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Australian Community Sector Survey

Report 2007

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National Report

This Report presents the results of the *Australian Community Sector Survey 2007* (ACSS). The Report provides information on service use, income, expenditure and workforce issues for the community services and welfare sector.

The ACSS is the only annual survey which covers the non-profit community services and welfare sector, which is a major provider of the community services that most of us rely on at some point in our lives, but which are particularly important to people on low incomes.

The ACSS 2007 was completed by 857 agencies which provided information about their activities over the financial years 2004-5 and 2005-6. Respondents to the ACSS were drawn from the membership of the State and Territory Councils of Social Service and ACOSS. Collectively these organisations provided the following services:

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

Key findings

Demand for services

In 2005-6 respondent agencies provided services to 1,459,184 people, which is an increase of 4% on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 93,961 people who were eligible for the service.

Of the people turned away in 2005-6 it is estimated that:

- 28% were not eligible for the service or needed a different service
- 44% were eligible for the service and the service provided the person with only basic information and assistance
- 28% were eligible for the service but were turned away from the service without assistance.

This shows that while some people are turned away because they are ineligible for the service, the majority (72%) are turned away because services are operating at maximum capacity and have to ration access in some way. Table 1.1 shows the number of people assisted and the number of eligible people turned away, by State and Territory.

Table 1.1: Demand by State & Territory

REGION	People Assisted (2005-6)	No. of eligible people turned away from services (2005-6)
NSW	377,053	20,846
QLD	366,032	15,669
WA	293,815	34,197
VIC	169,533	8,571
SA	161,664	7,651
ACT	46,971	1,994
TAS	28,096	618

When the number of times people are turned away is compared to the number of services actually provided by service type, it is clear that housing services and disability supported accommodation services experience particular problems. Over a quarter of eligible people are turned away from housing services and just under a quarter from disability supported accommodation.

The majority of agencies reported tighter targeting of their services than in the past. 56% of respondents agreed that their organisation was targeting services more tightly than in the past and another 21% were neutral on the question (suggesting neither an increase nor decrease in rationing).

90% of respondents reported that their waiting lists were the same or had worsened between 2004-5 and 2005-6.

63% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5. Only 9% of respondents agreed with the statement.

Long term housing and health services (including mental health and drug and alcohol services) were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by crisis and supported accommodation and income support.

While it is useful to see where priorities lie in terms of need for individual types of service, many agencies report that it is the complexity of client needs that is the real problem. 69% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 23% neither agreed nor disagreed and only 8% disagreed.

Reflecting this finding, agencies reported that their most pressing training need was how to work with clients that have difficult and complex problems.

The survey confirms the particular importance of community and welfare services to low income and disadvantaged groups. It finds that Indigenous people are nearly six times more likely to use community services than their representation in the general community would suggest and that people who are jobless are almost three times more likely to use community and welfare services.

Delivery

Workforce

There was an overall increase of 377 full time equivalent employees working in respondent organisations during 2005-6. This represents an increase of 3.0% on the total number of paid staff. Given the 4.0% increase in the number of clients between 2004-5 and 2005-6, it is clear that while staff numbers have risen, the number of people assisted has increased at a greater rate and thus work intensity has increased.

Reflecting this, 72% of agencies agreed that the unfunded work by staff and volunteers had increased between 2004-5 and 2005-6. 58% indicated that they had experienced difficulty attracting appropriately qualified staff.

In 2005-6, respondent agencies employed 13,457 full time equivalent staff and lost 1,923 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 14.3% which is marginally higher than the all Australian industry average of between 10% and 12%.[1]

Administration

The majority of respondents found the funding requirements required under government contracts a significant burden. Many reported that this drew resources away from service delivery. Many respondents suggested that additional funding was needed to assist with this burden or that simplification of the financial and program reporting requirements commonly required by government funding departments, was required. Smaller organisations appear to suffer most from administrative burden, due to the fact that funding requirements are often no less for organisations working with small government grants.

[1] Department of Employment and Workplace Relations, *DEWR Job Outlook*, June 2004, p.20. http//www.workplace.gov.au/WP/Content/Files/WP/Employment Publications/JOMain2004.pdf. DEWR uses the term 'job openings' to describe staff turnover.

Income and expenditure

Matching resources to demand remains the fundamental challenge facing sector organisations. Of the 795 respondents who answered a question about the three most important issues facing their organisation, 92% mentioned inadequate funding or insufficient resources as a major issue facing their service.

Agencies have secured a 7.7% increase in overall income between 2004-5 and 2005-6. There was a:

- 9.8% increase in government funding
- 3.4% increase in agency own source income
- 1.6% increase in client fee incomes.

Methodology

This survey examines changes in the operating environment of community services and welfare organizations between 2004-5 and 2005-6, as well as gathering information about the size and type of services in the community sector. Specific questions have been included in this year's survey relating to the administrative burden that organisations within the sector face, the standard of physical resources that they work with, and training that they require.

As with previous years, a variation of Dillman's method was used to distribute and collect the surveys.[2] This involved mailing out a cover letter which referred organisations to a website where the survey could be completed; some organisations also received a hard-copy of the survey. One week later mailed and emailed reminders were sent out thanking those people who had already returned the survey and reminding those who were yet to complete the survey of the importance of doing so. The reminder letter again encouraged organisations to complete the survey online. The official date to return the surveys was four weeks after they were sent. Follow up phone calls were made by the state and territory Councils of Social Service to those organisations whose surveys had not been received by the official date for return.

The ACSS 2007 was completed by 857 agencies who provided information about their activities over the financial years 2004-5 and 2005-6. The year on year comparisons in this report refer only to the information collected from this survey. No comparisons are made between this and previous surveys.[3]

Table 1.2: Survey returns by State/Territory

State/Territory	Number of responses	Percentage of total
NSW	225	26%
QLD	175	21%
VIC	139	16%
WA	107	13%
ACT	76	9%
SA	72	8%
TAS	36	4%
NT	27	3%
Total	857	100

[2] Dillman, D. (1978), '*Mail and Telephone Surveys: The Total Design Method*', Wiley, New York
[3] Respondents to the survey vary from year to year which makes direct comparisons with previous surveys of this kind misleading.

The survey population

To place the ACSS in the context of other quantitative information which is available on parts of the sector, we compare the services and organisations covered by the ACSS with those covered by *Community Services Australia,*[4] and *Australia's Welfare 2005.*[5]

The ACSS 2007 was completed by 857 agencies who provided information about their activities over the past two financial years, 2004-5 and 2005-6. Respondents to the ACSS were drawn from the membership of the State and Territory Councils of Social Service and ACOSS. Collectively these organisations provided the following services:

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

The respondents to the ACSS cover a wider field of services than those categorised under the Australian Institute of Health and Welfare National Classification of Community Services, as they include employment, housing and health services as well as the traditional community services such as aged care and child care.

The ACSS is also wider in scope than Community Services Australia. Community Services Australia covers only employing businesses and organisations that provide community services as defined by the Australian and New Zealand Standard Industrial Classification, which encompasses:

- nursing homes
- child care
- accommodation for the aged
- residential care services
- non-residential care services
- employment placement services
- interest groups involved in community service advocacy
- government administration responsible for funding community services or directly involved in the provision of community services.

However, the ACSS is narrower than Community Services Australia in so far as the ACSS does not include for-profit businesses.

[4] Australian Bureau of Statistics (ABS) (2001), *Community Services Australia*, ABS Catalogue No. 8696.0
[5] Australian Institute of Health and Welfare, *Australia's Welfare 2005*, Canberra, 2005

Size and scope of sector

Although it is not possible to compare the results of the ACCS 2007 with other surveys because the surveyed populations and time frames are different, some information from *Community Services Australia* and *Australia's Welfare 2005* is provided here as context for the results of the ACCS.

Size of Sector

The ABS has estimated that at the end of June 2000 there were 9,287 employing businesses and organisations involved in the provision of community services. The 9,287 businesses and organisations comprised 2,800 'for profit' organisations, 5,938 'not for profit' organisations and 548 government organisations. While the number of government organisations has remained virtually the same since June 1996, the number of 'for profit' and 'not for profit' organisations has increased by 32% and 10% respectively.[6]

Expenditure

The Australian Institute of Health and Welfare (AIHW) estimated that expenditure by Non-Government Community Service Organisations (NGCSOs) was 11.2 billion, with the government share of funding accounting for 49%, client sources accounting for 25% and NGCSOs' own source funding accounting for 26%. [7]

Workforce

In 2004 there were approximately 243,000 people employed (202,906 Full Time Equivalent) in community services industries in Australia, representing 2.5% of all employed persons across all industries. This translates to 1,362 (Full Time Equivalent) community service workers per 100,000 population in Australia.

The number of persons employed in community services industries increased by 22.6% between 1999 and 2004. This compares with a 10.5% increase across all industries. Within community services industries, the number employed in childcare services increased by 42% and in community care services by 10.2%.[8]

Employees in community services were predominantly female (81.0%) and nearly half (45.8%) worked part time.

[6] ABS (2001), p.5
[7] AIHW (2006*) Welfare Expenditure* 2003-04, p.18
[8] AIHW (2005), p.81

Survey results

Demand

Service coverage

In terms of geographic coverage, 25% of respondent agencies provide services in an outer metropolitan area and 13% in a rural centre, while only 2% provide services across the nation. [9] Among the other geographic categories:

- 15% provide services primarily across a state or territory
- 14% provide services primarily in a regional centre
- 10% provide services primarily in an inner metropolitan area
- 7% provide services primarily across a region
- 3% provide services primarily in a remote area.

Service users

As Table 1.3 shows, specific groups within the Australian population are over-represented as users of community and welfare services.

Most significantly:

- Indigenous people are nearly six times more likely to use community and welfare services than their representation in the general community would suggest.
- People who are jobless are almost three times more likely to use community and welfare services than their representation in the general community would suggest.
- People with a disability are nearly two times more likely to use community and welfare services than their representation in the general community would suggest.
- Women are one and a quarter times more likely to use community and welfare services than their representation in the general community would suggest.

This accords with the fact that community and welfare services are particularly important to low income and disadvantaged groups within the community.

Levels of disadvantage are known to be much higher among Indigenous communities and in jobless households. Women are much more likely to be the primary carers of children in single parent households (and at a high risk of poverty) and also more likely to approach community and welfare agencies in times of family need than couple parent families.

[9] Number of respondents to this question (N) = 843.

Table 1.3: Service users

N=437

Population Group	Percentage of service users	Percentage of general community
People with a disability	39%	20%[10]
Indigenous	14%	2.4%[11]
Jobless	59%	20%[12]
Culturally and linguistically diverse	22%	17%[13]
Women	63%	50%[14]
People under 18 years of age	21%	24%
18-44 years	41%	39%
45-64 years	22%	24%
65+ years	16%	13%

[10] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[11] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[12] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[13] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[14] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

Demand for services

In 2005-6 respondent agencies provided services to 1,459,184 people, which is 4% more than the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 93,961 people who were eligible for the service.

Of the people turned away in 2005-6 it is estimated that:

- 28% were not eligible for the service or needed a different service
- 44% were eligible for the service and the service provided the person with only basic information and assistance
- 28% were eligible for the service but were turned away from the service without assistance.

This shows that while some people are turned away because they are ineligible for the service, the majority (72%) are turned away because services are operating at maximum capacity and have to ration access in some way.

Table 1.4 shows the number of people who received a service by type of service in 2005-6, the number of people turned away from a service, and the percentage of eligible people turned away as a proportion of the number of people who received a service. This provides a guide to the level of demand and unmet demand for specific services.

When the number of times people are turned away is compared to the number of services actually provided by service type, it is clear that housing services and disability supported accommodation experience particular problems. Over a quarter of eligible people are turned away from housing services and just under a quarter from disability supported accommodation. These findings are consistent with Australian Institute of Health and Welfare (AIHW) research. In relation to housing, the AIHW estimated that in 2004-5, of the people who request immediate accommodation, 304 are turned away each day (193 adults and unaccompanied children and 111 accompanying children). When expressed in relation to the number of people making valid unmet requests for immediate accommodation, over half of all the people who requested accommodation did not receive it (56% or around 1 in 2 people were turned away). In particular, around 1 in 2 (or 54%) of adults and unaccompanied children who requested immediate SAAP accommodation were turned away and 3 in every 5 children (or 60%) who accompanied a potential client who requested immediate SAAP accommodation were turned away.[15]

In relation to disability accommodation services, the AIHW conservatively estimated that in 2001 there were 12,500 people in need of accommodation support and respite services.[16]

[15] AIHW, *Demand for SAAP accommodation by homeless people 2004–05, A report from the SAAP National Data Collection*, http://www.aihw.gov.au/publications/aus/bulletin50/bulletin50.pdf (accessed 11.01.07).

[16] Australian Institute of Health and Welfare, *Unmet Need for Disability Services*, Canberra 2002, Table 7.1, p173

Table 1.4: Number of people assisted and not assisted by service type 2005-6

Service Type	Number of people assisted	Number of eligible people turned away	Eligible people turned away as % of people assisted
Housing Assistance (no of clients per year)	28,416	7,485	26%
Disability Supported Accommodation (no of residents per year)	1,123	264	24%
Community Legal Centre (no of people per year)	37,664	7,025	19%
Child Care (no of children per year)	30,437	2,390	8%
Financial and Material Support (no of clients per year)	158,470	11,467	7%
Residential Aged Care (no of clients per year)	773	55	7%
Information, advice and referral (no of contacts per year)	556,901	36,883	7%
Community Care (no of clients per year)	47,192	2,643	6%
Child Welfare Service (no of children per year)	21,526	1,169	5%
Individual Advocacy (no of clients per year)	59,940	2,969	5%
Family relationship service (no of clients per year)	20,686	940	5%
Employment Service (no of clients per year)	23,473	510	2%
Health Service (no of clients per year)	128,036	2,408	5%
Other[17]	344,547	17,753	5%
Total	**1,459,184**	**93,961**	**Avg: 6%**

[17] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Perceptions of demand

Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services).

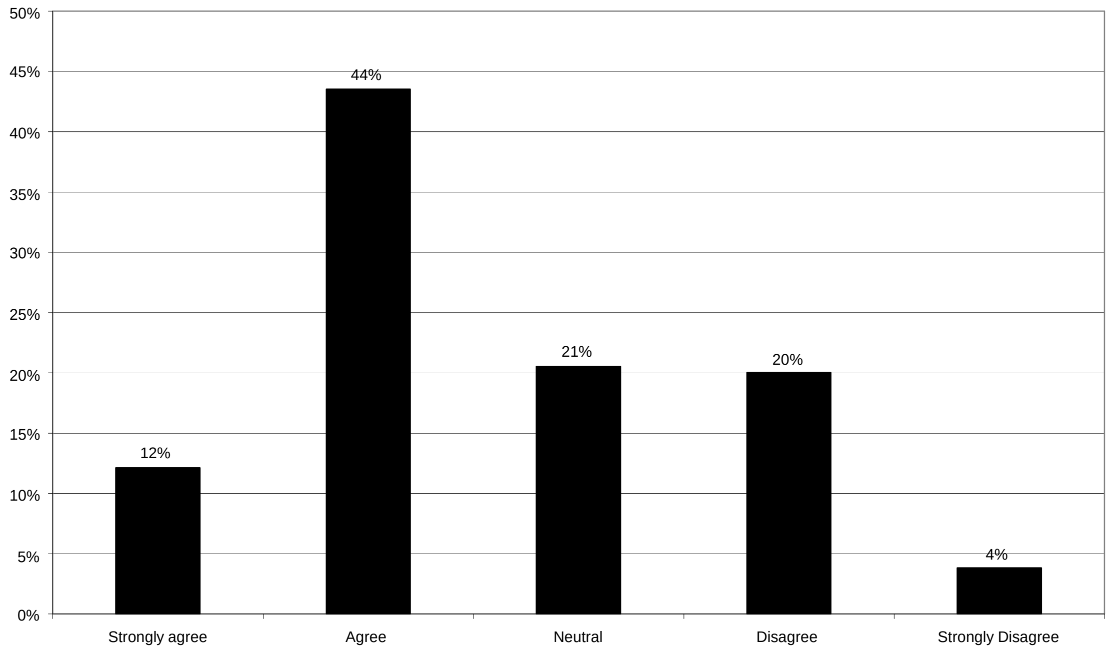
Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 56% of respondents agreed that their organisation was targeting services more tightly than in the past and another 21% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 1.1: Targeting services: proportion agree/disagree with statement:

'this organisation is targeting our services more tightly than in the past'

N=809

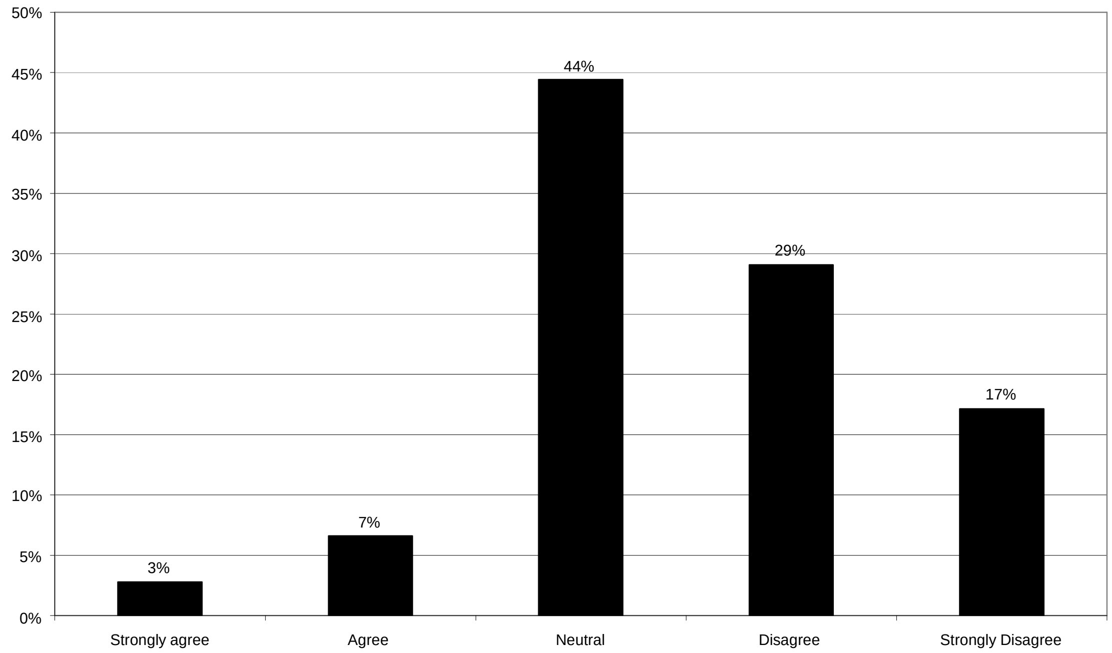


Waiting lists

Waiting lists are used by respondent agencies to ration their services. Waiting lists are an acceptable means of rationing where they sort more urgent cases from less urgent ones and where there are acceptable benchmarks governing the length of time people have to wait for a service. Many waiting lists do not have these features and it is concerning that waiting lists may be growing for a large minority of respondent agencies. 90% of respondents reported that their waiting lists were the same or had worsened between 2004-5 and 2005-6.

Figure 1.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year'

N=788

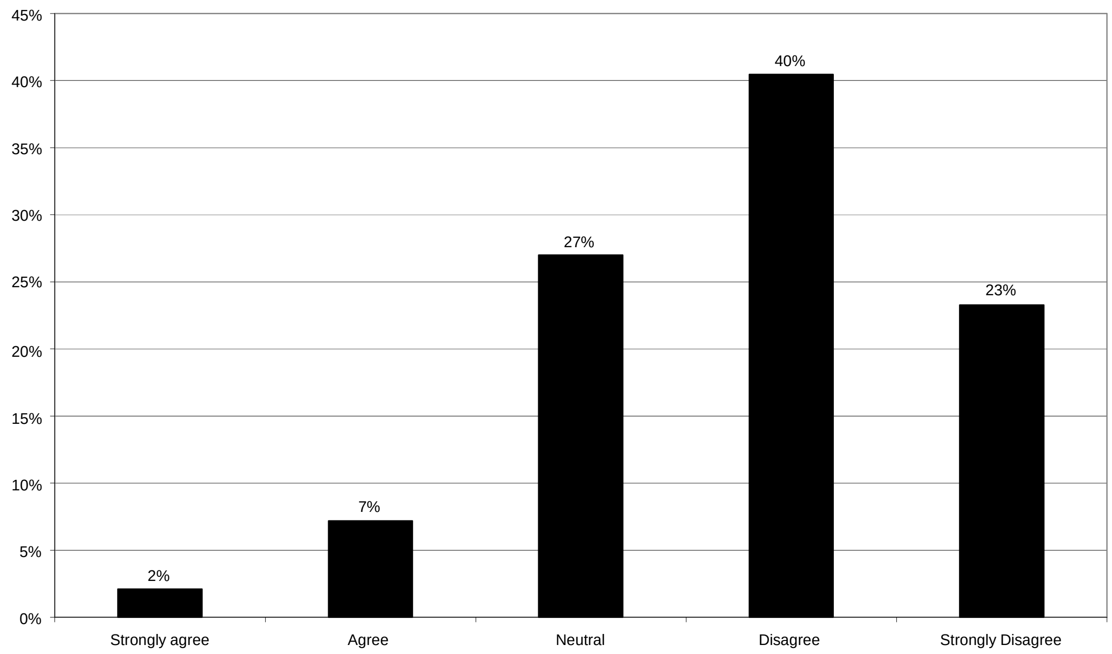


Referrals

Another indicator of demand is the number of referrals to agencies. 63% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5. Only 9 % of respondents agreed with the statement.

Figure 1.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year'

N=808



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency). Long term housing and health services (including mental health and drug and alcohol services) were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by crisis and supported accommodation and income support.

Table 1.5: Client need by service type 2005-6

N=431

Service type	Rank	Score[18]
Long term housing	1	100.0
Health care (including mental health and drug and alcohol services)	2	78.1
Crisis and supported accommodation	3	67.4
Income support	4	62.0
Aged and disability services	5	57.8
Employment, education and training programs	6	51.3
Transport	7	40.8
Family relationship services	8	39.6
Legal services	9	26.8
Assistance with the cost of energy, water, telecommunications	10	24.5
Child care	11	22.8
Cultural, arts, recreation, sport, information and social activities	12	21.2
Child welfare services	13	19.1

[18] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

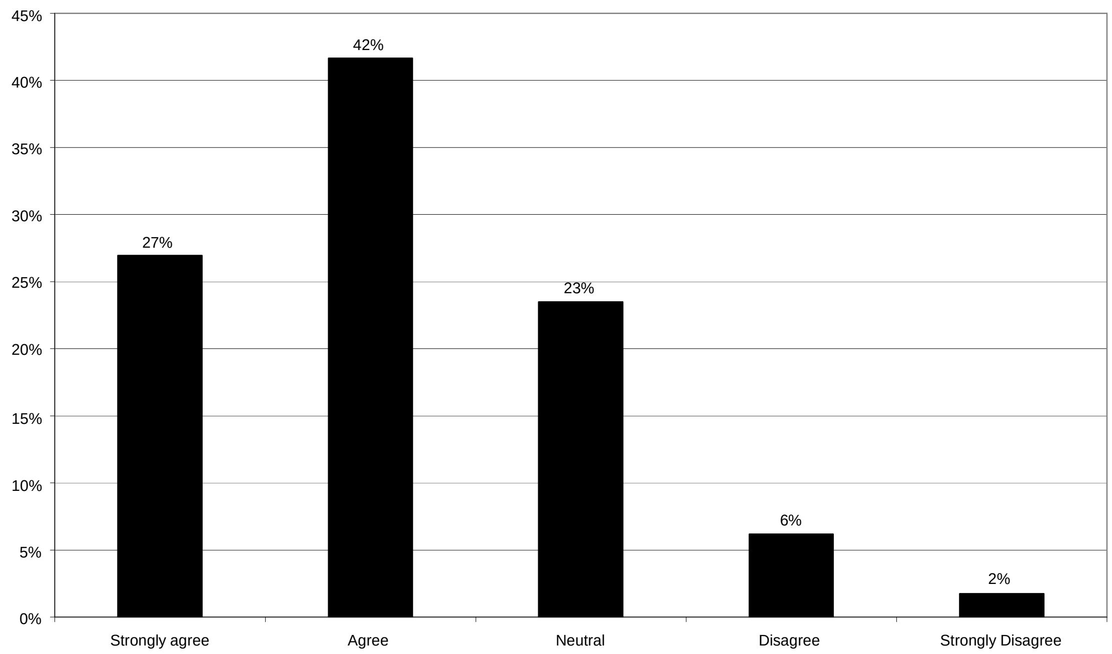
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

69% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 23% neither agreed nor disagreed and 8% disagreed.

Figure 1.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year'

N=809



Delivery

Character of the workforce

Respondent agencies utilise a large number of volunteers in service delivery roles. However, it should be noted that most volunteers are likely to be engaged on a part-time basis.

Table 1.6: Workforce by category

N=486

Work category	Number of people	%
Paid staff (full time equivalent)	13,457	26%
Voluntary board/management	4,940	10%
Voluntary service delivery	32,739	64%
Total	51,136	100%

Staff hiring and leaving

There was an overall increase of 377 full time equivalent employees working in respondent organisations during 2005-6. This represents an increase of 3.0% on the total number of paid staff. When compared with the 4.0% increase in the number of clients between 2004-5 and 2005-6, it is clear that while staff numbers have risen the number of people assisted has increased at a greater rate, suggesting that staff are under increased pressure.

Table1.7: Staff hired and left 2005-6

N=345

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	274	232	42
Service worker	1,731	1,428	303
Clerical/administration	295	263	32
Total	2,300	1,923	377

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 13,457 full time equivalent staff and lost 1,923 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 14.3% which is marginally higher than the all Australian industry average of between 10% and 12%.[19]

[19] Department of Employment and Workplace Relations, *DEWR Job Outlook*, June 2004, p.20. http//www.workplace.gov.au/WP/Content/Files/WP/Employment Publications/JOMain2004.pdf. DEWR uses the term 'job openings' to describe staff turnover.

Increasing time worked

A very low percentage of agencies reported that they had increased the number of paid hours worked by staff, but 72% of agencies agreed that the unfunded work by staff and volunteers had increased between 2004-5 and 2005-6. This is consistent with the reported rise in demand exceeding the rate of increase in the workforce.

Figure 1.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff'

N=788

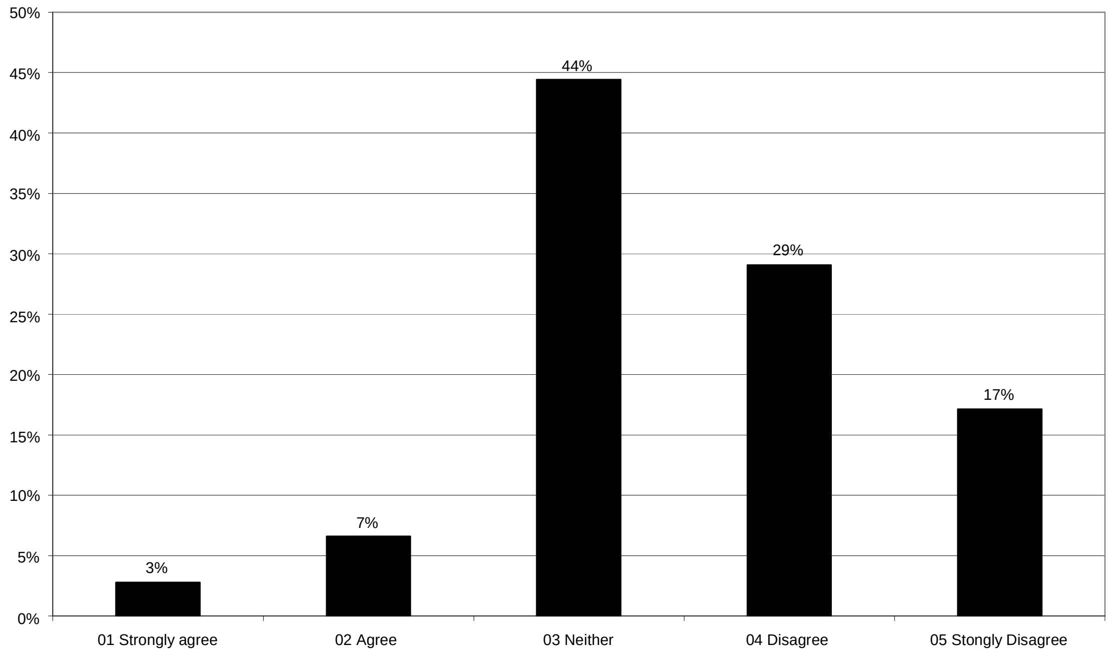
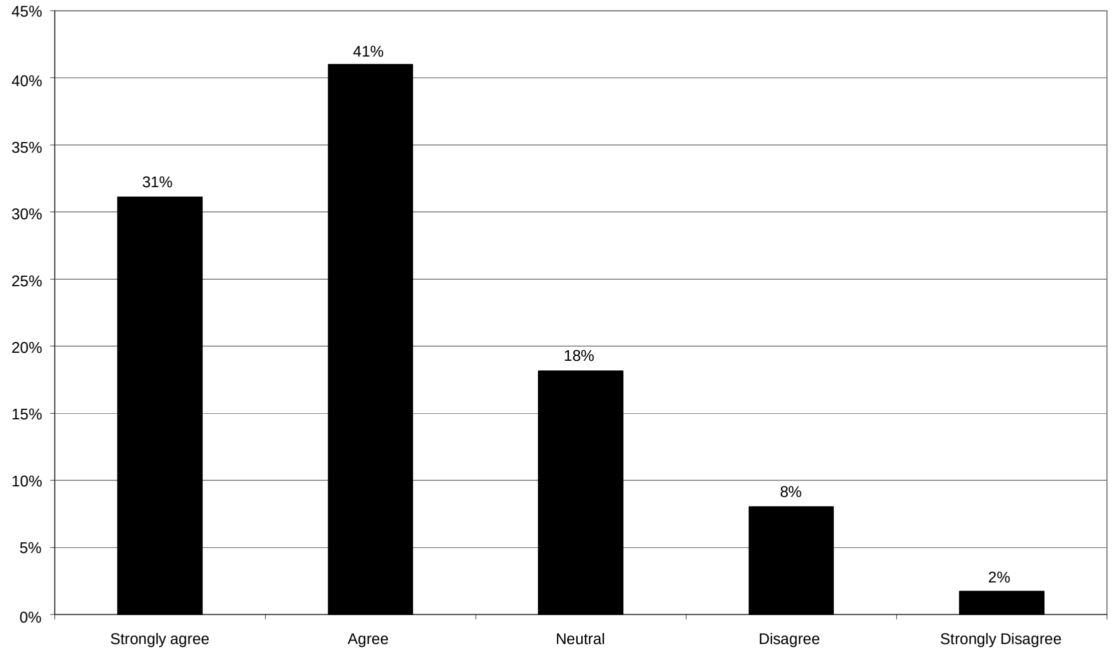


Figure 1.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased'

N=810



Training needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

'Working with clients who have difficult and complex needs' was the category that attracted the highest response rate with twenty-three percent of all respondents naming this category as their top training need (see Table 8). 'Working with clients who have difficult and complex needs' was by far the highest priority. 'Program planning and evaluation' was the second ranked priority followed by 'management and governance' and 'case management'.

Table1.8: Training needs by category 2005-6

N=427

Training Need	Rank	Score[20]
Working with clients who have difficult and complex needs	1	100.0
Program planning and evaluation	2	64.8
Management/Governance	3	58.1
Case Management	4	54.1
Community development	5	46.5
Information Technology	6	46.1
Cross cultural communication	7	35.2
Legal and financial systems	8	28.3
Human resources	9	26.7
Research and policy development	10	24.5
Facilitation and negotiation	11	22.9
Lobbying	12	22.3
Working with the media	13	16.3

[20] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Attracting appropriately qualified staff

Of the 477 respondents to this question, 278 (58%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 199 (42%) who had no difficulty.

The need for appropriately qualified staff was also reflected in other areas of the survey. An open ended question about the three most important issues facing services resulted in 40% of respondents naming staffing as one of these three. A large proportion of respondents expressed concern about wage levels and indicated that they had trouble attracting and retaining qualified staff.

Occupational health and safety

Of the 491 respondents to the questions on occupational health and safety, 130 (26%) reported a workplace injury in 2005-6, compared with 361 (74%) who did not report a workplace injury. The total number of reported incidents was 648.

Of course, capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

Administration

Agencies were asked about the impact of administration on their organisation. Many agencies reported that administration was a major burden.

The majority of respondents found the funding requirements required under government contracts a significant burden. Many reported that this drew resources away from service delivery. Many respondents suggested that additional funding was needed to assist with this burden or simplification of the financial and program reporting requirements commonly required by government funding departments.

Smaller organisations appear to suffer most from administrative burden due to the fact that funding requirements are often no less for organisations working with small government grants.

Income and Expenditure

Matching resources to demand remains the fundamental challenge facing sector organisations. Of the 795 respondents who answered a question about the three most important issues facing their organisation, 92% mentioned inadequate funding or insufficient resources as a major issue facing their service.

Looking at the overall income and expenditure for all organisations (Table 1.9) it can be seen that income has increased by $59m and expenditure has increased by $9m between 2004-5 and 2005-6 reducing the deficit by $50m. This reduced the overall deficit from $90m to $40m.

Table 1.9: Income and Expenditure Totals

Year	Total operating expenses[21] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005/6	859	819	-40
2004/5	850	760	-90
Difference	9	59	50

Agencies have secured a 7.7% increase in overall income between 2004-5 and 2005-6. There was a:

- 9.8% increase in government funding
- 3.4% increase in agency own source income
- 1.6% increase in client fee incomes.

Table 1.10: Funding Sources

N=460

Source	2004-5 (millions)	2005-6 (millions)	% change	% total (2005-6)
Australian Government	192.5	209.6	8.9%	26%
State/Territory Government	331.0	365.0	10.3%	45%
Local Government	5.6	6.7	19.6%	-
Client fee income	76.4	77.6	1.6%	9%
Own source income*	154.4	159.6	3.4%	20%
Total	**760.0**	**818.5**	**7.7%**	**100%**

* incl. donations, sponsorship, sale of goods and services to the public etc

[21] N=447

Key results by size of agency

When the key results in the previous sections of this report are disaggregated by agency size[22] we find that:

- small and medium agencies operate on much slimmer financial margins than larger agencies (see table 1.11)
- the larger the organisation, the lower the percentage of eligible people turned away from the agency as a percentage of those assisted (see table 1.12)
- the larger the organisation the lower the staff turnover but the greater the difficulty in attracting qualified staff (see table 1.13).

Table 1.11: Deficit/Surplus by agency size

Agency Size	Year	Total operating expenses[23] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)	Deficit/Surplus as % of income
Small n = 321	**2005-6**	104.6	109.9	5.3	5%
	2004-5	100.2	99.6	-0.6	-1%
Medium n = 93	**2005-6**	190.8	202.1	11.3	6%
	2004-5	177.0	178.3	1.3	1%
Large n = 28	**2005-6**	454.5	506.5	52	10%
	2004-5	430.0	481.9	51.9	11%

[22] Small agencies were classified as those with incomes between $10,000 and $1 million, medium-sized agencies were classified as those with incomes between $1million and $5 million, and large agencies as those with incomes greater than $10 million.

Table 1.12: People turned away by agency size 2005-6

Agency Size	Eligible people turned away as a % of people assisted
Small n = 265	3.7%
Medium n = 76	2.2%
Large n = 21	0.6%

Table 1.13: Staff turnover and recruitment by agency size

Agency Size	Year	Number paid staff, (full time equivalent)	Number paid staff, (full time equivalent) who left	Staff turnover	% who had difficulty attracting qualified staff
Small n = 278	**2005-6**	1769	432	24%	48%
Medium n = 81	**2005-6**	3098	675	22%	80%
Large n = 21	**2005-6**	4904	575	12%	85%

New South Wales

Survey results

The ACSS 2007 was completed by 225 agencies in NSW who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 15% of respondent agencies provide services across NSW and 7% across a region.[24] Among the other geographic categories:

- 13% provide services primarily in a regional centre
- 10% provide services primarily in an inner metropolitan area
- 25% provide services primarily in another metropolitan area
- 13% provide services primarily in a rural centre
- 3% provide services primarily in a remote area.

Service users

Table 2.1 shows how specific groups within the Australian population are represented as users of community and welfare services in NSW

[24] Number of respondents to this question (N) = 224.

Table 2.1: Service users

N=96

Population Group	Percentage of service users (NSW)	Percentage of general community (National)
People with a disability	26%	20%[25]
Indigenous	11%	2.4%[26]
Jobless	61%	20%[27]
Culturally and linguistically diverse	22%	17%[28]
Women	65%	50%[29]
People under 18 years of age	22%	24%
18-44 years	33%	39%
45-64 years	19%	24%
65+ years	26%	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 377,053 people, which is a 5% increase on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 20,846 people.

Of the people turned away in 2005-6:

- 34% were not eligible for the service or needed a different service
- 41% were eligible for the service and the service provided the person with only basic information and assistance
- 25% were eligible but turned away from the service with no assistance.[30]

This shows that while some people are turned away because they are ineligible for the service, 66% are turned away because services are operating at maximum capacity and have to ration access.

[25] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[26] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[27] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[28] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[29] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.
[30] % based on N=42

Table 2.2 provides a guide to the level of demand and unmet demand for specific services.

Table 2.2: Number of people assisted and not assisted by service type 2005-6 (NSW)

Service Type	**Number of clients**	**Number of eligible people turned away**	**Eligible people turned away as % of people assisted**
Community Legal Centre (no of clients per year)	3028	995	33%
Housing Assistance (no of clients per year)	7093	1822	26%
Child Welfare Service (no of children per year)	1964	333	17%
Family relationship service (no of clients per year)	1863	274	15%
Health Service (no of clients per year)	14637	1671	11%
Child Care (no of children per year)	14716	1379	9%
Financial and Material Support (no of clients per year)	23096	1565	7%
Community Care (no of clients per year)	15681	904	6%
Information, advice and referral (no of contacts per year)	157970	7413	5%
Employment Service (no of clients per year)	9381	354	4%
Individual Advocacy (no of clients per year)	20725	463	2%
Other[31]	106899	3673	3%
Total	377,053	20,846	6%

[31] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Perceptions of demand

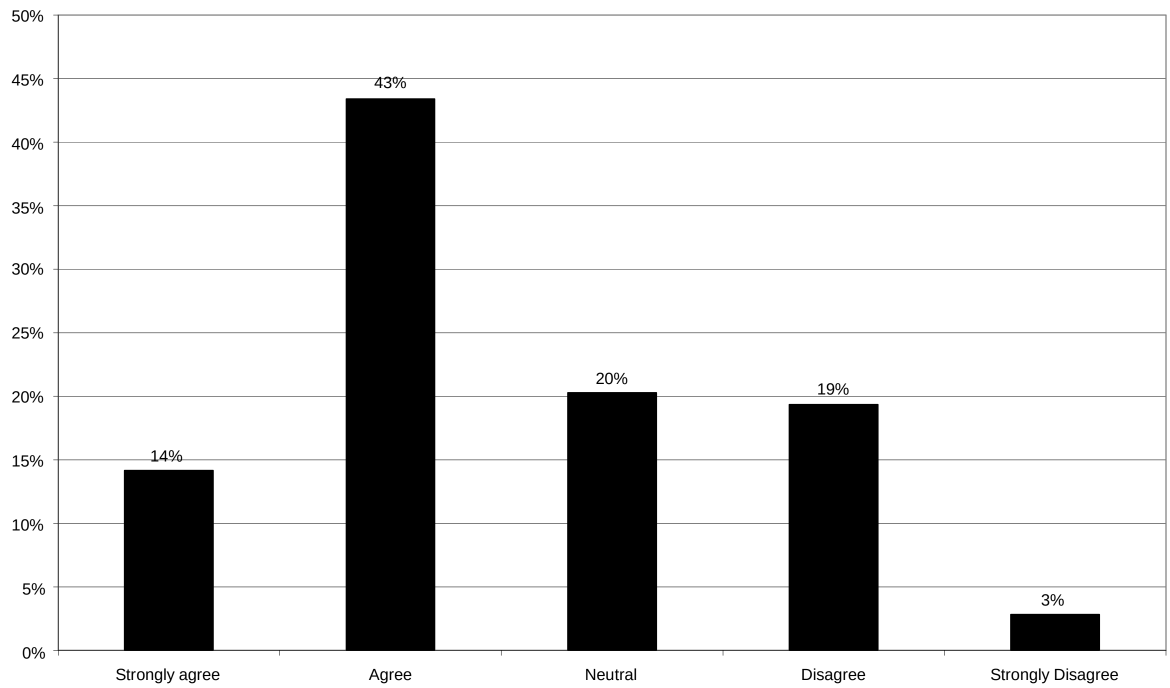
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services).

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 57% of respondents agreed that their organisation was targeting services more tightly than in the past and another 20% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 2.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (NSW)

N=212

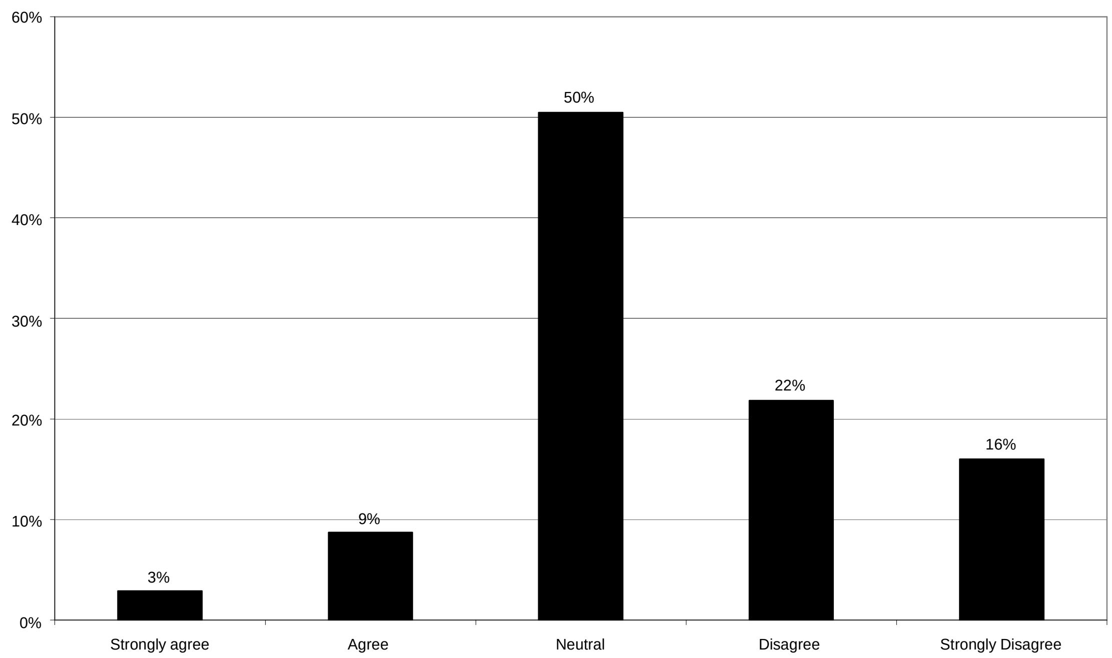


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 88% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 2.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (NSW)

N=206

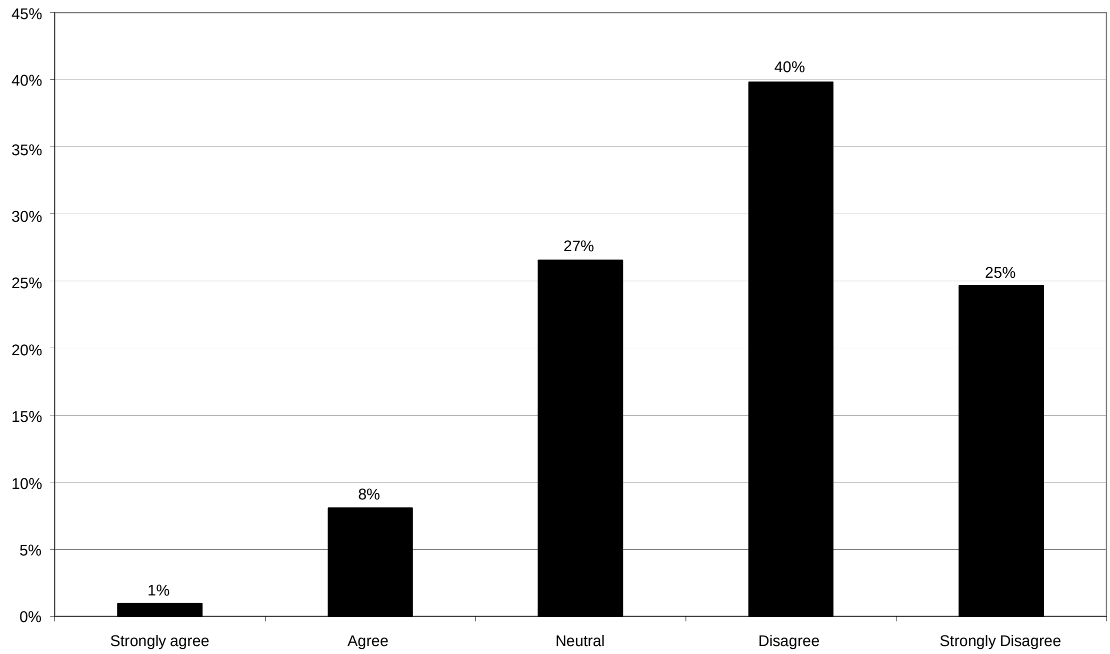


Referrals

Another indicator of demand is the number of referrals to agencies. 65% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 2.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (NSW)

N=211



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Health services (including mental health and drug and alcohol services) and long term housing were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by crisis and supported accommodation and income support.

Table 2.3: Client need by service type 2004-5 (NSW)

N=103

Service type	Rank	Score[32]
Health care (including mental health and drug and alcohol services)	1	100
Long term housing	2	95
Crisis and supported accommodation	3=	76
Income support	3=	76
Aged and disability services	5	75
Transport	6	62
Employment, education and training programs	7	57
Family relationship services	8	38
Cultural, arts, recreation, sport, information and social activities	9	32
Child welfare services	10	31
Child care	11	27
Assistance with the cost of energy, water, telecommunications	12	26
Legal services	13	23

[32] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

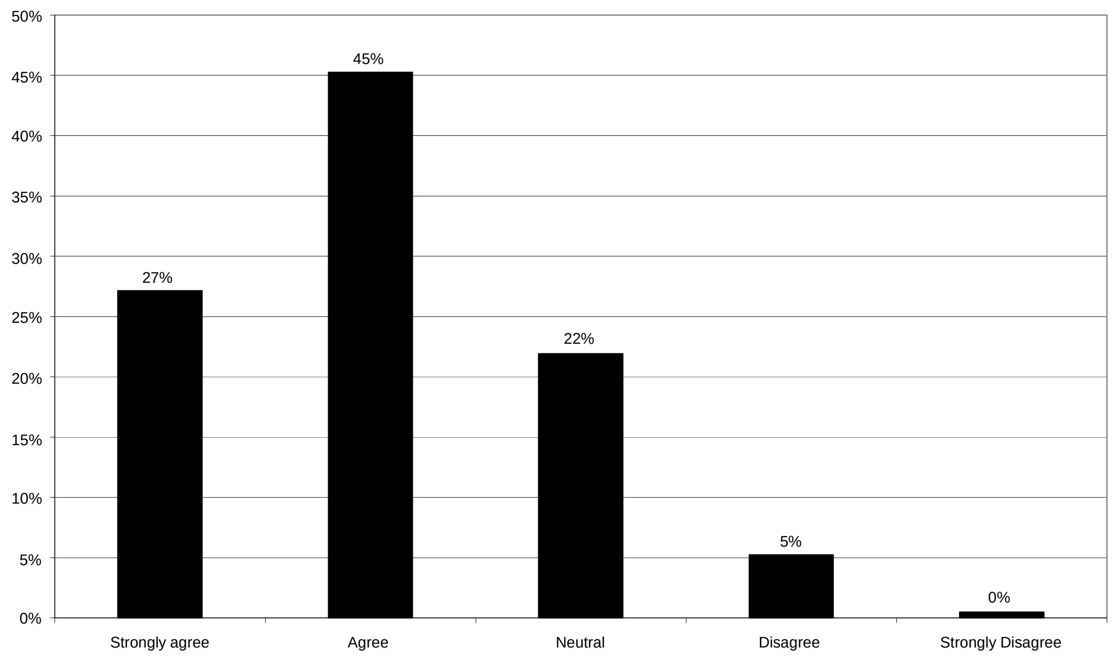
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

72% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 22% neither agreed nor disagreed and only 5% disagreed.

Figure 2.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (NSW)

N=226



Delivery

Character of the workforce

As Table 2.4 shows, respondent agencies in NSW utilise a large number of volunteers in service delivery roles. However, it should be noted that volunteers are likely to be engaged on a part-time basis.

Table 2.4: Workforce by category (NSW)

N=106

Work category	Number of people	%
Paid staff (full time equivalent)	2,581	16%
Voluntary board/mgt	899	6%
Voluntary service delivery	12,436	78%
Total	6,959	100%

Staff hiring and leaving

There was an overall decrease of 22 people in the number of full time equivalent employees working in respondent organisations during 2005-6. This represents a decrease of less than 1% on the total number of paid staff.

Table 2.5: Staff hired and left 2005-6 (NSW)

N=76

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	46	44	2
Service worker	201	221	-20
Clerical/administration	53	57	-4
Total	**300**	**322**	**-22**

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 2,581 full time equivalent staff and lost 322 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 12%.

Additional work

Respondent agencies were evenly split in their response to the question of whether they had increased the number of paid hours worked by staff (Figure 2.5), but were much more unified in their response to the question of whether they had increased the use of volunteer and unpaid staff labour (Figure 2.6), with 73% agreeing that the unfunded work by staff and volunteers had increased between 2004-5 and 2005-6.

Figure 2.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff'(NSW)

N=213

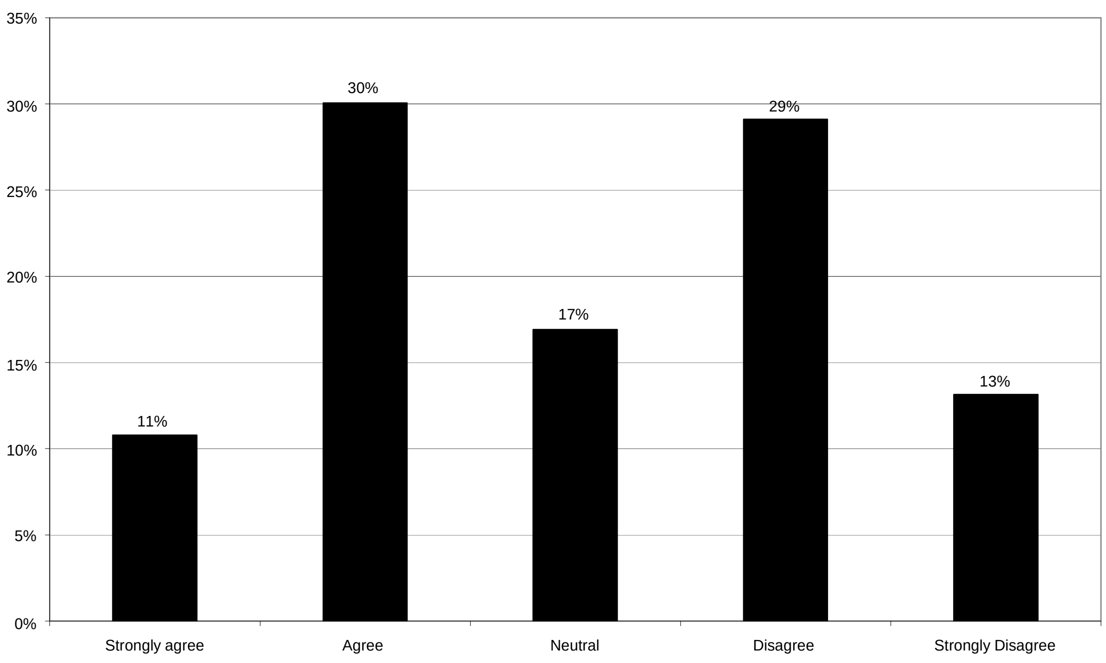
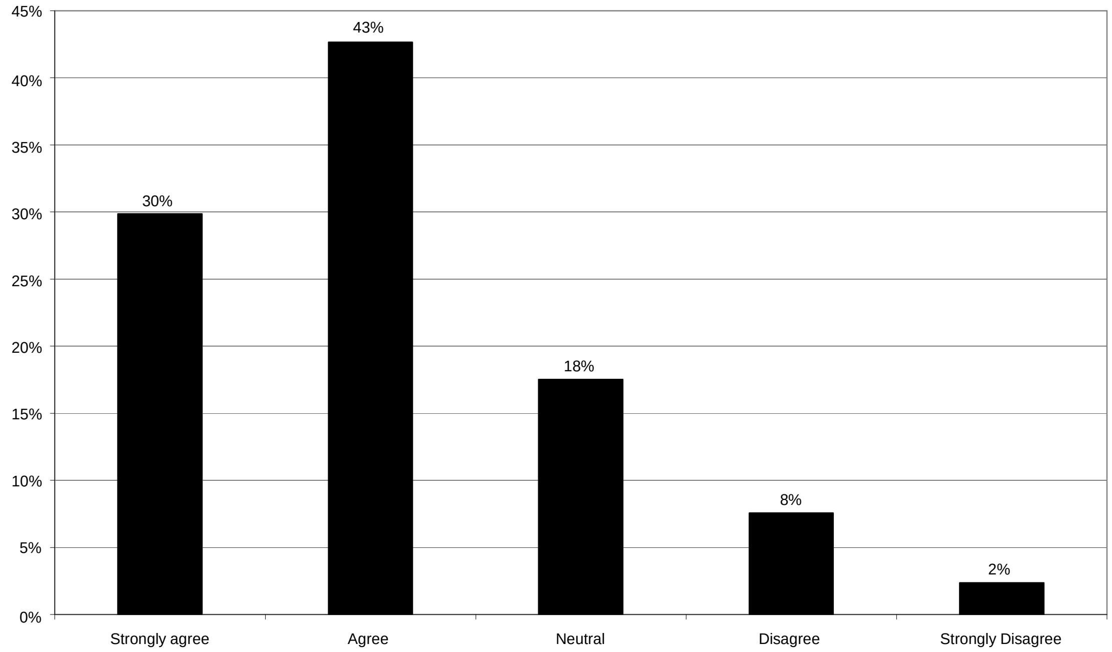


Figure 2.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (NSW)

N=211



Attracting appropriately qualified staff

Of the 104 respondents to this question 59 (57%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 45 (43%) who had no difficulty.

Training needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

Working with clients who have difficult and complex needs topped the list, followed by management and governance training and case management.

Table 2.6: Training needs by category 2005-6 (NSW)

N=90

Training Need	Rank	Score[33]
Working with clients who have difficult and complex needs	1	100
Management/Governance	2	80
Case Management	3	69
Program planning and evaluation	4	67
Community development	5	57
Information Technology	6	44
Cross cultural communication	7	38
Human resources	8	30
Legal and financial systems	=9	22
Research and policy development	=9	22
Lobbying	=9	22
Working with the media	12	20
Facilitation and negotiation	13	10

Occupational health and safety

Of the 108 respondents to the questions on occupational health and safety, 32 (30%) reported a workplace injury in 2005-6, compared with 76 (70%) who did not report a workplace injury. The total number of reported incidents was 113.

[33] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 2.7 shows, income has increased over the year by $7 million and operating expenses by $8 million. This has made little impact on the overall surplus.

Table 2.7: Income and Expenditure 2004-5 and 2005-6 (NSW)

Year	Total operating expenses[34] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	126	193	67
2004-5	118	186	68
Difference	8	7	-1

Income

Agencies have secured a 4% increase in overall income between 2004-5 and 2005-6. Income from government sources and from own source income grew by 5%. Income from client fees fell by 3%.

Table 2.8: Funding Sources (NSW)

N=166

Source	2004-05 (millions)	2005-06 (millions)	% total (2005-6)	% change
Australian Government	85.5	88.6	46%	4%
State/Territory Government	51.9	55.3	29%	7%
Local Government	1.1	1.2	-	-
Client fee income	18.4	17.8	9%	-3%
Own source income*	28.8	30.2	16%	5%
Total	185.6	193.2	100%	4%

*incl. non-govt payments for goods and services, donations etc

[34] N=113

Queensland

Survey results

The ACSS 2007 was completed by 175 agencies in Queensland who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 30% of respondent agencies provide services across Queensland and 3% across a region.[35] Among the other geographic categories:

- 17% provide services primarily in a regional centre
- 7% provide services primarily in an inner metropolitan area
- 17% provide services primarily in another metropolitan area
- 10% provide services primarily in a rural centre
- 2% provide services primarily in a remote are
- 1% provide services nationally.

Service users

Table 3.1 shows how specific groups within the Australian population are represented as users of community and welfare services in Queensland.

[35] Number of respondents to this question (N) = 174.

Table 3.1: Service users

N=51

Population Group	Percentage of service users (QLD)	Percentage of general community (National)
People with a disability	33%	20%[36]
Indigenous	14%	2.4%[37]
Jobless	58%	20%[38]
Culturally and linguistically diverse	18%	17%[39]
Women	64%	50%[40]
People under 18 years of age	22%	24%
18-44 years	41%	39%
45-64 years	21%	24%
65+ years	16%	13%

[36] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[37] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[38] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[39] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[40] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

Service use

Demand for services

In 2005-6 respondent agencies provided services to 366,032 people, which is a 5% decrease on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 15,669 which is a 12% increase on the number of people turned away in 2004-5.

Of the people turned away in 2005-6:

- 33% were not eligible for the service or needed a different service
- 51% were eligible for the service and the service provided the person with only basic information and assistance
- 16% were eligible but turned away from the service with no assistance.[41]

This shows that while some people are turned away because they are ineligible for the service, two-thirds are turned away because services are operating at maximum capacity and have to ration access.

Table 3.2 provides a guide to the level of demand and unmet demand for specific services, with demand for, and supply of, financial and material support and housing services experiencing the greatest mismatch.

[41] % based on n=34

Table 3.2: Number of people assisted and not assisted by service type 2005-6 (QLD)

Service Type	Number of clients	Number of eligible people turned away	Eligible people turned away as % of people assisted
Financial and Material Support (no of clients per year)	4706	2372	50%
Housing Assistance (no of clients per year)	8273	3212	39%
Community Legal Centre (no of clients per year)	6738	1087	16%
Child Welfare Service (no of children per year)	270	37	14%
Family relationship service (no of clients per year)	3947	276	7%
Disability Supported Accommodation (no of residents per year)	372	21	6%
Child Care (no of children per year)	4555	206	5%
Community Care (no of clients per year)	4851	177	4%
Residential Aged Care (no of clients per year)	100	4	4%
Employment Service (no of clients per year)	4049	35	1%
Information, advice and referral (no of contacts per year)	144300	1518	1%
Health Service (no of clients per year)	32352	224	1%
Individual Advocacy (no of clients per year)	17745	242	1%
Other[42]	133774	6258	5%
Total	366,032	15,669	4%

[42] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Perceptions of demand

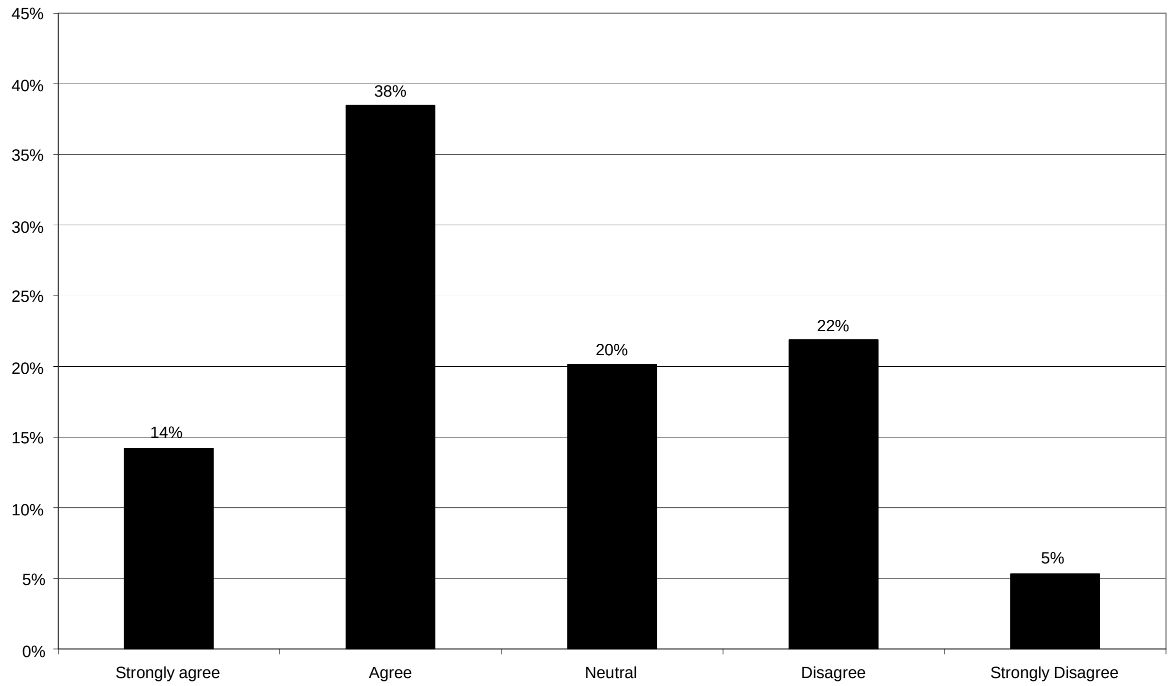
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing.

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 52% of respondents agreed that their organisation was targeting services more tightly than in the past and another 20% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 3.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (QLD)

N=169

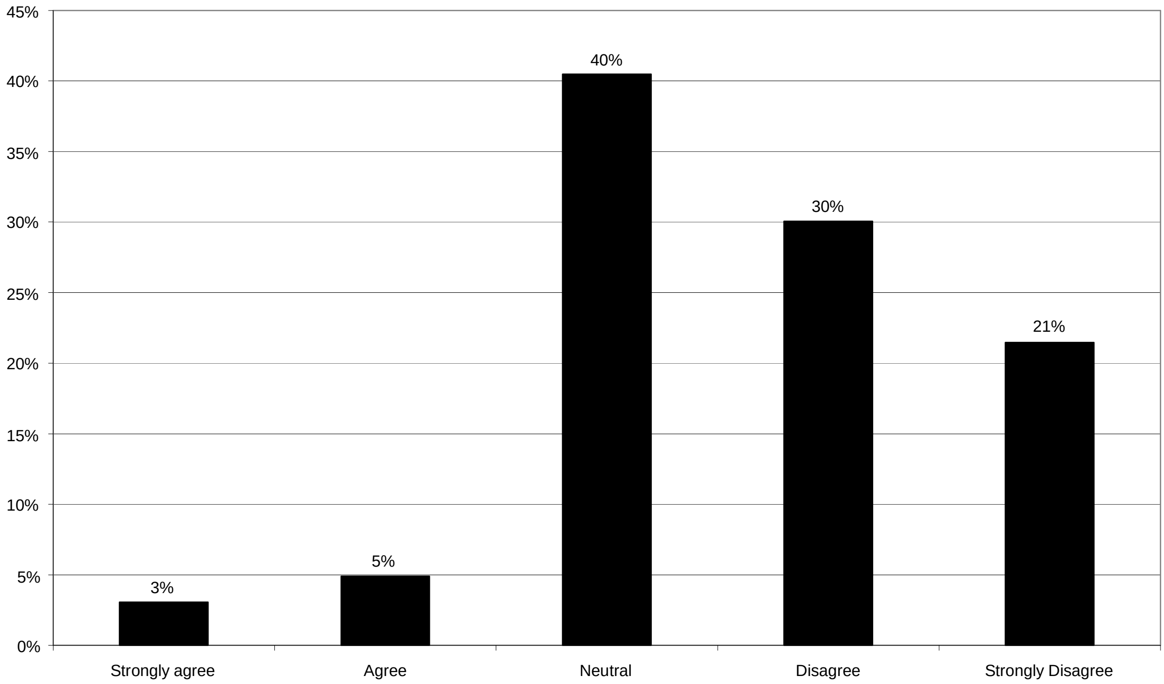


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 91% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 3.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (QLD)

N=163

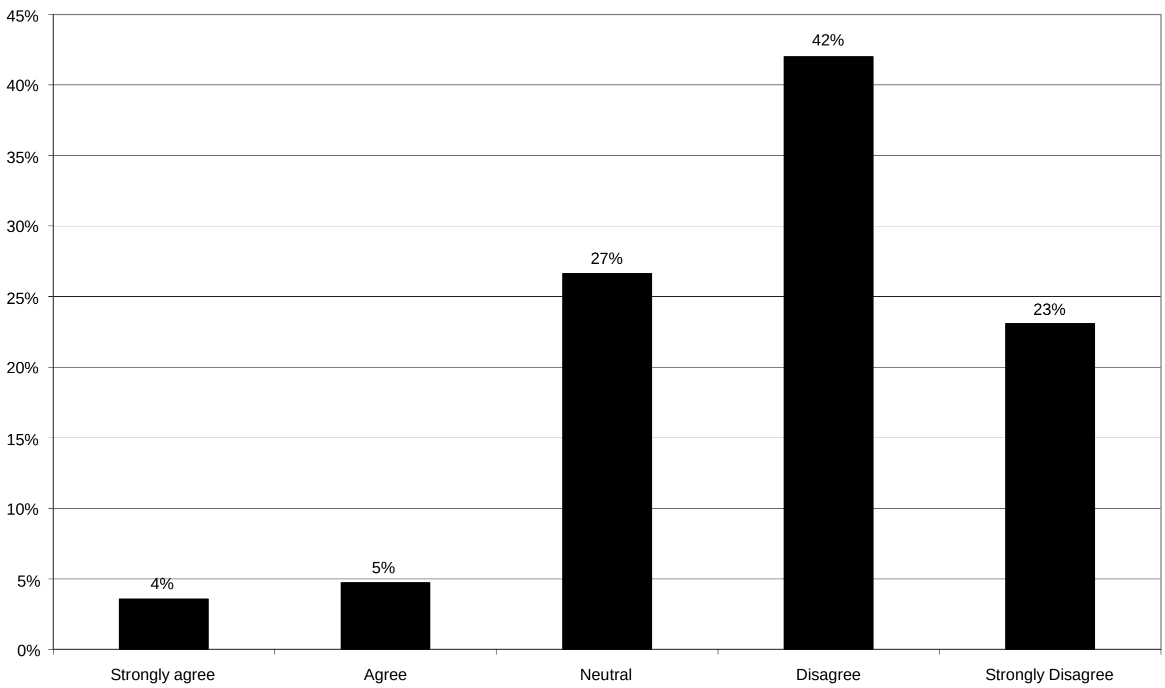


Referrals

Another indicator of demand is the number of referrals to agencies. 65% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 3.4: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (QLD)

N=169



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Long term housing was identified as the service most needed by the clients of community service and welfare agencies, followed by crisis and supported accommodation and income support.

Table 3.3: Client need by service type 2004-5 (QLD)

N=103

Service type	**Rank**	**Score[43]**
Long term housing	1	100
Crisis and supported accommodation	2	75
Income support	3	50
Employment, education and training programs	4	47
Health care (including mental health and drug and alcohol services)	5	41
Aged and disability services	6	36
Family relationship services	7	30
Child care	8	27
Transport	9	25
Assistance with the cost of energy, water, telecommunications	10	24
Child welfare services	11	19
Legal services	12	18
Cultural, arts, recreation, sport, information and social activities	13	16

[43] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

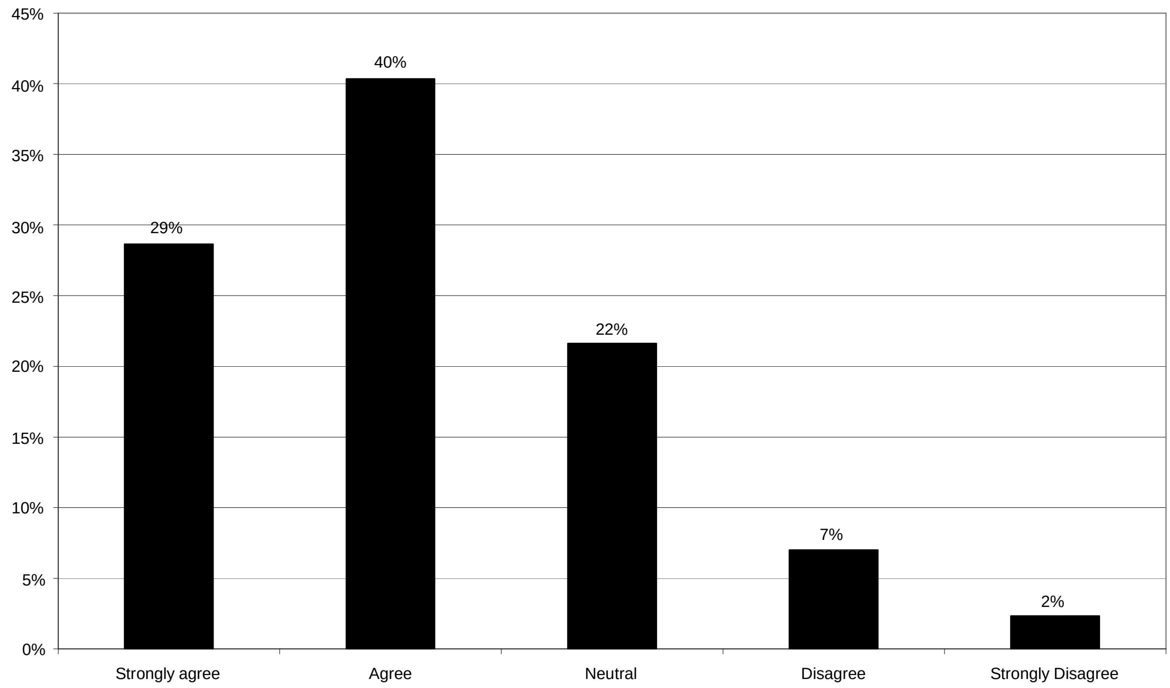
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

69% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 22% neither agreed nor disagreed and only 9% disagreed.

Figure 3.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (QLD)

N=171



Delivery

Character of the workforce

As Table 3.4 shows, respondent agencies in Queensland rely on both paid and volunteer labour. It should be noted that while there are a large number of volunteers, many are likely to be engaged on a part-time basis.

Table 3.4: Workforce by category (QLD)

N=126

Work category	Number of people	%
Paid staff (full time equivalent)	2,009	29%
Voluntary board/mgt	1,002	14%
Voluntary service delivery	3,998	57%
Total	7,495	100%

Staff hiring and leaving

There was an overall increase of 110 people in the number of full time equivalent employees working in respondent organisations during 2005-6. This represents an increase of over 5% on the total number of paid staff.

Table 3.5: Staff hired and left 2005-6 (QLD)

N=97

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	72	65	7
Service worker	429	341	88
Clerical/administration	68	53	15
Total	569	459	110

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 2,009 full time equivalent staff and lost 459 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 23%.

Additional work

Respondents were fairly evenly split on the question of whether they had increased the number of paid hours worked by staff, with 49% of respondent agencies agreeing that they had increased the number of paid hours compared to 38% who did not agree (Figure 3.5). However, when it came to the increased use of volunteer and unpaid staff labour, 77% of respondents agreed that this had increased between 2004-5 and 2005-6 (Figure 3.6).

Figure 3.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff (QLD)

N=171

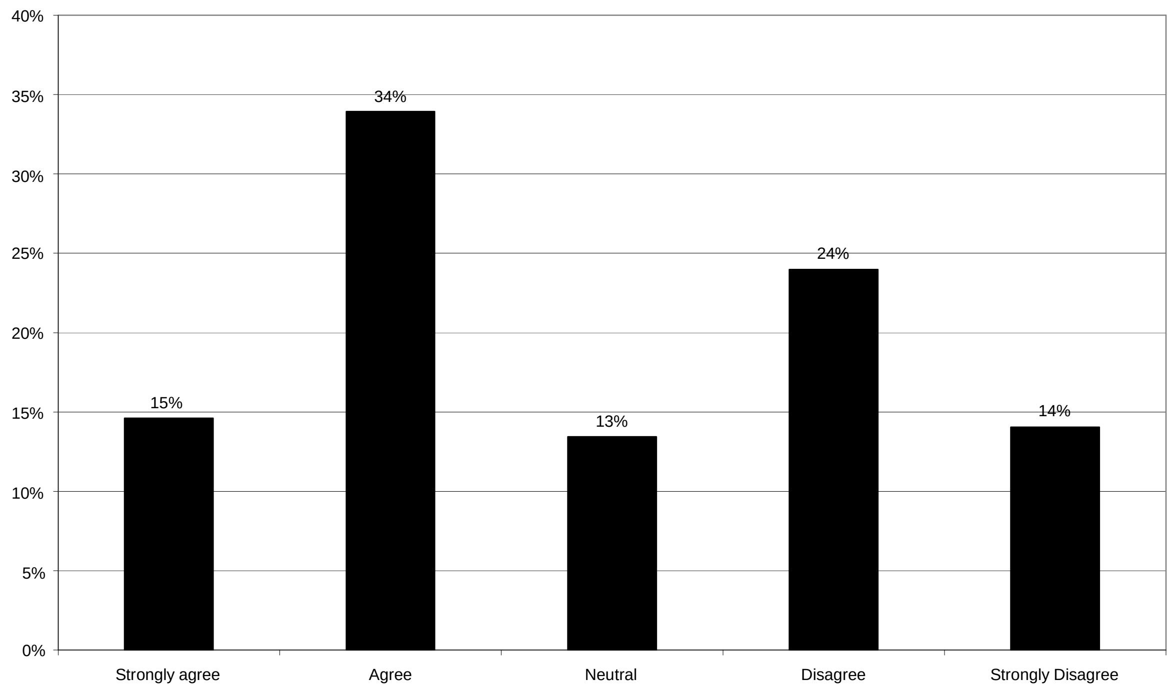
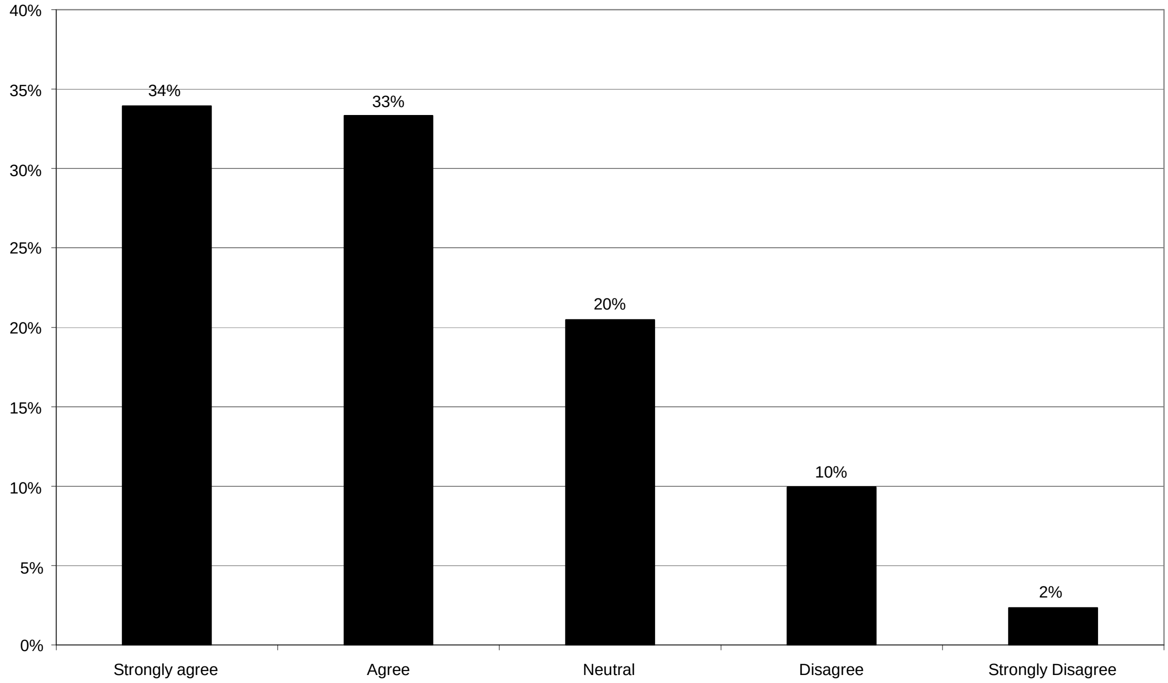


Figure 3.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (QLD)

N=171



Attracting appropriately qualified staff

Of the 123 respondents to this question 78 (63%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 45 (37%) who had no difficulty.

Training needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

Working with clients who have difficult and complex needs topped the list followed by program planning and evaluation (see Table 9).

Table 3.6: Training needs by category 2005-6 (QLD)

N=110

Training Need	Rank	Score[44]
Working with clients who have difficult and complex needs	1	100
Program planning and evaluation	2	82
Management/Governance	3	57
Information Technology	4	45
Case Management	5	42
Cross cultural communication	=6	31
Community development	=6	31
Legal and financial systems	8	30
Facilitation and negotiation	9	27
Human resources	10	26
Research and policy development	11	21
Lobbying	12	18
Working with the media	13	13

Occupational health and safety

Of the 127 respondents to the questions on occupational health and safety, 36 (28%) reported a workplace injury in 2005-6, compared with 91 (72%) who did not report a workplace injury. The total number of reported incidents was 84.

[44] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 5 shows, income has increased over the year by $11 million and operating expenses declined by $21million. This has reduced the overall deficit by $32 million.

Table 5: Income and Expenditure 2004-5 and 2005-6 (QLD)

Year	Total operating expenses[45] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	107	101	-6
2004-5	128	90	-38
Difference	-21	11	32

Income

Agencies have secured a 13% increase in overall income between 2004-5 and 2005-6. Income from own sources increased by 15% and from government sources by 14%.

Table 6: Funding Sources (QLD)

N=112

Source	2004-05 (millions)	2005-06 (millions)	% total (2005-6)	% change
Australian Government	13.3	15.3	15%	15%
State/Territory Government	54.3	61.7	61%	14%
Local Government	0.4	0.7	1%	75%
Client fee income	13.4	14.2	14%	6%
Own source income*	8.2	9.4	9%	15%
Total	89.6	101.4	100%	13%

*incl. non-govt payments for goods and services, donations etc

[45] N=116

Victoria

Survey results

The ACSS 2007 was completed by 139 agencies in Victoria who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 8% of respondent agencies provide services across Victoria and 6% across a region.[46] Among the other geographic categories:

- 23% provide services primarily in a regional centre
- 13% provide services primarily in an inner metropolitan area
- 22% provide services primarily in another metropolitan area
- 19% provide services primarily in a rural centre
- 1% provide services primarily in a remote area
- 1% provide services nationally.

Service users

Table 4.1 shows how specific groups within the Australian population are represented as users of community and welfare services in Victoria.

[46] Number of respondents to this question (N) = 139.

Table 4.1: Service users

N=51

Population Group	Percentage of service users (VIC)	Percentage of general community (National)
People with a disability	52%	20%[47]
Indigenous	4%	2.4%[48]
Jobless	60%	20%[49]
Culturally and linguistically diverse	23%	17%[50]
Women	55%	50%[51]
People under 18 years of age	17	24%
18-44 years	43	39%
45-64 years	26	24%
65+ years	14	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 169,533 which is a 7% increase on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 8,571 people, which is a 36% increase on the number of people turned away in turned away in 2004-5.

Of the people turned away in 2005-6:

- 13% were not eligible for the service or needed a different service
- 76% were eligible for the service and the service provided the person with only basic information and assistance
- 13% were eligible but turned away from the service with no assistance.[52]

This shows that while some people are turned away because they are ineligible for the service, 87% are turned away because services are operating at maximum capacity and have to ration access.

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[47] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[48] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[49] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[50] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[51] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.
[52] % based on n=19

Table 4.2 provides a guide to the level of demand and unmet demand for specific services, with demand for and supply of housing services experiencing the greatest mismatch.

Table 4.2: Number of people assisted and not assisted by service type 2005-6 (VIC)

Service Type	Number of clients	Number of eligible people turned away	Eligible people turned away as % of people assisted
Housing Assistance (no of clients per year)	953	843	88%
Child Care (no of children per year)	1364	189	14%
Community Legal Centre (no of clients per year)	13675	1889	14%
Disability Supported Accommodation (no of residents per year)	135	14	10%
Individual Advocacy (no of clients per year)	6730	416	6%
Community Care (no of clients per year)	5207	286	5%
Financial and Material Support (no of clients per year)	65994	2205	3%
Information, advice and referral (no of contacts per year)	47493	1447	3%
Family relationship service (no of clients per year)	6096	38	1%
Employment Service (no of clients per year)	1791	18	1%
Child Welfare Service (no of children per year)	4092	0	0%
Health Service (no of clients per year)	6756	0	0%
Other[53]	9247	1226	13%
Total	169,533	8,571	5%

[53] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Perceptions of demand

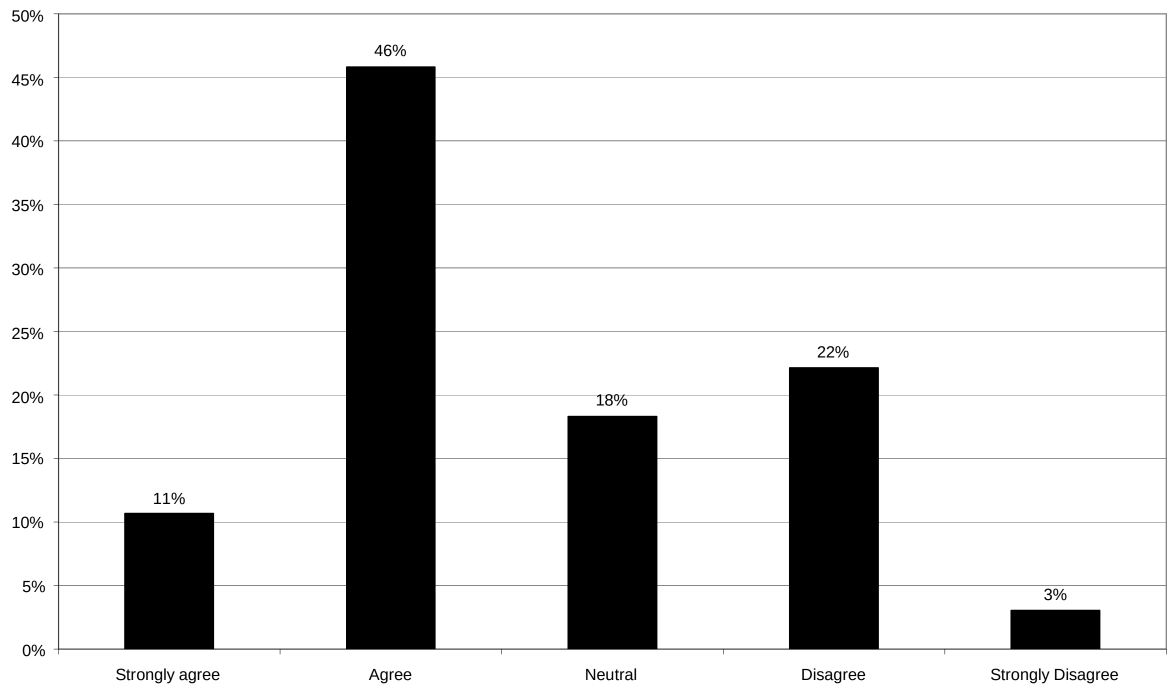
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services*).*

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 57% of respondents agreed that their organisation was targeting services more tightly than in the past and another 18% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 4.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (VIC)

N=131

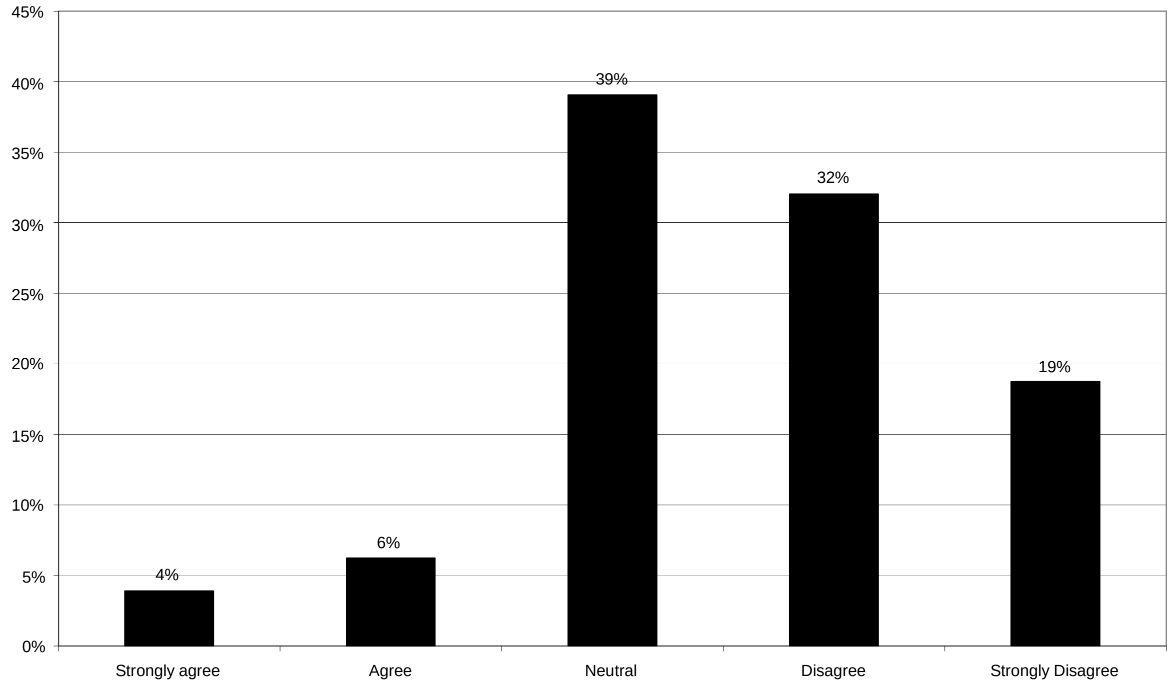


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 90% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 4.2: Use of waiting lists: proportion agree/disagree with statement: 'our waiting list was shorter this year than it was last year' (VIC)

N=128

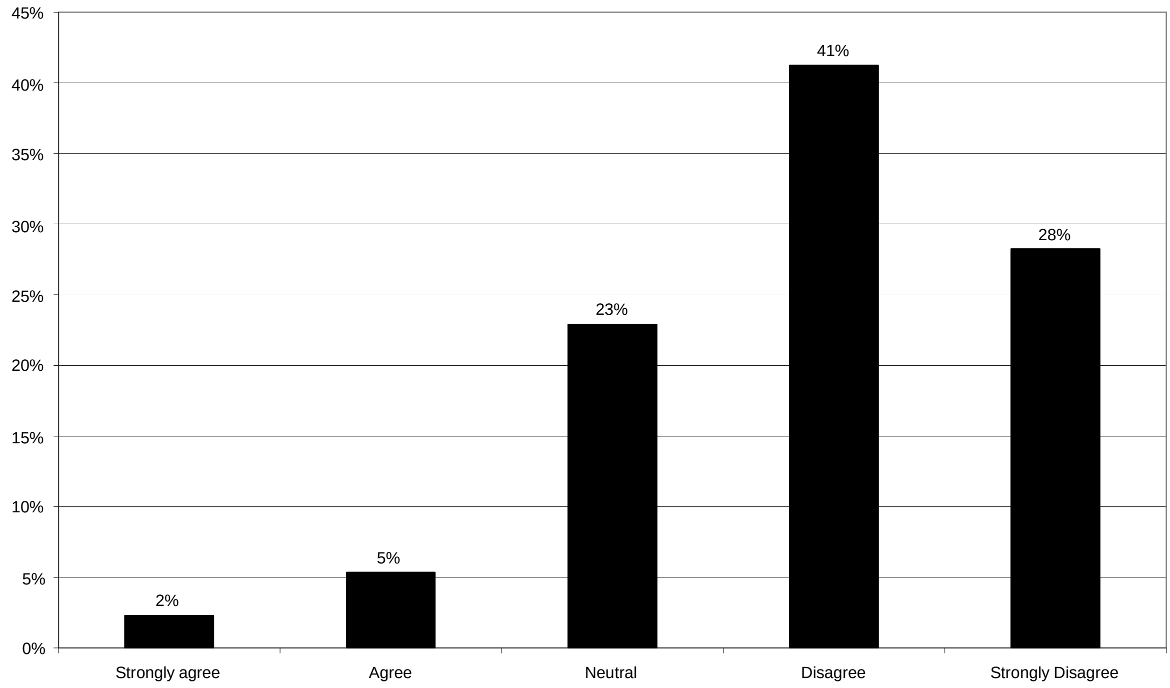


Referrals

Another indicator of demand is the number of referrals to agencies. 69% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 4.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (VIC)

N=131



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Long term housing was identified as the service most needed by the clients of community service and welfare agencies, followed by income support and health services (including mental health and drug and alcohol services).

Table 4.3: Client need by service type 2004-5 (VIC)

N=103

Service type	**Rank**	**Score**[54]
Long term housing	1	100
Income support	=2	86
Health care (including mental health and drug and alcohol services)	=2	86
Crisis and supported accommodation	=4	61
Aged and disability services	=4	61
Employment, education and training programs	=6	49
Transport	=6	49
Family relationship services	8	37
Legal services	9	35
Assistance with the cost of energy, water, telecommunications	10	29
Child care	11	20
Cultural, arts, recreation, sport, information and social activities	2	14
Child welfare services	13	6

[54] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

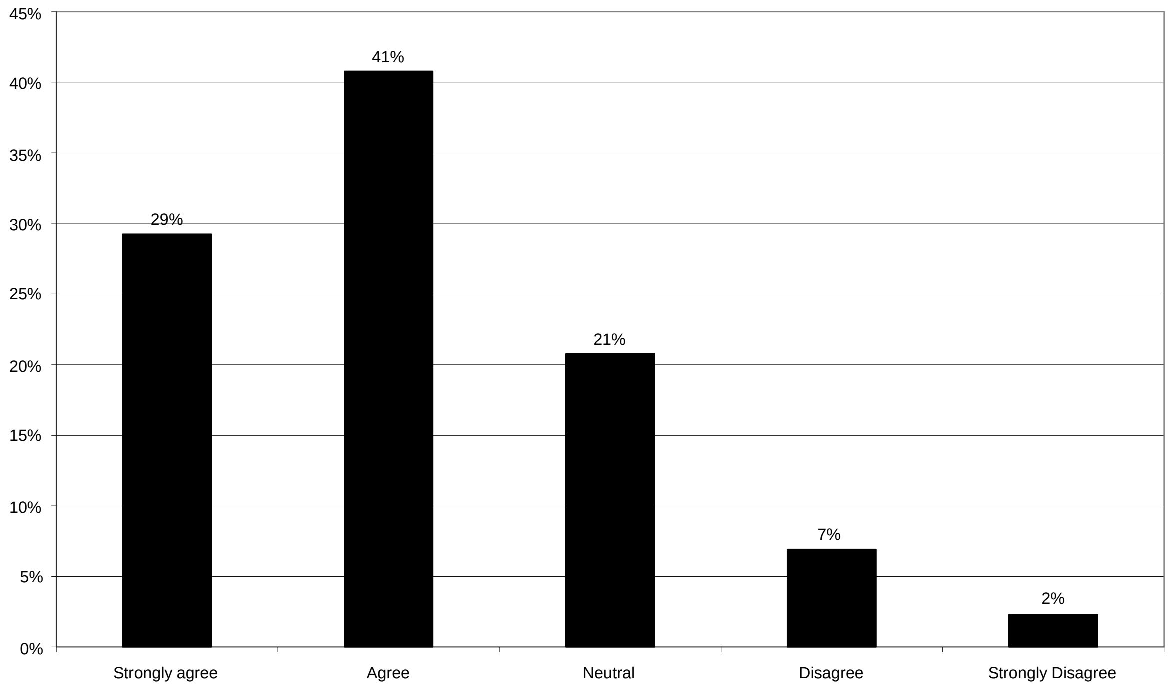
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

70% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 21% neither agreed nor disagreed and only 9% disagreed.

Figure 4.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (VIC)

N=130



Delivery

Character of the workforce

As Table 4.4 shows, respondent agencies in Victoria rely on both paid and volunteer labour. It should be noted that while there are a large number of volunteers, many are likely to be engaged on a part-time basis.

Table 4.4: Workforce by category (VIC)

N=59

Work category	Number of people	%
Paid staff (full time equivalent)	3442	46%
Voluntary board/mgt	492	6%
Voluntary service delivery	3561	48%
Total	7,495	100%

Staff hiring and leaving

There was an overall increase of 48 people in the number of full time equivalent employees working in respondent organisations during 2005-6. This represents an increase of more than 1% on the total number of paid staff.

Table 4.5: Staff hired and left 2005-6 (VIC)

N=76

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	39	32	7
Service worker	305	272	33
Clerical/administration	48	40	8
Total	392	344	48

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 3,442 full time equivalent staff and lost 344 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 10%.

Additional work

56% of respondent agencies agreed that they had increased the number of paid hours worked by staff compared to 34% who did not (Figure 4.5). However, when it came to the increased use of volunteer and unpaid staff labour, 79% of respondents agreed that this had increased between 2004-5 and 2005-6 (Figure 4.6).

Figure 4.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff' (VIC)

N=129

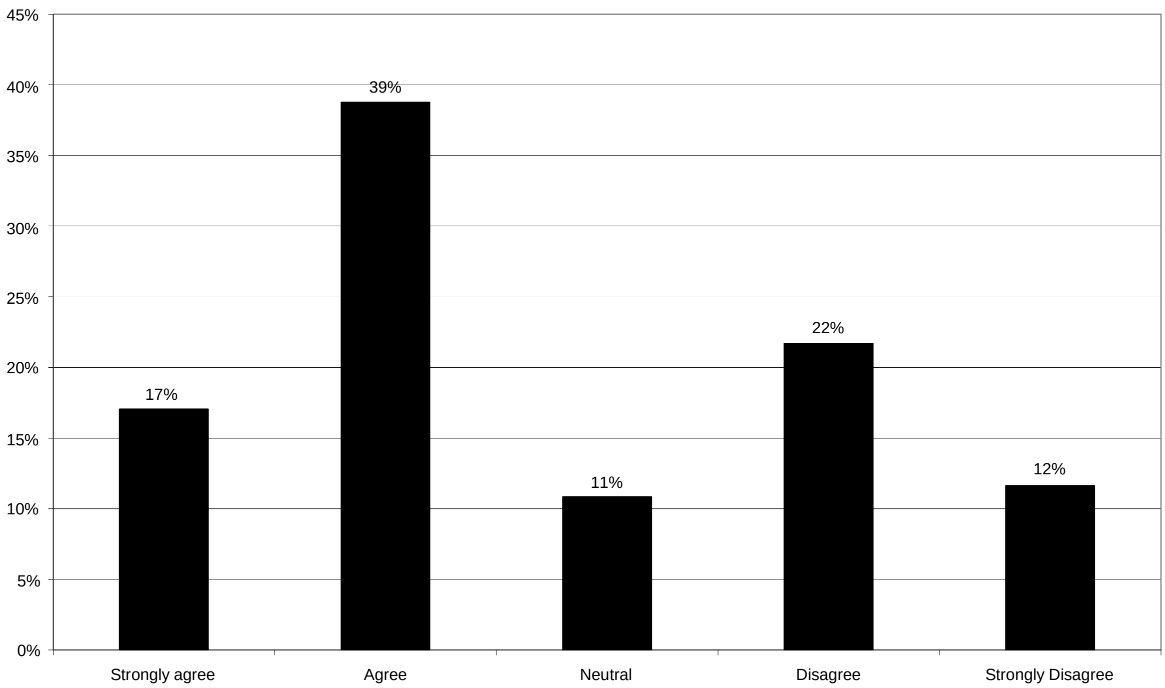
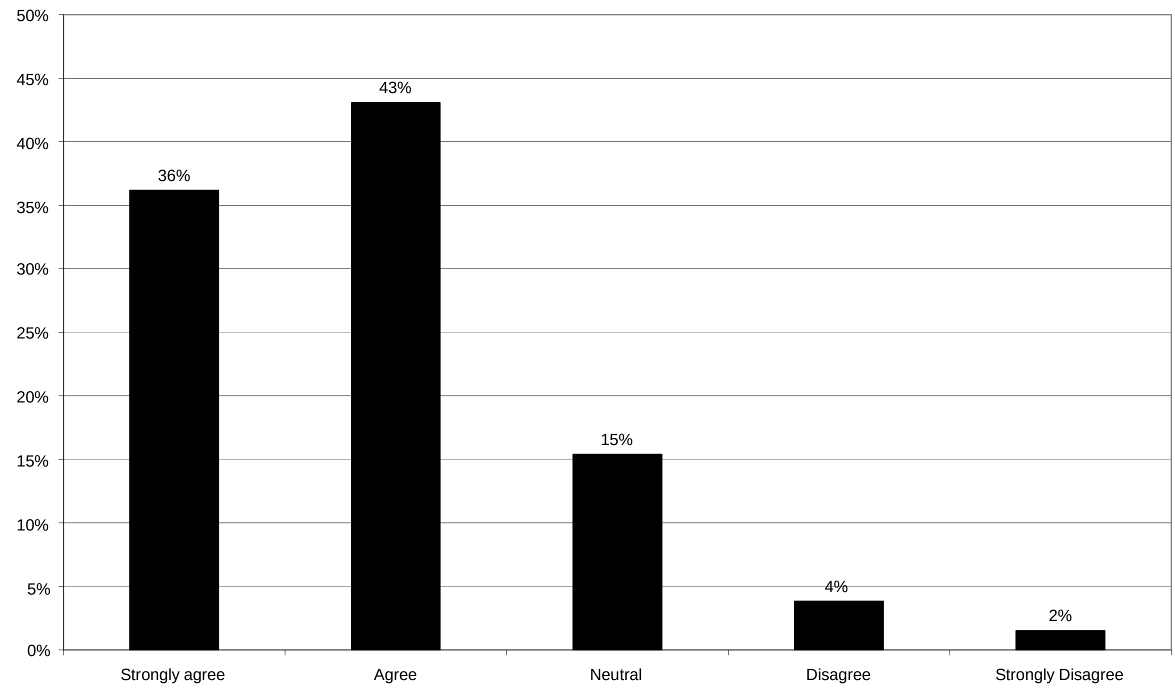


Figure 4.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (VIC)

N=130



Attracting appropriately qualified staff

Of the 63 respondents to this question 37 (59%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 26 (41%) who had no difficulty.

Training needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

Working with clients who have difficult and complex needs topped the list followed by case management and program planning and evaluation (see Table 4.6).

Table 4.6: Training needs by category 2005-6 (VIC)

N=48

Training Need	Rank	Score[55]
Working with clients who have difficult and complex needs	1	100
Case Management	2	50
Program planning and evaluation	3	47
Community development	4	43
Management/Governance	5	35
Cross cultural communication	=6	33
Information Technology	=6	33
Human resources	8	23
Facilitation and negotiation	=9	18
Research and policy development	=9	18
Legal and financial systems	11	17
Lobbying	12	13
Working with the media	13	10

Occupational health and safety

Of the 61 respondents to the questions on occupational health and safety, 18 (30%) reported a workplace injury in 2005-6, compared with 43 (70%) who did not report a workplace injury. The total number of reported incidents was 207.

[55] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 4.7 shows, income has increased over the year by $15 million and operating expenses by $6 million. This has reduced the overall deficit by $9 million.

Table 4.7: Income and Expenditure 2004-5 and 2005-6 (VIC)

Year	Total operating expenses[56] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	339	233	-106
2004-5	333	218	-115
Difference	6	15	9

Income

Agencies have secured a 7% increase in overall income between 2004-5 and 2005-6. Income from government sources grew by 8% and from own source by 5%.

Table 4.8: Funding Sources (VIC)

N=61

Source	2004-05 (millions)	2005-06 (millions)	% total (2005-6)	% change
Australian Government	21.7	24.9	11%	15%
State/Territory Government	135.4	145.0	62%	7%
Local Government	1.9	2.1	-	-
Client fee income	15.1	15.3	7%	1%
Own source income*	43.9	45.9	20%	5%
Total	218.1	233.2	100%	7%

*incl. non-govt payments for goods and services, donations etc

[56] N=66

Western Australia

Survey results

The ACSS 2007 was completed by 107 agencies in WA who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 7% of respondent agencies provide services across WA and 6% across a region. 57 Among the other geographic categories:

- 20% provide services primarily in a regional centre
- 13% provide services primarily in an inner metropolitan area
- 24% provide services primarily in another metropolitan area
- 21% provide services primarily in a rural centre
- 2% provide services primarily in a remote area.

Service users

Table 5.1 shows how specific groups within the Australian population are represented as users of community and welfare services in WA

[57] Number of respondents to this question (N) = 103.

Table 5.1: Service users

N=72

Population Group	**Percentage of service users (WA)**	**Percentage of general community (National)**
People with a disability	30%	20%[58]
Indigenous	19%	2.4%[59]
Jobless	61%	20%[60]
Culturally and linguistically diverse	16%	17%[61]
Women	63%	50%[62]
People under 18 years of age	26%	24%
18-44 years	39%	39%
45-64 years	18%	24%
65+ years	17%	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 293,815 people, which is a 13% increase on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 34,197 people, which is a 54% increase on the number turned away in 2004-5.

Of the people turned away in 2005-6:

- 25% were not eligible for the service or needed a different service
- 39% were eligible for the service and the service provided the person with only basic information and assistance

[58] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[59] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[60] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[61] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[62] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

- 36% were eligible but turned away from the service with no assistance.[63]

This shows that while some people are turned away because they are ineligible for the service, three-quarters (75%) are turned away because services are operating at maximum capacity and have to ration access.

Table 5.2 provides a guide to the level of demand and unmet demand for specific services.

Table 5.2: Number of people assisted and not assisted by service type 2005-6 (WA)

Service Type	Number of clients	Number of eligible people turned away	Eligible people turned away as % of people assisted
Community Legal Centre (no of clients per year)	5503	2365	43%
Disability Supported Accommodation (no of residents per year)	27	7	28%
Housing Assistance (no of clients per year)	5558	1289	23%
Individual Advocacy (no of clients per year)	6082	1381	23%
Information, advice and referral (no of contacts per year)	129929	25182	19%
Family relationship service (no of clients per year)	2689	228	8%
Community Care (no of clients per year)	12193	867	7%
Financial and Material Support (no of clients per year)	14663	686	5%
Child Care (no of children per year)	2715	60	2%
Child Welfare Service (no of children per year)	5841	100	2%
Residential Aged Care (no of clients per year)	90	0	0%
Employment Service (no of clients per year)	3015	8	0%
Health Service (no of clients per year)	57024	282	0%
Other[64]	48486	1742	4%
Total	**293,815**	**34,197**	**12%**

[63] % based on N=42
[64] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Perceptions of demand

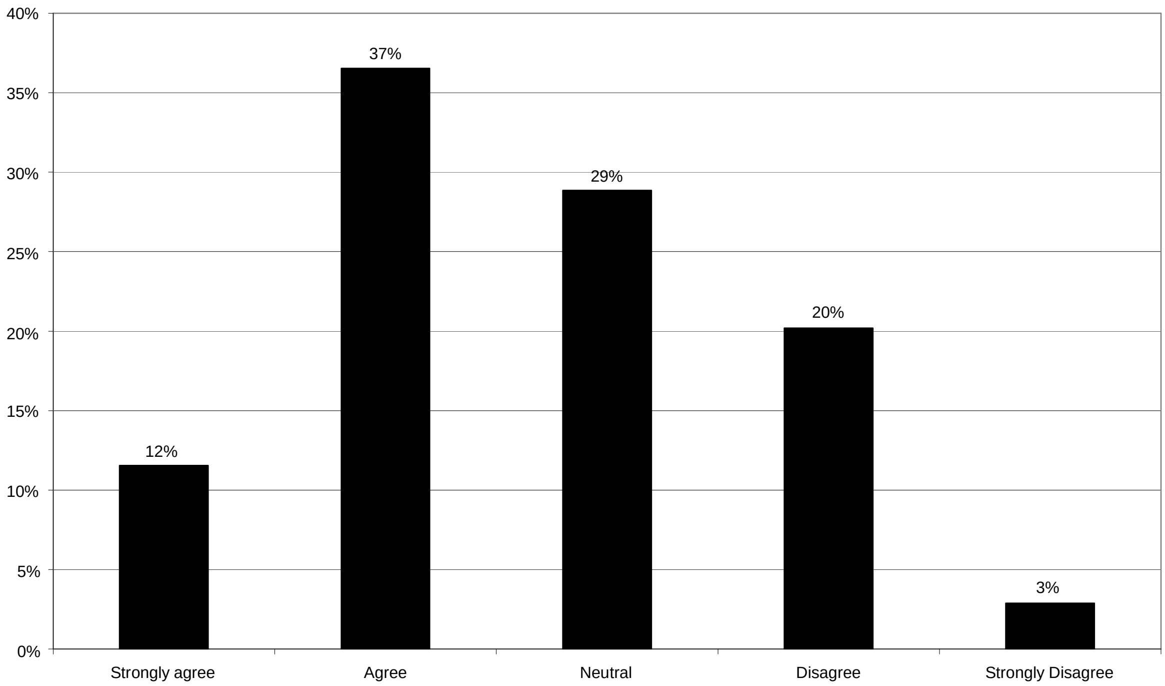
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services*).*

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 49% of respondents agreed that their organisation was targeting services more tightly than in the past and another 29% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 5.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (WA)

N=104

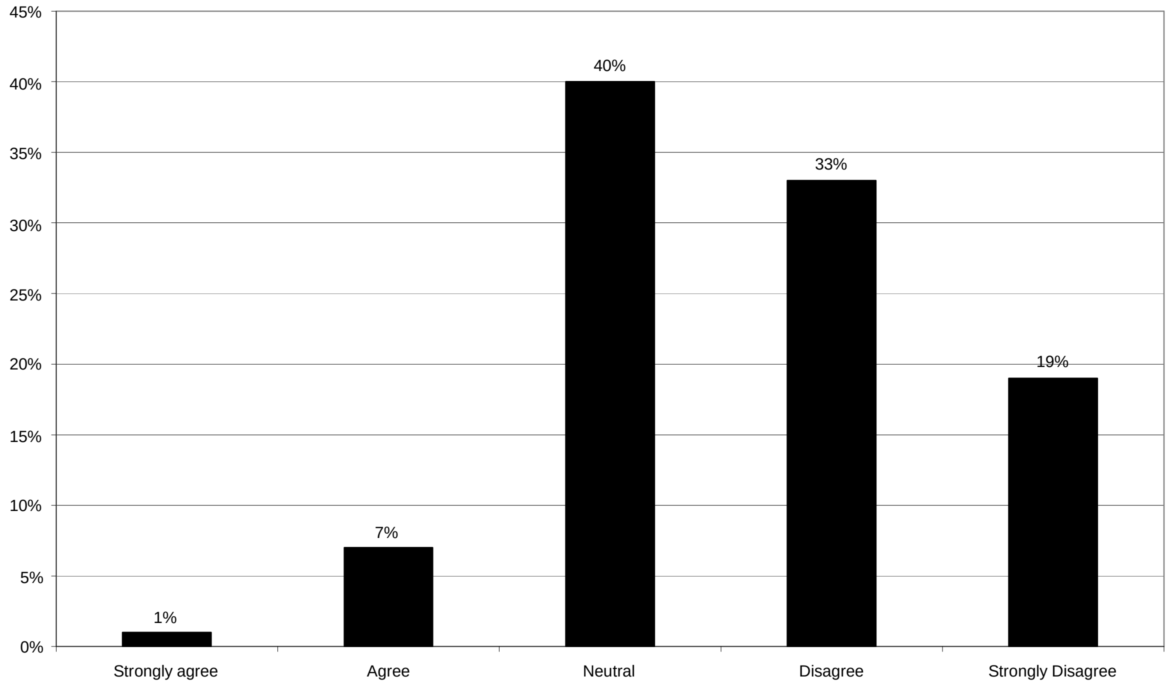


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 92% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 5.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (WA)

N=100

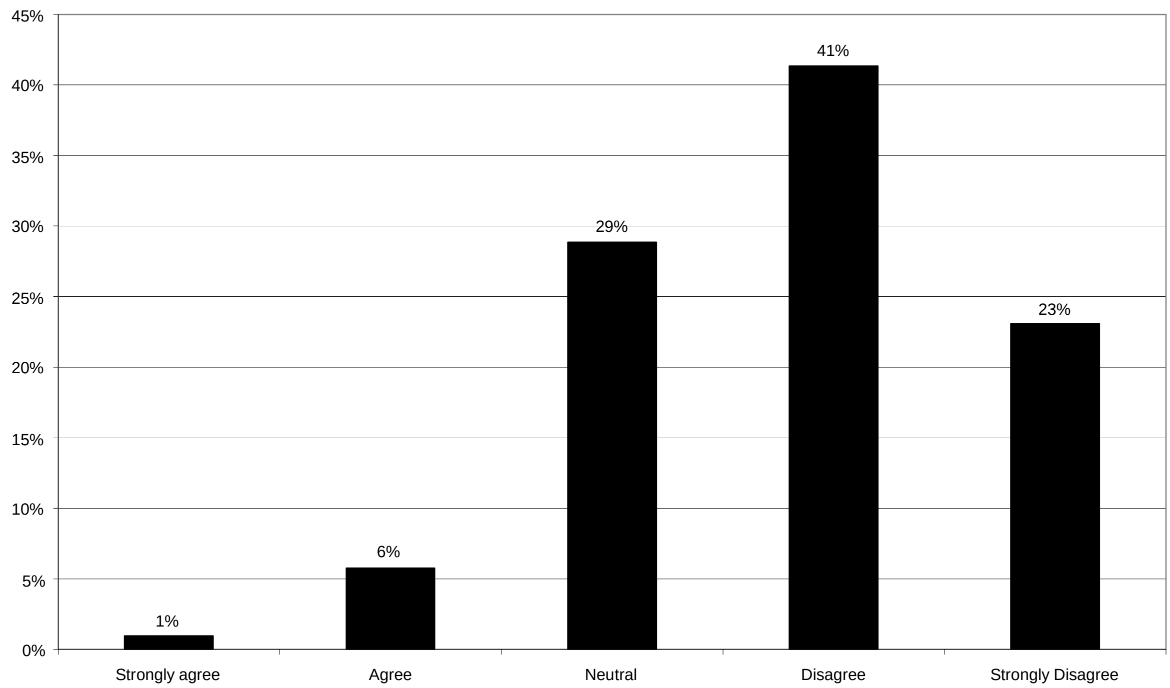


Referrals

Another indicator of demand is the number of referrals to agencies. 64% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 5.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (WA)

N=104



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Long term housing and health services (including mental health and drug and alcohol services) were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by family relationship services and crisis and supported accommodation.

Table 5.3: Client need by service type 2005-6 (WA)

N=66

Service type	Rank	Score[65]
Long term housing	1	100
Health care (including mental health and drug and alcohol services)	2	75
Family relationship services	3	58
Crisis and supported accommodation	4	54
Employment, education and training programs	=5	46
Aged and disability services	=5	46
Transport	7	38
Cultural, arts, recreation, sport, information and social activities	8	32
Legal Services	9	31
Income support	10	29
Assistance with the cost of energy, water, telecommunications	11	22
Child care	12	17
Child welfare services	13	14

[65] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

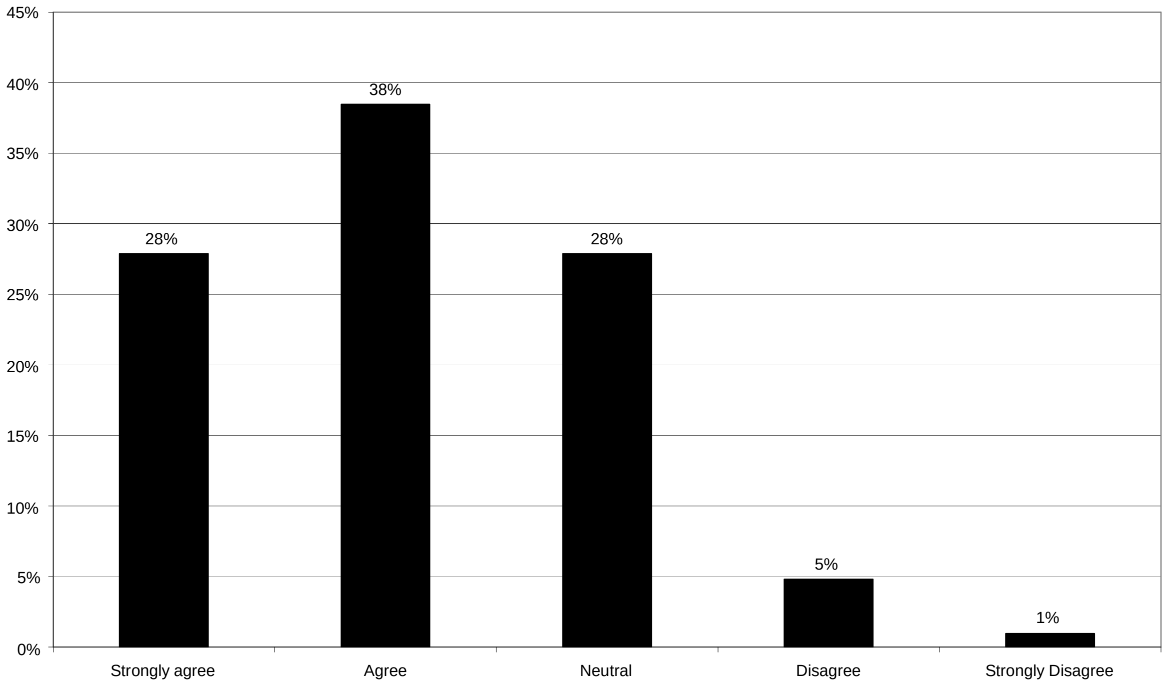
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

66% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 28% neither agreed nor disagreed and only 6% disagreed.

Figure 5.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (WA)

N=104



Delivery

Character of the workforce

The workforce of respondent agencies is characterised by the dominance of voluntary labour, which constitutes 64% of the workforce.

Table 5.4: Workforce by category (WA)

N=72

Work category	**Number of people**	**%**
Paid staff (full time equivalent)	1,328	35%
Voluntary board/mgt	543	15%
Voluntary service delivery	1873	50%
Total	3,744	100%

Staff hiring and leaving

There was an overall increase of 103 in the number of full time equivalent employees working in respondent organisations during 2004-5. This represents an increase of 8% on the total number of paid staff.

Table 5.5: Staff hired and left 2006-5 (WA)

N=57

Employee category	**Hired (FTE)**	**Left (FTE)**	**Difference (FTE)**
Management	39	30	9
Service worker	316	232	84
Clerical/administration	33	23	10
Total	388	285	103

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2004-5, respondent agencies employed 1,328 full time equivalent staff and lost 283 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 21%.

Additional work

One way that agencies can increase the capacity of agencies to meet excess demand, is to try to squeeze more out of existing resources, which includes the use of increased volunteer and unpaid staff labour. Respondent agencies were evenly split in their response to the question of whether they had increased the number of paid hours worked by staff (Figure 5.4). 71% of agencies agreed that the unfunded work by staff and volunteers had increased between 2005-6 and 2004-5.

Figure 5.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff' (WA)

N=105

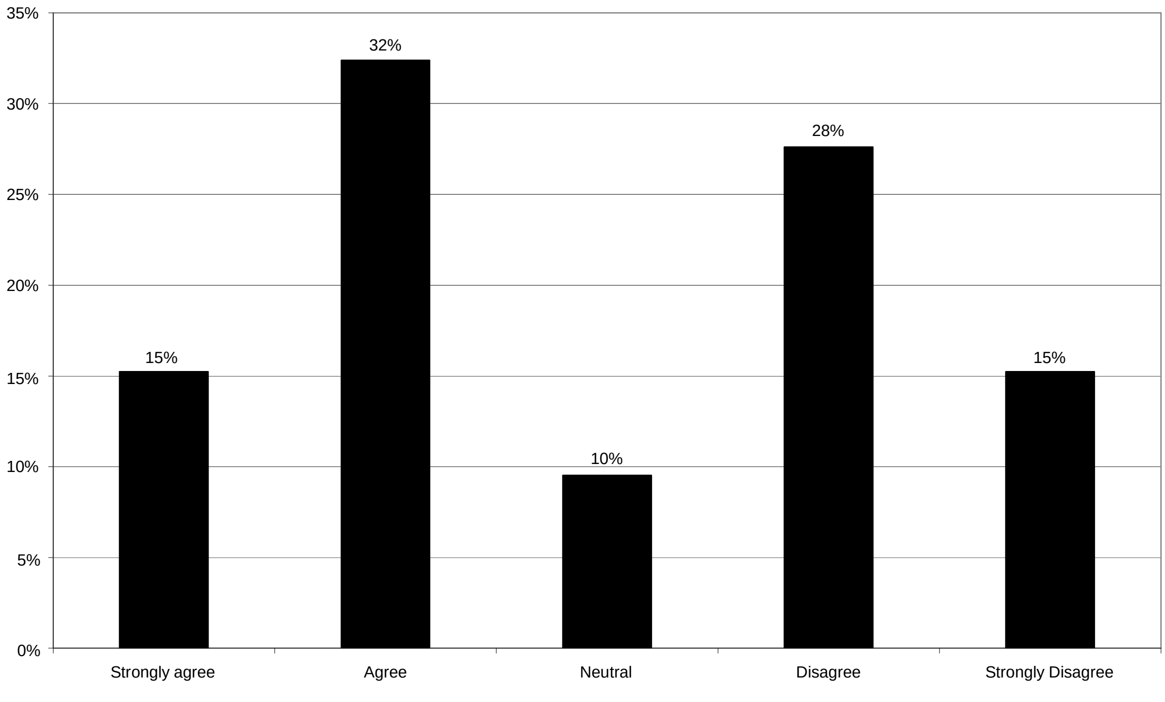
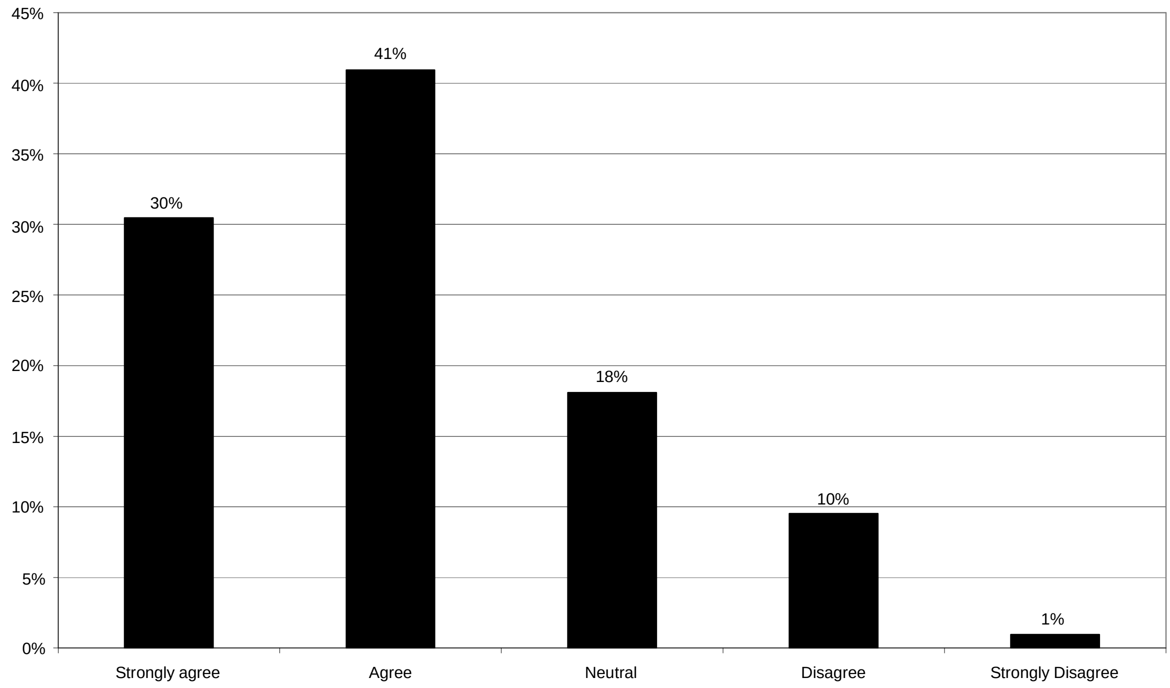


Figure 5.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (WA)

N=105



Attracting appropriately qualified staff

Of the 68 respondents to this question 44 (65%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 24 (35%) who had no difficulty.

Of course, the capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

Training Needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

'Working with clients who have difficult and complex needs' was by far the highest priority. 'Program planning and evaluation' was the second ranked priority for training, followed by 'information technology' and 'community development'.

Table 5.6: Training needs by category 2005-6 (WA)

N=90

Training Need	Rank	Score[66]
Working with clients who have difficult and complex needs	1	100
Program planning and evaluation	2	67
Information Technology	=3	61
Community development	=3	61
Case Management	5	56
Management/Governance	6	52
Cross Cultural Communication	7	45
Facilitation and negotiation	8	38
Legal and financial systems	9	34
Research and policy development	=10	33
Lobbying	=10	33
Human resources	12	31
Working with the media	13	19
Other	14	14

Occupational health and safety

Of the 72 respondents to the questions on occupational health and safety, 12 (17%) reported a workplace injury in 2005-6, compared with 60 (83%) who did not report a workplace injury. The total number of reported incidents was 29.

[66] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 5.7 shows, income has increased over the year by $7 million and operating expenses by $5 million. This has decreased the overall deficit by $2 million to $11 million, or 17% of total income.

Table 5.7: Income and Expenditure 2003-4 & 2004-5 (WA)

Year	Total operating expenses[67] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005/6	66	55	11
2004/5	61	48	13
Difference	5	7	2

Income

Agencies have secured a 10% increase in overall income between 2004-5 and 2005-6. Income has grown across all the major sources with a:

- 16% increase in client fee incomes
- 14% increase in government funding
- 15% increase in agency own source income

Table 5.8: Funding Sources (WA)

N= 71

Source	2004-05 (millions)	2005-06 (millions)	% total (2005-6)	% change
Australian Government	13.8	15.9	29%	15%
State/Territory Government	24.7	27.8	51%	13%
Local Government	1.0	1.0	2%	0%
Client fee income	3.8	4.4	8%	16%
Own source income*	4.7	5.4	10%	15%
Total	48	54.5	100%	14%

*incl. non-govt payments for goods and services, donations etc

[67] N=75

Australian Capital Territory

Survey results

The ACSS 2007 was completed by 76 agencies in ACT who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 7% of respondent agencies provide services across ACT and 14% across a region. [68] Among the other geographic categories:

- 8% provide services primarily in a regional centre
- 4% provide services primarily in an inner metropolitan area
- 58% provide services primarily in another metropolitan area
- 3% provide services primarily in a rural centre
- 6% provide services primarily in a remote area.

Service users

Table 6.1 shows how specific groups within the Australian population are represented as users of community and welfare services in ACT

[68] Number of respondents to this question (N) = 71.

Table 6.1: Service users (ACT)

N=32

Population Group	Percentage of service users (ACT)	Percentage of general community (National)
People with a disability	42%	20%[69]
Indigenous	7%	2.4%[70]
Jobless	59%	20%[71]
Culturally and linguistically diverse	24%	17%[72]
Women	63%	50%[73]
People under 18 years of age	16%	24%
18-44 years	47%	39%
45-64 years	21%	24%
65+ years	16%	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 46,971 people which is a 7% increase on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 1,994, which is a 1% decrease on the number of people turned away in 2004-5.

[69] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[70] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[71] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[72] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[73] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

Of the people turned away in 2005-6:

- 23% were not eligible for the service or needed a different service
- 70% were eligible for the service and the service provided the person with only basic information and assistance
- 7% were eligible but turned away from the service with no assistance.[74]

This shows that while some people are turned away because they are ineligible for the service, over three-quarters (77%) are turned away because services are operating at maximum capacity and have to ration access.

Table 6.2 provides a guide to the level of demand and unmet demand for specific services.

[74] % based on N=14

Table 6.2: Number of people assisted and not assisted by service type 2005-6 (ACT)

Service Type	Number of clients	Number of people turned away	Eligible people turned away as % of people assisted
Disability Supported Accommodation (no of residents per year)	70	94	135%
Financial and Material Support (no of clients per year)	330	95	29%
Community Legal Centre (no of clients per year)	3027	773	26%
Employment Service (no of clients per year)	185	31	17%
Community Care (no of clients per year)	1638	235	14%
Child Welfare Service (no of children per year)	350	23	7%
Individual Advocacy (no of clients per year)	762	38	5%
Family relationship service (no of clients per year)	663	15	2%
Residential Aged Care (no of clients per year)	29	0	0%
Child Care (no of children per year)	200	0	0%
Housing Assistance (no of clients per year)	584	2	0%
Information, advice and referral (no of contacts per year)	28073	36	0%
Health Service (no of clients per year)	290	0	0%
Other[75]	10770	602	6%
Total	**46,971**	**1,944**	**4%**

Perceptions of demand

Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services).

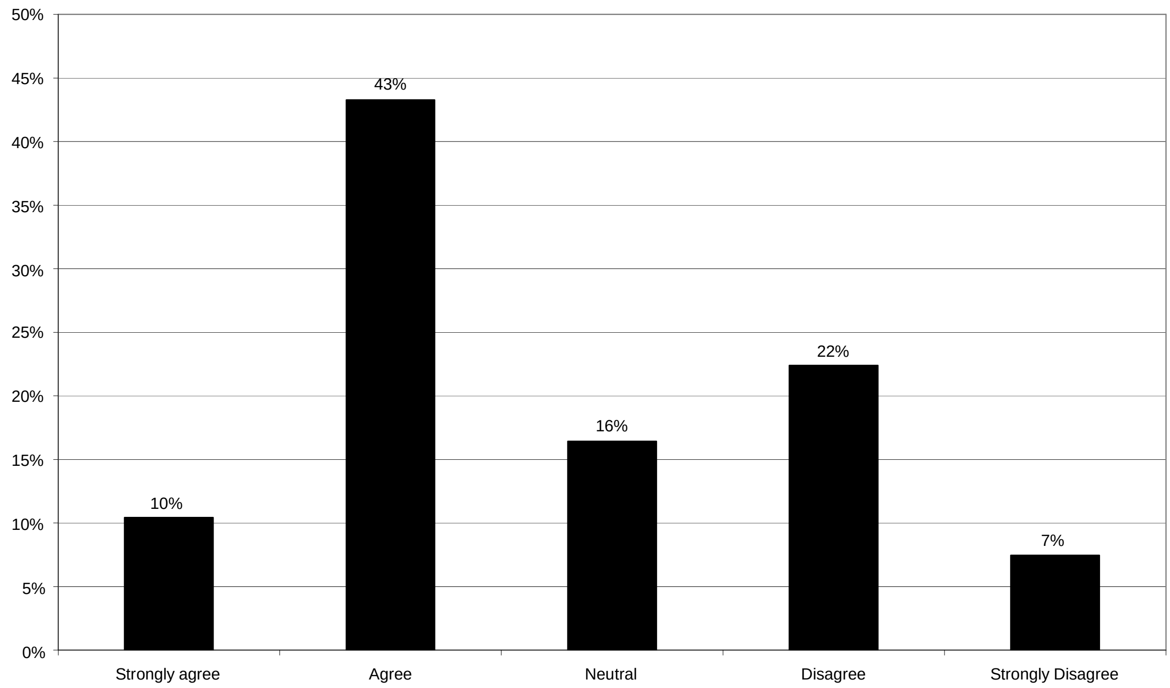
[75] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 53% of respondents agreed that their organisation was targeting services more tightly than in the past and another 16% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 6.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (ACT)

N=67

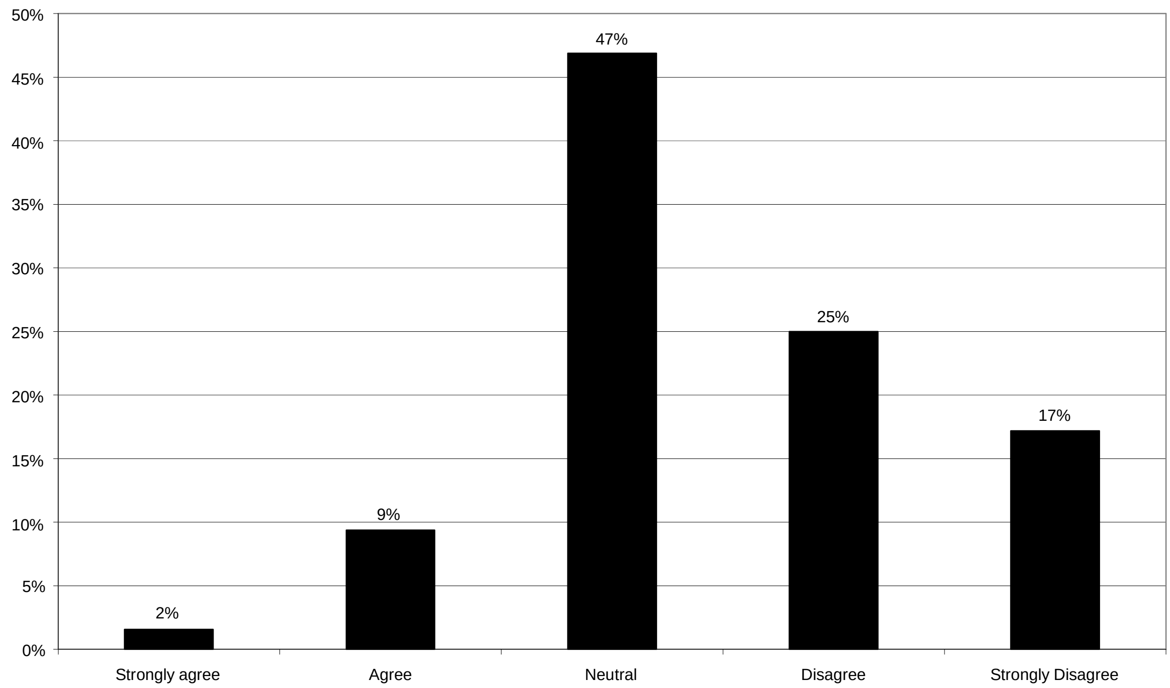


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 89% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 6.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (ACT)

N=64

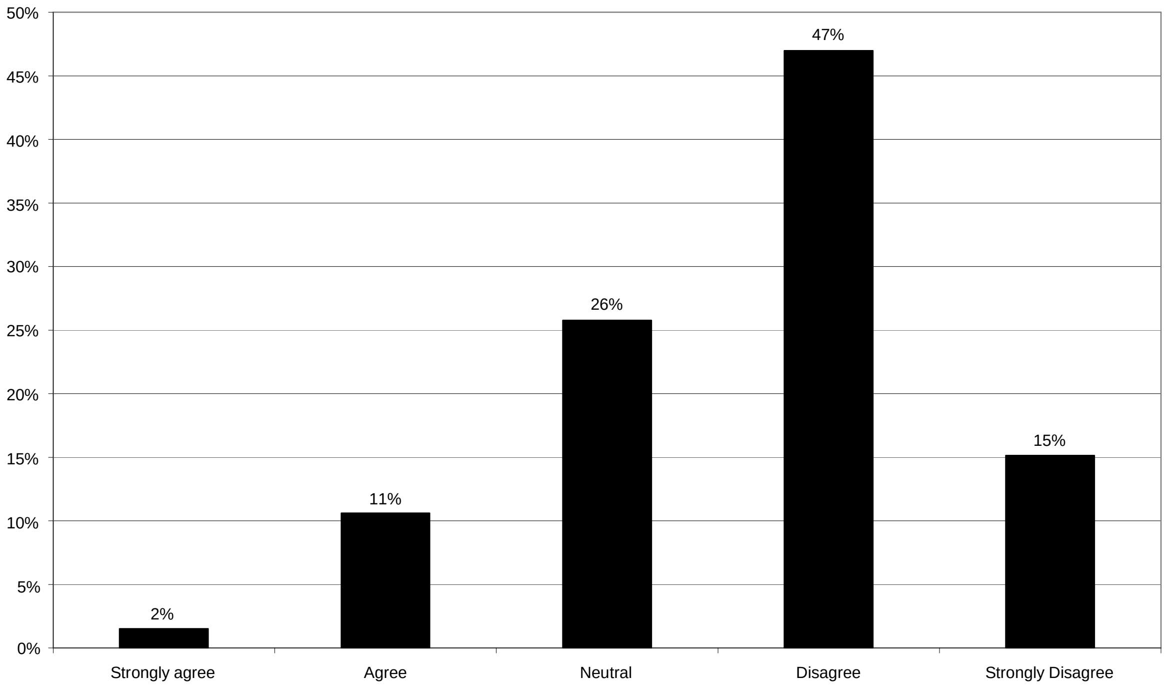


Referrals

Another indicator of demand is the number of referrals to agencies. 62% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 6.3: Referrals into agency: proportion agree/disagree with statement:
'other agencies referred fewer clients to our organisation this year' (ACT)

N=66



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

'Health services' (including mental health and drug and alcohol services) and 'long term housing' were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by 'income support' and 'aged and disability services'.

Table 6.3: Client need by service type 2005-6 (ACT)

N=30

Service type	**Rank**	**Score**[76]
Health care (including mental health and drug and alcohol services)	1	100
Long term housing	2	90
Income support	3	58
Aged and disability services	4	55
Employment, education and training programs	5	48
Crisis and supported accommodation	6	45
Family relationship services	7	32
Legal Services	=8	29
Assistance with the cost of energy, water, telecommunications	=8	29
Child welfare services	10	19
Transport	=11	16
Cultural, arts, recreation, sport, information and social activities	=11	16
Child care	13	13

[76] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

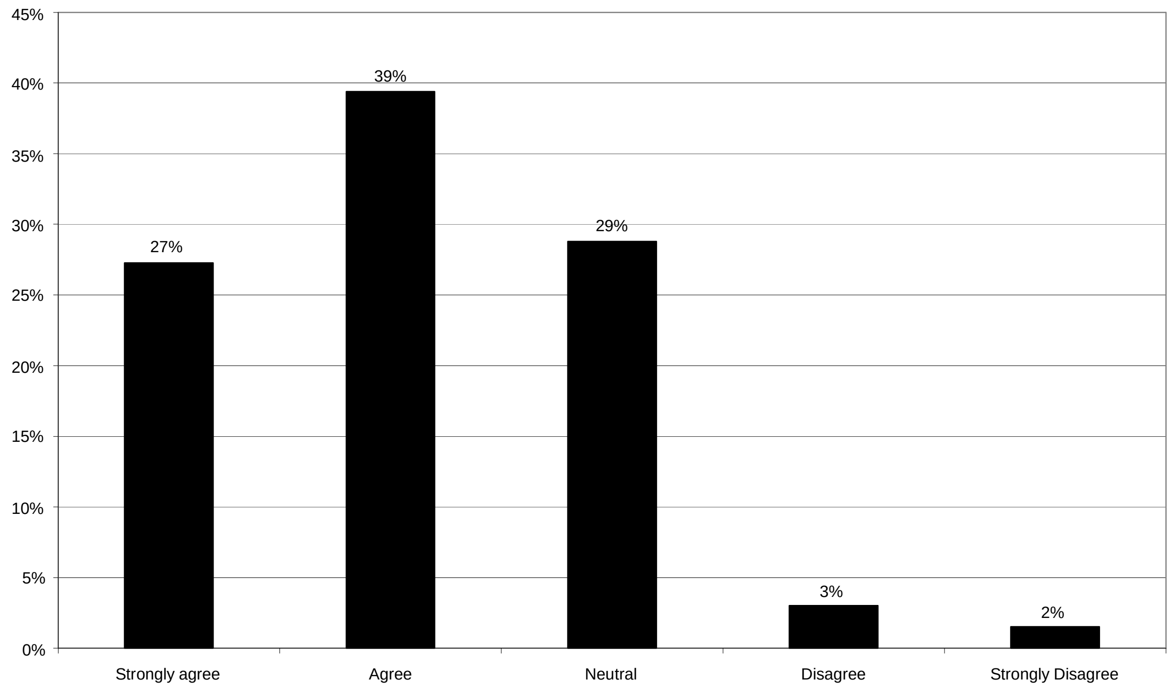
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

66% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 29% neither agreed nor disagreed and only 5% disagreed.

Figure 6.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (ACT)

N=66



Delivery

Character of the workforce

The workforce of respondent agencies is characterised by the dominance of voluntary labour, which constitutes 60% of the workforce.

Table 6.4: Workforce by category (ACT)

N=16

Work category	Number of people	%
Paid staff (full time equivalent)	796	40%
Voluntary board/mgt	328	16%
Voluntary service delivery	865	44%
Total	1989	100%

Staff hiring and leaving

There was an overall decrease of 20 in the number of full time equivalent employees working in respondent organisations during 2005-6. This represents a decrease of 3% on the total number of paid staff.

Table 6.5: Staff hired and left 2004-5 (ACT)

N=10

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	23	20	3
Service worker	143	162	- 19
Clerical/administration	19	23	- 4
Total	**185**	**205**	**- 20**

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 796 full time equivalent staff and lost 205 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 26%.

Additional work

One way that agencies can increase their capacity to meet excess demand is to increase the use of volunteer and unpaid staff labour. 36% of agencies agreed that the paid hours worked by staff had increased between 2004-5 and 2005-6(Figure 6.5). 70% of agencies agreed that the unfunded work by staff and volunteers had increased between 2004-5 and 2005-6 (Figure 6.6).

Figure 6.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff' (ACT)

N=65

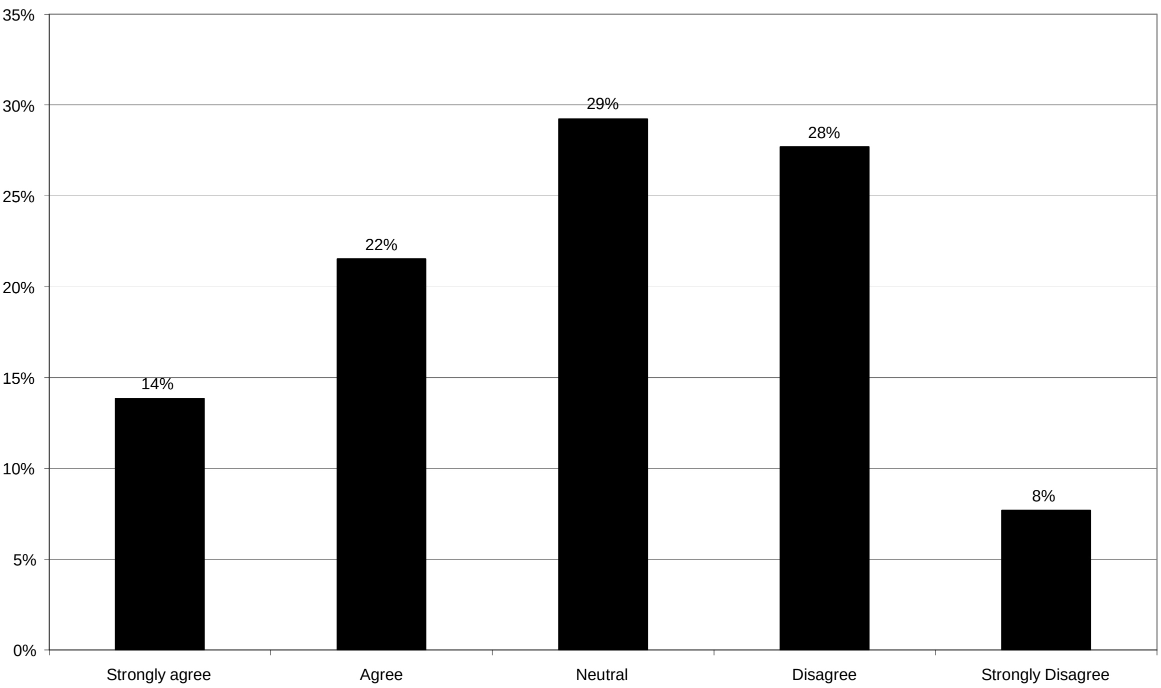
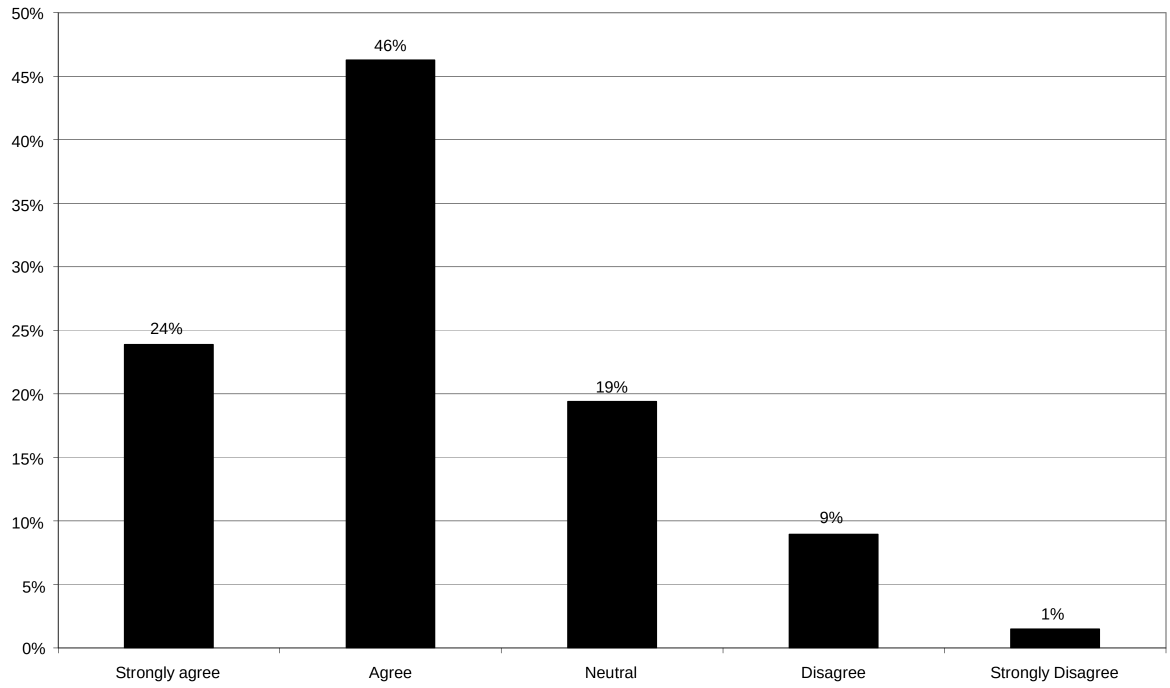


Figure 6.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (ACT)

N=67



Attracting appropriately qualified staff

Of the 38 respondents to this question, 26 (68%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 12 (32%) who had no difficulty.

Of course, the capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

Training Needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

'Working with clients who have difficult and complex needs' was by far the highest priority. 'Community development, 'case management' and 'programme planning and evaluation' were also rated as high priorities.

Table 6.6: Training needs by category 2005-6 (ACT)

N=36

Training Need	Rank	Score[77]
Working with clients who have difficult and complex needs	1	100
Community development	2	65
Case Management	=3	58
Program planning and evaluation	=3	58
Management/Governance	5	45
Human resources	6	43
Cross cultural communication	7	33
Information Technology	=8	28
Legal and financial systems	=8	28
Research and policy development	10	25
Working with the media	11	18
Facilitation and negotiation	=12	8
Lobbying	=12	8

[77] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Occupational health and safety

Of the 39 respondents to the questions on occupational health and safety, 10 (26%) reported a workplace injury in 2005-6, compared with 29 (74%) who did not report a workplace injury. The total number of reported incidents was 107.

Income and Expenditure

As Table 6.7 shows, income has increased over the year by 5 million, whilst operating expenses have stayed the same. This has decreased the overall deficit from $7million to $2million, or 5% of the total income.

Table 6.7: Income and Expenditure 2005-6 & 2004-5 (ACT)

Year	Total operating expenses[78] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	37	35	2
2004-5	37	30	7
Difference	0	5	5

Income

Agencies have secured a 10% increase in overall income between 2004-5 and 2005-6. Income has grown from some sources:

- 17% increase in Government funding
- 1% increase in client fee incomes
- 6% increase in agency own source income.

Table 6.8: Funding Sources (ACT)

N=36

Source	2004-05 (millions)	2004-06 (millions)	% total (2005-06)	% change
Australian Government	10.3	10.9	24%	6%
State/Territory Government	18.5	22.9	51%	24%
Local Government	0.02	0.02	‹1%	0%
Client fee income	7.9	8.0	17%	1%
Own source income*	3.4	3.6	8%	6%
Total	40	45		13%

*incl. non-govt payments for goods and services, donations etc

[78] N=39

South Australia

Survey results

The ACSS 2007 was completed by 72 agencies in SA who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 6% of respondent agencies provide services across SA and 13% across a region.[79] Among the other geographic categories:

- 7% provide services primarily in a regional centre
- 6% provide services primarily in an inner metropolitan area
- 31% provide services primarily in another metropolitan area
- 20% provide services primarily in a rural centre
- 4% provide services primarily in a remote area.

Service users

Table 7.1 shows how specific groups within the Australian population are represented as users of community and welfare services in SA

[79] Number of respondents to this question (N) = 70.

Table 7.1: Service users

N=47

Population Group	Percentage of service users (SA)	Percentage of general community (National)
People with a disability	47%	20%[80]
Indigenous	14%	2.4%[81]
Jobless	61%	20%[82]
Culturally and linguistically diverse	27%	17%[83]
Women	60%	50%[84]
People under 18 years of age	20%	24%
18-44 years	34%	39%
45-64 years	24%	24%
65+ years	22%	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 161,664 people, which is a 5% increase on the number of people who received a service in 2004-5.

In 2005-6 respondent agencies turned away 7,651 people, which is a 33% increase on the number of people turned away in 2004-5.

Of the people turned away in 2005-6:

- 33% were not eligible for the service or needed a different service
- 40% were eligible for the service and the service provided the person with only basic information and assistance

[80] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[81] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[82] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[83] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[84] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

- 27% were eligible but turned away from the service with no assistance.[85]

This shows that while some people are turned away because they are ineligible for the service, two thirds (67%) are turned away because services are operating at maximum capacity and have to ration access.

Table 7.2 provides a guide to the level of demand and unmet demand for specific services.

[85] % based on N=16

Table 7.2: Number of people assisted and not assisted by service type 2005-6 (SA)

Service Type	Number of clients	Number of people turned away	Eligible people turned away as % of people assisted
Disability Supported Accommodation (no of residents per year)	258	47	18%
Financial and Material Support (no of clients per year)	49614	4299	9%
Child Welfare Service (no of children per year)	9007	601	7%
Individual Advocacy (no of clients per year)	6581	395	6%
Residential Aged Care (no of clients per year)	528	21	4%
Community Legal Centre (no of clients per year)	5441	200	4%
Information, advice and referral (no of contacts per year)	38582	1398	4%
Family relationship service (no of clients per year)	2329	71	3%
Housing Assistance (no of clients per year)	5530	84	2%
Community Care (no of clients per year)	5126	31	1%
Employment Service (no of clients per year)	2852	33	1%
Health Service (no of clients per year)	8995	67	1%
Child Care (no of children per year)	3417	0	0%
Other[86]	23404	404	2%
Total[87]	**161,664**	**7,651**	**5%**

[86] Includes Community Transport, Training, Domestic Violence and Sexual Assault Services, Crisis Accommodation, Recreational Arts, Tenancy, Financial Counselling, Counselling.
[87] Note that these totals differ from those on the previous page. This is due to differences in the number of respondents to different questions in the survey (Questions 6,8 & 9) from which these figures are generated and the possibility of double counting across services types in the table above.
Note that these totals differ from those on the previous page. This is due to differences in the number of respondents to different questions in the survey (Questions 6,8 & 9) from which these figures are generated and the possibility of double counting across services types in the table above.

Perceptions of demand

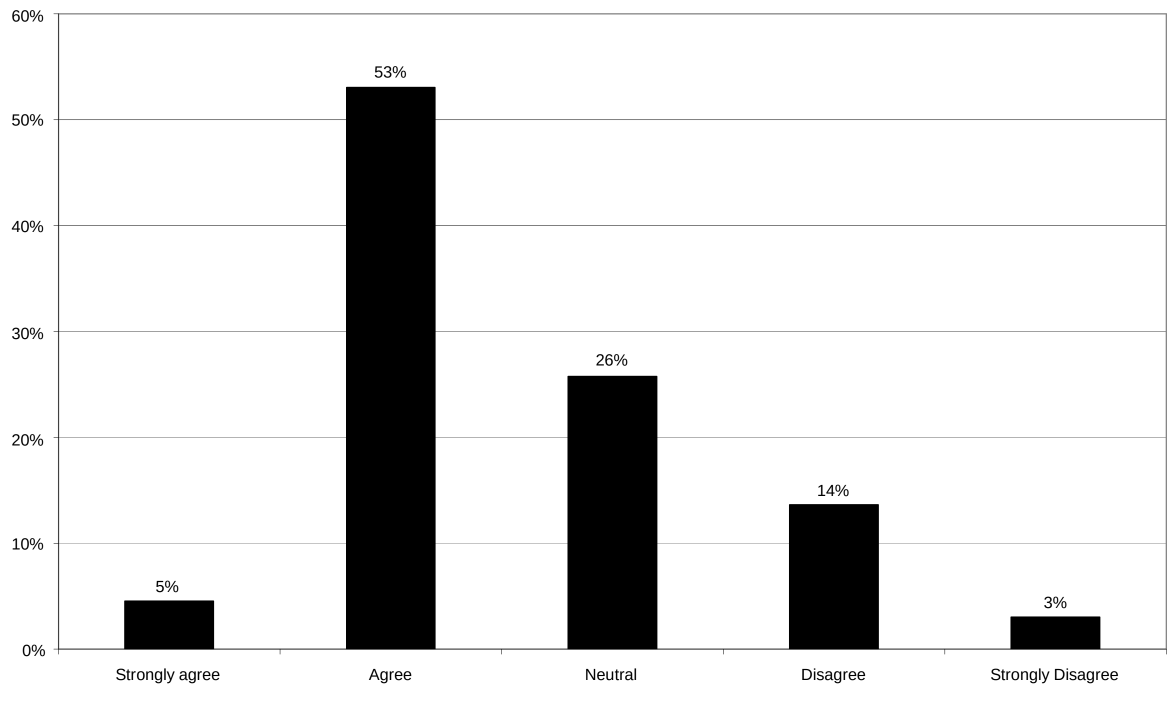
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services*).*

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 58% of respondents agreed that their organisation was targeting services more tightly than in the past and another 26% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 7.1: Targeting services: proportion agree/disagree with statement:
'this organisation is targeting our services more tightly than in the past' (SA)

N=66

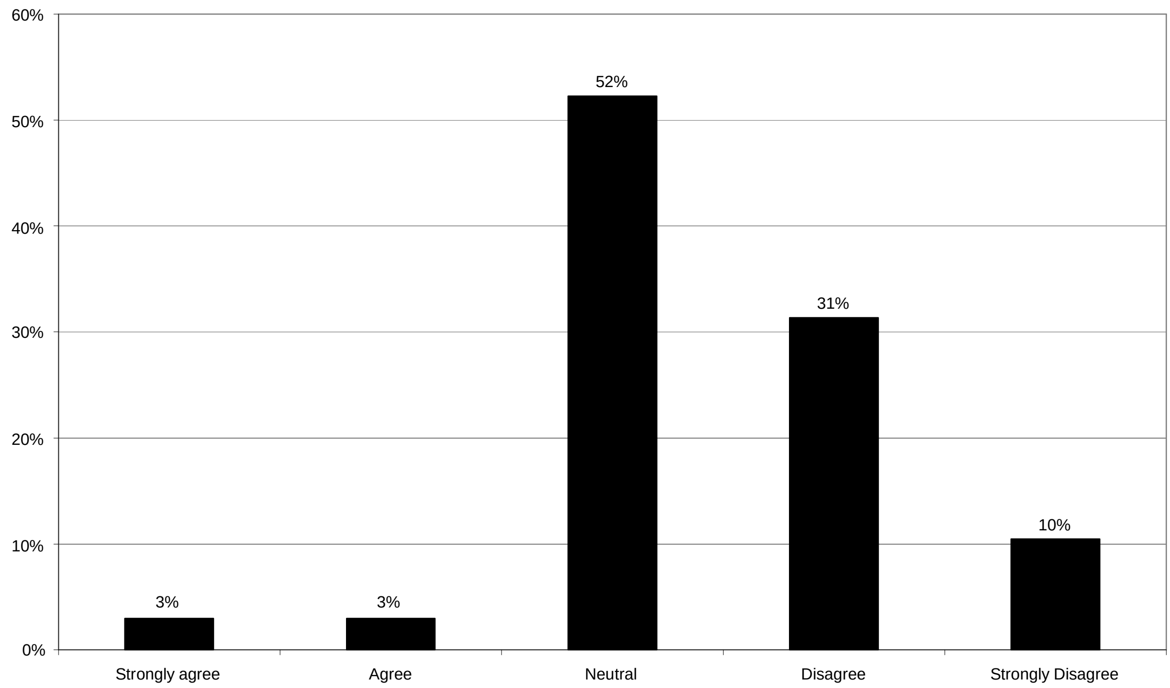


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 93% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 7.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (SA)

N=67

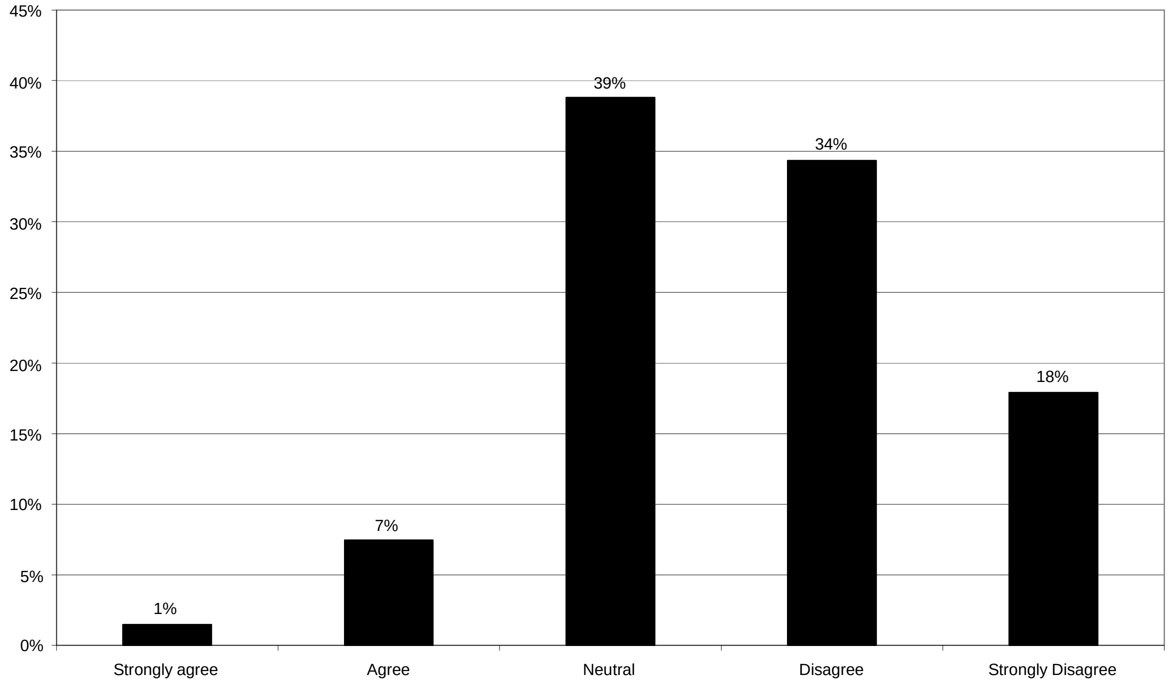


Referrals

Another indicator of demand is the number of referrals to agencies. 52% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 7.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (SA)

N=67



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Health services (including mental health and drug and alcohol services) and long term housing were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by aged and disability services, income support and crisis and supported accommodation.

Table 7.3: Client need by service type 2005-6 (SA)

N= 46

Service type	**Rank**	**Score**[88]
Health care (including mental health and drug and alcohol services)	1	100
Long term housing	2	76
Aged and disability services	3	69
Income support	4	61
Crisis and supported accommodation	5	45
Employment, education and training programs	6	45
Transport	7	45
Family relationship services	8	39
Legal services	9	35
Assistance with the cost of energy, water, telecommunications	10	12
Child welfare services	11	10
Child care	12	8
Cultural, arts, recreation, sport, information and social activities	13	6

[88] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

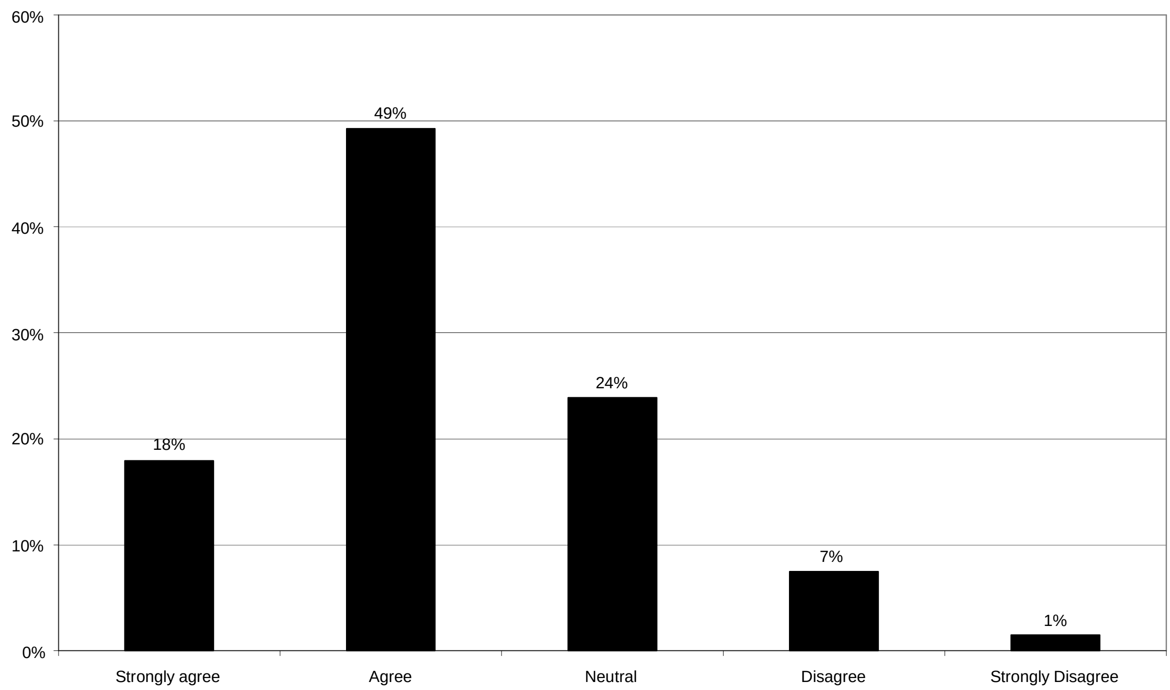
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

67% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 24% neither agreed nor disagreed and only 8% disagreed.

Figure 7.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (SA)

N=67



Delivery

Character of the workforce

As Table 7.4 shows, respondent agencies in SA utilise a large number of volunteers in service delivery roles. However it should be noted that many of these people are probably engaged on a part time basis.

Table 7.4: Workforce by category (SA)

N=51

Work category	Number of people	%
Paid staff (full time equivalent)	2,516	18%
Voluntary board/mgt	1,452	11%
Voluntary service delivery	9,647	71%
Total	13,615	100%

Staff hiring and leaving

There was an overall increase of 112 in the number of full time equivalent employees working in respondent organisations during 2004-5. This represents an increase of 4% on the total number of paid staff.

Table 7.5: Staff hired and left 2004-5 (SA)

N=30

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	39	32	7
Service worker	253	161	92
Clerical/administration	60	53	7
Total	352	246	106

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2004-5, respondent agencies employed 2,516 full time equivalent staff and lost 246 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 8%.

Additional work

Agencies can meet excess demand by squeezing more out of existing resources. 50% of agencies in SA agreed that they had increased the number of unpaid hours worked by staff, with only 29% disagreeing. Unfunded work by staff and volunteers had increased between 2003-4 and 2004-5 according to 79% of responding agencies.

Figure 7.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff' (SA)

N=66

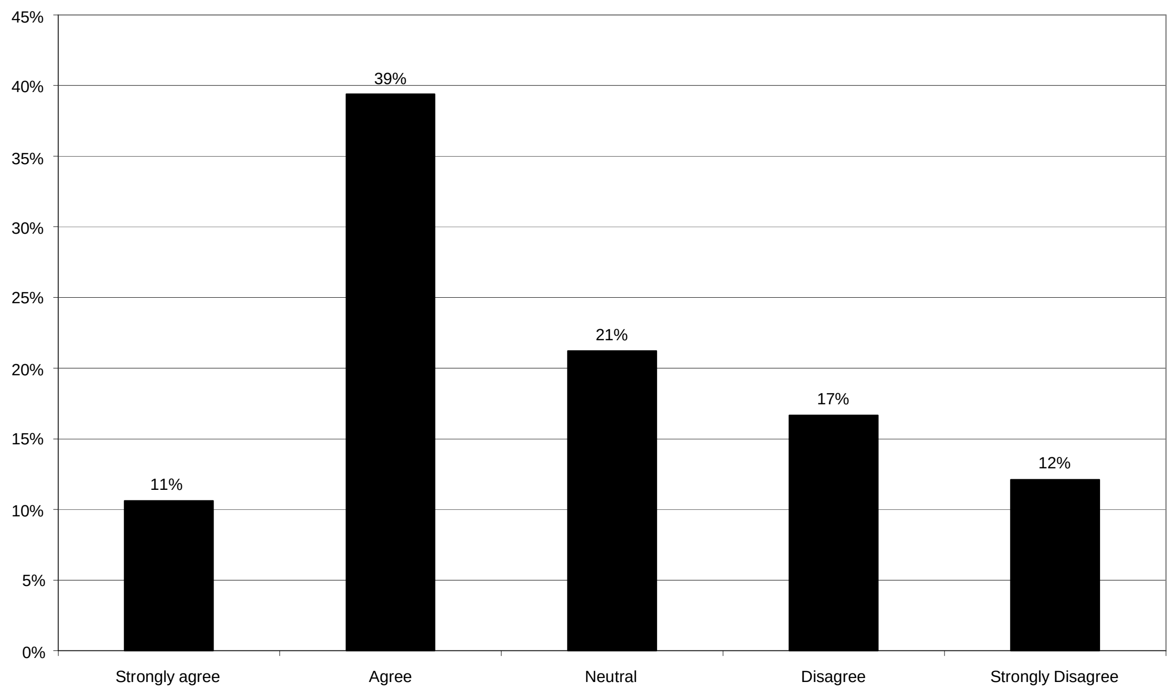
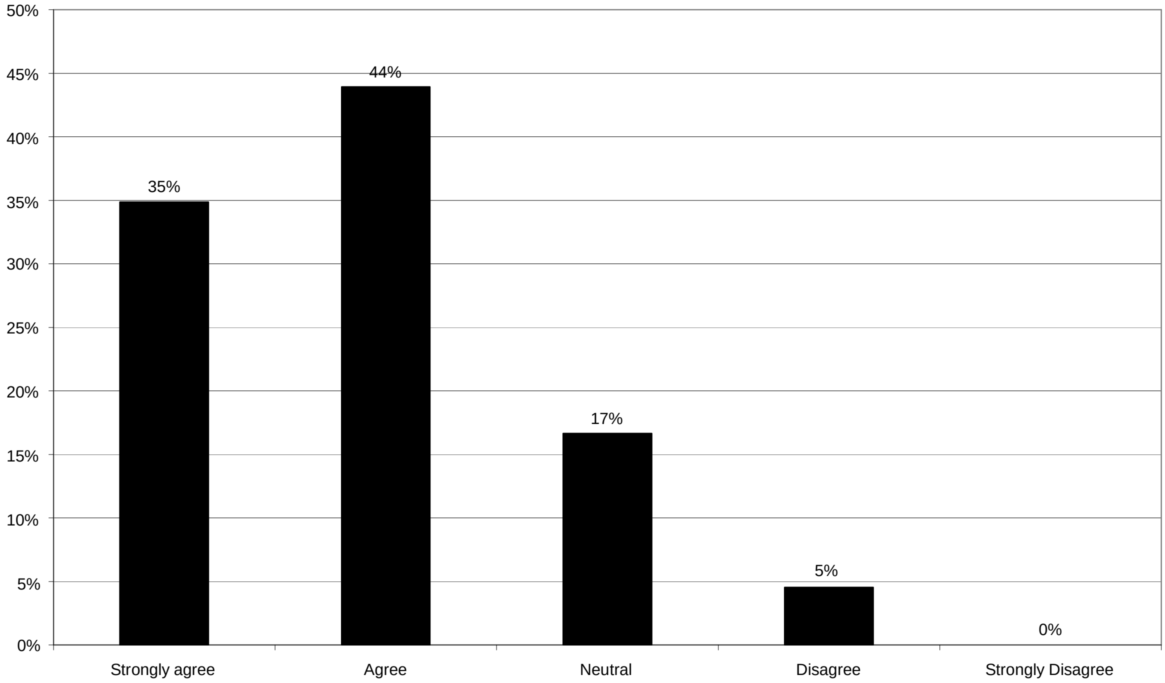


Figure 7.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (SA)

N=66



Attracting appropriately qualified staff

Of the 50 respondents to this question, 27 (54%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 23 (46%) who had no difficulty.

Of course, the capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

Training Needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

'Working with clients who have difficult and complex needs' was the highest priority. 'Information Technology' was the second ranked priority for training, followed by 'Case Management'.

Table 7.6: Training needs by category 2005-6

N=49

Training Need	Rank	Score[89]
Working with clients who have difficult and complex needs	1	100
Information Technology	2	86
Case Management	3	61
Management/Governance	4	61
Legal and financial systems	5	55
Cross cultural communication	6	48
Facilitation and negotiation	7	45
Community development	8	41
Program planning and evaluation	9	39
Lobbying	10	39
Research and policy development	11	32
Working with the media	12	23
Human resources	13	18
Other	14	11

Occupational health and safety

Of the 53 respondents to the questions on occupational health and safety, 13 (25%) reported a workplace injury in 2004-5, compared with 40 (75%) who did not report a workplace injury. The total number of reported incidents was 92.

[89] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 7.7 shows, income has increased over the year by $7 million and operating expenses by $7 million. This has increased the overall surplus by $3 million to $8 million, or 6% of total income.

Table 7.7: Income and Expenditure 2005-6 & 2004-5 (SA)

Year	Total operating expenses[90] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	145	151	6
2004-5	138	143	5
Difference	7	8	1

Income

Agencies have secured a 14% increase in overall income between 2003-4 and 2004-5. Income has grown across all the major sources with a:

- 1% decrease in client fee incomes
- 14% increase in government funding
- 1% decrease in agency own source income.

Table 7.8: Funding Sources (SA)

N=48

Source	2004-05 (millions)	2005-06 (millions)	% total (2006-5)	% change
Australian Government	35.7	41.3	27%	16%
State/Territory Government	35.7	40.1	26%	12%
Local Government	1.2	1.6	1%	33%
Client fee income	14.8	14.9	10%	-0.6%
Own source income*	55.4	55.1	36%	-1%
Total	142.8	153	100%	7%

*incl. non-govt payments for goods and services, donations etc

[90] N=170

Tasmania

Survey results

The ACSS 2007 was completed by 36 agencies in Tasmania who provided information about their activities over the financial years 2004-5 and 2005-6.

Service coverage

In terms of geographic coverage, 11% of respondent agencies provide services across Tasmania and 3% across a region. [91] Among the other geographic categories:

- 6% provide services primarily in a regional centre
- 22% provide services primarily in an inner metropolitan area
- 36% provide services primarily in another metropolitan area
- 3% provide services primarily in a rural centre
- 0% provide services primarily in a remote area.

Service users

Table 8.1 shows how specific groups within the Australian population are represented as users of community and welfare services in Tasmania.

[91] Number of respondents to this question (N) = 36.

Table 8.1: Service users

N=13

Population Group	Percentage of service users (TAS)	Percentage of general community (National)
People with a disability	57%	20%[92]
Indigenous	5%	2.4%[93]
Jobless	59%	20%[94]
Culturally and linguistically diverse	9%	17%[95]
Women	61%	50%[96]
People under 18 years of age	27%	24%
18-44 years	36%	39%
45-64 years	24%	24%
65+ years	13%	13%

Service use

Demand for services

In 2005-6 respondent agencies provided services to 28,096 people, which is 5% fewer than the number of people who received a service in 2004-5. Respondent agencies turned away 618 eligible people in 2005-6.

[92] ABS, *Disability, Ageing and Carers, Australia*, Cat. No. 4430.0, 2003, p.3
[93] Australian Government, Department of Immigration and Multicultural Affairs, Australia the Country: *Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[94] ACOSS, *Measuring Long Term Unemployment in Australia*, ACOSS Info Paper 379, December 2005, p.15
[95] Australian Government, Department of Immigration and Multicultural Affairs, *Australia the Country: Facts about Australia*, http://www.immi.gov.au/settle/states/aust_the_cntry.htm
[96] This statistic and the age statistics that follow are taken or derived from: ABS, *Measures of Australia's Progress*, ABS Cat. No. 1370.0, 2004.

Perceptions of demand

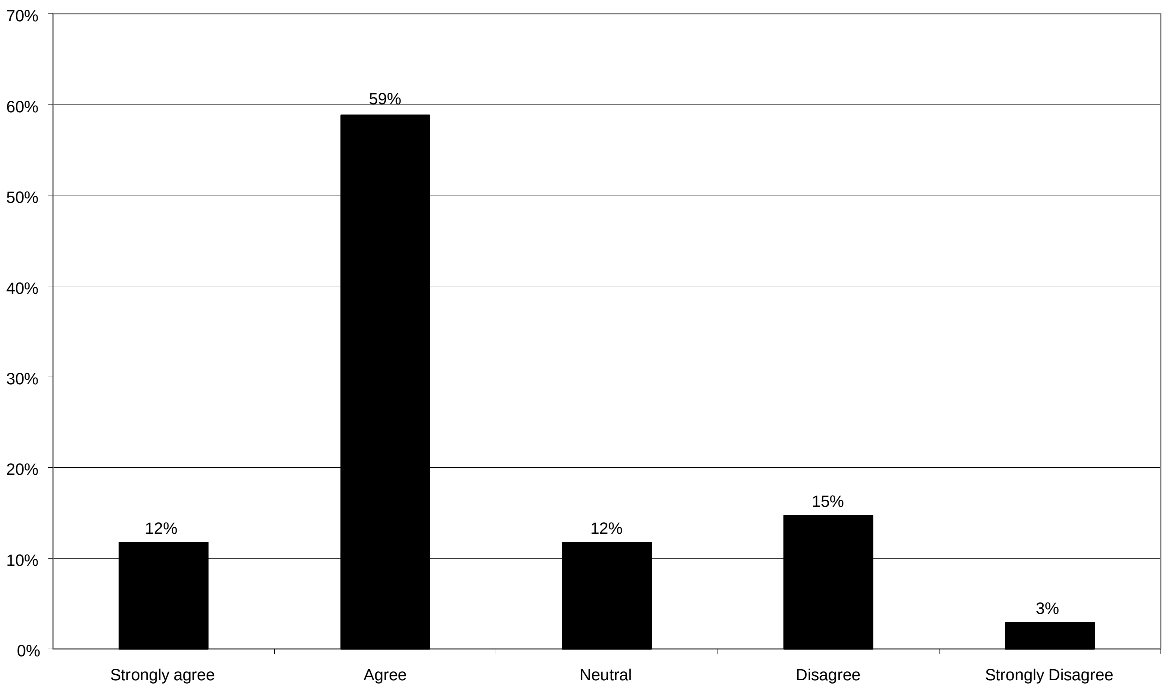
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing.

Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. 71% of respondents agreed that their organisation was targeting services more tightly than in the past and another 12% were neutral on the question (suggesting neither an increase nor decrease in rationing).

Figure 8.1: Targeting services: proportion agree/disagree with statement: 'this organisation is targeting our services more tightly than in the past' (TAS)

N=34

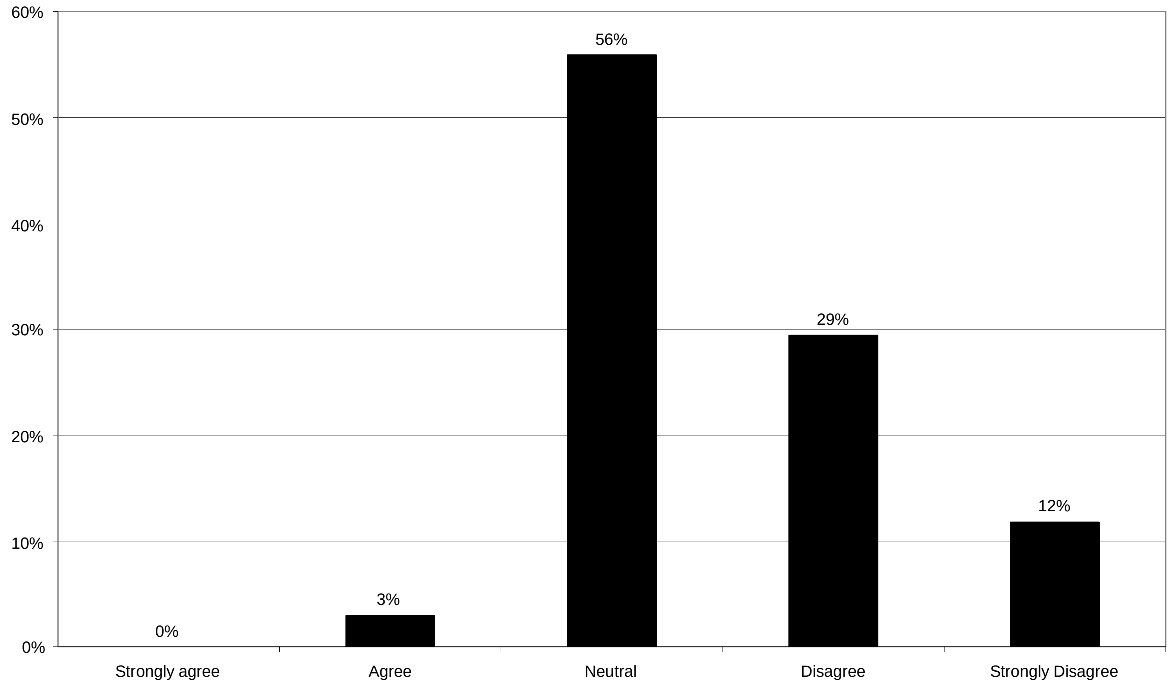


Waiting lists

Waiting lists are also used by respondent agencies to ration their services. 97% of respondents reported that their waiting list had stayed the same or worsened between 2004-5 and 2005-6.

Figure 8.2: Use of waiting lists: proportion agree/disagree with statement:
'our waiting list was shorter this year than it was last year' (TAS)

N=34

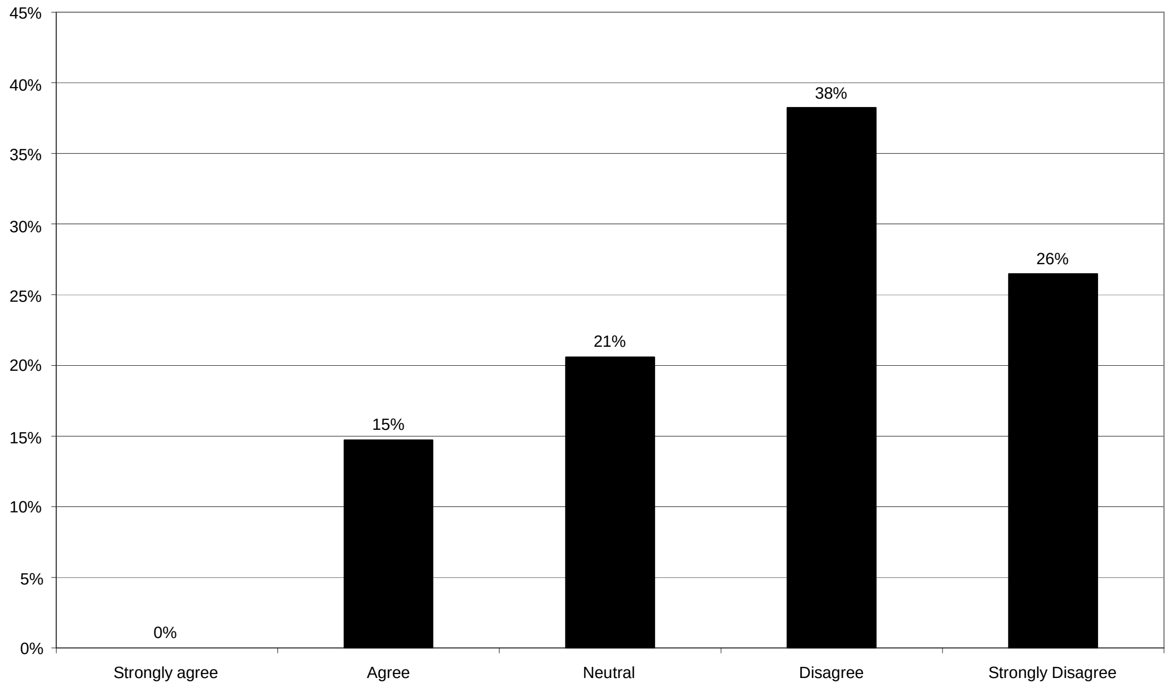


Referrals

Another indicator of demand is the number of referrals to agencies. 64% of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2005-6 than in 2004-5.

Figure 8.2: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (TAS)

N=34



What services are needed?

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

'Health services' (including mental health and drug and alcohol services) and 'income support' were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by aged and disability services and long term housing.

Table 8.2: Client need by service type 2004-5 (TAS)

N=15

Service type	**Rank**	**Score**[97]
Health care (including mental health and drug and alcohol services)	1	100
Income support	2	93
Aged and disability services	3	73
Long term housing	4	60
Crisis and supported accommodation	5	47
Employment, education and training programs	6	40
Family relationship services	7	20
Assistance with the cost of energy, water, telecommunications	8	20
Child welfare services	9	13
Legal Services	10	13
Transport	11	13
Child care	12	0
Cultural, arts, recreation, sport, information and social activities	13	0

[97] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

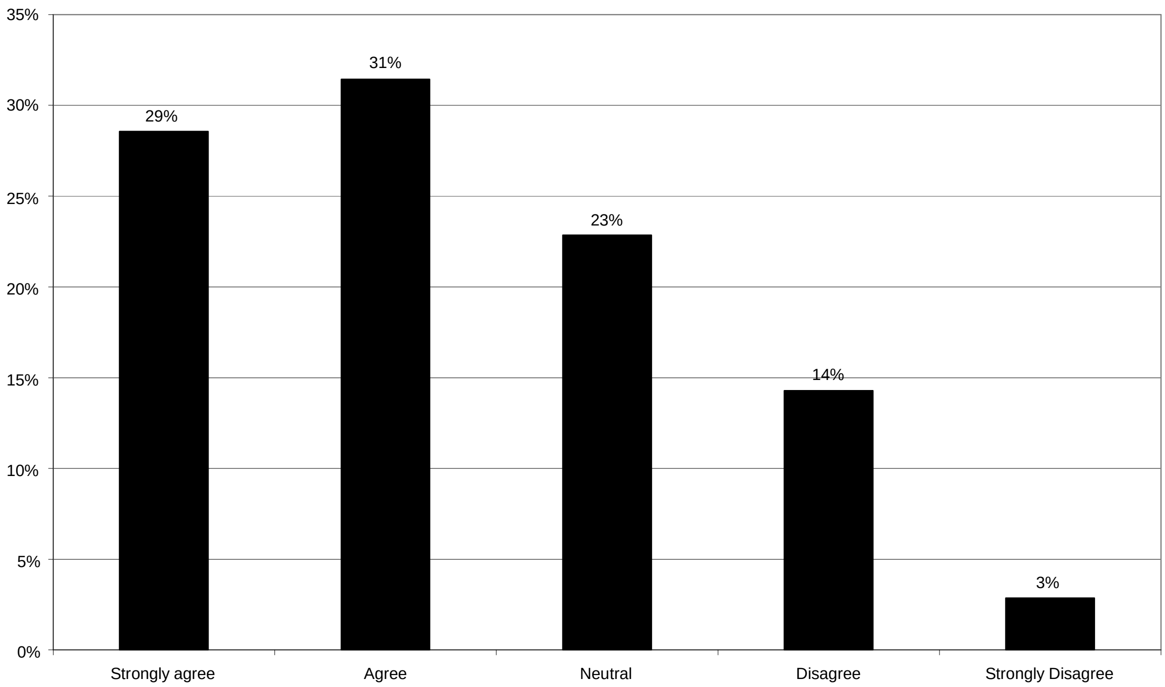
Complexity of client need

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

60% of respondents agreed that their clients in 2005-6 had more complex needs than in 2004-5. A further 23% neither agreed nor disagreed and only 17% disagreed.

Figure 8.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (TAS)

N=35



Delivery

Character of the workforce

The workforce of respondent agencies is characterised by the dominance of voluntary labour, which constitutes 52% of the workforce.

Table 8.3: Workforce by category (TAS)

N=16

Work category	Number of people	%
Paid staff (full time equivalent)	419	48%
Voluntary board/mgt	120	14%
Voluntary service delivery	331	38%
Total	870	100%

Staff hiring and leaving

There was an overall increase of 50 in the number of full time equivalent employees working in respondent organisations during 2005-6. This represents an increase of 12% on the total number of paid staff.

Table 8.4: Staff hired and left 2004-5 (TAS)

N=10

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	11	7	4
Service worker	65	19	46
Clerical/administration	10	10	0
Total	86	36	50

Staff turnover

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-6, respondent agencies employed 419 full time equivalent staff and lost 36 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 9%.

Additional work

One way that agencies can increase their capacity to meet excess demand is to increase the use of volunteer and unpaid staff labour. 73% of agencies agreed that the paid hours worked by staff had increased between 2004-5 and 2005-6(Figure 8.5). 71% of agencies agreed that the unfunded work by staff and volunteers had increased between 2004-5 and 2005-6 (Figure 8.6).

Figure 8.5: Use of paid work: proportion agree/disagree with statement: 'this year we have increased the number of paid hours worked by staff' (TAS)

N=34

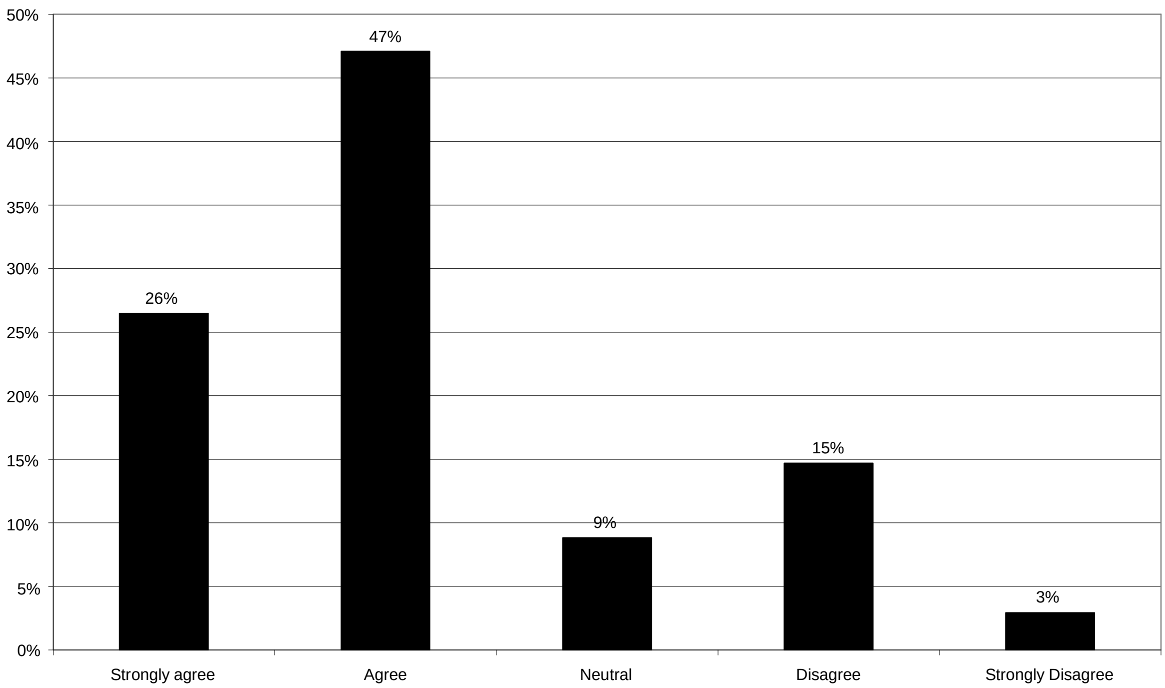
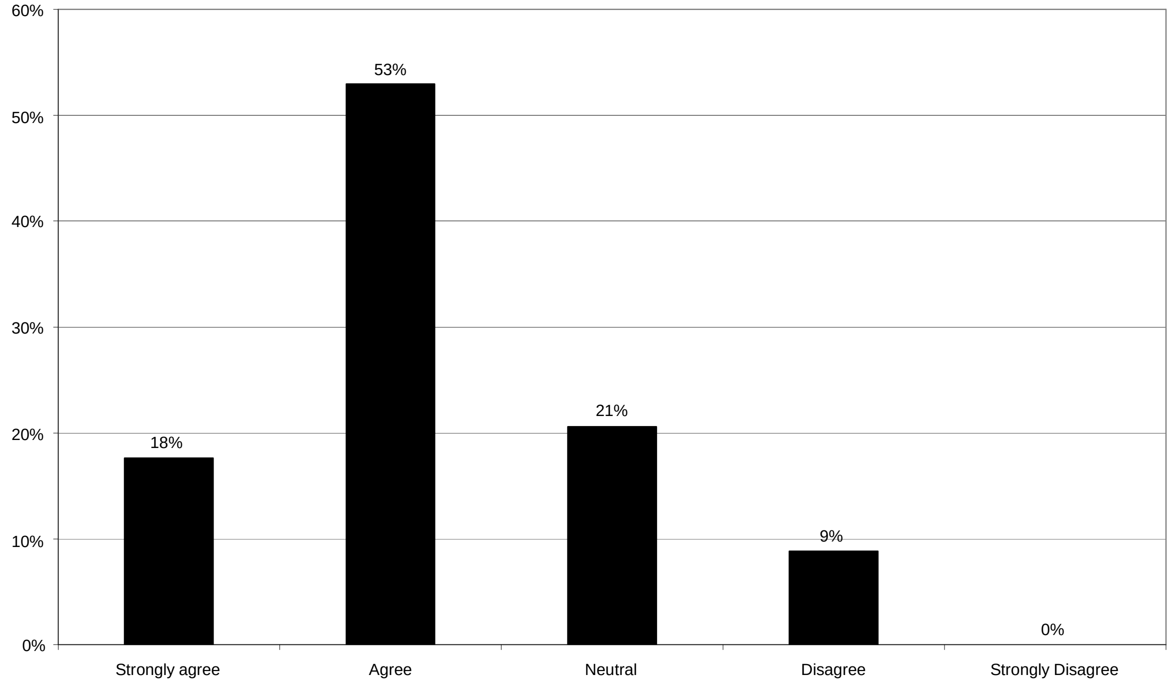


Figure 8.6: Use of unpaid work: proportion agree/disagree with statement: 'compared to last year unfunded work by staff and volunteers has increased' (TAS)

N=34



Attracting appropriately qualified staff

Of the 15 respondents to this question 44, (65%) indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 24 (35%) who had no difficulty.

Of course, the capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

Training Needs

Agencies were asked to list, in priority order, the training most needed by the staff in their agency.

'Working with clients who have difficult and complex needs' was by far the highest priority. This was followed by 'program planning and evaluation', 'case management' and 'management and governance', all of similar priority.

Table 8.5: Training needs by category 2005-6

N=90

Training Need	Rank	Score[98]
Working with clients who have difficult and complex needs	1	100
Program planning and evaluation	2	57
Case Management	3	43
Management/Governance	4	43
Research and policy development	5	39
Information Technology	6	17
Lobbying	7	13
Community development	8	13
Other	9	13
Legal and financial systems	10	9
Cross cultural communication	11	0
Human resources	12	0
Facilitation and negotiation	13	0
Working with the media	14	0

Occupational health and safety

Of the 15 respondents to the questions on occupational health and safety, 12 (40%) reported a workplace injury in 2005-6, compared with 60 (60%) who did not report a workplace injury. The total number of reported incidents was 29.

[98] Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

Income and Expenditure

As Table 8.6 shows, income has increased over the year by $3 million and operating expenses by $4 million. This has created an overall deficit of $1 million or 3% of total income.

Table 8.6: Income and Expenditure 2005-6 & 2004-5 (TAS)

Year	Total operating expenses[99] ($ millions)	Total income ($ millions)	Deficit/Surplus ($ millions)
2005-6	35	34	1
2004-5	31	31	0
Difference	4	3	1

Income

Agencies have secured a 10% increase in overall income between 2004-5 and 2005-6. Income has grown from some sources:

- 12% increase in Government funding
- 4% increase in client fee incomes
- 3% increase in agency own source income.

Table 8.7: Funding Sources (TAS)

N=16

Source	2004-05 (millions)	2005-06 (millions)	% total (2005-06)	% change
Australian Government	9.7	10.4	30%	7%
State/Territory Government	9.4	11.7	34%	24%
Local Government	0.003	0.003	‹1%	0%
Client fee income	2.4	2.5	7%	4%
Own source income*	9.3	9.6	28%	3%
Total	30.8	34.2	100%	11%

*incl. non-govt payments for goods and services, donations etc

[99] N=17