

**AIHW working paper**

**Information relating to the community  
services workforce**

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# Executive Summary

## **Purpose of the report**

This report is intended to assist in defining the strategic directions that should be explored to support the development of national information about the community services workforce.

## **Content of the report**

Part One describes and evaluates the scope and content of available data on the community services workforce and proposes ways of addressing major data gaps.

Part Two summarises current and recent strategic initiatives and stakeholders' comments regarding the major directions for information development.

## **Scope of the report**

The report focuses on information about the community services workforce at the national level, that is, persons employed in the community services industry and/or working in community services occupations. It does not consider information about unpaid workers or workforce supply and demand.

## **Data assessment**

The following major data issues are identified and discussed:

- difficulties in identifying the community services sector and sub-sectors in the data sets
- data gaps relating to sub-sectors of community services
- lack of regular and consistent national data
- advantages and disadvantages of different approaches to assembling national data.

## **Recommendations relating to data gaps**

The report recommends the following directions be explored:

- The specification of an agreed core data set and standard measures for community services workforce data
- the application of that core data set definition within existing regular national community services collections
- further investigation of possible means of data collection for those sub-sectors identified as having little or no workforce data readily available

- further investigation of means to readily identify workers in non-community service occupations who are providing community services, both within and outside the industry
- investigation of data sources and an evaluation of the data on unpaid or volunteer workers and carers
- investigation of data sources and an evaluation of the data on workforce supply and demand
- coordinated data development across the community services sub-sectors and between government and non-government service providers through the Structural Issues in the Workforce Sub-Committee of CSMAC.

### **Strategic initiatives and future directions**

The key strategic initiatives discussed in this report are:

- Structural Issues in the Workforce Sub-Committee of CSMAC
- the National Children's Services Workforce Project
- the Investing in a Quality Workforce Flagship Project (Department of Human Services, Victoria)
- research into training and employment patterns and trends in the child care industry commissioned by the Queensland Department of Families
- the Sector Workforce Planning Project of the Queensland Disability Services
- research commissioned by the Department for Families and Communities, South Australia
- data developments being undertaken by the Australian Bureau of Statistics.

# Introduction

## Purpose and structure

The purpose of this report is to assist in defining and communicating the strategic directions that should be explored to support the development of national information about the community services workforce. The report consists of two parts:

Part One which

- describes the scope and content of the data sources available on people working in the community services sector
- assesses the extent to which these data sources collectively provide a comprehensive statistical picture of the community services workforce
- suggests ways that major data gaps may be addressed

Part Two which

- summarises key workforce issues from the literature and stakeholders' comments regarding the major directions that information development should take
- summarises the strategic initiatives undertaken by key national committees and other major stakeholders in the community services sector.

## Project scope and key definitions

For the purposes of this project, the community services sector has been conceived as including the following sub-sectors:

- child care services, including pre-schools, but excluding services whose primary focus is educational
- child protection services
- those juvenile justice services whose primary focus is not related to the justice system as such
- certain other children, youth and family services, where the primary focus is on the wellbeing of children and families but not related to health, social security or education
- those disability services where the primary focus is not health related
- those aged care services where the primary focus is not health related (hence, e.g. the Nursing Labour Force Survey which monitors trends in the employment of registered and enrolled nurses in hospitals, nursing homes

and community health centers has not been considered. However, this type of data would be included in an industry view of community services. See Appendix 3 for additional sources of relevance.)

- housing services (this is not generally regarded as part of the community services sector but is included here because housing plays such a pivotal role in the quality of life and sense of security for individuals; and in the development and functioning of communities)
- supported accommodation and crisis services.

For the purposes of this project, the definition of 'workforce' is employed persons as defined by the Australian Bureau of Statistics labour force standards (ABS 2005). Persons engaging in unpaid activities such as unpaid domestic work, care-giving and volunteer community services are excluded from this definition of the workforce and out of scope for this project. However, information pertaining to the contribution of unpaid workers is essential to understanding the operation of the community services sector and the composition and functioning of the community services workforce, because of the substantial numbers of unpaid workers and the significance of their contribution to the provision of services.

There is no generally accepted approach to defining the community services workforce. However two primary approaches may be identified – by occupation and by industry. Those employed persons working in community services occupations (defined by activities) in community services industries (defined by services provided) may be considered as the core of the community services workforce. Those employed persons working in community services occupations in other industries may also be considered part of the community services workforce, as they are employed to undertake the same activities as their counterparts employed within the community services industry. Employed persons working in the community services industries, but occupations other than community services occupations, for example, as managers, administrators, researchers, policy developers or advocates fund raisers, maintenance and cleaning staff etc., can be considered as part of the broader community services workforce, because of the support and infrastructure they provide for service provision.

Identification of community services occupations and industries is not straightforward. The approach adopted by the Australian Bureau of Statistics and the Australian Institute of Health and Welfare is to use the Australian Standard Classifications of Occupations (ASCO) and the Australian and New Zealand Standard Industrial Classification (ANZSIC) (See Appendix 2). Even when the data are classified to the same standard, there may be differences in how the classifications are used to identify community services, resulting from the capacity of the data to make finer distinctions than the broader classification groups or different views on the boundaries between community services and other industries. For example, the ABS Community Services Survey 1999–2000 included a wider range of organisations (nursing homes, community health centres, community services interest groups, employment placement services primarily for the disabled, organisations operating sheltered workshops, government agencies which have a

significant role in funding or directly providing community services) than did the analysis of the Census data contained in the health and community services labour force 2001 publication (Healy and Richardson 2003).

The scope of the project has been further delimited by focusing primarily on information that would describe the size and characteristics of the existing community services workforce, as this is regarded as the necessary first step towards building a comprehensive picture of the community services workforce. Information pertaining to workforce supply (based on qualifications and training) and demand (e.g. positions vacant) has not been considered as part of this project.

## Data map

A schematic data map has been developed to assess the availability of data and to assist in identifying data gaps. The development of the data map has been guided by consideration of the key perennial issues for workforce analysis – obtaining reliable estimates of the current workforce by sub-sectors, understanding the structure and composition of the workforce and characterising the terms and conditions of employment.

The labour force data structure can be schematically considered as:

An AGENCY employs a PERSON to work in an OCCUPATION under certain EMPLOYMENT CONDITIONS for a PERIOD OF TIME in a LOCATION and SERVICE SETTING to undertake a SET OF ACTIVITIES.

Data elements are associated with each of these aspects of the schema, as in Table 1.

**Table 1: Data map**

<b>Aspect</b>	<b>Data elements</b>	<b>Relevant national classifications or standards</b>
Agency	Industry	ANZSIC
	Sector	Government/non-government
	Service provider type	E.g. child care services—long day care, after school hours care, preschools; aged care services—residential care, community based care
Person	Age	ABS Standards for Social, Labour and Demographic Variables.
	Sex	ABS Standards for Social, Labour and Demographic Variables.
	Indigenous status	NCSDD Indigenous status
	Country of birth	Standard Australian Classification of Countries

<b>Aspect</b>	<b>Data elements</b>	<b>Relevant national classifications or standards</b>
	Year of arrival	ABS Standards for Social, Labour and Demographic Variables.
	Qualifications	ABS Classification of Qualifications
Occupation	Occupation	ASCO
Employment conditions	Tenure (permanent or temporary)	Under development by the ABS; employment type currently used as a surrogate measure
	Full-time/Part-time status	ABS Standards for Social, Labour and Demographic Variables
	Employee cash income (wages and salary)	ABS Standards for Social, Labour and Demographic Variables
Period of time	Hours worked	ABS Standards for Social, Labour and Demographic Variables
	Length of employment	
Location	Location of employment	Postcode, enabling State and Territory, ASGC and region classification
Service setting	Service setting	NCCS (setting)
Set of activities	Primary activities	NCCS (activities)

# Part One: Data inventory

This part of the report

- describes the scope and content of the data sources available on people working in the community services sector
- assesses the extent to which these data sources collectively provide a comprehensive statistical picture of the community services workforce
- suggests ways that major data gaps may be addressed.

## Scope and content of data sources

### Overall and by sub-sector

#### **Australian Bureau of Statistics (ABS) Collections**

The ABS provides the only collections at the national level that include all sub-sectors of the community services sector.

#### **The Community Services Survey (CSS)**

The CSS was last conducted in respect of the 1999–2000 financial year. The scope of the Community Services Survey was all employing businesses and organisations providing community services including personal and social support, financial and material assistance, job placement and support for persons with disabilities, child care, accommodation for the aged and other residential and non-residential care in both the government and non-government sectors.

For businesses and non-government organisations, employment and volunteers are each split into 'Direct community services provision' and 'Other'. These breakdowns are available for each of the five sub-industries: nursing homes; child care services; accommodation for the aged; other residential care services; and other non-residential care services.

For government organisations, employment is also split into 'Direct community services provision' and 'Other', with the latter split into five further categories. Total volunteers are available, but only for local government.

Beyond the above, no occupation data was collected by the survey, although 'Average hours worked by volunteers during June 2000' is available where the number of volunteers was collected.

The Community Service Survey relies on businesses to report all employment-related data. This contrasts with the Census of Population and Housing which is based on employee responses.

## **The Census of Population and Housing**

The Census is able to provide estimates of the community services workforce and sub-sectoral breakdown, although reasonably accurate identification of the sub-sectors is problematic, particularly for housing services and supported accommodation and crisis services and disability services sub-sectors.

However, because the relevant census count is person-based and because of the limitations of the Australian and New Zealand Standard Industry Classification ANZSIC in identifying the community services sector, analysis is more usefully undertaken on the basis of occupation, rather than employment by a community services provider. The Census provides the best available data on the characteristics of community service workers (including sex, age, working hours and qualifications) and the finest level of detail for geographic location.

In addition, the collection of income in the Census does not enable salary based income to be separated from other sources and hence needs to be supplemented by other sources of data such as the Survey of Employee Earnings and Hours.

Healy and Richardson (2003) evaluated the CSS and the Census as sources of data for the aged care workforce, which, as noted above, is the only sub-sector that can be readily distinguished in both. They concluded that there were some serious concerns about the reliability of Census numbers, given that its estimates of aggregate employment in aged care differ substantially from the survey. As well, the patterns of labour force change over time produced by the Census are different, sometimes in both degree and direction, from those derived from the Survey. They were also concerned that the Census *has a shorter 'reference period' than the CSS (meaning that it counts fewer people [in the workforce]), it is confined to primary labour (meaning that it records only persons' 'main' jobs), and it is subject to other response errors that stem from its 'self-enumeration' methodology (i.e., people provide the information about themselves with minimal qualified guidance)*. Healy and Richardson (2003: 6).

## **Surveys of Employment**

There is a range of ABS surveys of employment that provide extensive information on workforce issues.

Identification of the community services sector from the ANZSIC classification is problematic, but in any case, these surveys are based on sample sizes too small to enable identification of workforce sub-sectors. Even where identification of the relevant industry is possible, e.g. aged care, it is usually possible to identify those working in relevant occupations or in industry classified facilities, but not both.

The main Labour Force Survey produces monthly estimates of the labour market activity of persons aged 15 years and over. The survey can provide data by occupation (unit group level of ASCO) for each quarter since August 1996. These estimates can be cross-tabulated by employment status and gender. Average working hours for part-time workers are also available.

In addition to the Labour Force Survey there are a number of supplementary and business-based surveys, the potentially most useful of which are:

- the Survey of Employment and Earnings, which produces industry and sector estimates of employee numbers
- the Survey of Employee Earnings and Hours, which estimates the composition and distribution of employee earnings and hours and from which estimates of salary based income for community services occupations can be obtained (see Appendix 1)
- the Survey of Employment Arrangements and Superannuation which examines working hours (and preferred hours), working arrangements (e.g., multiple job-holding and work done from home), and job duration and expected duration
- the Survey of Education and Work, which collects data on workers' qualifications and training experiences
- the supplementary survey of Labour Mobility, which analysed workers' job-changing behaviours and tenure.

### **Other Data Sources**

The sub-sector based surveys generally provide a one-off picture of a specialised segment of the workforce. While the surveys do contain data elements in common, sometimes with slightly different definitions or data construction processes, they were developed for specific purposes and not designed within a common methodology or framework. Therefore, while the sub-sectors could be compared analytically, the data could not be aggregated to form a comprehensive picture.

Collections based on the minimum data sets mainly contain limited information on the community services workforce. Where this is not the case, as in the Child Care Services National Minimum Data Set, they could provide the basis for analytical comparison between sub-sectors. Provided they were developed on the basis of common definitions and frameworks, they could also provide the basis for aggregation to a sector-wide level. The capacity of the various sub-sectors to obtain data regularly from the non-Government sector would be critical to any such development.

State and Territory human resource systems potentially provide a comprehensive and detailed source of data on the community services sector where government departments are engaged in direct service provision, as in the case of child protection services. However, in some segments, such as child care, government is not the major service provider. There are major issues of compatibility between different State and Territory human resource systems, although this is gradually being resolved through other mechanisms. There are also issues regarding the capacity of the data structures used for human resource purposes to enable extraction of data in a form which aligns with community services definitions and classifications used elsewhere. However, where this has been attempted as part of routine national data collections, e.g. in mental health services, these issues have proved to be resolvable.

Some of the sub-sectors have not been subject to specific survey and/or are difficult to identify from national data, specifically housing, supported and crisis accommodation, child protection, other family services, and juvenile justice. Apart from the annual FaCS Census of Australian Government-funded disability services outlets (which collects data on staff FTE), disability services have been surveyed only in Queensland and then only on a pilot basis.

## **Assessment of data issues**

The following major data issues are identified:

- difficulties in identifying the community services sector and sub-sectors
- sub-sectoral data gaps
- lack of regular and consistent national data
- advantages and disadvantages of different approaches.

### **Identifying community services sector**

One of the major data issues stems from the lack of agreement as to the constituents of the community services sector and hence the lack of clear methods of identifying the community services workforce in data collections.

As noted above, use of the ANZSIC categories to identify the community services industries is not straightforward. Even with agreement as to which classes should be included as community services, there will be significant elements of what might be commonly considered as part of community services that would not be identifiable without additional information. The primary examples of this are child protection services and housing assistance, which are mainly provided directly by state and territory governments classified to the class of government administration.

Similarly the use of ASCO to identify the community services workforce is also not straightforward. The major difficulty stems from the distinction between job and occupation: workers may be in a job which directly provides services (e.g. housing service officer) but their occupation may be classified as outside the list of community service occupations (e.g. clerical); some jobs (e.g. family caseworker) may be filled by alternative occupations, one included in the list of community service occupations (e.g. social worker), one not (e.g. psychologist). It may be more relevant to look at the activities performed by workers in these occupations.

It is questionable whether housing assistance services or child protection services are included within the boundaries of community services through the use of either ANZSIC or ASCO, since they are regarded neither as a discrete economic activity (mainly subsumed within government activity) nor as having unique occupations.

## **Identifying community services sub-sectors**

The ANZSIC categories also do not enable the separate identification of the community services sub-sector (see Appendix 2). While child care services and aged care services are fairly well identifiable by using ANZSIC classes, the remaining sub-sectors cannot be identified from the ANZSIC categories.

As with ANZSIC, the occupational categories of ASCO do not easily map to the community services sub-sectors. While child care services workers and, to a lesser extent, disability service workers are readily identifiable, the other sub-sectors are not identifiable (See Appendix 2). This lack of concordance with the sub-sectors is inevitable, given that only some occupations are unique to specific sub-sectors.

## **Sub-sectoral data gaps**

The following sub-sectors have either no or very limited data readily available on their workforce:

- child protection services
- juvenile justice services
- other children, youth and family services
- disability services
- housing
- supported accommodation and crisis services.

## **Regular and consistent national data**

The Census of Population and Housing provides a regular and consistent basis for obtaining data from community service workers at the national level, notwithstanding its limitations and the limitations of ANZSIC and ASCO discussed above.

There is no regular collection of data from service providers at the national level, either across the sector or within any of the sub-sectors, which would provide a comprehensive and consistent basis for the analysis of workforce data. The Community Services Survey is the only current data source at the national level, with the last survey conducted for the 1999–2000 financial year. The ABS has no current plans to repeat the survey in the near future.

## **Approaches to data collection**

Approaches to data collection can be defined by the informant (i.e. the service providers or the workers), how the informants are selected and the basis on which the workforce is identified (industry, occupation or both). The different approaches have different limitations on how comprehensively the community services workforce is defined (Table 2).

The approach of collecting data from service providers as employers provides a convenient and systematic way of collecting data on a well defined segment of the community services workforce, specifically that segment that is employed by service providers within the industry and enables clear identification of sub-sectors.

However, the primary limitation of this approach is that it cannot include information about those in community service occupations in other industries. It does, however, identify those workers within the industry that are not in community service occupations. To identify those workers engaged in providing community services but not in community service occupations, additional information is required.

The approach of collecting data from the workers has slightly different limitations, depending on how the informants are selected. Where they are selected on the basis of a population, as is the case in the Census of Population and Housing, it has the advantage of being able to identify workers in community service occupations working both within and outside the industry, based on the industry of the employer. However, it excludes those workers who provide community services in other occupations. In addition, identification of industry appears to be unreliable.

Where the workers are selected on the basis of the industry of the employer, the limitations are similar to those where the service provider is the informant.

**Table 2: Approaches to data collection**

<b>Informant</b>	<b>Informant selection</b>	<b>Workforce identification</b>	<b>Limitations</b>
Service providers	Employers selected from registers	Industry of employer	Excludes workers providing community services in other industries
		Industry of employer and Occupation	Does not enable separate identification of workers in non-community service occupations providing direct services
Workers	Population	Occupation	Excludes workers in non-community service occupations providing direct services
		Occupation and Industry of employer	Self-enumerated identification of industry appears to be unreliable
		Of selected employers	Excludes workers providing community services in other industries
		Occupation	Excludes workers in non-community service occupations providing direct services

## Suggestions for addressing data gaps

It is not possible to improve the national information on the community services workforce from currently available data sources by simply filling the data gaps in particular collections. There are few regular national collections that provide workforce data at an appropriate level – the Census of Population and Housing conducted every five years, the Commonwealth–State/Territory Disability Agreement National Minimum Data Set collection, and the Children’s Services National Minimum Data Set collection currently under development).

As noted above, the major requirement is for consistent and regular reporting on the community services workforce, including workers in non-community service occupations in both direct service provision and support roles, working within the industry. Such information is necessary for monitoring workforce trends and workforce planning.

Current data sources do not provide this type of information on a regular and consistent basis. To obtain this information from surveys, either of the whole community services industry or of its sub-sectors, is an expensive and time consuming task that can only provide a one-off snapshot of the workforce or, if repeated, a series of snapshots at extended intervals.

What is required is a vehicle for the annual collection of standardised workforce data from service providers, both government and non-government. Collections based on the existing and developing national minimum data sets (The Commonwealth–State/Territory Disability Agreement National Minimum Data Set, The Children’s Services National Minimum Data Set) offer a suitable vehicle for achieving this aim. However, it must be recognised that their present application would be limited to segments of two sub-sectors. In other sub-sectors, national collections either include no workforce data (e.g. the Supported Accommodation Assistance National Data Collection) or are not conducted on a regular basis (e.g. Aged Care Census of residential care services).

Also required for regular and consistent national workforce data is an agreed set of data elements and standard definitions and measures of this set. Currently, there is no such data set.

Further investigation of possible means of data collection is required for those sub-sectors for which national information is patchy or non-existent:

- child protection services
- juvenile justice services
- other children, youth and family services
- disability services
- housing
- supported accommodation and crisis services.

In addition, investigation into sources of information on the two major issues outside the scope of this report, namely, unpaid or volunteer workers and carers, and

workforce supply and demand issues is needed to provide a complete picture of the national workforce.

Data development in this area requires a coordinated approach across the community services sub-sectors and between government and non-government service providers. As discussed in the next part of this report, the Structural Issues in the Workforce Sub-Committee of CSMAC has been given the responsibility to examine workforce issues. It has recognised the need for consistent information on the community services workforce and is well placed to recommend and coordinate data development through the relevant community services committees. Its recent proposals for undertaking a flagship data collection of government service providers and conducting a large scale survey of non-government providers were important steps toward regular, consistent national data, but were not necessarily aimed toward that outcome. However, the SIW has now received CSMAC approval and support for a large-scale project to profile the community services workforce (including paid and unpaid workers within both the public and private sectors).

Consequently, this report suggests that consideration be given to:

- the development of an agreed core data set and standard measures for community services workforce data
- the application of that core data set within existing regular national community services collections, whether based on a National Minimum Data Set or conducted through Australian, State or territory government administration collections
- further investigation of possible means of data collection for those sub-sectors identified as having little or no workforce data readily available
- further investigation of means to readily identify workers in non-community service occupations who are providing community services, both within and outside the industry
- investigation of data sources and an evaluation of the data on unpaid or volunteer workers and carers
- investigation of data sources and an evaluation of the data on workforce supply and demand
- coordinated data development across the community services sub-sectors and between government and non-government service providers through the Structural Issues in the Workforce Sub-Committee of CSMAC.

# Part Two: Strategic initiatives and directions

This part of the report

- Summarises key workforce issues from the literature and stakeholders' comments regarding the major directions that information development should take
- Summarises the strategic initiatives undertaken by key national committees and other major stakeholders in the community services sector

## Key workforce issues and future directions

Common themes that have emerged from the review of the available literature (Carson E & Maher C 2004, Meagher & Healy 2003, Healy & Richardson 2003 and Disability Services Queensland 2001) are:

- shortages of qualified staff
- skill deficits among current staff
- under-employment (staff undertaking jobs for which they are over-qualified)
- the changing balance between professional, associate professional and non-professional employment
- the gender imbalance and over representation of females in the workforce
- the under-representation of Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disabilities
- high labour turnover and possible wastage
- appropriate and comparable levels of remuneration.

Stakeholders were asked for their comments on their current and future activities. All comments received pertained to specific strategic initiatives. These have been included in the discussion of the strategic initiatives where appropriate.

## Strategic initiatives

The key strategic initiatives currently underway or recently undertaken are:

- Structural Issues in the Workforce Sub-Committee of CSMAC
- The National Children's Services Workforce Project

- The Investing in a Quality Workforce Flagship Project (Department of Human Services, Victoria)
- research into training and employment patterns and trends in the child care industry commissioned by the Queensland Department of Families
- Sector Workforce Planning Project of the Queensland Disability Services
- Research commissioned by the Department for Families and Communities, South Australia
- data developments being undertaken by the Australian Bureau of Statistics.

## **Structural Issues in the Workforce Sub-Committee**

The Structural Issues in the Workforce (SIW) Sub-Committee is a sub-committee of Community Services Ministers' Advisory Council (CSMAC). Membership comprises nominated representatives of relevant departments in all Australian States and Territories, Commonwealth Government, Papua New Guinea and New Zealand. The AIHW has also recently gained membership of the SIW. The Sub-committee is chaired by Ms Robin Sullivan, Director-General, Department of Child Safety (Queensland). The (SIW) Sub-Committee is currently funded until June 2007 for a project to profile the community services workforce.

The objectives SIW Sub-Committee, as stated in its terms of reference, are

- to develop and implement strategic and collaborative responses to identified attraction and retention priorities for the community services workforce
- to facilitate the sharing of resources and information across jurisdictions to promote best practice in attraction and retention and to reduce duplication
- to work collaboratively across jurisdictions and in association with other CSMAC Sub-Committees and Ministerial Councils in implementing endorsed attraction and retention strategies.

For the purposes of the Sub-Committee's work, the community services workforce is defined as including the following sub-sectors:

- child protection
- juvenile justice
- disability
- child care
- general community services.

Housing services, supported accommodation and crisis services, and aged care are not included within the scope of the Sub-Committee's work.

The initial focus of the Sub-Committee was on attraction and retention strategies for the government sector, with the intention that this would position the government sector to demonstrate a leadership or champion role with progressing strategies which will have positive flow-on potential for the non-government sector.

As part of its work program the Sub-Committee has initiated a collection of workforce data from the State and Territory human resource data systems (see Appendix 1), with the intention of having a full collection completed by March 2005. The data from this project will not be made publicly available, because of concerns about its coverage and quality.

The Sub-Committee has now received support from CSMAC to profile the whole community services workforce which would require a major survey of the relevant non-government community service providers. The first phase of this project, to be undertaken in 2005-06, is to:

- oversee the development, methodology and implementation of the research, define its scope, identify research questions and prioritise the most important data needs
- conduct a comprehensive audit and evaluation of existing collections (for which this report will provide a substantial foundation)
- design the methodology for a collection across the public and private sectors
- align the collection with national standards and approval processes.

Phase 2 will implement Phase 1 the project, via a survey or census to collect the data, and collating, analysing and reporting on the data.

## **The National Children's Services Workforce Project**

The Community Services Ministers' Advisory Council has funded the National Children's Services Workforce Project since March 2001, through the Children's Services Sub Committee. Victoria has taken a lead role in this project, with the Victorian Department of Human Services undertaking it on behalf of the other States and Territories and the Australian Government (NCSWP 2005)

The primary emphasis of the National Children's Services Workforce Project is the early childhood care and education sector. The project has three goals:

- to increase the recruitment and retention of qualified staff across centre based services
- to improve training pathways and training opportunities
- to improve the standing and status of those who work in children's services by increasing the recognition of the value and importance of working with children.

The initial phase of the project involved:

- a survey of jurisdictions to determine the role of each in children's services, presented to CSMAC in November 2001
- a literature review and analysis to determine workforce issues
- a survey of jurisdictions to determine current initiatives to address workforce problems and possible strategies for future action

- the preparation of an overview of the national workforce planning issues facing the children's services sector, presented to CSMAC in March 2003.

The final report of this phase of the project concluded that:

*Nationally, Australia has incomplete and inconsistent workforce data available on children's services which is not comparable across jurisdictions. This situation does not enable a comprehensive overview of the current workforce situation and future workforce needs.*

*The Commonwealth Child Care Census collects workforce data from services including numbers of staff, qualifications, hours worked and in-service training conducted. However, this census applies only to Commonwealth funded services, most notably to the exclusion of State funded preschool services.*

*Several jurisdictions have commissioned research into workforce issues in local children's services. These projects have included: data collection to provide a snapshot of the sector; interactive dialogue with sector stakeholders to identify issues; mapping of historical data trends; and comprehensive analysis to consider a range of issues including staff shortages, workforce trends, graduate movements into the workforce, enrolment in early childhood courses, professional development opportunities and any lack thereof, impacts of industrial conditions, and community demand for services.*

*Whilst these research projects may provide valuable insight to jurisdictions at a local level, there is a real need to consider such findings from a national perspective. A national focus on researching workforce issues would have the potential to highlight widespread, broad ranging issues. This could provide a focus for national consideration and effort and possibly avoid duplication of effort and resources at a State/Territory level.*

*...The introduction of a National Minimum Data Set (NMDS) on the children's services workforce has the capacity to provide the type of ongoing, consistent, comparable data required to determine clearly the characteristics of the workforce and to capture movement across, into and out of the sector. Ideally, the Data Set would be comprehensive enough to provide a full picture of the various issues associated with the workforce including age, gender, graduate movements, attrition, further study, professional development, barriers to training, shortages of staff, and qualification levels (CSMAC 2003a).*

One of the key goals of the second phase of the project is to develop a national, annual workforce data collection tool. This includes a trial by each jurisdiction of the data tool developed collaboratively by Queensland and the National Centre for Vocational Education Research (NCVER) and the conduct of a national workforce survey to collect reliable and consistent data. Details of the survey have been included in the data inventory and assessment (see Appendix 1) (CSMAC 2003b)

## **Victoria Department of Human Services: Investing in a quality workforce flagship project**

The Department of Human Services, Victoria, has established the *Investing in a Quality Workforce Flagship Project* to improve the Department's capacity to undertake workforce planning and respond to current and emerging issues. Its scope includes:

- workforce studies in priority areas (child protection services, disability services and mental health services)
- development of a consistent methodology to inform future departmental workforce planning
- research and analysis of the factors impacting future workforce supply and demand, and potential strategies to address these.

The workforce studies in priority areas

- developed a detailed profile of the characteristics of the current workforce
- forecast likely workforce requirements, workforce demand, and where possible, overall workforce supply.
- focused on service delivery continuums rather than individual professions.
- developed workforce strategies for priority issues.
- created a baseline against which progress with workforce strategies and service developments could be monitored (IQWFP 2005).

## **Queensland Department of Families**

The Department of Families has commissioned research into training and employment patterns and trends in the child care industry. This topic was identified as a priority in the development of the Queensland Child Care Industry Plan 2002–2005. The National Centre for Vocational Education Research has been engaged to undertake the research project to explore issues related to:

- employment trends within the child care and early education sector
- training suitability, availability and accessibility
- retention of qualified staff.

It is anticipated that the project will be undertaken in two phases. The first phase will focus on collecting and analysing data relating to employment and training and developing a snapshot of the current workforce and students in training. In the second phase additional data will be collected through industry workshops, interviews, surveys and questionnaires to inform recommendations on enhancing training opportunities, improving the status of child care professionals within the community incentives to retain qualified staff in the child care profession (Department of Families 2002)

## **Queensland Disability Services: Sector Workforce Planning Project**

Based on data from a pilot study of thirty four service points representing 31% of paid workers in the Queensland disability services sector, the project developed an analysis of demand and supply for the disability services workforce (see Appendix 1) (Disability Services Queensland 2001)

## **South Australia: Department for Families and Communities**

The Department has funded the Social Policy Research Group, University of South Australia (Principal researchers Ed Carson and Chris Maher) to undertake a research project on the non-government workforce in the community services industry.

The project is in its initial stages. It is likely to include a survey of community service providers and quantitative analysis of official statistics. The scope of the survey is likely to be based on providers engaged in direct community service activities in the *ABS National Classification of Community Services*. (Carson and Maher 2004).

## **Australian Bureau of Statistics**

The ABS is currently developing a definition for temporary employment. While the term is often used, it is not part of an ABS standard or the output of any survey. The closest information currently produced is data on employees on fixed-term contracts or without entitlement to paid leave (often considered a proxy for casual employment). This information is available through the Employment Type data item (which is not yet a formal standard, but will be soon).

Length (or duration) of employment is another area in which the ABS will develop standards. At present, questions on duration of employment are asked quarterly in the Labour Force Survey, as well as in a range of other surveys. In addition, questions are also often asked on expected future duration of employment and, if the person does not expect to be working with the same employer in 12 months, about the reasons why (personal communication by email dated 19 January 2005, from Labour Market Statistics Section, ABS).

## **Australian Institute of Health and Welfare**

The AIHW regularly reports on the size and characteristics of the community services workforce in two publications:

1. *Australia's Welfare*  
This is the Institute's flagship biennial report on Australia's welfare services and assistance, and it contains a summary of the most recent information available. It includes data on paid and unpaid community services workers, including hours worked and trends, and an estimate of the value of the services they provide. The latest edition was released on 30 November 2005.
2. *Health and community services labour force*  
Based on ABS Census data, this is the most comprehensive source of information

about the size, characteristics, earnings and geographic location of people employed in community services occupations, and some basic information about people employed in the community services industries. The most recent edition relates to the 2001 Census, and was published jointly with the ABS in 2003.

# Appendix 1: Data Inventory and assessment of sources

## List of data sources

Data Custodian	Data Source	Page
Australian Bureau of Statistics	Community Services Survey (1999–2000)	23
	Labour Force Survey	27
	Census of Population and Housing	30
	Survey of Employee Earnings and Hours	33
Australian Institute of Health and Welfare	Commonwealth–State/Territory Disability Agreement National Minimum Data Set Collection	35
	Children’s Services National Minimum Data Set ( 2004 Pilot Collection)	37
Community Services Ministers’ Advisory Council	National Children’s Services Workforce Project: National Workforce Survey 2004	40
	Structural Issues in the Workforce Project: State and Territory Government Employees Collection	43
Australian Government Department of Family and Community Services	Census of Child Care Services in Australia	46
	Australian Government Disability Services Census	49
Australian Government Department of Health and Ageing	National Aged Care Workforce Census and Survey	52
New South Wales Government: Premier’s Department	Human Resources data set	54
Queensland Disability Services	Sector Workforce Planning Project	57
Disability, Housing and Community Services, ACT	Disability Workforce Survey 2004	59

## **Data custodian: Australian Bureau of Statistics (Community Services Survey 1999–2000)**

### **Data source: Community Services Survey (1999–2000)**

#### **Content description**

Operational information on businesses or organisations in the community services sector, including information on finances, characteristics of employment, number of volunteers and hours worked. Information was also collected on the levels of activity and services provided by these businesses or organisations.

#### **Scope description**

All employing businesses and organisations classified to these categories of the Australian and New Zealand Standard Industrial Classification (ANZSIC):

Classes 8613 Nursing Homes, 8710 Child Care Services, 8721 Accommodation for the Aged, 8722 Residential Care Services, 8729 Non-Residential Care Services

Organisations classified to ANZSIC Class 9629 Interest Groups which provide a group advocacy (e.g. lobbying) and policy development function to the community services sector (commonly known as peak bodies).

Organisations classified to ANZSIC Class 7861 Employment Placement Services which primarily provide support services to the disabled.

Organisations classified to ANZSIC Class 8634 which are Community Health Centres

and :

Commonwealth, State/Territory, and Local government departments/authorities which have a significant role in funding and/or directly providing community services

Organisations operating sheltered workshops. These organisations are classified to a range ANZSIC classes.

#### **Data level**

National, State and Territory, Part of State, Metropolitan or Extra-Metropolitan

#### **Collection method**

Survey

#### **Frequency of data collection**

The Community Services Survey was conducted for the reference years 1995-1996 and 1999–2000.

The survey was part of an annual program of surveys targeting the Services Sector of the economy.

The survey may be repeated as needed. There are no current plans to repeat the survey.

### **Comments**

Scope is defined based on the assignment of reporting businesses to the ANZSIC categories, based on the concept of the businesses' main economic activity.

### **Reference**

Australian Bureau of Statistics *Community services 1999-2000* ABS Cat. No. 8696.0

## Assessment

### Data source: Community Services Survey (1999–2000)

#### Overall and by sub-sector

Aspect	Data elements	Data element included
Agency	Industry	Included
	Sector	Non-government
	Service provider type	
Person	Age	
	Sex	
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	
Occupation	Occupation	
Employment conditions	Tenure (permanent or temporary)	Non-employees, contractors providing direct services and volunteers separately reported
	Full-time/Part-time Status	
	Employee cash income (wages and salary)	Wages and salaries
Period of Time	Hours worked	
	Length of employment	
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	Direct service provision/ other

Note: Sub-sectors defined by ANZSIC classes:

- 8710 CHILD CARE SERVICES comprising businesses and organisations mainly engaged in providing child care services.
- 8721 ACCOMMODATION FOR THE AGED comprising businesses and organisations 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.
- 8722 RESIDENTIAL CARE SERVICES N.E.C. comprises businesses and organisations 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 organisations providing residential corrective services for juvenile offenders.

- 8729 NON-RESIDENTIAL CARE SERVICES N.E.C. comprises businesses and organisations mainly engaged in providing other welfare services not included in other community service ANZSIC classes. This class also includes fund-raising services for welfare purposes.
- 8613 NURSING HOMES comprises businesses and organisations mainly engaged in providing nursing or convalescent home facilities.

## **Data custodian: Australian Bureau of Statistics (Labour Force Survey)**

### **Data source: Labour Force Survey**

#### **Content description**

Information about the labour force status and other characteristics of the usually resident Australian civilian population aged 15 and over, including details by industry.

Variables relating to work include labour force status, industry, occupation, hours worked, average hours worked, full-time/part-time workers.

Demographic variables include sex, age, marital status, country of birth, year of arrival in Australia.

#### **Scope description**

The Labour Force Survey includes all persons aged 15 and over except:

- members of the permanent defence forces;
- certain diplomatic personnel of overseas governments, customarily excluded from census and estimated population counts;
- overseas residents in Australia; and
- members of non-Australian defence forces (and their dependants) stationed in Australia.

From July 1993 Jervis Bay Territory is also excluded from the scope of the survey; before July 1993 it was included in estimates for the Australian Capital Territory.

#### **Data level**

States and Territories, capital cities, metropolitan/non-metropolitan (except the Northern Territory)

#### **Collection method**

Household survey

#### **Frequency of data collection**

Monthly

#### **Comments**

The exclusion of overseas residents in Australia may have some impact on information about the community services workforce if overseas recruitment is used as a means of temporarily filling skilled workforce shortages.

The size of the sample combined with the diverse nature of the community services sector means that it is difficult to use the survey as a major source of data on the community services workforce.

### **Reference**

ABS Labour Force, Australia (ABS Cat. No. 6203.0)

## Assessment: Labour Force Survey

### Overall and by sub-sector

Aspect	Data elements	Data element included
Agency	Industry	Included
	Sector	Government and non-government
	Service provider type	
Person	Age	Included
	Sex	Included
	Indigenous status	
	Country of Birth	Included
	Year of Arrival	Included
Occupation	Qualifications	
	Occupation	Included
Employment conditions	Tenure (permanent or temporary)	
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	
Period of Time	Hours worked	Included
	Length of employment	
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	

## **Data custodian: Australian Bureau of Statistics (Census)**

### **Data source: Census of Population and Housing**

#### **Content description**

Information about employed persons by industry and occupation, as defined by the Australian and New Zealand Standard Industrial Classification and the Australian Standard Classification of Occupations.

Work related variables include Industry of Employment, Hours Worked, Individual Income (weekly), Labour Force Status and Status in Employment and Occupation.

Demographic variables include Indigenous Status, Birthplace and Year of arrival in Australia, Age, Sex, Qualifications

#### **Scope description**

All persons in Australia on the night of the Census.

#### **Data level**

Australia, States and Territories, areas classified by the Australian Standard Geographic Classification.

#### **Collection method**

Census of population

#### **Frequency of data collection**

5 yearly intervals. Last conducted in 2001.

#### **Comments**

The Census provides the most detailed national information currently available on the community services workforce and is the main information source on the community services workforce used by the AIHW for *Health and community services labour force, 2001*.

#### **Reference**

<http://www.abs.gov.au/websitedbs/d3310114.nsf/Home/Census>

## Assessment: Census of Population and Housing

Note: assessment is based on the analysis contained in Australian Institute of Health and Welfare (2003) *Health and community services labour force 2001*. AIHW Cat. No. HWL 27 and ABS Cat. No. 8936.0 Canberra: AIHW (National Health Labour Force Series no. 27). The analysis in this publication is primarily based on counts of occupations deemed to be community services occupations rather than industry.

### Community Services sector

Aspect	Data elements	Element included
Agency	Industry	Included
	Sector	Government and non-government
	Service provider type	
Person	Age	Included
	Sex	Included
	Indigenous status	Included
	Country of Birth	Available but not reported
	Year of Arrival	Reported at broad level
	Qualifications	Available but not reported
Occupation	Occupation	Included
Employment conditions	Tenure (permanent or temporary)	
	Full-time/Part-time Status	
	Employee cash income (wages and salary)	Not included (used data from Survey of Employee Earnings and Hours)
Period of Time	Hours worked	Included
	Length of employment	
Location	Location of employment	Included
Service setting	Service setting	
Set of Activities	Primary activities	

### Sub-sectors

In the report, sub-sectors are available

- By industry (Community services, nfd; Child care services; Community care services, nfd; Accommodation for the aged; Residential care services, nfd; Non-residential care services, nfd) for the data elements of occupation and occupations identified as community service occupations, remoteness area by State and Territory.

- By occupations identified as community service occupations (child and youth services, family services, disability workers, aged or disabled care, other community services) for the data elements of industry, sex, age, hours worked, Indigenous status and statistical region.

## **Data custodian: Australian Bureau of Statistics (EEH)**

### **Data source: Survey of Employee Earnings and Hours**

#### **Content description**

The survey produces estimates of the composition and distribution of employee earnings and hours, as well as estimates of the proportion of employees whose pay is set by awards only, by collective agreements and by individual agreements.

Data can also be cross-classified by: State/Territory; sector (public/private); level of government; industry (4 digit ANZSIC); employer size; sex; full-time/part-time; adult/junior; managerial/non-managerial; permanent/temporary/casual; status of employee (working proprietor, managerial/executive, supervisor, apprentice/trainee, other); and occupation (4 digit ASCO).

#### **Scope description**

##### **Data level**

Australia and selected States and Territories

##### **Collection method**

Employer-based survey.

##### **Frequency of data collection**

Biennially

##### **Comments**

##### **Reference**

ABS Employee Earnings and Hours (6306.0)

## Assessment: Survey of Employee Earnings and Hours

### Overall and by sub-sector

Aspect	Data elements	Data element included
Agency	Industry	Included (4-digit ANZSIC)
	Sector	Government and non-government
	Service provider type	
Person	Age	
	Sex	Included
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	
Occupation	Occupation	Included (4 digit ASCO)
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	Included
	Hours worked	Included
Period of Time	Length of employment	
	Location of employment	
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	

Identification of the community services workforce is limited by the level at which industry and occupation are able to be recorded in the survey.

Sub-sector analysis is not feasible.

## **Data custodian: Australian Institute of Health and Welfare (CSTDA NMDS collection)**

### **Data source: Commonwealth–State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) Collection**

#### **Content description**

Primary focus of the collection is on the services provided and the clients accessing those services.

The collection includes data items on hours worked by staff on behalf of the service type outlet, for the 7-day reference week preceding to the end of the reporting period and in a typical week. Separate figures are compiled for paid and unpaid staff.

#### **Scope description**

Services within the scope of the collection are those for which funding has been provided, during the specified period, by an Australian government or State or Territory government organisation under the CSTDA. A funded agency may receive funding from multiple sources, but for CSTDA NMDS purposes only those services provided using CSTDA funds should be recorded. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. CSTDA or other), they are asked to provide details of all service users and staff (for each service type).

#### **Data level**

Australia, States and Territories, Service provider

#### **Collection method**

Service based administrative collection

#### **Frequency of data collection**

Annual (financial year)

#### **Comments**

The redeveloped CSTDA NMDS collection was implemented across Australia in June 2002 (WA and Commonwealth-funded agencies) and 1 October 2002 (all other State/Territory-funded agencies). The first collection period for the CSTDA NMDS ended 30 June 2003. The first full year of collection will be for the 2003-04 financial year.

#### **Reference**

[http://www.aihw.gov.au/disability/csda\\_public/index.html](http://www.aihw.gov.au/disability/csda_public/index.html)

## Assessment: The Commonwealth-State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) Collection

### Overall and by sub-sector

Aspect	Data elements	Data element included
Agency	Industry	
	Sector	Government and non-government
	Service provider type	Included. Classified by the support activity that the service type outlet has been funded to provide under the Commonwealth/State Disability Agreement
Person	Age	
	Sex	
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	
Occupation	Occupation	
Employment conditions	Tenure (permanent or temporary)	
	Full-time/Part-time Status	
	Employee cash income (wages and salary)	
	Hours worked	Included. for the 7-day reference week preceding to the end of the reporting period and in a typical week
Location	Length of employment	
	Location of employment	Included: state/territory, statistical local area and postcode levels
Service setting	Service setting	
Set of Activities	Primary activities	Included as service type

The collection provides data on a major segment of the disability services sector.

## **Data custodian: Australian Institute of Health and Welfare (CSNMDS 2004 pilot collection)**

### **Data source: Children's Services National Minimum Data Set (2004 Pilot Collection)**

#### **Content description**

The 2004 Pilot Test will collect administrative information on the operation of the child care or preschool service operates, staff and caregivers and the children who use the service.

Data on staff and caregivers is dependent on service type and will include:

- Date of birth
- Sex
- Qualifications
- Education Enrolment Status
- Length of experience
- Length of time with current service
- Total hours worked
- Paid / Unpaid
- Type of work performed
- Specific role
- Working full-time / part-time
- Employment type (permanent / fixed-term contract / casual)
- Relief worker

#### **Scope description**

The CS NMDS covers services defined as child care and preschool services which receive Australian or state/territory government funding. Government funding of children's services may be in the form of capital grants, operational funding, per capita funding and/or funding to reduce charges to parents (e.g. the Child Care Benefit).

Services excluded from the scope include full-time primary education services for children, services which are solely funded by local governments, and playgroups, toy libraries and other activities that require the attendance of both the parent/guardian and the child.

The 2004 Pilot Test will include 50 children's services.

#### **Data level**

Australia, State or Territory

**Collection method**

Service-based census

**Frequency of data collection**

Annual

**Comments**

In 2002, the AIHW conducted the first pilot test of the Children's Services National Minimum Data Set.

During 2004, the AIHW has been incorporating the feedback and results obtained from the first Pilot Test into a revised Data Manual which is about to be tested in the 2004 Pilot Test.

Once the second Pilot Test has been completed, and collection forms and feedback have been provided by the 50 children's services participating, the AIHW will provide final recommendations about the content and structure of the CS NMDS.

The CS NMDS was finalised and approved by the NSCIMG in mid 2005.

**Reference**

<http://www.aihw.gov.au/childyouth/pilot2004/pilotinfo/index.html#3>

## Assessment: Collection based on the Children's Services National Minimum Data Set

Aspect	Data elements	Data element included
Agency	Industry	As per scope
	Sector	non-government
	Service provider type	As per scope
Person	Age	Included
	Sex	Included
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	Included
Occupation	Occupation	
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	
Period of Time	Hours worked	Included
	Length of employment	Included
Location	Location of employment	Derivable?
Service setting	Service setting	Derivable?
Set of Activities	Primary activities	Included

Data elements that would be collected depend on service type.

## **Data custodian: Community Services Ministers' Advisory Council (National Workforce Survey 2004)**

**Data source: National Children's Services Workforce Project: National Workforce Survey 2004**

### **Content description**

Includes

- information on staff, their demographics and information relating to work history, qualifications and their views on further study
- service-based information about the nature of the service, staffing arrangements, and recruitment difficulties and their impact
- student demographics, course details, work history, intentions following completion of study and their views on their studies.

### **Scope description**

Includes services providing child care, that is, licensed long day care services, licensed kindergartens / preschools, licensed occasional care services and school aged care services (i.e. before school, after school and vacation care programs).

Includes students enrolled in early childhood education and care courses.

### **Data level**

#### **Collection method**

A package of material will be posted to each service. It will include one copy of the survey for employers and multiple copies for workers.

The survey for students will be in an on-line format and all relevant Universities and Registered Training Organisations will be advised of the survey and asked to encourage students to participate.

#### **Frequency of data collection**

One-off survey in September 2004.

#### **Comments**

Data expected to be released in April 2005.

#### **Reference**

[http://hnb.dhs.vic.gov.au/commcare/ccdnav.nsf/fid/-FFDB89DFB9F05F1DCA256F0B000DCE6C/\\$file/project\\_bulletin\\_august\\_2004.pdf](http://hnb.dhs.vic.gov.au/commcare/ccdnav.nsf/fid/-FFDB89DFB9F05F1DCA256F0B000DCE6C/$file/project_bulletin_august_2004.pdf)

## Assessment: National Children's Services Workforce Project: National Workforce Survey 2004

### Overall and by sub-sector

#### *Survey of workers*

<b>Aspect</b>	<b>Data elements</b>	<b>Data element included</b>
Agency	Industry	As scope of survey
	Sector	non-government
	Service provider type	Included
Person	Age	Included
	Sex	Included
	Indigenous status	Included
	Country of Birth	(Includes whether from a culturally and linguistically diverse background)
	Year of Arrival	
Occupation	Qualifications	Included
	Occupation	
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	
Period of Time	Hours worked	Included.
	Length of employment	Included
Location	Location of employment	Included
Service setting	Service setting	Derivable
Set of Activities	Primary activities	Included

#### *Survey of managers*

<b>Aspect</b>	<b>Data elements</b>	<b>Data element included</b>
Agency	Industry	As scope of survey
	Sector	non-government
	Service provider type	Included
Person	Age	
	Sex	
	Indigenous status	

<b>Aspect</b>	<b>Data elements</b>	<b>Data element included</b>
Occupation	Country of Birth	
	Year of Arrival	
	Qualifications	
	Occupation	Includes item on staff role (management/ direct service provision)
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	
Period of Time	Hours worked	
	Length of employment	
Location	Location of employment	Included
Service setting	Service setting	Derivable
Set of Activities	Primary activities	Included

The managers' survey also includes items on vacancies and recruitment.

It is not clear whether the forms completed by individual workers will be able to be linked to the centre-based information provided by managers.

## **Data custodian: Community Services Ministers' Advisory Council (SIW Government employees collection)**

### **Data source: Structural Issues in the Workforce Project: State and Territory Government Employees Collection**

#### **Content description**

Includes characteristics of employees and employment status.

#### **Scope description**

Scope is limited to the government employed community services workforce defined as including the following sub-sectors:

- Child protection
- Juvenile justice
- Disability
- General community services.

Excludes administrative support staff and senior management.

#### **Data level**

State and Territory by community services sector. Possible aggregation to national level by community services sectors.

#### **Collection method**

Administrative by-product collection from the State and Territory human resource systems.

#### **Frequency of data collection**

Partial collection as at 30 June 2004.

#### **Comments**

Scope excludes the non-government sector, housing services, supported accommodation and crisis services, and aged care services.

Use of the State and Territory human resource systems provides some direct compatibility of data as Queensland, Victoria, New South Wales and Tasmania have agreed to implement a common system.

This collection is not publicly available.

The next data collection phase will be subject to the successful completion of the first phase of the SIW Workforce Profile Project in 2005–06 and is expected to follow in 2006–07. The Workforce Profile Project will include a more comprehensive review and analysis of the community services workforce in both the government and non-government sectors.

## **Reference**

Correspondence with Debbie Brown, SIW Project Officer

[debbie.brown@childsafety.qld.gov.au](mailto:debbie.brown@childsafety.qld.gov.au)

Terms of Reference and Data Template on file

## Assessment: Structural Issues in the Workforce Project: State and Territory Government Employees Collection

Overall and by sub-sectors (Child protection, juvenile justice, disability services, child care services and general community services)

Aspect	Data elements	Data element included
Agency	Industry	As scope of survey
	Sector	Government
	Service provider type	
Person	Age	Included
	Sex	Included
	Indigenous status	Included
	Country of Birth	As CALD
	Year of Arrival	
	Qualifications	As required qualification for positions classified by ASCO occupation
Occupation	Occupation	As group of relevant ASCO occupations in each sub-sector, not linked to count
Employment conditions	Tenure (permanent or temporary)	Included as both FTE and headcount
	Full-time/Part-time Status	Included as both FTE and headcount
	Employee cash income (wages and salary)	Range, mean and median for ASCO occupations in each sub-sector, not linked to count
Period of Time	Hours worked	
	Length of employment	
Location	Location of employment	Number of workers in workforce locations classified by ARIA Index
Service setting	Service setting	
Set of Activities	Primary activities	

## **Data custodian: Australian Government Department of Family and Community Services (Census of Child Care Services)**

### **Data source: Census of Child Care Services in Australia**

#### **Content description**

Data on services, the children and families who use those services, and staff (including family day care caregivers).

Staff related data includes

- Number of staff (all service types)
- Cultural background (not published for any service types)
- Employment status/caregiver work status (not published for Aboriginal Playgroups and Enrichment Programs)
- Owner/manager (Private Long Day Care Centres receiving Child Care Benefit only)
- Qualifications/experience (not published for Aboriginal Playgroups and Enrichment Programs)
- In-service training (not published for Aboriginal Playgroups and Enrichment Programs)
- Major type of work (not published for Aboriginal Playgroups and Enrichment Programs)
- Hours worked (not published for Aboriginal Playgroups and Enrichment Programs)
- Age of staff (Long Day Care Centres only)
- Number of caregivers own children (under 5 years) at home (Family Day Care Schemes, In-home Care Schemes only)

#### **Scope description**

A full Census was conducted in 2002 that surveyed the following 10 service types funded through Australian Government Child Care Support:

- Aboriginal Playgroups and Enrichment Programs
- Family Day Care Services
- In-home Care Services
- Long Day Care Services
- Mobiles and Toy Libraries
- Multifunctional Aboriginal Children's Services
- Multifunctional Children's Services
- Occasional Care Services

- Outside School Hours Care Services
- Vacation Care Services

**Data level**

Type of service by Australia, State or Territory

**Collection method**

Service-based census

**Frequency of data collection**

Conducted regularly since 1986; latest publicly available data is for 2004

**Comments**

The 2001 Census was not a full Census of all child care services. Only the non-Child Care Benefit (non-CCB) services such as Aboriginal Playgroups and Enrichment Programs, Mobiles and Toy Libraries, Multifunctional Aboriginal Children's Services, Multifunctional Children's Services and CCB approved Family Day Care services using the 'Harmony' software system were surveyed

**Reference**

Australian Government: Department of Family and Community Services (2003) *2002 Census of Child Care Services*, Canberra

[http://www.facs.gov.au/childcare/census2002/full\\_doc.pdf](http://www.facs.gov.au/childcare/census2002/full_doc.pdf)

## Assessment: Census of Child Care Services in Australia

Aspect	Data elements	Data element included
Agency	Industry	As per scope
	Sector	non-government
	Service provider type	As per scope
Person	Age	Included (Long Day Care Centres only)
	Sex	
	Indigenous status	Cultural background (not published for any service types)
	Country of Birth	
	Year of Arrival	
	Qualifications	Included for most
Occupation	Occupation	
Employment conditions	Tenure (permanent or temporary)	Included for most
	Full-time/Part-time Status	Included for most
	Employee cash income (wages and salary)	
	Hours worked	Included for most
Period of Time	Length of employment	
	Location of employment	
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	Included for most (Major type of work)

## **Data custodian: Australian Government Department of Family and Community Services (Disabilities Services Census)**

### **Data source: Australian Government Disabilities Services Census**

#### **Content description**

National data on specialist services provided by service outlets for people with disabilities (including employment services) funded directly by the Australian Government under the Commonwealth-State/Territory Disability Agreement (CSTDA), and on people with a disability (consumers) who use those employment services.

Service outlet data includes

- Financial year operation
- Weeks of operation per year
- Days of operation per week
- Hours of operation per day
- Staff hours
- Consumer or carer numbers

Consumer data includes

- Consumer id/linkage key
- Consumer 'on the books'
- Consumer referral
- Individualised funding
- Date of birth
- Sex
- Country of birth
- Indigenous origin
- Method of communication
- Main language spoken at home
- Suburb and postcode
- Residential setting/living arrangements
- Primary disability group
- Other significant disability group(s)
- Support need
- Pensions/benefits
- Main income source

- Support on snapshot day
- Support commencement
- Employment in previous financial year
- Period of employment in previous fn year under Block Grant Funding
- Employment in current financial year
- Period of employment in current fn year under Block Grant Funding
- Average standard hours worked in current fn year under Block Grant Funding
- Phase
- Gross weekly wage
- Wage level and conditions (award/agreement comparison)
- Basis of current employment
- Setting of employment

### **Scope description**

The annual Census surveys all Australian Government-funded disability services outlets, including employment, print disability and disability information and captioning, advocacy and respite services. Information about service outlet operations is also collective from all service outlets. Each employment outlet also completed a survey for each consumer supported during the previous financial year.

### **Data level**

Australia, State/Territory

### **Collection method**

Service-based census

### **Frequency of data collection**

Conducted annually since 1994–95; latest publicly available data is for 2002–03; next census is being conducted for 2003–04

### **Comments**

The only workforce data relates to hours worked by paid staff and volunteers providing direct and indirect care, which is used to calculate FTE. FTE can be provided by service outlet type and by State/Territory. The scope could be expanded to include other information about people employed in the services outlets.

### **Reference**

Australian Government: Department of Family and Community Services (2005) *2002 Australian Government Disability Services Census 2003*, Canberra

[http://www.facs.gov.au/internet/facsinternet.nsf/via/disability\\_census\\_reports/\\$file/disability\\_services\\_census\\_2003.pdf](http://www.facs.gov.au/internet/facsinternet.nsf/via/disability_census_reports/$file/disability_services_census_2003.pdf)

## Assessment: Australian Government Census of Disability Services

Aspect	Data elements	Data element included
Agency (service outlet)	Industry	As per scope
	Sector	government
	Service provider type	Advocacy, information, print disability, respite, employment
Staff	Employment status	Paid staff and unpaid staff (volunteers). Includes board members and committees, staff receiving training
	Type of support provided	Direct and indirect support
	Hours worked	Includes total hours and usual hours, Includes overtimes and unpaid hours worked, and hours spent transporting consumers. Excludes staff on leave and staff hours worked in positions currently vacant.
Location	Location of employment	Suburb and postcode of agency (service outlet)

## **Data custodian: Australian Government Department of Health and Ageing (Aged Care Workforce Census & Survey)**

### **Data source: National Aged Care Workforce Census and Survey**

#### **Content description**

Information about the characteristics of the workforce:

- number and characteristics of the residential aged care workforce, including nature of employment contract, terms of employment, job tenure, weekly wage, hours worked per week, age, country of birth, self-assessed health and qualifications.

Service based workforce information:

- employment by facility type and ownership.

#### **Scope description**

All Commonwealth funded residential aged care facilities.

A sample of 6,199 of the direct care workers employed by Commonwealth funded residential aged care facilities.

#### **Data level**

Australia, service-based

#### **Collection method**

A census of aged care facilities and survey of their employees.

#### **Frequency of data collection**

One-off, conducted in 2003

#### **Comments**

#### **Reference**

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/ageing-workforce-workforcerep.htm>

Richardson, S and Martin, B (2004) *The Care of Older Australians A Picture of the Residential Aged Care Workforce* National Institute of Labour Studies, Flinders University, Adelaide

## Assessment: National Aged Care Workforce Census and Survey

### Overall and by sub-sector

Aspect	Data elements	Data element included
Agency	Industry	As per scope
	Sector	non-government
	Service provider type	As per scope
Person	Age	Included
	Sex	Included
	Indigenous status	
	Country of Birth	Included
	Year of Arrival	
	Qualifications	Included
Occupation	Occupation	Sub-set
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	Included
Period of Time	Hours worked	Included
	Length of employment	Included
Location	Location of employment	Included
Service setting	Service setting	As per scope
Set of Activities	Primary activities	As per scope and facility provided information

## **Data custodian: New South Wales Government: Premier's Department (HR data set)**

### **Data source: Human Resources data set**

#### **Content description**

Detailed and confidential information on government employees in all departments for the purpose of workforce planning.

Information includes:

- Date of Birth
- Gender
- Employee's Position Location
- *EEO details:* Aboriginal Person or Torres Strait Islander; Person with a Disability; Person from a Racial, Ethnic or Ethno-Religious minority group; Language first spoken as a child
- *Employment Conditions:* Employing Legislation Identifier; Award determining Salary Rate; Award determining Conditions of Employment; Usual hrs worked; Total hours paid; Total No of Hours paid; Standard Weekly Fulltime Award; Overtime hours paid; Employment Category; Agency or Occupation Specific Award Agreement Census date status (e.g current employee, recruited during the census period, terminated during census period) Annual Salary and Earnings during census period; Details relating to leave entitlements;
- *Details about employee's employment movement within the agency:* Date of Most Recent PS Entry; Date of Commencement With Agency; Employee Movement; Separation Type; Date of Separation; Displaced Employee.
- Workforce Profile Position Code (coding especially designed to identify how much of the employee's position is dedicated to corporate services functions).

#### **Scope description**

Employees on the Department's payroll during a 'reference period'

#### **Data level**

NSW

#### **Collection method**

Internal administrative return

#### **Frequency of data collection**

Quarterly (excluding EEO details) and annually

## **Comments**

Queensland, New South Wales Tasmania and Victoria have signed up to use the InforHRM system which is a commercial Internet based HR planning, measuring and reporting facility (<http://www.infohrm.com/mkt/demo/index.html>)

State and Territory human resources data sets cover only those in the community services workforce directly employed by State and Territory Government departments. The non-government workforce is of major importance across the community services sector and, in some sub-sectors, may be larger than the government workforce and/or may comprise the majority of direct service workers.

## **Reference**

Email from Steven Dooley Planning and Research Unit, Department of Juvenile Justice, NSW

[Steven.Dooley@djj.nsw.gov.au]

## Assessment: State/Territory Human Resources data sets

Aspect	Data elements	Data element included
Agency	Industry	Derivable
	Sector	government
	Service provider type	Derivable
Person	Age	Included
	Sex	Included
	Indigenous status	Included
	Country of Birth	Possibly Included
	Year of Arrival	
	Qualifications	
Occupation	Occupation	Derivable
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	Included
Period of Time	Hours worked	Included (as hours paid)
	Length of employment	Included
Location	Location of employment	Included
Service setting	Service setting	Derivable
Set of Activities	Primary activities	Derivable

## **Data custodian: Queensland Disability Services (Sector workforce planning project)**

### **Data source: Sector Workforce Planning Project**

#### **Content description**

Workforce data included:

- Workforce size – expressed in full-time equivalent staff
- Numbers in job clusters: Direct Support Hands-On, Professional Hands-On, Direct Management, Management & Specialist Indirect, Professional Indirect, Indirect Support
- Employment status, hours of work, age, sex, length of service,
- Turnover, reasons for separation, recruitments
- Service assessment of jobs capability, skill gaps

Data were benchmarked against All Industry and Human Services data sourced from the InfoHRM program for the 1999 calendar year.

(<http://www.infohrm.com/mkt/demo/index.html>)

#### **Scope description**

The scope of the pilot program covered paid workers in the Queensland disability services sector. Thirty (30) service points, representing 31% of the sector's paid workforce, provided workforce profile data (though not all service points provided data for each employment aspect).

#### **Data level**

Queensland across all regions

#### **Collection method**

Service points

#### **Frequency of data collection**

One off

#### **Comments**

Provides a useful indicator of the potential of HR systems to provide consistent data and the potential utility of the data at the state level.

#### **Reference**

Disability Services Queensland (2001) *Planning for Capability – Five-Year Workforce Planning Strategy for the Queensland Disability Sector 2001–2006* Brisbane

## Assessment: Queensland Disability Services: Sector Workforce Planning Project

Aspect	Data elements	Data element included
Agency	Industry	As per scope
	Sector	government
	Service provider type	Included
Person	Age	Included
	Sex	Included
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	
Occupation	Occupation	Job clusters
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	Included
	Employee cash income (wages and salary)	
Period of Time	Hours worked	Included
	Length of employment	Included
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	

## **Data custodian: Disability, Housing and Community Services, ACT (Disability Workforce Survey 2004)**

### **Data source: Disability Workforce Survey 2004**

#### **Content description**

Workforce data included:

- Workforce size
- Numbers in broad occupational groups
- Employment status, hours and timing of work, age, sex, length of service for workforce, with separate analysis for disability support workers

#### **Scope description**

46 organisations providing disability services in the ACT

#### **Data level**

ACT

#### **Collection method**

Survey of organisations

#### **Frequency of data collection**

One off

#### **Comments**

#### **Reference**

Disability, Housing and Community Services, ACT , *The Disability Workforce 2004*

[http://www.dhcs.act.gov.au/pubs/documents/Disability%20Workforce%20report\\_Final5.rtf](http://www.dhcs.act.gov.au/pubs/documents/Disability%20Workforce%20report_Final5.rtf)

## Assessment: Disability, Housing and Community Services, ACT: Disability Workforce Survey 2004

Aspect	Data elements	Data element included
Agency	Industry	As per scope
	Sector	Non-government & government
	Service provider type	
Person	Age	Included
	Sex	Included
	Indigenous status	
	Country of Birth	
	Year of Arrival	
	Qualifications	
Occupation	Occupation	Broad groups and disability support workers
Employment conditions	Tenure (permanent or temporary)	Included
	Full-time/Part-time Status	
	Employee cash income (wages and salary)	
Period of Time	Hours worked	Included
	Length of employment	Included
Location	Location of employment	
Service setting	Service setting	
Set of Activities	Primary activities	

## Appendix 2: Community services occupations and industries

Table A2.1 Community Services Industries: comparison between the Community Services Survey 1999–2000, the analysis of the 2001 Census in AIHW (2003) Health and community services labour force 2001 and sub-sectors

ANZSIC Code <sup>1</sup>	Descriptor	CSS <sup>2</sup>	HCSLF	Sub-sector
8613	Nursing Homes	Included		Aged care
8634	Community Health Centres	Included		
8710	Child Care Services	Included	Included	Child care services
8721	Accommodation for the Aged	Included	Included	Aged care
8722	Residential Care Services	Included	Included	Disability services, Child protection services, Other children, youth and family services, Supported accommodation and crisis services
8729	Non-Residential Care Services	Included	Included	Disability services, Child protection services, Other children, youth and family services, Supported accommodation and crisis services.
872	Community Care Services not further defined	None	Included	All
87	Community Services not further defined	None	Included	All
9629 (part)	Interest Groups providing group advocacy and policy development functions to the community services sector	Included		All

<b>ANZSIC Code<sup>1</sup></b>	<b>Descriptor</b>	<b>CSS<sup>2</sup></b>	<b>HCSLF</b>	<b>Sub-sector</b>
7861 (part)	Employment Placement Services which primarily provide support services to the disabled	Included		Disability services
Various	Organisations operating sheltered workshops	Included		Disability services
811 (part)	Government Administration: government departments/authorities which have a significant role in funding and/or directly providing community services	Included		Child protection services, Juvenile justice services and all Housing

1 Australian and New Zealand Standard Industrial Classification, 1993 edition

2 Australian Bureau of Statistics Community services 1999-2000 ABS Cat. No. 8696.0

3 Australian Institute of Health and Welfare 2003. Health and community services labour force 2001. AIHW Cat. no. HWL 27 and ABS Cat. no. 8936.0. Canberra: AIHW (National Health Labour Force Series no. 27).

**Table A2.2: Community Services Occupations: AIHW (2003) Health and community services labour force 2001 and sub-sectors**

<b>Group title used in publication<sup>1</sup></b>	<b>ASCO code<sup>2</sup></b>	<b>Occupation title</b>	<b>Sub-sector</b>
Child and youth services workers	1295-11	Child care coordinator	Child care services; Other children, youth and family services
	2411-11	Pre-primary school teacher	
	3421-13	Youth worker	
	6311-11	Pre-school aide	
	6312-11	Child care worker	
	6312-13	Family day care worker	
	6312-15	Nanny	
	6313-11	Hostel parent	
	6313-13	Child or youth residential care assistant	
Family services workers	2512-11	Welfare worker	Child protection services, Other children, youth and family services
	2513-15	Family counsellor	
	3421-19	Family support worker	
Disability workers	2414-11	Special needs teacher	Disability services
	2414-13	Teacher of the hearing-impaired	
	2414-15	Teacher of the sight-impaired	
	2414-79	Special education teacher n.e.c.	
	3421-15	Residential care officer	
	3421-17	Disabilities services officer	

<b>Group title used in publication<sup>1</sup></b>	<b>ASCO code<sup>2</sup></b>	<b>Occupation title</b>	<b>Sub-sector</b>
	6311-13	Integration aide	
Aged and disabled care workers	6313-17	Aged or disabled person carer	Aged care services, Disability services
Other community services workers	1299-15	Welfare centre manager	Various, not child care
	2511-11	Social worker	
	2512-13	Community worker	Juvenile justice
	2513-11	Rehabilitation counsellor	
	2513-13	Drug and alcohol counsellor	Various, not child care
	3421	Welfare associate professionals	
	3421-11	Parole or probation officer	Supported
	6194-15	Social security assessor	Accommodation and crisis services
	6313-15	Refuge worker	Housing

1 Australian Institute of Health and Welfare 2003. Health and community services labour force 2001. AIHW Cat. no. HWL 27 and ABS Cat. no. 8936.0. Canberra: AIHW (National Health Labour Force Series no. 27).

2 ABS Australian Standard Classification of Occupations (ASCO), 2nd edition

## Appendix 3: Other sources of relevance

AIHW 2003 *Nursing Labour Force 2001* Cat. No. HWL 26 Canberra: AIHW (national health Labour Force Series no. 26)

Provides longitudinal data on the number of nurses employed in aged care areas by type of nurse (enrolled/registered).

AIHW 2004 *Day Therapy Centre Census 2002* Cat. No. AGE 34 26 Canberra: AIHW

Contains data on numbers and hours worked of some community services occupations (eg social workers) employed in Day Centres.

InforHRM home page (<http://www.infohrm.com/mkt/demo/index.html>)

InforHRM system which is a commercial Internet based HR planning, measuring and reporting facility used by some state and territory departments

Wolsinki K, O'Neill M, Roche A, Freeman T, and Donald A (2003) *Workforce Issues and the Treatment of Alcohol Problems: A Survey of managers of Alcohol and Drug Treatment Agencies* Australian Government Department of Health and Ageing Canberra: Australian Government Department of Health and Ageing

Contains some data on numbers of community services occupations working in surveyed Alcohol and Drug Treatment Agencies.

## References

ABS 2005

<http://www.abs.gov.au/Ausstats/abs@.nsf/66f306f503e529a5ca25697e0017661f/Links#Links> Last accessed 21/1/05

AIHW 2001 *Australia's Welfare 2001* Canberra: AIHW.

AIHW 2003a *Nursing Labour Force 2001* Cat. No. HWL 26 Canberra: AIHW (national health Labour Force Series no. 26)

AIHW 2003b *Australia's welfare 2003*. Canberra: AIHW.

AIHW 2003c *Health and community services labour force 2001*. AIHW Cat. No. HWL 27 and ABS Cat. No. 8936.0 Canberra: AIHW (National Health labour Force Series no. 27).

Carson E and Maher C 2004 'Coalface' Project Presentation 27 October 2004 (on file)

CSMAC 2003a CSMAC Meeting - 13 March 2003 Item 3.4.2 Appendix 2 (Issued 18/02/03)

CSMAC 2003b CSMAC Meeting - 13 March 2003 - Item 3.4.2 Attachment 1 (Issued 18/02/03)

Department of Families (2002) *Progress Report November 2002 Queensland Child Care Strategic Plan 2000-2005* Brisbane

Disability Services Queensland (2001) *Planning for Capability - Five-Year Workforce Planning Strategy for the Queensland Disability Sector 2001-2006* Brisbane

Healy and Richardson S (2003) *Who cares for the Elders? What we can and can't know from existing data* National Institute of Labour Studies

IQWFP 2005 <http://www.dhs.vic.gov.au/pd/pd/workforce/flagship/index.htm>  
Last accessed 21/1/05

Meagher G and Healy K (2003) *The Changing Characteristics of the Australian Family Services Workforce: Who We Are and Why it Matters*, Paper delivered to the 8th Australian Institute of Family Studies Conference, University of Sydney

NCSWP 2005 [http://hnb.dhs.vic.gov.au/commcare/ccdnav.nsf/fid/-FFDB89DFB9F05F1DCA256F0B000DCE6C/\\$file/project\\_bulletin\\_august\\_2004.pdf](http://hnb.dhs.vic.gov.au/commcare/ccdnav.nsf/fid/-FFDB89DFB9F05F1DCA256F0B000DCE6C/$file/project_bulletin_august_2004.pdf)  
Last accessed 21/1/05

Richardson S and Martin, B (2004) *The Care of Older Australians A Picture of the Residential Aged Care Workforce* National Institute of Labour Studies, Flinders University, Adelaide

## **Abbreviations**

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health And Welfare
ANZSIC	Australian and New Zealand Standard Industrial Classification
ASCO	Australian Standard classification of Occupations
CSMAC	Community Services Ministers' Advisory Council
NCCS	National Classification of Community Services
NCSDD	National Community Services Data dictionary