

# Chapter 9

## Community services workforce

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## 9 Community services workforce

### At a glance

#### The workforce

- There were 755,400 paid workers in community services occupations in Australia in 2011—an increase of 24% from 2006.
- Aged and disabled care workers was the largest occupational group in community services industries in 2011 (86,300), followed by child care workers (80,600).
- The Department of Education, Employment and Workplace Relations has projected that community services industries will grow by 6% to 33% (depending on the specific industry) between 2012 and 2017, compared with 7% growth for all industries.

#### The workers

- In 2011, more than 4 in 5 (87%) workers in community services occupations were women; just over half (57%) worked part time and less than 1 in 20 (3%) identified as being from an Indigenous background.
- In 2011, 20% of the community services workforce was aged 55 and over compared with 16% in 2006, while 29% were aged under 35 in both 2006 and 2011. The average age of the workforce increased from 42 to 43 years over that period.

#### Potential entrants to the paid workforce

- Between 2007 and 2011, the number of students in the higher education sector completing courses relating to community services occupations increased by 15% from 5,900 to 6,800.
- In 2011, there were 204,600 enrolments in community services occupation-related vocational education and training courses.

#### The volunteers

- In 2010, 6.1 million adults had participated in voluntary work—22% of whom assisted in welfare and community organisations.
- Women were more likely than men to volunteer in welfare and community organisations (10% and 6% of adults, respectively).

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## 9.1 Introduction

The community services workforce comprises people in paid employment who provide community services such as personal and social support, child care, and corrective services. Family members and other informal carers complement the assistance provided by this workforce (see Chapter 8), as do volunteers.

The provision of community services depends on the existence of an adequate, accessible and sufficiently skilled workforce. Changes in the size, distribution and capability of this workforce can affect outcomes for clients and the ability of service providers to meet the demand for their services. Detailed information on the size and characteristics of the community services workforce is therefore of interest to service providers, their clients, as well as other stakeholders, including policymakers and planners, and industry associations.

This chapter presents information on the paid community services workforce (Section 9.3), as well as on volunteers (Section 9.4).

## 9.2 Key policies and initiatives

This section outlines key decisions, policies and initiatives likely to affect the community services workforce in coming years. Note that their impact is not usually quantifiable immediately, or in the short term, due to the time lag from when the policies and initiatives are implemented to when they can be evaluated.

### Annual wage review

In 2011, Fair Work Australia heard an equal remuneration case to consider the wage rate for community services workers in relation to those of the general labour market and in regard to issues of gender equity (FWA 2012a). As a result, an equal remuneration order was handed down on 22 June 2012 which set new minimum wages from 1 December 2012 for some workers covered by the *Social, Community, Home Care and Disability Services Industry Award 2010* (FWA 2012b, 2012c). The order sets out how significant pay increases will be phased in over 8 years from December 2012 (FWA 2012d).

In November 2012, the Australian Government set aside \$2.8 billion in the legislated Social and Community Services Pay Equity Special Account to supplement eligible organisations that deliver Australian Government programs, and to meet its share of funding increases to organisations that deliver programs through Australian Government and state and territory government agreements (FaHCSIA 2012).

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## Early childhood education and care

The National Quality Framework for Early Education and Care that took effect from 1 January 2012 aims to raise the standard of child care through various initiatives, including by introducing new requirements for carer-to-child ratios (Table 9.1). In addition, by 1 January 2014, new qualification requirements for child care workers and early childhood educators will apply in most states and territories (ACECQA 2012b). The remaining jurisdictions have transitional arrangements in place to meet the qualification requirements.

Other initiatives likely to affect the employment of workers in the early childhood sector include the National Early Years Workforce Strategy 2012–2016 and the National Framework for Protecting Australia's Children 2009–2020. For more information on these and other initiatives pertaining to children's services, see Section 4.2.

**Table 9.1: Early childhood carer-to-child ratios as required under the National Quality Framework for Early Education and Care**

Care type	Age group	Carer-to-child ratio	Timeframe for compliance
<b>Centre-based services</b>	Birth to 24 months	1 to 4	1 January 2012—in all states and territories except WA 1 August 2012—in WA
	Over 24 months and less than 36 months	1 to 5	1 January 2012—in Tas, ACT and NT 1 August 2012—in WA 1 January 2016—in NSW, Qld and SA Saving provision <sup>(a)</sup> applies in Vic
	36 months up to and including preschool age	1 to 11	1 January 2012—in NT 1 January 2016—in Vic, Qld and ACT Saving provision <sup>(a)</sup> applies in NSW, WA, SA and Tas
	Over preschool age	No national ratio has been set (state and territory ratios may apply)	
<b>Family day care</b>	Birth to 13 years	1 to 7 with no more than 4 children who are preschool age or under	1 January 2012—in Vic, Qld, SA and ACT 1 January 2014—in NSW, WA, Tas and WA

(a) Some states have made provisions that affect requirements to services.

Source: ACECQA 2012a.

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## Aged care workforce reform

The *Living Longer. Living Better* aged care reform package (DoHA 2012b), announced by the Australian Government on 20 April 2012, included funding of up to \$1.2 billion over 4 years from July 2013 for the Addressing Workforce Pressures Initiative (DoHA 2013b). The initiative aims 'to address the attraction, retention, remuneration, education, training and career development of aged care workers' (DoHA 2013a).

In addition, in September 2012, the Australian Government announced funding of \$10.2 million for projects to better prepare the aged care workforce to care for older Australians and tackle workforce shortages. The funding was provided under the Aged Care Workforce Reform initiative of Health Workforce Australia, which began in July 2012 and runs until January 2014 (HWA 2013). More information about older Australians and aged care services is in Chapter 6.

## Disability services

Major reform of the disability services sector is occurring through the introduction of a disability insurance scheme known as DisabilityCare Australia (FaHCSIA 2013). This may have an effect on the workers in the sector and, more broadly, the community services workforce. The National Health Reform Agreement (NHRA) 2011, as well as revisions to the National Disability Agreement, may also affect workers in the disability sector. The NHRA sets out changes in Australian Government and state and territory government responsibilities for the delivery of programs for people with disabilities and older Australians. For more information about these agreements, DisabilityCare Australia and services for people with disability, see Section 5.2.

## Mental health reform

In 2012, the Council of Australian Governments endorsed the Roadmap for National Mental Health Reform 2012–2022 initiative (COAG 2012). Strategies that may affect the community services workforce include finalising a National Mental Health Service Planning Framework, and the expansion and better distribution of the mental health workforce.

### 9.3 Paid workforce

ABS data are used to describe the overall community services workforce in this chapter. These data include information on the industry in which people work and their occupation. Industries are defined according to the services they provide, while occupations are defined by the activities of the workers. Information on the ABS categories of 'community services industries' and 'community services occupations' as defined for the purposes of this chapter is in boxes 9.1 and 9.2. Data from a range of other data sets, including the ABS Community Services Survey, were presented in *Australia's Welfare 2011* (AIHW 2011); since new data are not available from these collections, they are not included here.



Community services industries comprise organisations, agencies and individuals that are mainly engaged in providing various types of care and welfare services. As defined by the Australian and New Zealand Standard Industrial Classification (ANZSIC) (ABS 2006b), these range from accommodation for the aged, assistance for people with disability, and residential and non-residential services for people experiencing housing difficulties, to marriage counselling and child care services. Community services industries, as defined in this chapter (Box 9.1), may not align completely with 'welfare services' categories described elsewhere.

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### Box 9.1: Community services industries

For the purposes of this chapter, community services industries are defined as comprising four groups from the ANZSIC: Aged care residential services, Other residential care services, Child care services, and Other social assistance services.

**Aged care residential services:** organisations mainly engaged in providing residential aged care combined with either nursing, supervisory or other types of care as required (including medical). Primary activities include: accommodation for the aged, aged care hostel operation, nursing home operation and residential care for the aged.

**Other residential care services:** organisations mainly engaged in providing residential care (except aged care) combined with either nursing, supervisory or other types of care as required (including medical). Primary activities include: children's home operation (excluding juvenile corrective services), community mental health hospital, crisis care accommodation operation, hospice operation, residential refuge operation and respite residential care operation.

**Child care services:** organisations mainly engaged in providing day care of infants or children. Primary activities include: before and/or after school care service, child care service, child minding service, children's nursery operation (except preschool education) and family day care service.


**Other social assistance services:** organisations mainly engaged in providing a variety of social support services directly to their clients, excluding those involved with raising funds for welfare purposes. These services do not include accommodation services, except on a short-stay basis. Examples of primary activities include adoption service, adult day care centre, disabilities assistance service, welfare counselling service and youth welfare service.

Source: ABS 2006b:349–350.

In 2011, there were 446,500 people employed in community services industries in Australia, representing 4.4% of workers across all industries. Of all those working in community services industries, 7 in 10 (70%) were working in community services occupations (Figure 9.1).



	Community services industries	Other industries	Total
<b>Community services occupations</b>	310,568 people employed in community services occupations in community services industries (e.g. child care workers in the child care services industry)	438,021 people employed in community services occupations in other industries (e.g. counsellors in education industry)	<b>755,371</b>
<b>Other occupations</b>	131,691 people employed in other occupations in community services industries (e.g. administrators and accountants in the aged care residential services industry)		
<b>Total</b>	<b>446,539</b>		

 Community services workforce

*Notes*

- Totals include those for whom occupation or industry was inadequately described or not stated.
- Data for this figure are shown in Table 9.2.

*Source:* Unpublished data provided by the ABS from the 2011 Census.

**Figure 9.1: People employed in community services occupations and community services industries, 2011**

Community services occupations, as specified in the Australian and New Zealand Standard Classification of Occupations (ANZSCO) (ABS 2006a), include those that provide care (for children, the aged and people with special needs) and counselling (including social workers)—that is, those who are employed in the actual delivery of welfare services. Workers employed in these occupations make up the community services workforce.

There is no agreed definition of which occupations comprise the community services workforce and, as such, definitions are often inconsistent between data collections and reports. The occupations considered to be community services occupations in this chapter have been agreed to in consultation with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Health and Ageing (DoHA). The selected occupations are listed in Box 9.2, with descriptions available from the ANZSCO (ABS 2006a). Workers in these occupations may be employed in community services industries (Box 9.1) or in other industries (Figure 9.1).



### Box 9.2: Community services occupations

Thirteen occupations are considered to be community services occupations, based on the ANZSCO (ABS 2006a), in this chapter:

- child care centre managers
- registered nurses
- psychologists
- welfare, recreation and community arts workers
- welfare support workers
- aged and disabled care workers
- special care workers.
- early childhood (pre-primary school) teachers
- counsellors
- social workers
- enrolled and mothercraft nurses
- child care workers
- nursing support and personal care workers

In addition, four other occupations are included: diversional therapists, education aides, special education teachers and Indigenous health workers. The number of workers in these occupations within community services industries is small, and thus generally not reported separately within this chapter.

Some relevant occupations have not been included due to the absence of relevant categories in the ANZSCO (for example, people working for community housing and for disability employment placement services).

## Community services occupations

This section on community services occupations includes people who were employed in either community services industries or in other industries.

Based on data from the ABS 2011 Census, 755,400 workers were in community services occupations, representing 8% of all workers in Australia (Figure 9.1). About 2 in 5 (41%) of those in community services occupations worked in community services industries, with the other 3 in 5 (58%) spread across various industries, in particular health, education, government administration and defence.

### Characteristics of community services workers

In 2011, 7 in 10 (70%) workers in the community services industries were in community services occupations, whereas 1 in 20 (5%) in the non-community services industries worked in community services occupations (Table 9.2). Within community services industries, the largest occupational group was aged and disabled care workers (86,300), followed by child care workers (80,600), nursing support and personal care workers (43,000) and registered nurses (31,600) (Table 9.2).





**Table 9.2: People employed in community services occupations, by industry, 2011**

Occupation	Community services industries							Total: all industries <sup>(c)</sup>
	Aged care residential services	Other residential care services <sup>(a)</sup>	Child care services	Other social assistance services <sup>(b)</sup>	Total	Other industries		
Child care centre managers	29	18	6,890	280	<b>7,217</b>	2,281	9,545	
Early childhood (pre-primary school) teachers	21	3	4,330	118	<b>4,472</b>	13,800	18,334	
Registered nurses	27,274	744	58	3,564	<b>31,640</b>	174,158	206,915	
Counsellors	265	174	7	5,251	<b>5,697</b>	10,498	16,352	
Psychologists	91	161	13	1,259	<b>1,524</b>	16,970	18,602	
Social workers	672	644	69	5,197	<b>6,582</b>	10,200	16,917	
Welfare, recreation and community arts workers	689	1,164	123	5,704	<b>7,680</b>	11,800	19,634	
Enrolled and mothercraft nurses	4,019	98	30	304	<b>4,451</b>	13,376	17,892	
Welfare support workers	2,895	3,591	856	18,413	<b>25,755</b>	23,947	50,207	
Child care workers	156	223	77,690	2,506	<b>80,575</b>	25,207	107,927	
Aged and disabled care workers	35,105	5,086	264	45,823	<b>86,278</b>	20,637	108,215	
Nursing support and personal care workers	37,930	750	26	4,274	<b>42,980</b>	26,957	70,503	
Special care workers	36	466	109	421	<b>1,032</b>	1,719	2,795	
<b>Community services occupations<sup>(d)</sup></b>	<b>112,246</b>	<b>13,211</b>	<b>90,815</b>	<b>94,296</b>	<b>310,568</b>	<b>438,021</b>	<b>755,371</b>	
Other occupations	52,449	5,899	8,022	65,321	<b>131,691</b>	8,823,780	9,113,939	
<b>Total: all occupations<sup>(e)</sup></b>	<b>165,482</b>	<b>19,286</b>	<b>99,030</b>	<b>162,741</b>	<b>446,539</b>	<b>9,377,904</b>	<b>10,058,325</b>	

(a) Includes 'residential care services not further defined'.

(b) Includes 'social assistance services not further defined'.

(c) Totals include those for whom occupation or industry was inadequately described or not stated.

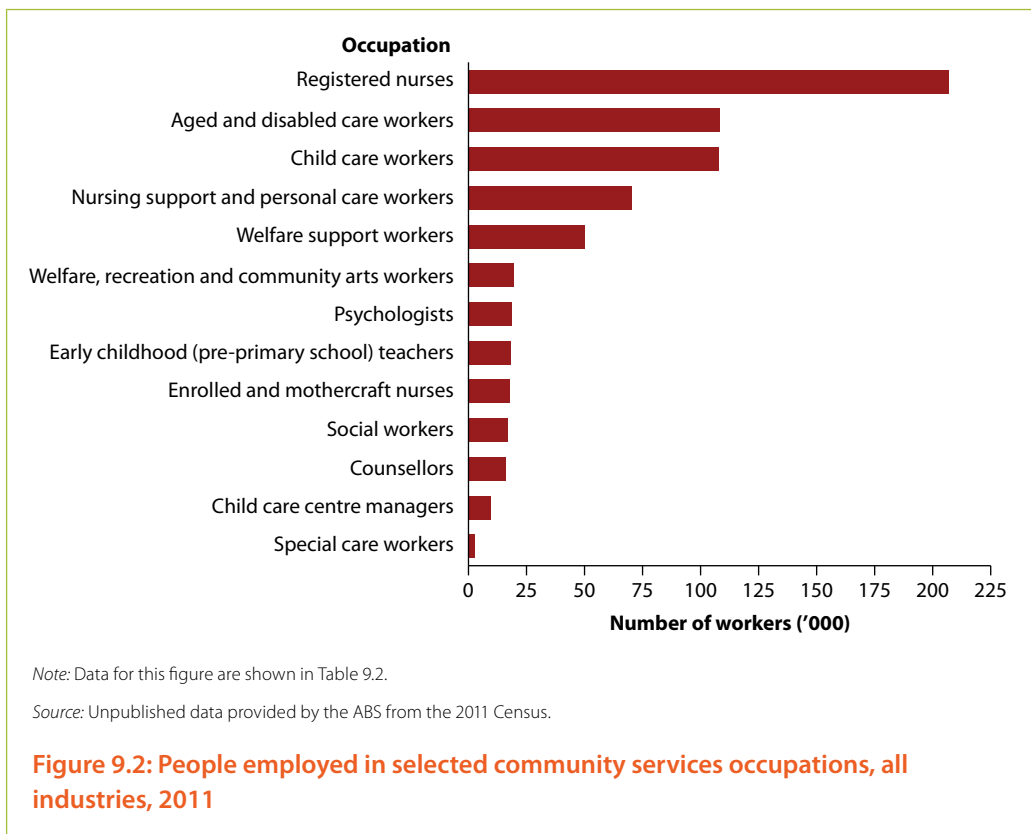
(d) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

Note: Data have been randomly adjusted by the ABS to avoid the release of confidential information; as a result, data in this table may vary slightly from corresponding data presented elsewhere.

Source: Unpublished data provided by the ABS from the 2011 Census.



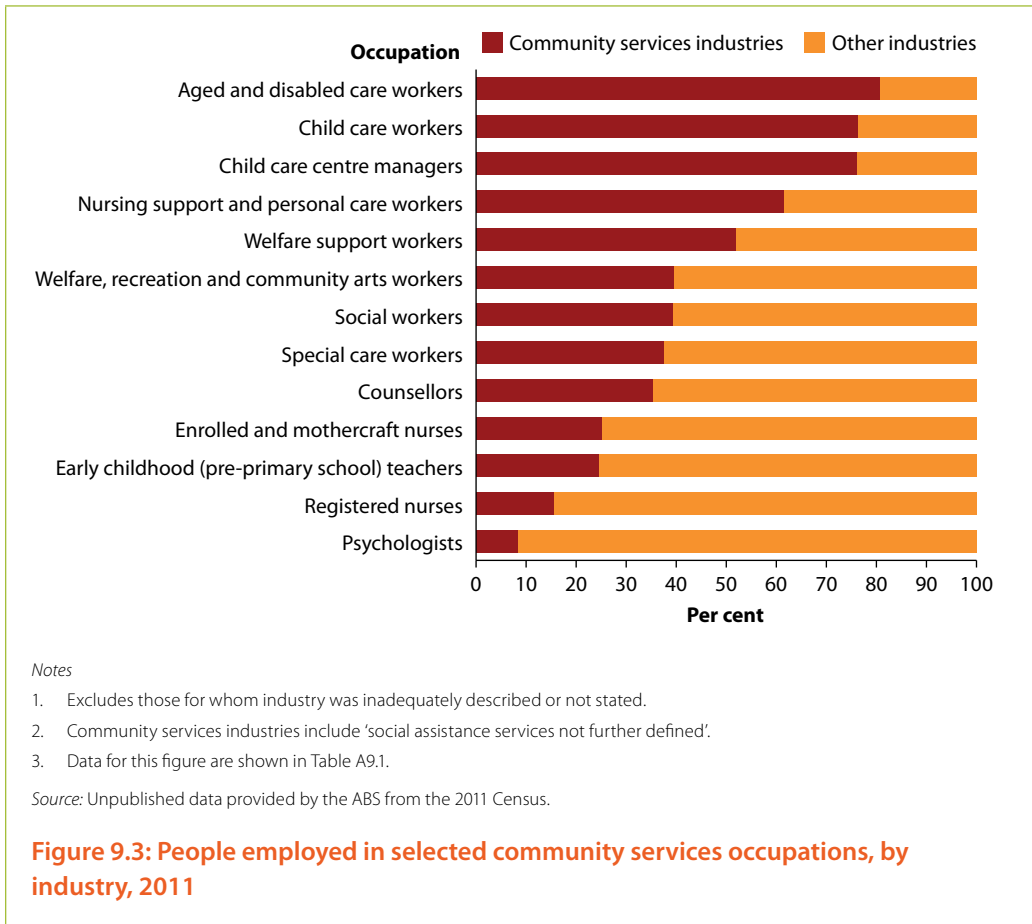
Across all industries, the largest community services occupational group was registered nurses, with 206,900 workers (Figure 9.2). However, fewer than 1 in 6 (15%) registered nurses were employed in community services industries (Figure 9.3).



The largest occupational groups with a majority of their workers employed in community services industries were aged and disabled care workers (108,200, with 81% working in community services industries) and child care workers (108,000, with 76% in community services industries) (Figure 9.3; Table 9.2).

In contrast, psychologists were the most likely community services occupation to be working outside community services industries. In 2011, 92% of the 18,600 employed psychologists worked outside the industry (Figure 9.3; Table 9.2).





In 2011, more than 4 in 5 (87%) workers in community services occupations were women, a similar proportion as in 2006 (87%), but higher than the proportion of women in other occupations (44%). The proportion of female workers in community services occupations was highest among early childhood (pre-primary school) teachers (98%), child care workers (96%) and child care centre managers (92%) (Table 9.3).

The proportion of community services workers in the older age groups has increased over time, with 20% of the workforce aged 55 and over in 2011, up from 16% in 2006. More than one-quarter of counsellors (27%) and aged and disabled care workers (27%) were aged 55 and over in 2011. A relatively small proportion (10%) of child care workers were aged 55 and over (Table 9.3).

More than half (57%) of all community services staff worked part-time hours in 2011, a higher proportion than other occupations (34%). The highest proportion of part-time workers in community services occupations were in aged and disabled care (68%), followed by nursing support and personal care (63%) and enrolled and mothercraft nursing (58%). Child care centre managers were the least likely to work part time (33%) (Table 9.3).



**Table 9.3: People employed in community services occupations: selected characteristics, 2006 and 2011**

Occupation	Aged under 35 (%)	Aged 55 and over (%)	Average age (years)	Work part time (%)	Women (%)	Indigenous (%)	Number
<b>2011</b>							
Child care centre managers	36.7	12.3	40.0	33.0	92.4	1.8	9,545
Early childhood (pre-primary school) teachers	35.0	13.1	40.4	47.8	98.1	1.3	18,334
Registered nurses	25.8	21.1	43.7	53.1	90.1	0.8	206,918
Counsellors	23.5	27.2	45.4	47.1	76.5	3.3	16,349
Psychologists	28.2	24.3	44.0	47.6	77.9	0.4	18,603
Social workers	31.9	19.7	42.4	38.7	83.2	2.7	16,915
Welfare, recreation and community arts workers	31.7	18.6	42.1	37.7	76.9	6.7	19,634
Enrolled and mothercraft nurses	24.5	21.3	44.0	58.3	89.6	1.6	17,893
Welfare support workers	29.9	18.5	42.4	38.3	73.7	7.2	50,206
Child care workers	52.9	10.1	35.2	56.0	95.9	2.4	107,925
Aged and disabled care workers	22.1	26.7	45.4	68.2	82.3	2.5	108,216
Nursing support and personal care workers	29.2	22.1	43.0	62.6	79.5	2.1	70,504
Special care workers	38.5	22.4	41.0	46.8	73.8	8.8	2,794
<b>Community services occupations<sup>(a)</sup></b>	<b>29.2</b>	<b>20.0</b>	<b>42.6</b>	<b>56.7</b>	<b>86.8</b>	<b>2.8</b>	<b>755,371</b>
Other occupations	37.7	17.3	40.1	33.5	43.5	1.3	9,113,939
<b>Total: all occupations<sup>(b)</sup></b>	<b>37.1</b>	<b>17.6</b>	<b>40.3</b>	<b>35.3</b>	<b>46.6</b>	<b>1.5</b>	<b>10,058,325</b>
<b>2006</b>							
Community services occupations <sup>(a)</sup>	28.6	16.1	42.0	56.6	87.3	2.5	608,912

(a) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

(b) Total includes those for whom occupation was inadequately described or not stated.

Note: Data have been randomly adjusted by the ABS to avoid the release of confidential information; as a result, data in this table may vary slightly from corresponding data presented elsewhere.

Sources: Unpublished data provided by the ABS from the 2006 and 2011 Censuses.

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Of all community services workers, 3% identified as being from an Aboriginal or Torres Strait Islander background in 2011, compared with 1% for other occupations. The community services occupations with the highest proportion of Indigenous workers were special care workers (9%) and welfare support workers (7%). Less than 1% of registered nurses and psychologists identified as being Indigenous (Table 9.3).

### Trends in community services occupations

The number of workers in community services occupations increased by 24% between 2006 (608,900) and 2011 (755,400). This rate of growth is substantially higher than for other occupations over the same period (9%) (Table 9.4).

**Table 9.4: People employed in community services occupations, 2006 and 2011**

Occupation	Number		Change between 2006 and 2011 (%)
	2006	2011	
Child care centre managers	8,126	9,545	17.5
Early childhood (pre-primary school) teachers	15,277	18,334	20.0
Registered nurses	172,566	206,918	19.9
Counsellors	14,651	16,349	11.6
Psychologists	13,440	18,603	38.4
Social workers	12,441	16,915	36.0
Welfare, recreation and community arts workers	13,929	19,634	41.0
Enrolled and mothercraft nurses	19,394	17,893	-7.7
Welfare support workers	40,296	50,206	24.6
Child care workers	85,258	107,925	26.6
Aged and disabled care workers	77,414	108,216	39.8
Nursing support and personal care workers	58,172	70,504	21.2
Special care workers	2,357	2,794	18.5
<b>Community services occupations<sup>(a)</sup></b>	<b>608,912</b>	<b>755,371</b>	<b>24.1</b>
Other occupations	8,329,685	9,113,939	9.4
<b>Total: all occupations<sup>(b)</sup></b>	<b>9,104,187</b>	<b>10,058,325</b>	<b>10.5</b>

(a) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

(b) Total includes those for whom occupation was inadequately described or not stated.

Note: Data have been randomly adjusted by the ABS to avoid the release of confidential information; as a result, data in this table may vary slightly from corresponding data presented elsewhere.

Sources: Unpublished data provided by the ABS from the 2006 and 2011 Censuses.



There was considerable variation between 2006 and 2011 in the amount of growth in the number of workers among the community services occupations, with the largest increases among welfare, recreation and community arts workers (41%), aged and disabled care workers (40%), and psychologists (38%). While the size of most community services occupations increased, the one which did not was enrolled and mothercraft nurses, with a decrease of 8% between 2006 and 2011 (Table 9.4).

### Supply of community services workers

As noted earlier, part-time work is substantially more common among workers in community services occupations than in other occupations. To gain an understanding of the overall supply of workers in the community services workforce on a basis that is comparable with other areas of the workforce, information on the number of full-time equivalent (FTE) workers is commonly used. Estimates of FTE workers are derived by adjusting the number of workers by average hours worked. For the purposes of this chapter, 35 hours is assumed to be the standard full-time working week.

Information from ABS Labour Force Surveys (LFS) is used to describe the supply of community services workers in Australia and average weekly hours worked (with annual averages shown in this section). Data pertaining to 2012 are the most recent available at the detailed occupation level, and are thus presented in preference to data from the ABS 2011 Census.

In 2012, the average time worked per week in community services occupations was 28 hours, and the supply was 3,061 FTE community services workers per 100,000 population. The average hours worked decreased between 2008 and 2012 for all community services occupations, with the exception of special care workers (28% increase) and aged and disabled care workers (3% increase) (Table 9.5).

Early childhood (pre-primary school) teachers and aged and disabled care workers had the largest increase in the number of FTE workers between 2008 and 2012 (43% and 32% respectively). In contrast, the supply of FTE enrolled and mothercraft nurses decreased by 21% (Table 9.5).

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**Table 9.5: People employed in community services occupations in all industries: average weekly hours and full-time equivalent (FTE) rate, 2008 and 2012**

Occupation	2008		2012		Change between 2008 and 2012 (%)	
	Average weekly hours	FTE rate <sup>(a)</sup>	Average weekly hours	FTE rate <sup>(a)</sup>	Average weekly hours	FTE rate <sup>(a)</sup>
Child care centre managers	39.1	45.4	37.0	47.8	-5.4	5.2
Early childhood (pre-primary school) teachers	31.0	68.8	29.2	98.3	-5.8	43.0
Registered nurses	29.1	704.1	28.9	850.0	-0.7	20.7
Counsellors	28.1	60.8	27.7	61.7	-1.4	1.4
Psychologists	31.4	91.9	30.8	86.3	-1.9	-6.0
Social workers	31.3	71.9	29.5	89.1	-5.8	23.9
Welfare, recreation and community arts workers	32.5	84.7	30.8	97.4	-5.2	15.0
Enrolled and mothercraft nurses	28.5	113.5	26.7	90.2	-6.3	-20.5
Welfare support workers	31.8	207.3	30.5	204.9	-4.1	-1.2
Child care workers	28.2	383.6	27.2	388.5	-3.5	1.3
Aged and disabled care workers	25.6	300.0	26.3	395.2	2.7	31.7
Nursing support and personal care workers	28.1	279.3	26.7	300.0	-5.0	7.4
Special care workers	28.0	*12.7	35.9	*9.6	28.2	-24.1
<b>Community services occupations<sup>(b)</sup></b>	<b>28.4</b>	<b>2,690.3</b>	<b>27.8</b>	<b>3,060.9</b>	<b>-2.1</b>	<b>13.8</b>
Other occupations	34.9	47,240.2	34.5	46,846.7	-1.1	-0.8
<b>Total: all occupations<sup>(c)</sup></b>	<b>34.5</b>	<b>49,966.9</b>	<b>34.0</b>	<b>49,911.4</b>	<b>-1.4</b>	<b>-0.1</b>

\* Estimate has a relative standard error of 25% to 50% and should be used with caution.

(a) Number of FTE workers per 100,000 population, based on 35 hours per week as the standard for 'full time'.

(b) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

(c) Total includes those for whom occupation or industry was inadequately described or not stated.

Note: Data shown are annual averages of quarterly figures.

Sources: AIHW analyses of the ABS 2008 and 2012 Labour Force Surveys.

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## Geographic profile of community services workers

According to ABS 2011 Census data, the lowest ratio of people employed in community services occupations to population was in *Major cities* (3,298 per 100,000 population) and the highest was in *Inner regional* areas (3,598 per 100,000) (Table 9.6). However, the ratios vary greatly for different occupations. Among the largest occupations, the relative number of registered nurses increased from 926 per 100,000 population in *Major cities* to 978 in *Inner regional* areas, then decreased with greater remoteness. The relative number of child care workers decreased with greater remoteness, from 504 per 100,000 population in *Major cities* to 388 in *Remote and very remote* areas. The number of aged and disabled care workers per 100,000 population was highest in *Inner regional* and *Outer regional* areas (611 and 557 respectively), but the number in *Remote and very remote* areas was about half (326 per 100,000 or 53%) that for *Inner regional* areas of Australia.

The number per 100,000 population of child care centre managers, early childhood (pre-primary school) teachers and counsellors were relatively evenly distributed across remoteness areas. In contrast, the relative number of psychologists and social workers decreased with increasing remoteness, while the number of welfare support workers, special care workers and welfare, recreation and community arts workers increased with greater remoteness (Table 9.6).

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**Table 9.6: People employed in community services occupations, by remoteness<sup>(a)</sup>, 2011 (workers per 100,00 population)**

Occupation	Major cities	Inner regional	Outer regional	Remote and very remote <sup>(b)</sup>	Australia
Child care centre managers	45.2	35.6	39.1	42.4	42.8
Early childhood (pre-primary school) teachers	85.2	78.7	68.0	73.8	82.1
Registered nurses	925.9	978.0	876.1	676.2	926.9
Counsellors	75.2	68.5	68.9	68.4	73.2
Psychologists	96.2	61.5	46.2	25.8	83.3
Social workers	80.6	67.7	62.5	49.0	75.8
Welfare, recreation and community arts workers	78.0	107.4	109.5	132.8	88.0
Enrolled and mothercraft nurses	69.1	103.0	114.2	80.9	80.2
Welfare support workers	208.1	242.0	257.4	447.1	224.9
Child care workers	503.8	436.4	448.6	387.7	483.5
Aged and disabled care workers	444.8	610.5	556.7	326.1	484.7
Nursing support and personal care workers	315.6	325.6	321.8	204.3	315.8
Special care workers	10.0	13.8	20.9	43.8	12.5
<b>Community services occupations<sup>(c)</sup></b>	<b>3,297.9</b>	<b>3,598.2</b>	<b>3,551.4</b>	<b>3,356.3</b>	<b>3,383.7</b>
Other occupations	42,316.7	36,234.8	39,052.8	39,347.9	40,825.9
<b>Total: all occupations<sup>(d)</sup></b>	<b>46,507.7</b>	<b>40,525.5</b>	<b>43,368.2</b>	<b>43,705.7</b>	<b>45,056.2</b>

(a) Remoteness areas are as defined by the Australian Standard Geographical Classification and are based on place of usual residence (see Box 1.3 for information about the classification of geographical areas).

(b) Includes *Migratory* areas.

(c) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

(d) Total includes those for whom occupation was inadequately described or not stated.

Source: AIHW analyses of the ABS 2011 Census.

There is also considerable variation in community services occupation rates across the states and territories. For example, there are more psychologists per 100,000 population in the Australian Capital Territory than in the other jurisdictions, and more than twice as many as in the Northern Territory. In contrast, the Northern Territory had more than triple the rate of special care workers of other states and territories (Table 9.7).





**Table 9.7: People employed in community services occupations, by state and territory<sup>(a)</sup>, 2011 (workers per 100,000 population)**

Occupation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia <sup>(b)</sup>
Child care centre managers	39.6	37.1	58.8	33.2	43.2	36.4	57.1	51.9	42.8
Early childhood (pre-primary school) teachers	105.7	75.9	50.2	83.8	78.4	103.5	94.1	57.5	82.1
Registered nurses	885.0	988.4	930.2	809.4	1,077.6	1,022.3	759.2	885.7	926.9
Counsellors	69.4	72.1	74.7	62.7	89.7	85.5	105.5	106.3	73.2
Psychologists	89.5	90.8	69.5	88.9	61.0	68.7	120.2	55.8	83.3
Social workers	60.1	94.8	61.8	66.2	123.0	92.3	80.2	101.6	75.8
Welfare, recreation and community arts workers	89.9	90.1	78.5	88.8	80.7	103.3	84.3	169.9	88.0
Enrolled and mothercraft nurses	64.5	79.4	68.4	76.6	193.1	93.1	50.3	68.3	80.2
Welfare support workers	205.9	207.2	213.0	257.5	298.6	254.9	215.4	567.6	224.9
Child care workers	486.0	485.3	543.6	337.1	469.0	431.0	703.7	554.6	483.5
Aged and disabled care workers	393.7	561.6	443.6	441.4	731.2	837.1	397.3	342.8	484.7
Nursing support and personal care workers	336.1	255.5	342.3	346.9	352.3	328.1	187.9	217.9	315.8
Special care workers	8.9	10.1	13.1	22.9	11.2	13.3	14.7	69.6	12.5
<b>Community services occupations<sup>(c)</sup></b>	<b>3,155.2</b>	<b>3,413.7</b>	<b>3,471.9</b>	<b>3,273.3</b>	<b>3,971.2</b>	<b>4,013.3</b>	<b>3,234.5</b>	<b>3,897.9</b>	<b>3,383.7</b>
Other occupations	39,560.3	41,294.9	41,280.1	42,712.8	40,418.1	37,855.0	48,992.3	37,646.9	40,825.9
<b>Total: all occupations<sup>(d)</sup></b>	<b>43,518.6</b>	<b>45,724.5</b>	<b>45,579.6</b>	<b>46,674.3</b>	<b>45,131.6</b>	<b>42,507.8</b>	<b>53,266.9</b>	<b>42,570.6</b>	<b>45,056.2</b>

(a) Based on place of usual residence.

(b) Includes external territories which are not included in the state and territory totals.

(c) Includes diversional therapists, education aides, special education teachers and Indigenous health workers.

(d) Total includes those for whom occupation was inadequately described or not stated.

Source: AIHW analyses of the ABS 2011 Census.

## Earnings

The ABS Survey of Employee Earnings and Hours (SEEH) collects earnings and hours paid data for various categories of employees by occupation and industry. For this analysis, hours paid for is used as a proxy measure of hours worked. The 2012 survey results show that community services workers have relatively low earnings compared with other workers (ABS 2013). The average total weekly earnings of full-time non-managerial adult employees working in community services occupations were generally lower than the average for such employees across all occupations (\$1,374) (Table 9.8; see Glossary for definition of non-managerial employees). The exceptions were registered nurses (\$1,626), psychologists (\$1,510) and welfare, recreation and community arts workers (\$1,454). As noted earlier, the majority of workers in these three occupations were employed outside community services industries (Figure 9.3; Table 9.2).

Child care workers and nursing support and personal care workers who were full-time non-managerial adult employees had, on average, the lowest weekly earnings (\$818 and \$1,017 respectively). This translates to hourly earnings, on average, of \$22 for child care workers and \$27 for nursing support and personal care workers (Table 9.8).

Full-time non-managerial adults working in community services occupations worked fewer hours, on average, than that worked by all such workers in all occupations (40 hours). Full-time enrolled and mothercraft nurses worked, on average, the most weekly hours (38) but earned \$219 per week less than the average for all occupations (\$1,156 compared with \$1,374). Special care workers worked the least weekly hours (35) of all community services occupations and earned \$354 less than full-time workers in all occupations.

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**Table 9.8: Average hours paid for and average weekly and hourly earnings of full-time<sup>(a)</sup> non-managerial adult employees in community services occupations, May 2012**

Occupation	Average weekly hours paid for <sup>(b)</sup>	Average weekly earnings <sup>(c)</sup> (\$)	Average hourly earnings <sup>(d)</sup> (\$)
<b>Community services occupations</b>			
Child care centre managers <sup>(e)</sup>	..	..	..
Early childhood (pre-primary school) teachers	37.1	1,189.6	32.0
Registered nurses	37.9	1,625.8	42.9
Counsellors	36.8	1,311.6	35.7
Psychologists	37.6	1,510.1	40.1
Social workers	37.6	1,197.8	31.8
Welfare, recreation and community arts workers	36.6	1,454.4	39.7
Enrolled and mothercraft nurses	38.2	1,155.6	30.3
Welfare support workers	37.9	1,120.6	29.6
Child care workers	37.5	817.6	21.8
Aged and disabled care workers	37.9	1,060.1	27.9
Nursing support and personal care workers	37.7	1,016.8	26.9
Special care workers	34.6	1,020.0	29.5
<b>All occupations</b>			
Total	39.6	1,374.4	34.7

(a) 'Full-time employees' refer to those who normally work the agreed or award hours for a full-time employee in their occupation. If agreed or award hours do not apply, employees are regarded as full-time if they usually work 35 hours or more per week. For some occupations, the agreed or award hours for a full-time employee may be less than 35 hours a week.

(b) Includes ordinary time hours paid for and overtime hours paid for. See ABS 2013 for definitions of these and related terms.

(c) 'Weekly total cash earnings' comprises regular wages and salaries in cash earned a week, including ordinary time cash earnings, overtime earnings, amounts salary sacrificed, allowances, penalty payments and regular bonuses and commissions.

(d) Based on total hours paid for (that is, both ordinary time hours paid for and overtime hours paid for).

(e) Information on hours paid for are not collected in the SEEH for employees with managerial status. Therefore average hourly earnings cannot be derived for such employees.

Source: ABS 2013.



Up until 2010, data on the earnings of community services workers were collected in the SEEH for individual occupations by community services and other industries. Such data are not available from the 2012 survey. Results of the occupational analysis by industry based on the 2010 survey are reported in *Australia's welfare 2011* (AIHW 2011).

## Workforce shortages

The Department of Education, Employment and Workplace Relations (DEEWR) conducts research to identify occupations where skill shortages are evident or emerging, but does not quantify the shortages (DEEWR 2012c). The 2012 results are summarised in Table 9.9.

**Table 9.9: Shortages in staffing for community services occupations, by states and territories, 2012**

Occupation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Aged and disabled care workers <sup>(a)</sup>	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	N
Child care centre managers	D	M-D	S	N	N	D	N	S	N
Child care workers	S	R-D	S	S	N	S	S	S	S
Psychologists <sup>(a)</sup>	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	N
Early childhood (pre-primary school) teachers	S	S	S	N	N	N	S	D	S
Enrolled nurses	S	S	R	N	N	R-D	N	S	S
Nursing support and personal care workers <sup>(a)</sup>	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	N
Registered nurses	S	N	S	N	N	D	D	S	D
Social workers <sup>(a)</sup>	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	N
Special needs teachers	D	D	N	N	N	D	n.a.	D	N
Welfare workers <sup>(a)</sup>	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	N

S = state- or territory-wide shortage

R = shortage in regional areas

D = recruitment difficulty

M-D = recruitment difficulty in metropolitan areas

R-D = recruitment difficulty in regional areas

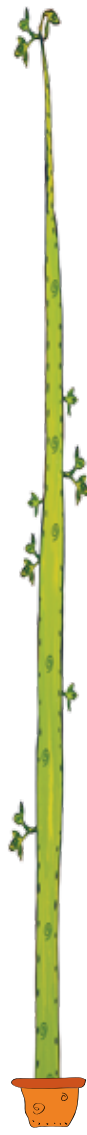
M = shortage in metropolitan areas

N = no shortage

n.a. = not available

(a) Research for this occupation was undertaken on a national basis only and ratings are not available for individual states and territories.

Source: DEEWR 2012c.



DEEWR's research showed the labour market for child care centre managers eased in 2012, and significant national shortages were not evident for the first time since 1995. However, although shortages were not widespread, some employers had difficulty recruiting managers for out-of-school hours care (DEEWR 2012b).

Shortages of child care workers have been evident each year for the 5 years to 2012, and employers continued to have difficulty recruiting child care workers with appropriate qualifications and experience in 2012. Although the number of people undertaking training in this area is rising, DEEWR has suggested that shortages are likely to continue for child care workers over the next few years due to strong employment growth and high levels of replacement demand. The research also indicates shortages for early childhood (pre-primary school) teachers working in long day care (although positions in schools are generally readily filled) (DEEWR 2012b).

DEEWR's research also indicated that the labour market for nurses eased considerably over the 2 years to 2012. After a decade of persistent shortages of registered nurses, shortages were not widespread nationally in 2012 (although they were evident in New South Wales, Queensland and the Northern Territory), and entry level positions were generally filled without difficulty. Although there was a significant easing in the labour market for enrolled nurses, national shortages persisted (DEEWR 2012c).

DEEWR noted that in 2012, employers filled vacancies relatively easily for aged and disabled care workers, and for nursing support and personal care workers, but many considered staff retention to be difficult, particularly for staff providing in-home care. This was attributed to strong recruitment activity associated with robust employment growth.

## Potential entrants to the paid workforce

Potential entrants to the paid community services workforce come largely from the education system, migrants, former workers re-entering the workforce and those changing jobs or industries.

### Students

For those who have completed secondary education, undertaking further study can provide opportunities to enter higher paying community services occupations. The education system also provides skills development for community services workers and workers in other industries who are interested in higher skilled community services occupations.

### Higher education sector

Between 2007 and 2011, the number of students completing courses related to community services occupations increased by 15% from 5,900 to 6,800 (Table 9.10). In 2011, 61% of completed courses were undergraduate degrees, a decrease from 66% in 2007.

Similar to those employed in community services occupations, students completing community services courses were predominantly women (89% in both 2007 and 2011).

Of the selected courses considered, early childhood teacher education and social work were the two most frequently completed in both 2007 and 2011. Early childhood teacher education course completions increased by 15% between 2007 and 2011, and social work completions increased by 24% over the same period (Table 9.10). Course completions in the field of care for the disabled decreased by 39% between 2007 and 2011, while completions in human welfare studies and services increased by 62%.

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**Table 9.10: Completion of selected community services higher education courses<sup>(a)</sup>, by sex and level of course, 2007 and 2011**

Field of education	2007			2011			Change in number between 2007 and 2011 (%)
	No.	Women (%)	Under-graduate (%)	No.	Women (%)	Under-graduate (%)	
Teacher education: early childhood	1,858	30.6	27.8	2,143	31.1	25.2	15.3
Teacher education: special education	717	10.7	2.6	537	7.0	0.9	-25.1
Human welfare studies and services	320	4.6	3.8	519	6.7	5.3	62.2
Social work	1,412	20.6	20.8	1,750	22.2	19.0	23.9
Children's services	38	n.p.	0.2	28	n.p.	0.4	-26.3
Youth work	79	1.1	1.3	82	0.9	1.2	3.8
Care for the aged	24	n.p.	n.p.	21	n.p.	n.p.	-12.5
Care for the disabled	52	0.8	0.8	32	n.p.	0.4	-38.5
Counselling	1,045	14.3	4.0	1,248	15.4	4.6	19.4
Welfare studies	173	2.7	2.4	155	1.9	2.0	-10.4
Human welfare studies and services not elsewhere classified	178	2.2	2.3	398	4.6	3.4	123.6
<b>Total</b>	<b>5,890</b>	<b>88.5</b>	<b>66.1</b>	<b>6,778</b>	<b>89.0</b>	<b>60.5</b>	<b>15.1</b>

(a) Includes Australian citizens and permanent residents only.

Source: Unpublished data provided by the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education from the Higher Education Statistics Collection.

### Vocational education and training sector

In 2010, 63,000 community services vocational education and training (VET) courses were completed, and 204,600 students were enrolled in 2011. Of these students, 86% were women. The highest proportion of women undertaking VET courses was in the field of child care centre manager (98%), and the lowest in special care worker (43%) (Table 9.11).

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**Table 9.11: Student completions and enrolments in selected community services vocational education and training courses, by field of study<sup>(a)</sup>**

Field of study	Completions		Enrolments in 2011		
	2007	2010	Number	Women (%)	Rural and remote areas <sup>(b)</sup> (%)
Child care centre manager	2,714	4,976	27,199	97.6	15.1
Early childhood (pre-primary school) teacher	—	—	250	96.4	0.4
Special education teacher	—	46	1	100.0	—
Registered nurse	1,337	3	220	89.1	5.9
Counsellor	303	183	1,261	68.4	25.3
Psychologist	—	—	28	85.7	—
Social worker	—	1	169	63.9	17.8
Welfare, recreation and community arts worker	149	184	499	73.7	4.2
Diversional therapist	—	—	—	—	—
Enrolled and mothercraft nurse	3,150	4,323	21,188	85.6	15.9
Indigenous health worker	204	334	1,591	65.9	72.0
Welfare support worker	8,372	15,984	53,794	77.8	19.5
Child care worker	7,453	13,227	40,547	95.8	18.7
Education aide	2,781	3,306	12,048	93.2	27.9
Aged and disabled care worker	10,730	13,178	29,545	81.5	23.1
Nursing support and personal care worker	3,842	7,145	16,231	79.3	24.6
Special care worker	295	151	7	42.9	28.6
<b>Total</b>	<b>41,330</b>	<b>63,041</b>	<b>204,578</b>	<b>86.2</b>	<b>20.2</b>

(a) Field of study describes the intended occupational outcome after course completion. Fields are classified using the Australian and New Zealand Standard Classification of Occupations (ABS 2006a).

(b) Based on the combined Australian Standard Geographical Classification Remoteness Area Structure categories: *Outer regional*, *Remote* and *Very remote* (see Box 1.3 for information about the classification of geographical areas).

Note: Substantial changes over time may be due, at least partly, to a training package qualification being superseded by another training package qualification.

Source: NCVET 2012.

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## Immigration

In 2010, the Australian Government requested Skills Australia—now the Australian Workforce and Productivity Agency—to develop a new Skilled Occupation List (SOL), identifying occupations that would help meet the medium- and long-term skills needs of the Australian economy. The SOL is used by the Department of Immigration and Citizenship (DIAC) to prioritise applications for migration to Australia, and is updated annually.

Six of the 192 occupations in the 2012 SOL are community services occupations: child care centre manager, early childhood (pre-primary school) teacher, special education teacher, registered nurse, psychologist and social worker (AWPA 2012).

## Future workforce size

The strong growth in the size of the community services workforce between 1996 and 2011 (AIHW 2009; Table 9.4) is expected to continue. Each year, DEEWR produces employment projections by industry, occupation and region for the following 5 years (DEEWR 2012a). While projections are not available for the community services workforce, as defined in this chapter, projections are available for the health care and social assistance sector. According to DEEWR's projections, the health care and social assistance sector is expected to be the largest contributor to employment growth of all industrial sectors, with more than 1 in 5 new jobs between 2012 and 2017 (13% growth in the sector over the same period, equating to 177,800 jobs) (DEEWR 2012a). This sector has consistently been the primary provider of new jobs over the short, medium and long term, driven by Australia's ageing population and the associated demands on health care services and facilities. The employment increase has also been underpinned by strong population growth.

Community services industries within the health care and social assistance sector for which DEEWR projections are available are: residential care services and social assistance services, with the latter comprising child care services and other social assistance services. The projected 5-year employment growth to 2017 across these industries varies, with the highest growth expected in child care services at 33% and the lowest in residential care services at 6% (Table 9.12).

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**Table 9.12: Projected employment growth in community services industries, 2012 to 2017**

Industry	Employment at November 2012 ('000) <sup>(b)</sup>	2017 employment projections <sup>(a)</sup>		
		Employment growth: November 2012 to November 2017 ('000)	Employment growth: November 2012 to November 2017 (%)	Employment at November 2017 ('000)
<b>Community services industries</b>				
Residential care services	205.6	12.0	5.9	217.6
Social assistance services <sup>(c)</sup>	338.4	71.6	21.2	410.0
Child care services	116.9	38.2	32.7	155.1
Other social assistance services	194.5	22.9	11.8	217.3
<b>All industries</b>				
Total	11,535.2	820.1	7.1	12,355.3

(a) Projections are based on November 2012 employment levels.

(b) Employment data were sourced by the DEEWR from the ABS Labour Force Survey.

(c) Social assistance services include 'social assistance services not further defined'.

Source: DEEWR 2012a (Industry projections to 2017).

Projected employment growth in the individual community services occupations from 2012 to 2017 varies (Table 9.13). Across the 5 years to 2017, projected growth ranges ranged from a negative 1% for enrolled and mothercraft nurses to 30% for special care workers; this compares with 7% for all occupations.

The number of aged and disabled care workers is projected to record the second highest growth between 2012 and 2017 (28%), followed by counsellors, Indigenous health workers, psychologists and social workers (all 20%).

The numbers of child care workers and early childhood (pre-primary school) teachers are expected to grow over the 5 years to 2017 by 13% and 12%, respectively. Child care centre managers are also projected to grow 13% over the same period.

Registered nurses are projected to increase by 4% between 2012 and 2017, in contrast to the expected decrease in enrolled and mothercraft nurses (Table 9.13).



**Table 9.13: Projected employment growth in community services occupations, 2012 to 2017**

Occupation	Employment at November 2012 ('000) <sup>(b)</sup>	2017 employment projections <sup>(a)</sup>		
		Employment growth: November 2012 to November 2017 ('000)	Employment growth: November 2012 to November 2017 (%)	Employment at November 2017 ('000)
<b>Community services occupations</b>				
Child care centre managers	11.6	1.6	13.3	13.2
Early childhood (pre-primary school) teachers	23.7	2.8	11.7	26.5
Special education teachers	17.3	1.1	6.6	18.4
Registered nurses	241.3	10.2	4.2	251.5
Counsellors	17.1	3.4	20.0	20.5
Psychologists	20.0	4.0	20.0	23.9
Social workers	25.8	5.2	20.0	31.0
Welfare, recreation and community arts workers	21.9	2.9	13.1	24.8
Diversional therapists	5.3	0.2	3.1	5.4
Enrolled and mothercraft nurses	28.0	-0.2	-0.6	27.8
Indigenous health workers	1.2	0.2	19.6	1.4
Welfare support workers	48.9	5.8	11.9	54.8
Child care workers	119.5	15.5	13.0	135.0
Education aides	85.5	1.1	1.3	86.6
Aged and disabled care workers	113.0	31.3	27.7	144.3
Nursing support and personal care workers	78.2	3.2	4.1	81.4
Special care workers	2.0	0.6	29.5	2.6
<b>All occupations</b>				
Total	11,535.2	820.1	7.1	12,355.3

(a) Projections are based on November 2012 employment levels.

(b) Employment data were sourced by the DEEWR from the ABS Labour Force Survey.

Source: DEEWR 2012a (Occupation projections to 2017).

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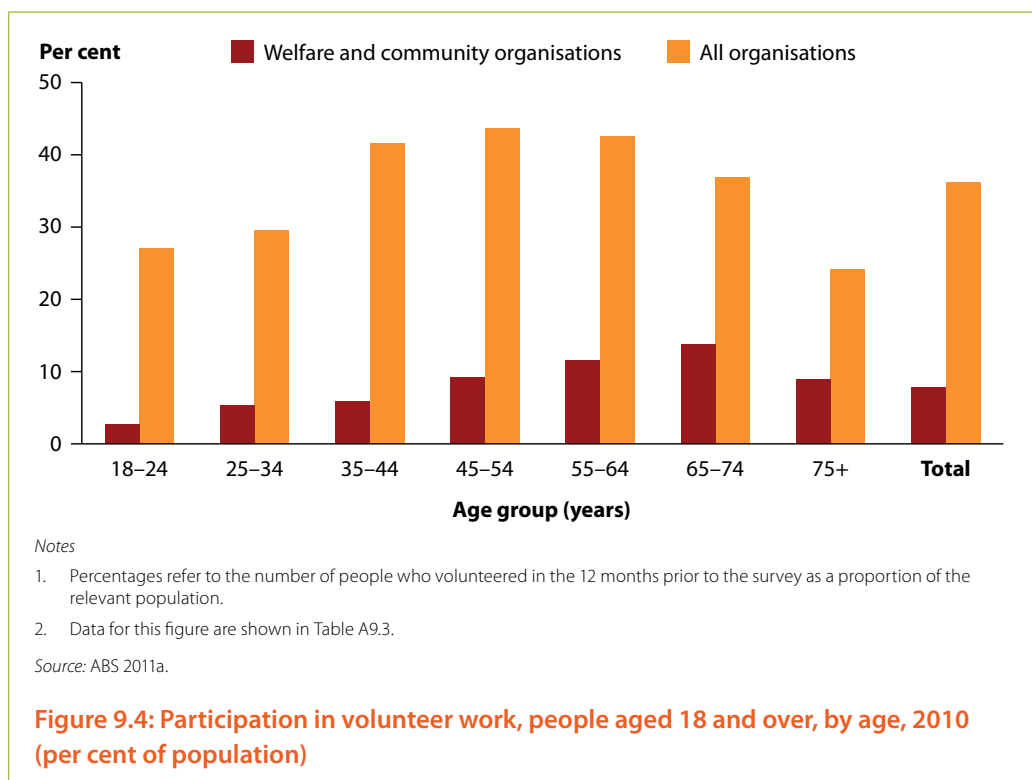
## 9.4 Volunteers

The work undertaken by the community services workforce is complemented by the assistance provided by volunteers, with many organisations that provide welfare or community services depending heavily on volunteers. Information about volunteers in general, as well as about those in welfare and community organisations, is available from the ABS General Social Survey (GSS), conducted every 4 years—most recently in 2010. The ABS 2011 Census also collected information about voluntary work; these data, however, do not allow one to identify the type of organisation for which people did volunteer work and are thus not referred to in this report.

### Voluntary work

According to the 2010 GSS, 6.1 million adults (36% of Australian adults) had volunteered some of their time, skills or services to a sporting, school, community, welfare or other organisation during the 12 months prior to the survey (ABS 2011b). This proportion is up from 34% in 2006 (ABS 2007). Note that these data exclude those who undertook unpaid work that was not strictly voluntary (for example, because of employment or study commitments), and those who undertook voluntary work overseas.

The rate of voluntary work differed by age, with people in the age groups from 35–44 to 65–74 more likely to volunteer than those in other age groups (Figure 9.4; see also Indicator 38 in Chapter 11). The 2010 GSS also found women were more likely than men to undertake voluntary work—38% compared with 34% respectively (Table A9.2).



## Who volunteers for welfare and community organisations?

In 2010, 1.3 million adults volunteered for welfare and community organisations, which represent 8% of all adults or 22% of those who volunteered in any organisation (Table A9.2). The rate of voluntary work in such organisations ranged from 3% among those aged 18–24 to 14% among those aged 65–74 (Figure 9.4). Volunteers in welfare or community organisations tended to be older than those who volunteered in other organisations, with a median age of 54 compared with 46 for all volunteers (Table A9.2).

In general, women were more likely than men to volunteer for welfare and community organisations (10% of women and 6% of men). This applied to all of the age groups, with the exception of those aged 35–44, where women were somewhat less likely than men to have volunteered (5% and 7% respectively) (Table 9.14).

**Table 9.14: Volunteer rate<sup>(a)</sup> in welfare and community organisations, people aged 18 and over, by age and sex, 2010 (per cent of population)**

Sex	Age group (years)							Total
	18–24	25–34	35–44	45–54	55–64	65–74	75+	
Men	*0.6	*4.5	6.8	5.1	9.4	13.2	*4.3	6.0
Women	**4.9	*6.1	5.2	13.2	13.8	14.4	12.5	9.5

\* Estimate has a relative standard error of 25% to 50% and should be used with caution.

\*\* Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

(a) Volunteer rate refers to the number of people who volunteered for a welfare or community organisation in the 12 months prior to the survey as a proportion of the relevant population.

Source: Unpublished data provided by the ABS from the 2010 General Social Survey.

Nearly one-half (49%) of volunteers working for welfare and community organisations volunteered at least once a week or at least once a fortnight in 2010, about one-fifth (18%) did so at least once a month, 19% several times a year and 14% less regularly (Table A9.4).

Rates of volunteering in any organisation were associated with labour force status—they were highest for employed people (40%) and lowest for the unemployed (20%). For those who volunteered in welfare or community organisations in 2010, the rates were higher for those not in the labour force (9%) than for those in employment (7%) and those who were unemployed (5%) (Table 9.15).

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**Table 9.15: Participation in volunteer work, people aged 18 and over, by labour force status, 2010 (per cent)**

Volunteer status	Employed	Unemployed	Not in the labour force	Total
Volunteered in any organisation	39.8	19.6	30.6	36.2
Volunteered in a welfare and community organisation	7.4	*5.3	8.8	7.8
Did not volunteer	60.2	80.4	69.4	63.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Source: Unpublished data provided by the ABS from the 2010 General Social Survey.

### Trends in volunteering

Data from the 2006 and 2010 GSSs on volunteering in welfare and community organisations are presented in this section. Note that while data on the overall rate of volunteering are comparable between the 2006 and 2010 surveys, the ABS notes that data on the number of volunteers in welfare and community organisations may not be strictly comparable due to changes in survey collection methodology (ABS 2011b).

Both the number and the proportion of the adult population who undertook voluntary work for welfare and community organisations increased between the two surveys—from 1.1 million people (7% of the population) in 2006 to 1.3 million people (8%) in 2010. Growth in the number of male volunteers was greater than that for female volunteers, at 18% and 15% respectively (Table A9.2).

## 9.5 Where to from here?

Over time, there has been a concerted effort nationally to identify and reduce the gaps in information available on the community services workforce (for example, AIHW: Vaughan 2006; Martin & Moskos 2006). In turn, there have been some new national data released in recent years, as described in this chapter, that are detailed enough to allow one to quantify and describe the community services workforce. However, as detailed further below, for a number of data collections, the published occupation categories are not at a sufficiently detailed level to identify specific community services occupations, or the information collected are not collected for all jurisdictions to enable the reporting of national data.

The reporting of the community services workforce as a whole is often not consistent across data collections, so it is often not possible to make valid comparisons between data collections.



## Occupation-based data

The 5-yearly ABS Census, the biennial ABS Survey of Employee Earnings and Hours, and the ABS Labour Force Survey are three data sources that provide national information about the full range of community services occupations and industries. While the Census is the primary source of detailed level occupation data, it is not designed to monitor short-term changes.

Most occupation data collections, including all ABS collections, use the ANZSCO to classify occupations. This classification scheme is limited by the lack of some separately identifiable community services occupation categories, such as community housing workers and disability employment placement services workers.

As noted earlier, information about earnings and hours paid for community services workers at the detailed occupation level by industry is not available from the 2012 SEEH, while it was available in the past. The ABS attempted to mitigate the impact by making available detailed tables at the occupation level only which have been presented in this chapter. Ideally, such occupation-by-industry level earnings data will be available in the future.

From 2005, data on the occupation of migrants arriving in Australia from overseas by category of traveller (for example, long-term resident) and reason for travel (for example, employment) were no longer available. DIAC has indicated that since the occupation information is self-reported by the traveller, it may not include sufficient information to allow accurate coding to an ANZSCO category.

The introduction of the National Registration and Accreditation Scheme (DoHA 2012a) for health professionals in 2010 may present opportunities in the future to obtain more detailed data on professionals working in community services industries. The scheme currently includes some community services occupations, such as nurses and psychologists, and may expand to include more community services occupations in the future.

## Industry-based data

Many data collections gather data based on the industry classification of the employing organisation or employed person, using the ANZSIC. However, it is often the case that industry data are only reported at a broad level, meaning that data on key industries of interest are not readily available. This is the case for the ABS Census, the ABS LFS and the ABS Community Services Survey. One of the reasons for this is that the sample sizes are not sufficient to allow for reliable data to be provided at these more detailed levels. The most detailed level of information available is for aged care residential services, other residential care services, child care services and other social assistance services industries. Ideally, more information would be available on industries within some of these categories, in particular, the 'other social assistance services' and 'other residential care services' industries.

For this reason, workforce-specific surveys are sometimes undertaken to fill this data gap. Examples include the National Early Childhood Education and Care Workforce Census (DEEWR 2011) conducted by the DEEWR, the National Statutory Child Protection Workforce Survey conducted by the Institute of Child Protection Studies (ICPS 2012), and the National Aged Care Workforce Census (King et al. 2013) conducted by the National Institute of Labour Studies.

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The 2012 National Statutory Child Protection Workforce Survey (ICPS 2012) provides the most recent information about the statutory child protection workforce. However, the survey was not administered in South Australia, Tasmania and the Northern Territory and thus national data are not available.

National administrative data sets such as the Disability Services National Minimum Data Set and the Australian Government Census of Child Care Services conducted by DEEWR also provide some limited workforce data for these industries. Both data sets focus on service delivery and use, rather than on the workforce.

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