

Part 2 - Quantitative Data, Key Findings

QUANTITATIVE DATA

Participating Agencies

Quantitative and qualitative data were collected and analysed in relation to the Victorian NGO Disability workforce. The original database provided by DHS included 342 agencies that DHS reported received some Disability funding through DHS. 164 of these agencies returned surveys, representing a 45% return rate. However DHS figures indicate that these 164 agencies account for 61% of the total funding to the sector. The breakdown of those agencies, in terms of the amount of funding they receive, is documented in the table below.

Table 2: Employer survey returns

Funding Range \$	No. of agencies on DHS database		No of employer surveys returned		% rate of return of sample against total
	Number	% of total	Number	% of sample	
<10k	24	6	4	2	17
10k –100K	99	26	31	19	31
100k –500K	107	28	47	29	44
500k – 1M	63	17	30	18	48
1M –25M	74	20	43	26	58
25M or greater	2	0.5	2	1	100
Not Known	7	2	7	4	N/A
TOTALS	376		164 Returns		45%

1475 individual staff returned surveys, either by completing paper surveys, or by completing the same survey in a web format. These represent approximately 17% of the workforce in the state. Data in relation to the individual staff is based on this data set.

The following pages set out the data in relation to the areas included in the original project brief. Each of those areas is outlined in the table below, with an indication as to whether the data was collected from the employer survey, the employee survey or focus groups and/or interviews conducted with staff and managers in the field. The table also outlines any issues relating to the data itself.

Set out on the following pages are the findings in relation to this quantitative data. Part 3 contains qualitative data findings.

Total number of staff working in the non-government disability sector in Victoria

According to the employer survey, there are 5799 people employed by the 164 agencies that returned surveys. This figure represents 61% of all funding to agencies. Extrapolating the data indicates a total workforce of 9506. However, 10% of the workforce work for more than one agency so the total number is properly closer to 8650.

Table 3: Number of survey returns

Total number of agencies funded	376
Percentage of funding to agencies returning employer survey	61%
Staff numbers reported by agencies responding to employer survey	5799
Estimated total numbers of staff in all agencies	9506
Estimated total after eliminating double counting	8650

Table 4: DHS – Analysis of Data Returned for the Non-Government Workforce

The intention of this table is to indicate a degree of confidence in the data. The final column indicates the percentage of funding allocated to each service area represented by employer survey returns. Low returns of the less than 50% were received in only six areas as shown below.

Service	No. of funded agencies (01/02)	Returned Employer Surveys as a % of funding to this service area
Accommodation Outreach Support	51	70
Advocacy Services*	14	19
Aids and Equipment*	46	29
Behaviour Intervention Services	20	63
Case Management*	53	43
Congregate Care	3	61
Creating Inclusive Communities	-	-
Criminal Justice Services	2	52
Day Programs	143	67
Family Options	13	61
Flexible Care Packages*	44	42
Futures for Young Adults	153	61
Intake, Access and Response	-	-
In Home Accommodation Support	34	58
Independent Living Training	6	59
Information Services*	33	42
Transitional Accommodation Support	25	67
Productivity Investment Fund	-	-
Recreation	8	91
Shared Supported Accommodation	114	73
Respite	119	56
Service Quality	38	59
Research and Evaluation	3	0
Therapy	31	67
Home Support	64	54
Peak Organisations	3	100
Training*	12	5
% of total Disability Services Funding	379	61

* less than 50% return.

Number of staff by service type

The table on the next page outlines numbers of staff by service type. The majority of staff work in either day programs or shared supported accommodation.

The employer survey provides data in relation to the number of staff by service type. Respondents were asked to complete all sections of the table. In some cases the EFT section was not completed. Because some staff work across service areas, there is some double counting in this table thus leading to a discrepancy between the total staff numbers expressed here, and the total number given above in Table 4.

Table 5: Number of staff by service type as defined by employer survey respondents

Type of service provision	Total EFT in agencies responding	% of funding represented ¹	Likely statewide total ²	Full-time in agencies responding	Likely statewide total	Part-time in agencies responding	Likely statewide total	Casual staff in agencies responding	Likely statewide total	TOTAL STAFF NUMBERS
Accommodation Outreach Support	117	70	167	50	71	82	117	54	77	186
Advocacy Services	7	19	37	6	32	4	21	2	11	12
Aids and Equipment	11	29	38	2	7	25	86	9	31	36
Behaviour Intervention Services	17	63	27	11	17	16	25	0	0	27
Case Management	102	43	237	55	128	59	137	207	481	321
Congregate Care	131	61	215	20	33	151	248	12	70	183
Creating Inclusive Communities	19	-	-	14	-	6	-	13	-	33
Criminal Justice Services	47	52	90	27	52	17	33	15	29	59
Day Programs	1135	67	1694	636	949	617	1187	341	508	1594
Family Options	13	61	21	21	34	13	21	0	0	34
Flexible Care Packages	42	42	100	39	93	31	74	12	29	82
Futures for Young Adults	311	61	510	175	287	148	243	62	102	385
Home Support	177	54	328	29	54	171	317	96	178	296
In Home Accommodation Support	168	58	290	16	28	319	550	96	166	431
Intake, Access and Response	0	-	-	0	-	1	-	0	-	1
Independent Living Training	44	59	75	28	47	39	67	8	14	75
Information Services	26	42	62	15	36	32	76	0	0	46
Productivity Investment Fund	2	-	-	0	-	3	-	0	-	3
Recreation	21	91	23	25	27	31	34	79	87	134
Research and Evaluation	0	0	0	0	0	0	0	0	0	0
Respite	249	56	445	47	84	215	384	280	500	542
Service Quality	1	59	8	2	17	1	8	9	75	12
Shared Supported Accommodation	972	73	1332	236	232	1100	1507	254	348	1590
Therapy	204	67	304	76	113	193	288	41	61	310
Transitional Accommodation Support	6	67	9	4	6	15	22	0	0	19
Others	728		-	427	-	345.2	-	68	-	6411
TOTAL	4550		6012	1961	2347	3632.8	5445	1658	2767	7247.55

¹ This figure indicates the percentage of all funding in this program area represented by questionnaire returns

² Figure extrapolated from information and in Table 6 below

Table 6: Number of staff by service type as indicated by staff survey respondents

Type of service provision	Full Time			Part Time			Casual		
	Likely statewide total	Survey Respondents	%	Likely statewide total	Survey Respondents	%	Likely statewide total	Survey Respondents	%
Accommodation Outreach Support	71	41	58	117	43	37	77	21	27
Advocacy Services	32	40		21	22		11	2	18
Aids and Equipment	7	28		86	19	22	31	0	-
Behaviour Intervention Services	17	22		25	12	48	0	8	
Case Management	128	82	64	137	34	25	481	5	1
Congregate Care	33	4	12	248	7	3	70	0	-
Creating Inclusive Communities	-	20		-	6		-	3	-
Criminal Justice Services	52	10	19	33	2	6	29	0	-
Day Programs	949	351	37	1187	212	18	508	63	12
Family Options	34	15	44	21	7	33	0	2	
Flexible Care Packages	93	25	27	74	14	19	29	7	24
Futures for Young Adults	287	109	38	243	50	20	102	11	11
Home Support	54	45	83	317	79	25	178	45	25
In Home Accommodation Support	28	57		550	112	20	166	57	34
Intake, Access and Response	-	11		-	3		-	1	-
Independent Living Training	47	87		67	59	88	14	26	
Information Services	36	44		76	17	22	0	1	
Productivity Investment Fund	-	0		-	0		-	0	-
Recreation	27	98		34	75		87	53	61
Research and Evaluation	0	11		0	3		0	1	
Respite	84	89		384	121	31	500	75	15
Service Quality	17	29		8	4	50	75	1	1
Shared Supported Accommodation	232	94		1507	108	7	348	42	12
Therapy	113	40	35	288	30	10	61	5	8
Transitional Accommodation Support	6	10		22	10	45	0	5	
Others	-	-		-	-	-	-	-	-
TOTAL	2347			5445			2767		

Note: The highlighted discrepancies exist because it appears that some staff interpreted this question very broadly. For instance some individuals ticked 'advocacy services' as well as day programs, indicating a belief that they performed advocacy as part of their job role. The results are summarised for the three main service types in Table 7, following.

The three main service activities areas are summarised in the tables below.

Table 7: Number of staff by aggregated service types as defined by employer survey respondents

Group One: ACCOMMODATION

Type of service provision	Total EFT in agencies responding	Likely statewide total	Full-time in agencies responding	Likely statewide total	Part-time in agencies responding	Likely statewide total	Casual staff in agencies responding	Likely statewide total	% of funding represented	TOTAL STAFF NUMBERS	TOTAL LIKELY STATEWIDE TOTAL
Congregate Care	131	215	20	33	151	248	12	20	61	183	301
Transitional Accommodation Support	6	9	4	6	15	22	0	0	67	19	28
Shared Supported Accommodation	972	1331	236	323	1100	1509	254	348	73	1590	2180
TOTAL	1109	1555	260	362	1266	1779	266	368		1792	2509

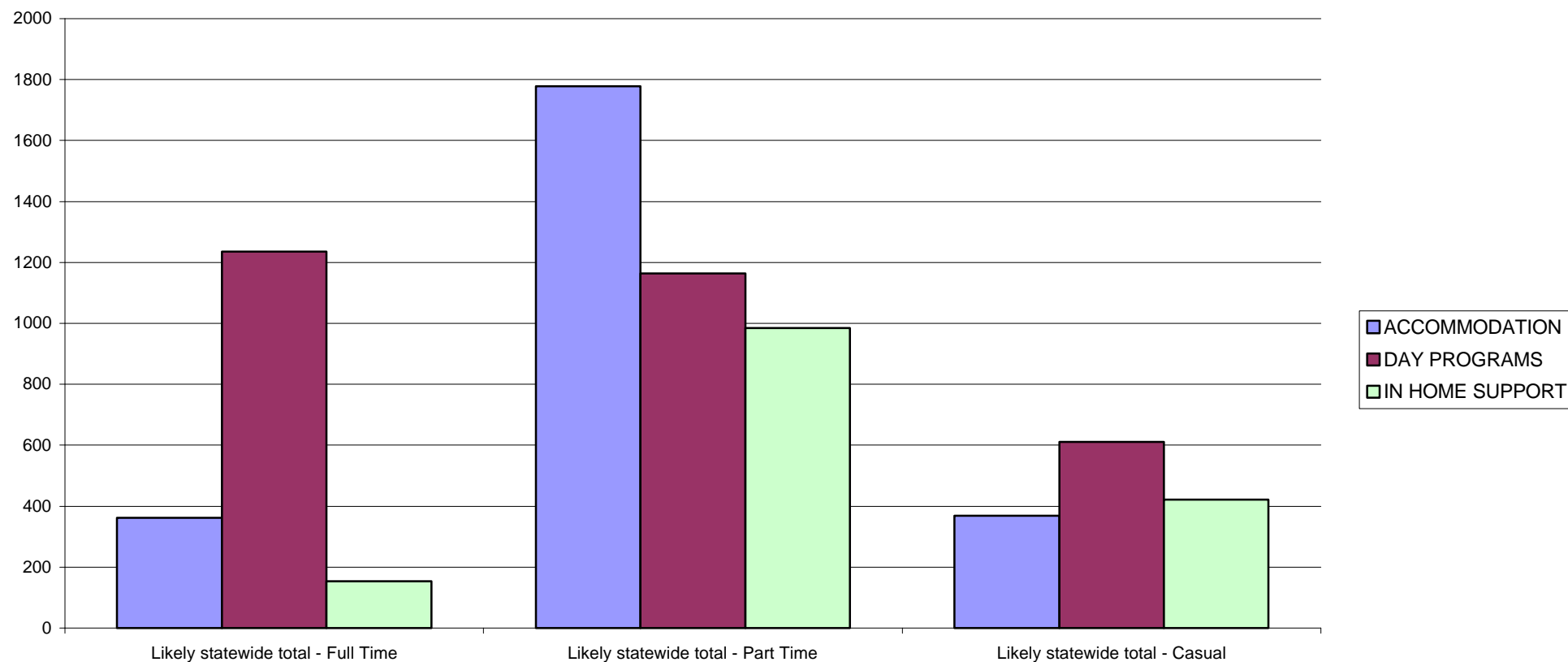
Group Two: DAY PROGRAMS

Type of service provision	Total EFT in agencies responding	Likely statewide total	Full-time in agencies responding	Likely statewide total	Part-time in agencies responding	Likely statewide total	Casual staff in agencies responding	Likely statewide total	% of funding represented	TOTAL STAFF NUMBERS	TOTAL LIKELY STATEWIDE TOTAL
Day Programs	1135	1694	636	949	617	921	341	509	67	1594	2379
Futures for Young Adults	311	510	175	287	148	243	62	102	61	385	632
TOTAL	1446	2204	811	1236	765	1164	403	611		1979	3011

Group Three: IN HOME SUPPORT

Type of service provision	Total EFT in agencies responding	Likely statewide total	Full-time in agencies responding	Likely statewide total	Part-time in agencies responding	Likely statewide total	Casual staff in agencies responding	Likely statewide total	% of funding represented	TOTAL STAFF NUMBERS	TOTAL LIKELY STATEWIDE TOTAL
Accommodation Outreach Support	117	167	50	71	82	117	54	77	70	186	265
In Home Accommodation Support	168	290	16	28	319	550	96	166	58	431	744
Home Support	177	328	29	54	171	317	96	178	54	296	549
TOTAL	462	785	95	153	572	984	246	421		913	1558

Graph 1: Number of staff by aggregated service types



The data indicates that Day programs employ significantly more full-time staff than the other two main services areas. By contrast In-home support relies heavily on a part-time and casual workforce. Accommodation services has more than four times more part-time staff than full-time or casual staff.

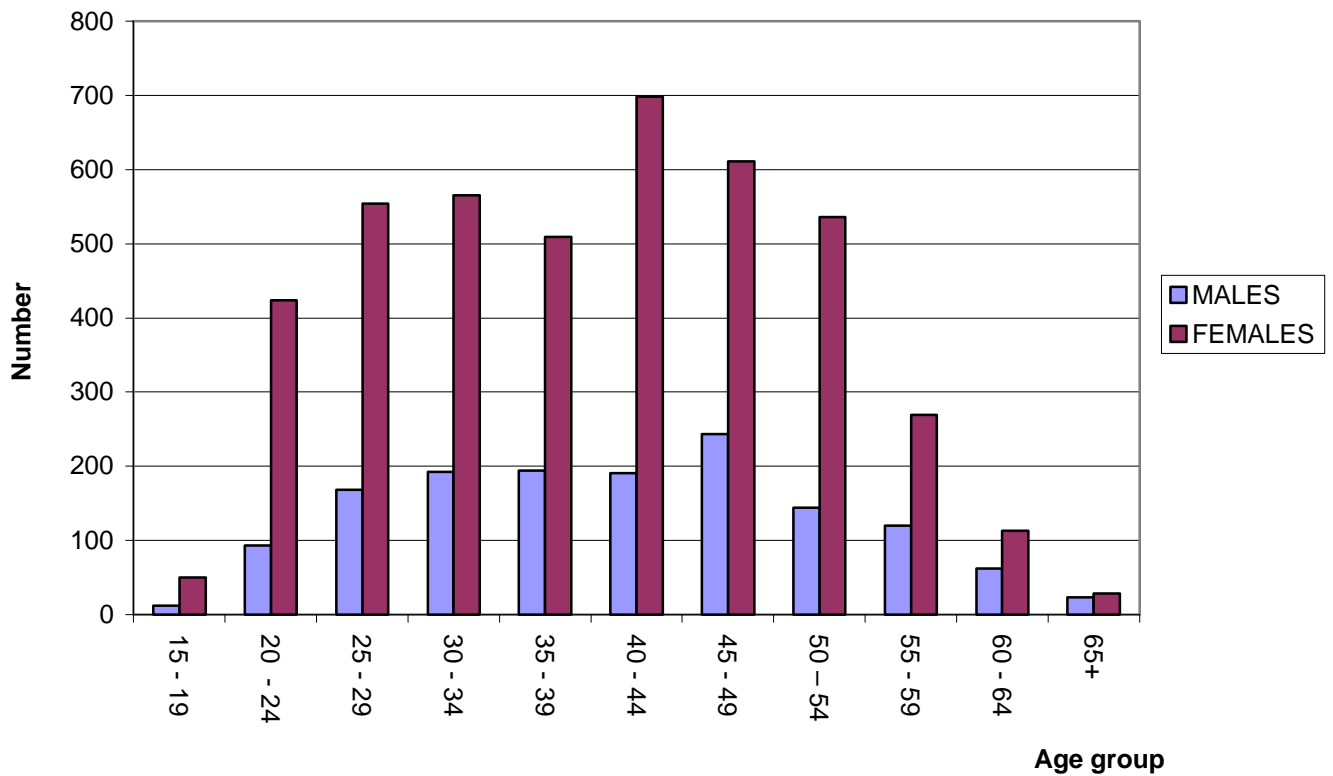
DEMOGRAPHICS OF THE WORKFORCE

The following provides details of the workforce by age and gender of the workforce as a whole and a breakdown of the workforce by age and gender in different service types. This data is compiled from the employer survey.

Demographic details (age, gender) by the number of staff by service type

Women make up 75% of the workforce. The 3 to 1 ratio of women to men is fairly consistent across all service types. The breakdown of gender by age group is shown in the graph below.

Graph 2: Male and female staff by age group



The data indicates that the ratio of females to males decreases where staff are 55 or older.

Table 8: Percentage of males and females by age by service type (staff survey)

TOTALS		Service	15-19 years		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
Females	Males		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
76.2%	23.8%	Accommodation Outreach Support	0	3	0	9	8	10	28	10	4	11	12	18	24	16	8	15	16	9	0	0	0	0
84.3%	15.6%	Advocacy Services	0	0	0	9	10	11	10	11	60	9	0	19	10	20	0	9	10	11	0	0	0	0
85.1%	14.8%	Aids and Equipment	0	0	0	8	0	5	13	8	13	8	13	23	25	25	13	8	25	15	0	3	0	0
80.9%	19%	Behaviour Intervention Services	0	0	0	15	13	24	0	21	25	0	38	18	0	9	0	3	13	9	13	3	0	0
79.3%	20.6%	Case Management	0	0	0	15	13	24	0	21	25	0	38	18	0	9	0	3	13	9	13	3	0	0
72.7%	27.2%	Congregate Care	0	0	0	13	0	25	0	0	0	0	33	13	0	0	67	25	0	13	0	13	0	0
68.9%	31%	Creating Inclusive Communities	0	0	0	25	0	25	11	19	11	6	11	13	44	13	11	0	0	0	11	0	0	0
66.6%	33.3%	Criminal Justice Services	0	0	0	13	0	13	50	0	0	13	25	13	25	13	0	25	0	25	0	0	0	0
73.8%	26.1%	Day Programs	2	0	5	10	7	13	15	11	14	10	14	15	18	14	11	17	9	7	4	2	1	1
83.3%	16.6%	Family Options	0	0	0	5	25	13	0	5	0	15	25	25	25	15	25	5	0	15	0	0	0	0
82.6%	17.3%	Flexible Care Packages	0	3	0	11	13	11	25	11	13	24	38	26	13	8	0	5	0	3	0	0	0	0
75.1%	25.4%	Futures for Young Adults	0	1	7	10	5	16	16	13	25	11	9	10	23	12	5	19	7	6	2	1	2	0
73.3%	26.6%	Intake, Access and Response	0	0	0	0	25	0	0	18	25	27	25	18	25	18	0	18	0	0	0	0	0	0
83.1%	16.8%	In Home Accommodation Support	0	2	5	10	11	9	16	13	11	8	26	22	11	14	5	11	16	9	0	2	0	1
72%	25%	Independent Living Training	0	1	5	11	5	14	12	14	12	7	16	15	19	11	9	12	16	12	5	2	2	1
77.4%	22.5%	Information Services	0	0	0	2	0	13	21	6	4	17	21	13	14	21	14	10	7	17	0	0	7	2
80%	20%	Transitional Accommodation Support	0	0	20	15	0	10	20	10	0	5	20	15	0	5	0	10	40	25	0	5	0	0

Continued table 8: Percentage of males and females by age by service type (staff survey)

TOTALS		Service	15-19 years		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
Females	Males		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
0	0	Productivity Investment Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
74.3%	25.6%	Recreation	0	1	5	13	12	15	10	13	16	5	22	17	12	10	7	13	12	10	2	2	2	1
78.2%	21.7%	Shared Supported Accommodation	0	2	4	10	6	10	19	10	9	8	23	16	13	15	13	16	11	9	2	2	0	1
79.1%	20.3%	Respite	0	1	5	14	12	10	10	11	16	8	22	16	12	15	7	16	12	5	2	3	2	1
61.7%	38.2%	Service Quality	0	0	0	5	8	10	0	14	8	5	8	19	46	19	23	14	8	5	0	10	0	0
66.6%	33.3%	Research and Evaluation	0	0	0	18	0	0	0	0	0	18	25	0	50	36	25	18	0	9	0	0	0	0
86.6%	13.3%	Therapy	0	0	10	9	10	9	10	12	40	5	10	23	10	12	0	8	10	20	0	2	0	0
79.8%	20.1%	Home Support	0	2	5	12	14	10	19	8	22	4	14	19	8	17	8	13	11	10	0	5	0	1
8.3%	21.6%	Others	0	2	0	6	3	15	5	6	15	11	15	17	18	14	18	16	13	10	13	2	3	1

Table 9: Number of males and females by age by aggregated service types (staff survey)

Group One:

ACCOMMODATION Total Number of Males – 61
Total Number of Females – 219

Type of service provision	15-19 years		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Congregate Care	0	0	0	1	0	2	0	0	0	0	1	1	0	0	2	2	0	1	0	1	0	0
Transitional Accommodation Support	0	0	1	3	0	2	1	2	0	1	1	3	0	1	0	2	2	5	0	1	0	0
Shared Supported Accommodation	0	4	2	20	3	20	10	19	5	16	12	31	7	28	7	31	6	18	1	3	0	1
TOTAL	0	4	3	24	3	24	11	21	5	17	14	35	7	29	9	35	8	24	1	5	0	1
PERCENTAGE	0	2	5	11	5	11	18	10	8	8	23	16	11	13	15	16	13	11	2	2	0	2

Group Two:

DAY PROGRAMS Total Number of Males – 212
Total Number of Females – 584

Type of service provision	15-19 years		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Day Programs	4	0	9	45	12	58	25	52	24	48	23	70	30	65	19	80	15	30	6	8	1	2
Futures for Young Adults	0	1	3	13	2	20	7	17	11	14	4	13	10	15	2	24	3	8	1	1	1	0
TOTAL	4	1	12	57	14	78	32	69	35	62	27	83	40	80	21	104	18	38	7	9	2	3
PERCENTAGE	2	1	6	10	7	13	15	12	17	11	13	14	19	14	10	18	8	7	3	2	1	1

Continued table 9: Number of males and females by age by aggregated service types (staff survey)

Group Three:

IN HOME SUPPORT Total Number of Males – 100

Total Number of Females – 400

Type of service provision	15-19 years		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Accommodation Outreach Support	0	2	0	7	2	8	7	8	1	9	3	14	6	13	2	12	4	7	0	0	0	0
In Home Accommodation Support	0	3	2	19	4	16	6	25	4	15	10	41	4	26	2	21	6	17	0	4	0	1
Home Support	0	3	2	16	5	13	7	11	8	5	5	25	3	22	3	17	4	13	0	6	0	1
TOTAL	0	8	4	42	11	37	20	44	13	29	18	80	13	61	7	50	14	37	0	10	0	2
PERCENTAGE	0	2	4	11	11	9	20	11	13	7	18	20	13	15	7	13	14	9	0	3	0	1

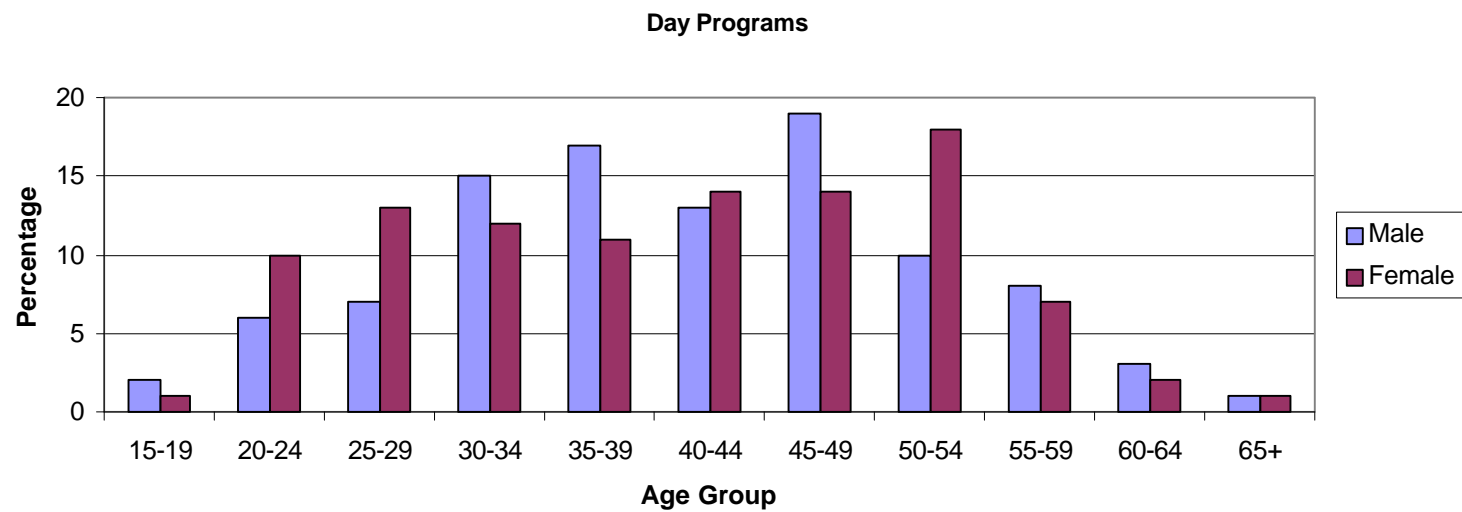
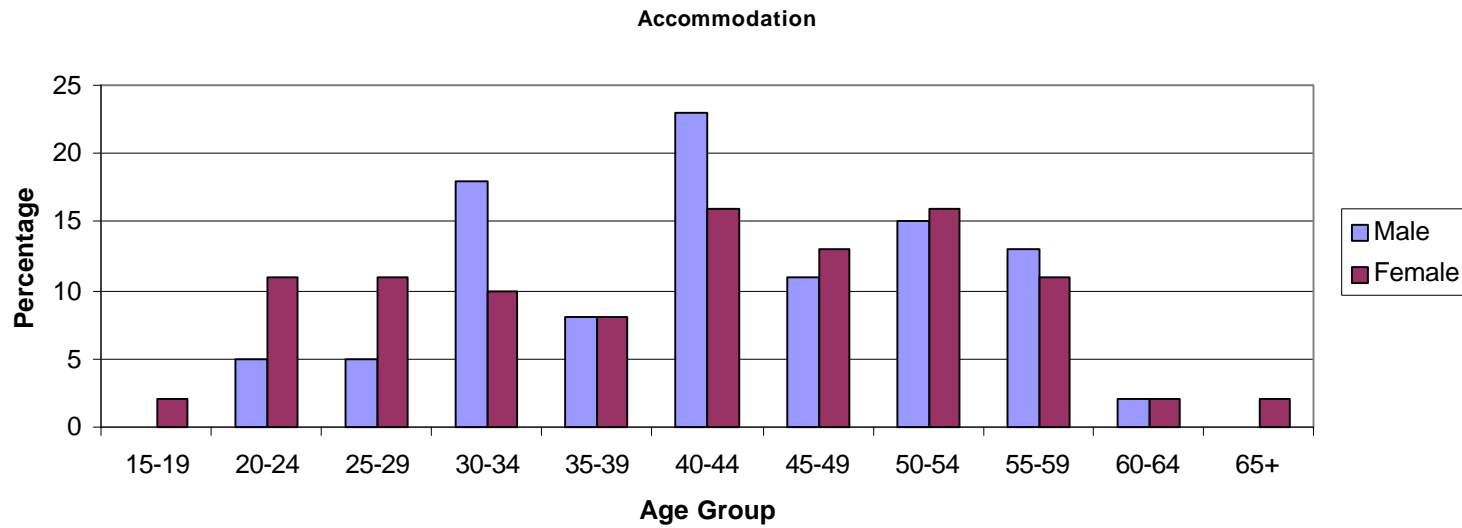
Table 10: Percentage of males and females aged over 45 years

This table represents the percentage of 45+ year olds by aggregated services types. Percentages given are calculated as a percentage of the total for that gender in that aggregated service type.

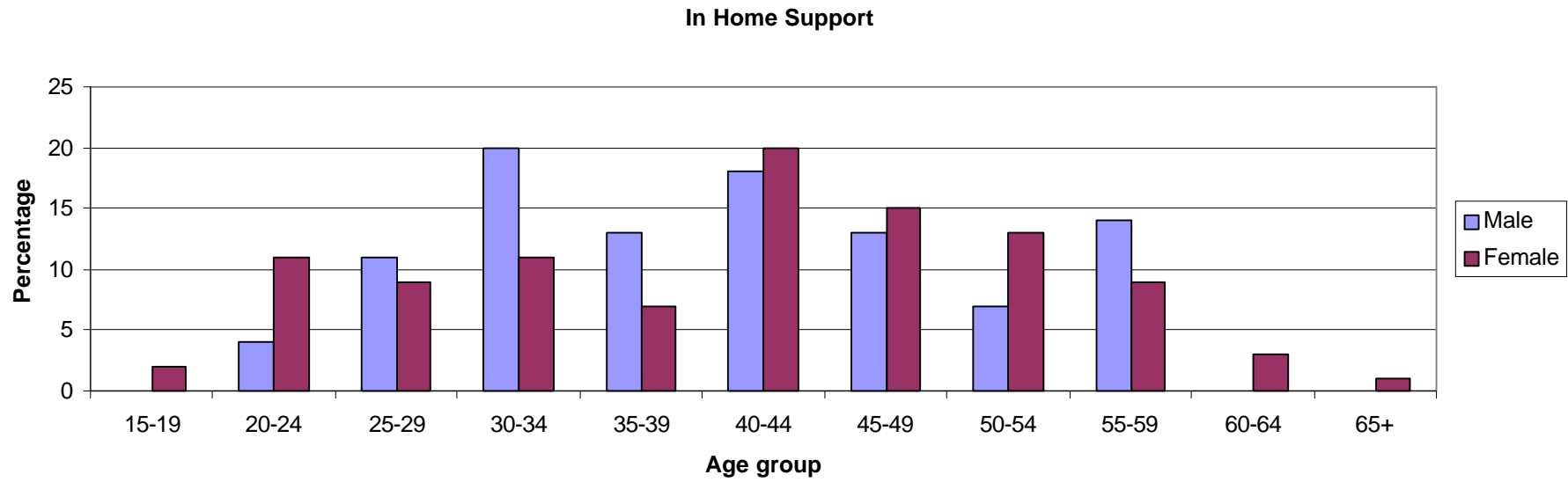
	Accommodation	Day Programs	In Home Support
% of females over 45	43%	40%	40%
% of males over 45	41%	42%	34%

The significance of the age of the workforce needs further investigation.

Graph 3: Percentage of male and female staff by age by aggregated service types – 3 graphs (staff survey)



Continued graph 3: Percentage of male and female staff by age by aggregated service types – 3 graphs (staff survey)



Awards covering the workforce

Award/other industrial instrument under which staff are employed by number of staff

The Residential and Support Services Award has the largest numbers of individuals of any of the industrial instruments surveyed. It covers 29% of the staff employed in participating agencies. However 30% of the staff are not directly covered by any industrial award, but rather by an enterprise agreement or an individual contract. A number of these enterprise agreements are referenced to the awards or agreements listed below. The following tables represent the numbers of full time, part time and casual staff covered by each industrial instrument as indicated by their employer.

Table 11: Award/other industrial – Total numbers

Relevant Industrial Instrument	No. of staff	% of total responses
ATSS MECA	1179	17
Attendant Care Award	392	6
Disability Services Award	80	1
Health and Allied Agencies Award	201	3
Health Professionals Award	520	7
Other	2154	30
Residential and Support Services Award	2087	29
SACS Award	509	7
TOTAL	7122	

Table 11A: Award/other industrial – Full time staff

Relevant Industrial Instrument	No. of staff	% of total responses
ATSS MECA	485	29
Attendant Care Award	12	1
Disability Services Award	28	2
Health and Allied Agencies Award	43	3
Health Professionals Award	46	3
Other	644	39
Residential and Support Services Award	254	15
SACS Award	158	9
TOTAL	1670	

Table 11B: Award/other industrial – Part time staff

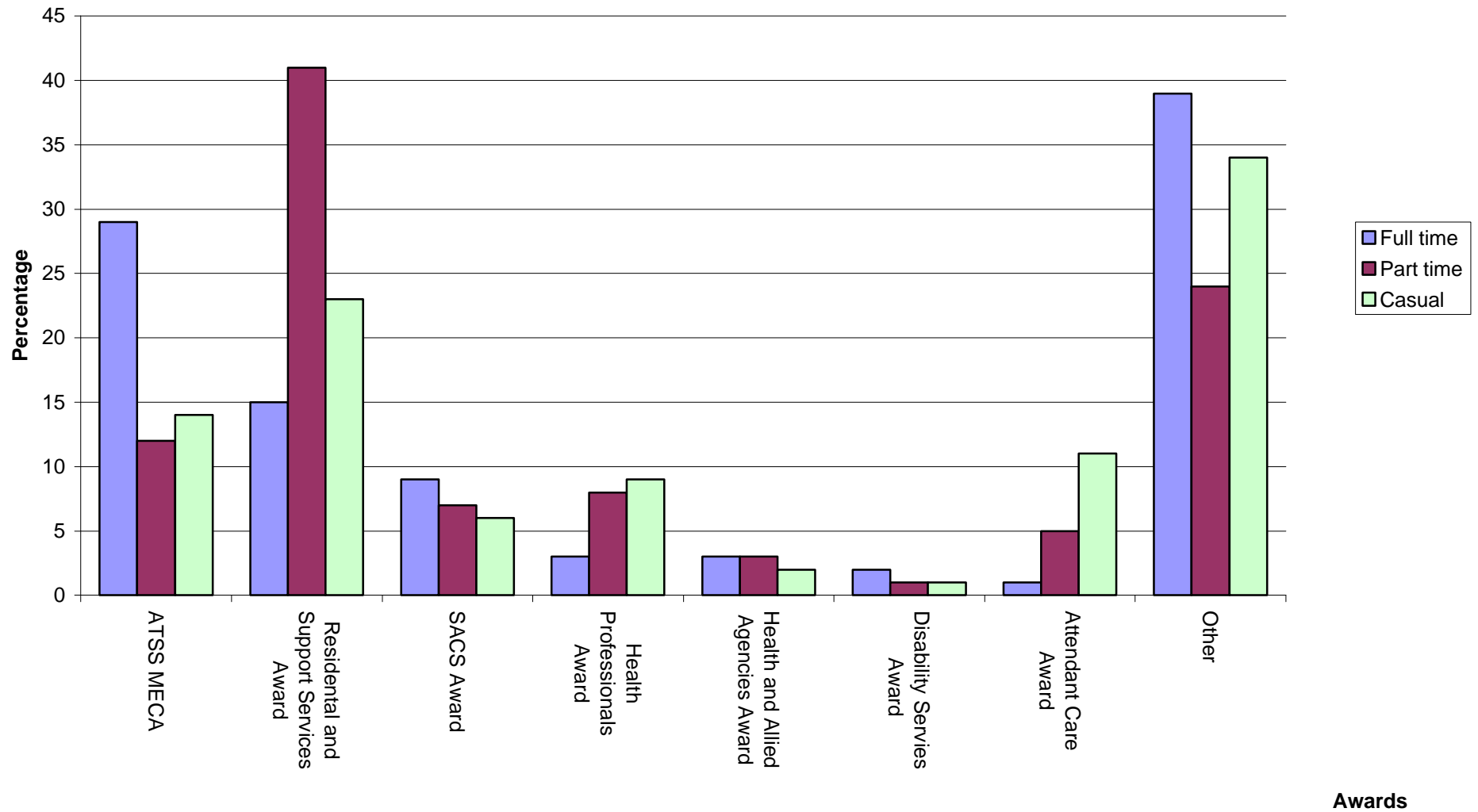
Relevant Industrial Instrument	No. of staff	% of total responses
ATSS MECA	396	12
Attendant Care Award	148	5
Disability Services Award	35	1
Health and Allied Agencies Award	105	3
Health Professionals Award	269	8
Other	770	24
Residential and Support Services Award	1335	41
SACS Award	212	7
TOTAL	3532	

Table 11C: Award/other industrial – Casual staff

Relevant Industrial Instrument	No. of staff	% of total responses
ATSS MECA	298	14
Attendant Care Award	232	11
Disability Services Award	17	1
Health and Allied Agencies Award	53	2
Health Professionals Award	205	9
Other	740	34
Residential and Support Services Award	498	23
SACS Award	139	6
TOTAL	2182	

The information in the tables above is graphed at Graph Number 4 as follows.

Graph 4: Individual instrument by employment mode (employer survey)



LENGTH OF TIME WITH CURRENT EMPLOYER BY SERVICE TYPE

12% of employees have been with their current employer for more than ten years. 20% of employees have been with their current employer for twelve months or less, 37% have less than two years service with their employer. Shared supported accommodation, respite and day programs all have high percentages of long serving employees.

Table 12: Length of time with current employer

Service	Less than 6 mths	6 -12 mths	1 - 2 yrs	2 - 4 yrs	4 - 6 yrs	6 - 10 yrs	10 - 20 yrs	More than 20	Total number in each service type
Accommodation Outreach Support	9	13	19	23	12	17	11	1	105
Advocacy Services	8	12	15	12	7	6	2	2	64
Aids and Equipment	4	5	3	10	7	6	6	6	47
Behaviour Intervention Services	5	9	10	6	3	4	2	3	42
Case Management	13	12	22	32	14	22	4	2	121
Congregate Care	0	0	0	0	2	4	4	1	11
Creating Inclusive Communities	4	4	9	4	3	3	0	2	29
Criminal Justice Services	1	3	1	3	2	2	2	0	12
Day Programs	39	65	82	144	100	111	69	16	626
Family Options	3	0	1	7	5	5	1	2	24
Flexible Care Packages	3	6	7	13	5	10	2	0	46
Futures for Young Adults	13	13	16	30	38	38	16	6	169
Intake, Access and Response	2	4	2	1	3	0	3	0	15
In Home Accommodation Support	23	36	51	54	23	24	14	1	226
Independent Living Training	13	20	26	35	26	30	17	5	172
Information Services	3	5	11	13	10	10	5	5	62
Transitional Accommodation Support	2	3	5	4	2	5	4	0	25
Productivity Investment Fund	0	0	0	0	0	0	0	0	0
Recreation	21	31	45	50	29	30	17	3	226
Shared Supported Accommodation	22	21	40	59	31	34	31	6	244
Respite	32	28	60	75	36	34	17	3	285
Service Quality	2	3	6	4	6	9	2	2	34
Research and Evaluation	0	2	4	2	2	3	0	2	15
Therapy	3	6	8	13	12	14	12	7	75
Home Support	17	29	41	37	19	15	7	4	169
Others	14	22	28	45	24	26	21	5	185
TOTAL	256	352	512	676	421	462	269	84	
PERCENTAGE	8	12	17	22	14	15	9	3	

Table 13: Length of time with current employer by aggregated service types

Group One: ACCOMMODATION

Type of service provision	Less than 6 mths	6 -12 mths	1 - 2 yrs	2 - 4 yrs	4 - 6 yrs	6 - 10 yrs	10 - 20 yrs	More than 20
Congregate Care	0	0	0	0	2	4	4	1
Transitional Accommodation Support	2	3	5	4	2	5	4	0
Shared Supported Accommodation	22	21	40	59	31	34	31	6
TOTAL NUMBER	24	24	45	63	35	43	39	7
PERCENTAGE OF WORKFORCE	8.6	8.6	16.1	22.5	12.5	15.3	13.9	2.5

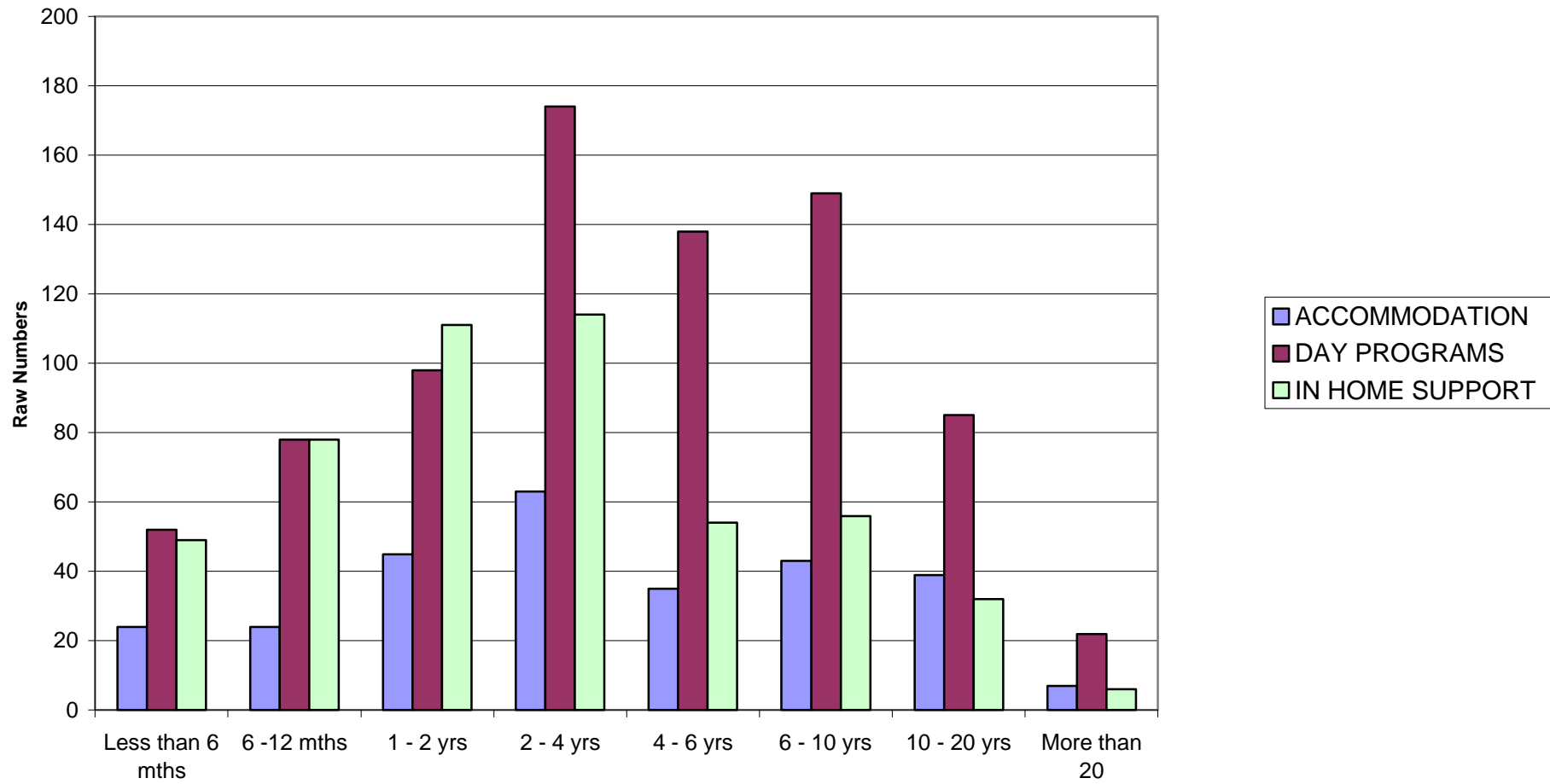
Group Two: DAY PROGRAMS

Type of service provision	Less than 6 mths	6 -12 mths	1 - 2 yrs	2 - 4 yrs	4 - 6 yrs	6 - 10 yrs	10 - 20 yrs	More than 20
Day Programs	39	65	82	144	100	111	69	16
Futures for Young Adults	13	13	16	30	38	38	16	6
TOTAL NUMBER	52	78	98	174	138	149	85	22
PERCENTAGE OF WORKFORCE	6.5	9.8	12.3	22	17.3	18.7	10.6	2.7

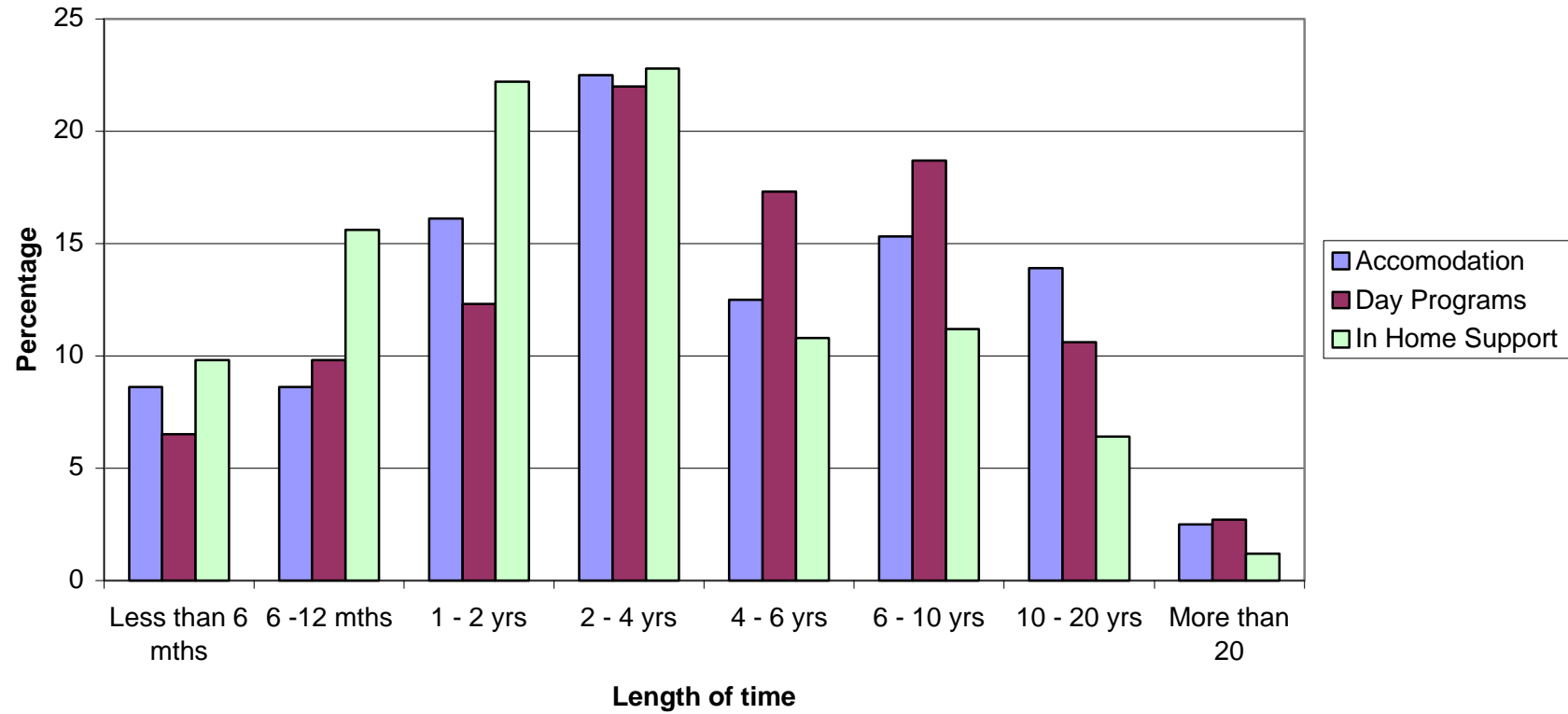
Group Three: IN HOME SUPPORT

Type of service provision	Less than 6 mths	6 -12 mths	1 - 2 yrs	2 - 4 yrs	4 - 6 yrs	6 - 10 yrs	10 - 20 yrs	More than 20
Accommodation Outreach Support	9	13	19	23	12	17	11	1
In Home Accommodation Support	23	36	51	54	23	24	14	1
Home Support	17	29	41	37	19	15	7	4
TOTAL NUMBER	49	78	111	114	54	56	32	6
PERCENTAGE OF WORKFORCE	9.8	15.6	22.2	22.8	10.8	11.2	6.4	1.2

Graph 5: Length of time with current employer by aggregated service types



Graph 6: Percentage of staff by length of time with current employer by aggregated service types



In summary 17.2% of people working in accommodation services have been with their current employer for less than 12 months. 16.3% of those working in day programs have joined their employer within the last year while the comparable figure for in home support is 25.4%.

LENGTH OF TIME IN THE FIELD BY SERVICE TYPE

Approximately one third of the respondents to the survey have been working in the sector for more than ten years, with 9% of them involved for more than twenty years. Almost 20% have been working in the field for less than two years.

Table 14: Length of time in the field by service type

Service	Less than 6 mths	6 – 12 mths	12 – 24 mths	2 – 4 yrs	4 – 6 yrs	6 – 10 yrs	10 – 20 yrs	More than 20	Total number in each service type
Accommodation Outreach Support	3	6	10	21	15	14	29	7	105
Advocacy Services	2	3	7	15	8	9	13	7	64
Aids and Equipment	1	2	1	9	3	6	11	14	47
Behaviour Intervention Services	0	5	5	9	4	7	6	6	42
Case Management	6	5	9	14	17	28	28	14	121
Congregate Care	0	0	0	0	2	2	5	2	11
Creating Inclusive Communities	1	4	3	2	4	6	7	2	29
Criminal Justice Services	0	2	1	1	0	1	4	3	12
Day Programs	7	35	39	90	96	143	163	53	626
Family Options	2	0	3	6	2	4	5	2	24
Flexible Care Packages	1	3	2	8	4	13	10	5	46
Futures for Young Adults	4	9	7	20	34	37	42	16	169
Intake, Access and Response	1	0	1	5	0	3	3	2	15
In Home Accommodation Support	12	25	27	55	25	30	41	11	226
Independent Living Training	4	7	8	30	25	32	50	16	172

Continued table 14: Length of time in the field by service type

Service	Less than 6 mths	6 – 12 mths	12 – 24 mths	2 – 4 yrs	4 – 6 yrs	6 – 10 yrs	10 – 20 yrs	More than 20	Total number in each service type
Information Services	1	2	6	11	8	10	13	11	62
Transitional Accommodation Support	1	0	4	4	1	4	9	2	25
Productivity Investment Fund	0	0	0	0	0	0	0	0	0
Recreation	6	19	20	42	33	49	43	14	226
Shared Supported Accommodation	10	12	20	43	39	42	60	18	244
Respite	11	20	28	60	41	50	60	15	285
Service Quality	0	0	3	1	5	9	7	9	34
Research and Evaluation	0	0	1	2	3	2	2	5	15
Therapy	1	3	4	11	9	13	20	14	75
Home Support	9	16	22	32	26	23	27	14	169
Others	7	9	14	39	31	27	41	17	185
TOTAL NUMBERS	90	187	245	530	435	564	699	279	3029
PERCENTAGE	3%	6%	9%	17%	14%	19%	23%	9%	

Note: The raw figures here add up to more than the number of respondents as several said they worked in more than one service area.

Table 15: Length of time in the field by service type by aggregated service types

Group One: ACCOMMODATION

Type of service provision	Less than 6 mths	6 – 12 mths	12 – 24 mths	2 – 4 yrs	4 – 6 yrs	6 – 10 yrs	10 – 20 yrs	More than 20
Congregate Care	0	0	0	0	2	2	5	2
Transitional Accommodation Support	1	0	4	4	1	4	9	2
Shared Supported Accommodation	10	12	20	43	39	42	60	18
TOTAL NUMBER	11	12	24	46	42	48	74	22
PERCENTAGE OF WORKFORCE	3.9	4.3	8.6	16.4	15	17.2	26.5	7.8

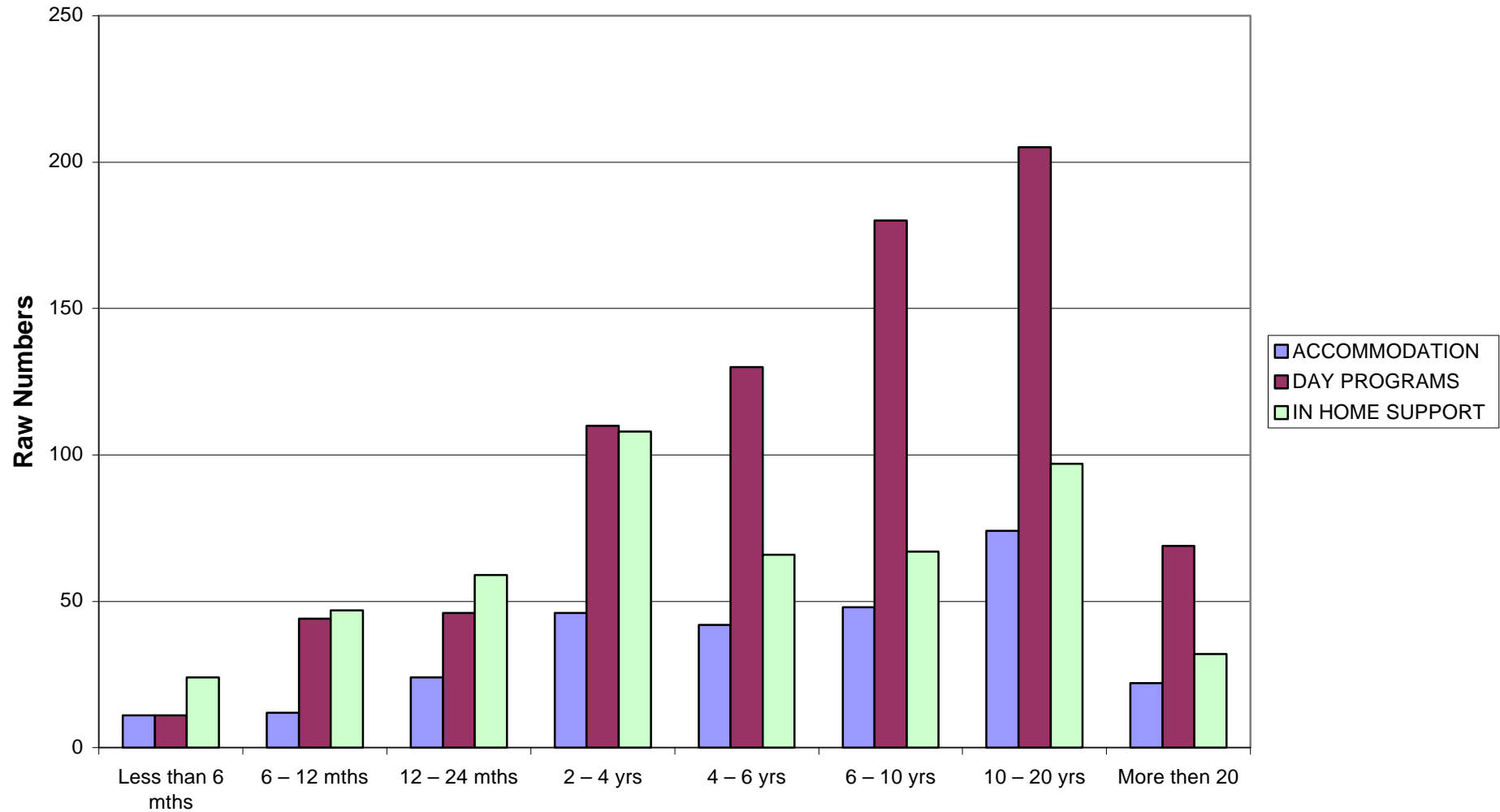
Group Two: DAY PROGRAMS

Type of service provision	Less than 6 mths	6 – 12 mths	12 – 24 mths	2 – 4 yrs	4 – 6 yrs	6 – 10 yrs	10 – 20 yrs	More than 20
Day Programs	7	35	39	90	96	143	163	53
Futures for Young Adults	4	9	7	20	34	37	42	16
TOTAL NUMBER	11	44	46	110	130	180	205	69
PERCENTAGE OF WORKFORCE	1.3	5.5	5.7	13.8	16.3	22.6	25.7	8.6

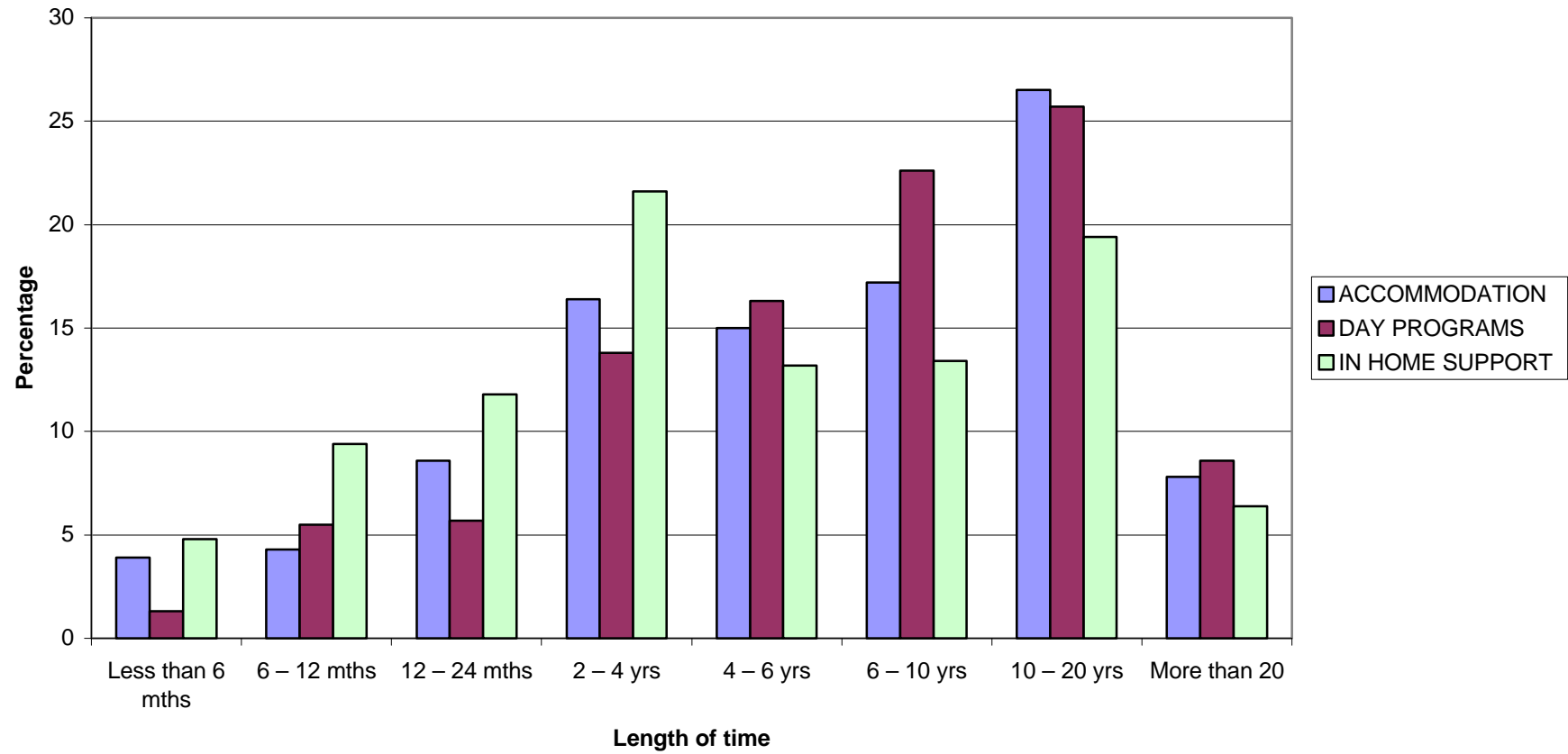
Group Three: IN HOME SUPPORT

Type of service provision	Less than 6 mths	6 – 12 mths	12 – 24 mths	2 – 4 yrs	4 – 6 yrs	6 – 10 yrs	10 – 20 yrs	More than 20
Accommodation Outreach Support	3	6	10	21	15	14	29	7
In Home Accommodation Support	12	25	27	55	25	30	41	11
Home Support	9	16	22	32	26	23	27	14
TOTAL NUMBER	24	47	59	108	66	67	97	32
PERCENTAGE OF WORKFORCE	4.8	9.4	11.8	21.6	13.2	13.4	19.4	6.4

Graph 7: Length of time in the field by service type by aggregated service types



Graph 8: Percentage of staff by the length of time by aggregated service types



In summary 8.2% of people working in accommodation services have been in the field for less than 12 months. 6.8% of those working in day programs have joined this field within the last year while the comparable figure for in home support is 14.2%.

STAFF RECRUITMENT AND RETENTION

Staff turnover over the past 12 months

Approximately 10% of full time staff left their employer in the last twelve months, with 9% of part time employees and 7% of casuals also leaving. At least one third of staff leaving, left the disability sector altogether while employers were not able to report the destination of 20% of the staff who had left.

Table 16A: Staff turnover – Full time staff

Reasons for leaving	190 Full time Staff	% of Full time turnover staff
Left to take up a job in another non-government disability agency	64	3.2
Left the disability field	60	3.0
Left to take up a job in the government disability services area	34	1.7
Not known	32	1.6
9.5% turnover of full time staff		

Table 16B: Staff turnover – Part time staff

Reasons for leaving	185 Part time Staff	% Part time turnover staff
Left the disability field	82	2.2
Left to take up a job in another non-government disability agency	53	1.4
Not known	29	0.7
Left to take up a job in the government disability services area	21	0.5
4.8% turnover for part time staff		

Table 16C: Staff turnover – Casual staff

Reasons for leaving	157 Casual Staff	% Casual turnover staff
Not known	56	3.3
Left the disability field	38	2.2
Left to take up a job in another non-government disability agency	36	2.1
Left to take up a job in the government disability services area	27	1.6
9.2% turnover of casual staff		

TOTAL STAFF TURNOVER	532
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Note: Many casual staff are on casual lists, some work only occasionally, or are seldom employed. Employers do not necessarily know when casual staff decide to no longer work for them.

Staff recruitment

Full time staff positions are more likely to be filled by part-timers within the agency (53% of agencies). Part-time staff positions are predominately filled by casuals within the agency (74% of agencies). Only 18% of agencies reported that appropriately trained and suitable staff are relatively easy to recruit. Very few new staff (8%) are recruited from government Disability service providers.

Table 17: Staff recruitment within non-government agencies

Number of correct respondents		Total Number who said 'YES'	%	Total Number who said 'NO'	%
128	Full-time staff positions are often filled by own part-timers casuals	68	53	59	46
130	Part-time staff positions are often filled by own casuals	96	74	34	26
131	Recruitment of appropriately trained and suitable staff is relatively easy to accomplish	24	18	107	82
130	New staff are most often recruited from government Disability service providers	10	8	120	92

UNFILLED VACANCIES BY SELECTED SERVICE TYPE

38% of employers who responded had unfilled vacancies in their agencies. The largest numbers of vacancies are for part time and casual positions in the area of community and home based support and for shared accommodation services. The relatively high percentage of vacancies in specialist services may not be accurate as the raw numbers were low.

Table 18: Unfilled vacancies (totals)

Type of service provision	Total number of vacancies by category	Total number of positions by category (filled and unfilled)	Percentage of positions unfilled
Home Support	104.5	400.5	26
Shared Supported Accommodation	89	1679	5
Specialist Services (criminal justice services and behaviour intervention services)	16.5	102.5	16

Table 18A: Unfilled vacancies by employment mode (full time)

Type of service provision	Full-time vacancies	F/T positions (filled and unfilled)	Percentage of positions unfilled
Home Support	8	37	22
Shared Supported Accommodation	18	254	7
Specialist Services (criminal justice services and behaviour intervention services)	6.5	44.5	15

Table 18B: Unfilled vacancies by employment mode (part time)

Type of service provision	Part-time vacancies	P/T positions (filled and unfilled)	Percentage of positions unfilled
Home Support	70.5	241.5	29
Shared Supported Accommodation	49	1149	4
Specialist Services (criminal justice services and behaviour intervention services)	9	42	21

Table 18C: Unfilled vacancies by employment mode (casual)

Type of service provision	Casual vacancies	Casual positions (filled and unfilled)	Percentage of positions unfilled
Home Support	26	122	21
Shared Supported Accommodation	22	276	8
Specialist Services (criminal justice services and behaviour intervention services)	1	16	6

Note: Data was not collected for day program services.

STAFF WORKING FOR MULTIPLE AGENCIES OR EMPLOYERS

Number of staff that also work for DHS by service type

27% of staff survey respondents in the sector work for at least two employers. 10% of the non-government disability workforce work within another non-government agency; 6% of the non-government disability workforce work within the Government Disability sector, while 11% of non-government disability workforce have another job completely outside the disability sector. The distribution of these across different service areas is given in the tables below. Of those working for other non-government agencies or DHS Disability Services no information is available in relation to the role they fulfil in their other job or what service type they work in. The information detailed on Table 19 outlines the number of staff in each service type who work in either another non-government agency, within government disability services or in a field outside disability.

Table 19: Number of staff working in another field (staff survey)

Service type	With another non government agency	Within government disability services	In a field outside Disability	Total Numbers
Accommodation Outreach Support	11	3	13	27
Advocacy Services	3	9	11	23
Aids and Equipment	2	9	13	24
Behaviour Intervention Services	14	12	12	38
Case Management	3	2	6	11
Congregate Care	9	0	5	54
Creating Inclusive Communities	3	7	7	17
Criminal Justice Services	17	8	0	25
Day Programs	7	5	9	21
Family Options	4	0	17	21
Flexible Care Packages	2	4	9	15

Continued table 19: Number of staff working in another field (staff survey)

Service type	With another non government agency	Within government disability services	In a field outside Disability	Total Numbers
Futures for Young Adults	7	4	7	18
Intake, Access and Response	7	7	7	21
In Home Accommodation Support	13	7	18	38
Independent Living Training	13	8	10	31
Information Services	3	2	13	18
Transitional Accommodation Support	20	0	8	28
Productivity Investment Fund	0	0	0	0
Recreation	13	10	14	37
Shared Supported Accommodation	11	9	11	31
Respite	14	10	14	38
Service Quality	3	9	9	21
Research and Evaluation	0	7	7	14
Therapy	4	7	9	20
Home Support	20	5	13	38
Others	6	5	9	20
PERCENTAGE TOTAL*	36	23	42	

* Of staff with multiple employers 36% are employed by more than one non-government agency, 23% also work with DHS, and 42% are employed outside the disability field.

Table 20: Number of staff by aggregated service types working for more than one employee

Group One: ACCOMMODATION

Type of service provision	Staff working with another non-government agency (%)	Staff working with a Government agency (%)	Staff working out of the disability field (%)	Percentage Total
Congregate Care	9	0	45	54 ³
Transitional Accommodation Support	20	0	8	28
Shared Supported Accommodation	11	9	11	31

Group Two: DAY PROGRAMS

Type of service provision	Staff working with another non-government agency (%)	Staff working with a Government agency (%)	Staff working out of the disability field (%)	Percentage Total
Day Programs	7	5	9	21
Futures for Young Adults	7	4	7	18

Group Three: IN HOME SUPPORT

Type of service provision	Staff working with another non-government agency (%)	Staff working with a Government agency (%)	Staff working out of the disability field (%)	Percentage Total
Accommodation Outreach Support	11	3	13	27
In Home Accommodation Support	13	7	18	38
Home Support	20	5	13	38

³ Very low numbers in survey total

EDUCATION, TRAINING AND QUALIFICATIONS

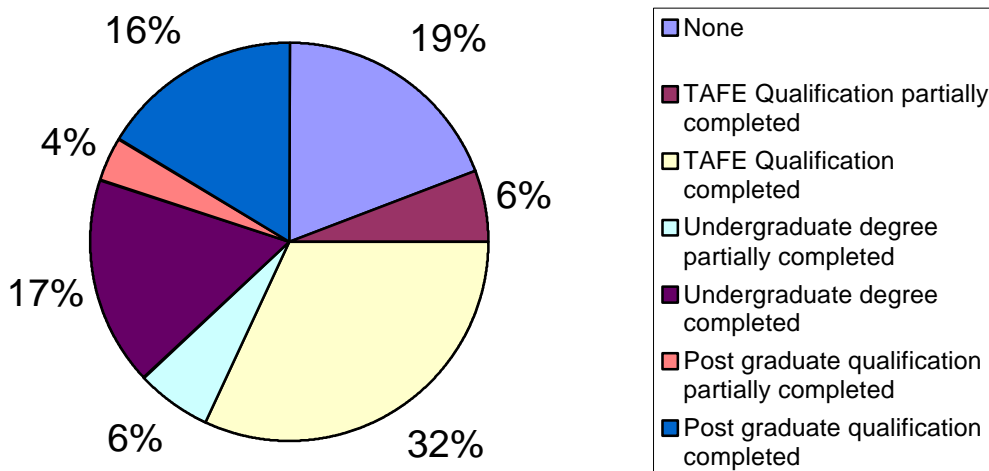
Highest level of schooling

- 26% of staff had only Year 10 or less when they left school
- 18% had Year 11 and 56% had Year 12
- Of the Year 10 leavers, 48.2% have completed TAFE qualifications, 3% have completed an Undergraduate qualification and 5.7% have completed a Post graduate qualification. In other words 43% of those with Year 10 or less (11% of the total workforce) have no higher qualification.

Highest level of post-school qualifications held by existing staff

19% of the workforce have no post school qualifications. 38% have completed or partially completed a TAFE qualification, 25% have completed or partially completed an undergraduate degree, while 20% have completed or partially completed a post-graduate qualification.

Graph 9: Highest level of post-schooling



The graph indicates that 25% of the workforce do not currently hold a post-school qualification. There is a relatively high percentage of staff who left school early but a large number of staff have subsequently taken up studies towards a formal post school qualification. A significant percentage are currently studying for a formal qualification but many were not happy with on the job training. The following tables indicate that among those staff with post-school qualifications, a number of the qualifications are in areas unrelated to disability work.

Table 21: Qualifications held by staff (staff survey)

Qualification	Raw Number	Percentage
ACRACS	183	12
CIVICS (Disability)	51	3
DDC	14	1
IDSO	68	4
MRN	37	2
RPN	10	1
RN	54	4
YACO	3	0
Dual Certificate (MRN/RPN)	3	0
Cert II in Community Services	19	1
Cert III in Community Services	56	4
Cert IV in Community Services	198	13
Diploma of Community Services	22	1
Ass. Diploma of Community Services	9	1
Other	809	53

Of the 53% in the 'other' category, the types of qualifications included:

Associate Diploma in Communication Development	Certificate in Family Therapy	Diploma of Welfare Studies
Associate Diploma of Business (Community Studies)	Certificate in First Aid	Grad. Dip. Recreation and Leisure Studies
Associate Diploma of Community Justice	Certificate in Further Education and Employment for the Handicapped	Grad. Dip. in Health Counselling
Bachelor in Peace Studies and Dispute Resolution	Certificate in Horticulture	Grad. Dip. in Social Education
Bachelor of Arts	Certificate in Laboratory Technology	Grad. Dip. In Librarianship
Bachelor of Business (Computing)	Certificate in Management (Social and Community Services)	Grad. Dip. in Applied Science Disability
Bachelor of Commerce	Certificate in Mother Craft	Masters in Psychology (Counselling)
Bachelor of Communications and Women's Studies	Certificate in Public Policy and Management	Masters in Business Administration
Bachelor of Computer Science	Certificate in Vocational Education	Masters in Health Administration
Bachelor of Conservation Ecology	Certificate in Volunteer Management	Masters in Special Education
Bachelor of Science (Occupational Therapy)	Diploma of Technical Teaching	Masters of Professional Education and Training
Bachelor of Social Science (Recreation)	Diploma of Civil Engineering	Post Grad Diploma in Music Therapy
Bachelor of Social Work	Diploma of Education	Post Grad Disability Studies
Bachelor of Speech Therapy	Diploma of Frontline Management	Post Grad in Rehab Counselling
C.P.A	Diploma of Kindergarten Teaching	
Certificate in Aged Care	Diploma of Occupational Therapy	
Certificate in Business (Secretarial)	Diploma of Visual Arts	

Names of qualifications currently being studied by existing staff

30% of survey respondents were currently studying for a formal qualification. The qualifications include:

ACRACS	Diploma in Juvenile Justice	Diploma of Youth and Community Services
Bachelor of Arts	Diploma of Business in Community Services and Health Management	Doctorate of Psychology
Bachelor of Media Studies	Diploma of Accounting	Grad. Dip. in Community Cultural Development
Bachelor of Science (Justice Studies)	Diploma of Graphic Design	Grad. Dip. in Marketing
Bachelor of Social Work	Diploma of Arts – Professional Writing and Editing	Grad. Dip. of Management
Bachelor of Sport and Outdoor Recreation	Diploma of Community Services – Welfare Studies	Level 1 First Aid
Certificate in Child Care	Diploma of Frontline Management	Master Public Policy and Management
Certificate in Drug and Alcohol	Diploma of Human Services	Masters in Education
Certificate in Industrial Safety	Diploma of Interpreting	Post Grad Diploma or Aromatherapy
Certificate in Information Technology	Diploma of Justice	Post Grad Environmental Science
Certificate in Office Administration	Diploma of Management	Post Grad in Human Resource Management
Certificate of Community Services (Disability and Aged Care)	Diploma of Music Proficiency	Post Grad of Visual Arts – Public Art
CIVICS	Diploma of Sports and Remedial Massage	

Training for the job

32% of respondents believed they had not received adequate training to perform their job effectively and efficiently. Areas in which they felt they required training are documented below:

Small business management	Early intervention field	Mental health training
Acquired brain injury	Exercise and cognitive disability	Neurological services
Art and craft training	Fire safety	Non-lifting techniques
Asthma management	Food handling	Occupational health and safety
Aus swim	Grief management	P.A.R.T. training
Behaviour Intervention Training	Horticultural training	Psychiatric disability
Challenging behaviours	Human resources management	Professional development
Chemical handling	Improve standards of client care	Recognising and identifying disabilities
Clinical training	Induction training	Relationships and sexuality
Communication skills	Language related issues	Risk management
Computer training	Latest therapies and theories	Self defence
Conflict management	Legislations	Sign language
Counselling and nutrition	Maintaining personal hygiene	Stress management
Dealing with clients with dementia	Management and leadership	Team building sessions

Self defence, conflict management, challenging behaviours and dual disabilities were the areas mentioned most often.

Intended career path of existing staff

80% of respondents to the staff survey believed they would still be working with the same agency in two years time. The qualitative data section contains more information about their perceptions of career paths (or the lack of them) in the sector.