

Appendix III - Final Employer Survey

The survey instrument text is provided here

Context For This Workforce Analysis:

Non-government Organisations have reported difficulties in recruiting and developing a suitable disability sector workforce. The issues experienced by many NGOs have included recruitment, training, development, management, retention, and others. Across the sector different NGOs have experienced different degrees of difficulty.

VICRAID, ACROD and CIDA have come together with the assistance of Precision Consultancy to undertake two confidential workforce surveys. This is a survey of all NGOs (i.e. the employers) in relation to their State DisAbility Services Funded staff and a separate survey is provided staff to complete. This vital information will be used:

- To identify a comprehensive snapshot picture including key characteristics of the disability NGO workforce;
- To identify issues in relation to recruiting, managing, retaining and developing a suitable workforce to meet NGO client, staff and agency need;
- To ensure where relevant this work is broadly comparable with similar work already completed within government sector in order to enhance the over all work force development and client service capacity of the broad sector;
- To provide data, analysis, issues identification and advice to NGOs, DHS and key stakeholders to inform the development of a skilled, stable workforce capable of providing high quality services to people with disabilities; and
- To provide a comprehensive report and recommendations to guide NGO disability sector workforce planning.

This project is vital, as it will provide the first comprehensive picture of NGO workforce and issues for ten years.

It is important that the enclosed surveys are completed and returned by Friday August 9th 2002.

All participating NGOs will receive a copy of the final project report including a summary report, which can be easily distributed to staff and stakeholders. The project will be completed by 30 August.

Twenty NGOs have already completed the survey as part of two trial groups to ensure that the survey, whilst comprehensive provides useful project data and is understandable to those who are completing it.

VICRAID, CIDA and ACROD encourage all NGOs across the sector to complete the survey as it will form the basis for planning for our sector from here on.

Instructions To Respondents:

The questionnaire seeks responses to questions around the following criteria related to the organisation or agency that you represent:

- Your position in agency/organisation
- History of your agency
- Your agency's service provision
- Worksites and geographic data
- Staffing levels and profile
- Service provision and staffing profile
- Occupational profile of staff
- Recruitment and staff turnover
- Unfilled vacancies
- Training needs

The types of responses required are as follows:

- For open questions clearly and legibly list the required information
- Where choices or options are given, mark your choice in the box with a 'X'
- Where more than one option is applicable, mark each option with an 'X' in the box provided
- Some questions require a YES or NO answer

We are interested in getting information that is as precise as possible. Quarterly Agency Data returns, group certificates and annual reports may prove helpful. However, we would prefer that you provide an informed estimate rather than skip a question altogether.

Questionnaire for Employers

Section A: Information About Your Organisation

1 Which of the following best describes your position within your organisation/agency?

- | | | | |
|---------------------------|--------------------------|------------------------------------|--------------------------|
| Chief Executive Officer | <input type="checkbox"/> | Chairperson of Board of Management | <input type="checkbox"/> |
| Regional or local manager | <input type="checkbox"/> | Other (please list) | <input type="checkbox"/> |

2 How long has your agency operated in the field of Disability services?

- | | | | | | |
|---------------------|--------------------------|---------------|--------------------------|--------------------|--------------------------|
| Less than 12 months | <input type="checkbox"/> | 5 – 10 years | <input type="checkbox"/> | 30 – 40 years | <input type="checkbox"/> |
| 1 – 2 years | <input type="checkbox"/> | 10 – 20 years | <input type="checkbox"/> | More than 40 years | <input type="checkbox"/> |
| 2 – 5 years | <input type="checkbox"/> | 20 – 30 years | <input type="checkbox"/> | | <input type="checkbox"/> |

3 Which of the following services does your agency receive DHS funding to deliver in the field of Disability services? (tick all that apply)

- | | | | |
|---------------------------------|--------------------------|------------------------------------|--------------------------|
| Accommodation Outreach Support | <input type="checkbox"/> | In Home Accommodation Support | <input type="checkbox"/> |
| Advocacy Services | <input type="checkbox"/> | Independent Living Training | <input type="checkbox"/> |
| Aids and Equipment | <input type="checkbox"/> | Information Services | <input type="checkbox"/> |
| Behaviour Intervention Services | <input type="checkbox"/> | Transitional Accommodation Support | <input type="checkbox"/> |
| Case Management | <input type="checkbox"/> | Productivity Investment Fund | <input type="checkbox"/> |
| Congregate Care | <input type="checkbox"/> | Recreation | <input type="checkbox"/> |
| Creating Inclusive Communities | <input type="checkbox"/> | Shared Supported Accommodation | <input type="checkbox"/> |
| Criminal Justice Services | <input type="checkbox"/> | Respite | <input type="checkbox"/> |
| Day Programs | <input type="checkbox"/> | Service Quality | <input type="checkbox"/> |
| Family Options | <input type="checkbox"/> | Research and Evaluation | <input type="checkbox"/> |
| Flexible Care Packages | <input type="checkbox"/> | Therapy | <input type="checkbox"/> |
| Futures for Young Adults | <input type="checkbox"/> | Home Support | <input type="checkbox"/> |
| Intake, Access and Response | <input type="checkbox"/> | Others (please list): | <input type="checkbox"/> |

4 For which of the following groups does your organisation provide services? (tick all that apply)

- | | | | | | |
|-------------------------|--------------------------|-----------------------|--------------------------|-------------------------|--------------------------|
| Developmental Delay | <input type="checkbox"/> | Physical Disability | <input type="checkbox"/> | Hearing Disability | <input type="checkbox"/> |
| Intellectual Disability | <input type="checkbox"/> | Acquired Brain Injury | <input type="checkbox"/> | Speech Disability | <input type="checkbox"/> |
| Learning Disability | <input type="checkbox"/> | Deaf/Blind | <input type="checkbox"/> | Neurological Disability | <input type="checkbox"/> |
| Autism | <input type="checkbox"/> | Vision Disability | <input type="checkbox"/> | | |

5 How many worksites does your agency operate within Victoria?

- | | | | | | |
|--------|--------------------------|---------|--------------------------|--------------|--------------------------|
| 1 only | <input type="checkbox"/> | 5 –10 | <input type="checkbox"/> | More than 30 | <input type="checkbox"/> |
| 2 only | <input type="checkbox"/> | 10 - 20 | <input type="checkbox"/> | Comments | |
| 3 – 5 | <input type="checkbox"/> | 21 - 30 | <input type="checkbox"/> | | |
-
-

6 In which of the following (DHS) regions does your agency operate (select more than one if applicable)?

- | | | | |
|----------------------|--------------------------|-----------------------|--------------------------|
| Barwon-South Western | <input type="checkbox"/> | Hume | <input type="checkbox"/> |
| Eastern Metropolitan | <input type="checkbox"/> | Loddon Mallee | <input type="checkbox"/> |
| Gippsland | <input type="checkbox"/> | Northern Metropolitan | <input type="checkbox"/> |
| Grampians | <input type="checkbox"/> | Southern Metropolitan | <input type="checkbox"/> |
| | | Western Metropolitan | <input type="checkbox"/> |

Section B: Information About DisAbility Services Funded Positions In Your Organisation**7 Do you use salary packaging with any of the following staff members**

- | | | | |
|-----------------|--------------------------|----------------------------|--------------------------|
| CEO | <input type="checkbox"/> | Other managers/supervisors | <input type="checkbox"/> |
| Senior Managers | <input type="checkbox"/> | All staff | <input type="checkbox"/> |

Add any comments about what packages include below:

8 Does the financial benefit of salary packaging go to

The individual employee

The agency

Both

Comments:

9 Please outline the DisAbility Services funded staffing numbers in each service area you provide as at 30 June 2002.

Type of service provision	Total EFT	Full-time staff numbers	Part-time staff numbers	Casual staff numbers directly employed or supplied by an agency
Accommodation Outreach Support				
Advocacy Services				
Aids and Equipment				
Behaviour Intervention Services				
Case Management				
Congregate Care				
Creating Inclusive Communities				
Criminal Justice Services				
Day Programs				
Family Options				
Flexible Care Packages				
Futures for Young Adults				
Home Support				
In Home Accommodation Support				
Independent Living Training				
Information Services				
Intake, Access and Response				
Productivity Investment Fund				
Recreation				
Research and Evaluation				
Respite				
Service Quality				
Shared Supported Accommodation				
Therapy				
Transitional Accommodation Support				
Others:				
<i>TOTALS</i>				

10 Of these staff, how many would you classify in each of the following groups.

Senior executive	<input type="text"/>	Supervisor	<input type="text"/>	Administration	<input type="text"/>
Manager	<input type="text"/>	Professional	<input type="text"/>	Tradesperson	<input type="text"/>
Direct Support Worker	<input type="text"/>	Para Professional	<input type="text"/>		
Other (please list)	<hr/>				

11 What is the age and gender profile of these staff?

AGE	No. of Males	No. of Females	AGE	No. of Males	No. of Females
15 – 19			45 – 49		
20 – 24			50 – 54		
25 – 29			55 – 59		
30 – 34			60 – 64		
35 – 39			65 +		
40 – 44					

12 For each industrial instrument please indicate how many staff are covered.

Relevant Industrial Instruments	Full-time staff numbers	Part-time staff numbers	Casual staff numbers
Residential and Support Services Award			
ATSS MECA			
Attendant Care Award			
Health Professionals Award			
Health and Allied Agencies Award			
SACS Award			
Disability Services Award			
Other:			

13 Which of the following problems has your agency experienced in its recruitment and hiring of new DisAbility Services funded staff between July 2001 and June 30 2002.

Rate each problem on the following three point scale:	0 not problematic	1 somewhat problematic	2 highly problematic
Lack of qualified candidates			
Salaries not competitive with comparable positions in other non-government agencies			
Salaries not competitive with comparable positions in government agencies			
Perceived imbalance of the demands of the job and salary offered			
Problematic recruitment and selection requirements or procedures			
Length of time for police checks			

14 Which of the following problems has your agency experienced regarding preventable turnover of staff? (i.e. other than due to retirement, death, parenting) between 1 July 2001 and June 30 2002? Please refer to exit interview information wherever possible.

Rate each problem on the following three point scale:	0 not problematic	1 somewhat problematic	2 highly problematic
Low salaries			
Inadequate conditions such as leave, hours of work etc.			
Workload too high or too demanding			
Lack of opportunities for training and development			
Insufficient opportunities for promotion and career development in the agency			
Poor facilities (e.g. lack of needed equipment)			
Workers do not feel valued by the agency			
Competition from employers paying more highly for similar work			
Other:			

15 Do you know where staff go after leaving your agency? Of those who have left between July 1 2001 and June 30 2002.

How many:	Full Time	Part Time	Casual
Left to take up a job in another non-government disability agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left to take up a job in the government disability services area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left the disability field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 Provide a YES or NO response to the following statements about recruitment and staffing within your agency/organisation.

	YES	NO
Full-time staff positions are often filled by our own part-timers or casuals	<input type="checkbox"/>	<input type="checkbox"/>
Part-time staff positions are often filled by our own casuals	<input type="checkbox"/>	<input type="checkbox"/>
Recruitment of appropriately trained and suitable staff is relatively easy to accomplish	<input type="checkbox"/>	<input type="checkbox"/>
New staff are most often recruited from government Disability service providers	<input type="checkbox"/>	<input type="checkbox"/>

17 Do you currently have unfilled vacancies in your agency/organisation?

YES NO

What percentage of your total staff is this %

18 If you answered YES to question 17 above, which of the following applies to such vacancies?

Reason/s for vacancy/vacancies	Comment (optional)
In process of being filled	<input type="checkbox"/>
Insufficient funding to fill position	<input type="checkbox"/>
Have advertised but cannot locate appropriately trained person	<input type="checkbox"/>
Have advertised but cannot locate appropriately suitable person (applicants were appropriately trained but not suitable)	<input type="checkbox"/>
Other (please specify):	<input type="checkbox"/>

19 Please detail unfilled vacancies by service type and indicate numbers of such vacancies.

Type of service provision	Percentage of total staff complement in this area	Total number of vacancies by category	Full-time vacancies	Part-time vacancies	Casual vacancies
Community & Home-Based Support					
Community Participation					
Congregate Care					
Corporate Services/Management					
Flexible Support Packages					
Information & Advocacy Services					
Intake Assessment					
Planning & Coordination					
Primary Support					
Quality & Accreditation					
Shared Supported Accommodation					
Specialist Services					
Strengthening Communities					
Training Development & Innovation					
Community & Home-Based Support					

20 How many hours of training did your organisation provide in the last 12 months (for full-time; part-time; and casual staff)?

	Full-time staff	Part-time staff	Casual staff	Total hours
Number of hours in total provided to each group	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

21 Are there any areas of training for which it is difficult to find an appropriate service? (Please list any such areas and comment on any perceived reasons for this difficulty).

Area of difficulty in accessing training	Perceived reasons for difficulty
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

22 Your agency is funded at 1.5% of 80% of your unit cost by DHS for training and development of staff.

Approximately what amount does this equal

\$ _____

What was your total expenditure in 2001 on training and development

\$ _____

Additional information

Is there any other information that you believe will assist in analysing the NGO Disability Services sector that has not been included in the questions on the previous pages? Please detail and add any relevant comments. Please use additional pages if necessary.

Thank you for completing this survey. Your input is valued by Precision Consultancy and will be kept confidential. Responses will be collated and analysed and used to write a report about the NGO Disability Services sector.

Please complete

Name of respondent: _____

Organisation: _____

Contact Details: _____

We will only use this information to contact you for points of clarification.