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Faculty of Arts and Social Sciences

Employment arrangements in social and community services receiving Commonwealth direct funding

Final Report

Natasha Cortis and Christine Eastman

**Report for Department of Education, Employment and Workplace Relations,
and the Commonwealth Pay Equity Taskforce**

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Publications, SPRC,
Level 2, John Goodsell Building
University of New South Wales,
Sydney, NSW, 2052, Australia.

Telephone: +61 (2) 9385 7800

Fax: +61 (2) 9385 7838

Email: sprc@unsw.edu.au

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Social Policy Research Centre, UNSW

Research team

Prof Ilan Katz

Dr Natasha Cortis

Dr Fiona Hilferty

Christine Eastman

Authors

Dr Natasha Cortis

Christine Eastman

Contact for follow up

Dr Natasha Cortis, Social Policy Research Centre, University of New South Wales, Sydney NSW 2052, Ph: (02) 9385 7833, n.cortis@unsw.edu.au

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Abbreviations

AGD	Attorney General's Department
DEEWR	Department of Education, Employment and Workplace Relations
DIAC	Department of Immigration and Citizenship
DoFD	Department of Finance and Deregulation
DoHA	Department of Health and Ageing
DVA	Department of Veterans' Affairs
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FWA	Fair Work Australia
FWO	Fair Work Ombudsman
SACS	Social and Community Services
Modern Award	The Social, Community, Home Care and Disability Services Industry Award 2010
SPRC	Social Policy Research Centre
UNSW	University of New South Wales

1 Executive Summary

This report documents the development, implementation and analysis of a survey which collected employment data from a representative sample of social and community services (SACS) providers which received Commonwealth direct funding in the 2010-2011 financial year. The survey was the outcome of an extensive process which involved developing a sampling frame consisting of projects receiving Commonwealth funding under relevant programs; developing a strategy for drawing a representative sample; and refining and finalising an online questionnaire. This process was undertaken in a partnership between the Social Policy Research Centre (SPRC) and the Department of Education, Employment and Workplace Relations, on behalf of the Pay Equity Taskforce, an interdepartmental committee which represents a number of Commonwealth agencies.

The key aim of the survey was to inform understanding of the financial implications – for both providers and the Commonwealth – of any changes to pay rates in social and community services which may result from a decision by Fair Work Australia in the 2011 Equal Remuneration Case. As such, the survey captured information about employment arrangements, pay rates and other relevant characteristics of funded projects or activities which received Commonwealth direct funding in 2010-2011. The reference period was the last full pay period of the 2010-2011 financial year.

Survey methodology

The methodology was designed around the need to survey a stratified probability sample of Commonwealth funded projects¹, and the priority of minimising respondent burden. Funded projects or activities, not organisations or staff, are the sampling unit, because these are the units that Commonwealth agencies provide funding to.

Contact details for projects or activities receiving funding under relevant programs were provided by five Commonwealth agencies: Attorney General's Department (AGD); Department of Health and Ageing (DOHA); Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA); Department of Immigration and Citizenship (DIAC) and Department of Veterans' Affairs (DVA). These lists were extensively cleaned. Email addresses with obvious typographical errors were corrected. Projects with invalid email addresses were excluded, along with those with only .gov and .edu email addresses, as public sector organisations and educational institutions were considered highly unlikely to directly employ staff under the SACS Modern Award. Where there were multiple episodes of funding for identical activities, records were aggregated and treated as single projects for sampling and survey purposes. Finally, very small projects, those which received less than \$30,000 in the 2010-11 financial year, were excluded. The sample frame consisted of 3,074 funded projects or activities, which together, accounted for approximately \$1.4b in relevant Commonwealth program funding.

¹ Commonwealth funded projects are those identified, at the time of the survey, as providing services that fell within the scope of the equal remuneration application. The list of Commonwealth programs affected by the application has been slightly revised since the survey was undertaken.

With the sampling frame finalised, a stratified sampling approach was developed, to ensure sampled projects were representative of the funding amount received (in two categories, less than and more than \$500,000), and that they were representative of nine departmental program streams. As well as ensuring representativeness, the stratification process provided an acceptable way to minimise respondent burden. Individual contact people with multiple funded projects or activities could be selected only once in each of the two funding strata. This meant no individual could be invited to complete the survey for more than two projects. The final sample consisted of 1,762 projects, which together received \$830.7 million in funding in 2010-2011.

As well as stratifying to ensure projects selected in the sample would be representative of the eighteen funding and departmental program strata, post-stratification weights were applied to ensure final estimates take account of both the stratification process and overall non-response. The final expansion weight was a combination of the initial design weight, a non-response adjustment and a post stratification weight, and the sum of weights equalled the total sampling units in the sampling frame. Findings are reported mainly at the level of departmental program stream, although some key program-level findings are included in the Appendices. More detailed program-level estimates cannot be reliably reported for all survey items due to low numbers of responses across the large number of Commonwealth programs.

Details of organisations receiving Commonwealth project funding

Responses were received from 587 projects, which together received \$253.6 million in funding from relevant Commonwealth programs. The overall response rate was therefore 33.3 percent (587 out of 1,762), which is typical of an online organisational survey involving senior personnel (Baruch and Holtom, 2008; Cycyota and Harrison, 2006; Shih and Fan, 2008).

As intended, survey respondents were predominantly organisational leaders and senior managers. Almost half reported their role was CEO, general manager or director. Also as expected, most survey respondents (94.4 percent) were from not-for-profit agencies. Just under two thirds were in constitutional corporations. Around half of responding projects were in organisations with less than 30 paid staff. However, the presence of some very large organisations means the average number of staff is much higher (148) than the median figure (31.1).

Based on data which has been weighted to account for stratification and non-response (and so is representative of projects in the sampling frame) 92.2 percent of projects are estimated to be in 'SACS organisations', that is, in organisations which directly employed any staff to provide services which would be classified as social and community services, crisis assistance or supported housing, or disability services. On this basis, 92.2 percent of these funded projects appear to be in organisations which could be expected to fall within the scope of the Social, Community, Home Care and Disability Services Industry Award 2010 (the Modern Award), based on the type of services they provide. The proportion of projects in 'SACS organisations' varied slightly by Departmental program stream, between 86.7 percent of projects receiving funds under DOHA programs, and 97.8 percent of projects receiving funds through DIAC programs. Overall, just over 7 percent of projects reported that their

organisations did not employ any staff to deliver services which would fall in scope of the Modern Award, and 0.6 percent were unsure.

The survey also asked project representatives for a breakdown of sources of funding for their organisation. This shows the main source of funding overall was the Commonwealth, although this was not the case for projects receiving funding from DOHA, or for some FAHCSIA programs.

The survey also asked about expenditure, and found that around 70 percent of total organisational expenditure appears to be directed to salary and other employee related costs. However, this varied slightly across the nine departmental program streams. Staffing costs were reported to consume a higher proportion of expenditure in organisations receiving project funding from Attorney General's Department (77.4) and Department of Veterans' Affairs (75.4), and a lower proportion in FAHCSIA's Financial Management Program (60.9).

Characteristics of projects receiving Commonwealth direct funding

Respondents who reported that their organisation employed staff to deliver SACS services were asked to complete further details about their relevant project. Responses were received for 504 projects. The (weighted) results show a relatively small proportion of projects (11.1 percent) outsourced any of the amount received, and those which did so tended to outsource only small amounts of funding, and to other not-for-profit agencies. Those with any project staff in the reference period were asked to detail the number employed in the last pay period of 2010-11. Overall, the median figure was 2.0 full time equivalent staff; that is, half of the projects employed more than this figure, and half employed less. The mean number of FTE staff was higher (7.0) and varied across the departmental program streams, from less than one (FAHCSIA Financial Management) to 20 (FAHCSIA & AGD Family Relationships).

Not all of these project staff however delivered services which would bring them within scope of the SACS Modern Award. The findings indicate that 88.8 percent of all funded projects employed any SACS workers during the reference period. This varied between the departmental program streams, with DVA funded projects the least likely to employ SACS workers (64.2 percent did so). The largest numbers of SACS projects employed their staff in the populous states of NSW and Victoria, and reflecting this, the industrial awards in these states were the most frequently used.

Use of SACS Awards

Projects employing SACS staff during the reference period were asked further questions about employment arrangements, including their use of awards and other arrangements to set pay for project staff. Overall, 52.1 percent of projects reported paying staff according to awards only, although this varied across the program streams. The highest proportion of projects using award-only arrangements were found in FAHCSIA Community Investment and Parenting programs (65.6 percent), and the lowest were in DVA funded activities (27.2 percent). In addition to the 52.1 percent of 'award only' projects, a further 22.7 percent of projects are estimated to pay staff using a combination of awards and other 'non-award' arrangements, such as enterprise agreements or contracts. 25.3 percent of projects are estimated to have paid staff according to a non-award arrangement only.

On this basis, around three quarters of SACS projects receiving direct Commonwealth funding (52.1 percent who use awards only plus the 22.7 percent which use both awards and other arrangements in combination) can be expected to be directly affected by any increase in award rates. Those which pay using non-award arrangements only may also be affected, where any award increase leap-frogs current above-award rates, or where projects wish to maintain relativity with awards.

In terms of the arrangements for projects using non-award means of setting pay, around two thirds used a classification structure drawn from an award. However, although fewer projects used arrangements with unique classification structures (ie which are not based on an award), larger numbers of project staff are estimated to be paid under these arrangements. This is most likely because larger projects and organisations have unique enterprise agreements or individual contracts. Staff paid in this way (according to a non-award arrangement with a unique classification structure), are estimated to receive a mean of 18.9 percent above a relevant award, although the median figure was lower, indicating these staff were paid around 9.6 percent above a relevant award. Data quality at this level, however, is poor, due to small numbers of respondents answering questions about non-award arrangements. In addition, the mean figure is likely to be inflated because this category would include managerial level staff paid on individual contracts. As such, we emphasise it be used with a high degree of caution.

Additional funding in QLD

In addition to the core survey questions, projects employing staff in Queensland were asked additional questions about the receipt of state government funding to assist with extra wage costs associated with pay equity decisions in that state. Of the 58 organisations that answered the question, almost half (28 projects, or 48.3 percent) reported that their organisation did receive additional funding. However, few of these (8) reported that any of the additional funding had assisted with salary costs for staff working on their particular project. On this basis, it does not appear that significant amounts of additional Queensland government funding have flowed through to Commonwealth funded projects.

2 Introduction

This report documents the development, implementation and analysis of a survey collecting employment data from a representative sample of social and community services (SACS) providers who received Commonwealth direct funding in the 2010-2011 financial year. The survey was conducted online. It was piloted between 13 and 18 July 2011. Data was collected for the main survey between 22 July and 10 August 2011.

The survey was the outcome of an extensive process which involved developing a sampling frame consisting of projects receiving Commonwealth funding under relevant programs; developing a strategy for drawing a representative sample; and refining and finalising an online questionnaire. The project was undertaken as part of a research partnership between the Social Policy Research Centre (SPRC) and the Department of Education, Employment and Workplace Relations (DEEWR), on behalf of the Pay Equity Taskforce, an interdepartmental committee which represents a number of Commonwealth agencies. Note that ethical approval was granted from the University of New South Wales' Human Research Ethics Advisory Panel (reference number 9_11_013). In addition, the survey design was reviewed by the Australian Government Statistical Clearing House, Approval number 02213-01.

2.1 Background to the survey

The Commonwealth Government is a source of direct funding for non-government organisations that provide social and community services. These services are highly diverse, assisting Australia's most needy, for example, through services for vulnerable children, families and young people; crisis assistance and supported housing; non-residential care for people with disabilities; counselling around financial management and other issues; and a variety of other supports.

As part of the Federal Government's Award modernisation process, staff employed in the non-government sector to deliver social and community services are in a process of transition, from a number of disparate and dated industrial awards to the new Federal Social, Community, Home Care and Disability Services Industry Award 2010 (the 'Modern Award'). The Modern Award has covered employment conditions since the beginning of 2010. From 1 February 2012, the Modern Award will also cover wages, subject to the outcome of the national equal remuneration case which Fair Work Australia (FWA) has presided over during 2011. This case involves the first application for an equal remuneration order under the Fair Work Act 2009. It has been brought about by key unions and supported by many employers, and has contended that SACS work has been undervalued on the basis of gender.

This federal case has followed successful pay equity claims in Queensland (Commissioner Fisher, 2009). In 2009, Queensland's Industrial Relations Commission found community service work is undervalued, and awarded pay increases of between 18 and 37 percent to be phased in over three years. In the same timeframe, Queensland's disability support workers have been granted increases of between 22 and 27 percent.

The precise national wage settings which will apply from 2012 are as yet unknown, and depend on a final decision by Fair Work Australia, expected in late 2011. On 16 May 2011 Fair Work Australia handed down its initial finding that there is not equal

remuneration for SACS workers compared with those in comparable employment, and that gender has been important in creating this gap (Fair Work Australia, 2011). However, FWA decided to gather more information about the extent to which gender has inhibited wages growth in the SACS sector and conduct conciliation meetings, before handing down a final decision about an equal remuneration order and any associated wage increase. As such, FWA extended the submission process beyond its May decision, to assist in determining the quantum. However, its initial decision established that it would not simply apply the same rates determined by the Queensland Industrial Relations Commission decisions, as the applicants had contended.

The final outcome of the case, and the pay rates which will apply to the SACS modern award, are thus, at the time of writing, unknown. Yet based on Fair Work Australia's initial decision, it is expected that the decision may involve an equal remuneration order or other adjustment to SACS Modern Award rates to rectify any undervaluation based on sex. This will affect the legislated wage rates for those covered by the SACS Modern Award, and potentially, those covered by enterprise agreements and other arrangements which are based on SACS awards.

Recognition of undervaluation based on gender is an historic development for Australia's SACS industry, and for other female dominated fields of work. The Queensland and Federal decisions reflect increasing social recognition of the value of work involving care and support for disadvantaged citizens. They also highlight the joint contribution of non-profit non-government agencies and government, and the need for both employers and funding agencies to co-ordinate and support workforce planning and capacity building.

Changes to Industrial Awards will have financial and other implications for the Commonwealth, State and Territory, and Local Government agencies that provide direct funding to SACS providers. However, limited information has so far been available to help estimate what these effects will be. In part because of the tendency for public administrative systems to monitor outcomes rather than inputs, information about employee numbers and pay rates in organisations receiving government funding have not been systematically collected. This has made it difficult to reliably estimate the fiscal impact of any wage increases. Exceptions are in the ACT, where a Salary Census was undertaken (ACT Community Services, 2011), and New South Wales, where employment related data was collected from organisations funded by the three core state human services departments (see Hilferty et al, 2010).

In early July the Federal Government announced a commitment to provide additional funding to support increased wages for the SACS sector flowing from this equal remuneration case. However, to inform any funding decision, it requested further empirical information about employment arrangements and pay rates in Commonwealth funded projects. The survey detailed in this report was developed to fulfil this need. From the outset, its key aim was to facilitate robust costing of the financial implications to the Commonwealth of industrial developments affecting pay rates in social and community services. Specifically, the data captured will help the Commonwealth estimate the cost implications of the Queensland decisions, and the likely implications of wage changes resulting from the current National equal remuneration case. However, the survey has also captured other characteristics of

interest relating to social and community services which receive Commonwealth direct funding.

2.2 Report overview

This report documents the process of developing the survey instrument and sampling strategy, and administering the survey, and presents key findings.

Section 3 firstly outlines the instrument design and development (Section 3.1), the structure of the final survey (Section 3.2) the sampling frame and stratification design (3.3 and 3.4) and the weighting and post-stratification techniques used to ensure a representative sample (3.5).

Section 4 presents the response rates (Section 4.1), outlines the strategies taken to minimise non-response and some likely explanations for non-response (4.2), and presents response numbers and relative standard errors.

Section 5 presents some key characteristics of survey respondents (Section 5.1) and their organisations, such as numbers of organisations employing any staff to deliver SACS services (5.2), numbers of staff in organisations receiving project funding (5.3), organisations' revenue sources (5.4), and employment related expenditure (5.5).

Section 6 analyses the characteristics of projects receiving Commonwealth direct funding, such as those which outsource service delivery (Section 6.1), numbers of FTE project staff (6.2), projects with SACS project staff (6.3), and employment by state (6.4). The section also provides findings relating to additional questions asked of those projects which employ staff in Queensland (6.5).

Section 7 provides details relating to projects' use of SACS awards and other arrangements, including the numbers using awards only, combinations of awards and other (non-award arrangements), and non-award arrangements only (Section 7.1). The section also provides further detail as to the use of particular awards (7.2), and non-award arrangements (7.3).

The Appendices include the survey instrument (Appendix A) and examples of survey communications (Appendices B and C), along with a list of relevant Commonwealth funding programs (Appendix D), a program-level breakdown of response rates (Appendix E), and further detail about the stratification methodology (Appendix F). Appendices G, H, and I include further program-level breakdown of survey findings, including the proportion of projects with SACS staff, and the proportion using awards and other arrangements.

Throughout the report, key findings are presented as descriptive data, which has been weighted to account for survey design factors and non-response, so is representative of the projects contained in the sampling frame. Note also that findings are mainly reported for Commonwealth funded programs overall, and for nine departmental program streams. Due to low numbers, findings at a more detailed program level are less reliable, and the program-level breakdowns reported in the Appendices should be interpreted with caution.

Note also that while the key aim of the survey was to assist in costing the implications of any wage changes in the SACS industry, this report does not contain cost estimates. Rather, spreadsheets containing more detailed grade distributions for each award have been provided in addition to this report, to facilitate any further internal costing exercises which Commonwealth agencies may undertake.

3 Design and Methodology

This section outlines the survey design and methodology. Overall, the survey aimed to capture information necessary for costing the impact of any changes to wage rates applying to social and community service workers on service providers receiving Commonwealth direct funding, and on Commonwealth expenditure. As such, the instrument was designed to capture detailed information about employment arrangements and wage rates in funded projects, along with other employment-related characteristics of projects and organisations. Instrument design is described in Section 3.1, followed by an outline of the structure of the final survey (Section 3.2).

Because the Commonwealth provides funding to specific community services projects or activities and not to organisations as such, the survey sampling units are Commonwealth funded projects, not organisations or staff. A sample frame was constructed, consisting of 3,076 funded projects, which together received \$1.4b in direct funding from the Commonwealth programs in scope of the project. The process of developing the sampling frame is described in Section 3.3.

It was considered impractical to collect information about all funded projects because of the likelihood of respondent burden. As such, a strategy for drawing a stratified sample which minimised respondent burden was developed. The stratified sampling design, which resulted in 1,762 funded projects, representing \$830.7m in funding, is detailed in Section 3.4. Section 3.5 outlines the post-stratification weighting techniques which were used to ensure the sample leads to estimates which are representative of the wider population.

3.1 Instrument design

An online survey was considered the best way to obtain information from Commonwealth funded providers, in the time available. The SPRC team was provided with an initial draft instrument prepared by the Pay Equity Taskforce, which drew where possible from similar surveys, such as that conducted in the ACT (ACT Community Services, 2011) and NSW (Hilferty et al, 2010). The draft instrument was then refined by SPRC in partnership with the Taskforce, particularly DEEWR and DoFD representatives, to ensure items would capture information considered necessary to answer the key research questions, and that survey items would be as easy as possible for respondents to answer. A key priority was to confine questions to the information considered essential for costing the financial impact of any change to wage rates applying to social and community service workers in Commonwealth funded projects.

The survey was also refined to ensure appropriateness for an online environment. As the complexity of its logic made it unwieldy when presented in a single, linear format, it was designed to be completed as three separate forms (as described in section 3.2). The survey instrument is contained in Appendix A. However, the logic is more clearly apparent in the online format for which it was designed.

Once available in the online environment, the survey instrument was revised, a process which involved representatives of DEEWR, DoFD, UnitingCare (as a large industry representative), and extensive consultation with Evaluation Solutions, the online survey hosts. It was then piloted with 50 funded projects. Corrections as a result of the testing and piloting phases were textual and presentational, and involved

refinements of survey flow and logic, and the introduction of internal verification processes.

3.2 Structure of the online survey

The five Departments sent funded projects a pre-approach email in the weeks before the survey opened (an example is contained in Appendix B). When the survey opened on July 22nd, each listed contact from projects in the sample was emailed an invitation to participate (see Appendix C). The email contained a unique URL linking respondents to a portal or home page for the survey relevant to their project. The email also outlined why the survey was being conducted, and that the most appropriate person to complete it would be the CEO, or HR or finance manager.

As shown in Appendix A, the first 'Organisational Details' section of the survey captured information about organisational characteristics, including whether organisations were not-for-profit, private or public sector; whether they were constitutional corporations; and how many staff were employed in the whole organisation. Questions in this section also asked the percentage of organisation's revenue coming from various government and other sources, and the percentage of organisation's total expenditure related to salary costs and other (non-salary) employee costs.

Completion of the first 'Organisational Details' section triggered availability of a subsequent 'Project Details' section, for those respondents from organisations who reported that they provided services for which staff would be covered by SACS Awards, that is, those services which would be classified as social and community services, or crisis accommodation or supported housing, or disability services. Those answering that their organisation did provide SACS services were provided with access to the 'Project Details' section, which asked for information about up to two randomly selected projects for which organisations received Commonwealth funding in the 2010-2011 financial year (the sampling design is detailed in Section 3.4 below).

Questions in this second 'Project Details' section included whether any project amounts were outsourced, to what kind of organisation and how much; how many FTE workers were employed to deliver the project; and what states and territories project staff were employed in. For those employing staff in Queensland, questions were asked about whether organisations received funding from the QLD government to cover increased wage costs associated with equal remuneration decisions for community service and disability support workers made by the QLDIRC in 2009, and if so, the extent to which it covered increased wage costs of project staff.

A third survey section consisting of questions about the use of awards and above-award arrangements, became available upon completion of Section 2, for those respondents who reported that any social and community service workers were employed to deliver their project during the reference period (the last pay period of the last financial year). Those going on to complete this section were asked about the industrial arrangements covering project staff in each state, such as which awards covered them, the distribution of staff across award grades, whether project staff were employed under enterprise agreements or other above award arrangements, whether above award arrangements used classification structures based on an award, and hourly pay rates. The reference period was the last full pay period of the 2010-2011 financial year. Questions were asked about project staff employed in this period only,

although it was recognised that some projects which would appear to be non-employing may have employed staff to undertake activities previously in the year, but not in the reference period.

A final, fourth section was included for piloting purposes only, not for the main survey. This asked respondents about their experience of completing the survey, whether any questions were difficult to understand, what could be done to make it easier to complete, how long it took, and whether they had any further comments.

Note that throughout the survey, the online technology provided several opportunities for verification, as it enabled restrictions to be placed on the entry of unusual or suspicious responses. Where possible, response fields were programmed to accept responses in particular ranges only, for example, to accept percentages between 0 and 100 only. Verification steps were also programmed into the online survey logic. Examples include ensuring that FTE numbers would not exceed head count numbers, and that taken together, the proportion of organisational expenditure on staff wages, and staff on-costs, could not exceed 100 percent. Where responses were found to be incorrect despite these restrictions and verification processes, they could be removed from the sample at the analysis stage on a case by case basis. Note that for the question asking respondents the proportion of staff in their organisation who were employed full time, there were many implausible responses, and despite efforts to correct these, the item needed to be excluded from the analysis.

3.3 Developing the sample frame

Ultimately, the survey was designed to help estimate the financial implications of any changes to award rates for staff delivering Commonwealth funded social and community services. The survey therefore needed to capture information about pay and employment arrangements, including the use of awards, among SACS staff employed on Commonwealth funded projects. However, there is no database or other potential frame from which to draw a sample of staff to be surveyed, and the Commonwealth does not possess information about staff numbers in its funded programs. Moreover, Commonwealth agencies provide funding to projects or activities, not staff. This made it both inappropriate and impractical to attempt to sample staff directly. Instead, projects were treated as the unit of analysis, and a sample frame was developed, consisting of projects which, in the 2010-2011 financial year, received Commonwealth direct funding under particular program streams administered by five key agencies (listed in Appendix D). The intention was that representatives of these funded projects could then be surveyed about the employment arrangements and pay of staff employed with these funds, and about relevant organisational characteristics.

Thus, because Commonwealth funding programs provide support for projects or activities rather than organisations or staff, the sampling units are projects or activities which received funding under a relevant Commonwealth program in the 2010-2011 financial year. Projects for the sample frame were identified using lists of those funded under relevant government funding programs. These were identified by Departmental representatives on the Pay Equity Taskforce, on the basis that they provided funding for social and community services, so would, conceivably employ staff affected by the equal remuneration decision, although some would be out of scope.

The sampling frame includes funded projects delivered through relevant funding programs of five government agencies: Attorney General's Department (AGD); Department of Education, Employment and Workplace Relations (DEEWR); Department of Immigration and Citizenship (DIAC); Department of Health and Ageing (DoHA); Department of Veterans' Affairs (DVA); and Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA). A list of Departmental program streams which were considered in scope is contained at Appendix D.

Contact lists contained information on: funding agency, funding program, funded organisation, name of funded project, ABN, funded amount 2010-11 excl GST, contact person position, contact person title, contact person first name, contact person last name, contact person email, contact person telephone, contact person fax, street address 1, street address 2, suburb, state, postcode. However, much of the data provided by the Departments contained incomplete contact details. The final sampling frame, including the stratification strategy identified below, used information on: funding agency, funding program, funded organisation, name of funded project, funded amount 2010-11 excl GST, contact person email.

A risk of online surveys is that email addresses will bounce. This risk was identified early on, based on experience with other surveys, and Departments were requested to provide SPRC with complete and up-to-date email addresses for all projects or activities under the relevant Departmental programs. However, as the sampling frame is based on Commonwealth administrative data for 2010-2011 only, there was a small chance that by the survey period (late July to early August 2011), listed contact persons would have moved out of their roles, or that some projects would no longer be in operation.

To reduce the risk of email addresses bouncing, contact lists were closely examined and cleaned. This involved identifying blank or invalid email addresses (eg missing the @ symbol); correcting addresses where there was an obvious data entry error, and otherwise removing them.

A further step in developing the sampling frame was to aggregate records where the Program, Organisation, Project and Contact details were identical. This was to manage circumstances in which identical activities appeared in the contact lists as separate projects, as they received more than one instance of funding in the 2010-11 financial year, but where it would not be practical to survey these activities separately.

For survey purposes, records were combined and considered single projects or activities, with aggregated funding amounts where programs, providers, projects and contacts were identical. This was considered justifiable from a sampling perspective, on the basis that although their funding may have been split for administrative purposes, funding for projects or activities which were identical in these respects can be expected to be 'internally homogenous' in terms of activities, employment arrangements and pay. For the Family Relationship Program, providers had received several separate funding amounts for various components of the program, and as such these were considered best combined for survey purposes.

Following these aggregation steps, projects which received \$30,000 or under in the 2010-11 financial year were excluded. An additional step involved removing from the sampling frame any projects where contact email addresses included an .edu suffix. These included schools, TAFEs and universities considered unlikely to directly employ SACS workers. Similarly, those with a .gov suffix were removed, to exclude local councils, federal and state government agencies, many of which appeared to be receiving funds for research or capacity building purposes rather than social and community service provision.

Following this process of developing the sampling frame, there was a population, or set of objects to be studied, of 3,074 projects. Together, this group accounted for \$1.4b in Commonwealth direct funding. The sampling design, which involved selecting a stratified sample is outlined in the following section.

3.4 Sampling design

To reduce respondent burden, a sample survey had been planned from the outset, and stratification was deemed the best way to ensure representativeness. Stratification involves drawing random samples from each of a set of groups formed within the sampling frame. That is, rather than selecting a simple random sample from the whole population, random selection is made from sub-groups, to ensure the final sample selected reflects the distribution of an attribute deemed relevant (Dorofeev and Grant, 2006). Using a stratified sampling process thus helps structure the sampling process to reduce variation, resulting in a sample that more closely resembles each element of the total population and the population overall, than would a simple random sample (Fowler, 2009).

Following consultation and advice, a multi-stage probability sampling design was adopted. In order to select the sample of projects, strata were formed based on two variables which were consistently reported in the contact lists: Departmental program stream, and the amount of funding projects received. The rationale was that employment arrangements and pay may differ by Departmental program stream where they support different types of activities, and that projects receiving larger allocations may differ to those receiving smaller amounts of funding.

The first stage of stratification involved splitting the sampling frame into two groups or strata, based on the amount of funding projects received in 2010-2011 (\$499,999 or less and \$500,000 or more).

The second stage involved taking a random sample of contact names without replacement, in each of the two funding stratum, with the sampling list controlling for departmental program streams to ensure proportional distribution. The third stage involved selecting one project per contact email address, from each funding strata. The rationale for this stage was to minimise respondent burden. Respondent burden was identified as a high risk, and likely reason for non-response, because in the sampling frame, some individuals were listed as contact persons for several projects. If a simple random sample was taken, many individuals would be sampled multiple times. Because the survey would be long and complex for those with multiple projects, the five funding agencies felt it neither realistic nor desirable to expect project representatives to complete multiple surveys, and that expecting individuals to

complete the survey for more than two projects would decrease the number of overall responses.

The sample was therefore stratified on the basis of two categories of funding amount, that is, to be representative of those receiving small (\$499,999 or less) and large (\$500,000 or more) amounts. This stratification process meant that a maximum of two projects could be sampled per contact person, even though they may have more than two funded projects, effectively addressing the priority issue of respondent burden. It also ensured accurate estimates based on funding amounts.

Following the survey, post-stratification weighting was deemed the most appropriate strategy for ensuring the sample evenly represented the population by program stream as well as funding amount strata (see section 3.5).

A breakdown of the sample frame, and the survey sample, by departmental program stream and funding amount strata, is shown in Table 1 and Table 2 respectively. This shows that overall, \$1.4b was spent on the 3,074 funded projects included in the sampling frame (Table 1). The final sample (Table 2) contained 57.3 percent of projects from the sampling frame, totalling \$830.7m, or 59.3 percent of the value of funded projects.

Table 1 Sample frame by Departmental Program Stream and funding amount strata

	Strata 1 <500k		Strata 2 >500k		Total Projects		Funding received 2010- 11	
	N	%	N	%	N	%	\$	%
Attorney-General's Department	228	9	27	5	255	8	\$116,855,760	8.6
Department of Health and Ageing	421	17	71	12	492	16	\$149,572,724	11.0
Department of Immigration and Citizenship	242	10	13	2	255	8	\$53,643,105	3.9
FAHCSIA - Community Investment, Parenting	383	15	60	11	443	14	\$114,402,644	8.4
FAHCSIA - Financial management	419	17	28	5	447	15	\$98,974,890	7.3
FAHCSIA and Attorney General's Department (administered by FAHCSIA) - Family Relationships	74	3	66	12	140	5	\$218,051,795	16.0
FAHCSIA - Services for people with a disability, support for carers	314	13	125	22	439	14	\$265,727,181	19.6
FAHCSIA- remaining programs*	284	11	92	16	376	12	\$174,810,318	12.9
Department of Veterans' Affairs	138	6	89	16	227	7	\$166,716,712	12.3
Total	2503	100	571	100	3074	100	\$1,358,755,129	100.0
* FAHCSIA remaining programs includes: Housing Assistance and Homelessness Prevention; Indigenous Communities Strategic Investment; ICSI Special Account; Mental Health Measures; Women's Safety Agenda; Women's Leadership and Development.								

Table 2 below shows the number of funded projects, by departmental program stream, which were selected from the sampling frame for the survey². From this population, the number of responding projects required to achieve results with a 3 percent margin of error (793) was increased to 1,762, to account for the target response rate of 45 percent. This however, proved ambitious, and the final overall response rate was 33.3 percent (see section 4 below). Challenges in reaching this are likely due to difficulties in obtaining up to date email addresses for all projects and associated bouncing of emails, likely respondent non-response due to other organisational priorities, and potential confusion with other recent surveys. However, although a lower response rate leads to estimates which involve a higher than desirable margin of error, the probability sampling method means that the margin of error is known, and as such, standard errors or confidence levels (one-sided) are reported for the estimates provided from Section 5 in this report.

Table 2 Sampled projects by Departmental program stream and funding amount strata

	Strata 1 <500k		Strata 2 >500k		Total		Funding received 2010-11	
	N	%	N	%	N	%	\$	%
Attorney-General's Department	155	11	22	6	177	10	\$86,453,600	10.4
Department of Health and Ageing	256	18	47	14	303	17	\$89,520,997	10.8
Department of Immigration and Citizenship	125	9	5	1	130	7	\$31,078,410	3.7
FAHCSIA - Community Investment, Parenting	193	14	24	7	217	12	\$47,193,860	5.7
FAHCSIA - Financial management	238	17	17	5	255	14	\$59,383,588	7.1
FAHCSIA and Attorney General's Department (administered by FAHCSIA) - Family Relationships	42	3	33	10	75	4	\$117,258,293	14.1
FAHCSIA - Services for people with a disability, support for carers	180	13	86	25	266	15	\$177,815,591	21.4
FAHCSIA- remaining programs*	139	10	48	14	187	11	\$94,526,836	11.4
Department of Veterans' Affairs	89	6	63	18	152	9	\$127,498,200	15.3
Total	1417	100	345	100	1762	100	\$830,729,374	100.0
* FAHCSIA remaining programs includes: Housing Assistance and Homelessness Prevention; Indigenous Communities Strategic Investment; ICSI Special Account; Mental Health Measures; Women's Safety Agenda; Women's Leadership and Development.								

² Note also that a more detailed program-level breakdown of projects in the sample frame and in the final sample is provided in Appendix E.

3.5 Post-stratification techniques

As well as stratifying the sample to improve its representativeness prior to sample selection, post-stratification weighting techniques were used to ensure that any non-response and the under or over representation of certain groups among respondents would be accounted for in any estimates based on survey responses. Weights were developed to adjust for design factors, based on the project's probabilities of selection in the stratified sample, and to adjust for non-response. As we were unable to reliably predict the characteristics of non-respondents with the population information at hand using logistic regression to predict response, non-response was assumed to be random. That is, in each strata, responding projects were assumed to represent those that did not respond.

The post-stratification technique was as follows. Twenty-seven strata were created based on administrative data contained in the sampling frame. These were the nine departmental program streams, which were divided into three funding categories: projects receiving less than \$100k, \$100-499,999k and \$500k and over³. Of the resulting 27 strata, one contained no responding projects, so was combined with another, resulting in 26 strata.

Expansion weights, the reciprocal of the probability of selection, were then created. The sum of expansion weights in each stratum add up to the total population size. In addition, the initial design weight was adjusted within each stratum using a formula that both accounted for the proportion of non-response within each stratum, and for the disproportionate representation of elements within the strata due to the complex sampling strategy. Within each stratum, the sum of this design weight adds to the sample size. Details about the population numbers, sample numbers, and responses within each category used for post-stratification weighting are in Appendix F.

³ Post-stratification occurred for projects in three funding categories. This is in addition to initial selection of the sample based on two categories of funding.

4 Response analysis

This section outlines the overall response rate, and strategies to minimise non-response. It also gives breakdowns of the population, the survey sample, and survey respondents, by departmental program stream.

4.1 Response rates

Of the 1,762 projects in the sample, 587 completed organisational surveys, representing a 33.3 percent response rate overall. Higher response rates have more credibility, as they decrease the possibility of non-response bias, and lead to greater statistical power and smaller confidence intervals around sample statistics (Baruch and Holtom, 2008). Given the nature of the survey however, a 33.3 percent response rate is acceptable, being within the typical range for a web-based organisational survey requiring input from executives.

Indeed, according to a large meta-analysis, web surveys tend to have lower response rates than mail surveys, an average of 34 percent compared with 45 percent (Shih and Fan, 2008). In addition, response rates for surveys collecting data from organisations tend to be lower than surveys of individuals, with an average of 35 percent compared with 53 percent (Baruch and Holtom, 2008). Where executives are being surveyed, response rates tend to be lower than where more junior staff are the intended respondents. A study by Cychota and Harrison (2006) for example found a mean response rate of 32 percent among samples of managers.

Thus, the response rate for this survey is typical for a web-based organisational survey requiring input from managers. Moreover, it is similar to the overall response rate for a similar survey conducted in NSW (Hilferty et al, 2010).

4.2 Strategies to minimise non-response

To maximize survey responses, all funded projects and activities were alerted to the survey by their relevant Commonwealth funding agency. Throughout the survey, non-respondents were followed up with reminders half way through the survey period (29th July), and two days before survey closure (3rd August). Funding Departments sent a further email to their funded organisations during the survey, reminding those invited to participate to consider doing so. Towards the end of the initial survey period, the survey was extended to 10th August to allow further time to respond. Participants were advised of the extension on 5th August, with a final reminder sent on the morning of 10th August.

There are two sets of reasons for non-response: where surveys do not reach target population, due to wrong contact details for example; or where people receive the survey but choose not to respond. To address the first issue (and as described above), in developing the sampling frame researchers reiterated requests for complete and up to date email addresses for all projects or activities under the relevant Departmental programs. Lists of email addresses were then closely examined and cleaned. Once survey invitations were sent, bounced emails were checked and corrected or substituted where possible.

To prevent the second issue (respondents receiving the survey but not responding), strategies included providing advance notice from Departments, emphasising topic

salience in invitations to potential respondents, and providing follow up reminders of non-respondents. In addition, throughout the survey period, SPRC provided assistance through a free call phone number, and by email to respondents.

However, despite the best efforts, some non-response is inevitable, most likely due to survey fatigue, being too busy, and respondents not considering it relevant or important. While non-respondents were not followed up beyond being sent reminders, some individuals phoned or sent emails to survey researchers indicating their reasons for not undertaking the survey. Indeed, some felt they lacked the resources to participate, for example:

Thank you for your offer, unfortunately we are at the bottom of the food chain and do not have the resources to participate.

Others could not participate due to the absence of key staff during the survey period. Indicating possible survey fatigue, a few expressed a sense of exasperation that this work was duplicating similar work conducted by other agencies, or that it was impersonal, and not worthwhile if results would not be disseminated back to the sector. Some invitees contacted researchers to check the survey was relevant for their organisation, considering themselves out of scope, as they operated, for example, with volunteers rather than employed staff, or perceived that the equal remuneration case was not something that would affect them.

Some non-response is thus difficult to avoid. Where respondents are not representative of non-respondents, results may be biased. In part, sample stratification, described in Section 3 above, helps ensure that responses are representative for each strata, as well as overall. Further, because of the high number of projects in the smaller funding bracket, a lower response rate is not anticipated to greatly affect any subsequent cost estimates.

4.3 Response numbers and relative standard error (RSE)

Table 3 shows a breakdown of the response rate for each of the nine departmental program streams. Response rates were highest for projects funded under Attorney-General's Department Programs, and those funded under FAHCSIA's Financial Management Program, and Services for people with a disability and support for carers (all 40 percent or more). The response rate was lowest for projects funded under Department of Health and Ageing programs (24.4 percent). Perhaps, potential respondents from health focused projects and activities self-selected out on the basis that they considered the equal remuneration case unlikely to affect them.

The table also gives approximate relative standard errors in each program stream. This indicates that for making total population level estimates, the 587 project responses will provide a relative standard error (RSE) of 3.7%. There are of course larger errors involved for estimates at the subgroup level. Note that although there is no absolute threshold as to what is a 'large' RSE, the Australian Bureau of Statistics usually treats estimates with RSEs above 25 percent as unreliable. While further breakdown of the subgroups within these program strata was attempted, it was considered to result in highly unreliable estimates.

Table 3 Response rates by Departmental program stream

Departmental program stream	N responses	N sampled	N population	Response rate (%)	Approx Relative Standard Error % (unweighted)**
AGD	76	177	255	42.9	9.7
DOHA	74	303	492	24.4	10.8
DIAC	41	130	255	31.5	14.5
FAHCSIA - Community Investment, Parenting	61	217	443	28.1	12.0
FAHCSIA - Financial management	102	255	447	40.0	8.8
FAHCSIA /AGD - Family Relationships	26	75	140	34.7	18.1
FAHCSIA – Disability / carers	107	266	439	40.2	8.5
FAHCSIA- remaining programs*	52	187	376	27.8	13.0
DVA	48	152	227	31.6	13.0
Total	587	1762	3074	33.3	3.7
* FAHCSIA remaining programs consist of: Housing Assistance and Homelessness Prevention; ICSI Special Account; Indigenous Communities Strategic Investment; Mental Health Measures; Women's Safety Agenda; Women's Leadership and Development. ** note RSE calculated at 95% confidence level for a proportion of 0.5. No finite proportion corrections applied.					

Table 4 provides more detailed analysis of responses, showing the numbers in each funding strata, and the total value of funding responding projects received (unweighted).

Note also that there is a more detailed program-level breakdown of numbers of projects which responded, and response rates, in Appendix E. Due to response numbers, more detailed program-level estimates are not reported in the main body of this report, and the program-level data contained in the Appendices should be treated with caution.

Table 4 Number and value of responding projects by Departmental program stream and funding amount strata, unweighted data

Departmental program stream	Strata 1 <500k		Strata 2 > 500k		Total		Total funding received	
	N	%	N	%	N	%	\$	%
AGD	63	13.0	13	12.6	76	12.9	\$46,013,535	18.1
DOHA	65	13.4	9	8.7	74	12.6	\$22,893,056	9.0
DIAC	41	8.5	0	.0	41	7.0	\$4,765,383	1.9
FAHCSIA - Community Investment, Parenting	54	11.2	7	6.8	61	10.4	\$13,591,443	5.4
FAHCSIA - Financial management	99	20.5	3	2.9	102	17.4	\$19,168,685	7.6
FAHCSIA /AGD - Family Relationships	16	3.3	10	9.7	26	4.4	\$32,615,673	12.9
FAHCSIA – Disability / carers	81	16.7	26	25.2	107	18.2	\$46,208,416	18.2
FAHCSIA- remaining programs*	36	7.4	16	15.5	52	8.9	\$22,903,940	9.0
DVA	29	6.0	19	18.4	48	8.2	\$45,486,290	17.9
Total	484	100.0	103	100.0	587	100.0	\$253,646,422	100.0

5 Characteristics of organisations receiving project funding

This section outlines the characteristics of survey respondents and their organisations. As intended, survey respondents were predominantly senior executives, with almost half reporting their role was CEO, general manager or director. Most responding projects were from not-for-profit agencies, and under two thirds were in constitutional corporations. Around half of responding projects were in organisations with less than 30 paid staff (although mean levels were much higher). Around 92.2 percent of projects were in organisations which employ staff to deliver SACS services. The main source of funding overall was the Commonwealth, although this was not the case for those receiving funding from DOHA, and for some FAHCSIA programs. Around 70 percent of expenditure was on employee-related costs (salary and non-salary components combined).

5.1 Characteristics of survey respondents

In most cases, surveys were completed by a senior manager. As shown in Table 5, around half (49.4 percent) of survey respondents were CEOs, Directors or General Managers. Among those who listed other roles, most appear to be in senior positions, including Acting Managers and Deputy CEOs, program managers, operations managers, administrators and administration managers, co-ordinators, business directors and business analysts, and co-ordinators.

Table 5 Respondents' roles in organisations

	Number of projects (unweighted)	% of respondents
CEO, Director or General Manager	289	49.4
Finance Manager or Finance Officer	120	20.5
Human Resource Manager or HR Officer	76	13.0
Member of Management Committee or Board	9	1.5
Other	91	15.6
Total	585	100.0
Survey item was "What is your role in your organisation?" Data was missing for 2 projects.		

As shown in Table 6, 94.4 percent of responding projects were in not-for-profit organisations. However, while this is representative of the sample, it cannot be taken as indicative of the composition of *all* organisations receiving funding for activities under these Commonwealth programs. This is because the sampling frame, as explained in Section 3.3, was designed to exclude projects in public sector agencies and educational institutions, as indicated by .gov and .edu email addresses. The rationale was that these organisations would not be direct employers of SACS project staff.

Table 6 Organisations which were not-for-profit

	Number of projects (unweighted)	% of respondent projects (unweighted)	Number of projects (weighted)	% (weighted)	Std error of percent (weighted)
Not-for-profit	554	94.4	2908.0	94.6	0.9
Private sector 'for-profit' organisation	25	4.3	122.6	4.0	0.8
Government organisation	8	1.4	43.0	1.4	0.5
Total	587	100.0	3074.0	100	
Survey item was "Which of the following best describes your organisation?"					

Of the 25 responding projects which reported they were in private sector 'for profit' organisations, 19 (89.7 when weighted) were from DVA funded projects. There were also 2 for-profits (10.2 when weighted) funded under Financial Management Program, 2 (6.8 weighted) were funded under Services for People with a Disability, and 2 (12.6 weighted) were funded under DIAC programs. As described above, the sampling frame was designed to exclude public sector agencies, so the numbers of projects reporting they were from government organisations should not be considered more broadly indicative.

Table 7 Sector of organisation by departmental program stream, weighted

	Not-for-profit Weighted frequency (Std deviation)	Private sector 'for-profit' organisation Weighted frequency (Std dev)	Government organisation Weighted frequency (Std deviation)	All Weighted frequency (Std dev)
AGD	255 (27.7)	.	.	255 (27.7)
DOHA	492 (54.3)	.	.	492 (54.3)
DIAC	242.4 (37.3)	12.6 (8.9)	.	255 (38.1)
FAHCSIA - Community Investment, Parenting	443.0 (54.4)	.	.	443 (54.4)
FAHCSIA - Financial management	433.6 (38.0)	13.5 (10.2)	.	447 (39.1)
FAHCSIA /AGD - Family Relationships	140.0 (27.8)	.	.	140 (27.8)
FAHCSIA – Disability / carers	420.5 (41.7)	6.8 (4.8)	11.6 (6.8)	439 (42.1)
FAHCSIA- remaining programs*	360.9 (49.2)	.	15.1 (11.0)	376 (50.3)
DVA	121.0 (23.2)	89.8 (20.3)	16.3 (9.5)	227 (31.3)
Total	2908 (51.9)	122.6 (24.7)	43.0 (16.0)	3074 (43.4)

In terms of organisational structure, the weighted results indicate that 65 percent of projects were in organisations which were constitutional corporations, although around 4 percent were unsure (see Table 8).

Table 8 Whether organisations were constitutional corporations

	Number of projects (unweighted)	Number of projects (weighted)	% projects (weighted)	95% Confidence Interval (one-sided)
Organisation is a corporation	372	1977	65.2	61.1 - 69.2
Organisation is not a corporation	181	928	30.6	26.6 - 34.5
Not sure	27	130	4.3	2.5 - 6.0
Total	580	3035	100.00	
Data item was "Is your organisation a constitutional corporation?"				

Note that for interpreting this Table and those that follow, the confidence interval indicates the range of plausible values for the population mean, calculated from the sample data and associated weights. A 95 percent confidence interval is calculated here, indicating the range has a 95 percent chance of capturing the population mean, or put another way, that we can be 95 percent confident the interval contains the true mean for the population. A narrow confidence interval implies the estimates have high precision. Wide confidence intervals indicate there is insufficient data, or too much variability within the data, to make a precise estimate.

5.2 Projects in SACS organisations

Based on weighted data, 92.2 percent of projects reported being in organisations which employ staff to deliver SACS services. Just over 7 percent were in organisations which did not employ SACS workers, while 0.6 percent reported being uncertain. The lowest proportion of projects which reported being in organisations which delivered SACS services were funded under DOHA programs, however, at 86.7 percent, this proportion is still sizeable.

Appendix G provides a program level breakdown of projects in SACS organisations and SACS projects. However, as stated previously, the low numbers of respondents for each program mean that estimates at this level should be treated with a high degree of caution.

Table 9 Whether any staff in the organisation delivered SACS services

Departmental program stream		Number of projects (unweighted)	Number of projects (weighted)	Percentage of all projects (weighted)	95% Confidence Interval (weighted percent)
Attorney-General's Department	No	3	10.9	0.4	0.0 - 0.8
	Yes	73	244.1	8.0	6.2 - 9.9
	Not sure	0	.	.	.
	Total	76	255.0	8.4	6.5 - 10.3
% projects in 'SACS organisations'		96.1	95.7		
Department of Health and Ageing	No	10	65.3	2.1	0.8 - 3.5
	Yes	64	426.7	14.0	10.8 - 17.2
	Not	0	.	.	.

Employment arrangements in social and community services receiving Commonwealth direct funding

	sure				
	Total	74	492.0	16.2	12.8 -19.6
% projects in 'SACS organisations'		86.5	86.7		
Department of Immigration and Citizenship	No	1	5.7	0.2	0.0- 0.6
	Yes	40	249.3	8.2	5.8 - 10.6
	Not sure	0	.	.	.
	Total	41	255.0	8.4	6.0 - 10.8
% projects in 'SACS organisations'		97.6	97.8		
FAHCSIA - Community Investment, Parenting	No	5	36.7	1.2	0.1 - 2.3
	Yes	56	406.3	13.4	10.1 - 16.6
	Not sure	0	.	.	.
	Total	61	443.0	14.6	11.2 - 17.9
% projects in 'SACS organisations'		91.8	91.7		
FAHCSIA - Financial management	No	7	29.5	1.0	0.3 - 1.7
	Yes	93	409.2	13.5	10.9 - 16.0
	Not sure	2	8.2	0.3	0.0 - 0.6
	Total	102	447.0	14.7	12.1 - 17.3
% projects in 'SACS organisations'		91.2	91.5		
FAHCSIA and Attorney General's Department (administered by FAHCSIA) - Family Relationships	No	2	5.0	0.2	0.0 - 0.4
	Yes	24	135.0	4.4	2.7 - 6.2
	Not sure	0	.	.	.
	Total	26	140.0	4.6	2.8 - 6.4
% projects in 'SACS organisations'		92.3	96.4		
FAHCSIA - Services for people with a disability, support for carers	No	5	19.9	0.7	0.1 - 1.2
	Yes	98	404.1	13.3	10.6 - 16.0
	Not sure	2	6.8	0.2	0.0 - 0.5
	Total	105	430.8	14.2	11.4 - 16.9
% projects in 'SACS organisations'		93.3	93.8		
FAHCSIA- remaining programs	No	5	39.7	1.3	0.2 - 2.5
	Yes	46	326.9	10.8	7.8 - 13.7
	Not sure	0	.	.	.
	Total	51	366.7	12.1	9.0 - 15.1
% projects in 'SACS organisations'		90.2	89.1		
Department of Veterans' Affairs	No	1	4.7	0.2	0.0 - 0.5
	Yes	43	201.7	6.6	4.7 - 8.6
	Not sure	1	4.3	0.1	0.0 - 0.4
	Total	45	210.7	6.9	5.0 - 8.9

% projects in 'SACS organisations'		95.6	95.7		
Total	No	39	217.4	7.2	4.9 - 9.4
	Yes	537	2803.0	92.2	89.9 - 94.6
	Not sure	5	19.4	0.6	0.1 - 1.2
	Total**	581	3040	100	
% projects in 'SACS organisations'		92.4	92.2		
Data item was "Do any of the staff directly employed by your organisation provide services which would be classified as social and community services or crisis assistance or supported housing or disability services?"					

5.3 Size of organisations

Table 10 provides a breakdown of staff numbers in funded projects' organisations, by Departmental program stream, using weighted data. This shows the variation across streams. Projects receiving funding from FAHCSIA's Financial management program, and those receiving funding from Attorney General's Department, appear to be in organisations with fewer staff, while those receiving funding from DVA programs appear to be in larger organisations.

Table 10 Staff numbers by Departmental program stream (weighted)

Departmental program stream	Mean number of paid staff in whole organisation	95% Confidence Interval for mean	Median number of paid staff in whole organisation	95% Confidence Interval for median
Attorney-General's Department	60.5	21.1-100.0	12.4	9.1-15.8
Department of Health and Ageing	104.0	63.9-144.1	28.3	17.5-39.2
Department of Immigration and Citizenship	82.1	46.7-117.5	33.7	17.9-49.4
FAHCSIA - Community Investment, Parenting	108.7	53.3-164.1	24.2	14.0-34.3
FAHCSIA - Financial management	50.0	22.7-77.2	7.9	3.6-12.2
FAHCSIA and AGD - Family Relationships	141.1	71.1-211.1	30.2	-8.3-68.7
FAHCSIA - Services for people with a disability, support for carers	162.6	88.9-236.4	41.8	22.0-61.6
FAHCSIA- remaining programs*	150.1	61.5-239.6	38.0	15.0-61.0
Department of Veterans' Affairs	497.3	301.0-693.5	109.3	69.1-149.5
All	148.3	122.5-174.1	31.1	26.9-35.3
Survey item was "Approximately how many paid staff are employed in your whole organisation?"				

5.4 Revenue sources

Projects reported the percentage of their revenue coming from particular sources. Overall, the mean proportion coming from Commonwealth direct funding was 40.5

percent. This was the main source for survey respondents, followed by state government funding (mean of 35.1 percent) and commercial business activities (mean of 5.9 percent). This varied slightly by departmental program stream. Table 12 provides a breakdown. Commonwealth funding appears to comprise a smaller proportion of funding where projects receive funding from DoHA. Indeed, for DoHA funded projects, and those receiving funding from FAHCSIA Financial Management and FAHCSIA remaining programs, state governments were the main funding source.

Table 11 Mean sources of revenue (weighted)

	Mean (%)	Std Error of mean	95% confidence interval for mean	Median (%)	Std Error of median	95% confidence interval for median
Commonwealth direct funding	42.5	1.2	40.5-44.4	36.8	1.7	33.6-40.1
State government funding	37.2	1.2	35.1-39.2	36.9	2.5	31.9-41.9
Local government funding	2.1	0.4	1.4-2.7	0.0	0.2	0-0.4
Client contributions	3.3	0.4	2.7-3.9	0.0	0.2	0-0.3
Donations, bequests and fundraising	3.8	0.4	3.0-4.5	0.0	0.1	0-0.2
Commercial business activities	7.0	0.7	5.9-8.2	0.0	0.3	0-0.6
Other	4.2	0.4	3.5-4.9	0.0	0.2	0-0.4
Data item: "In 2010-2011, approximately what percentage of your organisation's total revenue came from the following sources?"						

Table 12 Sources of revenue: mean by departmental program stream (weighted)

	AGD		DOHA		DIAC		FAHCSIA Community Investment, Parenting		FAHCSIA Financial Mgt		FAHCSIA/AGD Family Relationships		FAHCSIA Disability, carers		FAHCSIA, remaining		DVA	
	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE	Mean (%)	SE
Commonwealth govt funding	50.3	3.4	37.1	2.8	47.5	3.7	43.2	3.2	38.2	3.1	47.5	4.9	41.3	3.4	40.8	3.9	47.3	4.5
State govt funding	36.3	3.3	43.1	3.2	34.0	3.2	39.8	3.7	36.6	3.0	40.5	5.6	32.5	3.8	42.6	3.7	24.3	4.4
Local govt funding	1.1	0.5	0.5	0.2	4.4	1.7	2.3	1.0	5.4	1.5	0.5	0.3	0.2	0.1	2.1	1.7	1.2	0.4
Client contributions	0.9	0.3	2.7	0.6	1.5	0.9	3.0	1.1	2.6	0.7	5.6	1.4	4.5	1.2	1.5	0.4	10.6	2.7
Donations, bequests & fundraising	3.9	1.0	4.3	1.4	5.9	2.4	3.1	1.1	7.3	1.5	1.7	0.7	2.1	0.5	2.8	0.8	0.5	0.2
Commercial business activities	1.7	1.0	6.7	2.1	4.4	2.0	6.2	1.9	6.7	1.7	0.3	0.2	15.6	2.3	4.7	1.4	10.6	3.6
Other	5.8	1.5	5.6	1.5	2.3	0.8	2.5	0.7	3.3	0.9	3.9	1.4	3.8	0.9	5.5	1.8	5.4	2.0

Data item: "In 2010-2011, approximately what percentage of your organisation's total revenue came from the following sources?"

5.5 Employment-related expenditure

Respondents were also asked to report what proportion of their organisation's total expenditure was related to wages and salaries, and the proportion of organisation's expenditure going to other (non-salary) employment costs, such as superannuation contributions, payroll tax, workers' compensation, leave entitlements and other employee related costs (also termed on-costs). As shown in Table 13, the mean proportion of organisation's total spending relating to salary costs was 56.8, with a median of 59.3 percent. The mean proportion of expenditure relating to non-salary employee related costs was 12.6 percent (median of 9.8 percent). In terms of the total of salary and other non-salary employee related costs, the mean was 69.4 percent of organisational expenditure, with a median of 70 percent.

Table 13 Expenditure allocated to salaries and other employee costs, all (weighted)

	Mean	95% Confidence Interval	Median	95% Confidence Interval
Percentage of organisation's total expenditure related to salary costs	56.8	55.6-58.0	59.3	57.8-60.9
Percentage of organisation's total expenditure related to other (non-salary) employee related costs	12.6	11.8-13.5	9.8	9.4-10.3
Percentage of organisation's total expenditure related to salary plus non-salary employee related costs	69.4	67.9-70.9	70.0	68.3-71.7
Data items: In 2010-2011 approximately what percentage of your organisation's total expenditure was related to salary costs? In 2010-2011 approximately what percentage of your organisation's total expenditure was related to other (non-salary) employee related costs?				

These figures varied by departmental program stream, as shown in Table 14 and Figure 1. This shows that employee related costs comprised a higher proportion of expenditure in organisations receiving project funding from Attorney General's Department and Department of Veterans' Affairs, and lower proportions where projects received funds from FAHCSIA's Financial Management Program.

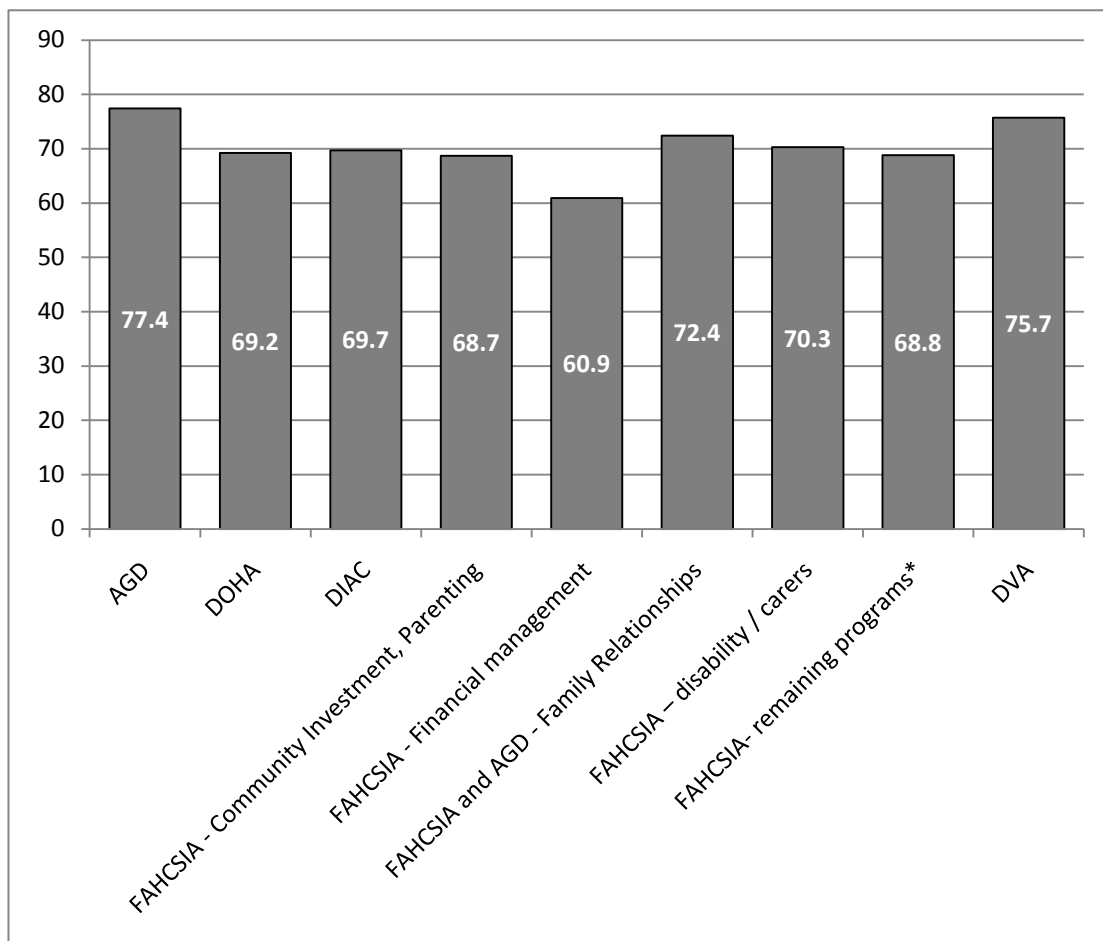
Table 14 Expenditure on employee costs by departmental program stream (weighted)

Departmental program stream	Salaries: mean (SE)	Salaries (median)	Non-salary employee costs (mean)	Non-salary employee costs (median)	Total employee costs: mean, SE	Total employee costs: median, SE
Attorney-General's Department	64.8 (1.3)	63.0 (1.4)	12.7 (1.1)	9.8 (0.6)	77.4 (1.7)	73.8 (1.6)
Department of Health and Ageing	57.4 (2.0)	57.6 (2.8)	11.8 (1.2)	9.5 (0.8)	69.2 (2.5)	69.9 (3.5)

Department of Immigration and Citizenship	57.1 (3.4)	59.9 (3.9)	12.6 (1.2)	11.3 (1.8)	69.7 (3.9)	72.8 (4.5)
FAHCSIA - Community Investment, Parenting	54.7 (2.2)	57.7 (2.3)	14.1 (1.9)	9.6 (0.6)	68.7 (3.0)	69.2 (2.6)
FAHCSIA - Financial management	48.2 (2.3)	51.1 (2.9)	12.7 (1.6)	9.6 (1.0)	60.9 (2.8)	63.6 (4.2)
FAHCSIA and AGD - Family Relationships	57.8 (3.1)	55.8 (1.9)	14.7 (2.3)	12.7 (1.7)	72.4 (4.4)	69.1 (3.7)
FAHCSIA – disability / carers	58.4 (1.5)	59.5 (2.2)	11.9 (1.2)	9.0 (0.4)	70.3 (1.9)	69.4 (2.0)
FAHCSIA-remaining programs*	27.5 (2.0)	58.9 (3.2)	11.3 (1.5)	9.3 (0.9)	68.8 (2.6)	68.7 (4.0)
Department of Veterans' Affairs	62.5 (1.8)	63.3 (2.0)	13.2 (1.2)	10.8 (1.3)	75.7 (2.2)	77.3 (2.5)

Data items: In 2010-2011 approximately what percentage of your organisation's total expenditure was related to salary costs? In 2010-2011 approximately what percentage of your organisation's total expenditure was related to other (non-salary) employee related costs?

Figure 1 Spending on all employee costs by departmental program stream (Mean %, weighted)



6 Characteristics of projects receiving Commonwealth direct funding

Whereas the previous section provided information about the characteristics of the organisations which received project funding, this section details the characteristics specifically of the projects or activities which receive Commonwealth direct funding. Responses were received for 504 projects which were in SACS organisations. The results shows that only a small proportion of projects outsourced, and those who did tended to outsource only small amounts of funding, and to other not-for-profit agencies. Across the funded projects or activities, there was an average of 7.0 FTE project staff and a median of 2.0. Around 88.8 percent of all funded projects are estimated to have directly employed SACS workers during the reference period, although there was some variation between the departmental program streams.

6.1 Outsourcing

Based on those who answered the question, a relatively small proportion of Commonwealth projects (11.1 percent) reported outsourcing any of the amount received in 2010-2011. Of those who did outsource, activities tended to be outsourced to another not-for-profit organisation, or to a mix of not-for-profits and others.

Table 15 Percentage of projects which outsourced any of the amount received

	Number of projects (unweighted)	Number of projects (Weighted)	% (weighted)	95% Confidence Interval for Percent
Did not outsource	448	2310	88.9	86.2 - 91.7
Yes, some service delivery was outsourced to a not-for-profit organisation	23	129.0	5.0	2.9 - 7.1
Yes, outsourced but not to a not-for-profit organisation	13	60.4	2.3	1.0 - 3.6
Yes, outsourced to a mix of not-for-profit and other organisations	17	81.5	3.1	1.6 - 4.7
Not sure	3	16.9	0.7	0.0 - 1.4
Total	504	2598	100	
Data item: "Was any of the service delivery for this project or activity outsourced to a third party?"				

This varied by Departmental program stream (see Table 16). Reflecting program models and aims, a higher proportion of activities (23.3 percent) funded by Department of Veterans' Affairs outsourced any amount, whereas lower proportions of those funded under the Family Relationships program (2.3 percent), or under AGD programs (5.2 percent), did so. Those projects or activities which did outsource tended to outsource less than a quarter of the total amount received.

Table 16 Projects which outsourced any amount (weighted)

	% projects	1 to 24%	25 to 49%	50 to 74%	75 to 100%	Not sure
Attorney-General's Department	5.2	2.7	1.2	.	1.2	.
Department of Health and Ageing	16.2	9.5	.	6.8	.	.
Department of Immigration and Citizenship	7.0	4.7	.	.	2.3	.
FAHCSIA - Community Investment, Parenting	12.6	4.5	2.2	.	5.9	.
FAHCSIA - Financial management	10.8	4.5	4.7	.	1.5	.
FAHCSIA and AGD - Family Relationships	2.3	2.3
FAHCSIA - Services for people with a disability, support for carers	12.2	7.5	2.3	2.3	.	.
FAHCSIA- remaining programs*	10.4	2.6	2.6	2.6	.	2.6
Department of Veterans' Affairs	23.3	16.9	1.6	1.6	.	3.2

6.2 FTE project staff

Those who had any project staff were asked how many FTE project staff were employed in the last pay period of 2010-11. Note that this refers to all project staff, not only those within the scope of the SACS Modern Award. The mean and median figures, and associated confidence levels (for weighted data) are shown in Table 17. The mean number of project staff ranged between 1.5 (Financial Management) and 20 FTE staff (Family Relationships).

Table 17 FTE project staff (weighted data)

	Mean FTE project staff	95% CI for mean	Median FTE project staff	95% CI for median
AGD	6.0	3.1 - 8.9	2.2	1.7 - 2.8
DOHA	6.5	2.8 - 10.2	2.0	2.8 - 10.2
DIAC	3.3	1.1 - 5.4	1.5	1.1 - 2.0
FAHCSIA - Community Investment, Parenting	2.6	1.7 - 3.6	1.7	1.3 - 2.1
FAHCSIA - Financial management	1.5	1.2 - 1.7	0.9	0.8 - 1.1
FAHCSIA & AGD - Family Relationships	20.0	5.9 - 34.0	5.2	1.9 - 8.6
FAHCSIA - Services for people with a disability, support for carers	11.3	7.4 - 15.1	4.2	2.9 - 5.5
FAHCSIA- remaining programs	8.0	3.2 - 12.9	2.8	1.9 - 3.8
Department of Veterans' Affairs	18.3	13.8-22.8	9.9	4.1 - 15.7
All	7.0	5.8-8.2	2.0	1.8 - 2.2

Data item was: "In the last pay period of the 2010-2011 financial year, how many FTE workers were directly employed by your organisation to deliver (insert name of funded project)?"

6.3 SACS project staff

Respondents had previously nominated that their organisation employed staff to deliver services that would be within the scope of the Modern Award, and those which did not, were excluded from this part of the survey. However, projects may be in organisations which provide SACS services, but may not have directly employed staff to deliver SACS services during the reference period. As such, respondents were asked whether any project staff were employed to provide services which would be classified as social and community services, crisis assistance or supported housing, or disability services during the last pay period of the 2010-2011 financial year.

Based on weighted data, the analysis indicates that 88.8 percent of responding projects employed SACS workers during the reference period. The Department of Veterans' Affairs programs had the lowest proportion employing any SACS workers (64.2 percent). This is shown in Figure 2 and Table 18. Note that a more detailed program level breakdown of projects employing any SACS staff is provided at Appendix G.

Figure 2 Projects employing any SACS workers in reference period (% weighted)

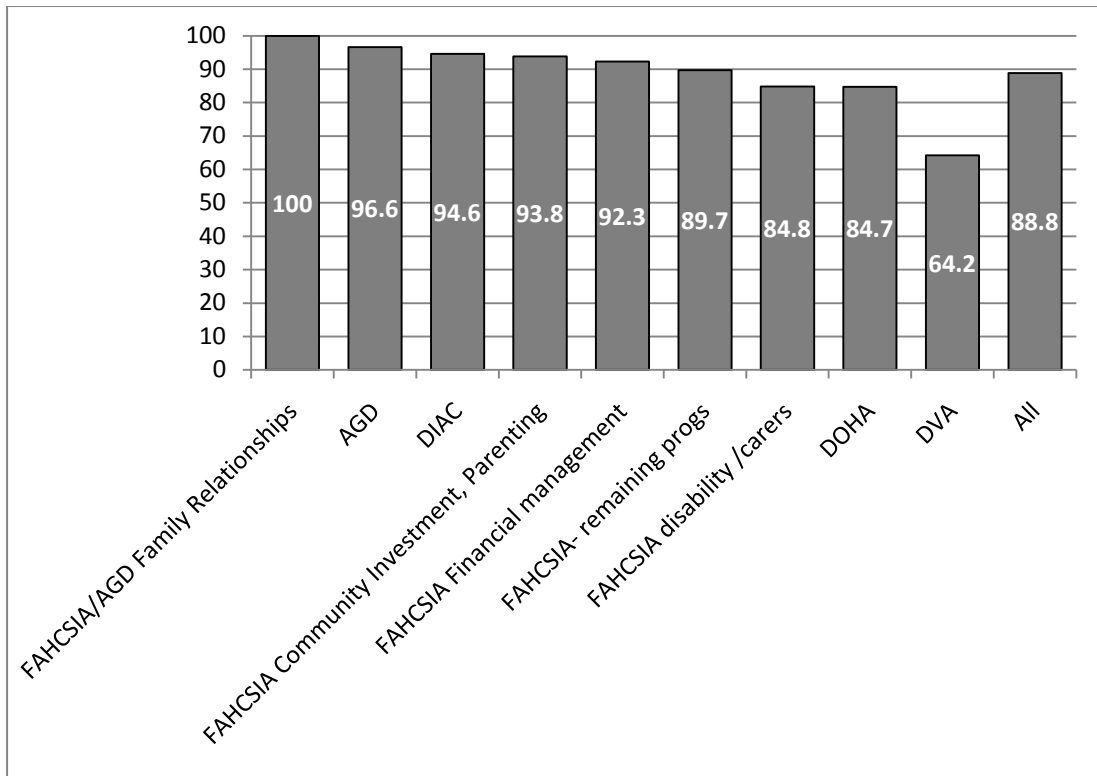


Table 18 Projects employing any SACS workers during the reference period

Departmental program stream		Number of projects (unweighted)	Number of projects (weighted)	95% Confidence Interval (weighted total)
Attorney-General's Department	Yes	63	209.4	160.4 - 258.5
	No	1	3.61	0 - 10.7
	Not sure	1	3.63	0 - 10.8
	Total	65	216.7	166.9 - 266.5
% which employed any SACS staff		96.9	96.6	
Department of Health and Ageing	Yes	48	311.9	227 - 396.7
	No	6	42.4	8.2 - 76.73
	Not sure	2	13.8	0 - 33.14
	Total	56	368.1	276.1 - 460.1
% which employed any SACS staff		85.7	84.7	
Department of Immigration and Citizenship	Yes	32	200.1	133.5 - 266.6
	No	2	11.5	0 - 27.4
	Total	34	211.5	143.6 - 279.4
% which employed any SACS projects		94.1	94.6	
FAHCSIA - Community Investment, Parenting	Yes	45	328.5	236.3 - 420.6
	No	3	21.6	0 - 46.4
	Total	48	350.1	255.4 - 444.8
% which employed any SACS staff		93.8	93.8	
FAHCSIA - Financial management	Yes	59	259.8	198.9 - 320.6
	No	3	12.71	0 - 27.1
	Not sure	2	8.9	0 - 21.3
	Total	64	281.4	218.6 - 344.2
% which employed any SACS staff		92.2	92.3	
FAHCSIA & AGD Family Relationships	Yes	21	120.0	68.9 - 171.1
	Total	21	120.0	68.9 - 171.1
% which employed any SACS staff		100	100	
FAHCSIA - Services for people with a disability, support for carers	Yes	77	326.8	251.3 - 402.3
	No	9	34.9	12 - 57.9
	Not sure	7	23.9	6.4 - 41.5
	Total	93	385.6	307.2 - 464.0
% which employed any SACS staff		82.8	84.8	
FAHCSIA- remaining programs	Yes	37	264.2	181.6 - 346.8
	No	4	30.3	0.1 - 60.4
	Total	41	294.5	207.3 - 381.7
% which employed any SACS staff		90.2	89.7	
Department of Veterans' Affairs	Yes	24	110.3	67.3 - 153.2

	No	11	52.2	21.3 - 83.0
	Not sure	2	9.4	0 - 22.3
	Total	37	171.8	119.1 - 224.5
% which employed any SACS staff		64.9	64.2	
	Yes	406	2131.0	2029 - 2232
	No	39	209.2	143 - 275.4
	Not sure	14	59.6	27.5 - 91.8
	Total	459	2400.0	2324 - 2476
% which employed any SACS staff		88.4	88.8	
Data item was "Do any of your project staff provide services which would be classified as social and community services or crisis assistance or supported housing or disability services?"				
**The item was not completed by 128 projects				

6.4 Employment by state

Respondents were also asked which states and territories these project staff were employed in, in the last financial year, in preparation for more detailed questions about employment arrangements in each state. As would be expected, the largest number of projects employed staff in the populous states of NSW and Victoria (see Table 19).

Table 19 Employment of any project staff by state

	Number of projects employing staff (unweighted)	Estimated number of projects employing staff (weighted)	95% confidence interval
ACT	17	96	57.0 - 134.8
NSW	141	742	651.4 - 832.9
NT	18	99	58.3 - 140.3
QLD	59	298	235.6 - 361.2
SA	39	197	146.1 - 248.7
TAS	26	128	84.8 - 170.2
VIC	80	416	341.1 - 490.9
WA	57	305	238.2 - 371.9
Data item was: "In the last full pay period of the 2010-2011 financial year, which states and territories were these project staff employed in (tick all that apply)."			

6.5 Additional funding in Queensland

Those projects which employed staff in Queensland were asked additional questions to help assess the impact of increased pay rates resulting from the Queensland Industrial Relations Commission decision in 2009, which related to two awards: the Queensland Community Services and Crisis Assistance Award – State 2008, and the Disability Support Workers Award – State 2003.

Of the 58 organisations that answered the question (data is unweighted), 28 respondents (48.3 percent), reported that their organisation received additional funding from the Queensland Government to cover the increased wage costs associated with those decisions (6 were unsure). Of the 28 respondents who were in organisations that received additional funding, only eight (28.6 percent) reported that

the additional funding helped to cover increased salary costs for staff working on their particular project. On this basis, it does not appear that significant amounts of additional Queensland government funding have flowed through to these Commonwealth funded projects.

Of the eight, 5 were unsure what proportion of the wage rise the additional funding covered. The remaining three reported highly varied proportions, reporting that the extra QLD government funding covered 15 percent, 40 percent and 100 percent of increased costs. Because of the small numbers of respondents, and the high variation in responses, this should be considered highly unreliable.

7 Use of SACS awards and other arrangements

For each state in which projects employed staff to deliver SACS services, respondents were asked to nominate the arrangements under which these staff were paid. This enabled identification of the numbers of projects which paid according to an award only, those which used a combination of award and other, non-award arrangements (such as an enterprise agreement); and those which paid according to non-award arrangements only. The survey also asked about which awards were used by funded projects, allowing identification of those awards which are most frequently used by projects, and those which have the greatest level of coverage of project staff employed under Commonwealth programs.

7.1 Use of awards and non-award arrangements

Table 20 analyses the employment arrangements projects used, specifically:

- whether projects paid staff according to awards only;
- whether projects paid staff using a combination of awards and other arrangements (such as an enterprise agreement or contract);
- and whether projects paid staff using other arrangements only.

This shows that overall, 52.1 percent of respondent projects which employed SACS staff during the reference period paid staff according to awards only. However, this varied across the streams. The highest proportion of award-only projects were in various FAHCSIA program streams (Community Investment and Parenting, services for people with a disability and support for carers, and financial management). Lower proportions of projects receiving funding from DVA and DOHA programs reported paying project staff according to awards only. Based on the estimates, the next most common arrangement after paying according to an award only is for projects to pay staff based on non-award arrangements only: 25.3 percent of projects are estimated to do so.

Table 20 Projects using awards and other employment arrangements, by departmental program stream (weighted)

	Award only	95% Confidence interval	Award and other (non-award)	95% Confidence interval	Other (non-award) only	95% Confidence interval	Total
AGD	106	74.8- 136.1	52	30.2 - 73.3	47	26.4 - 66.7	204
DOHA	105	61.9 - 148.1	124	76.9 - 170.0	97	55.8 - 138.6	326
DIAC	106	64.7 - 147.9	48	20.4 - 75.8	39	12.7 - 64.9	193
FAHCSIA - Community Investment, Parenting	210	147.1 -272.3	28	4.6 - 51.6	82	41.1 - 123.0	320

FAHCSIA - Financial management	160	121.8 -198.9	39	15.0 - 63.4	52	25.2 - 79.3	252
FAHCSIA &AGD - Family Relationships	49	20.5 - 76.7	41	14.8 - 66.6	28	6.7 - 49.7	118
FAHCSIA - Services for people with a disability, support for carers	217	163.1- 270.7	66	34.5 - 97.7	54	31.3 - 76.7	337
FAHCSIA-remaining programs	126	77.3-173.8	50	18.5 - 80.5	89	46.4 - 131.8	264
Department of Veterans' Affairs	33	12.2 -52.9	36	15.1 - 56.7	51	26.0 - 76.5	120
Total	1110	1066.5 – 1154.4	483	453.5-512.2	539	508.3-570.5	2132

Figures calculated from the following survey items: “In the last full pay period for the 2010-11 financial year, were any project staff in (State) paid rates set out in an industrial award? (Yes, some or all project staff were paid according to an industrial award; No, all project staff were paid under an enterprise agreement or some other arrangement; and not sure)” and “In the last full pay period for the 2010-11 financial year, were any paid project staff in (state) employed under the following arrangements? (Enterprise agreement, other above-award arrangement, none of the above)”.

Table 21 shows the percentage of SACS projects using awards and other arrangements in each departmental program stream. This is presented in order of the total percentage of projects which used either an award only, or an award and a non-award arrangement.

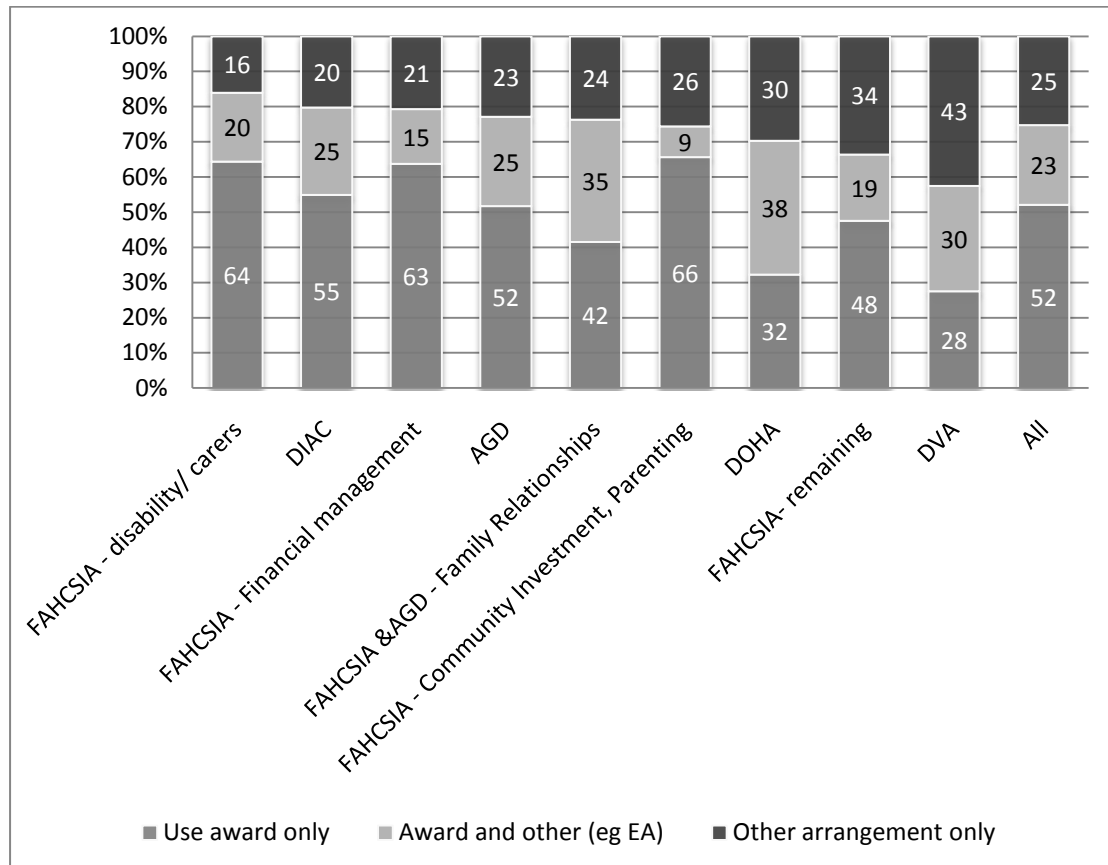
Table 21 SACS projects using awards and other arrangements, by departmental program stream (% , weighted)

	Use award only	Combination of award and non-award	Sub-total: Award only plus combination	Non-award arrangement only
FAHCSIA - disability/ carers	64.4	19.6	84.0	16.0
DIAC	54.9	24.9	79.8	20.2
FAHCSIA - Financial management	63.5	15.5	79.0	20.6
AGD	52.0	25.5	77.5	23.0
FAHCSIA &AGD - Family Relationships	41.5	34.7	76.3	23.7

FAHCSIA - Community Investment, Parenting	65.6	8.8	74.4	25.6
DOHA	32.2	38.0	70.2	29.8
FAHCSIA-remaining	47.7	18.9	66.7	33.7
DVA	27.5	30.0	57.5	42.5
All	52.1	22.7	74.8	25.3

Figures calculated from the following survey items: “In the last full pay period for the 2010-11 financial year, were any project staff in (State) paid rates set out in an industrial award? (Yes, some or all project staff were paid according to an industrial award; No, all project staff were paid under an enterprise agreement or some other arrangement; and not sure)” and “In the last full pay period for the 2010-11 financial year, were any paid project staff in (state) employed under the following arrangements? (Enterprise agreement, other above-award arrangement, none of the above)”.

Figure 3 SACS projects using awards only, other arrangements only, and combinations (% , weighted)



More detailed information is provided in Appendix H and Appendix I. These Appendices provide a detailed program-level breakdown of projects using awards only, other arrangements only, and combinations of awards and other arrangements. However, due to low numbers of respondents for several programs, these estimates should be interpreted with caution.

7.2 Use of particular awards

Table 22 shows the numbers of projects using particular awards which will be replaced with the rates in the SACS Modern Award. Table 23 shows the number of full time equivalent project workers which are estimated to be paid under each award. In terms of award usage, the Social & Community Services Employees (State) Award (NSW) appears to be the most important source of pay rates for staff in Commonwealth funded projects, along with the Social & Community Services – WA Award 2002, and the Social & Community Services - VIC - Award 2000.

A breakdown of awards used by projects receiving funding from each departmental program stream is provided in Appendix J, although these estimates should be interpreted with a high degree of caution as small numbers of respondents in each category are associated with large standard errors.

Note also that respondents were able to specify awards under which project staff were paid, but which were not listed as options in the survey ('other' awards). 37 respondents did so. Although the pay rates under the Modern Award are not in effect, the largest number (14 respondents) listed the Modern Award (Social, Community, Home Care and Disability Services Industry Award 2010). Other awards in NSW included the Nurses Award and Nurses, Other than in Hospitals Award. Elsewhere, people listed the Hospital and Salaried Officers Award (WA); Award for Accommodation & Care Services Employees for Aged Persons - South Eastern Division 2004 (QLD); Legal Aid Qld Employees Award and Clerks SA award. In addition, other Modern Awards were listed, including the Health Professionals and Support Services Award 2010; Aboriginal Health Worker Award 2010; Supported Employment Services Award 2010; and the Aged Care Award 2010.

Table 22 Projects' use of SACS Awards

State	Award	Projects using award (unweighted)	Projects using award (weighted)	Std dev of weighted freq
ACT	Community and Aged Care Services (ACT) Award 2002	1.0	5.9	5.9
ACT	Social & Community Services (ACT) Award 2001	6.0	37.4	15.7
NSW	Charitable Sector, Aged and Disability Care Services (State) Award	1.0	5.9	5.9
NSW	Social & Community Services Employees (State) Award	88.0	459.9	40.8
NT	Social & Community Services Industry - Community Services Workers - NT Award 2002	4.0	27.9	13.7
QLD	QLD Community Services & Crisis Assistance Award - State 2008	15.0	74.1	19.1
QLD	Social & Community Services (QLD) Award 2001	12.0	62.5	18.5
QLD	Crisis Assistance Supported Housing (Queensland) Award 1999	1.0	3.4	3.4
QLD	Disability Support Workers Award - State 2003	1.0	5.8	5.8
SA	Social & Community Services Award	14.0	63.8	17.7
SA	Health Services Employees Award	3.0	16.5	5.6
SA	Disabilities Services Award	2.0	13.1	9.5
TAS	Community Services Award (TAS)	14.0	69.9	19.4
VIC	Social & Community Services - VIC - Award 2000	35.0	179.4	29.5
VIC	Health & Community Services Industry Sector - Minimum Wage Order - VIC 1997	2.0	19.3	14.3
WA	Social & Community Services – WA Award 2002	22.0	120.4	25.6
WA	Crisis Assistance, Supported Housing Industry - WA Award 2002	2.0	8.2	5.7
All		223	1173	

Note that these calculations include data for 8 projects (unweighted) which selected a SACS award but did not go on to specify the grade distribution of staff employed under these awards. Note that the calculations exclude those projects which reported using an Award but did not report which Award/s they use.

Table 23 FTE project workers by SACS Award

State	Award	FTE project workers (unweighted)	FTE project workers (weighted)	Std dev of weighted freq
ACT	Community and Aged Care Services (ACT) Award 2002	1	5.9	5.9
ACT	Social & Community Services (ACT) Award 2001	25	177.9	98.3
NSW	Social & Community Services Employees (State) Award	943	5344.7	2616.7
NT	Social & Community Services Industry - Community Services Workers - NT Award 2002	98	741.2	721.6
QLD	Disability Support Workers Award - State 2003	9	50.6	50.6
QLD	QLD Community Services & Crisis Assistance Award - State 2008	131	749.4	326.1
QLD	Social & Community Services (QLD) Award 2001	21	102.8	40.3
SA	Disabilities Services Award	3	15.9	11.3
SA	Health Services Employees Award	10	44.1	44.1
SA	Social & Community Services Award	48	227.7	91.3
TAS	Community Services Award (TAS)	35	154.7	52.1
VIC	Health & Community Services Industry Sector - Minimum Wage Order - VIC 1997	3	19.5	19.5
VIC	Social & Community Services - VIC - Award 2000	221	1527.7	901.8
WA	Crisis Assistance, Supported Housing Industry - WA Award 2002	5	18.9	16.6
WA	Social & Community Services – WA Award 2002	300	1656.5	1131.2
All		1853	10838	

Note that calculation of FTE project workers includes only those respondents who gave a grade distribution for FTE project staff across awards. Data was missing for 8 projects as these indicated they used a SACS award but did not specify the grade distribution of their FTE project staff. Because the projects using the Charitable Sector, Aged and Disability Care Services (State Award (NSW) and the QLD Crisis Assistance and Supported Housing Awards did not report the grade distribution of their staff, these awards are not included in the count in this Table.

7.3 Non-award arrangements

As shown above in Table 20, 25.3 percent of projects (539 out of 2,132) are estimated to pay according to a non-award arrangement only, while 22.7 percent (483) are estimated to pay project staff according to a combination of a non-award and award arrangements.

Those falling into either of these categories, that is, those which pay *any* project staff according to a non-award arrangement, were asked for further details. First, respondents were asked about the numbers of FTE project staff who were employed using a classification structure drawn from an award, but were paid above award rates. Second, respondents were asked about how many project staff were paid above Award rates, but with a classification structure which was not drawn from an Award, for example, an Enterprise Agreement with a unique classification structure. Note that these two groups are not mutually exclusive.

Note also that data quality at this level is poor. Small numbers of projects answered each set of questions, and large weights associated with some projects skews estimates. In addition, respondents were required to have detailed knowledge about payment structures, and there is potential for some confusion between categories. In the context of these constraints, the estimates reported should be considered roughly indicative only.

In the first category, there were 137 projects (unweighted) and 681 projects (weighted). That is, we estimate that 681 projects pay staff above-award rates which are set against a classification structure drawn from an award. This figure is estimated to amount to approximately two thirds of all projects who used a non-award arrangement. Together, these 681 projects are estimated to pay 1,677 staff in this way. Further detail is available in the survey spreadsheets provided.

In the second group, there were 70 projects who responded that they paid project staff above Award rates, but with a classification structure not drawn from an Award. When weighted, the estimate is that 366 projects paid staff in this way. This suggests that around 35.8 percent of the 1,022 projects estimated to use any non-Award arrangement do not have an award based classification structure. For each project or activity, an average of 20.8 FTE project staff were paid under these arrangements (confidence interval 10.0 to 31.6). This suggests it is likely to be projects in larger organisations which are more likely to use unique non-award arrangements, such as enterprise agreements and individual contracts.

Respondents were also asked to estimate the percentage above the relevant award that they estimated this group of project staff were paid at. Based on the responses of only a small number of projects (37, weighted to 198), the mean rate of pay above a relevant award was 18.9 percent (with a 95 percent confidence interval of 16.6 to 21.2). The median figure was 9.6. However, as indicated above, due to small numbers of projects, and because respondents were asked to provide an estimate, data at this level of disaggregation is not considered reliable. Indeed, the mean figure above appears to be inflated by the reports of a small number of projects which pay rates well in excess of a relevant award. This may be because managerial level staff paid according to individual contracts would fall into this group.

8 Conclusions

This report has documented the development, implementation and analysis of a survey which collected employment data from a representative sample of social and community services (SACS) providers who received Commonwealth direct funding in the 2010-2011 financial year.

Key findings are as follows:

- 92.2 percent of respondent projects are in organisations likely to be affected by Fair Work Australia's decision, on the basis that they provide services within the scope of the Social, Community, Home Care and Disability Services Industry Award 2010 (the Modern Award).
- However, slightly less, 88.8 percent of projects, directly employed any SACS workers during the reference period. The figure was lowest for projects receiving DVA funds (64.2 percent).
- Around 70 percent of organisations' expenditure is directed to salary or other employee related costs.
- It does not appear that significant amounts of additional Queensland government funding have flowed through to Commonwealth funded projects.
- More than half (52.1 percent) of Commonwealth funded SACS projects pay staff according to awards only.
- In addition, 22.7 percent of SACS projects pay staff using a combination of awards and other 'non-award' arrangements, such as enterprise agreements or contracts.
- On this basis, around three quarters of SACS projects (74.8 percent) receiving Commonwealth program funding are expected to be directly affected by any change in award rates.
- A quarter (25.3) percent of projects are estimated to pay staff according to a non-award arrangement only. These projects may also be affected, where any pay increase leap-frogs current rates, or where projects wish to maintain relativity with awards.
- For most projects using a non-award arrangement, the arrangement incorporates a classification structure based on an award. However, a larger number of project staff are paid according to arrangements with unique classification structures, most likely the result of larger projects and organisations using these arrangements.

9 References

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Appendix A: Questionnaire

Section 1: About your organisation

1. What is your role in your organisation?

- CEO, Director or General Manager
- Finance Manager or Finance Officer
- Human Resource Manager or Human Resource Officer
- Member of Management Committee or Board
- Other (please specify)

2. * Which of the following best describes your organisation?

- Not-for-profit
- 'For-profit' organisation
- Government organisation

3. Is your organisation a constitutional corporation?

To be a constitutional corporation, an employer must be either: a foreign corporation (a corporation incorporated outside Australia that does business in Australia); a financial corporation formed in Australia; or a trading corporation formed in Australia. If you are unsure please check our [Frequently Asked Questions](#).

- Yes, the organisation is a constitutional corporation

Employment arrangements in social and community services receiving Commonwealth direct funding

No, the organisation is not a constitutional corporation

Not sure

4. * Do any of the staff directly employed by your organisation provide services which would be classified as social and community services or crisis assistance or supported housing; or disability services?

As well as direct service workers, include those in advocacy, administrative, co-ordination and management roles related to the provision of these services.

No

Yes

Not sure

5. Approximately how many paid staff are employed in your whole organisation?

Include all paid staff in all programs, units and states and territories, including casual staff, full and part time staff. Answer on the basis of a head count of numbers of people, not numbers of equivalent full time staff. If unsure enter best estimate.

(enter number)

6. Approximately what proportion of staff in your organisation are employed full time?

% *(enter number between 0 and 100)*

7. In 2010-2011, approximately what percentage of your organisation's total revenue came from the following sources:

Direct commonwealth funding

%

State government funding

%

Employment arrangements in social and community services receiving Commonwealth direct funding

Local government funding	<input type="text"/>	%
Client contributions	<input type="text"/>	%
Donations, bequests and fundraising	<input type="text"/>	%
Commercial business activities	<input type="text"/>	%
Other	<input type="text"/>	%
TOTAL	<input type="text"/>	%

8. In 2010-2011, approximately what percentage of your organisation's total expenditure was related to salary costs?
(Include wages and salaries only. Do not include other employee related costs such as superannuation contributions, payroll tax, workers compensation, leave entitlements etc)

% *(enter number between 0 and 100)*

9. In 2010-2011, approximately what percentage of your organisation's total expenditure was related to other (non-salary) employee related costs?
Include superannuation contributions, payroll tax, workers' compensation, leave entitlements and other employee related costs.

% *(enter number between 0 and 100)*

About (project)

Please answer the next questions in relation to the \$(funding amount) you received from the (funding department) to deliver (project name) in 2010/11. Your organisation may have received other funding amounts to do similar work, however it is important that you respond only about the specific project or activity listed above.

1. * Was any of the service delivery for this project or activity outsourced to a third party?

- No
- Yes, some service delivery was outsourced to a not-for-profit organisation
- Yes, some service delivery was outsourced but not to a not-for-profit organisation
- Yes, some service delivery was outsourced to a mix of not-for-profit and other organisations
- Not sure

1a. Approximately how much of the amount received was used to outsource?

- 1 to 24%
- 25 to 49%
- 50 to 74%
- 75 to 100%
- Not sure

The following questions relate to staff directly employed by your organisation to deliver the (project name) using \$(funding amount) of funding from the (Program name).

2. * In the last pay period of the 2010-2011 financial year, how many FTE workers were directly employed by your organisation to deliver (project name)?

Count part time workers according to their days or hours worked. For example, a staff member paid to work on the project for three days a week during that pay period would be counted as 0.6. If unsure enter best estimate.

Employment arrangements in social and community services receiving Commonwealth direct funding

Number of FTE workers:

None, there were no FTE workers directly employed by the organisation in the last pay period of the 2010-2011 financial year

3. * Did any of your project staff provide services which would be classified as social and community services; crisis assistance or supported housing; or disability services?

As well as direct service workers, include those in advocacy, administrative, co-ordination and management roles related to the provision of these services.

No

Yes

Not sure

4. * In the last full pay period of the 2010-2011 financial year, which states and territories were these project staff employed in?

Tick all that apply

ACT

NSW

NT

QLD

SA

TAS

VIC

WA

If you are satisfied with your responses, click **Submit** to submit your answers.

Alternatively, click **Save Draft** to save your current responses.
You must return later to submit the survey in order for your feedback to be included.

About project staff in QLD

The following question relates to project staff in QLD, that is, those employed in QLD by your organisation to deliver (project name) with the \$(funding amount) you received from the (funding Department) in 2010-2011.

5. * In the last full pay period for the 2010-11 financial year, were any project staff in QLD paid rates set out in an industrial award?

- Yes, some or all project staff were paid according to an industrial award
- No, all project staff were paid under an enterprise agreement or some other arrangement
- Not sure

5a. * In the last full pay period for the 2010-11 financial year, were any paid project staff in QLD paid the rates set out in the following industrial awards?

Tick all awards that applied to project staff in QLD. While there may have been a wider range of arrangements in place covering employees across the organisation, the question relates to awards applying to project staff in QLD only.

- Disability Support Workers Award - State 2003
- Crisis Assistance Supported Housing (Queensland) Award 1999
- Social and Community Services (Queensland) Award 2001
- Queensland Community Services and Crisis Assistance Award State 2008
- Other award (please specify):
- Not sure

6. * In the last full pay period for the 2010-11 financial year, were any paid project staff in QLD employed under the following arrangements?

Select all that apply

Enterprise agreement

Other above-award arrangement (please specify):

None of the above

About the impact of the QIRC decisions

In 2009, the Queensland Industrial Relations Commission sought to correct historical undervaluation by increasing pay rates in the Queensland Community Services and Crisis Assistance Award – State 2008 and in the Disability Support Workers Award - State 2003.

7. Did your organisation receive any additional funding from the QLD government to cover the increased wage costs associated with this decision?

No

Yes

Not sure

- 7a. Did this additional funding from the Queensland government help to cover increased salary costs for staff working on the (project name)?

No

Yes

Not sure

7b. Approximately what proportion of the salary increase for project staff did the extra QLD government funding cover?

(enter 0 to 100%)

Not sure

About staff employed under Awards in NSW

You indicated that one or more staff delivering the (project) in NSW are paid rates set out in the Social and Community Services Employees (State) Award. The following questions relate to these staff.

1. * Of those paid rates set out in the Social and Community Services Employees (State) Award, how many staff were employed at each grade? Please enter the number of staff (head count), and the number of full time equivalent staff, employed at each grade. If you are unsure how to calculate FTE, please consult our [Frequently Asked Questions](#)

	Head count	Full Time Equivalent (FTE)
Community Services Worker Grade 1	<input type="text"/>	<input type="text"/>
Community Services Worker Grade 2	<input type="text"/>	<input type="text"/>
Community Services Worker Grade 3	<input type="text"/>	<input type="text"/>
Community Services Worker Grade 4	<input type="text"/>	<input type="text"/>
Community Services Worker Grade 5	<input type="text"/>	<input type="text"/>
Community Services Worker Grade 6	<input type="text"/>	<input type="text"/>

About NSW project staff paid according to an arrangement other than an industrial award

You indicated that in the last pay period of the 2010-2011 financial year, some of the staff employed in NSW with (program name) funding to deliver (project name) were paid according to an arrangement other than an industrial award, for example, an enterprise agreement.

Employment arrangements in social and community services receiving Commonwealth direct funding

1. Did any of these arrangements involve using a classification structure set out in an Award, but paying above-Award wages?

- No
- Yes
- not sure

2. Which award was the classification structure based on?

- Social and Community Services Employees (State) Award (NAPSA)
 - Charitable Sector, Aged and Disability Care Services (State) Award (NAPSA)
 - Charitable, Aged and Disability Care Services (State) Award (NAPSA)
 - Other award (please specify):
 - Not sure
-

Appendix B: Example pre-approach letter

Dear Employer

As you would be aware, the Australian Services Union and four other unions lodged an application with Fair Work Australia (FWA) in March 2010 for an equal remuneration order covering the social and community services (SACS) industry.

On 16 May 2011, a Full Bench of FWA handed down a decision in this matter which found that there is not equal remuneration for workers in the SACS sector when compared to similar work undertaken in the state and local government sectors. FWA also concluded that further consideration needs to be given to identifying what component of the undervaluation relates to gender and the appropriate remedy to address such gender undervaluation.

The Australian Government remains firmly committed to pay equity and to improving the economic wellbeing of Australian women. The Government supports the making of this application which presents an important first step in exploring the broadened scope of the equal remuneration provisions in the Fair Work Act.

While the outcome of this case is not yet known and the Government has not made any decisions in relation to the impact of the case, the Government is interested in obtaining a better understanding of the likely impact of the case on SACS organisations funded to deliver Commonwealth programs.

As you know, a large number of SACS programs funded by the Australian Government focus on the outcomes being sought, not the input costs. As such, the Government has limited information about employment numbers and salary arrangements in Commonwealth funding agreements. This information is required to enable the Government to better understand the impact on you as an employer possibly affected by this case.

To assist the Government to assess the potential costs and impacts of this case, the Social Policy Research Centre (SPRC) at the University of New South Wales has been engaged to conduct a survey, on behalf of the Government, of a random sample of SACS organisations in receipt of direct Commonwealth funding. The process will utilise an on-line survey tool to collect information on employment arrangements that apply in the last full pay period of the 2010-2011 financial year.

The purpose of this email is to advise you of this process as you may be invited to participate in the survey in early to mid-July. Participation in the survey is voluntary. However, if you are contacted by SPRC, we urge you to consider participating as the findings will help the Government obtain a better understanding of the impacts of this case on employers and services in the sector.

Please note that the information to be collected will include information about revenue sources, employee numbers, employment arrangements including classification levels and pay rates for employees, and the percentage of costs apportioned to salaries. In most cases, the person responsible for human resources or industrial relations issues for funded

projects, such as a human resources manager or CEO, will be the most appropriate person to answer the questions.

If you choose to participate in the survey, please be assured that answers will be de-identified and your details will not be divulged to anyone outside the research team. In any report about the study, information will be provided in such a way that individual organisations cannot be identified. Your decision whether or not to participate will not prejudice your future relations with the Australian Government or the University of New South Wales.

Yours sincerely

Appendix C: Text from invitational email

Attn: CEO, Finance Manager or Human Resource Manager

Dear Service Provider,

You may be aware that The Social Policy Research Centre (SPRC) at the University of New South Wales is undertaking research about employment arrangements in agencies receiving direct Commonwealth funding for social, community and disability services. The study has been commissioned by the Department of Education, Employment and Workplace Relations, on behalf of an interdepartmental committee which represents a number of Commonwealth agencies.

The survey aims to assist the Australian Government to estimate the financial impact of any decision that may be made by Fair Work Australia (FWA) in the equal remuneration case applying to workers employed in social, community, and disability services. Although a final decision is not yet known in this case, the Government is interested in obtaining a better understanding of the likely impact of the case on employers funded to deliver Commonwealth programs.

Your organisation is invited to participate in this survey. While the survey is voluntary, we urge you to consider participating as the findings will help the Government understand the likely impacts of any changes in wages which may result from the equal remuneration case.

The survey should take around **15 to 20 minutes**, and needs to be completed before **Friday 5th August, 2011**. The most appropriate person to complete it will be the person in your organisation who knows most about staffing arrangements, classification levels and pay rates in Commonwealth funded projects, such as a CEO, finance manager or human resource manager. You may need to forward this email to a colleague in one of these roles, or if you are unsure, to your CEO or Director to delegate. Note that this is a new survey. Similar surveys may have been undertaken for your State Government or your organisation, however, this one relates specifically to Commonwealth funded projects.

Answers will be confidential and will not be divulged to anyone outside the research team. In any data files or report about the study that are provided to the Government, information will be provided in such a way that individual organisations cannot be identified.

Please complete the survey online at:

<http://www.e-valuate-it.com/survey/SPRC/SACS/?u=99140671&p=wdipyhdl&s=5746>

If you have any questions about the survey, or need help answering any of the questions, please send an email to sacs_survey@unsw.edu.au. Alternatively, you can phone Dr Natasha Cortis or another member of the research team on 1800 617 138 during business hours (Eastern Standard Time).

Note that the survey has been approved by the Australian Government Statistical Clearing House Approval Number: 02213 - 01.

The research has also been approved by the Human Research Ethics Advisory Panel Social/Health Research and ratified by the Human Research Ethics Committee of the University of New South Wales (HREC reference number 9_11_013). Complaints may be directed to the Ethics Secretariat, the University of New South Wales, Sydney 2052 (phone 9385 4234, fax 9385 6648, email ethics.sec@unsw.edu.au). Any complaint you make will be investigated promptly and you will be informed of the outcome.

Yours sincerely,

**Professor Ilan Katz, Director
Social Policy Research Centre**

Appendix D: List of relevant Commonwealth funding programs

Commonwealth funded projects are those identified, at the time of the survey, as providing services that fell within the scope of the equal remuneration application. The list of Commonwealth programs affected by the application has been slightly revised since the survey was undertaken.

Costing information for Home and Community Care and National Respite for Carers Programs was obtained from alternative sources, including Department of Health information and ABS data.

<p>Attorney- General's Department</p>	<ul style="list-style-type: none"> • Australia's Human Rights Framework - Education Grants • Building Community Resilience – Youth Mentoring Grants Program • Community Legal Services Program • Family Violence Prevention Legal Services Program • Grants to Australian Organisations Program • Indigenous Justice Program • Indigenous Legal Assistance and Policy Reform Program • Northern Territory Night Patrol Program • Proceeds of Crime Act 2002. (POCA)
<p>Department of Health and Ageing</p>	<ul style="list-style-type: none"> • BRE021 - Survivors of Torture and Trauma • BRE021 - Survivors of Torture and Trauma & BRE040 - NSPS State/Territory • BRE030 - More Options Better Outcomes • BRE035 - National Depression Initiative • BRE038 - National Mental Health Program • BRE038 - National Mental Health Program & BRE040 - National Suicide Prevention Program • BRE040 - National Suicide Prevention Program • BRE040 - National Suicide Prevention Program & BRE295 - Youth Mental Health • BRE040 - National Suicide Prevention Program & BRE416 - COAG C1 Telephone counselling self help & support program • BRE040 - NSPS State/Territory • BRE295 - Youth Mental Health • BRE295 - Youth Mental Health & BRE030 - More Options Better Outcomes • BRE394 - COAG Better Access to Psych & GPs & BRE030 - More Options Better Outcomes • BRE396 - COAG Rural & Remote Mental Health • BRE396 - COAG Rural & Remote Mental Health & BRE030 - More Options Better Outcomes • BRE413 - COAG Mental Health Day To Day Support • BRE415 - COAG G3 Mental Health Support For Children • BRE415 - COAG G3 Mental Health Support for Children & BRE416 - COAG C1 Telephone counselling self help & support program • BRE477 - Autism • BRE635 - Maternity Peer Support • CSSSP • ISI • NGOTGP
<p>Department of</p>	<ul style="list-style-type: none"> • Compliance, Community Care and Assistance • Humanitarian settlement services

<p>Immigration and Citizenship</p>	<ul style="list-style-type: none"> • Onshore Detention Services • Settlement Grants Program • Supervision of Unaccompanied Humanitarian Minors
<p>Department of Families, Housing, Community Services and Indigenous Affairs</p>	<ul style="list-style-type: none"> • Community Investment • Family Relationships (FaHCSIA) • Family Relationships (AGDfunding, administered by FaHCSIA) • Financial Management • Housing Assistance and Homelessness Prevention • ICSI Special Account • Indigenous Communities Strategic Investment • Mental Health Measures • Parenting • Services for People with Disability • Support for Carers • Womens Leadership and Development • Women's Safety Agenda
<p>Department of Veterans' Affairs</p>	<ul style="list-style-type: none"> • Community Nursing • Veteran's Home Care

Appendix E: Sample and responding projects, program-level breakdown

	Projects sampled	% sampled	Projects in sampling frame	Responses	Response rate
AGD (administered by FAHCSIA)					
Family Relationships	38	2.2%	71	14	36.8
AGD					
Community Legal Services Program	69	3.9%	92	44	63.8
Proceeds of Crime Act 2002. (POCA)	55	3.1%	87	17	30.9
Family Violence Prevention Legal Services Program	10	0.6%	13	5	50.0
Indigenous Justice Program	27	1.5%	40	5	18.5
Other AGD programs	16	1%	23	5	31.3
FAHCSIA					
Services for People with Disability	253	14.4%	400	103	40.7
Financial Management	255	14.5%	447	102	40.0
Community Investment	142	8.1%	251	38	26.8
Mental Health Measures	100	5.7%	214	27	27.0
Parenting	75	4.3%	192	23	30.7
Housing Assistance and Homelessness Prevention	40	2.3%	87	13	32.5
Family Relationships	37	2.1%	69	12	32.4
Indigenous Communities Strategic Investment	37	2.1%	61	10	27.0
Support for Carers	13	0.7%	39	4	30.8
Other FAHCSIA programs	10	1%	14	2	20.0
DOHA					
NGOTGP	95	5.4%	196	24	25.3
BRE030 - More Options Better Outcomes	79	4.5%	102	16	20.3
ISI	63	3.6%	95	15	23.8
BRE413 - COAG Mental Health Day To Day Support	23	1.3%	35	8	34.8
CSSSP	7	0.4%	8	4	57.1
Other DOHA programs	36	2%	56	7	19.4
DIAC					
Settlement Grants Program	99	5.6%	208	31	31.3
Humanitarian settlement services	29	1.6%	42	10	34.5
Other DIAC programs	2	0%	5	0	0.0
DVA					
VHC	73	4.1%	110	26	35.6
Community Nursing	79	4.5%	117	22	27.8
	1762	100.0%	3074	587	33.3

Note: Programs with small numbers have been collapsed into an 'Other' group to prevent identification.

Appendix F: Categories used for post-stratification weighting

Departmental Program Stream and Funding Amount ('000's) strata	Population	Sampled	Sampling fraction	Responses	Response fraction
Attorney-General's Department					
<\$100	98	64	0.65	27	0.42
\$100-499	130	91	0.70	36	0.40
\$500+	27	22	0.81	13	0.59
Department of Health and Ageing					
<\$100	132	78	0.59	16	0.21
\$100-499	289	178	0.62	49	0.28
\$500+	71	47	0.66	9	0.19
Department of Immigration and Citizenship					
<\$100	132	63	0.48	23	0.37
\$100+	123	67	0.54	18	0.27
FAHCSIA - Community Investment, Parenting					
<\$100	129	68	0.53	15	0.22
\$100-499	254	125	0.49	39	0.31
\$500+	60	24	0.40	7	0.29
FAHCSIA - Financial management					
<\$100	276	162	0.59	67	0.41
\$100-499	143	76	0.53	32	0.42
\$500+	28	17	0.61	3	0.18
FAHCSIA and AGD (administered by FAHCSIA) - Family Relationships					
<\$100	15	11	0.73	6	0.55
\$100-499	59	31	0.53	10	0.32
\$500+	66	33	0.50	10	0.30
FAHCSIA - Services for people with a disability, support for carers					
<\$100	51	27	0.53	4	0.15
\$100-499	263	153	0.58	77	0.50
\$500+	125	86	0.69	26	0.30
FAHCSIA- remaining programs*					
<\$100	56	35	0.63	6	0.17
\$100-499	228	104	0.46	30	0.29
\$500+	92	48	0.52	16	0.33
Department of Veterans' Affairs					
<\$100	48	28	0.58	8	0.29
\$100-499	90	61	0.68	21	0.34
\$500+	89	63	0.71	19	0.30

Note: Department of Immigration and Citizenship \$500+ collapsed into \$100-499

* FAHCSIA remaining programs: Housing Assistance and Homelessness Prevention, ICSI Special Account, Indigenous Communities Strategic Investment, Mental Health Measures, Women's Safety Agenda, Women's Leadership and Development

Appendix G: SACS organisations and SACS workers (program-level)

	Projects in SACS organisation					Projects directly employing SACS workers				
	Freq	Weighted Frequency	Std Dev of Wgt Freq	Total (weighted)	% in SACS orgs (weighted)	Freq	Weighted Frequency	Std Dev of Wgt Freq	Total	% with SACS staff
Attorney-General's Department										
Australia's Human Rights Framework - Education Grants	2	7.2	5.1	7.2	100.0	1	3.6	3.6	3.6	100.0
Community Legal Services	43	146.3	14.2	149.9	97.6	40	135.4	12.8	142.6	94.9
Family Violence Prevention Legal Services	5	10.4	3.8	10.4	100.0	5	10.4	3.7	10.4	100.0
Indigenous Justice	5	18.1	7.9	18.1	100.0	5	18.1	7.9	18.1	100.0
Indigenous Legal Assistance and Policy Reform	2	4.2	2.8	4.2	100.0	1	2.1	2.1	2.1	100.0
Proceeds of Crime Act 2002. (POCA)	15	54.4	11.3	61.6	88.3	11	39.9	10.2	39.9	100.0
Department of Health and Ageing										
BRE030 - More Options Better Outcomes	10	63.3	19.2	98.7	64.1	8	49.2	16.3	57.4	85.6
BRE413 - COAG Mental Health Day To Day Support	8	51.2	17.2	51.2	100.0	7	45.3	16.0	51.2	88.5
CSSSP	4	25.9	13.0	25.9	100.0	3	17.7	9.9	17.7	100.0
ISI	14	99.0	22.3	107.3	92.3	10	68.4	19.3	84.9	80.6
NGOTGP	23	151.8	26.8	159.6	95.1	18	117.6	23.7	135.3	86.9
Department of Immigration and Citizenship										
Humanitarian settlement services	10	62.9	17.7	62.9	100.0	8	50.3	16.0	50.3	100.0

Employment arrangements in social and community services receiving Commonwealth direct funding

Settlement Grants	30	186.4	18.2	192.1	97.0	24	149.8	17.0	161.3	92.9
Department of Families, Housing, Community Services and Indigenous Affairs										
Community Investment	35	255.1	23.6	276.7	92.2	29	213.9	22.7	235.5	90.8
Parenting	21	151.2	25.5	166.3	90.9	16	114.6	21.0	114.6	100.0
Family Relationships	24	135.0	3.2	140.0	96.4	21	120.0	0.0	120.0	100.0
Financial Management	93	409.2	12.1	447.0	91.5	59	259.8	9.3	281.4	92.3
Services for People with Disability	94	390.4	11.8	417.1	93.6	76	323.4	13.9	382.2	84.6
Support for Carers	4	13.7	6.7	13.7	100.0	1	3.4	3.4	3.4	100.0
Housing Assistance and Homelessness Prevention	12	89.4	21.2	97.0	92.2	11	83.6	19.0	83.6	100.0
Indigenous Communities Strategic Investment	6	52.5	14.1	77.1	68.2	5	43.2	14.1	52.5	82.2
Mental Health Measures	27	177.5	21.5	177.5	100.0	21	137.4	19.3	158.4	86.8
Department of Veterans' Affairs										
Community Nursing	17	82.1	15.5	91.1	90.2	10	44.8	12.2	70.1	64.0
VHC	26	119.6	15.9	119.6	100.0	14	65.4	14.5	101.7	64.3
8 projects are not reported here to preserve projects' anonymity.										

Appendix H: Use of awards and other arrangements (program-level)

	Project uses award only			Project uses award and other arrangements			Project uses other arrangements only			All	
	Freq	Weighted Frequency	Std Dev of Wgt Freq	Fr eq	Weighted Frequency	Std Dev of Wgt Freq	Freq	Weighted Frequency	Std Dev of Wgt Freq	Freq	Weighted freq
Attorney-General's Department											
Australia's Human Rights Framework - Education Grants	1	3.6	3.6	0	0	0	0	0.0	0.0	1.0	3.6
Community Legal Services	18	65.1	9.3	10	32	6	11	35.2	5.7	39.0	131.8
Family Violence Prevention Legal Services	2	4.2	0.0	1	2	2	1	2.1	2.1	4.0	8.3
Indigenous Justice	2	7.2	5.0	2	7	5	1	3.6	3.6	5.0	18.1
Indigenous Legal Assistance and Policy Reform	0	0.0	0.0	0	0	0	1	2.1	2.1	1.0	2.1
Proceeds of Crime Act 2002. (POCA)	7	25.4	7.8	3	11	4	1	3.6	3.6	11.0	39.9
Department of Health and Ageing											
BRE021 - Survivors of Torture and Trauma	0	0.0	0.0	0	0	0	1	5.9	5.9	1.0	5.9
BRE030 - More Options Better Outcomes	3	19.7	11.2	1	6	6	4	23.6	9.9	8.0	49.2
BRE040 - National Suicide Prevention	0	0.0	0.0	0	0	0	1	7.9	7.9	1.0	7.9
BRE413 - COAG Mental Health Day To Day Support	4	27.6	11.2	1	6	6	2	11.8	7.9	7.0	45.3
BRE415 - COAG G3 Mental Health Support for Children & BRE416 - COAG C1 Telephone counselling self help & support program	0	0.0	0.0	0	0	0	1	7.9	7.9	1.0	7.9

Employment arrangements in social and community services receiving Commonwealth direct funding

CSSSP				2	12	8	1	5.9	5.9	3.0	17.7
ISI	3	20.0	11.4	5	32	13	2	16.5	0.0	10.0	68.4
NGOTGP	6	37.7	13.1	10	68	14	3	17.7	9.1	19.0	123.5
Department of Immigration and Citizenship											
Humanitarian settlement services	4	25.1	11.7	3	18	10	1	6.8	6.8	8.0	50.3
Settlement Grants	13	81.2	11.7	5	30	10	5	32.0	6.8	23.0	142.9
Department of Families, Housing, Community Services and Indigenous Affairs											
Community Investment	18	131.8	16.8	4	28	0	6	45.3	12.3	28.0	205.3
Parenting	11	77.8	16.8	0	0	0	5	36.7	12.2	16.0	114.6
Family Relationships	8	48.6	0.0	7	41	0	5	28.2	0.0	20.0	117.5
Financial Management	38	160.4	0.0	8	39	0	11	52.3	0.0	57.0	251.9
Services for People with Disability	49	213.5	3.4	15	66	0	15	54.0	0.0	79.0	333.6
Support for Carers	1	3.4	3.4	0	0	0	0	0.0	0.0	1.0	3.4
Housing Assistance and Homelessness Prevention	5	38.0	12.7	2	15	9	4	30.4	10.8	11.0	83.6
Indigenous Communities	1	9.3	0.0	1	8	8	3	26.3	7.6	5.0	43.2
Strategic Investment											
Mental Health Measures	12	78.3	12.7	4	27	9	5	32.5	9.8	21.0	137.4
Department of Veterans' Affairs											
Community Nursing	3	13.3	6.8	4	18	7	3	13.7	7.3	10.0	44.8
VHC	4	19.3	6.8	4	18	7	8	37.6	7.3	16.0	74.8

Figures calculated from the following survey items: "In the last full pay period for the 2010-11 financial year, were any project staff in (State) paid rates set out in an industrial award? (Yes, some or all project staff were paid according to an industrial award; No, all project staff were paid under an enterprise agreement or some other arrangement; and not sure)" and "In the last full pay period for the 2010-11 financial year, were any paid project staff in (state) employed under the following arrangements? (Enterprise agreement, other above-award arrangement, none of the above)".

Appendix I: Use of awards and other arrangements (program-level)

	% SACS projects which use award only	% using combination	% using other arrangements only
Attorney-General's Department			
Australia's Human Rights Framework - Education Grants	100.0	0.0	0.0
Community Legal Services	49.4	23.9	26.7
Family Violence Prevention Legal Services	50.0	25.0	25.0
Indigenous Justice	39.9	40.0	20.1
Indigenous Legal Assistance and Policy Reform	0.0	0.0	100.0
Proceeds of Crime Act 2002. (POCA)	63.6	27.3	9.1
Department of Health and Ageing			
BRE021 - Survivors of Torture and Trauma	0.0	0.0	100.0
BRE030 - More Options Better Outcomes	40.0	12.0	48.0
BRE040 - National Suicide Prevention	0.0	0.0	100.0
BRE413 - COAG Mental Health Day To Day Support	60.9	13.0	26.1
BRE415 - COAG G3 Mental Health Support for Children & BRE416 - COAG C1 Telephone counselling self help & support program	0.0	0.0	100.0
CSSSP	0.0	66.7	33.3
ISI	29.3	46.6	24.1
NGOTGP	30.6	55.1	14.3
Department of Immigration and Citizenship			
Humanitarian settlement services	50.0	36.4	13.6
Settlement Grants	56.8	20.8	22.4
Department of Families, Housing, Community Services and Indigenous Affairs			
Community Investment	64.2	13.7	22.1
Parenting	68.0	0.0	32.0
Family Relationships	41.4	34.6	24.0
Financial Management	63.7	15.6	20.8
Services for People with Disability	64.0	19.8	16.2
Support for Carers	100.0	0.0	0.0
Housing Assistance and Homelessness Prevention	45.5	18.2	36.4
Indigenous Communities Strategic Investment	21.6	17.6	60.8
Mental Health Measures	57.0	19.4	23.6
Department of Veterans' Affairs			
Community Nursing	29.6	40.0	30.4
VHC	25.7	24.0	50.3
Figures calculated from the following survey items: "In the last full pay period for the 2010-11 financial year, were any project staff in (State) paid rates set out in an industrial award? (Yes, some or all project staff were paid according to an industrial award; No, all project staff were paid under an enterprise agreement or some other arrangement; and not sure)" and "In the last full pay period for the 2010-11 financial year, were any paid project staff in (state) employed under the following arrangements? (Enterprise agreement, other above-award arrangement, none of the above)".			

Appendix J Use of listed awards by departmental program stream

	Award Code	Award Name	Estimated projects using award (weighted)	Std Dev for estimated projects using award	Estimate of FTE staff in projects using award (weighted)	Std Dev for estimate of FTE staff in projects using award
Attorney-General's Department	AN120505	Social and Community Services Employees (State) Award	49.1	12.8	175.8	46.7
	AN150140	Social & Community Services Award	12.9	6.6	26.4	18.1
	AN170020	Community Services Award (TAS)	12.9	6.6	42.6	24.3
	AP796561	Social and Community Services - Victoria - Award 2000	10.9	6.2	15.2	9.6
	AP808334	Social and Community Services (ACT) Award 2001	3.6	3.6	1.1	1.1
	AP808848	Social and Community Services (Queensland) Award 2001	10.9	6.2	21.0	15.1
	AP815319	Social and Community Services - Western Australia Award 2002	5.7	4.2	57.0	41.4
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	18.1	8.0	93.9	44.4
Department of Health and Ageing	AN120505	Social and Community Services Employees (State) Award	51.5	18.2	258.4	110.5
	AN150046	Disabilities Services Award	8.3	8.3	8.3	8.3
	AN150140	Social & Community Services Award	11.8	8.3	76.7	65.3
	AN170020	Community Services Award (TAS)	11.8	8.3	35.4	29.7
	AP796561	Social and Community Services - Victoria - Award 2000	31.8	14.3	1037.4	889.1
	AP808334	Social and Community Services (ACT) Award 2001	7.9	7.9	70.2	70.2
	AP815319	Social and Community Services - Western Australia Award 2002	13.8	9.8	37.8	27.6
	AP817098	Community and Aged Care Services (ACT) Award 2002	5.9	5.9	5.9	5.9
	AP817216	Social and Community Services Industry - Community Services Workers - Northern Territory Award 2002	5.9	5.9	11.8	11.8
Department of Immigration and Citizenship	AN120505	Social and Community Services Employees (State) Award	28.7	12.4	41.9	18.8
	AN150140	Social & Community Services Award	6.8	6.8	9.6	9.6
	AN170020	Community Services Award (TAS)	11.5	8.1	12.6	8.6
	AP796561	Social and Community Services - Victoria - Award 2000	12.6	8.9	9.7	7.4
	AP808334	Social and Community Services (ACT) Award 2001	12.6	8.9	63.7	60.9
	AP808848	Social and Community Services (Queensland) Award 2001	5.7	5.7	5.7	5.7
	AP815319	Social and Community Services - Western Australia Award 2002	19.4	11.2	1133.6	1107.8
	AP817216	Social and Community Services Industry - Community Services	6.8	6.8	2.1	2.1

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		Workers - Northern Territory Award 2002				
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	12.6	8.9	396.7	299.9
Department of Veterans Affairs	AN120505	Social and Community Services Employees (State) Award	4.3	4.3	80.6	80.6
	AN150064	Health Services Employees Award	4.3	4.3	44.1	44.1
	AP808848	Social and Community Services (Queensland) Award 2001	4.3	4.3	6.4	6.4
	AN120505	Social and Community Services Employees (State) Award	84.4	23.9	338.7	121.0
FAHCSIA - Community Investment, Parenting	AN170020	Community Services Award (TAS)	15.1	10.8	31.8	29.4
	AP784047	Health and Community Services Industry Sector - Minimum Wage Order - Victoria 1997	6.5	6.5	19.5	19.5
	AP796561	Social and Community Services - Victoria - Award 2000	13.0	9.2	6.5	6.5
	AP808848	Social and Community Services (Queensland) Award 2001	23.7	13.7	20.3	12.3
	AP815319	Social and Community Services - Western Australia Award 2002	30.2	15.2	44.0	27.7
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	8.6	8.6	79.1	79.1
	AN120505	Social and Community Services Employees (State) Award	54.6	14.3	66.3	21.3
	AN150140	Social & Community Services Award	8.6	6.1	4.7	3.3
FAHCSIA - Financial management	AN170020	Community Services Award (TAS)	8.6	6.1	10.8	7.9
	AP796561	Social and Community Services - Victoria - Award 2000	29.9	11.1	38.9	19.7
	AP808848	Social and Community Services (Queensland) Award 2001	8.6	6.1	10.4	9.4
	AP815319	Social and Community Services - Western Australia Award 2002	37.8	12.2	161.8	67.6
	AP816708	Crisis Assistance, Supported Housing Industry - Western Australian Award 2002	8.2	5.8	18.9	16.6
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	8.2	5.8	10.3	9.7
	AN120505	Social and Community Services Employees (State) Award	120.4	27.3	1495.4	545.9
	AN150046	Disabilities Services Award	4.8	4.8	7.7	7.7
FAHCSIA - Services for people with a disability, support for carers	AN150140	Social & Community Services Award	10.2	5.9	46.8	27.1
	AN170020	Community Services Award (TAS)	3.4	3.4	8.9	8.9
	AP796561	Social and Community Services - Victoria - Award 2000	33.5	11.1	71.9	33.3
	AP808848	Social and Community Services (Queensland) Award 2001	3.4	3.4	6.8	6.8
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	3.4	3.4	17.1	17.1

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FAHCSIA & AGD Family Relationships	AN120505	Social and Community Services Employees (State) Award	25.0	12.4	2651.3	2549.8
	AN170020	Community Services Award (TAS)	6.6	6.6	12.5	12.5
	AP796561	Social and Community Services - Victoria - Award 2000	19.1	10.9	167.9	93.6
	AP808848	Social and Community Services (Queensland) Award 2001	5.9	5.9	32.2	32.2
	AP815319	Social and Community Services - Western Australia Award 2002	5.9	5.9	11.8	11.8
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	5.9	5.9	19.5	19.5
FAHCSIA-remaining programs	AN120505	Social and Community Services Employees (State) Award	41.9	17.0	236.5	106.3
	AN140093	Disability Support Workers Award - State 2003	5.8	5.8	50.6	50.6
	AN150140	Social & Community Services Award	13.4	9.5	63.5	54.0
	AP796561	Social and Community Services - Victoria - Award 2000	28.6	14.3	180.2	111.0
	AP808334	Social and Community Services (ACT) Award 2001	13.4	9.5	42.9	32.0
	AP815319	Social and Community Services - Western Australia Award 2002	7.6	7.6	210.5	210.5
	AP817216	Social and Community Services Industry - Community Services Workers - Northern Territory Award 2002	15.2	10.7	727.3	721.5
	RA140400	Queensland Community Services and Crisis Assistance Award - State 2008	17.3	9.6	132.8	86.1
<p>Note that this counts projects only if they reported the distribution of FTE project staff across awards. Note also that this breakdown of award usage by departmental program stream provides less reliable results than estimates of award usage which are not broken down by departmental program stream (Table 22), because of small numbers of responses within each category. It should be interpreted with a high degree of caution.</p>						