	249.7	\$385.6
..DVA Expenditure		34.7	\$34.7
<i>Services in mixed delivery settings</i>	10.6	43.1	\$53.6
Total	\$225.7	\$1622.3	\$1848.1

4.5 STATE GOVERNMENT FUNDED PROGRAMS

Department of Communities

Department of Communities Grants Programs

In 2008-2009, the Department of Communities allocated \$1.3b to non-government service providers to deliver community services. The published list displays the total amount of funding aggregated for each organisation for each of six program areas.⁹⁹ Table 22 shows the total amount of funding by program area.

Table 22 Department of Communities allocations to 'non-government' service providers 2008-2009

Program area	Grants funding \$m	% of total
Housing and Homelessness Services	\$155.1	12%
Child Safety Services	\$122.9	9%
Disability and Community Mental Health Services	\$475.4	36%
Community and Youth Justice Services and Aboriginal and Torres Strait Islander Services	\$142.2	11%
Home and Community Care (HACC)	\$370.0	28%
Sport and Recreation Services	\$58.7	4%
Total	\$1324.3	100%

Analysis of the data shows:

- 84% of non-government grants funding was allocated to not-for-profit organisations; 7% to government departments and entities, schools and universities; 4% to local government; 3% to sports organisations (clubs); and 2% to private organisations
- 36% of grants funding was provided to disability and community mental health services
- three organisations received 21% of the funding allocated to not-for-profit organisations
- 21 organisations received half the funding allocated to not-for-profit organisations
- the median funding allocation was \$29 880—that is, half the organisations received less than this amount, and half received more than this amount.

A list of funding by program area, showing the number of grants and the range of funding is in Appendix 7.

⁹⁸Australian Government 2010 *Report on Government Services 2010* Chapter 13 Attachment Table 13A.43.

⁹⁹Department of Communities 2009 *Annual Report 2008-2009 Additional Tables: Funding to non-government service providers*.

Tenancy services

In 2008-2009, the Residential Tenancies Authority distributed \$175 020 to 13 organisations with grants from \$5750 to \$23 889 for information services about tenancy rights and responsibilities.¹⁰⁰

Queensland Health

Queensland Health Grants Program

In 2008-2009, the Department of Health allocated \$60m in grants to 176 not-for-profit organisations. Thirty-nine per cent was allocated to provide clinical services. Table 23 shows funding by type of service.

Table 23 Number of Queensland Health grants (2008-09) and funding allocated by type of service¹⁰¹

Type of service	Funding allocated \$m	Number of grants
Clinical services ¹	\$23.6	111
Health promotion, information	\$10.9	70
Specific illness information, support, counselling	\$10.9	84
Residential services (mostly alcohol and drug rehab)	\$8.7	43
Administrative	\$1.9	13
Training	\$1.2	12
Infrastructure	\$1.6	30
Research	\$0.9	6
Public safety	\$0.1	3
Support services	\$0.2	5
Health checks	\$0.07	1
TOTAL	\$60.07m	378

¹Usually included counselling, support and information services

Around a third of the funding was directed towards alcohol and drug health care issues. Table 24 shows the funding allocation by the predominant health care issue.

Table 24 Community health funding allocation to not-for-profit organisations by health care issue

Health care issue	Allocation \$m	Number of grants
Alcohol and drug ¹⁰²	\$20.1	142
HIV/Aids	\$7.5	25
Sexual assault	\$4.4	20
Sexual and reproductive health	\$4.2	7
Specific health conditions ¹⁰³	\$4.0	33
Palliative care and bereavement	\$3.6	21
Women's health	\$3.3	18
Chronic disease	\$2.8	28
Nutrition, physical activity	\$2.0	23
Childbirth and pregnancy	\$1.9	9
Child health	\$1.6	17
Heart, stroke	\$1.4	10
Disability	\$1.1	8
Hepatitis	\$0.9	5
Mental health	\$0.7	5
Community health ¹⁰⁴	\$0.5	7
TOTAL	\$60.1	378

¹⁰⁰Residential Tenancy Authority 2009 *Public Grants* published online at www.rta.qld.gov.au/grants_recipients_2009.cfm.

¹⁰¹Queensland Health unpublished data supporting list of grants in 2008-09 Annual Report.

¹⁰²'Drugs and alcohol' includes rehabilitation, clinical services, court and police referrals for service and prevention services.

¹⁰³The 'specific health conditions category' combines diseases, illnesses or conditions where there was a small number of grants and an overall small allocation. For example: cancer, kidney and lung disease, asthma, epilepsy, child and family therapy.

¹⁰⁴Community health is a general category where no specific health issue was identified.

Many service recipients fit into multiple categories. For example, clients receiving a service for *women with a disability who have been victims of sexual violence* were counted in the categories: 'women', 'people with a disability', 'people who have experienced sexual assault'. Table 25 shows all these categories where program description stated the target group. Men were named as the target group for only a few services, but were the major recipients of many services provided, especially the alcohol and drug services.

Table 25 Recipients of services through Queensland Health community health grants¹⁰⁵

Recipient description	Allocation \$m	Number of grants
People with alcohol and/or drug dependency	\$18.3	120
Community	\$10.3	42
Aboriginal and Torres Strait Islander people	\$9.5	84
Women	\$8.4	33
People with specific illness or health condition	\$5.8	38
People with a disability	\$3.8	8
People who have experienced sexual assault	\$3.8	16
People who are dying and their families	\$3.2	17
Young people	\$3.0	20
Children	\$2.4	25
People from rural areas	\$1.6	8
Health professionals, staff, volunteers, carers	\$0.9	12
People with cultural and linguistic diversity, migrants	\$0.7	5
People in corrections	\$0.6	2
Family members of people with addiction, illness	\$0.6	4
Parents	\$0.4	7
Sexworkers	\$0.4	4
Lesbian, Gay, Bisexual & Transsexual	\$0.2	2
People undergoing gambling rehabilitation	\$0.2	2
Homeless people	\$0.1	2
People who were abused as a child	\$0.1	2
Returned servicemen	\$0.01	1

Grants ranged from \$1200 to \$3 610 502. The median grant was \$90 389. Twenty-five per cent were under \$50 000 and 60% were under \$100 000. Table 25 shows the number of grants at various levels of allocation.

Table 26 Number of community health grants by amount allocated¹⁰⁶

Amount allocated	Number of grants
<\$5000	8
\$5000 to \$10 000	28
\$10 000 to \$20 000	15
\$20 000 to \$50 000	40
\$50 000 to \$100 000	132
\$100 000 to \$250 000	92
\$250 000 to \$500 000	37
\$500 000 to 1m	11
\$1m to \$2m	3
>\$2m	2
Total	368

¹⁰⁵Queensland Health unpublished data supporting list of grants in 2008-09 Annual Report.

¹⁰⁶Queensland Health unpublished data supporting list of grants in 2008-09 Annual Report.

Department of Education and Training

In 2008-2009, the Department of Education and Training provided \$37m (recurrent and capital) to 295 not-for-profit organisations to provide childcare, kindergarten and preschool services. Grants ranged from \$1134 to \$1 587 701.

Department of Employment, Economic Development and Innovation

The Office of Liquor and Gaming Regulation provides administrative and secretariat support to the Gambling Community Benefit Committee, the Reef Hotel Casino Community Benefit Fund and the Boards of Trustees of the Jupiters Casino Community Benefit Fund and the Breakwater Island Casino Community Benefit Fund. In 2008-2009 these Boards received 3670 applications for over \$87m. Grants were allocated to 2250 organisations for a total amount of \$42m.¹⁰⁷ Table 27 shows the amount and number of grants allocated to community services and the percentage of the total funds.

Table 27 Funding to community services from gambling community benefit funds 2008-2009¹⁰⁸

Service type	\$m	% of funds	No. of grants
Community development	\$4.5	11%	257
Supported accommodation	\$2.4	6%	106
Child care	\$2.1	5%	127
Outreach services	\$1.6	4%	70
Neighbourhood centre	\$0.9	2%	52
Medical-related support	\$0.8	2%	53
Access/mobility for people with a disability	\$0.8	2%	31
Respite care	\$0.7	2%	29
Counselling services	\$0.6	1%	30
Information, referral, assessment, advice	\$0.4	1%	33
Employment	\$0.3	1%	14
Home care services	\$0.3	1%	17
Drug abuse prevention	\$0.2	0%	7
Child abuse prevention	\$0.2	0%	9
Domestic violence prevention	\$0.1	0%	6
Unknown			75
Non-community services	\$26.2	62%	1334

The two largest funds, the Gambling Community Benefit Fund and the Jupiters Casino Community Benefit Fund (98% of the total allocation) provide details of the primary target group. Table 28 shows the allocation by recipient group for all categories of service type (including non-community service projects.)

Table 28 Allocation of gambling benefit funds by primary target group 2008-2009¹⁰⁹

Primary target group	Amount allocated \$m	% of funds allocated
Community	\$18.3	44
Children	\$10.1	24
People with a disability	\$4.2	10
Young people (to 25 years)	\$3.7	9
Families	\$1.3	3
Older people	\$1.1	3
Aboriginal and Torres Strait Islanders	\$0.8	2
Culturally and linguistically diverse backgrounds	\$0.7	2
Women/children in crisis	\$0.4	1
Women	\$0.3	1
Unemployed	\$0.3	1
Isolated people	\$0.2	<1
Men	\$0.1	<1
Carer/s	\$0.1	<1
Total	\$41.6	100

¹⁰⁷ Queensland Government 2010 *Community Benefits Fund Annual Allocations Report 2008-2009*.

¹⁰⁸ Excludes Breakwater Island Casino Community Benefit Fund which did not report service type allocation.

¹⁰⁹ Queensland Government 2010 *Community Benefits Fund Annual Allocations Report 2008-2009*.

Other state government departments

As indicated previously, funding was provided to not-for-profit organisations by several other government departments to assist them in achieving objectives. However information about funding allocations to not-for-profit organisations was not published. The following aggregates were reported in the respective annual reports for programs that are largely delivered by not-for-profit organisations in the community:

- Department of Employment, Economic Development and Innovation
 - Employment Initiatives \$20.6m
- Queensland Police Service
 - Community Connexion Program \$0.2m
 - National Drug Strategy Program \$0.4m
- Department of Community Safety
 - Correctional Intervention Services \$0.1m
 - Community Supervision Services \$0.05m

4.6 LOCAL GOVERNMENT FUNDING

As indicated above, local government councils provide significant support in-kind to not-for-profit organisations through use of venues and opportunities to disseminate their information at local events. Local governments were the recipients of many of the funding allocations referred to above, so competed with and partnered with not-for-profit organisations.

In remote areas, councils have often assumed responsibility for social issues because of the lack of services. Increasingly, however, local government councils in all locations are taking direct responsibility for community service activities. The following grants to not-for-profit organisations were identified in annual reports of a random sample of five local government organisations:

- Brisbane City Council provided grants to 19 not-for-profit organisations to install insulation, tanks, hot water systems and dual flush toilets. Grants ranged from \$1779 to \$50 000.
- Mackay Regional Council provided grants between \$1000 and \$8000 to four organisations.
- Cairns Regional Council provided \$169 000 through Community Development Grants in 2008-09. Close to \$75 000 of this funding was allocated to 20 organisations for child care, aged care, community and neighbourhood centres and disability. Grants ranged from \$544 to \$8000. Donations of \$5000 were made to charities through the Mayor's discretionary fund and a further \$25 000 was provided in-kind.
- Central Highlands Regional Council allocated \$147 800 to community organisations in 2008-09 with grants up to \$6000.

4.7 SUMMARY OF FUNDING

Estimates of aggregate funding

This chapter presented estimates of aggregate funding on community services in Queensland from three types of sources:

- a. national surveys of not-for-profit organisations and businesses carrying out community activities (Sections 4.1 and 4.2)
- b. national reporting of government expenditure on community services (Section 4.2)
- c. departmental reporting of expenditure and grant allocations (Sections 4.4 to 4.6).

Data from the *Non-Profit Institutions Satellite Account 2006-07*¹¹⁰, which only provides data at the national level, and the Queensland component from the *Report of Government Services 2010*¹¹¹ were combined to derive an estimate for the non-profit community services of receipts from all sources of \$5.3b. Of this, receipts from government were estimated at \$2.6b for not-for-profit organisations and \$0.8b for profit-businesses. The *Community Services 2008-09* survey, which included a smaller scope of services and

¹¹⁰Australian Bureau of Statistics 2009 *Australian National Accounts: Non-profit institutions Satellite Account, 2006-07* cat no. 5256DO001.

¹¹¹Australian Government 2010 *Report on Government Services 2010* Community Services Preface.

businesses, reported expenditure of \$6.4b for all Queensland organisations undertaking community service activities, from which an estimate of \$2.9b and \$1.4b expenditure for non-profit and profit businesses respectively was derived.¹¹² The alignment between the surveys was described in Section 4.2. Table 29 shows the aggregates derived from these national data sets.

In both cases where expenditure was reported for profit and non-profit businesses, profit businesses accounted for around one third of the non-government expenditure on community services. Where the source of funds was identified, receipts from government accounted from a third to a half of the total receipts for the community services sector.

Table 29 Estimates of expenditure/receipts on community services in Queensland¹¹³

Source of data	Not-for-profit \$b	Profit organisations \$	Total \$
Community Services Survey	\$2.9b	\$1.4b	\$4.2b
Not-for-profit Survey	\$5.3b		\$5.3b
Government expenditure	\$2.6b	\$0.8b	\$3.4b

Departmental expenditure and grant allocations

Based on the funding allocations reported in Sections 4.4 to 4.6, the amount provided by government to community services was \$4.6b. The majority of this funding was specifically granted to not-for-profit organisations however some allocations included government and commercial service delivery where the recipient could not be identified. There may also be a small amount of double-counting where amounts allocated by the Commonwealth to the state, and the state to local government, are included in grant allocations. It is also likely that there are other funding grants that were not identified.

Table 30 Summary of government funding for community services from Section 4.4 to 4.6

Government funding source	Funding purpose	Amount
Department of Families, Housing, Community Services and Indigenous Affairs	Grant funding 2009 SAAP 2006-2007 Disability services	\$289m \$ 67m \$159m*
Department of Education, Employment and Workplace Relations	Grants to not-for-profit organisations to provide services to disadvantaged client groups Child care	\$64m \$973m*
Department of Health and Ageing and Department of Veterans' Affairs	Aged care services	\$1622m*
Department of Communities	Grants to non-government service providers for community services	\$1110m
Queensland Health	Grants to not-for-profit organisations for community health services	\$60m
Department of Education and Training	Grants for not-for-profit organisations for childcare, kindergarten and pre-school services	\$37m
Department of Employment, Economic Development and Innovation	Gambling benefits fund grants Employment programs for people disadvantaged in gaining jobs	\$42m \$21m*
Queensland Police Service	Community Connexion, Drug Strategy	\$0.6m*
Department of Community Safety	Correctional intervention, community supervision services	\$0.1m*
Local government grants	Grants to not-for-profit organisations	\$0.5m
TOTAL (estimate)		\$4648m

* May include funding for service delivery by government and profit organisations

The \$4.6b figure is, in the main, allocations of government funding for direct service delivery. Allocations of capital funding for infrastructure and sector development were not identified through these grant funding reports. It is likely therefore, that the estimates of aggregate expenditure from all receipts are very conservative.

¹¹²Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no.

¹¹³See assumptions for estimates in Section 4.2.

5

HIGHLIGHTS OF CHAPTER 5: WHO ARE THE WORKERS?

- The Health Care and Social Assistance industry is the largest employing industry in Australia with 11.3% of total employment. Four of its eight sectors are core community service industries: residential care series, child care services, other social assistance services and aged care services (other than hospitals).
- The Queensland community services workforce in 2008-2009 was estimated at 102 600 staff, equivalent to 70 000 full time staff, and 18% of Australia's community service workers.
 - Thirty per cent were full time, 40% part time and 28% casual.
 - Eighty per cent provided direct community service.
 - 66 000 volunteers provided an average of 93 hours per year, equivalent to 3200 full time workers. Thus there were 10 volunteers per 16 staff.
- In 2006, 97 500 non-government, community services workers worked 152 million hours – an average of 30 hours per week, earning \$2.8 billion – an average of \$18.50 per hour (Census of Population and Housing online 2009).
- Half worked in core community service occupations in core community service industries (see below); close to thirty per cent in core industries in non-core occupations as clerical workers, technicians, corporate managers and labourers; twenty per cent in core occupations in non-core industries such as education and training, administrative and support services, and other personal services.
- The core community service industries workforce of 75 600 workers consisted of:
 - aged care residential services (32%)
 - other social assistance services (25%)
 - child care services (25%)
 - health care and social assistance (15%)
 - other residential care services (2.5%)
 - 84% females, 41% under 40 years and 47% full time
 - 49% with year 12 completion and 61% with a post-school qualification.
- Core community services occupations of 70 400 workers consisted of:
 - community and personal service workers (83%)
 - social and welfare professionals (12%)
 - community services sector managers (5%)
 - 85% females, 43% under 40 years and 44% full time
 - 54% with year 12 completion and 60% with a Certificate 3 or higher qualification.

STAFF PER POPULATION

- Community service workers: Qld 1:69 persons; Aust 1:72
- Social and welfare professionals: Qld 1 to 318 persons; Aust 1:258
- Percentage of whole workforce: Qld 3.77%; Aust 3.89%.

5. WHO ARE THE WORKERS?

This chapter identifies the number of paid and volunteer non-government staff working in the Queensland community services sector, their demographics, employment status and work conditions.

The workforce data is derived predominantly from the ABS 2006 *Census of Population and Housing* online datacube (CDATA 2009) which enables the customisation of tables by state for demographic and employment variables, providing for the first time, a comprehensive view of Queensland's non-government community service workforce. For ease of use, a tabulation of variables and the table reference is provided in Appendix 8. Definitions of occupations and industries are provided in Appendices 9 and 10. Further detailed tables and graphs can be requested from the author.

Results of the ABS survey of businesses undertaking community services activity in 2008-09 is presented in Section 5.4. Section 5.5 presents the employment outlook for the health care and social assistance industry, which incorporates a large component of the community services sector.

5.1 THE COMMUNITY SERVICE SECTOR WORKFORCE

Alongside the core health and community services industry, a host of industries contribute to the effective conduct of the community services sector ranging from employment, education and training to waste management, specialist residential construction, kitchen management, grounds operation and maintenance. Similarly, the occupations of people working in the community services sector are various, including labourers, corporate professionals, managers, clerical workers and technicians who support and enable the delivery of services by community service workers and social work professionals.

Hence, the number of staff working in the industry cannot be determined by a single industry or occupation category as workers belong to several groups in both the Australia New Zealand Standard Industrial Classification and the Australia New Zealand Standard Classification of Occupations, which form the basis of all counts of workers in the census data.

Industries where *all* workers can be assumed to be working in community services (core industries) include aged residential, child care residential, other residential and social assistance. Occupations where *all* workers can be assumed to be engaged in community services (core occupations) include community and welfare workers, social and welfare professionals¹¹⁴ and child care centre and health and welfare managers.

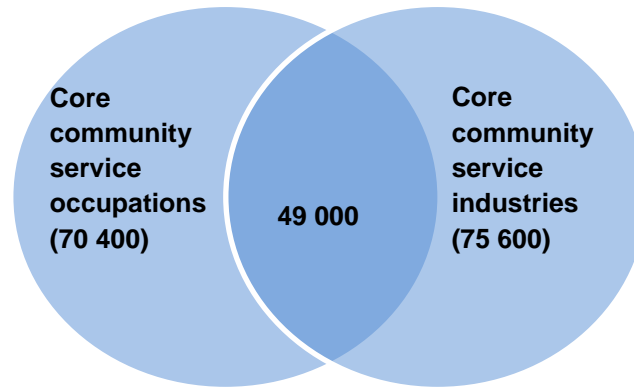
Other industries where core community service occupations operate (as well as other occupations) include adult and community education, employment, medical and allied health, arts and recreation services, accommodation and food services. Other occupations that operate in core community services industries (as well as in other industries) include accountants and clerical workers, carpenters and cleaners.

Hence, as shown in Figure 9, community services workers may be:

1. in a core community service occupation in a core industry (e.g. a social worker providing social assistance in a residential care setting)
2. in a core community service occupation in a non-core industry (e.g. welfare worker in employment placement and recruitment services)
3. in a non-core occupation in a core community service industry (e.g. clerical worker in a child care organisation).

¹¹⁴These categories include psychologists, some of whom work in other industries—for example, in human resources, marketing and organisational development. Ministers of Religion who provide pastoral care as a component of their role.

Figure 9 Occupations and industries that comprise the community service workforce



From the census dataset, it is possible to isolate the core community service industries and the core community service occupations to undertake further analysis of Queensland non-government workers. Therefore, this chapter is divided into two Sections. In 5.2 data is presented in relation to workers in *all* occupations operating in core community sector industries. In 5.3 data is presented in relation to workers in core community sector occupations in *all* industries in which they operate. Each set of data provides the following characteristics:

- composition of core community service industries/occupations by sub-groups
- demographics: sex, age, Aboriginal and Torres Strait Islander status
- geography: location by region, remoteness
- employment: labour force status, hours of work, weekly income
- education: high school completion, post-school qualification
- employment type: owner managers of incorporated or unincorporated bodies
- occupations of workers in core community service industries; industries of core community service occupations.

A summary showing the number of workers where occupations and industry intersect is provided at the end of this chapter.

5.2 QUEENSLAND WORKERS IN CORE COMMUNITY SERVICE INDUSTRIES

In 2006 there were 75 600¹¹⁵ Queensland non-government workers in industries most directly and completely considered to be community services ('core community service industries'):

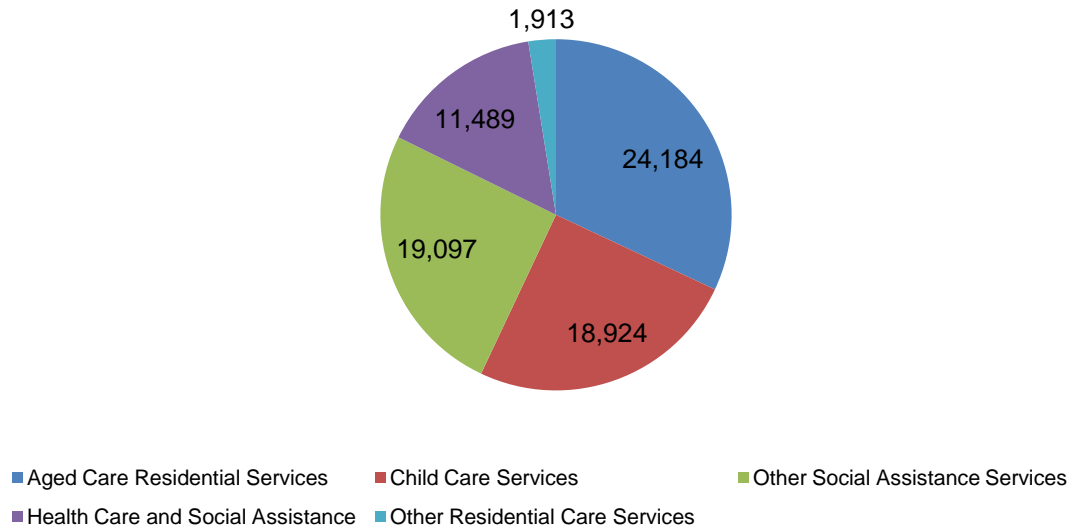
- aged care residential services
- other social assistance services
- child care services
- health care and social assistance (not further defined)¹¹⁶
- other residential care services.

Over a third of staff worked in aged care residential services and around one quarter worked in child care services. (See Figure 10.)

¹¹⁵The total count varies slightly in this section across characteristics due to omissions and discrepancies in information provided by respondents. Percentages are based on available data, omitting unknown or inadequately described counts.

¹¹⁶Health Care and Social Assistance is the Division Category incorporating the four industry groups. It includes both health care and social assistance staff where the industry group was not identified. Hence an unknown portion of this category is not community service workers.

Figure 10 Queensland non-government workers in core community service industries¹¹⁷



Sex

Female workers were 84% of the staff of core community service industries. While males were 16% of this workforce overall, they were 29% of the health care and social assistance component and only 5% of the child care component (Figure 11).

Figure 11 Percentage of each core community service industry by sex¹¹⁸

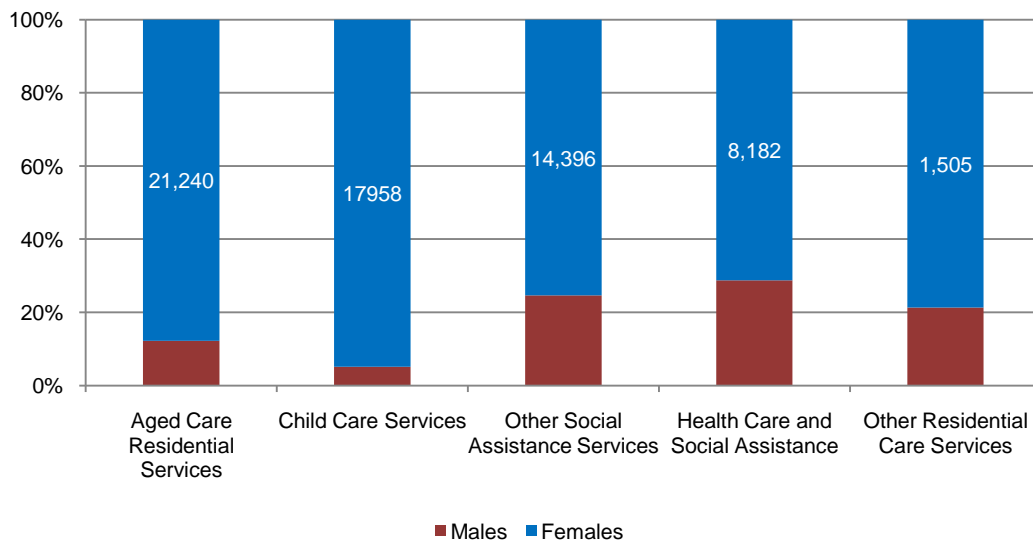


Table 31 shows the different participation pattern for male and female workers in core community service industries. The highest percentage of females (34%) worked in aged care residential services whereas the highest percentage of males worked in social assistance (38%). Only 8% of males worked in child care compared to 28% of females.

¹¹⁷ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.
¹¹⁸ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Table 31 Percentage of male and female workers in core community service industries¹¹⁹

Community service industry subgroups	% of male workers in the industry n= 12 325	% of female workers in the industry n= 63 279
Aged care residential services	24	34
Social assistance	38	23
Health care and social assistance	27	13
Child care services	8	28
Other residential care services	3	2

Age

Overall, more than half the workforce was over 40 years of age and 8% were over 60 years, including 400 people over 70 years. The child care workforce had a higher proportion of workers below 30 years (44%) and aged care residential services had the highest proportion of people over 40 years (75%). Table 32 shows the proportion of the workforce in each age category.

Table 32 Age of core community service industry workers¹²⁰

Age Group	Aged Care Residential Services n=24 180 %	Child Care Services n= 18 922 %	Other Social Assistance Services n=19 094 %	Other Residential Care Services n=1913 %	Health Care and Social Assistance n=11 489 %	TOTAL n=75 598 %
< 30 years	10	44	17	13	19	22
30-40 years	15	23	20	21	21	19
40-50 years	31	18	29	28	28	27
50-60 years	34	12	26	27	23	25
> 60 years	10	3	8	10	9	8

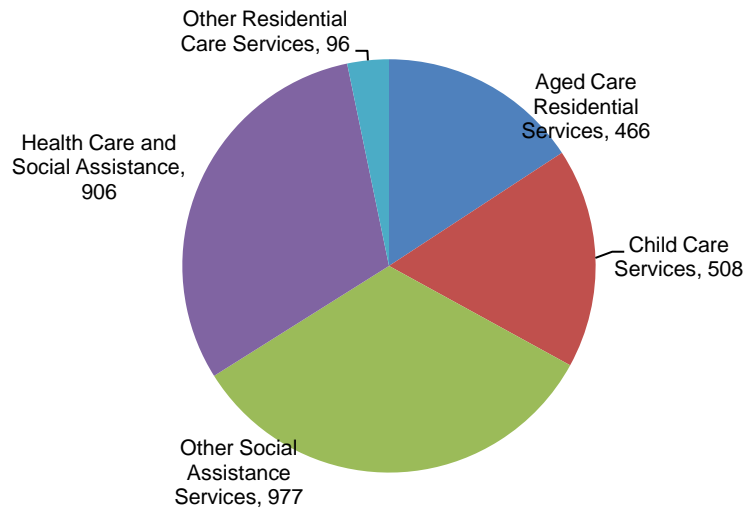
The age range for males and females was almost identical overall. However, because fewer males work in the child care industry, there was a slightly higher proportion of males in the older age groups.

Aboriginal and Torres Strait Islander status

There were almost 3000 Aboriginal and Torres Strait Islander workers—4% of the total workers (6% of male workers, 3% of female workers). Two thirds of Aboriginal and Torres Strait Islander workers were female. The lowest participation rate for both males and females was 2% in aged care. Over 69% of the Aboriginal and Torres Strait Islander staff worked in health and social assistance, 17% in child care services and 16% in aged care residential services. Figure 12 shows the spread of Aboriginal and Torres Strait Islander workers across the core community service industries.

¹¹⁹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹²⁰ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Figure 12 Aboriginal and Torres Strait Islander workers in core community service industries¹²¹

Location

The dispersion of core community service industry workers across the state reflected a slightly higher proportion of the population in the capital city and lower proportions in the west of the state (west Queensland population proportion: 1.7%; west Queensland community service industry staff: 1.4%) and the central coast (Fitzroy and Mackay population proportion: 8.6%; community service industry staff proportion: 7.3%). Table 33 shows the population in each statistical division, its percentage of the state population and its percentage of the core industry workforce. Those marked + were equal to or more highly represented than the population and those marked - had lower representation than the population proportion.

Table 33 Percentages of core community services industry workers and population in Queensland regions¹²²

Statistical Division	Population	State %	Core community services industries %
Brisbane	1 763 133	45.2	47.1+
Gold Coast	482 319	12.4	11.3-
Sunshine Coast	276 263	7.1	7.1+
Wide Bay-Burnett	254 659	6.5	6.7+
Darling Downs	213 756	5.5	5.6+
Northern	196 672	5.0	5.5+
Far North	231 049	5.9	5.5-
Fitzroy	188 405	4.8	4.3-
Mackay	150 172	3.8	3.0-
West Moreton	68 630	1.8	1.9+
North West	30 939	0.8	0.7-
South West	24 778	0.6	0.5-
Central West	10 851	0.3	0.2-
No usual address	12 806	0.3	0.2-
Total	3 904 531	100.0	100.0

Male workers ranged between 11% and 19% of community services workers across regions, except for the north west where 29% of workers were male.

¹²¹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹²² Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Remoteness

The ratio of population to core industry worker varied from 51 persons to each worker in the city to 95 persons to each worker in very remote areas.¹²³ Whereas 4.8% of the Queensland population lived in remote or very remote areas, the proportion of community service workers in these regions was well below this percentage—particularly for aged care and other residential care services with only 1.6% of workers residing in those locations. The ratio of population to workers varied considerably between industry sectors. Table 34 shows the number of persons per worker for each industry sector by the remoteness indicator.

Table 34 Number of persons per worker by core community service industries¹²⁴

Remoteness classification	Aged Care Residential Services	Child Care Services	Other Social Assistance Services	Other Residential Care Services	Health Care and Social Assistance	All industries	Qld population
Major cities	166	195	266	1812	327	51	2 335 822
Inner regional	131	229	260	2130	399	50	847 657
Outer regional	179	206	291	2986	353	56	582 272
Remote	271	304	401	3611	313	68	79 434
Very remote	442	381	369	4644	156	59	46 439
No address							12 807
All	162	206	271	2040	340	52	3 904 531

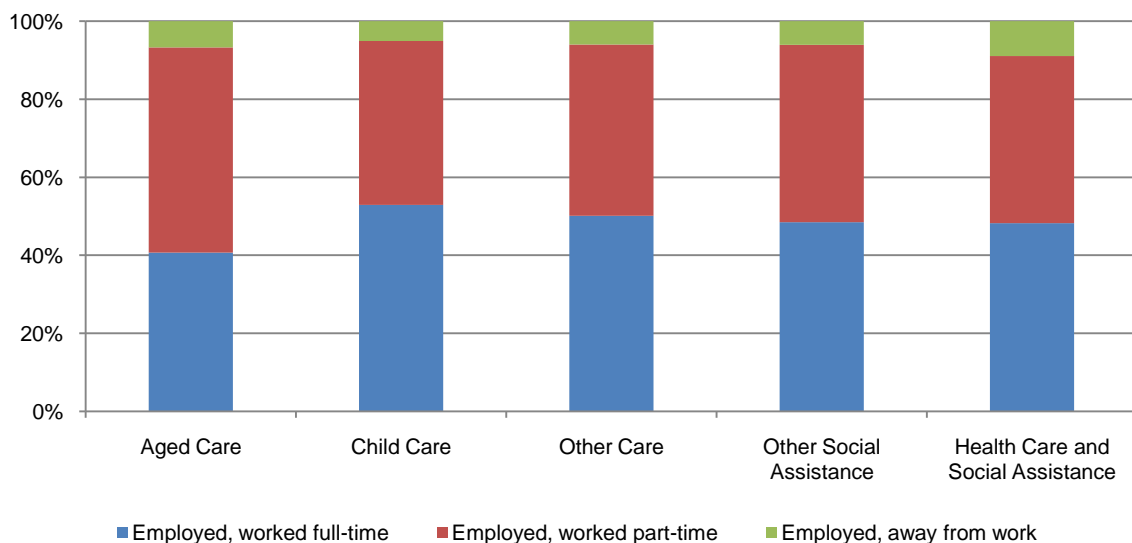
Male workers ranged from 17% of community services workers in cities to 37% in remote areas and 29% in very remote areas.

Labour force status

Full time workers were 47% of the workforce in the core community service industries, part-time workers were 46% and 7% were away from work. A higher proportion of males worked full time (males 60%; females 45%). Thus males were 20% of full time workers.

Child care services had the highest proportion of full time workers (53%) and the lowest proportion away (5%). Aged care had the lowest proportion of full time workers (41%). Health care and social assistance had the highest proportion of workers away from work (9%). Figure 13 shows the labour force status for each industry sub-group.

Figure 13 Percentage of workers in core community service industries by labour force status¹²⁵



¹²³ Calculated as a ratio from the population of each remoteness category and the number of core industry workers in that category.

¹²⁴ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹²⁵ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Number of hours worked

Staff in the core community service industries contributed 119 million hours per annum, equating to 63 000 full time positions. On average, staff worked 30.2 hours per week. Fifty-five per cent worked less than a full 36 hour week and 25% worked 20 hours or less. Twelve per cent worked over 40 hours.

Males worked 18% of the total hours and on average worked 33.4 hours per week. Females worked an average 29.6 hours per week. A quarter of females and 21% of males worked less than 20 hours a week. Fifty-eight per cent of males worked 36 hours or more compared to 42% of females. Table 35 shows the percentage of males and females by number of hours worked.

Table 35 Percentage of males and females in core community service industries by hours worked¹²⁶

Number of hours worked	Males 12 327 %	Females 63 281 %	Total 75 608 %
0-10 hours	10.1	11.3	11.1
11-20 hours	10.9	14.3	13.8
21-30 hours	12.8	21.2	19.8
31-35 hours	7.8	11.0	10.5
36-40 hours	36.7	29.7	30.9
41-50 hours	11.9	7.3	8.0
>50 hours	9.7	5.2	6.0

Child care had the highest percentage of staff working 36 or more hours (51%) and aged care had the smallest proportion (37%). Social assistance services had the highest percentage of staff working fewer than 20 hours (27%) and residential care services had the least (20%).

Income

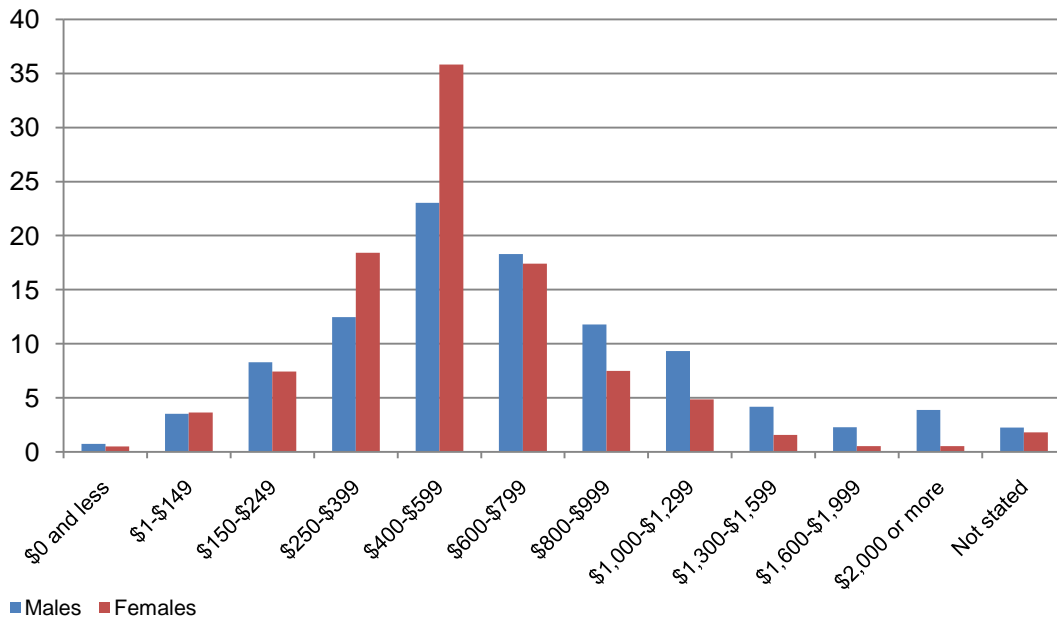
Community service industry workers earned an estimated \$2b annually based on average weekly earnings.¹²⁷ Females earned 80% of the total income. Average income per year was \$29 590. The average earnings per week was \$717 for males (\$37 262 per annum) and \$557 for females (\$28 985 per annum). Sixty-three per cent of the sector earned below \$600 per week (\$30 000 per annum) compared to 45% of the Queensland working age population. A higher proportion of males were in the higher wage groups:

- a quarter of males and 30% females earned below \$399 a week (\$20 750 per annum; Queensland workforce: 24%)
- 53% of males and 61% of females earned between \$400 and \$1000 (\$20 750 to \$67 600 per annum; Queensland workforce: 52%)
- 11% of males and 3% of females earned over \$1300 a week (\$67 600 per annum, Queensland workforce: 13%). (See Figure 14.)

¹²⁶ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

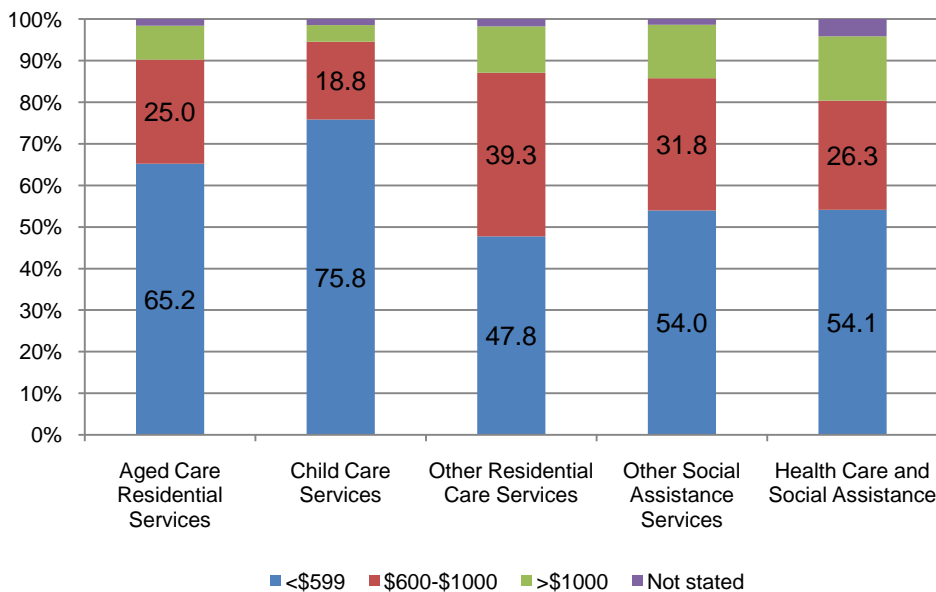
¹²⁷ Calculation is based on midpoint of average weekly earning paypoints for males and females x 52 weeks.

Figure 14 Percentage of male and females in core community service industries at each pay point¹²⁸



Child Care services had the highest proportion of workers in the low wage group (76%) and the lowest proportion in the higher wage group (4%). Workers in other residential care services had the lowest proportion in the low wage group (48%) and there were more workers in health care and social assistance in the higher wage group (15%). Figure 15 shows the percentage of workers in each wage group by industry sub-groups.

Figure 15 Percentage of workers at three income levels for each core community service industry¹²⁹



High school completion

Forty-nine percent of core industry workers had completed Year 12, 42% had completed Years 10 or 11, and 10% had not completed Year 10.

Fifty-four per cent of males and 48% of females in core community service industries had completed Year 12. Twelve per cent of males and 10% of females had not completed Year 10. Child care services had the

¹²⁸ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.
¹²⁹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

highest percentage of workers with Year 12 completion (60%) and aged care services had the highest percentage of workers with less than Year 10 (13%).

Post-school qualifications

Sixty-one per cent of workers in the core community service industries nominated having a post-school qualification. A higher proportion of females had qualifications—mostly at certificate level. Table 36 shows the proportion of males and females by level of qualification.

Table 36 Percentage of male and female workers in core community service industries with post-school qualifications¹³⁰

Qualification	Males %	Females %	Total %
Degree and higher	22%	18%	18%
Diploma, Advanced Diploma	10%	16%	15%
Certificate III and IV	26%	28%	28%
Total with qualifications	58%	61%	61%
No qualifications	41%	39%	39%

A higher percentage of staff in residential care had degrees or higher (25%) and a lower percentage had no qualifications (36%). Child care staff had the lowest percentage of workers with degrees (10%), a higher percentage of diplomas and advanced diplomas (24%), and a low percentage of staff with no qualifications (37%). Social assistance workers had the highest percentage without qualifications (41%).

Business owners

This report is focussing, where possible, on community service activity delivered by the non-profit component of the sector. However, the 2006 census did not differentiate between profit and not-for-profit entities as a place of employment so the data presented in this chapter includes all non-government workers.

However an indication of the number of profit businesses within the community services industry can be gained from the 'employment type' identifier which classified workers as owner managers, contributing family member and employees not owning a business. The number of owner managers indicates the number of profit businesses but the total number of workers within these profit businesses cannot be calculated as the data only provides wide ranges of business size.

There were 223 owner managers of incorporated businesses and 40 of unincorporated businesses in Queensland core community services industries. Eighty-five per cent of these operated in the child care industry, 13% in aged care and 2% in other residential services. Most owner managers had between 1 and 19 employees (164), 87 had more than 20 employees and 12 had no employees. Most of the larger businesses (over 20 employees) provided child care services.

Occupations in the core community service industries

Community and personal service workers were 54% and professionals were 17% of the core community service industry workforce. The remaining 30% of the workforce was in 'mainstream' occupations—that is, occupations not specialising in the sector such as clerical and administrative workers. Females were 89% of community and personal workers, 83% of professionals and 90% of clerical and administrative workers. Eleven per cent of males were managers and 17% were labourers, compared to 6% and 7% of females respectively. Table 37 shows the number of males and females for each occupation group.

¹³⁰Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Table 37 Number and percentage of male and female workers in core Queensland community service industries by occupation¹³¹

Occupations	Males	Females	All core industries	%
Community and personal service workers	4 518	36 556	41 074	54
Professionals	2 132	10 578	12 710	17
Clerical and administrative workers	608	5 669	6 277	8
Labourers	1 808	4 361	6 169	8
Managers	1 326	3 600	4 926	7
Technicians and trades workers	910	1 234	2 144	3
Unknown	354	558	912	1
Sales workers	205	579	784	1
Machinery operators and drivers	464	144	608	1
TOTAL	12 325	63 279	75 604	100

The composition of each of these occupations is further detailed below.

Community and personal service workers

Of the 41 074 community service workers working in the core community service industries:

- 85% were carers and aides, 13% were health and welfare workers and the remainder were personal support workers
- 37% worked in child care services and the majority of these were child carers
- 29% worked in social assistance services—59% were carers of aged people and people with a disability¹³²
- 28% worked in aged care residential services—half were nursing support and personal care workers and 37% were carers of aged people and people with a disability.

Table 38 shows the number of each type of carer in each industry subgroup.

Table 38 Number of carers by occupation type and industry subgroup¹³³

Carers	Aged Care Residential Services	Other Residential Care Services	Child Care Services	Other Social Assistance Services	Health Care and Social Assistance	Total
Child carers	18	33	14 934	458	58	15 501
Nursing support, personal carers and assistants	5 951	172	32	961	372	7 488
Carers of aged people and people with disability	4 308	321	37	6 976	380	12 022
Total	10 277	526	14 922	8 348	806	34 879

Health and welfare support workers included welfare workers (3835), diversional therapists (671), massage therapists (70), enrolled and mothercraft nurses (532) and Indigenous health workers (28). Personal support included hospitality workers (224) (e.g. waiters), protective service workers (134) (e.g. security guards), sports and fitness instructors (209), personal care (264) (e.g. caring for people in refuges or correctional institutions).

Professionals

Of the 12 713 professionals in the core community service industries:

- 44% worked in aged care residential services and most were health professionals (90%)
- 20% were social and welfare professionals and most worked in other social assistance services (80%)

¹³¹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹³² The term 'aged and disabled carers' used in Census reporting has been replaced in this report by the term 'carers of aged people and people with a disability'.

¹³³ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

- 'other' professionals predominantly worked in social assistance services (55%).

Table 39 shows the number by each occupation group and industry sub-group.

Table 39 Number of professionals in core community service industries¹³⁴

Professionals	Aged Care Residential Services	Other Residential Care Services	Child Care Services	Social Assistance Services	Health Care and Social Assistance	All core industries
Social and welfare professionals	164	170	45	2194	108	2681
Education professionals	30	4	516	162	23	735
Health professionals	5080	131	49	961	1453	7674
Other professionals ¹³⁵	291	34	126	897	275	1623
Total	5565	339	736	4214	1859	12 713

Clerical and administrative workers

Of the 6284 clerical and administrative workers in the core community service industries:

- half worked in social assistance services
- 37% were personal assistants and secretaries
- 25% were clerical and office support workers.

Table 40 shows the number of workers by occupation type and industry sub-group.

Table 40 Number of clerical and administrative workers in core community service industries¹³⁶

Clerical and Administrative workers	Aged Care Residential Services	Other Residential Care Services	Child Care Services	Social Assistance Services	Health Care and Social Assistance	Total
Numerical Clerks	221	29	146	412	83	891
Office Managers, Program Administrators	216	43	119	871	195	1444
Clerical and Office Support Workers, Reception, Inquiries	336	40	97	741	412	1626
Personal Assistants, Secretaries	589	54	263	1151	266	2323
Total	1362	166	625	3175	956	6284

Managers

Of the 4921 managers working in the core community service industries:

- 23% were senior executives and corporate managers
- 36% worked in child care services, 34% social assistance services and 21% in aged care
- 40% were child care managers, 19% were hospitality, retail and service managers and 16% were health and welfare services manager.

Table 41 shows the number of managers by occupation group and industry sub-group.

¹³⁴ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹³⁵ Other professionals includes business, human resource and marketing, information and organisation, sales, marketing and public relations, ICT, arts and media, natural and physical science, design engineering, science and transport, legal, social and welfare professionals.

¹³⁶ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Table 41 Number of managers in core community service industries¹³⁷

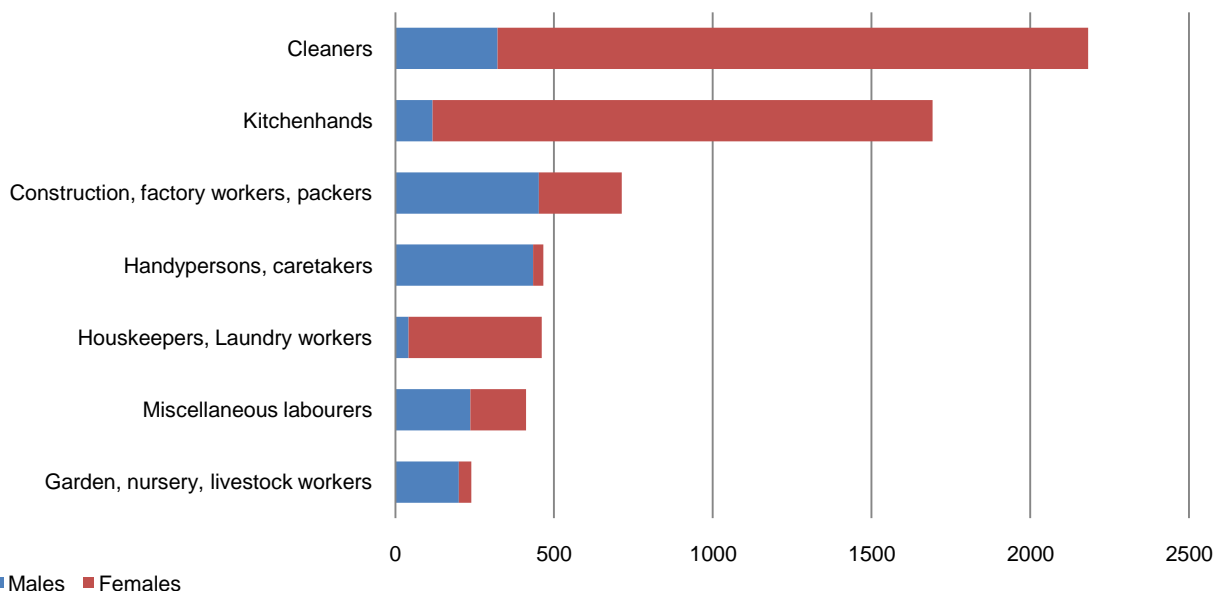
Managers ¹³⁸	Aged Care Residential Services	Other Residential Care Services	Child Care Services	Other Social Assistance Services	Health Care and Social Assistance	Total
Child care centre managers	7	9	1587	64	0	1667
Hospitality, retail and service managers	283	59	29	490	56	917
Health and welfare services managers	446	41	3	279	35	804
Chief executives, managing directors, general managers	102	20	81	309	80	592
Corporate services managers and business administration	111	22	38	309	78	558
Other specialist managers	41	10	25	145	32	253
Industry and production managers	30	0	10	37	25	102
Education managers	0	0	8	20	0	28
Total	1020	161	1781	1653	306	4921

Labourers

Of the 6600 labourers working in the core community service industries:

- 54% worked in aged care residential services—predominantly kitchen hands and cleaners
- 40% worked in social assistance and health care and social assistance
- 3% worked in child care and 3% worked in other residential services.

In most subgroups of labouring occupations, males were about one third of the workforce. Figure 16 shows the number of male and female labourers by occupation subgroup.

Figure 16 Number of male and female labourers by sex and occupation subgroup¹³⁹

¹³⁷Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹³⁸Hospitality—25% were call centres; 15% retail managers; 15% café and restaurant manager; Corporate includes 25% finance, 26% Human resources; 21% advertising and sales; Specialist 25% policy, research and planning; Industry and production includes 47% construction managers.

¹³⁹Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

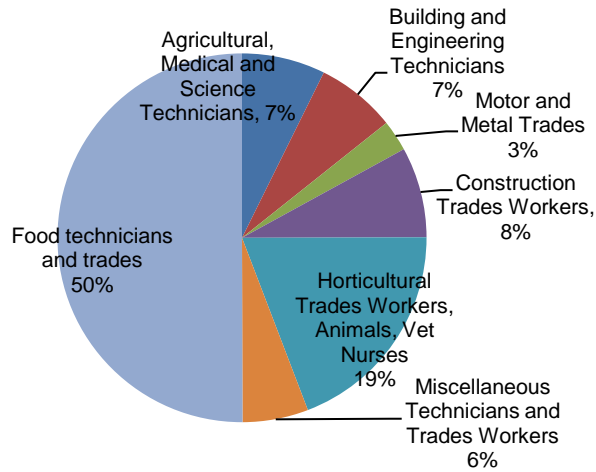
Technicians and tradeworkers

Of the 2132 technicians and tradeworkers working in the core community service industries:

- 47% worked in aged care services and 26% in social assistance services
- half were food technicians and tradeworkers, 58% of whom worked in aged care residential and 18% in each of child care services and social assistance services
- 58% of the horticultural trade workers worked in aged care residential.

Figure 17 shows the percentage of technicians and tradeworkers by occupation subgroup.

Figure 17 Percentage of technicians and tradeworkers in core community service industries (n=2132)¹⁴⁰



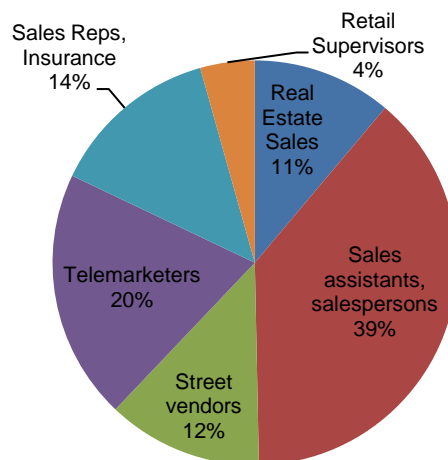
Sales workers

Of 784 sales workers in the core community service industries:

- 60% worked in social assistance services
- 23% worked in health and social assistance
- 10% worked in aged care
- 40% were sales assistants, 20% were telemarketers and 15% were sales representatives.

Figure 18 shows the percentage in each occupation subgroup.

Figure 18 Percentage of salesworkers in core community service industries (n=784)



¹⁴⁰ Miscellaneous technicians and tradeworkers include hairdressers, printers, library staff, performing arts technicians, wood-work trades and others.

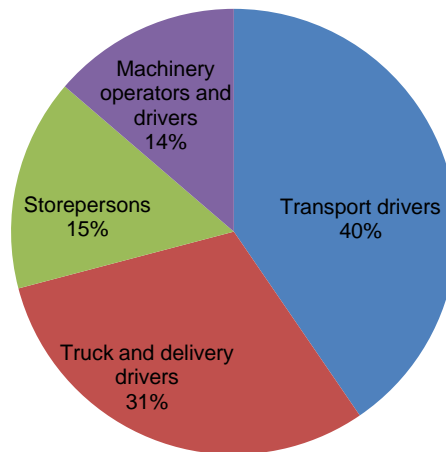
Machinery operators and drivers

Of 591 machinery operators and drivers working in the core community services industries:

- 61% worked in social assistance
- 18% worked in health and social assistance
- 11% worked in aged care services
- 40% were transport drivers—mostly bus and coach drivers.

Figure 19 shows the percentage of each occupation subgroup.

Figure 19 Percentage of machinery operators and drivers in occupation subgroups (n=591)



5.3 COMMUNITY SERVICE OCCUPATIONS

The analysis in Section 5.2 looked at all the workers operating within the tight boundary of the core community service industries. As well as these workers, there are many community service workers in other industries. For example, community workers with a wide range of expertise engage in cultural, sports and recreation programs to develop the skills and confidence of individuals and communities who are disadvantaged, in order to improve their life outcomes. A sizeable workforce that sits within the employment services industry, engages with employers and facilitates work-placement for members of the community who would otherwise be unemployed and unemployable.

This section attempts to capture some of these workers by identifying the core community service occupations¹⁴¹ across all industries. The core community service occupations are:

- community and personal service workers (mostly skill level 4)
- social and welfare professionals (mostly skill level 1)
- community services sector managers within the education, health and welfare managers group (skill level 1).

Overview of core community service occupations

In 2006, there were 70 429¹⁴² non-government workers in Queensland in the occupations most directly considered to deliver community services to the community. Non-government workers represented 77% of the state community service workforce including:

¹⁴¹Occupations are classified using the Australasian New Zealand Standard Classification of Occupations (ANZSCO). The analysis is based on the four digit level of classification within the listed sub-major categories.

¹⁴²The total varies across characteristics due to incomplete answers from respondents. Percentages are based on the data available.

- 58 331 community service workers: enrolled and mothercraft nurses, welfare support and health workers, child carers, education aides, carers of aged people and people with a disability, nursing support, special and personal care workers
- 8606 social and welfare professionals: counsellors, ministers of religion, psychologists, social workers, welfare, recreation and community workers and social professionals
- 3492 community service sector managers: child care centre managers, health and welfare services managers.

The analysis below provides details of the three categories based on the following characteristics:

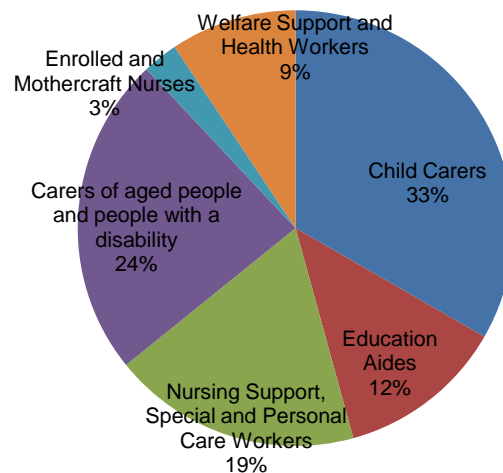
- composition of each category by occupation
- sex, age, Aboriginal and Torres Strait Islander status
- location and remoteness
- labour force status and hours of work
- income
- education and current study
- ownership status
- industries of operation.

Composition of the Queensland non-government community service workforce

Community Service Workers (58 331)

A third of the community service workers were child carers and nearly a quarter were carers of aged people and people with a disability. (See Figure 20.)

Figure 20 Percentage of community service workers by occupation type in all industries (n=58 002)¹⁴³

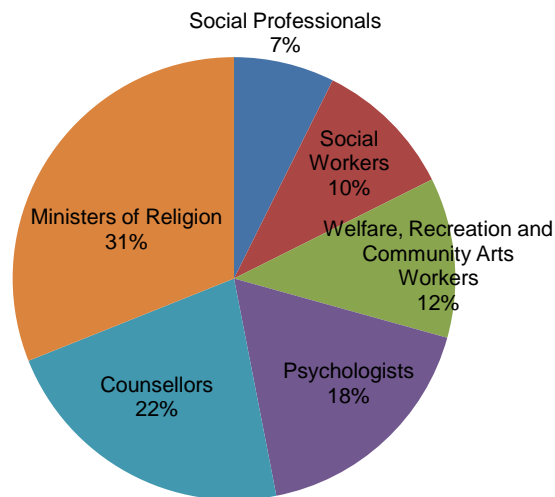


Social and Welfare Professionals (8606)

The largest group within the social and welfare professionals was ministers of religion (31%). Psychologists and counsellors made up a further 40%. Social workers were 10% of the group. (See Figure 21.)

¹⁴³ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Figure 21 Percentage of community service professionals by occupation type (n=8606)¹⁴⁴



Community Services Sector Managers (3492)

This category included child care centre managers (62%) and health and welfare service managers who plan, organise, direct, control and coordinate the professional and administrative aspects of health and welfare programs and services. The category includes some occupations that are more likely to operate in the health industry and omits some community services managers that cannot be sufficiently disaggregated.¹⁴⁵

Sex

Overall, 85% of the workers in the core community services occupations were females. The proportion of females was highest for community service workers.

Community service workers (58 331)

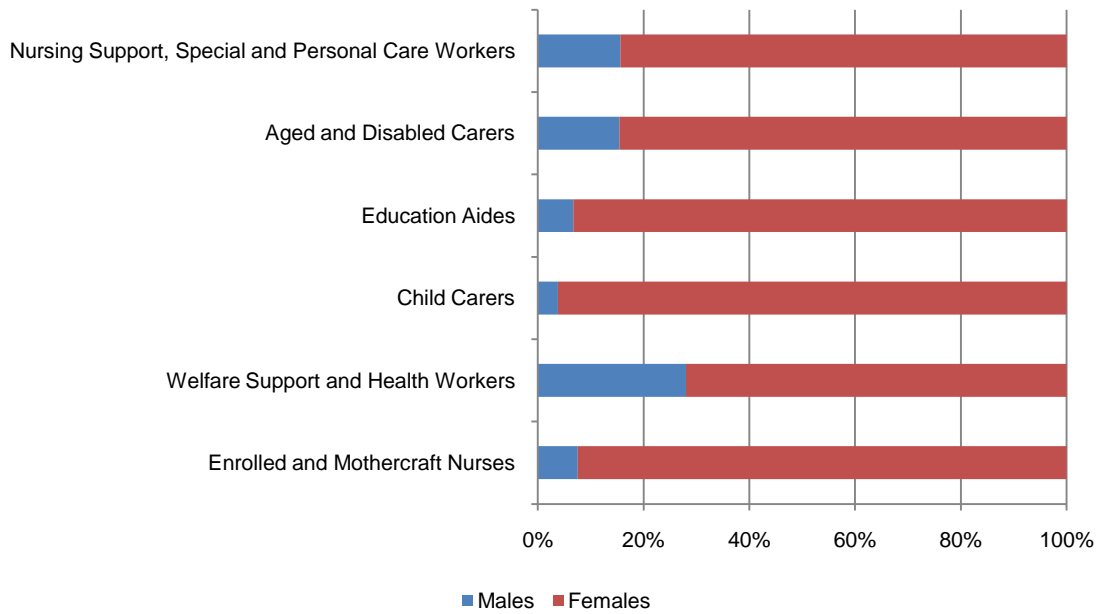
Eighty-nine per cent of community service workers were female. Child carers constituted 36% of the female workforce compared to 11% of the male workforce.

The majority of male community service workers were carers of aged people and people with a disability (30%) and nursing support, special and personal care workers (27%). Welfare support and health workers had a higher percentage of males (24%) and child carers had the smallest (3%). Figure 22 shows the different gender make-up of each occupation subgroup.

¹⁴⁴ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATE online 2009.

¹⁴⁵ Australian Bureau of Statistics 2006 ANZSCO—Australian New Zealand Standard Classification of Occupations cat no. 1220. 'Health and welfare service managers' is the lowest level of data available for online analysis. It includes medical administrators, nursing clinical directors, primary health organisation managers and welfare centre managers, some of whom are in the health sector. On the other hand it does not include aged care centre managers who are counted in the category of nursing manager.

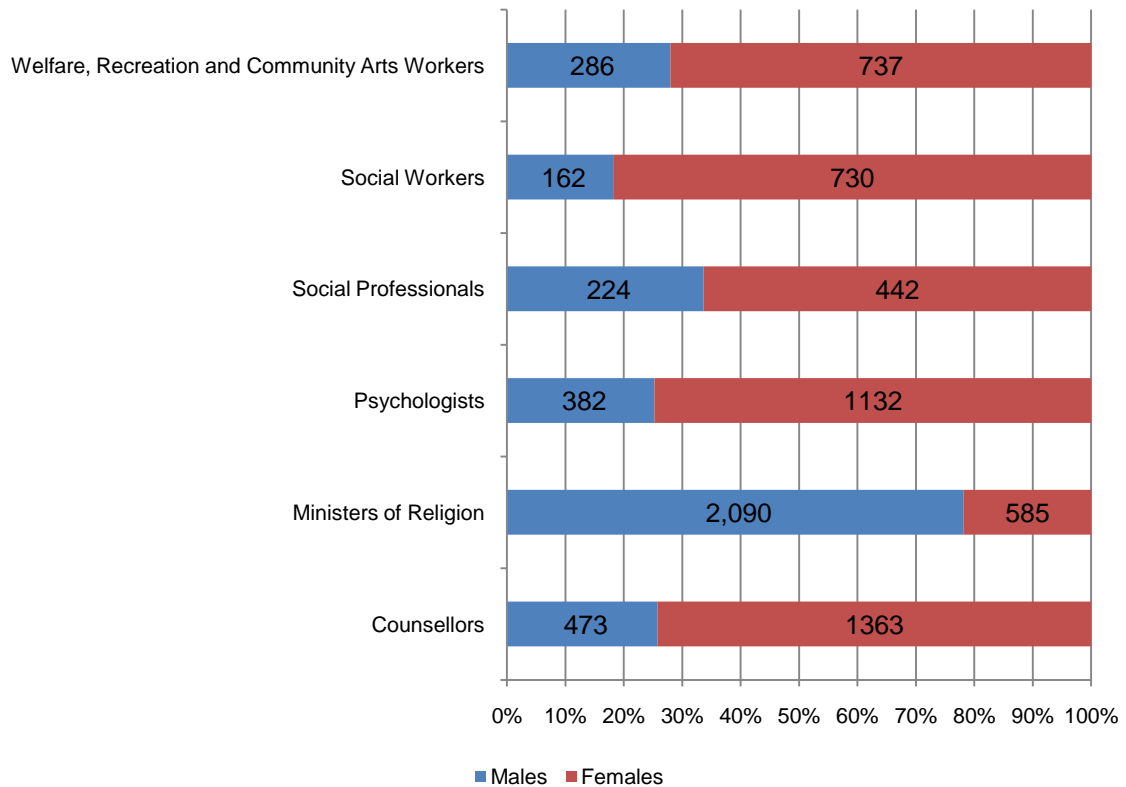
Figure 22 Percentage of males and female community service workers by occupation¹⁴⁶



Social and Welfare Professionals (8606)

Fifty-eight per cent of social and welfare professionals were female and females were the majority in each occupation except for Ministers of religion. Fifty-eight per cent of male social and welfare professionals were ministers of religion. Less than 19% of social workers were male. Figure 23 shows the numbers and percentage of males and females in each occupation subgroup.

Figure 23 Percentage of males and female social and welfare professionals by occupation¹⁴⁷



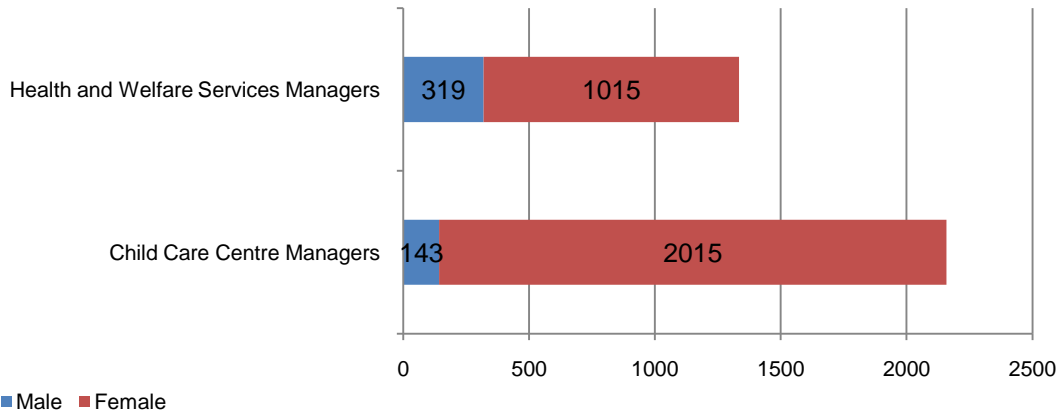
¹⁴⁶Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁴⁷Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Community Service Sector Managers (3492)

Child care centre managers were 60% of the community service sector managers. Overall, males were 13% of the managers, however the proportion of male child care centre managers was 7% compared to 24% of health and welfare services managers. Figure 24 shows the number and proportion of males and female community service sector managers.

Figure 24 Number of community service sector managers in each occupation by sex¹⁴⁸



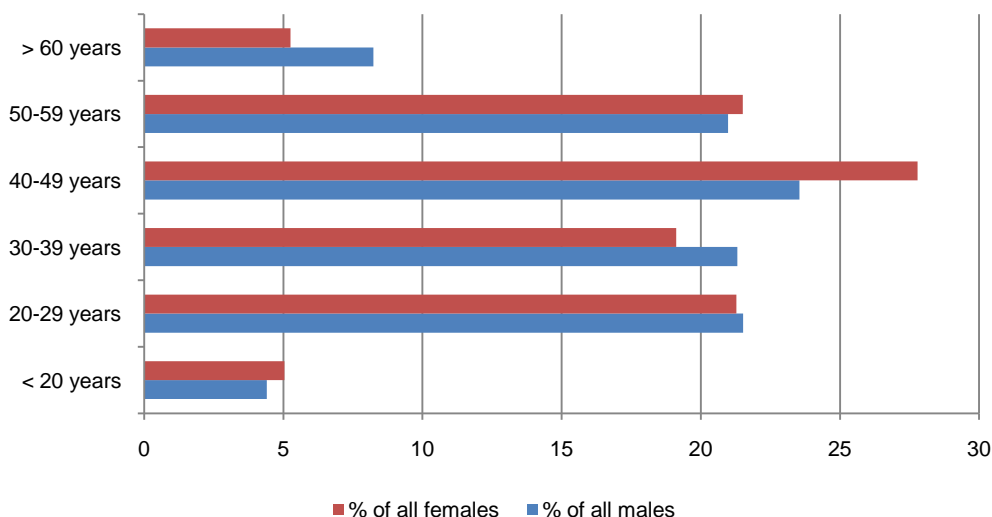
Age

For core community service occupations as a whole, 43% were under 40 years of age and 57% were 40 years and above. The largest age cohort was 40 to 49 years (27%) and the smallest was the 30 to 39 age group (20%). Seven per cent of workers were over 60 years.

Community service workers (58 331)

The age profile of community service workers was similar for males and females apart from a higher proportion of females in the 40 to 49 year age group and a lower proportion over 60 years. Figure 25 shows the percentage of males and the percentage of females in each age group.

Figure 25 Percentage of male and female community service workers by age¹⁴⁹



There were some differences between occupations by sex and age. Eighty per cent of male child carers were below 40 years and 60% of male carers of aged people and people with a disability were over 40 years. In other occupation subgroups, males were fairly evenly distributed within the ten year cohorts from 20 to 60 years.

¹⁴⁸Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATE online 2009.

¹⁴⁹Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATE online 2009.

Sixty-nine per cent of child carers were under 40 years and child carers made up 64% of the females in the 20 to 29 year cohort. Apart from child carers, the proportion of females over 40 years was higher in each subgroup. More than 70% of enrolled and mothercraft nurses, education aides and carers of aged people and people with a disability were over 40 years. Table 42 shows the number of males and females in each occupation subgroup by age group.

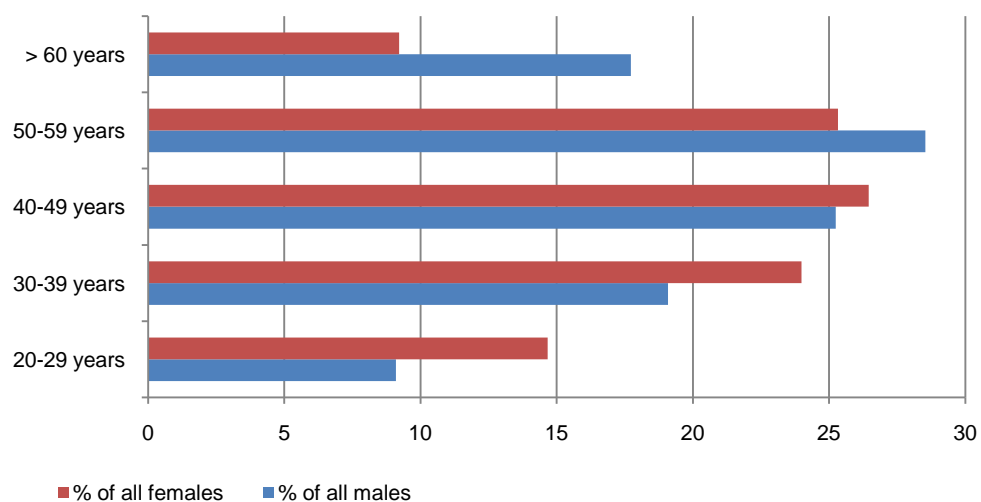
Table 42 Number of male and female community service workers by occupation and age¹⁵⁰

Age Group	Enrolled and Mothercraft Nurses	Welfare Support and Health Workers	Child Carers	Education Aides	Carers of aged people and people with a disability	Nursing Support, Special and Personal Care Workers	Total
<i>Males</i>							
< 20 years	<10	14	143	26	41	66	294
20-29 years	22	278	352	92	338	355	1 437
30-39 years	28	411	107	88	409	380	1 423
40-49 years	28	397	57	122	527	441	1 572
50-59 years	31	303	43	107	512	405	1 401
> 60 years	<10	82	34	51	233	144	550
<i>All males</i>	<i>119</i>	<i>1485</i>	<i>736</i>	<i>486</i>	<i>2 060</i>	<i>1 791</i>	<i>6 677</i>
<i>Females</i>							
< 20 years	<10	31	1 886	79	181	435	2 619
20-29 years	144	670	7 032	382	1 151	1678	11 057
30-39 years	245	908	3 869	1496	1 752	1663	9 933
40-49 years	540	1166	3 249	2973	3 713	2 796	14 437
50-59 years	398	883	2 183	1505	3 558	2 649	11 176
> 60 years	70	186	519	291	948	718	2 732
<i>All females</i>	<i>1404</i>	<i>3844</i>	<i>18 738</i>	<i>6726</i>	<i>11 303</i>	<i>9 939</i>	<i>51 954</i>
Total	1523	5329	19 474	7212	13 363	11 730	58 631

Social and welfare professionals (8606)

A higher proportion of social and welfare professionals were in the older age groups than for community service workers. (See Figure 26.) Seventy-two per cent of males were over 40 years. Fifty per cent of male and female ministers of religion were 50 years and over.

Figure 26 Percentage of male and female social and welfare professionals by age group¹⁵¹



The groups with the largest proportion of younger workers (below 40 years) were female social workers and psychologists and male welfare, recreation and community arts workers.

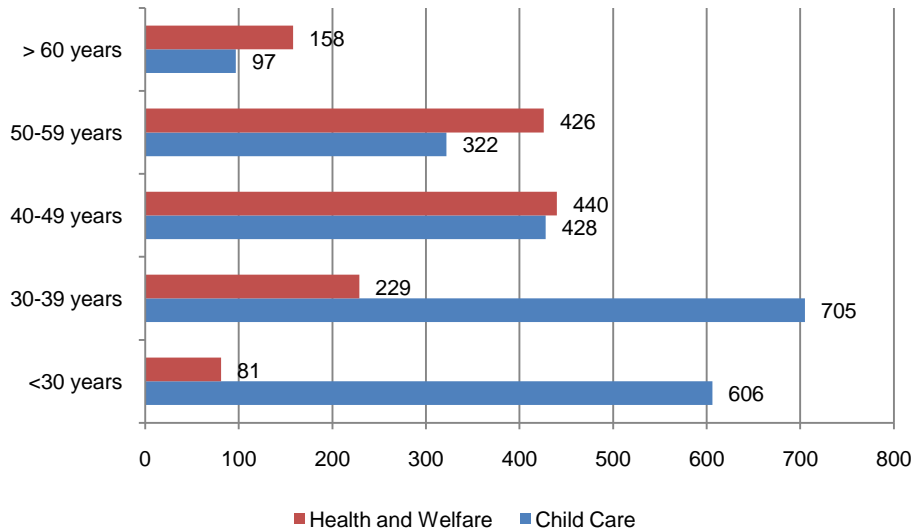
¹⁵⁰Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁵¹Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Community service sector managers (3492)

Forty-five per cent of community service managers were under 40 years of age, reflecting the younger age of workers in the child care industry. A higher proportion of health and welfare service managers were in the over 50 year cohorts. Figure 27 shows the number of managers in each occupation group by age cohort.

Figure 27 Number of community services managers in each occupation by age¹⁵²



A higher proportion of child care centre managers were in the younger age groups for both males and females (males 45%; females 62%). Seventy-seven per cent of female health and welfare service managers were over 40 years. A higher proportion of males were in the over 60 years age group for both occupation types. Table 43 shows the percentage of male and female managers by age for each occupation subgroup.

Table 43 Percentage of male and female community service sector managers by age and occupation (n=3492)¹⁵³

Age group	Males		Females	
	Child Care Centre Managers (n=143) %	Health and Welfare Services Managers (n=319) %	Child Care Centre Managers (n=2015) %	Health and Welfare Services Managers (n=1015) %
<30 years	19.6	4.7	28.7	6.5
30-39 years	25.2	20.7	33.2	16.1
40-49 years	19.6	25.1	19.9	35.5
50-59 years	16.8	30.4	14.8	32.4
> 60 years	18.9	19.1	3.5	9.6

¹⁵²Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATE online 2009.

¹⁵³Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATE online 2009.

Aboriginal and Torres Strait Islander status

There were 2515 Aboriginal and Torres Strait Islander workers in the core community service occupations (3.6%). This compares to an Aboriginal and Torres Strait Islander population in Queensland of 3.5%.¹⁵⁴

Community Service Workers (58 331)

Almost 4% of community service workers identified as Aboriginal and Torres Strait Islanders. A higher proportion of males were Aboriginal and Torres Strait Islanders (5.8%) than females (3.4%).

The highest percentage of Aboriginal and Torres Strait Islander workers were welfare support and health workers. This category included 22 male and 59 female Aboriginal and Torres Strait Islander Health Workers. Table 44 shows the number and percentage of male and female Aboriginal and Torres Strait Islander community workers in each occupation subgroup.

Table 44 Number and percentage of Aboriginal and Torres Strait Islander community service workers by sex and occupation¹⁵⁵

Occupation	Aboriginal and Torres Strait Islander Males		Aboriginal and Torres Strait Islander Females		All Aboriginal and Torres Strait Islanders
	No.	%	No.	%	%
Enrolled and mothercraft nurses	<10	2.6	<10	0.6	0.7
Welfare support and health workers	156	10.5	282	7.4	8.3
Child carers	32	4.3	502	2.7	2.8
Education aides	53	11.0	392	4.9	6.2
Carers of aged people and people with a disability	83	4.1	332	3.0	3.1
Nursing support, special and personal care workers	60	3.4	276	2.9	3.0
Community service workers	<390	5.8	<1795	3.4	3.8

Social and Welfare Professionals (8606)

There were 290 Aboriginal and Torres Strait Islander social and welfare professionals (3.4%). The percentage was the same for males and females but varied across occupations. The highest proportion was 13% for male social professionals and the lowest was for female ministers of religion and male and female psychologists (below 1%). Table 45 shows the number and percentage of male and female social and welfare professionals by occupation subgroup.

Table 45 Number and percentage of Aboriginal and Torres Strait Islander social and welfare professionals by sex and occupation¹⁵⁶

Occupation	Aboriginal and Torres Strait Islander Males		Aboriginal and Torres Strait Islander Females		All Aboriginal and Torres Strait Islanders
	No.	%	No.	%	%
Counsellors	18	3.8	48	3.5	3.6
Ministers of religion	27	1.3	<10	0.5	1.1
Psychologists	<10	0.8	<10	0.7	0.7
Social professionals	29	13.1	21	4.8	7.6
Social workers	12	7.4	16	2.2	3.2
Welfare, recreation and Community arts workers	32	11.3	73	9.9	10.3
Social and welfare professionals	<125	3.4	<175	3.4	3.4

¹⁵⁴Census for Population and Housing 2006 % Aboriginal and Torres Strait Islander was based on population who answered the question on Indigenous status.

¹⁵⁵Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹⁵⁶Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Community Service Sector Managers (3492)

The overall participation rate of Aboriginal and Torres Strait Islander people as managers was 1.9% (66 managers). The highest proportion across the occupation subgroups and sex was male health and welfare service managers (4.4%). Aboriginal and Torres Strait Islander females constituted 1.3% of female health and welfare service managers and 1.9% of female child care centre managers. There were no male Aboriginal and Torres Strait Islander child care managers.

Location

With a dispersed population in Queensland, the spread of community service workers indicates to some extent the accessibility of services to the public. Overall, there was one community service worker to 67 people. However this figure does not show the variations in availability of particular expertise across the state. Comparisons between locations need to consider other factors such as the composition of the population which may suggest a different service mix is warranted on the basis of age, sex, poverty and disability. The number of workers per population varied by location for occupation groups and subgroups but generally the Northern statistical division had the lowest ratio of people to worker and Fitzroy and Mackay had the highest.

Community service workers (58 331)

Forty-seven per cent of community service workers were located in Brisbane, compared to Brisbane's population share of 45%. Gold Coast, Sunshine Coast, Far North and the Fitzroy and Mackay regions had a smaller percentage of workers than their population proportion.

The ratio of non-government community service workers per head of Queensland population was one worker to 67 people¹⁵⁷ (males 1:600; females 1:76). The number of people per worker was more than 10% higher than the average in the Gold Coast, Fitzroy and Mackay, Far North and the West (includes South, Central and North West).

The number of people per worker varied considerably by occupation from one child carer to 200 people, to one enrolled and mothercraft nurse to 2562 people. These variations by occupation across the state are related to differences in the age of the population and staff availability and role. Table 46 shows the regions where the number of people per worker was more than 10% higher than the average for that occupation.

Table 46 Ratio of community service workers to population¹⁵⁸

Statistical Division	Enrolled and Mothercraft Nurses	Welfare Support and Health Workers	Child Carers	Education Aides	Carers of aged people and people with disability	Nursing Support, Special and Personal Care Workers	Average population per worker in region
<i>Av population per worker</i>	2562	732	200	540	292	341	67
Brisbane							65
Gold Coast	X	X		X	X	X	75
Sunshine Coast		X	X				68
West Moreton	X	X	X				64
Wide Bay-Burnett			X				63
Darling Downs			X				61
Fitzroy & Mackay			X		X	X	75
Northern							57
Far North	X				X	X	74
Far West					X	X	73

¹⁵⁷ Calculated from the 2006 Queensland population of 3.9m and 57,543 workers.

¹⁵⁸ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Social and welfare professionals (8606)

Fifty-five per cent of social and welfare professionals resided in the Brisbane region compared to the population share of 45%. The ratio of social and welfare professionals per head of population was 1 to 453 people, with the highest ratio in Fitzroy and Mackay (1:666). The ratio for males state-wide was 1 to 1078, ranging from 1 to 960 in Brisbane to 1 to 1590 in Fitzroy and Mackay. The ratio for females state-wide was 781, ranging from 1 to 661 in Brisbane to 1 to 1401 in West Moreton.

The highest population ratio was for psychologists in West Moreton with one worker to more than 11 000 people. The statistical divisions of Wide Bay Burnett and Fitzroy and Mackay had a ratio more than 10% higher than the average population per worker for each of the six occupation categories. Table 47 shows the average population per region and indicates which regions and occupations have a ratio per worker more than 10% above the average.

Table 47 Ratio of social and welfare professionals to population¹⁵⁹

Statistical Division	Counsellors	Ministers of Religion	Psychologists	Social Professionals	Social Workers	Welfare, Recreation, Community Arts Workers	Average pop'n / worker in region
<i>Av population per worker</i>	2127	1458	2579	5843	4368	3797	453
Brisbane							391
Gold Coast		X	X		X		503
Sunshine Coast				X	X	X	476
West Moreton	X		X	X	X	X	654
Wide Bay-Burnett	X	X	X	X	X	X	651
Darling Downs	X			X	X		435
Fitzroy & Mackay	X	X	X	X	X	X	666
Northern	X	X		X			460
Far North	X	X	X		X		510
Far West	X		X		X		389

Community Services Sector Managers (3492)

Forty-eight per cent of community services sector managers resided in the Brisbane statistical division.

The ratio per head of population for child care centre managers was 1 to 1984 and for health and welfare service managers was 1 to 3214. Fitzroy and Mackay had the highest ratio for child care centre managers (1:2471) and Wide Bay Burnett had the highest ratio for health and welfare service managers (1:4244). Three statistical divisions had ratios more than 10% higher than the average population per worker for both occupation categories. Table 48 indicates which regions have ratios of worker to population that is more than 10% higher than the average.

Table 48 Ratio of community service sector managers to population¹⁶⁰

Statistical Division	Child Care Centre Managers	Health and Welfare Services Managers	Average population per worker in region
<i>Av population per worker</i>	1984	3214	1115
Brisbane			1044
Gold Coast		X	1033
Sunshine Coast			1101
West Moreton	X	X	1460
Wide Bay-Burnett	X	X	1472
Darling Downs	X		1303
Fitzroy & Mackay	X	X	1423
Northern			983
Far North			1133
Far West	X		1148

¹⁵⁹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹⁶⁰ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Remoteness

The remoteness classification adds to the above consideration of location. For all occupation groups and subgroups, the percentage of workers in cities and inner regional areas was equal to or higher than for the whole population, and the percentage in remote and very remote areas was lower.

Community Service Workers (58 331)

Sixty-two per cent of males and 60% of female community service workers worked in major cities. A slightly higher proportion of community service workers were in the inner regional areas than their respective populations. The proportion of workers in remote and very remote areas was lower for both males and females and, for male workers, the proportion was also lower in outer regional areas. Table 49 shows the percentage of male and female community workers in each remoteness classification and the population of that area.

Table 49 Percentage of community service workers by remoteness¹⁶¹

Remoteness classification	Males		Females		All	
	CS Workers %	Population %	CS Workers %	Population %	CS Workers %	Population %
Major cities	61.9	59.4	59.6	60.6	59.8	60.0
Inner regional	23.4	21.8	23.0	21.7	23.0	21.8
Outer regional	12.5	15.4	14.8	14.6	14.6	15.0
Remote	1.3	2.2	1.7	1.9	1.6	2.0
Very remote	0.9	1.3	0.9	1.1	0.9	1.2

Community service occupation sub-groups differed from the population average as follows:

- a smaller proportion of enrolled and mothercraft nurses were in *remote* locations
- a smaller proportion of education aides were in *major cities* and *inner regional* locations
- a smaller proportion of nursing support, special and personal care workers were in *outer regional*, *remote* and *very remote* locations. (See Table 50.)

Table 50 Percentage of community service workers by remoteness¹⁶²

Remoteness classification	Enrolled and Mothercraft Nurses	Welfare Support, Health Workers	Child Carers	Education Aides	Carers of aged people and people with disability	Nursing Support, Special and Personal Care Workers
Major cities	55.0	60.0	64.2	53.8	55.6	61.6
Inner regional	27.9	22.2	19.2	24.1	27.2	23.8
Outer regional	15.7	14.4	14.3	17.3	14.9	12.8
Remote	0.7	1.9	1.5	3.1	1.5	1.1
Very remote	0.8	1.4	0.8	1.6	0.7	0.6

Social and welfare professionals (8606)

Sixty-six per cent of social and welfare workers resided in major cities compared to 60% of the Queensland population. The percentage of social and welfare professionals was lower than the population percentage in outer regional areas for both males and females and inner regional areas for females. The percentage in very remote areas was close to the population percentage. Table 51 shows the percentage of male and female social and welfare professionals and the general population by remoteness classification.

¹⁶¹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁶² Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Table 51 Percentage of social and welfare (SW) professionals and general population by remoteness¹⁶³

Remoteness classification	Males		Females		All	
	SW Professionals %	Population %	SW Professionals %	Population %	SW Professionals %	Population %
Major cities	65	59.4	67	60.6	66	60.0
Inner regional	21	21.8	18	21.7	19	21.8
Outer regional	12	15.4	13	14.6	12	15.0
Remote	2	2.2	2	1.9	2	2.0
Very remote	1	1.3	1	1.1	1	1.2

Social and welfare professionals had a lower percentage in regions outside the major cities than the population profile, except for welfare, recreation and community arts workers. Table 52 shows the percentage of workers in each occupation sub-group by remoteness classification.

Table 52 Percentage of social and welfare professional occupations by remoteness¹⁶⁴

Remoteness classification	Counsellors %	Ministers of Religion %	Psychologists %	Social Professionals %	Social Workers %	Welfare, Recreation, Community Arts Workers %	Qld Pop'n Profile %
Major cities	68	64	68	70	70	58	60
Inner regional	19	23	18	13	17	19	22
Outer regional	11	11	13	14	12	17	15
Remote	2	1	1	2	1	4	2
Very remote	0.2	0.9	0.4	1	0.3	2	1

Child Care Centre and Health and Welfare Services Managers (3492)

Overall, the proportion of health and welfare service managers in outer regional and remote regions matched the population profile. Inner regional areas had a smaller proportion than their population share, which was off-set by a higher proportion in major cities. The number of male managers was particularly skewed towards major cities and inner regional areas with few male child care centre managers in outer regional and remote areas (12). The number of health and welfare service managers (493) outside of major cities may provide a proxy for the number of services in these areas, as many services in smaller towns have only one manager. Table 53 shows the percentage of male and female managers in each remoteness category.

Table 53 Percentage of male and female managers by remoteness¹⁶⁵

Remoteness classification	Males		Females		All	
	Child Care Centre Managers %	Health, Welfare Services Managers %	Child Care Centre Managers %	Health and Welfare Services Managers %	Child Care Centre Managers %	Health and Welfare Services Managers %
Major cities	74	67	65	62	65	63
Inner regional	18	19	18	20	18	20
Outer regional	6	12	15	15	14	14
Remote	0	0.9	1	2	1	2
Very remote	2	0.9	0.9	1	1	1

¹⁶³ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁶⁴ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁶⁵ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Labour force status

Overall, 44% of workers in core community service occupations worked full time, 50% worked part time and 6% were away from work.

Community Service Workers (58 331)

Males constituted 11% of community service workers but were 15% of full time workers. Fifty-six per cent of females were part time compared to 41% of males.

Figure 28 Percentage of male and female community service workers by labour status¹⁶⁶



The proportion of workers employed part time and full time varied considerably between occupations for males and females. Thirty per cent of male child carers worked full time compared to 73% of male welfare support and health workers. Seventeen per cent of female education aides worked full time compared to 61% of welfare support and health workers. There was little difference in the percentage of males and females away from work. Table 54 shows the percentage of male and female community workers by their labour force status.

Table 54 Percentage of community service workers by labour force status and sex¹⁶⁷

Occupation	Employed full time		Employed part time		Away from work	
	% of males	% of females	% of males	% of females	% of males	% of females
Enrolled and mothercraft nurses	63	40	32	52	5	8
Welfare support and health Workers	73	61	21	32	7	6
Child carers	30	49	64	46	6	5
Education aides	36	17	59	79	5	4
Carers of aged people and people with a disability	48	29	45	63	6	8
Nursing support, special and personal care workers	52	34	41	58	8	8
Community service workers	52	38	41	56	7	8

Note: Occupation count does not include people who are unemployed.

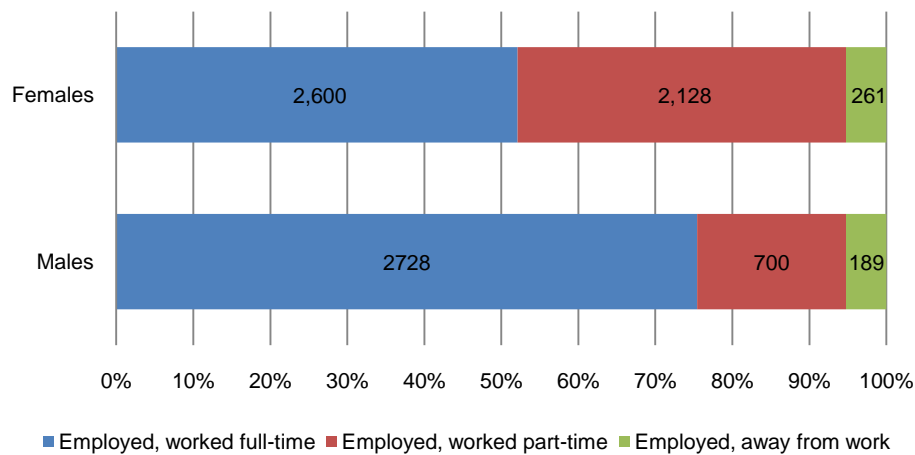
¹⁶⁶Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹⁶⁷Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Social and Welfare Professionals (8606)

Males were 51% of full time workers although only 42% of social and welfare professionals. Females were 75% of the part time workers. Seventy-five per cent of males worked full time compared to 52% of females.

Figure 29 Percentage of males and female social and welfare professionals by labour force status¹⁶⁸



Male ministers of religion had the highest rate of full time employment (82%) and social workers had the highest rate for females (59%). Social professionals had the lowest rate of full time employment for both males and females. Table 83 shows the percentage of males and females for each occupation subgroup by labour force status.

Table 55 Percentage of social and welfare professionals by labour force status and sex¹⁶⁹

Occupation	Employed full time		Employed part time		Away from work	
	% of males	% of females	% of males	% of females	% of males	% of females
Counsellors	65	49	29	47	6	4
Ministers of religion	82	57	13	36	5	6
Psychologists	69	55	27	39	4	5
Social professionals	56	36	37	56	6	8
Social workers	74	59	20	36	7	5
Welfare, recreation and community arts workers	68	53	28	42	4	5
Social and welfare Professionals	75	52	19	43	5	5

Community Services Sector Managers (3492)

A higher proportion of community services sector managers worked full time than the other occupation categories. The highest proportion was for male health and welfare services managers (88%) and the lowest proportion was for male child care centre managers (61%). Table 56 shows the percentage of male and female community service managers by labour force status.

Table 56 Percentage of community services sector managers by labour force status and sex¹⁷⁰

Occupation	Employed full time		Employed part time		Away from work	
	% of males	% of females	% of males	% of females	% of males	% of females
Child care centre managers	61	73	34	23	5	3
Health and welfare service managers	88	82	8	14	4	4
Managers	80	76	60	20	4	4

¹⁶⁸ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁶⁹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁷⁰ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Number of hours worked

Staff in the core community service occupations contributed 109 million hours per annum, equating to 57 868 full time positions. Overall, workers averaged 29.8 hours per week (males: 35.9); females 28.7). Social and welfare professionals and community sector managers worked longer hours (35.4 hours; 38.8 hours). Males worked 18% of the total hours.

Community Service Workers (58 331)

Over 1.7 million hours were worked per week (86 million per year) by community service workers. Thirteen per cent of hours were undertaken by male community service workers.

Fifty per cent of females worked between 11 and 35 hours compared to 37% of males. Fifty per cent of males worked more than 36 hours compared to 25% of females. The proportion of workers employed for 10 hours or less was the same for males and females (12.3%). Table 57 shows the percentage of hours worked for males and female community service workers.

Table 57 Percentage of community service workers by hours worked and sex¹⁷¹

No. of hours worked	Males	Females
	% n=6503	% n=50 455
0-10	12.3	12.3
11-20	12.3	17.2
21-30	16.0	24.2
31-35	9.5	11.0
36-40	33.0	15.0
41-50	8.7	5.7
>50	8.2	4.5

Thirty per cent of male child carers worked fewer than 10 hours and a further 26% worked between 11 and 20 hours. Welfare workers and health carers had the highest proportion of workers working more than 30 hours for both males and females. Thirty-seven per cent of both male and female education aides worked 20 hours or less. Table 58 shows the percentage of male and females in each occupation group by the number of hours worked.

Table 58 Percentage of community service workers by occupation, hours worked and sex¹⁷²

Hours worked per week	Enrolled and Mothercraft Nurses		Welfare Support and Health Workers		Child Carers		Education Aides		Carers of aged people and people with a disability		Nursing Support, Special and Personal Care Workers	
	M%	F%	M%	F%	M%	F%	M%	F%	M%	F%	M%	F%
0-10	7	10	7	9	29	13	17	11	11	14	11	12
11-20	9	12	6	9	26	15	20	26	12	20	11	16
21-30	13	24	9	14	10	17	23	40	20	28	18	27
31-40	55	44	53	49	25	43	29	20	40	29	47	35
41-50	8	6	16	12	3	7	9	2	8	4	6	4
>50	8	4	10	6	7	5	2	1	10	5	7	6

Social and Welfare Professionals (8606)

Social and welfare professionals worked 305 000 hours per week (15 million per year) with an average of 36 hours per week per worker (males: 42 hours; females: 31 hours). Males worked 49% of the total hours.

¹⁷¹Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁷²Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Thirty-one per cent of females worked between 11 and 30 hours compared to 13% of males. Seventy-four per cent of males worked more than 36 hours per week compared to 57% of females. Almost two thirds of male and one third of female ministers of religion worked over 40 hours. Thirty per cent of male and 45% of female social professionals worked 20 hours or less per week. Table 59 shows the percentage of male and female social and welfare professionals in each occupation sub-group by hours worked each week.

Table 59 Percentage of social and welfare professionals by hours worked and sex¹⁷³

Hours worked per week	Counsellors		Ministers of Religion		Psychologists		Social Professionals		Social Workers		Welfare, Recreation, Community Arts Workers	
	M%	F%	M%	F%	M%	F%	M%	F%	M%	F%	M%	F%
0 -10	10	12	5	10	11	13	22	23	9	10	7	11
11-20	9	16	4	12	6	14	8	22	6	9	6	12
21-30	12	17	5	17	10	15	9	15	9	16	14	19
31-40	45	39	23	30	39	37	30	25	53	50	46	46
41-50	16	11	27	17	24	16	11	9	16	11	16	9
>50	9	4	36	14	10	6	20	6	6	4	10	4

Community Services Sector Managers (3492)

Community service managers worked 135 000 hours per week (7 million per year) with an average of 39 hours per worker. Seventy-five per cent of managers worked more than 36 hours per week. Ten per cent of managers worked less than 20 hours per week and a further 15% worked between 20 and 35 hours. Almost half of the health and welfare managers worked more than 40 hours per week (47%).

Income

Staff in core community service occupations earned \$2b per annum with an average annual wage of \$28 040 (males \$35 850; females \$26 661). Nineteen per cent was earned by males.

Community Service Workers (58 331)

Community service workers earned an estimated \$1.5b per annum.¹⁷⁴ Average earnings per annum for male community service workers was \$32 000 and for females was \$25 000. Seventy-five per cent of community service workers earned less than \$600 per week (\$31 200) compared to 45% of all Queensland non-government workers. Table 60 shows the percentage of male and female community service workers, social worker professionals and Queensland workforce at each pay level.

Table 60 Percentage of Queensland workforce, community service workers and social and welfare professionals by income level and sex¹⁷⁵

Average weekly earnings (Per annum highpoint)	All Queensland Workforce			Community Services Workers			Social Worker Professionals		
	Male %	Female %	Total %	Male %	Female %	Total %	Male %	Female %	Total %
<\$150 (\$7900)	5	9	7	5	5	5	2	4	3
\$150-\$249 (\$12 948)	4	8	6	7	10	9	6	6	6
\$250-\$399 (\$20 748)	8	16	11	14	23	22	12	10	11
\$400-\$599 (\$31 148)	17	27	21	27	40	39	17	18	18
\$600-\$799 (\$41 548)	19	18	18	25	15	16	19	19	19
\$800-\$999 (\$51 948)	14	9	12	13	4	6	18	17	17
\$1000-\$1299 (\$67 548)	14	7	11	6	2	3	15	15	15
\$1300-\$1599 (\$83 148)	8	3	5	2	1	1	6	7	7
>\$1600 (\$83 200)	12	3	8	2	0	0	4	4	4

¹⁷³ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

¹⁷⁴ Calculated from number of workers at each pay range, using midpoint of pay range with a maximum of \$2000 per week.

¹⁷⁵ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CData online 2009.

Both male and female child care workers and education aides had the highest proportion in the low salary groups. Over 60% of male child carers and half the female education aides earned less than \$400 a week (\$20 000 per annum). In the higher salary group, welfare support and health workers were predominant. Twenty-two per cent of male and 16% of female welfare support and health workers earned over \$1000 a week (\$52 000 per annum). Table 61 shows the percentage of male and female community service workers in each occupation sub-group, by pay level.

Table 61 Percentage of community service workers by income and sex¹⁷⁶

Average weekly earnings	Enrolled and Mothercraft Nurses		Welfare Support and Health Workers		Child Carers		Education Aides		Carers of Aged People and People with Disability		Nursing Support, Special and Personal Care Workers	
	M %	F %	M %	F %	M %	F %	M %	F %	M %	F %	M %	F %
<150	5	1	1	2	18	8	8	6	2	4	4	4
\$150-\$249	0	3	2	3	20	12	11	13	6	10	7	7
\$250-\$399	3	11	5	8	24	24	24	31	15	24	12	20
\$400-\$599	19	37	15	22	22	42	29	38	33	41	33	45
<\$600	27	52	23	35	84	86	72	88	56	79	56	76
\$600-\$799	41	34	25	27	8	11	19	8	26	15	30	18
\$800-\$999	22	10	28	22	4	2	5	2	11	4	10	3
\$1000-\$1299	5	3	16	13	2	1	2	1	4	2	4	2
≥\$1300	5	1	6	3	2	0	2	1	1	0	2	1

Not all columns equal 100% due to rounding.

Social and Welfare Professionals (8606)

Social and welfare professionals earned \$333m annually based on average weekly earnings. Females earned 58% of the total income. The average earnings per week was \$39 312 for males and \$39 104 for females. The spread of wages was more uniform between males and females than for community service workers. Eleven per cent of social and welfare professional earned over \$1300 per week (\$67 600 per annum) compared to 13% of the Queensland workforce.

On the whole, the average weekly earnings of each occupation subgroup matched the number of hours worked by that group. That is, social workers had higher hours per week and higher wages. Social workers and psychologists had the lowest percentage of workers earning under \$400 for week (10% each) and psychologists had the highest percentage earning over \$1300 (29%). Half the ministers of religion and social professionals earned below \$600 per week, although a high proportion of ministers of religion also worked long hours. Table 62 shows the average weekly earnings of each occupation subgroup.

Table 62 Percentage of social and welfare professionals by average weekly income¹⁷⁷

Average weekly earnings	Counsellors %	Ministers of Religion %	Psychologists %	Social Professionals %	Social Workers %	Welfare, Recreation, Community Arts Workers %	All %
<\$150	3	3	2	9	2	3	3
\$150-\$249	4	10	3	10	2	4	6
\$250-\$399	10	17	5	13	6	10	11
\$400-\$599	18	21	9	20	15	24	18
\$600-\$799	20	19	12	18	23	26	19
\$800-\$999	18	16	15	12	24	17	17
\$1000-\$1299	14	11	25	8	22	11	15
\$1300-\$1599	8	2	17	5	5	3	7
>\$1600	3	1	12	5	2	3	4

¹⁷⁶Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁷⁷Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Community Services Sector Managers (3492)

Community services sector managers earned \$167m annually based on average weekly earnings of \$1239 for males and \$873 for females (\$64 428 and \$45 396 per annum respectively). Females earned 82% of the total income. Six per cent of child care managers and 40% of health and welfare managers earned over \$1300 per week (\$67 600 per annum) compared to 13% of the Queensland workforce.

Highest school education completion

Overall, 54% of the workforce had completed Year 12, 41% had completed Years 10 and 11, and 4% had not completed Year 10.

Community Service Workers (58 331)

Forty-nine per cent of female and 56% of male community service workers completed Year 12 or equivalent. Six per cent of females and 9% of males did not complete Year 10.

Child care workers had the highest proportion of Year 12 completers (males: 77%; females 60%). More than half the carers of aged people and people with a disability had not completed Year 11.

Social and Welfare Professionals (8606)

Seventy-six per cent of female and 74% of male social and welfare professionals completed Year 12 or equivalent. Three per cent of females and 5% of males did not complete Year 10.

Psychologists had the highest proportion of Year 12 completers (92%). Welfare, recreation and community arts workers had the lowest proportion of Year 12 completers and the highest proportion who did not complete Year 10 (6%).

Community Services Sector Managers (3492)

Seventy per cent of male and 69% of female community services sector managers completed Year 12 or equivalent. Three per cent of females and 4% of males did not complete Year 10.

Seventy per cent of child care centre managers and 67% of health and welfare services managers completed Year 12. Seven per cent of male child care centre managers did not complete Year 10.

Post-school qualifications

Sixty-one per cent of the combined community service occupations had a post-school qualification ranging from 56% of community service workers to 87% of community services sector managers.

Community Service Workers (58 331)

Overall, 56% of community service workers had a post-school qualification—mostly Certificate levels III and IV. A higher proportion of females had qualifications overall, but a smaller proportion had degrees and higher degrees. Table 63 shows the percentage of male and female community service workers who had completed post-school qualifications.

Table 63 Percentage of male and female community service workers by post-school qualification¹⁷⁸

Post-school qualification	Males n=6677 %	Females n=47 822 %	All n=54 499 %
Higher degree	2.4	1.5	1.5
Degree	11.4	7.6	7.5
Diploma and Advanced Diploma	10.7	15.8	14.2
Cert III and IV	29.9	33.9	31.2
Cert I and II	1.4	2.0	1.8
Total with post-school qualification	55.7	60.8	56.2
Number with post-school qualification	3721	29 064	32 785

¹⁷⁸Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Enrolled nurses had the highest proportion of workers with a post school qualification (82%) and carers of aged people and people with a disability had the lowest (52%). Within those who had qualifications, welfare support and health workers had the highest percentage with a degree and higher degree (40%). More than two-thirds of both carers of aged people and people with a disability and nursing support and personal care workers had Certificates III and IV. Table 64 shows the percentage of each occupation sub-group who completed post-school qualifications.

Table 64 Percentage of community service workers by post-school qualification and occupation¹⁷⁹

Post-school qualification	Enrolled and Mothercraft Nurses %	Welfare Support and Health Workers %	Child Carers %	Education Aides %	Carers of Aged People & People with Disability %	Nursing Support, Special and Personal Care Workers %	All %
Higher degree	0.3	7.6	1.8	3.8	2.1	1.5	2.7
Degree	4.5	32.8	8.9	11.9	12.3	13.3	13.4
Diploma, Adv Diploma	53.1	24.2	34.5	22.9	16.0	15.4	25.2
Cert III and IV	41.2	34.0	50.7	58.2	66.4	66.9	55.5
Cert I and II	0.9	1.4	4.0	3.2	3.2	3.0	3.2
% with a qualification	82	72	56	53.0	52	53	56

Social and Welfare Professionals

Overall 85% of social and welfare professionals had a post-school qualification. A higher proportion of females than males had a degree or higher (males 59%; females 67%). Table 65 shows the percentage of male and female social and welfare professionals with post-school qualifications.

Table 65 Percentage of male and female social and welfare professionals by qualification level¹⁸⁰

Post-school qualification	Males n=3617 %	Females n=4989 %	All n=8606 %
Higher degree	23.9	25.9	25.1
Degree	34.9	41.3	38.6
Diploma and Advanced Diploma	14.7	12.4	13.4
Cert III and IV	9.8	5.7	7.4
Cert I and II	0.6	0.6	0.6
Total with post-school qualification	84.0	85.8	85.0
Number with post-school qualification	3037	4282	7319

Psychologists had the highest proportion with degrees or higher (males: 96%; females: 98%). Welfare, recreation and community arts workers had the highest proportion with certificates (males: 30%; females: 17%). Table 66 shows the percentage of each occupation sub-group who have completed a post-school qualification.

Table 66 Percentage of social and welfare professionals by post-school qualification and occupation¹⁸¹

Post-school qualification	Counsellor %	Minister of Religion %	Psychologist %	Social Professional %	Social Worker %	Welfare, Recreation, Community Arts Workers %	All %
Higher degree	29.3	17.6	55.2	21.5	11.6	6.5	25.1
Degree	36.8	34.2	38.3	32.7	67.4	32.1	38.6
Diploma and adv dip	14.1	19.9	2.6	12.8	6.8	17.1	13.4
Cert III and IV	6.5	10.7	0.2	8.6	4.1	13.5	7.4
Cert I and II	0.4	0.7	0.0	1.7	0.3	1.1	0.6
% with a qualification	87.1	83.1	96.4	77.3	90.4	70.2	85.0

¹⁷⁹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁸⁰ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁸¹ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

Community Services Sector Managers (3492)

Eighty-seven per cent of community services sector managers had a post-school qualification and 78% had achieved a diploma level of higher. A higher percentage of males had higher degrees. Table 67 shows the percentage of male and female workers at levels of qualifications.

Table 67 Percentage of male and female community sector managers by qualification level¹⁸²

Post-school qualification	Males n=460 %	Females n=3030 %	All n=3490 %
Higher degree	17.2	9	10
Degree	30.7	30	30
Diploma and Advanced Diploma	15.9	41	38
Cert III and IV	13.7	8	9
Cert I and II	0.0	1	0
<i>Total with post-school qualification</i>	<i>77.4</i>	<i>88</i>	<i>87</i>
Number with post-school qualification	356	2688	3024

Twenty-eight per cent of child care centre managers had a degree or higher compared to 59% of health and welfare services managers. Fifty-one per cent of child care centre managers had a diploma or advanced diploma compared to 15% of health and welfare services managers.

Studying

The number of workers studying is an indicator of the growing qualifications in the sector. Importantly also, it provides one consideration for the high proportion of part time workers presented above. Overall, 21% of staff were studying (males 19%; females 21.6%). Thirty-four per cent of students were studying full time.

Community Service Workers (58 331)

Twenty-two per cent of both male and female community service workers were studying. Thirty-six per cent of the students were studying full time. Place of study was:

- 49% at TAFE
- 38% at university
- 12% at other institutions.

Social and Welfare Professionals (8606)

Seventeen per cent of female and 13% of male social and welfare professionals were studying. Twenty-one per cent of the students were studying full time. Place of study was:

- 10% at TAFE
- 80% at university
- 10% at other institutions.

Community sector managers (3492)

Twenty per cent of community sector managers were studying. Ten per cent of the students were studying full time. Place of study was:

- 48% at TAFE
- 35% at university
- 17% at other institutions.

Business owners

As explained above, the 2006 Census of Population and Housing dataset does not differentiate between profit and non-profit employers. Hence, the data presented in this chapter includes all non-government workers. However the classification of 'owner manager' provides some indication of the number of private businesses. The total number of employees cannot be calculated as the categories of number of employees

¹⁸²Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

are restricted to wide bands of nil, 1 to 19 and 20 or more. Nevertheless, this data provides some insight into which occupations are owner managers, whether the businesses are incorporated or not, and the overall size of businesses. The category of 'employment type' also includes the classification of 'contributing family workers'. As the numbers are quite small, they have not been included in this report.

The total number of owner managers was 4713 made up of 62% community service workers, 30% social and welfare professionals and 8% community services sector managers.

Community Service Workers (58 331)

Community service workers included 2946 owner managers who were mostly child care workers in unincorporated businesses (2594). Seventy-eight per cent of incorporated businesses and 96% of unincorporated businesses had female owner managers. Staffing was as follows:

- 89% had no employees
- 327 owner managers had 1 to 19 employees
- 57 businesses had 20 or more employees.

Social and Welfare Professionals (8606)

Social and welfare professionals included 1409 owner managers, 25% of whom had incorporated businesses. Fifty-three per cent of incorporated businesses and 70% of unincorporated businesses had female owners. Seventy per cent were counsellors and psychologists. Staffing was as follows:

- 74% of female owner managers and 56% of male owner managers had no employees
- psychologists and counsellors had between 1 and 19 employees
- 12 businesses had 20 or more employees.

Community Services Sector Managers (3492)

Eleven per cent of community service sector managers were owner managers (358). Eighty-two per cent of the businesses were incorporated and 66% had female owners. Seventy-two per cent were child care centre managers. Staffing was as follows:

- 8% of health and welfare service managers and 2% of child care centre managers were sole operators
- 77% of health and welfare service managers and 68% of child care centre managers had 1 to 19 employees
- 16% of health and welfare service managers and 30% of child care centre managers had 20 or more employees.

Industry

Around one third of staff in the core community service occupations worked in health care and social assistance and another third in personal services.

Close to 90% of both male and female community service workers worked in the health care and social assistance industry and the education and training industry. These industries accounted for 70% of professional females and 35% of professional males. Half the professional males worked in 'other services' where they mostly provided religious services. This is the only industry work group where the number of males was higher than females with a ratio of 3:1.

All the community services sector managers worked within the health care and social assistance industries. Other managers working in community services across industries cannot be identified because of their generic occupation titles, so managers are not included in the analysis below.

Table 68 Number of core occupation groups by industry of employment¹⁸³

Industry of employment	Social and Welfare Professionals	Community Service Workers	TOTAL
Health care and social assistance	3933	43 875	47 808
Education and training	865	9 901	10 766
Other services ¹⁸⁴	2563	1 378	3 941
Administrative and support services	226	981	1 207
Professional, scientific and technical services	460	168	628
Accommodation and food services	71	385	456
Arts and recreation services	77	344	421
Inadequately described	138	525	663
Other industries ¹⁸⁵	273	774	1 047
Total	8606	58 331	66 937

Community service workers (58 331)

- Seventy per cent of community service workers were employed in the health care and social assistance industry and 17% in the education and training industry. Almost all (97%) education aides were employed in the education and training industry sector and enrolled and mothercraft nurses were mostly employed in the medical and allied health industry sector (60%). Welfare workers had the highest proportion outside of these industries (21%). Table 69 shows the percentage of each occupation sub-group in each industry sector.

Table 69 Percentage of community service workers by industry sector and occupation¹⁸⁶

Industry sector	Enrolled and Mothercraft Nurses %	Welfare Support and Health Workers %	Child Carers %	Education Aides %	Carers of Aged People, People with Disability %	Nursing Support, Special and Personal Care Workers %	Total No. of workers	% of total
Health care and social assistance	35.0	72.5	79.6	1.9	89.6	72.8	40 152	69.2
Education and training	0	2.9	12.5	96.7	0.4	2.8	9 894	17.1
Medical and allied health	60.4	3.5	0.3	0.0	3.8	19.0	3 732	6.4
Other personal services	0.6	6.8	2.5	0.3	2.3	1.4	1 360	2.3
Business, professional, finance, admin, transport	2.6	6.1	1.4	0.5	1.7	2.0	1 125	1.9
Employment placement & recruitment services	1.2	4.9	0.1	0.2	0.9	0.7	524	0.9
Manufacturing, agriculture, trades	0.2	1.2	1.3	0.2	0.9	0.4	490	0.8
Accommodation and food services	0	1.5	0.9	0.1	0.3	0.8	381	0.7
Arts and recreation services	0	0.6	1.5	0	0.1	0.1	344	0.6
Number of community service workers	152	5434	19 318	7203	13 816	10 708	58 002	100%

¹⁸³ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁸⁴ Other services includes religious organisations, interest groups (business and professional associations, labour associations, public order and safety services (police, corrective services, fire brigade, waste disposal).

¹⁸⁵ 'Other industries' includes manufacturing, agriculture and trades, transport, construction, financial services, public administration and safety, retail, information media and communication.

¹⁸⁶ Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

The occupations were spread across non-core industry sectors as follows:

- half of those in employment placement and recruitment services were welfare workers and 24% were carers of aged people and people with a disability
- child carers were half the community service workers in manufacturing, agriculture and trades, 83% of those in arts, sports and recreation, and 44% of those in the accommodation and food service industry sector.

Social and welfare professionals (8606)

Seventy-six per cent of social and welfare professionals worked in the health care and social assistance, personal services, and medical and allied health industry sectors. Social professionals had the highest proportion in other industry sectors (74%)—mostly in the professional, scientific and technical industry. Sixteen per cent of welfare, recreation and community arts workers and 25% of social professionals were employed in 'other' industries. Table 71 shows the percentage of each occupation sub-group by industry sector.

Table 70 Percentage of social and welfare professionals by industry sector and occupation¹⁸⁷

Industry sector	Social Professionals %	Counsellors %	Ministers of Religion %	Psychologists %	Social Workers %	Welfare, Recreation, Community Arts Workers %	Total %
Health care and social assistance	15.7	52.2	7.5	16.4	67.6	59.4	31.5
Other personal services	6.0	6.7	84.6	0.8	3.9	8.8	30.0
Medical and allied health	4.1	5.7	0.7	57.5	17.7	7.4	14.7
Education	7.0	21.6	5.8	15.3	1.4	2.6	10.1
Other industries ¹	25.3	6.3	1.3	2.7	2.7	15.5	6.2
Professional, scientific, technical	39.9	2.9	0.0	3.6	3.9	4.8	5.2
Employment services	2.1	4.6	0.1	3.8	2.9	1.6	2.3

¹Other industries includes: manufacturing, accommodation, administrative, retail, sports and recreation, trades

Social and welfare professionals were spread across other industries as follows:

- 42% of employment service workers were counsellors, 30% psychologists and 13% social workers
- 22% of counsellors, 15% of psychologists and 6% of ministers were employed in education.

Queensland's community services workforce compared to Australian states and territories

Queensland's proportion of the national community service workers aligns with both the proportion of all employed and the national population (20%), but Queensland has only 16% of the national social and welfare professionals. Table 71 shows the spread of these occupation groups across states and territories.

Table 71 Percentage of workers in states and territories by occupation category¹⁸⁸

States and Territories	Community Service Workers (n=276 825) %	Social and Welfare Professionals (n=77 006) %	All employed (n=9 104 187) %	All population N=19 255 870 %
Queensland	20	16	20	20
New South Wales	29	33	32	33
Victoria	25	27	25	25
Western Australia	10	9	10	10
South Australia	9	8	8	8
Tasmania	3	1	2	2
Australian Capital Territory	2	2	2	2
Northern Territory	1	3	1	1

¹⁸⁷Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁸⁸Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

For each Queensland community service worker there were 69 persons compared to the national average of one worker to 72 persons. Queensland had a ratio of 318 persons for every social and welfare professional compared to the national average of 258 persons to a worker. Table 72 shows the ratio of workers to population for both occupation groups for each state and territory.

Table 72 Number of persons per worker for each state and territory¹⁸⁹

Ratio to population	Social and Welfare professionals	Community Service Workers
Queensland	318	69
New South Wales	255	81
Victoria	238	73
Western Australia	272	70
South Australia	240	58
Tasmania	248	58
Australian Capital Territory	168	68
Northern Territory	204	58
Australia	258	72

The combined number of social and welfare professionals and community service workers constituted 3.77% of the Queensland employed. This was slightly below the national average of 3.89%.

5.4 COMMUNITY SERVICES ACTIVITY 2008-2009

The ABS survey of businesses undertaking community services activity¹⁹⁰ estimated that 102 610 persons were employed in government and private organisations in Queensland at 30 June 2009, equating to 69 714 full time employees. This survey included activity in:

- aged care residential services
- other residential care services
- child care services
- other social assistance services.

Features of the workforce were:

- half worked in Brisbane and suburbs, compared to the national average for capital cities of 63%; Queensland was the most decentralised of all states and territories
- 31% worked full time, 41% part time and 28% on a casual basis; Queensland had a lower rate of full time employment and a higher rate of casual work than the national average
- 80% provided direct services—slightly below the national average of 82%.

In addition, 66 153 volunteers contributed through the 2008-09 year. The average hours worked by volunteers (92.9 hours) was well above the national average (78.3 hours) and was the second highest of states and territories. Queensland had ten volunteers for every 16 staff members.

Table 73 shows the number of employees and volunteers based on various characteristics. Column five shows Queensland's share of the national total. Asterisked items show where the percentage is below Queensland's 20.1% share of the national population.

¹⁸⁹Australian Bureau of Statistics *Census of Population and Housing 2006* derived from CDATA online 2009.

¹⁹⁰Australian Bureau of Statistics 2010 *Community Services 2008-2009* cat no. 8696 Table 4. The estimates are based on a national survey of 4124 employing businesses with turnover representative of 97.5% of the industry class. See detailed description of scope in Section 3.3.

Table 73 Employees and volunteers in Queensland community services sector 30 June 2009¹⁹¹

Employment at end June	Queensland	% of total Queensland	National Average	Qld % of Australia's total
<i>Location of employment</i>				
Capital cities and suburbs	51 788	50%	63%	14.4*
Other areas	50 822	50%	37%	24.2
<i>Employment status</i>				
Permanent full-time	31 106	30%	33%	16.8*
Permanent part-time	42 540	41%	42%	17.6*
Casual/temporary	28 964	28%	25%	20.3
Full-time equivalent employment	69 714			19.2*
<i>Main activity of persons employed</i>				
Direct community services provision	82 439	80%	82%	17.7*
Non-direct/other	20 171	20%	18%	19.3*
Total number employed	102 610			18.0*
<i>Volunteer workforce</i>				
Volunteers during the year	66 153		325 440	20.3
Average hours worked during the year	92.9 hours		78.3 hours	
Ratio of volunteers to staff members	1:1.6		1:1.8	

5.5 THE FUTURE WORKFORCE

The health care and social assistance industry is now the largest employing industry in Australia with 1.2 million workers—11.3% of total employment. This industry has had the biggest growth both in the last 5 years and last 10 years, increasing by 51.3% and incorporating 20.6% of all new jobs. The annual growth of 3.7% was higher than the all industries average of 2.1%.¹⁹²

The demand for employment in this industry is driven by:

- the rapid increase in the number of people over 70 years of age
- the availability of new health services and technologies
- government policy of outsourcing public services and reducing the cost of tertiary interventions
- the growth of community and home-based services
- the financial pressure on parents to return to work and remain in work, which results in continuing growth for quality child care and aged care services.

The health care and social assistance industry is divided into eight sectors—four of which are the core community service industries used for analysis in this report: residential care services, child care services, aged care services (other than hospitals) and other social assistance services. The largest component of employment growth has been in hospitals (the health sector), but residential care services, which accounts for 18% of the whole sector have also experienced a considerable increase.

Employment is projected to grow at an average rate of 3.3% per annum which equates to around 211 500 new jobs nationally to 2014-15. Strongest employment growth is expected to be in social assistance services (3.7% up 35 600 jobs) and residential care services (3.5% up 49 200 jobs). Child care services are expected to grow by 3.3% (up 17 600 jobs).

The level of vacancies has been higher than for other industries and although demand dropped in the latter half of 2009, the industry was less affected by the global recession than other industries. Skill shortages are predicted for this industry sector in the next five to ten years because the age profile is more strongly skewed towards workers aged 45 years to 64 years than other industries.

¹⁹¹Australian Bureau of Statistics 2010 *Community Services 2008-09* cat no. 8696 Table 4.

¹⁹²Department of Education, Employment and Workplace Relations 2010 *Employment Outlook for Health Care and Social Assistance*.

As Queensland has the second highest projected population growth in Australia, it is likely that the demand will match or exceed the projected national growth. Distortions in the price of wages due to high demand in the mining industry are likely to impact on the availability of staff and staff turnover, as occurred in 2007, unless the industry is able to present workplace options of comparable value to employees.

The not-for-profit sector is particularly vulnerable to costs associated with investing in inexperienced staff, who, once skilled, proceed to higher paid jobs in government and profit businesses. The high proportion of part time and casual work arrangements suggests that there may currently be underutilisation of the existing workforce, which has potential to alleviate a critical skill shortage.

5.6 SUMMARY OF COMMUNITY SERVICES SECTOR WORKFORCE

This chapter presented the characteristics of the community services workforce by looking at all staff working in core community service industries and all staff working in core community service occupations. Around 60% of the workforce is in both of these categories, so this two-part analysis allows a more comprehensive picture of the workforce than gained by considering one or the other. A narrow view of the sector comprising only specific community service workers ignores the fact that community service organisations are expected to operate as efficient businesses. As such, they need specialists in running the business, as well as many essential ancillary staff. Similarly the view of the sector as residential care and ‘other social assistance’ does not reflect the diversity of settings and integration of community service delivery within other industries.

Using the data from Sections 5.2 to 5.5, Figure 30 shows schematically the significant number of staff who contribute to the sector through their occupation and/or their industry.

Figure 30 Number of staff engaged in the community services sector

INDUSTRIES	CORE INDUSTRIES Aged residential, Other residential, Child care residential, Social assistance	NON-CORE INDUSTRIES Adult, community education, employment, health care, accommodation, restaurants, food preparation, laundry, cleaning, gardening, retail	OTHER INDUSTRIES Manufacturing, construction labour, business management	
OCCUPATIONS				
Community, welfare workers, social and welfare professionals Child and aged care managers	48 500	21 930	b	CORE OCCUPATIONS ALL
Managers, executives, corporate professionals, clerical, administrators, labourers, sales personnel, technicians, artists, sports and recreation	27 110	a	b	NON-CORE OCCUPATIONS MANY
Contractors, consultants (non-employees), manufacturers/suppliers of aids, tertiary educators of sector, researchers, writers, health and medical staff	b	b	c	OTHER OCCUPATIONS SOME
	CORE INDUSTRIES ALL	NON-CORE INDUSTRIES MANY	OTHER INDUSTRIES SOME	

Figure 30 shows the intersection between the workers identified:

1. in a core occupation in a core industry 48 500
2. in a core occupation in a non-core industry 21 930
3. in a non-core occupation in a core industry 27 100

Thus, the total number of staff in the community services sector identified by the census data was 97 540.

However, there are many other workers who were not identifiable in the census data because the industry or occupation category was more generic. Some of these workers operate full time in the sector, others may work in the sector on occasions as a part of their wider job. For example:

- In cell marked 'a':
 - managers, labourers, technicians in a business that provides employment services for people with a disability
 - managers, dieticians in kitchens producing food to distribute to a number of aged care residential facilities.
- In cells marked 'b':
 - an artist engaged with homeless people at a neighbourhood centre
 - a pharmacist who prepares blister packs for elderly people in the local retirement village
 - architects and builders who specialise in design and construction of houses and public places for people with special needs (e.g. schools for autistic children)
 - business consultants, contractors who perform services to a range of industries (e.g. auditors, bookkeepers)
 - paid board members whose primary occupation and industry is counted elsewhere.

The census data provides more detailed understanding of the composition of the sector than has previously been available at state level. The data confirms that the sector as a whole is predominantly female, part-time and has low rates of pay. Further, the data shows which occupations and industry sub-groups contribute more or less to these features of the sector. Queensland is the most decentralised in terms of its funding allocations and business organisations and the data shows which regions have greater access to services. Table 74 provides a summary of the key descriptors of the sector.

Table 74 Composition of workforce in community service industry and occupations

	CORE INDUSTRY 75 608 (63 000 EFT) 118m hours pa; 30.2 hours pw \$2b pa; \$29 590 av pa					CORE OCCUPATIONS 70 429 (57 868 EFT) 109m hours pa; 29.8 hours pw \$2b pa; \$28 040 av pa				
Core sub-groups	Aged care 24 000	Child Care 19 000	Res Care 2000	Health, social assist 30 000		CS workers 58 000		Social & welfare profs 9000		Child, age care mgrs 3000
Sex	Males 16%	Females 84%				Males 15%	Females 85%			
Age	<30 22%	30-40 19%	40-50 27%	50-60 25%	>60 8%	<30 23%	30-40 20%	40-50 27%	50-60 22%	>60 7%
Labour force status	Full time 47%		Part time 46%		Away 7%	Full time 44%		Part time 50%		Away 6%
Income ¹⁹³	<\$400 30%	\$400-599 34%	\$600-\$999 26%	\$1000+ 10%		<\$400 33%	\$400-599 35%	\$600-\$999 24%	\$1000+ 8%	
Hours worked	0-20 hrs 25%	21-30 hrs 20%	31-40 hrs 41%	> 40 hrs 12%		0-20 hours 27%	21-30 hours 21%	31-40 hours 39%	> 40 hours 12%	
Highest school completion	Year 12 49%		Year 10,11 42%		<Yr 10 10%	Year 12 54%		Year 10,11 41%		<Yr 10 4%
Post-school qualifications	Degree + 18%	Diploma, Adv 15%	Cert III,IV 28%	No quals, <Cert III 39%		Degree + 17%	Dip, Adv 15%	Cert III,IV 27%	No quals, <Cert III 41%	

¹⁹³Queensland workforce equivalent respectively: 24%, 21%, 30%, 25%.

The Census data is confirmed by the estimate of 102 610 employees in the Community Services Survey (2010), based on reporting by businesses undertaking community services activity. This survey also estimated a supporting workforce of 66 000 volunteers providing an additional 6.5 million hours of work. Both data sets do not differentiate between workers in profit and non-profit organisations.

The community services sector is already experiencing a skills shortage, which has only slightly been reduced by the global financial crisis.¹⁹⁴ The prediction for the next ten years for a reduced workforce managing a rapidly growing level of need indicates that workforce planning and workforce development¹⁹⁵ must occur. This is especially urgent in Queensland, where significant escalation of the resources industry will draw staff from all sectors. While the recent pay increases to the sector will improve its competitiveness, there is considerable potential to increase the number of hours of workers and to attract more male staff and a broader age range of staff, particularly in aged care—if funding can be guaranteed. The large number of staff without post-school qualifications also suggests that there is an opportunity to develop a skilled workforce within the sector through career pathways.

More than many other sectors, this sector is not driven by salary levels and pay packages alone. A better understanding of employees' work choices at their different life stages would be useful to provide a foundation for strategies for attraction and retention.

¹⁹⁴ Australian Council of Social Services 2009 in Productivity Commission *Contribution of Non-for-profit Organisations 2010*

¹⁹⁵ Australian Council of Social Services 2009 ACOSS Submission to Skills Australia, November 2009: *Workforce Futures: towards an Australian Workforce Development Strategy*.

6

HIGHLIGHTS OF CHAPTER 6:

WHAT CONSTITUTES VALUE?

- The value of the Community Services Sector can be viewed in a number of ways related to its social and economic benefits:
 - outcomes to the society – achieving objectives of fairness, social justice, maximising use of resources
 - public good – meeting expectations of community for use of taxes to maintain civil society
 - nature of services – their breadth, diversity, responsiveness, appropriateness
 - cost-benefit, efficiency – net expenditure, return on investment
 - contribution to the economy – buying power generated from wages of staff and clients returned to the workforce, contribution to gross domestic product.
- The monetary value of the sector is estimated at:
 - \$5.3b received by Queensland not for-profit community services organisations from all sources
 - \$4.2b spent on direct and indirect service delivery by non-government businesses
 - \$3.4b government expenditure through non-government businesses
 - \$4.6b in government grant allocations to deliver community services in Queensland (almost all not-for-profit)
 - \$2.8b in staff salaries in the community services sector based on the number employed and income received.
- Community services produce non-monetary benefit to:
 - immediate recipients, their family and friends
 - other benefactors and beneficiaries such as staff, volunteers and contributors
 - local communities
 - the community as a whole.
- In line with the goal of the Queensland Community Services Sector Charter, the value of the service could be determined through assessing the extent to which:
 - there are effective, inclusive human services
 - communities are able to build skills and find solutions
 - disadvantage in our society has been reduced
 - the community sector is strong and sustainable and comprised of organisations that are committed to shared values.

6. WHAT IS THE VALUE OF THE COMMUNITY SERVICES SECTOR?

6.1 WHAT CONSTITUTES VALUE?

This chapter presents several ways of considering the value of the community services sector—to the individual recipient of the services and their relatives and friends, to those involved in providing services, to government, and to the community as a whole. Previous chapters provide the foundation for this deliberation.

Chapter 1 described various perceptions of the scope of community services and identified the common goals of organisations and government to be:

- fairness—sharing public resources for a more equitable society
- utilitarian—increasing the productive contribution of all to the community/reducing the cost to society of more expensive services
- respect and value for every person, relief of suffering, social justice.

These outcomes suggest what we are looking for—what we value and expect from the investment of our resources.

The Queensland Community Services Sector Charter¹⁹⁶ states the shared vision of sector members:

The Queensland community sector will strive for a fair and just society for all. We will do this by providing effective, inclusive human services; by supporting communities to build skills and find solutions; and by advocating to remedy disadvantage in our society. Together we will build a community sector that is strong and sustainable, comprised of organisations that are committed to shared values.

Similarly, the National Compact Consultation Paper (2009)¹⁹⁷ proposes that the *core commitment is to create communities where all Australians can participate, learn, engage and have a voice.*

These statements provide a basis for assessing the value of outcomes in the medium and long term: To what extent has each goal been achieved?

Chapter 2 shows characteristics of the Queensland population in an attempt to describe the extent of disadvantage and need using national averages as a yardstick. Generally, this data infers an aggregate perspective of the value of the community services' effort in three ways:

- the degree to which community services have met the needs identified to date in order to achieve the current social and economic indicators
- the factors that are currently present that would likely lead to hardship for individuals and to failure to meet citizens' expectations of a fair civil society, without the input of the community services sector
- the level of disadvantage now compared to a previous benchmark.

Chapter 3 presents a picture of a vast array of programs provided from disparate data sources with an estimate of 1500 non-profit and 1000 profit organisations providing hundreds of thousands of services. The lists demonstrate the dynamic and organic nature of community services and while it is tempting to want an aggregate figure of 'outputs'—in terms of numbers of 'hits', or hours of service, or persons receiving the service, such a number may not be useful in determining the value of the sector. The weakness of an output aggregate lies in the nature of the 'good' being transacted which will be discussed further below. The current

¹⁹⁶Queensland Community Services Sector Charter 2007 http://www.qcoss.org.au/upload/658__Charter%20August%202007.pdf .

¹⁹⁷Australian Government 2009 *National Compact Consultation Paper*.

descriptive data provides some insight into the value of the community services sector through characteristics such as:

- its depth, breadth and diversity, its responsiveness and flexibility to meet specific and general areas of need
- its capacity to focus on target groups for intensive and specialist tertiary services, to deliver creative intervention and prevention services for groups at risk of harm, and to provide broad information and awareness programs to assist the whole community
- its connectedness with integrated services and a continuum of service across referrers.

Chapter 4 provides estimates of monetary inputs to the Queensland community services sector from four perspectives:

- government expenditure to the non-government sector for community services: \$3b
- receipts from all sources of not-for-profit organisations providing social services: \$5.3b
- expenditure by non-government businesses conducting community service activity: \$4.2b
- identified government grants allocated to non-government organisations: \$4.6b.

Each of these estimates has limitations in its scope and is likely to be conservative. In addition to identified costs, inputs include the unrecorded commitment of volunteers and extra staff time.

Based on Census data, Chapter 5 provides an estimate that the non-government community services workforce in 2006 was 97 000 paid staff who earned in the vicinity of \$2.8b. This estimate of staffing numbers was supported by the recent Community Services Survey 2008-09 which estimated the workforce to be 102 000.

One way of considering the value of the sector as an industry is to consider the buying power of staff and its downstream effect on the economy. Modelling undertaken by the National Disability Services Queensland, estimated that for every 100 jobs created in disability service provision, another 30 jobs were created through follow on industrial and consumption effects.¹⁹⁸ Applying this estimate across the community services sector, the workforce would support an additional 30 000 jobs. Further, the services provided by the sector enable the recipients to stay in and return to work.

As well as the paid workforce, an estimated 66 000 volunteers contributed the equivalent of 6 million hours—which at a simple base rate of \$20 per hour equates to \$120m.

Hence each of these methodologies follows the tendency in the western world to measure value in economic terms. Several models have been used to estimate the value of the not-for-profit contribution to the national economy. For example, the Productivity Commission estimated the national contribution of the not-for-profit sector as 4.3% of the Gross Domestic Product (almost \$43b) with volunteers giving an additional \$14.6b in unpaid work.¹⁹⁹

A further method of assigning monetary value is to estimate the loss of earnings of a particular target group over their life time. Using this methodology, the cost to Australia of young people leaving school early was estimated in 1999 to be \$2.6b each year of lost income based on 35 000 early school-leavers not taking up education and training in their lifetime.²⁰⁰ A similar model could be applied to some aspects of community services, including more recent actuarial models that consider both economic loss and non-economic loss related to quality of life.

However the question of value of the community services is only partially expressed through monetary measures.

¹⁹⁸ National Disability Services Queensland 2010 *The State of the Sector 2009* p6.

¹⁹⁹ Australian Government 2010 *Contribution of the not-for-profit sector* Productivity Commission Research Report, Foreword p iii
Department of Communities 2009 *The economic value of volunteering in Queensland*.

²⁰⁰ NATSEM 1999 *The Cost to Australia of Early School-Leaving* Dusseldorp Skills Forum.

6.2 COMMUNITY SERVICES AS A COMMODITY

There are three aspects that make community services different from other economic commodities:

- The service itself: Services are intangible, that is, there is no transfer of a possession and the 'good' is not transferred and cannot be sold again. Apart from products like disability aids and assets, once it is given, it does not exist.
- The buyer's choice: Price is not determined by the usual market mechanisms of supply and demand.
- The seller's recompense: The seller of the service is not driven by profit. So rather than maximise their return, the seller will minimise the price to make it affordable to their end-user in order to achieve their primary goal.

The nature of the service

Community services are multi-purpose and difficult to categorise, have many components and variations and may be concealed beneath mainstream services. The actual service may have some value, but the way in which the service is delivered may have a major bearing on the outcomes achieved. Consider the non-monetary value of these everyday community activities across the sector:

Meals on wheels—the words of greeting, the smile and joke, the quick check-up on safety and wellbeing may outweigh the benefit of the hot meal over a vegemite sandwich that the elderly person could have managed to make.

For \$6.50 a day, individual benefits include contact with the outside world, security and emergency help if needed, nutrition and choice of staying in familiar surroundings—potential longer lifespan and quality of living. Public benefit includes community health and social inclusion—ensuring elderly people receive one good meal a day, are not forgotten and alone and are referred for medical treatment if needed. The economic benefit may calculate the difference between the cost of providing the service, which is heavily subsidised by volunteer effort, and the public financial assistance of a self-managed unit in a retirement home or aged care facility. Private benefit extends beyond the recipient to family members, who can continue in the workforce with the reassurance of a trusted, reliable service, potentially growing their assets to support their own aged care.

An after-school keep fit program at a community centre for young teens involving cooking healthy meals, team games and individual exercises. The youth worker develops leadership skills through establishing a vegetable garden and designing a skate area with help from older community members as mentors. Confidence grows, vandalism reduces, school attendance and attitudes improve. A young person with previous offences is sponsored to join a football club. Language, literacy and numeracy skills of recently arrived refugee children are developed through carefully planned, incidental activities. A child experiencing the loss of a parent is supported in practical ways. Aspects of different cultures are highlighted and valued.

In this environment, individual benefits include each child's learning and belonging, their safety and self-esteem; parents gain extra time for employment and security from knowing their children are safe, in the care of responsible adults and socialising well with other children.

The public benefit, however, is mostly invisible, long term and hard to determine. The cost of the facility and the youth worker are immediate and finite, but the short-term outcomes are unpredictable. The more challenging the neighbourhood, the more likely it is that improvements will be painstaking and slow, so early signs may be negative. The response hinges on the trust engendered by the staff over time and the relationship developed with each child, irrespective of the content of the program. The same service could be invaluable for one child, yet damaging for another. In the long term, one child may get to university and make a major contribution to public life, a few extra children may finish high school and successfully make the transition to work, while others may end up with drug offences and remain unemployed. The full effects on some young people may not be realised until they have their own children. The potentially life-changing benefits and detriments to this community cannot be added up or compared.

These two examples, from thousands amongst community services, demonstrate the difficulty of ‘purchasing’ a service. Some components of a service can be itemised and costed based on an average time:

- x minutes to help with a shower, to make a bed, to supervise taking medicine
- x minutes for social interaction (to reduce loneliness, depression, social exclusion)
- x hours for therapy, counselling, family support.

These aspects of the service are most important and it is necessary to use precise language around the distribution of services in order to allocate them fairly to the right people in order to meet policy requirements or strategic goals. These measures can be used to assess efficiency and productivity and to compare ‘value’ for money.

However the essence of community service that sets it apart from a retail experience and assigns an inherent value regardless of who is paying is embedded in the values of the organisations and staff delivering the service. For example:

- empathy
- caring how the person feels and what the person wants
- respect
- maintaining dignity
- giving time to think and assess their options and make decisions as much as possible.

Non-monetary value of services can be assessed through qualitative methods that are described below. Although some funding regimes require organisations to elicit feedback from their clients, organisations tend to use such data for continuous improvement and risk management rather than as a means to measure the value of a service to the recipients and their families and the community as a whole.

A further complexity in assessing the value of a community service is the opportunity cost. What alternative use could have been made of that resource must be weighed up against what would have happened to an individual without the service they received. Decisions made about the way in which the service is delivered and who receives the service affect a much broader audience than the recipient. One type of service is favoured over another. One type of client is prioritised over another. Hence the value of a service overall is also dependent on what else could have been achieved with the same resources. This raises questions about the standard of service that is the minimum necessary to meet a need, in order to maximise the benefits to all. At all levels, from the worker to the politician, it also raises impossible dilemmas of judging the wellbeing and happiness of one person over another.

The buyer's choice

The basis of a market economy is the price mechanism which is driven by supply and demand. Generally, in the retail sector, the issues raised in the previous section about the standard of a product or service, and decisions to choose one product or supplier over another, are determined by price and the buyer's expectation of the product or service to meet their need. In the community services sector, the price mechanism is distorted because the decision to buy is confounded as in these scenarios:

- The buyer may not be the recipient—for example when the government purchases the service on behalf of the recipient and sets a price. The government may perceive a community benefit but the recipient may not see an individual benefit. The buyer may believe a service is the right one, but like an aunt sending all her nephews a pair of socks from overseas, may not understand the recipient's needs closely enough for the service to be the same value as it costs.
- The seller/provider may be unwilling, or by regulation be unable, to provide the service at the standard that the buyer is willing or able to pay. In market transactions, the seller and the buyer are assumed to have equal power. The buyer tells the seller what they are prepared to pay for and the seller accepts or not. The buyer can keep searching for a seller who is prepared to deliver the service at the right cost or can change their expectations. In order to compete, the seller can find more efficient ways to deliver the service the buyer wants at a fair market price.

However the power balance is distorted when the seller has a vested interest to the client—that is, non-monetary requirements of the transaction, and the buyer has few options for seller—that is, there is little competition for an expert service. For example, an organisation has as its mission to provide intensive services to people with profound disabilities. Whether the buyer is the government or the individual recipient, the seller has an obligation to comply with regulations and industry standards, pay fair wages and meet its own expectations of care for the individual. Because it has an underlying commitment to the recipient and the community as a whole, the organisation will find ways to subsidise the buyer's contribution—through volunteers, donations and alternative funding streams such as social enterprises. Hence the value of the service to the buyer, seller and recipient differ.

The recipient may not value the service to the same extent because they have not had to pay for it and forego other purchases, so they may expect more from the service (the elite model) or they may be wasteful. They may not have full choice of options nor understand the advantages and disadvantages of accepting the conditions of the service. There is not an economic decision so there is not the usual incentive to maximise choice. In some instances, they may have no choice at all, as in the case of a child protection service. The service provided may be at odds with the recipient's immediate wants. For example, a homeless person may want to smoke inside the offered boarding house unit, or may break rules regarding alcohol and drugs. They may prefer the freedom of sleeping rough compared to the restrictions of rules and obligations.

Alternatively, the recipient may be so grateful for any help and doubt their own capacity to manage without it, that they accept it at face value without questioning its actual benefit to them. Hence, the recipient's value of the service may be inflated or understated because of their unique power relationship with the buyer and seller.

The seller/provider's recompense

The not-for-profit nature of the majority of the sector adds a third dimension that distinguishes community services from other enterprises and overturns traditional concepts of valuation. The capital system is designed around profit as the motive for business. It is assumed that business decisions will be made to maximise profit and this will drive productivity. Governments have attempted to create markets within the community sector and develop competition in order to drive price and efficiency.

Many not-for-profit community service organisations have adopted business models in order to meet these requirements so that they can continue to fulfil their mission. However, central to profit driven businesses are the assumptions that:

- money for personal wealth is the primary value of the business 'owner' and staff and is the key measure of success
- competition to provide products with clear specifications and standards leads to innovation, reduced margins and better value for money
- the financial power of the purchaser determines what the seller will produce.

While acting like businesses in terms of governance, community service organisations may operate counter to these assumptions. For example:

- Money is prized because of the further services it can provide to clients and not for its residual value. 'Owners' are not motivated to accrue wealth although some organisations accumulate funds for security. Staff weigh up their financial needs and aspirations with their desire to work in a field where they can make a difference. Non-monetary benefits such as client feedback, personal accomplishment, self-esteem and knowledge of improvements in individual and community conditions are foremost.
- Competition between sellers is seen as counter-productive at the organisational and practice level. Cooperation and collaboration occur with generous information sharing and genuine support, although there may be differences of opinion about priorities and methodology. While bidding for contracts forces tightening of budgets, in most parts of the sector the underlying professional ethic is collegiate and open.

- Efficiency is driven by the wish to spread services to more people or improve the level of service given to each person. Staff are expert at doing more with less. Hence the price for many services, particularly those with higher risk and specialisation, is not elastic as it is already heavily subsidised by uncosted effort—unpaid hours of staff and volunteers. In fact, the actual cost may not be known. Many organisations do not have the capacity (knowledge and capital) or are reluctant to spend funds on infrastructure and business processes that could optimise the use of resources.
- The market does not necessarily gravitate to services with the best return and lower risk. Sellers find alternative income streams and cross-subsidise to they can continue to meet their goals to the level of service that matches their reputation and their perception of their contribution to the community.

Thus, the measure of worth of non-profit community services is not driven by a value to shareholders but by perceived value to stakeholders. Altruism adds something to services that money cannot buy and makes it hard for profit businesses to compete. However, the willingness of community service organisations to operate below the real cost, places them and their staff at high risk of exploitation—from the clients, their relatives and the purchasers of the service.

Other benefactors and beneficiaries

As well as the buyers, sellers and recipients of services, the community services sector is affected by the value placed on it by several influential groups:

- individuals who have amassed wealth through corporate interests and now assume the role of government in setting the agenda, deciding social priorities and distributing their funds for public benefit (termed 'philanthrocapitalists')²⁰¹
- corporate businesses who contribute to community service organisations financially or in-kind for a range of benefits, community service obligations, marketing and branding, staff motivation and wellbeing, team spirit, genuine compassion
- politicians who support and champion funding for community service activities and policies on behalf of specific individuals, their community, and ideologically, for the community as a whole
- public servants who attempt to make a difference in the community through implementing good policies and programs, and often work many additional unpaid hours
- staff who choose to provide their time in an industry where the rate of pay for their level of qualification and experience is low, pursuing a sense of fulfilment and personal growth
- relatives and friends who play various roles of giving support and being supported, and gain time to pursue personal and financial goals
- neighbours who may benefit from reduced graffiti or who may fear the loss of property value when a needle exchange program commences.
- the community as a whole that feels secure, safe and fair, and is respected internationally as a modern civil society.

Because their goals are different, each will assess value in their own way.

6.3 MEASURING NON-MONETARY VALUE

Attributing outcomes to services is complicated by many of the issues raised above. In addition:

- the effects of multiple factors are hard to separate
- effectiveness may be apparent in the long term—after the client has left the service
- many services are responsive to clients and are idiosyncratic.

In Queensland, there are few published evaluations of community service programs that measure outcomes. The most common way of measuring non-monetary value is through satisfaction surveys. Community services which are licensed are now generally required to use tools of this nature to measure client feedback. Although carefully constructed rating scales can inform the continuous improvement of programs, their use to determine a program's value to clients is limited because:

²⁰¹ Bishop M, Green M 2008 *Philanthrocapitalism: How giving can save the world*, A&C Black, London.

- surveys usually focus on one particular service or funded program—so do not ask whether it is the right service or if another service would be more useful
- some ‘good’ services are not wanted by the recipient or are not enjoyable (for example, drug rehabilitation)—outcomes may be evident only in the long term and not be clear to the recipient, so low ratings of client value may be an indicator of effectiveness rather than failure
- surveys usually only include clients directly receiving a service so do not include the costs and benefits to others (e.g. relatives) and do not ask non-recipients the effect of missing out on the service
- surveys focus on aspects of the program valued by the buyer or provider—not necessarily aspects valued by the recipient, for example, the quality of the human interaction
- many recipients may not have the literacy skills or capacity, through ill health and knowledge to complete the survey without assistance
- recipients may be happy with anything because of their low self-confidence, it may be considered culturally inappropriate to criticise, or they may not respond for fear of losing the service
- responses may be influenced by warmth and kindness rather than the efficacy of the service.

Rating scales can also be used to assess the value of community services as perceived by other beneficiaries listed above. Each has to be considered on its merits and cannot be aggregated. At the broader community level, the question of value may take into account:

- *What else could public money be spent on?*
- *Spending on this individual reduces public cost by x and enables the individual, in time, to produce y?*

Direct measures of the change that has occurred resulting from a particular treatment are common in random controlled trials in the health sector. Apart from considerable cost, these have limitations in the community services sector for many reasons, such as:

- the large variation in the way the client demonstrates need
- the complexity of interwoven factors affecting behaviour e.g. security, nutrition, relationships, access to services, previous experiences
- the imprecise nature of initial assessment and final assessment.

Some studies compare the behaviour over time of those who receive services with those on a waiting list. As above, the many independent variables make it difficult to attribute change. However, taking these limitations into account, multiple evaluation methods that incorporate performance measures related to before and after behaviours, along with perspectives of the recipients and providers of services, can be very helpful in assessing the effectiveness of programs and their private and public value.

Gauging societal value

One way of judging whether the sector measures up within a jurisdiction, is to compare its inputs and outputs against other jurisdictions. Table 75 shows Queensland’s expenditure on direct service delivery for community service activities undertaken by governments, businesses and organisations, and its proportion of national expenditure.

Table 75 Expenditure on direct community services activities by Queensland businesses/organisations with community services activity²⁰²

	Queensland \$m	% of Australia
Personal and social support		
Information, advice and referral	88.3	17.3
Individual and family support	242.4	15.0
Independent and community living support	96.8	11.7
Support in the home	249.8	16.7
Other	422.3	28.4
Total	1099.6	18.5
Child care		
Long day care	888.2	28.9
Family day care	60.1*	27.9*
Occasional child care	6.7	11.6
Before and/or after school hours care	65.7	21.6
Vacation care	22.5*	25.3*
Other	14.3*	23.7*
Total	1057.5	27.8
Training and employment for persons with disabilities		
Pre-vocational/vocational training	16.2	18.6
Supported employment	69.9	13.2
Job placement and support	103.6	17.0
Total	189.7	15.5
Financial and material assistance	42.2*	30.5*
Residential care		
Transitional accommodation	162.0	35.8
Crisis accommodation	54.2	16.3
Residential aged/disabled care		
High care	1058.1	15.5
Low care	533.1	15.3
Total	1591.2	15.4
Residential respite care	58.7	14.9
Residential rehabilitation	7.2	6.1
Other	201.0	21.0
Total	2074.2	16.5
Foster care placement	**	
Accommodation placement and support	17.6	
Statutory protection and placement	**	
Juvenile/disability detention and corrective services	**	
Total	\$4560.9m	18.1%

* estimate has a relative standard error of 10% to less than 25% and should be used with caution.

** not available for publication but used in totals where applicable.

Based on the discussion above of the different perspectives of value, the table raises many questions that go beyond the apparent value of \$4.6b. For example:

- *In order to achieve sustainable direct service delivery at a satisfactory standard, manage risk and regulatory compliance, how much expenditure needs to be applied to indirect service delivery costs?*
- *With Queensland's demographic, geographic and socio-economic profile, which services are likely to be above or below the national expenditure average?*
- *What other reasons are there for differences in Queensland's service mix?*
- *Is Queensland providing the same level of service per head of population as other states?*

Table 76 shows the estimates of output measures for direct community services by Queensland businesses and organisations with community service activity, and its proportion of Australian outputs.

²⁰² Australian Bureau of Statistics 2010 *Community Services 2008-2009* cat no. 8696 Table 6.

Table 76 Output measures for direct community services by Queensland businesses and organisations with community service activity²⁰³

Activity	Queensland '000	% of Australia
<i>Personal and social support</i>		
Information, advice and referral (no. of contacts)	1554.4*	23.0
Individual and family support (no. of cases)	1153.9*	25.0
Independent and community living support (no. of cases)	484.1*	32.0
Support in the home (no. of clients)	147.0	12.1
Child care (average no. of children per day)	108.4	26.5
<i>Training and employment for persons with disabilities</i>		
Pre-vocational/vocational training (no. of trainees)	8.1	24.0
Supported employment (average no. of supported disabled employees per day)	7.1	19.3
Job placement and support (no. of clients)	30.9	16.2
Financial and material assistance (no. of cases)	310.6*	23.1
<i>Residential care</i>		
Transitional and crisis accommodation (no. of bed nights occupied)	1574.3*	25.7
Other residential care (average no. of residents per day)	33.0	16.2
Foster care placement (no. of placements)	**	
Accommodation placement and support (no. of placements)	2.1	

* estimate has a relative standard error of 10% to less than 25% and should be used with caution

** not available for publication but used in totals where applicable.

While it is important to know how much is produced with a given amount of resources, it is difficult to make sense of these output measures by themselves. For example, the following questions arise:

- *What are the attributes of the outputs that affect the capacity to deliver with a given level of resources? For example: accessibility to people in remote, rural areas; mix of primary, secondary and tertiary services, complexity of needs requiring collaboration across services.*
- *Were services fit-for-purpose? For example, was the information provided in a language understood by the client? Was the service timely? Was it the right level and type of service based on evidence? Was it well-connected with complementary services?*
- *What other outputs that cannot be measured quantitatively are included in the service mix?*
- *How do these services align with services provided by government?*

Hence gauging the value of the sector in providing an average number of 108 000 child care placements a day in Queensland, other considerations include:

- *Which families and children received the service—location, ethnicity, ability, health, family income?*
- *Which families and children did not receive the service? Did they receive an alternative appropriate service—or did they make alternative choices to achieve the same intended outcome?*
- *Did the services meet the required standard and did the standard contribute to the desired outcomes?*

6.4 SUMMARY: WHAT IS THE VALUE OF THE COMMUNITY SERVICES SECTOR?

This chapter has explored ways of deeming the value of community service activities and of the community services sector as a whole. The key themes are:

- value has both monetary and non-monetary components
- the nature of the community services sector means that the usual measures of value based on price and profit are distorted
- value is subjective and depends on the goals of the assessor

²⁰³ Australian Bureau of Statistics 2010 *Community Services 2008-2009* cat no. 8696 Table 11.

- measuring the non-monetary value of the community services sector requires careful consideration of viewpoints of stakeholders and critical analysis of quantitative and qualitative data.

Monetary measures

The monetary value of the community services sector can be considered through total receipts, government expenditure and staff salaries. Estimates of each these indicators are shown in Table 76. The assumptions on which these estimates are based are outlined in Section 4.2.

Table 77 Estimates of monetary value of Queensland's non-government community services sector

Indicator	Total	Period covered
Receipts of funds for non-profit businesses in social services	\$5.3b	2006-2007
Expenditure on direct and indirect service delivery by non-government businesses	\$4.2b	2008-2009
Government expenditure through not-government businesses	\$3.4b	2008-2009
Government grant allocations (based on internet lists of funded services)	\$4.6b	2008-2009
Staff salaries (based on census data)	\$2.8b	2006
Voluntary work	\$0.1b	2008-2009

Ideally, an estimate of value would also include a cost-benefit analysis that assessed the outcomes achieved by the effort. Such analysis requires considerable up-front investment and to date, resources have generally been prioritised to service delivery. Using similar tools to those of insurance assessors, modelling could be used to assign a monetary value to the economic and non-economic gains of recipients of services, to estimate the overall community monetary benefit in comparison to the input costs.

Non-monetary measures

The non-monetary value of the community services sector includes the perceived cost-benefit of all those involved:

- clients and their relatives and friends
- other benefactors and beneficiaries such as staff, volunteers, contributors
- the community.

As well as improving the wellbeing of the individual, the value to the community is its achievement of higher level goals such as:

- fairness—sharing public resources for a more equitable society
- utilitarian—increasing the productive contribution of all to the community/reducing the cost to society of more expensive services
- respect and value for every person, relief of suffering, social justice.

Considering the community services sector as a whole, the vision of the Queensland Community Services Charter cited in Section 6.1 suggests that the value could be determined based on the extent to which:

- there are effective, inclusive human services
- communities are able to build skills and find solutions
- disadvantage in our society has been reduced
- the community sector is strong and sustainable and comprised of organisations that are committed to shared values.

While the results cannot be expressed in quantitative terms, it is evident that the Queensland community services sector's contribution towards these goals is invaluable.

APPENDIX 1: MEMBERS OF THE QUEENSLAND COMMUNITY SERVICES FUTURES FORUM²⁰⁴

Aboriginal and Torres Strait Islander Legal Service (Queensland) Limited
 Aged Care Queensland Incorporated
 Australian Pensioners' and Superannuants' League (Queensland) Incorporated
 Australian Red Cross (Queensland)
 Bravehearts Incorporated
 Cairns Regional Alliance of Social Services
 Capricorn Community Development Association Incorporated
 Carers Queensland
 Centacare Brisbane
 Centacare Toowoomba
 Centre for Rural and Remote Mental Health Queensland Limited
 Cerebral Palsy League of Queensland
 Community Centres and Family Support Network Association Queensland Incorporated
 Council on the Ageing Queensland Incorporated
 Endeavour Foundation
 Ethnic Communities Council of Queensland Limited
 Health and Community Services Workforce Council Incorporated
 Mackay Regional Council for Social Development Limited
 Mission Australia
 National Disability Services Queensland
 Ozcare
 Peakcare Queensland Incorporated
 Queensland Aboriginal and Islander Health Council
 Queensland Aboriginal and Torres Strait Islander Human Services Coalition
 Queensland Aged and Disability Advocacy Incorporated
 Queensland Association for Healthy Communities Incorporated
 Queensland Association of Independent Legal Services Incorporated
 Queensland Baptist Care
 Queensland Community Housing Coalition Limited
 Queensland Council of Social Service Incorporated
 Queensland Domestic Violence Services Network
 Queensland Shelter Incorporated
 Queensland Working Women's Service Incorporated
 Queensland Youth Housing Coalition Incorporated
 Relationships Australia (Queensland)
 Spiritus
 St Vincent de Paul Society Queensland
 Tenants' Union of Queensland
 The Queensland Alliance of Mental Illness and Psychiatric Disability Groups Incorporated
 The Salvation Army Queensland
 Uniting Care Queensland
 Volunteering Queensland Incorporated
 Women's Health Services Network Queensland
 Youth Affairs Network of Queensland Incorporated

²⁰⁴ <http://www.futuresforum.org.au/>

APPENDIX 2: OCCUPATIONS IDENTIFIED IN THE COMMUNITY SERVICES TRAINING PACKAGE

Aboriginal and/or Torres Strait Islander community development worker	Care supervisor	Community education manager
Aboriginal and/or Torres Strait Islander education officer	Care team leader	Community education worker
Aboriginal and/or Torres Strait Islander education worker	Care worker	Community house worker
Aboriginal and/or Torres Strait Islander housing manager	Career and transition services coordinator	Community housing resources worker
Aboriginal and/or Torres Strait Islander housing worker	Career development practitioner	Community housing worker
Aboriginal and/or Torres Strait Islander language and culture teaching assistant	Career information officer	Community legal officers
Aboriginal and/or Torres Strait Islander manager (small-medium size organisation)	Case coordinator	Community leisure coordinator
Aboriginal and/or Torres Strait Islander tenancy worker	Case manager	Community leisure officer
Aboriginal family consultant	Case support worker	Community rehabilitation and support worker
Aboriginal or Torres Strait Islander community development worker	Case worker	Community services manager
Accommodation support worker	Celebrant	Community services worker
Activities coordinator	Centre manager	Community support worker
Activities officer	Chief executive officer	Community visitors
Administrative assistant	Child and family counsellor	Community worker
Administrative officer	Child and family support service coordinator	Contact officers
Administrative support worker	Child care assistant	Contact service practice manager
ADR practitioner	Child care worker	Coordinator
Advanced practitioner in social housing	Child development worker	Coordinator (large organisation)
Advocacy worker	Child protection support worker	Coordinator family services
Alcohol and drugs worker	Child protection worker	Coordinator relationship education services
Alcohol and other drugs telephone counsellor	Child protection worker /practitioner	Coordinator voluntary work
Alternative care workers	Child safety officer	Coordinator youth and family services
Assessment officer	Children's adviser	Coordinator youth services
Assessor	Children's contact facilitator	Coordinator, social housing programs
Assistant community services workers	Children's contact support worker	Cottage parent
Assistant community workers	Children's contact worker	Counsellor
Assistant coordinator	Children's service director / manager	Couples counsellor
Assistant hostel supervisor	Children's services coordinator	Court coordinator
Assistant in nursing	Children's/youth support worker	Court support worker
Assistant OSHC coordinator	Civil celebrant	Customer service officer
Assistant team leader	Clerical worker	Customer service staff
Associate employment consultant	Client assistant	Day activity worker
Authorised supervisor (children's services)	Client contact	Detoxification worker
Barrister mediator	Client intake worker	Development officer
Behavioural support officer	Client service assessor	Direct care worker
Care assistant / worker	Client services officer	Director
Care coordinator	Community access coordinator	Director (children's services)
Care manager	Community advisory worker	Disability development and support officer
Care service employees	Community builder	Disability officer day support
	Community care manager	Disability service officer
	Community care worker	Disability support officer
	Community celebrant	Disability support worker
	Community development manager	Dispute resolution facilitator
	Community development officer	Diversional therapist
	Community development worker	Diversional therapy assistant
		Divorce counsellor
		Domestic assistant

Domestic violence help line counsellor	Family relationships support worker	Juvenile justice officer
Domestic violence worker	Family skills worker	Language worker
Driver	Family support worker	Laundry assistant
Drug and alcohol worker	Planner	Leisure officer
Early intervention homelessness worker	Family support/prevention worker	Leisure services coordinator / manager
Early intervention worker	Family/parent educator	Lifeline telephone counsellor
Economic development manager	Family/parent facilitator	Lifestyle support officer
Education assistant	Fathers worker	Literacy worker
Education assistant (special needs)	Field officer	Local area coordinator
Education officer	Financial counsellor	Local support coordinator
Education support worker	Food services deliverer	Loss and grief celebrant
Education worker	Foster parent/carer	Manager
Employment consultant	Funeral celebrant	Marketing coordinator
Employment consultant – case manager	Gardener/grounds person	Marriage and family educator
Employment consultant – employer marketing and liaison	Gay and lesbian help line counsellor	Marriage celebrant
Employment consultant – job placement	General manager	Marriage counsellor
Employment consultant – training	Group coordinator	Mediation case worker
Employment consultant in training	Group facilitator / coordinator	Mediation worker
Employment coordinator (disability)	Group leader	Mediator
Employment services administrative support	Group worker	Men's help line telephone counsellor
Employment services program manager	Group/team coordinator/leader (children's services)	Men's service officer
Employment services receptionist	Health education officer	Mental health community worker
Employment services site/branch manager	Home based care worker	Mental health outreach worker
Employment services team leader	Home care assistant	Mental health rehabilitation support worker
Entry level case worker	Home care assistant	Mental health support worker
Executive director	Home care worker	Mentors
Executive officer	Home helper	Mobile assistant
Executive officer (community housing organisation – reporting directly to board of directors)	Home maintenance worker	Nanny
Executive officer (small organisation)	Home tutor	Neighbourhood centre coordinator
Family and child mediator	Homeland teaching assistant	Neighbourhood centre manager
Family and couples mediator	House supervisor	Neighbourhood centre worker
Family assessment worker	Housekeeping assistant	Neighbourhood renewal workers
Family celebrant	Housing assistant	Night/community patrol workers
Family counsellor	Housing manager	Non-residential case worker /team leader
Family day care worker	Housing services officer	Nursing assistant
Family law mediator	Housing support worker	Out of home care provider
Family relationship counsellor	Housing worker – intensive tenancy worker	Outcomes manager
Family relationship support worker	Human resources manager	Outreach officer
Family relationship worker	In home respite worker	Outreach support worker
Family relationships mediator	Inclusion support facilitator	Outreach worker
	Indigenous connection worker	Outside school hours care assistant
	Indigenous family consultant	Outside school hours care coordinator
	Indigenous family facilitator	Outside school hours care supervisor
	Indigenous housing officer	Outside school hours care worker
	Indigenous language and culture teaching assistant	Para-legal workers
	Indigenous youth worker	Parent educator
	Information and referral worker	Pastoral care counsellor
	Information worker	Pastoral care manager
	In-home respite care worker	Pastoral care worker
	In-home respite giver	
	Intake and referral worker (Aboriginal)	
	Job coordinator	
	Job search training consultant	
	Juvenile justice coordinator	
	Juvenile justice court officer	

Personal adviser	Rural financial counsellor	Telephone counsellor
Personal care assistant	School support officer	Tenancy advice manager
Personal care giver	Section supervisor	Tenancy worker
Personal care worker	Secure environment worker	Tenant administration worker
Phone advice worker	Senior case manager	Tenant advice and advocacy service coordinator
Planned activity assistant	Senior case worker	Tenant advice and advocacy worker
Play leader	Senior client service officers – generalist	Therapeutic worker
Playgroup supervisor	Senior client service officers – specialist	Training and placement officer
Policy worker, social housing	Senior community care worker	Training manager
Problem gambling worker	Senior disability worker	Transport coordinator
Program area manager	Senior employment consultant	Transport support worker
Program coordinator	Senior financial counsellor	Unit coordinator / manager
Program development worker	Senior housing officer	Unit manager
Program leader	/manager	Vacation care coordinator
Program manager	Senior personal care assistant	Vacation care supervisor
Program officer	Senior play leader	Visits coordinator
Program support worker	Senior youth justice officer	Volunteer program manager
Program/service coordinator	Senior youth officer / chaplain	Volunteer tenant manager
Project officers	Senior youth worker	Welfare rights worker
Project worker	Separations counsellor	Welfare support worker
Property worker	Service coordinator	Welfare worker
Property/asset manager (specialist)	Service director	Workers in peak organisations
Protective case worker	Service manager	Workplace chaplain
Provision of emergency relief	Sessional contact worker	Youth alcohol and other drugs worker
Psycho-educational trainer	Sessional supervisor	Youth and family resource officer
Psycho-social trainer	Settlement worker	Youth and family service worker
Reception/front desk staff	Shift supervisor	Youth case worker
Recreation activities officer	Shift team leader	Youth help line counsellor
Recreation assistant	Social educator	Youth housing support worker
Recreation leader	Social trainer	Youth justice area manager
Recreational activities officer coordinator	Social welfare worker	Youth justice officer
Recreational youth activities worker	Social worker	Youth residential worker
Referrals manager	Specialist mediation worker	Youth support case worker
Relationship educator	Supervisor	Youth work team leader
Residential aide	Support facilitator	Youth worker
Residential care officer	Support worker	Youth worker–juvenile justice
Residential care support worker	Supported housing worker	
Residential care worker	Teacher aide	
Residential support worker	Teacher assistant	
	Team leader	
	Team supervisor	

APPENDIX 3: NUMBER OF COMMUNITY SERVICES IN BRISBANE CITY

Information provided by www.mycommunitydirectory.com.au Information Source: Lifeline Community Care Queensland Community Resource ©2010 My Community Directory May, 2010.

Service Name	No. of Listings
Abuse & Assault Services	6
Adult Education	1
Aged Care Accommodation Services	7
Ageing Accommodation	1
Ageing Information & Counselling	45
Ageing Respite & Activity Centres	3
Aquatic Sports	1
Child (and Parent) Information & Counselling	1
Child Protection Services	10
Community & Neighbourhood Centres	75
Community Health & Medical (Bulk Billing)	10
Community Service Clubs	2
Crisis & Emergency Accommodation	24
Disability Accommodation Services	12
Disability Employment & Training Services	23
Disability Information & Counselling	23
Disability Respite and Activity Centres	10
Drug & Alcohol Services	24
Employment Information & Assistance	1
Financial Counselling & Budgeting	8
General Accommodation Services	40
General Advocacy Services	6
General Ageing Services	57
General Child Services	28
General Communication & Information	1
General Community Clubs	8
General Cultural Groups	8
General Disability Services	96
General Education Programs	13
General Employment & Training Services	20
General Health Services	110
General Indigenous Services	10
General Legal Assistance & Information	44
General Recreation and Leisure	25
General Self Help Services	38
General Support Services & Counselling	100
General Transport Services	8
General Volunteering Services	2
General Welfare & Support Services	37
General Youth Services	12
Home Care & Safety Services	40
Indigenous Health Services	4
Indigenous Support Services & Counselling	10

Service Name	No. of Listings
Local Advocacy Services	7
Loss & Grief Support Services & Counselling	15
Maternity Support Services & Counselling	19
Mediation & Ombudsman Support	4
Mental Health Services	2
Migrant Services	14
Performing Arts, Culture and Music	1
Personal Development Activities	1
Play Groups & Childcare	6
Psychiatric Services	41
Seniors Clubs & Social Groups	51
Sexual Support Services & Counselling	13
Special Education Programs	7
Sports Clubs	1
Youth Accommodation Services	24
Youth Employment & Training Services	2
Youth Information & Counselling	25
TOTAL	1237

APPENDIX 4: COMMONWEALTH DEPARTMENT OF FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS – GRANT FUNDING 2008-2009

Program Title	Amount allocate	No of grants	% of funding	Smallest grant	Largest grant
Community Development Employment Program	\$99 503 863	13	45.9	\$2 160 407	\$17 629 130
Financial Management	\$32 620 735	409	15.1	\$1 239	\$1 688 720
Children and Parenting Services	\$20 563 649	50	9.5	\$20 000	\$2 475 000
Community Support	\$16 024 528	71	7.4	\$2 430	\$1 031 044
Mental Health	\$10 101 021	7	4.7	\$479 843	\$3 000 085
Housing Assistance & Homelessness	\$8 547 794	18	3.9	\$193 349	\$681 745
Family Relationships	\$7 976 556	35	3.7	\$64 392	\$1 513 935
Indigenous Women	\$6 574 035	23	3.0	\$2 200	\$5 521 588
Services for people with a disability	\$5 581 362	16	2.6	\$7 370	\$1 968 148
Indigenous Communities Strategic Investment	\$4 505 315	22	2.1	\$3 300	\$3 190 000
Volunteer Grants	\$1 493 497	496	0.7	\$1 000	\$5 000
Family Violence	\$723 766	7	0.3	\$19 800	\$109 190
Municipal Services	\$676 993	4	0.3	\$107 210	\$221 068
Community Capacity	\$420 350	5	0.2	\$12 359	\$132 000
Women	\$322 250	3	0.1	\$62 250	\$150 000
Cairns Cape York West Region	\$298 500	4	0.1	\$16 500	\$199 500
Public Awareness	\$275 770	14	0.1	\$1 540	\$72 050
National Secretariat	\$220 000	1	0.1	\$220 000	
Local priorities fund	\$130 743	3	0.1	\$10 082	\$93 165
Volunteer Management	\$66 000	2	0.0	\$33 000	\$33 000
National SGAP	\$59 700	6	0.0	\$3 000	\$20 000
Affordable Housing	\$48 000	2	0.0	\$24 000	\$24 000
	\$216 734 427	1 211			

Recipients of services²⁰⁵

Primary recipient group ²⁰⁶	Amount allocated	% of total	Number of grants
Indigenous	\$121 694 998	56.1	166
Community (includes services for all community and services for varied target groups)	\$32 274 182		577
Family	\$16 769 035	7.7	95
Child	\$11 653 118	5.4	37
Youth	\$11 638 639	5.4	73
Mental Health	\$10 288 869	4.7	11
Health condition Disability	\$5 725 630	2.6	71
Other groups (grandparents ex-service persons older people men women transgender prisoners ethnic groups people in rural communities people needing housing support)	\$4 744 879	2.2%	200
Volunteers	\$2 228 942	1.0	10
	\$216 734 426	100.0	1211

²⁰⁵ Each grant was only assigned to one recipient type. Hence Indigenous women was counted under Indigenous and not women.

²⁰⁶ Based on the name of the program, program component, recipient organisation, grant purpose.

APPENDIX 5: COMMONWEALTH DEPARTMENT OF EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS – GRANTS FUNDING 2008-2009

Program	Funding Purpose	Total amount	No of orgs	Lowest	Highest
Youth support	Community-based projects for 12 to 25 years	\$192 945	8	\$7435	\$65 120
Non-government schools national support	Indigenous targeted assistance	\$1 165 276	1		
School support	Indigenous targeted assistance	\$561 000	1		
VET National Training System	Indigenous targeted assistance	\$219 780	1		
VET National Training System	Literacy numeracy health to increase VET outcomes	\$406 436	5	\$22 352	\$297 000
Employment Services	Construction projects for skills development cadet and apprentice placement	\$19 347 918	17	\$39 600	\$2 181 850
Indigenous employment		\$523 290	5	\$27 500	\$273 750
Business adjustment fund	Transition for employment services no longer funded	\$270 000	4	\$15 000	\$95 000
Employer Brokers Funds	Move employees to work opportunities	\$289 881	3	\$93 831	\$98 450
Career planning transitions partnerships		\$86 953	6	\$9 953	\$33 000
Work and family	Implement family friendly arrangements for small business	\$99 444	18	\$1 948	\$15 000
Indigenous Education Strategic Initiatives	Improved outcomes through sport recreation literacy numeracy	\$8 111 506	6	\$403 106	\$4 500 000
Indigenous Employment Program	Cadetships apprenticeships business enterprises for learning	\$5 776 250	40	\$15 400	\$1 444 000
Innovation fund	Social enterprises	\$316 325	2	\$32 720	\$283 605
Jobs Fund	Projects for skill and job creation	\$6 489 136	13	\$72 553	\$1 030 472
National School Drug Education strategy	Rural and remote schools help students and families with drug issues	\$55 000	1		
Quality outcomes	Innovative ways to improve outcomes for disadvantaged students	\$7 430 309	7	\$27 350	\$3 724 215
Child Care	Child Care management Systems; new learning centre	\$3 063 666	10	\$1 083	\$2 310 000
VET National Support	Investment in Community Education and Training- upgrades	\$8 905 691	15	\$111 459	\$1 650 000
VET National Programs	Indigenous training	\$132 000	1		
Workplace language and literacy	Develop language and literacy for vulnerable workers	\$231 829	4	\$38 294	\$154 729
TOTAL		\$63 673 635	169		

Includes: Independent schools, Industry Associations and Training Councils, PCYC

Excludes: Local government, State Schools, Universities, Government entities, Pty organisations.

Excludes programs with mainstream education intent eg Trades training.

APPENDIX 6: PEAK BODIES

The following sub-sectors are represented by state peak bodies²⁰⁷:

Aged Care	Aged Care Queensland providers of aged and community care and retirement services
Child Care	Council on the Ageing Queensland Child Care Queensland Family Day Care Australia
Out of school care	Queensland Children's Activities Network (QCAN)
Disability Services	National Disability Services Queensland Disability Employment Network Access Arts
Child Safety	Peak Care (64 groups listed on website) The Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited Foster Care Queensland
Housing	Queensland Housing Coalition
Indigenous Queensland	Aboriginal and Torres Strait Islander Child Protection Partnership (QATSICPP). Queensland Aboriginal and Torres Strait Islander Health Council (QAIHC) Queensland Indigenous Substance Misuse Council (QISMC)
Employment services	ACE National Network
Mental Health	Queensland Alliance (240 community orgs)
Youth	Youth Affairs Network Queensland
People from other countries	Ethnic Communities Council Queensland (represents 35000 members from 50 countries)
Volunteers, carers	Volunteering Queensland Carers Queensland
Legal services	Queensland Associations of Independent Legal Services
Unemployed people	Jobs Australia
Families	Families Australia (families, young people, and children)
Alcohol and other Drugs	Community Controlled Substance Misuse Sector Queensland Network of Alcohol and Drug Agencies (QNADA)
Community/ community Development	Neighbourhood Centres Community Services Australia Community Development Network

²⁰⁷ Please note: This list may not include all peak bodies. Please advise the author of omissions or changes.

APPENDIX 7 : DEPARTMENT OF COMMUNITIES FUNDED SERVICES BY SERVICE TYPE AND SECTOR

Service Type		Government	University	Schools	Private (Pty)	Local Government	Not-for-profit	Government interest	Other (not Community Services)	Total
Housing and Homelessness Services	Number of orgs funded	2	0	0	0	21	198	1		222
	Highest allocation	\$1,364,321				\$1,146,594	\$10,739,745	\$12,000,000		\$12,000,000
	Lowest allocation	\$116,801				\$52,471	\$7,828			\$7,828
	Total	\$1,481,122				\$8,999,138	\$132,570,322	\$12,000,000		\$ 155,050,582
Child Safety Services	Number of orgs funded	0	1	0	2	3	80			86
	Highest allocation		\$189,215		\$1,739,724	\$97,157	\$18,671,849	0		\$18,671,849
	Lowest allocation				\$1,313,387	\$41,557	\$1,993			\$1,993
	Total		\$189,215		\$3,053,111	\$199,178	\$119,502,308	0		\$ 122,943,812
Disability and Community Mental Health	Number of orgs funded	0	1	0	37	18	262	0		318
	Highest allocation		\$151,640		\$3,706,345	\$313,263	\$52,390,609			\$52,390,609
	Lowest allocation				\$10,506	\$5,375	\$1,159			\$1,159
	Total		\$151,640		\$23,425,439	\$2,437,747	\$449,363,589			\$ 475,378,415
Community and Youth Justice Services and Aboriginal and Torres Strait Islander Services	Number of orgs funded	1	3	0	5	48	528	0		585
	Highest allocation		\$672,407		\$529,533	\$1,030,136	\$8,182,798			\$8,182,798
	Lowest allocation		\$137,880		\$75,000	\$4,735	\$230			\$230
	Total	\$304,782	\$1,342,007		\$1,464,166	\$9,282,444	\$129,835,857			\$ 142,229,256
Home and Community Care	Number of orgs funded	4	0	0	2	39	307	0		352
	Highest allocation	68,581,982			75,616	2,964,548	\$106,695,551			\$106,695,551
	Lowest allocation	643,298			49,750	26,135	\$105			\$105
	Total	\$78,125,486			\$125,366	\$15,540,953	\$276,190,558			\$ 369,982,363
Sports and Recreation	Number of orgs funded	0	4	43	0	47	73	1	1279	1447
	Highest allocation		\$27,800	\$63,435		\$1,972,030	\$257,092	\$4,144,000	\$1,767,135	\$4,144,000
	Lowest allocation		\$4,000	\$2,125		\$464	\$5,000		\$80	\$80
	Total		\$56,998	\$1,117,022		\$17,222,718	\$2,316,400	\$4,144,000	\$33,822,105	\$ 58,679,243
TOTAL	Number of services funded	7	9	43	46	176	1,448	2	1,279	3,010
	Highest allocation	\$68,581,982	\$672,407	\$63,435	\$3,706,345	\$1,972,030	\$106,695,551			\$106,695,551
	Lowest allocation	\$116,801	\$4,000	\$2,125	\$10,506	\$464	\$105			\$80
	Total	\$79,911,390	\$1,739,860	\$1,117,022	\$25,946,713	\$53,394,965	\$1,112,187,616	\$16,144,000	\$45,822,105	\$1,324,263,671

APPENDIX 8: REFERENCE LIST OF VARIABLES FOR SECTIONS 5.2 AND 5.3

Main variable	Other characteristics	Figure or Table
<i>Aboriginal and Torres Strait Islander status</i>		
– All	Core CS industry subgroups	Figure 12
– community service worker	Sex, CS occupation subgroups	Table 44
– social and welfare professionals	Sex, CS occupation subgroups	Table 45
<i>Age</i>		
– All	CS industry subgroups	Table 32
– community service managers	CS occupation subgroups	Figure 27
– community service workers	CS occupation subgroups, sex	Table 42
– community service workers	CS occupations, sex	Figure 25
– social and welfare professionals	CS occupations, sex	Figure 26
<i>Community service industries</i>		
<i>Core community service occupations</i>		
– all	All industries	Table 68
– all	CS occupations, States and territories	Table 71
– community service workers	All industries, CS occupation subgroups	Figure 20
– community service workers	Industry subgroups, CS occupation subgroups	Table 69
– social and welfare professionals	All industries, CS occupation subgroups	Figure 21
– social and welfare professionals	Industry subgroups, CS occupation subgroups	Table 70
<i>Hours worked</i>		
– community service workers	CS industries, sex	Table 35
– community service workers	CS occupations, sex	Table 57
– community service workers	CS occupations subgroups, sex	Table 58
– social and welfare professionals	CS occupations subgroups, sex	Table 59
<i>Income (average weekly earnings)</i>		
– all	CS industries, sex, paypoints	Figure 14
– all	CS industry subgroups, three income levels	Figure 15
– community service workers	CS occupation subgroups, sex, paypoints	Table 61
– community service workers, social & welfare professionals	CS occupations, sex, paypoints	Table 60
– social and welfare professionals	CS occupation subgroups, sex, paypoints	Table 62
<i>Labour force</i>		
– all	CS industry subgroups	Figure 13
– community service workers	CS occupations, sex	Figure 28
– community service workers	CS occupation subgroups, sex	Table 54
– community service managers	CS occupation subgroups, sex	Table 56
– social and welfare professionals	CS occupations, sex	Figure 29
– social and welfare professionals	CS occupation subgroups, sex	Table 55
<i>Location</i>		
– all	CS industries, population, statistical division	Table 33
<i>Occupations</i>		
– all CS occupation subgroups	All CS industries, sex	Table 37
– all carer subgroups	CS industry subgroups	Table 38
– all clerical subgroups	CS industry subgroups	Table 40
– all labourer subgroups	CS industry subgroups	Figure 16
– all manager subgroups	CS industry subgroups	Table 41
– all machinery operators and drivers	CS industry subgroups	Figure 19
– all professionals subgroups	CS industry subgroups	Table 39
– all salesworkers subgroups	CS industry subgroups	Figure 18
– all technicians and tradeworkers	CS industry subgroups	Figure 17
<i>Qualifications</i>		
– all	CS industries	Table 36
– community service workers	CS occupations, sex	Table 63
– community service workers	CS occupation subgroups	Table 64
– community service managers	CS occupations, sex	Table 67
– social and welfare professionals	CS occupations, sex	Table 65
– social and welfare professionals	CS occupation subgroups	Table 66

Main variable	Other characteristics	Figure or Table
Main variable	Other characteristics	Figure or Table
<i>Remoteness</i>		Table 34
– all	CS industry subgroups, all industries, population	Table 34
– community service workers	CS occupations, population, sex	Table 49
– community service workers	CS occupation subgroups	Table 50
– community service managers	CS occupation subgroups	Table 53
– social and welfare professionals	CS occupations, population, sex	Table 51
– social and welfare professionals	CS occupation subgroups	Table 52
<i>Sex</i>		
– all	CS industries	Figure 11
– community service managers	CS occupation subgroups, sex	Figure 24
– community service workers	CS occupation subgroups, sex	Figure 22
– social and welfare professionals	CS occupation subgroups, sex	Figure 23
<i>Workers per population</i>		
– CS occupations	States and territories	Table 72
– community service workers	CS occupations subgroups, region population	Table 46
– community service managers	CS occupations subgroups, region population	Table 47
– social and welfare professionals	CS occupations subgroups, region population	Table 48

APPENDIX 9: ANZSIC INDUSTRY DEFINITIONS

Subdivision 87: Community Services

871: Child Care Services

8710 Child Care Services

872: Community Care Services

8721 Accommodation for the Aged

8722 Residential Care Services (not elsewhere counted)

8729 Non-Residential Care Services (not elsewhere counted)

The sub-set of human services that involve a range of services that provides the relief of poverty, social disadvantage, social distress and hardship; the provision of emergency relief or support; and the advancement of disadvantaged groups.

8721 Accommodation for the Aged

This class consists of units mainly engaged in providing long term care accommodation or homes for senior citizens where nursing or medical care is not provided as a major service.

Primary Activities

Accommodation for the aged operation; Residential care for the aged operation.

8722 Residential Care Services n.e.c.

This class consists of units mainly engaged in providing care accommodation or homes for disadvantaged persons where nursing or medical care is not provided as a major service. It also includes units providing corrective services for juvenile offenders.

Primary Activities

Children's homes operation; Crisis care accommodation operation; Home for the disadvantaged n.e.c. operation; Juvenile corrective institution operation; Juvenile detention centre operation; Residential refuge operation; Respite residential care operation

8729 Non-Residential Care Services n.e.c.

This class consist of units mainly engaged in providing welfare services n.e.c.. This class also includes fund raising services for welfare purposes.

Primary Activities

Adoption service; Adult day care centre operation; Alcoholics anonymous operation; Emergency housekeeping service; Marriage guidance service; Meals on wheels service; Non-residential welfare service; Parole or probationary service; Welfare counselling service; Welfare fund raising

APPENDIX 10: AUSTRALIA NEW ZEALAND STANDARD CLASSIFICATION OF OCCUPATIONS: DEFINITIONS

COMMUNITY AND PERSONAL SERVICE WORKERS assist Health Professionals in the provision of patient care, provide information and support on a range of social welfare matters, and provide other services in the areas of aged care and childcare, education support, hospitality, defence, policing and emergency services, security, travel and tourism, fitness, sports and personal services

Tasks Include:

- attending accidents, planning and implementing leisure activities for individuals in health care and the community, and providing nursing care for patients
- advising clients on emotional, financial, recreational, health, housing and other social welfare matters
- planning, conducting and participating in educational and recreational activities to encourage the physical, social, emotional and intellectual development of children
- assisting professionals in the provision of care and support to aged and disabled persons, patients in hospitals, clinics and nursing homes, and children in residential care establishments
- serving and selling food and beverages in bars, cafes and restaurants, supervising staff in hotels, carrying luggage and escorting guests
- maintaining public order and safety and providing specialised military services to the defence forces
- protecting, patrolling and guarding properties and advising clients on security requirements
- providing a range of personal services such as beauty therapy, teaching people to drive, arranging funerals, and organising and providing advice about travel and accommodation.

HEALTH AND WELFARE SUPPORT WORKERS assist Health Professionals in the provision of patient care in hospitals, nursing homes and other health and community-based care facilities, and provide support, information and advice to clients on a range of social welfare matters.

Tasks Include:

- attending accidents and providing pre-hospital care and transport
- examining and treating ailments of the teeth and gums, and constructing and repairing dental devices
- planning and implementing leisure activity programs for individuals in health care and in the community to assist in their social development and promote a sense of wellbeing
- assessing, planning and implementing nursing care for patients according to accepted nursing practice and standards
- providing advice, training and support to parents of newborn infants
- acting as an advocate, interpreter and educator to assist in the provision and coordination of health care delivery to Indigenous communities
- utilising a range of techniques such as soft tissue massage to assist healing, prevent injury and promote relaxation
- advising clients on emotional, financial, recreational, health, housing and other social welfare matters.

DIVERSIONAL THERAPISTS plan, design, coordinate and implement recreation and leisure-based activity programs to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals.

ENROLLED AND MOTHERCRAFT NURSES provide nursing care to patients in hospitals, aged care and other health care facilities and in the community, and assist parents in providing care to newborn infants under the supervision of a Registered Nurse or Midwife.

INDIGENOUS HEALTH WORKERS assist with the coordination and provision of health care delivery to Indigenous communities.

WELFARE SUPPORT WORKERS provide support, information and advice to clients on emotional, financial, recreational, health, housing and other social welfare matters, and evaluate and coordinate the services of welfare and community service agencies.

Tasks Include:

- assessing clients' needs and planning, developing and implementing educational, training and support programs
- interviewing clients and assessing the nature and extent of difficulties
- monitoring and reporting on the progress of clients
- referring clients to agencies that can provide additional help
- assessing community need and resources for health, welfare, housing, employment, training and other facilities and services
- liaising with community groups, welfare agencies, government bodies and private businesses about community issues and promoting awareness of community resources and services
- supporting families and providing education and care for children and disabled persons in adult service units, group housing and government institutions
- supervising offenders on probation and parole
- assisting young people to solve social, emotional and financial problems
- preparing submissions for funding and resources, and reports to government bodies and other agencies.

COMMUNITY WORKER

Facilitates community development initiatives and collective solutions within a community to address issues, needs and problems associated with recreational, health, housing, employment and other welfare matters.

4117 1 1 COMMUNITY WORKER

Facilitates community development initiatives and collective solutions within a community to address issues, needs and problems associated with recreational, health, housing, employment and other welfare matters. Skill Level: 2
Specialisations: Community Development Officer, Community Support Worker, Housing Officer.

4117 1 2 DISABILITIES SERVICES OFFICER

Works in a range of service units which provide education and community access to people with intellectual, physical, social and emotional disabilities. Skill Level: 2

411 7 1 3 FAMILY SUPPORT WORKER

Assists the work of Social Workers and Welfare Workers by providing services and support to families. Skill Level: 2

411 7 1 4 PAROLE OR PROBATION OFFICER

Supervises offenders who have been placed on probation by court order or released conditionally from corrective service institutions. Skill Level: 2

4117 1 5 RESIDENTIAL CARE OFFICER

Provides care and supervision for children or disabled persons in group housing or institutional care.
Skill Level: 2

4117 1 6 YOUTH WORKER

Alternative Titles: Youth Officer, Youth Support Worker

Assists young people as individuals or groups to solve social, emotional and financial problems in an agency framework. Skill Level: 2

Specialisations: Juvenile Justice Officer, Youth Accommodation Support Worker, Youth Liaison Officer

CARERS AND AIDES provide basic care, supervision and other support services to individuals for the enhancement of their education, health, welfare and comfort.

- planning, conducting and participating in educational and recreational activities to encourage the physical, social, emotional and intellectual development of children
- supervising children in recreational activities
- preparing and distributing educational aids
- assisting children with intellectual, physical and behavioural difficulties with their academic studies
- assisting professionals in the provision of care and support to aged and disabled persons, patients in hospitals, clinics and nursing homes, and children in residential care establishments
- assisting patients and clients with personal care needs, rehabilitative exercises and providing emotional support.

CHILD CARERS provide care and supervision for children in residential homes and non-residential childcare Centres

- assisting in the preparation of materials and equipment for children's education and recreational activities
- managing children's behaviour and guiding children's social development
- preparing and conducting activities for children
- entertaining children by reading and playing games
- supervising children in recreational activities
- supervising the daily routine of children
- supervising the hygiene of children

Occupations:

421111 Child Care Worker

421112 Family Day Care Worker

421113 Nanny

421114 Out of School Hours Care Worker

421 1 1 1 CHILD CARE WORKER

Alternative Title: Child Care Aide

Provides care and supervision for children in programs, such as long day care and occasional care, in childcare centres, hospitals and educational centres. Registration or licensing may be required.

Skill Level: 4

Specialisations: Children's Nursery Assistant, Creche Attendant

FAMILY DAY CARE WORKER

Alternative Title: Family Day Carer

Provides care and supervision for babies and children, usually in the carer's own home and under local government or community-based schemes. Registration or licensing may be required. Skill Level: 4

4211 1 3 NANNY

Assists parents in the provision of ongoing care and supervision for babies and children, usually in the child's home. Skill Level: 4 Specialisation: Governess

421 1 1 4 OUT OF SCHOOL HOURS CARE WORKER

Provides care for school age children in an out of school hours care program. Registration or licensing may be required. Skill Level: 4

EDUCATION AIDES perform non-teaching duties to assist teaching staff in schools, provide care and supervision for children in preschools, and provide assistance to Aboriginal, Torres Strait Islander and Maori students and their teachers.

Occupations:

422111 Aboriginal and Torres Strait Islander Education Worker

422112 Integration Aide

422115 Preschool Aide

422116 Teachers' Aide

ABORIGINAL AND TORRES STRAIT ISLANDER EDUCATION WORKER

Assists Aboriginal and Torres Strait Islander students in their education, provides feedback to parents or guardians and teachers about students' progress, and liaises with educational bodies, government agencies and committees

PERSONAL CARERS AND ASSISTANTS provide basic care, supervision and other support services to individuals for the enhancement of their health, welfare and comfort.

Tasks Include:

- providing assistance, support, care and companionship to aged and disabled persons and others in need of care and in therapy programs
- assisting Dental Practitioners
- caring for and supervising children in residential childcare establishments and correctional institutions
- caring for people in refuges

AGED AND DISABLED CARERS provide general household assistance, emotional support, care and companionship for aged and disabled persons in their own homes,

Includes: Home Support Worker, Personal Carer, Personal Care Worker

NURSING SUPPORT AND PERSONAL CARE WORKERS provide assistance, support and direct care to patients in a variety of health, welfare and community settings

- assisting patients with their personal care needs such as showering, dressing and eating
- assisting patients with their mobility and communication needs
- participating in planning the care of individuals
- following therapy plans such as interventions to assist those with dementia and behavioural problems
- observing and reporting changes in patients' condition, and reporting complaints about care
- assisting with rehabilitation exercises, basic treatment and delivering medications
- providing direct support and assistance to therapists

Occupations:

423311 Hospital Orderly

423312 Nursing Support Worker

423313 Personal Care Assistant

423314 Therapy Aide

Assists with the provision of care to patients in a hospital by ensuring wards are neat and tidy, lifting and turning patients and transporting them in wheelchairs or on movable beds, and providing direct care and support.

423 3 1 2 NURSING SUPPORT WORKER

Alternative Titles: Assistant in Nursing

Provides limited patient care under the direction of nursing staff. Skill Level: 4

Specialisation: Paramedical Aide