



COMMUNITY SERVICES

AUSTRALIA

EMBARGO: 11.30AM (CANBERRA TIME) FRI 27 JULY 2001

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- For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Graham Boxsell on Canberra 02 6252 5633.

NOTES

INTRODUCTION

This publication presents results, in respect of the 1999–2000 financial year, from an Australian Bureau of Statistics (ABS) survey of businesses and other public and private sector organisations involved in the provision of community services. It is the second ABS survey of community services businesses and organisations with the previous collection being conducted in respect of 1995–96.

DATA VIEWS

There are two types of statistics presented in this publication:

- a community services activity view as shown in tables 2.1 to 2.9. In these tables, the expenditure of businesses and organisations in scope of the survey has been dissected into the various community services activities undertaken by each organisation. These data are classified according to the National Classification of Community Services (NCCS) (refer to Glossary). Tables 2.8 and 2.9 present the community services activities of government organisations.
- a community services industry view as shown in tables 3.1 to 7.4 which present data for those organisations within the scope of the survey whose predominant activity is the provision of community services. These data are classified according to the Australian and New Zealand Standard Industrial Classification (ANZSIC) class of the organisation.

COMMENTS ON THIS PUBLICATION

The ABS welcomes comments and suggestions from users recommending industries and data items for inclusion in future surveys. These comments should be addressed to the Director, Service Industries Surveys, Australian Bureau of Statistics, PO Box 10, Belconnen ACT 2616.

ROUNDING

Where figures have been rounded discrepancies may occur between the sum of component items and the total.



ABBREVIATIONS

ABS	Australian Bureau of Statistics
ANZSIC	Australian and New Zealand Standard Industrial Classification
NCCS	National Classification of Community Services
RSE	Relative standard error

Dennis Trewin
Australian Statistician

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INTRODUCTION

This publication presents results, in respect of the 1999–2000 financial year, from an Australian Bureau of Statistics (ABS) survey of employing businesses and other public and private sector organisations involved in the provision of community services.

The scope of the survey was all employing businesses and organisations providing community services including personal and social support, financial and material assistance, job placement and support for persons with disabilities, child care, accommodation for the aged and other residential and non-residential care in both the government and non-government sectors.

These businesses were classified to the following classes of the Australian and New Zealand Standard Industrial Classification (ANZSIC):

- 8613 NURSING HOMES;
- 8710 CHILD CARE SERVICES;
- 8721 ACCOMMODATION FOR THE AGED;
- 8722 RESIDENTIAL CARE SERVICES N.E.C.;
- 8729 NON-RESIDENTIAL CARE SERVICES N.E.C.;
- 7861 EMPLOYMENT PLACEMENT SERVICES (only organisations supporting persons with disabilities);
- 9629 INTEREST GROUPS N.E.C. (only organisations involved in community service advocacy services); and
- 8111–8113 GOVERNMENT ADMINISTRATION (only government organisations responsible for funding community services or being directly involved in the provision of community services).

For further detail of the types of businesses and organisations included in the scope of the survey see paragraph 2 of the Explanatory notes.

SIZE OF THE SECTOR

At the end of June 2000, there were 9,287 employing businesses and organisations involved in the provision of community services within the scope of the survey, which was a 15% increase on the number of employing community services businesses and organisations at the end of June 1996.

The 9,287 businesses and organisations comprised 2,800 'for profit' organisations, 5,938 'not for profit' organisations and 548 government organisations. While the number of government organisations has virtually remained the same since June 1996, the number of 'for profit' and 'not for profit' organisations have increased by 32% and 10% respectively.

Of the total of 9,287 organisations, there were 8,355 businesses and organisations classified to community services industries (i.e. their main activity was the provision of community services and was covered by ANZSIC Classes 8613–8729 above). In terms of number of organisations, the community services industries were dominated by child

SIZE OF THE SECTOR

continued

care (3,575 organisations) and non-residential care services (2,452 organisations), which accounted for 43% and 29% respectively of the number of organisations in the community services industries. The remaining community services industries included nursing homes (793 organisations), accommodation for the aged (690 organisations) and other residential care services (845 organisations).

Organisations in the child care and nursing homes industries were predominantly 'for profit' with 56% and 57% of these organisations being in this sector. In comparison 98% of organisations in the non-residential care industry were 'not for profit'.

There were a further 932 organisations included in the scope of the survey comprising 548 government organisations and 384 other organisations carrying out community services activities.

The remaining chapters of this publication present data for these organisations in respect of their total community services activities (tables 2.1 to 2.9) and the five separate community service industries (tables 3.1 to 7.4).

1.1**BUSINESSES/ORGANISATIONS WITH COMMUNITY SERVICES ACTIVITIES**

	<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Total</i>
	no.	no.	no.
.....			
Community services industries			
Nursing homes	452	341	793
Child care	2 002	1 573	3 575
Accommodation for the aged	164	526	690
Residential care services n.e.c.	126	719	845
Non-residential care services n.e.c.	51	2 400	2 452
<i>Total</i>	2 795	5 559	8 355
Other industries	**5	379	384
<i>Total non-government sector</i>	2 800	5 938	8 739
Government organisations	548
Total	9 287

.....

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

.. not applicable

INTRODUCTION

This section of the publication presents data in respect of community services activities of in-scope organisations, particularly relating to their community services expenditure. This expenditure is classified by the National Classification of Community Services (NCCS) (refer to the Glossary for more detail), which includes detailed categories for direct community services expenditure and community services related activities. Estimates of this expenditure are presented by type of organisation (tables 2.1 to 2.4), State and Territories (tables 2.5 to 2.6), capital cities and other areas (table 2.7) and government involvement (tables 2.8 and 2.9).

While respondents to the survey were generally able to provide dissections of their expenditure, a number of respondents did not maintain detailed records on this basis. Thus users of these data should do so with care as there is an increased likelihood of inaccuracies in allocating expenditure and output measures, particularly for the fine level dissections.

For the 1999–2000 survey, respondents have provided data for distinct core community services activities. Community services activities which were incidental or ancillary to a core activity were included in that core activity. For example, expenditure on respite care which was part of the provision of intensive residential care was consolidated in intensive residential care. For the 1995–96 survey, respondents were not asked to provide data for distinct core activities. For comparability with 1999–2000 data, the 1995–96 data have been revised to reflect distinct core activity.

COMMUNITY SERVICES EXPENDITURE

In total, there was \$12,643 million expended on community services and community services related activities during 1999–2000. This expenditure was a 32% increase since 1995–96, and comprised \$10,748 million of direct community service expenditure and \$1,895 million expenditure on community service related activities.

The total expenditure comprised \$2,111 million by 'for profit' organisations, \$7,086 million by 'not for profit' organisations and \$3,445 million by government organisations.

While the direct community service expenditure by these organisations increased by 28% since 1995–96, the increases were different by sector with the expenditure by 'for profit' organisations increasing by 16%, 'not for profit' organisations by 47% and government organisations by 6%.

PERSONAL AND SOCIAL SUPPORT

The NCCS category of personal and social support comprises information advice and referral, individual and family support, independent and community living support and support in the home. The total expenditure on personal and social support for 1999–2000 was \$2,170 million which accounted for 20% of all direct community service expenditure and represented a 49% increase since 1995–96.

PERSONAL AND SOCIAL
SUPPORT *continued*

Expenditure on personal and social support was mainly by 'not for profit' organisations (\$1,300 million) and government organisations (\$821 million) with 'for profit' organisations expending only \$50 million on this activity.

The main components of this expenditure were \$715 million for individual and family support (33% of the total personal and social support expenditure), \$714 million for support in the home (33% of the total), \$428 million for independent and community living support (20% of the total) and \$313 million for information, advice and referral (14% of the total).

The majority of expenditure on individual and family support was by 'not for profit' organisations, which accounted for 66% of its expenditure. In 1995–96, expenditure on individual and family support was 50% by 'not for profit' organisations and 49% by government organisations. While government organisations continue to account for the majority (51%) of expenditure on support in the home, this proportion has decreased from 75% in 1995–96 with 'not for profit' organisations now accounting for a greater share of this type of expenditure.

In terms of output measures, there were 7.6 million contacts reported for information, advice and referral during 1999–2000, which was a 28% increase on the number of contacts reported for 1995–96. On average, the cost per contact for information advice and referral was \$41. The large majority of these contacts were carried out by 'not for profit' organisations (84%) with most of the remainder requiring the involvement of government organisations.

During 1999–2000, there were 3.7 million cases reported for individual and family support which averaged \$195 expenditure per case, 1.9 million cases for independent and community living support (excluding recreation and leisure activities and community transport) and 2 million clients for support in the home at \$363 per client for the 12 month period.

CHILD CARE

During 1999–2000, the expenditure on child care by organisations in-scope of the survey was \$1,156 million which represented a 17% increase since 1995–96. Private sector organisations had considerable expenditure on child care activities with \$587 million (51% of child care expenditure) by 'for profit' organisations and \$413 million (36% of child care expenditure) by 'not for profit' organisations. The remainder of expenditure on child care was \$157 million by government organisations.

Child care includes centre based day care, family day care, occasional care, before and after school care and vacation care. By far the highest category of expenditure was centre based day care with \$966 million, which accounted for 84% of all child care expenditure. Since 1995–96, the expenditure on centre based day care has increased by 33%. 'For profit' organisations were heavily involved in centre based day care during 1999–2000 accounting for 59% (\$568 million) of all centre based day care expenditure. The concentration of 'for profit' organisations in this activity has increased from 49% of expenditure in 1995–96.

Other expenditure on child care activity included \$72 million on before and after school care, \$33 million on occasional care, \$27 million on vacation care and \$16 million on

CHILD CARE *continued*

other child care. The majority (74%) of expenditure on non-centre based day care was carried out by 'not for profit' organisations.

The average number of children per day attending centre based day care during 1999–2000 was 140,000, which comprised 97,600 children per day in 'for profit' organisations, 29,700 in 'not for profit' organisations and 12,800 in government organisations. The number of children attending centre based care has increased by 36% since 1995–96. On average, the annual expenditure per child in centre based care was \$6,900.

Other child care categories included 11,100 children per day at family day care at an average expenditure of \$3,800 for each child, 7,200 children in occasional day care at an average expenditure of \$4,600 for each child, 35,800 children in before and after school care at an average expenditure of \$2,000 for each child, and 23,200 children in vacation care at an average expenditure of \$1,200 for each child for the year.

RESIDENTIAL CARE

The category with the largest direct community service expenditure during 1999–2000 was residential care activities with \$6,058 million, which represented 56% of all direct community service expenditure. Since 1995–96, expenditure on residential care has increased by 25%. All three types of organisations were involved in residential care with 'for profit' organisations expending \$1,451 million, 'not for profit' organisations expending \$3,570 million and government organisations expending \$1,036 million on residential care.

The main components of residential care expenditure were \$3,294 million for intensive residential care and \$1,543 million for hostel care, which represented 54% and 25% respectively of total residential care expenditure. Other components of expenditure on residential care included \$211 million for crisis accommodation, \$138 million for residential respite care, \$113 million for transitional accommodation, \$66 million for residential rehabilitation and \$693 million for other residential care.

Expenditure on intensive residential care and hostel care have increased by 15% and 39% since 1995–96 and reflects an operational change in these types of activities over the past few years. While expenditure on intensive residential care by 'for profit' organisations (\$1,277 million) was virtually unchanged since 1995–96, the expenditure by 'not for profit' organisations on intensive residential care (\$1,529 million) has increased by 36%. In comparison, direct expenditure by government organisations on intensive residential care increased by only 4% to \$488 million.

The main contribution to the \$1,543 million expenditure on hostel care was attributable to 'not for profit' organisations, which accounted for 86% of this expenditure. A large proportion (89%) of expenditure on hostel care was for aged persons with the remaining expenditure being for persons with disabilities. Similarly, 87% of expenditure on intensive residential care was for aged persons.

During 1999–2000, there were, on average, 72,600 residents per day in intensive residential care, which resulted in an average annual expenditure of \$45,400 per resident. The corresponding estimates in 1995–96 were 72,200 residents per day at an average annual expenditure of \$39,800. Other average annual expenditure estimates per resident

RESIDENTIAL CARE

continued

in 1999–2000 were \$28,100 for residential rehabilitation, \$23,100 for hostel care and \$21,300 for residential respite care.

OTHER DIRECT
COMMUNITY SERVICES
EXPENDITURE

Other direct community service expenditure included \$499 million for training and employment for persons with disabilities, \$246 million for juvenile and disability corrective services, \$233 million for statutory protection and placement, \$190 million for foster care placement, \$142 million for financial and material assistance, \$34 million for other accommodation placement and support and \$20 million for other direct community services activities.

There was virtually no expenditure on these activities by 'for profit' organisations with 'not for profit' organisations being heavily involved in training and employment (100% of expenditure), financial and material assistance (83% of expenditure) and other accommodation placement and support (68% of expenditure). In comparison, government organisations were heavily involved in juvenile and disability corrective services (96% of expenditure), statutory protection and placement (94% of expenditure) and foster care placement (71% of expenditure).

In terms of output measures during 1999–2000, there were 1,749,100 cases for financial and material assistance, 44,000 clients for employment job placement and support, 17,400 supported disabled employees per day and 57,800 foster care placements. In addition, there were 139,800 cases for statutory protection and placement and 37,000 placements for juvenile and disability corrective services.

COMMUNITY SERVICES
RELATED EXPENDITURE

During 1999–2000, there was expenditure of \$1,895 million on community services related activities (i.e. non-direct services) by in-scope organisations which represented 15% of the total community services expenditure. Over half (57%) of this expenditure was accounted for by 'not for profit' organisations, with government organisations accounting for most of the remaining expenditure.

The main components of this expenditure were service delivery development and support provided to other organisations (\$324 million), social planning and social policy development (\$296 million), activities for overseas purposes, including payments made to overseas organisations for community services purposes (\$273 million), welfare fundraising associated with opportunity shops and other fundraising (\$268 million), government administration of funding and monitoring, licensing and regulating of service providers (\$263 million) and community and community group development and support (\$201 million).

Users comparing these data with data from 1995–96 should do so with care as it is suspected that some community services related expenditure was under-reported in 1995–96.

GEOGRAPHIC DIMENSION

Generally, the total direct community services expenditure of \$10,748 million in 1999–2000 was outlaid by the States and Territories in a manner broadly similar to their shares of the estimated resident population of Australia. While 56% of direct community services expenditure was accounted for by 'not for profit' organisations, this proportion was particularly pronounced in Northern Territory (77% of expenditure was by 'not for profit' organisations), Tasmania (74%) and the Australian Capital Territory (70%).

GEOGRAPHIC DIMENSION

continued

Conversely, while 'for profit' organisations accounted for 20% of direct community services expenditure overall, the proportions in Victoria and New South Wales, were 23% and 21% respectively.

While the State and Territory shares of the total direct community service expenditure were in proportion to their respective populations at June 2000, the proportion of expenditure by type of community services activity varied across States and Territories. New South Wales' proportion of the Australian population was 34%, but its proportion of expenditure on personal and social support was 28%, on child care was 36% and on residential care was 36%. By comparison, Victoria's proportion of the Australian population was 25% and its expenditure on personal and social support, child care and residential care was much more even at 25%, 23% and 23% respectively.

Community service organisations in Queensland accounted for proportionally more expenditure on child care (23%) than Queensland's share of the Australian population (19%). Queensland's proportion of expenditure on personal and social support was 21% and on residential care was 17%. While South Australia's and Western Australia's proportions of expenditure on residential care were each 9%, their expenditure on personal and social support was 10% and 12% respectively with child care expenditure being 5% and 8% respectively. South Australia's share of the Australian population is 8% and Western Australia's is 10%.

Of the direct community service expenditure of \$10,748 million, 63% was accounted for by expenditure in capital cities and suburbs and 37% by expenditure in other areas of Australia. By way of comparison, 61% of the Australian population resides in capital cities and suburbs and 39% in other areas. However, these proportions differed by type of organisation and type of community service activity. 'For profit' organisations had a much higher proportion of expenditure in capital cities and suburbs at 74%. Conversely, for government organisations 59% of expenditure was in capital cities and suburbs and 41% of expenditure was in other areas.

Direct expenditure on child care was proportionally higher in capital cities and suburbs, accounting for 71% of the expenditure. In comparison, 60% of expenditure on personal and social support was made in capital cities and 40% in other areas.

EMPLOYMENT

At the end of June 2000, there were 341,447 employees working for community service organisations in scope of this survey, which was a 7% increase since June 1996. The majority (81%) of employees worked directly on community service provision. In addition, there were 299,413 volunteers working at some time during June 2000 on community services activities, which was a 25% increase since June 1996.

In terms of employees and volunteers, 'not for profit' organisations accounted for the greater proportion with 64% of employees and 93% of volunteers.

GOVERNMENT
INVOLVEMENT IN
COMMUNITY SERVICES

The involvement of government in the provision of community services is significant.

Such involvement includes:

- a) direct community service provision to clients,
- b) funding of private sector community service organisations and other government organisations to provide community services, and
- c) undertaking community service related activities such as social planning and social policy development.

At the end of June 2000, there were 46 Federal and State/Territory government organisations identified as being significantly involved in community services activities. A further 502 local government organisations were involved in direct community service provision.

In total, there were 59,246 employees carrying out community services activities in these government organisations, with 41,872 employed by Federal and State/Territory government organisations and 17,374 employed by local government organisations. The large majority of these employees (49,023 or 83%) worked directly on community service provision with the remaining employees (10,223) working on activities such as social planning and policy development, administration of funding, licensing and regulating of service providers, and service delivery development and support. In addition, local government organisations had the support of 17,954 volunteers during June 2000.

During 1999–2000, government organisations in this survey had total expenditure relating to community services of \$10,317 million. Government organisations received \$250 million in income from the provision of community services resulting in a net outlay of \$10,068 million.

Government organisations outlaid \$2,640 million on direct community service provision, of which the major components were residential care (\$1,036 million) and personal and social support (\$821 million). In addition, government organisations had \$806 million expenditure on community services related activities. However, the major item of expenditure for government organisations was payments to other organisations for community service needs. This expenditure for 1999–2000 was \$6,872 million consisting of \$6,391 million paid to 'for profit' and 'not for profit' private sector organisations and \$481 million paid to other government organisations (net of inter-agency transfers). This funding of private organisations has increased by 29% since 1995–96.

Some organisations receiving government funding were not included in this survey as community services activities were not significant for the organisation (e.g. government organisations such as transport authorities for concessions and housing authorities for emergency housing activities).

Specifically, this point is illustrated by the difference between government outlays and funding received by private sector organisations. As shown in table 3.1 of this publication, private sector organisations whose main activity is the provision of community services, received government funding income of \$5,522 million. The \$869 million difference from government funding of \$6,391 million was generally accounted for by payments to organisations which were out of scope of this collection. The largest component was \$307 million of Residential Care Subsidy, which was paid to non-community services organisations such as hospitals and allied health organisations.

GOVERNMENT
INVOLVEMENT IN
COMMUNITY SERVICES
continued

Other significant funding payments to out of scope organisations included Commonwealth/State Disability Agreement funding of \$180 million paid to organisations providing community nursing services, \$176 million in Child Care Assistance paid to educational organisations such as primary and secondary schools and corporations providing child care in-house, and Home and Community Care Program funding of \$148 million, also paid to organisations providing community nursing services.

2.1 KEY AGGREGATES

		FOR PROFIT ORGANISATIONS		NOT FOR PROFIT ORGANISATIONS	
		1995-96	1999-2000	1995-96	1999-2000
Businesses/organisations providing community services at end June	no.	2 115	2 800	5 403	5 938
Employment at end June					
Direct community services provision	no.	56 445	60 082	114 660	168 161
Other	no.	14 020	4 281	65 981	49 677
<i>Total</i>	no.	70 465	64 363	180 641	217 838
Volunteers for the month of June	no.	3 926	3 111	212 916	278 347
Expenditure on direct community services activities					
Community services activities					
Personal and social support	\$m	24.9	50.1	625.1	1 299.5
Child care	\$m	370.0	586.5	392.0	412.6
Training and employment for persons with disabilities	\$m	*0.2	**1.5	373.7	496.9
Financial and material assistance	\$m	**0.1	—	102.1	117.0
Residential care and accommodation placement	\$m	1 402.7	1 450.9	2 535.5	3 593.6
Foster care placement	\$m	—	—	30.1	55.6
Statutory protection and placement	\$m	—	—	10.8	14.0
Juvenile and disability corrective services	\$m	—	—	6.1	10.7
Other direct community services activities	\$m	13.6	9.4	15.1	10.1
<i>Total</i>	\$m	1 811.5	2 098.3	4 090.6	6 010.2
Community services related activities	\$m	51.0	13.0	899.7	1 076.0
<i>Total</i>	\$m	1 862.5	2 111.3	4 990.3	7 086.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution

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

— nil or rounded to zero (including null cells)

2.1 KEY AGGREGATES *continued*

		GOVERNMENT ORGANISATIONS		TOTAL		Per-centage change
		1995-96	1999-2000	1995-96	1999-2000	
Businesses/organisations providing community services at end June	no.	540	548	8 058	9 287	15.3
Employment at end June						
Direct community services provision	no.	52 058	49 023	223 164	277 266	24.2
Other	no.	16 023	10 223	96 025	64 181	-33.2
Total	no.	68 082	59 246	319 188	341 447	7.0
Volunteers for the month of June	no.	22 018	17 954	238 860	299 413	25.4
Expenditure on direct community services activities						
Community services activities						
Personal and social support	\$m	806.2	820.8	1 456.2	2 170.4	49.0
Child care	\$m	229.0	157.2	991.0	1 156.3	16.7
Training and employment for persons with disabilities	\$m	0.2	—	374.1	498.5	33.3
Financial and material assistance	\$m	44.4	24.6	146.6	141.6	-3.4
Residential care and accommodation placement	\$m	950.8	1 047.3	4 889.1	6 091.8	24.6
Foster care placement	\$m	82.4	134.2	112.5	189.9	68.8
Statutory protection and placement	\$m	185.3	218.8	196.2	232.8	18.7
Juvenile and disability corrective services	\$m	185.6	235.7	191.7	246.4	28.5
Other direct community services activities	\$m	4.9	0.9	33.6	20.4	-39.3
Total	\$m	2 488.8	2 639.5	8 390.8	10 748.1	28.1
Community services related activities	\$m	258.3	805.7	1 209.0	1 894.6	56.7
Total	\$m	2 747.1	3 445.2	9 599.9	12 642.7	31.7

— nil or rounded to zero (including null cells)

2.2

EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES

	<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Government organisations</i>	<i>Total</i>
	\$m	\$m	\$m	\$m
Personal and social support				
Information, advice and referral	—	175.3	137.3	312.6
Individual and family support	*3.9	474.9	236.5	715.3
Independent and community living support	8.8	338.5	81.0	428.3
Support in the home	37.3	310.9	365.9	714.1
<i>Total</i>	50.1	1 299.5	820.8	2 170.4
Child care				
Centre-based day care	568.1	272.5	125.7	966.2
Family day care	np	40.6	np	42.3
Occasional child care	1.5	22.8	9.1	33.3
Before and after school hours care	12.0	48.0	11.5	71.5
Vacation care	*3.7	13.1	10.0	26.8
Other child care	np	15.6	np	16.2
<i>Total</i>	586.5	412.6	157.2	1 156.3
Training and employment for persons with disabilities				
Pre-vocational/vocational training	—	38.5	—	38.5
Employment job placement and support	**1.5	124.9	—	126.4
Supported employment/business services	—	333.5	—	333.5
<i>Total</i>	**1.5	496.9	—	498.5
Financial and material assistance	—	117.0	24.6	141.6
Residential care				
Transitional accommodation	**0.6	107.4	5.2	113.2
Crisis accommodation	np	206.4	np	211.0
Intensive residential care				
For aged persons	1 267.6	1 427.2	158.3	2 853.1
For persons with disabilities	**9.5	101.4	329.5	440.3
<i>Total</i>	1 277.1	1 528.6	487.7	3 293.5
Hostel care				
For aged persons	114.0	1 205.3	54.2	1 373.5
For persons with disabilities	4.3	116.5	48.1	168.9
<i>Total</i>	118.4	1 321.8	102.3	1 542.5
Residential respite care				
For aged persons	12.2	11.5	5.3	28.9
For persons with disabilities	np	31.9	np	80.6
For other persons	np	8.4	np	28.8
<i>Total</i>	13.3	51.8	73.3	138.4
Residential rehabilitation	np	46.6	np	66.4

— nil or rounded to zero (including null cells)

* estimate has a relative standard error of between 25% and 50% and should be used with caution

np not available for publication but included in totals where applicable, unless otherwise indicated

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

2.2EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES *continued*

	<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Government organisations</i>	<i>Total</i>
	\$m	\$m	\$m	\$m
<i>Residential care cont.</i>				
Other residential care				
For aged persons	17.3	28.4	11.0	56.7
For persons with disabilities	10.1	203.1	252.8	466.0
For other persons	*0.7	76.1	93.1	170.0
<i>Total</i>	28.1	307.6	356.9	692.6
<i>Total residential care</i>	1 450.9	3 570.3	1 036.4	6 057.6
Foster care placement	—	55.6	134.2	189.9
Accommodation placement and support	—	23.4	10.9	34.3
Statutory protection and placement	—	14.0	218.8	232.8
Juvenile and disability corrective services	—	10.7	235.7	246.4
Other direct community services	9.4	10.1	0.9	20.4
Total	2 098.3	6 010.2	2 639.5	10 748.1

* estimate has a relative standard error of between 25% and 50% and should be used with caution

— nil or rounded to zero (including null cells)

2.3 EXPENDITURE ON COMMUNITY SERVICES RELATED ACTIVITIES

	<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Government organisations</i>	<i>Total</i>
	\$m	\$m	\$m	\$m
Policy, community and service development and support				
Service delivery development and support provided to other organisations	—	137.3	186.7	324.0
Community and community group development and support	—	100.2	100.8	201.0
Social planning, social action and group advocacy				
Social planning and social policy development	—	41.1	254.8	295.9
Group advocacy and social action	—	30.3	—	30.3
Welfare fundraising(a)	0.3	268.1	—	268.4
<i>Total</i>	0.3	339.6	254.8	594.7
<i>Total</i>	0.3	577.1	542.3	1 119.6
Government administration of funding and monitoring, licensing and regulating of service providers	—	—	263.4	263.4
Activities for overseas purposes (including payments made to overseas organisations and associated fundraising)	—	272.9	—	272.9
Retirement village self care units	12.7	157.2	—	169.8
Other community services related activities	—	68.9	—	68.9
Total	13.0	1 076.0	805.7	1 894.6

— nil or rounded to zero (including null cells)

(a) Includes costs of operating opportunity shops and other fundraising sales. Opportunity shop expenditure was included in Business Activities in 1995–96 .

2.4 OUTPUT MEASURES FOR DIRECT COMMUNITY SERVICES ACTIVITIES

	<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Government organisations</i>	<i>Total</i>
	'000	'000	'000	'000
Information, advice and referral (no. of contacts)	**0.8	6 398.6	1 212.8	7 612.1
Individual and family support (no. of cases)	5.7	3 287.2	370.4	3 663.2
Independent and community living support (no. of cases)(a)	*2.6	860.0	1 008.5	1 871.1
Support in the home (no. of clients)(b)	25.8	1 391.1	548.1	1 965.0
Centre based day care (average no. of children per day)	97.6	29.7	12.8	140.0
Family day care (average no. of children per day)	np	10.8	np	11.1
Occasional child care (average no. of children per day)	0.4	5.3	1.5	7.2
Before and after school hours care (average no. of children per day)	4.9	26.0	5.0	35.8
Vacation care (average no. of children per day)	*1.7	12.5	9.0	23.2
Other child care (average no. of children per day)	*0.1	4.0	*0.1	4.2
Pre-vocational/vocational training (no. of trainees)	—	9.6	—	9.6
Employment job placement and support (no. of clients)	**0.9	43.1	—	44.0
Supported employment/business services (average no. of supported disabled employees per day)	—	17.4	—	17.4
Financial and material assistance (no. of cases)	—	np	np	1 749.1
Transitional accommodation (no. of bed nights)(c)	**0.1	2 502.8	84.2	2 587.2
Crisis accommodation (no. of bed nights)(c)	**6.1	2 731.2	*59.2	2 796.5
Intensive residential care (average no. of residents per day)	31.8	34.1	6.6	72.6
Hostel care (average no. of residents per day)	8.3	55.6	2.8	66.8
Residential respite care (average no. of occupants per day)	*0.8	4.1	1.6	6.5
Residential rehabilitation (average no. of residents per day)	np	1.9	np	2.4
Other residential care (average no. of residents per day)	2.6	14.9	5.1	22.6
Foster care placement (no. of placements)	—	27.5	30.3	57.8
Accommodation placement and support (no. of placements)	—	*44.0	np	np
Statutory protection and placement (no. of cases)	—	*9.2	130.6	139.8
Juvenile and disability corrective services (no. of cases)	—	4.5	32.5	37.0

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

* estimate has a relative standard error of between 25% and 50% and should be used with caution

np not available for publication but included in totals where applicable, unless otherwise indicated

— nil or rounded to zero (including null cells)

(a) Excludes recreation and leisure activities and community transport.

(b) For 1995–96 the output measure was number of cases.

(c) For 1995–96 the output measure was total number accommodated.

2.5 EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES, By State and Territory, and type of organisation

		NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
FOR PROFIT ORGANISATIONS										
Number of organisations(a)	no.	1 029	817	497	158	247	24	14	23	2 800
Expenditure on direct community services activities	\$m	791.0	591.8	370.7	120.1	180.7	18.8	3.3	21.9	2 098.3
Proportion of State total	%	21.4	23.4	19.0	12.5	17.6	5.9	3.5	12.7	19.5
NOT FOR PROFIT ORGANISATIONS										
Number of organisations(a)	no.	1 952	1 187	1 318	450	563	263	122	126	5 938
Expenditure on direct community services activities	\$m	1 942.5	1 335.6	1 131.1	585.8	587.0	235.5	72.4	120.3	6 010.2
Proportion of State total	%	52.5	52.8	58.0	61.0	57.3	74.0	77.4	69.5	55.9
GOVERNMENT ORGANISATIONS										
Number of organisations(a)	no.	176	79	73	57	84	30	43	7	548
Expenditure on direct community services activities	\$m	965.7	602.6	447.2	254.0	257.3	64.1	17.7	31.0	2 639.5
Proportion of State total	%	26.1	23.8	22.9	26.5	25.1	20.1	18.9	17.9	24.6
TOTAL										
Number of organisations(a)	no.	3 156	2 083	1 888	665	894	317	179	156	9 287
Expenditure on direct community services activities	\$m	3 699.2	2 530.0	1 948.9	959.9	1 025.1	318.4	93.5	173.1	10 748.1
Proportion of State total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Multi-State organisations are counted in each State in which they operate. Hence, the counts of organisations for States and Territories do not sum to the total for Australia.

2.6 EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES, By State and Territory

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Personal and social support									
Information, advice and referral	43.3	76.5	62.0	76.9	36.4	5.4	6.8	5.1	312.6
Individual and family support	184.0	132.9	169.9	61.0	123.1	16.7	9.9	17.9	715.3
Independent and community living support	140.5	114.5	58.3	34.4	58.7	11.2	4.4	6.3	428.3
Support in the home	237.3	209.3	163.0	36.6	35.6	22.5	3.9	5.9	714.1
<i>Total</i>	<i>605.1</i>	<i>533.3</i>	<i>453.2</i>	<i>208.9</i>	<i>253.9</i>	<i>55.9</i>	<i>25.0</i>	<i>35.2</i>	<i>2 170.4</i>
Child care									
Centre-based day care	347.4	230.3	222.3	44.3	78.2	10.5	14.3	18.8	966.2
Family day care	6.3	*9.1	*14.0	—	*3.0	—	1.5	8.2	42.3
Occasional child care	11.1	7.4	5.2	*0.2	4.4	0.6	0.4	3.9	33.3
Before and after school hours care	31.6	9.9	14.2	6.0	5.2	0.9	0.7	3.0	71.5
Vacation care	10.4	np	5.2	2.0	np	0.4	0.4	0.4	26.8
Other child care	*8.5	np	2.8	*0.1	np	0.3	0.2	1.0	16.2
<i>Total</i>	<i>415.3</i>	<i>265.1</i>	<i>263.7</i>	<i>52.6</i>	<i>93.8</i>	<i>12.8</i>	<i>17.4</i>	<i>35.5</i>	<i>1 156.3</i>
Training and employment for persons with disabilities									
Pre-vocational/vocational training	10.8	21.8	2.6	1.2	1.2	—	np	np	38.5
Employment job placement and support	29.8	49.3	23.0	8.7	9.7	*2.9	0.4	*2.5	126.4
Supported employment/business services	117.2	64.6	42.6	57.8	32.7	12.2	np	np	333.5
<i>Total</i>	<i>157.8</i>	<i>135.8</i>	<i>68.2</i>	<i>67.7</i>	<i>43.6</i>	<i>15.1</i>	<i>1.8</i>	<i>8.4</i>	<i>498.5</i>
Financial and material assistance									
	56.4	24.8	13.8	24.8	11.0	*6.7	np	np	141.6
Residential care									
Transitional accommodation	26.3	34.9	17.4	*11.3	*13.6	*2.2	5.5	2.1	113.2
Crisis accommodation	78.6	22.0	61.6	12.4	*24.6	*4.7	3.3	3.8	211.0
Intensive residential care									
For aged persons	1 159.8	551.6	491.1	247.7	246.6	117.2	np	np	2 853.1
For persons with disabilities	206.6	99.6	49.5	np	12.4	17.3	—	np	440.3
<i>Total</i>	<i>1 366.4</i>	<i>651.1</i>	<i>540.6</i>	<i>np</i>	<i>259.0</i>	<i>134.5</i>	<i>np</i>	<i>28.8</i>	<i>3 293.5</i>
Hostel care									
For aged persons	425.9	332.3	291.7	136.9	134.5	31.1	np	np	1 373.5
For persons with disabilities	38.6	32.5	*13.2	10.8	56.0	9.5	np	np	168.9
<i>Total</i>	<i>464.5</i>	<i>364.8</i>	<i>304.8</i>	<i>147.7</i>	<i>190.5</i>	<i>40.6</i>	<i>*8.0</i>	<i>21.5</i>	<i>1 542.5</i>
Residential respite care									
For aged persons	*8.9	9.7	4.8	0.9	*1.6	2.6	np	np	28.9
For persons with disabilities	22.0	36.4	7.6	**2.9	np	3.5	—	np	80.6
For other persons	10.0	13.0	*1.1	0.2	np	*1.7	np	np	28.8
<i>Total</i>	<i>40.9</i>	<i>59.0</i>	<i>13.5</i>	<i>*4.1</i>	<i>8.8</i>	<i>7.8</i>	<i>1.1</i>	<i>3.3</i>	<i>138.4</i>
Residential rehabilitation									
	*10.4	27.3	7.4	12.5	*2.1	*2.8	np	np	66.4

* estimate has a relative standard error of between 25% and 50% and should be used with caution

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

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

2.6 EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES, By State and Territory *continued*

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
<i>Residential care cont.</i>									
<i>Other residential care</i>									
For aged persons	10.0	24.8	6.1	6.1	3.6	np	np	0.8	56.7
For persons with disabilities	133.6	129.5	65.8	61.4	44.9	11.3	np	np	466.0
For other persons	68.1	59.5	9.3	np	7.7	np	2.9	np	170.0
<i>Total</i>	<i>211.7</i>	<i>213.9</i>	<i>81.2</i>	<i>np</i>	<i>56.2</i>	<i>22.0</i>	<i>4.3</i>	<i>np</i>	<i>692.6</i>
<i>Total</i>	<i>2 198.6</i>	<i>1 373.0</i>	<i>1 026.4</i>	<i>573.7</i>	<i>554.9</i>	<i>214.5</i>	<i>35.2</i>	<i>81.3</i>	<i>6 057.6</i>
Foster care placement	92.4	33.8	np	np	np	2.6	—	3.8	189.9
Accommodation placement and support	7.8	16.1	**0.7	*2.1	6.1	np	0.3	np	34.3
Statutory protection and placement	np	np	np	np	np	np	np	np	232.8
Juvenile and disability corrective services	np	np	np	np	np	np	np	np	246.4
Other direct community services	6.7	8.0	4.9	*0.3	*0.4	0.1	—	—	20.4
Total	3 699.2	2 530.0	1 948.9	959.9	1 025.1	318.4	93.5	173.1	10 748.1
Of which government expenditure is:	965.7	602.6	447.2	254.0	257.3	64.1	17.7	31.0	2 639.5

np not available for publication but included in totals where applicable, unless otherwise indicated

— nil or rounded to zero (including null cells)

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

* estimate has a relative standard error of between 25% and 50% and should be used with caution

2.7 EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES, By capital cities/suburbs and other areas and type of organisation

	<i>Capital cities/ suburbs</i>		<i>Other areas</i>		<i>Total</i>	
	\$m	%	\$m	%	\$m	%
.....						
FOR PROFIT ORGANISATIONS						
Personal and social support and associated services	37.3	61.2	23.7	38.8	61.0	100.0
Child care	406.8	69.4	179.7	30.6	586.5	100.0
Residential care	1 104.8	76.1	346.2	23.9	1 450.9	100.0
Total	1 548.8	73.8	549.5	26.2	2 098.3	100.0
.....						
NOT FOR PROFIT ORGANISATIONS						
Personal and social support and associated services	1 262.8	62.3	764.5	37.7	2 027.3	100.0
Child care	293.6	71.2	119.0	28.8	412.6	100.0
Residential care	2 140.9	60.0	1 429.4	40.0	3 570.3	100.0
Total	3 697.3	61.5	2 312.9	38.5	6 010.2	100.0
.....						
GOVERNMENT ORGANISATIONS						
Personal and social support and associated services	815.4	56.4	630.5	43.6	1 445.9	100.0
Child care	123.1	78.3	34.1	21.7	157.2	100.0
Residential care	612.9	59.1	423.6	40.9	1 036.4	100.0
Total	1 551.4	58.8	1 088.2	41.2	2 639.5	100.0
.....						
TOTAL						
Personal and social support and associated services	2 115.5	59.9	1 418.7	40.1	3 534.2	100.0
Child care	823.6	71.2	332.7	28.8	1 156.3	100.0
Residential care	3 858.5	63.7	2 199.1	36.3	6 057.6	100.0
Total	6 797.5	63.2	3 950.5	36.8	10 748.1	100.0
.....						

2.8**GOVERNMENT INVOLVEMENT IN COMMUNITY SERVICES, Organisations and persons working**

	<i>Federal/ State/ Territory government</i>	<i>Local government</i>	<i>Total</i>
	no.	no.	no.
Organisations at end June 2000	46	502	548
Number of locations			
Capital cities and suburbs	1 120	1 040	2 160
Other areas	1 144	874	2 018
<i>Total</i>	2 264	1 913	4 177
Employees at end June 2000			
Direct community services provision	34 177	14 846	49 023
Other			
Social planning and policy development	1 103	na	na
Community and group development and support	578	na	na
Administration of funding and monitoring, licensing and regulating of service providers(a)	1 571	na	na
Service delivery development and support provided to other organisations	873	na	na
Other	3 570	na	na
<i>Total</i>	7 695	2 528	10 223
<i>Total</i>	41 872	17 374	59 246
Volunteers during June 2000(b)	na	17 954	na
Average hours worked by volunteers during June(b)	na	8	na
Other persons directly providing community services during June	785	6 735	7 520

na not available

(a) Included in Other for Local Government Authorities.

(b) Volunteer data were only collected for Local Government Authorities.

2.9 GOVERNMENT INVOLVEMENT IN COMMUNITY SERVICES, Community Services Expenditure

	<i>Federal/ State/ Territory government</i>	<i>Local government</i>	<i>Total</i>
	\$m	\$m	\$m
Expenditure on direct community services activities			
Personal and social support	589.7	231.0	820.8
Child care	np	np	157.2
Training and employment	—	—	—
Financial and material assistance	24.6	—	24.6
Residential care	974.5	61.9	1 036.4
Foster care placement	134.2	—	134.2
Accommodation placement and support	np	np	10.9
Statutory protection and placement	218.8	—	218.8
Juvenile and disability corrective services	235.7	—	235.7
Other direct community services activities	—	0.9	0.9
<i>Total</i>	2 189.1	450.4	2 639.5
Expenditure on community services related activities			
Social planning and social policy development	226.5	28.3	254.8
Community and community group development and support	51.3	49.5	100.8
Administration of funding and monitoring, licensing and regulating of service providers	225.8	37.6	263.4
Service delivery development and support provided to other organisations	172.1	14.6	186.7
<i>Total</i>	675.6	130.1	805.7
Funding and payments to other organisations and for self employed carers the direct provision of community services			
Private sector	6 284.6	106.1	6 390.7
Other government(a)			
Federal/State/Territory government	159.6	—	159.6
Local government	321.8	—	321.8
<i>Total</i>	481.4	—	481.4
<i>Total</i>	6 766.0	106.1	6 872.1
Total	9 630.7	686.6	10 317.3
Less income from community services provision	89.7	160.1	249.8
Net expenditure	9 540.9	526.5	10 067.5

np not available for publication but included in totals where applicable, unless otherwise indicated

— nil or rounded to zero (including null cells)

(a) Net of inter-agency transfers.

INTRODUCTION

The remaining sections of the publication present statistics based on the Australian and New Zealand Standard Industry Classification (ANZSIC). Subdivision 87 (Community Services) of ANZSIC contains the following ANZSIC classes:

- 8710 CHILD CARE SERVICES comprising businesses and organisations mainly engaged in providing child care services.
- 8721 ACCOMMODATION FOR THE AGED comprising businesses and organisations mainly engaged in providing long term care accommodation or homes for senior citizens where nursing or medical care is not provided as a major service.
- 8722 RESIDENTIAL CARE SERVICES N.E.C. comprises businesses and organisations mainly engaged in providing care accommodation or homes for disadvantaged persons where nursing or medical care is not provided as a major service. It also includes organisations providing residential corrective services for juvenile offenders.
- 8729 NON-RESIDENTIAL CARE SERVICES N.E.C. comprises businesses and organisations mainly engaged in providing other welfare services not included in other community service ANZSIC classes. This class also includes fund-raising services for welfare purposes.

In addition, to obtain a wider view of the community services industry, data for the following ANZSIC class is also included:

- 8613 NURSING HOMES comprises businesses and organisations mainly engaged in providing nursing or convalescent home facilities.

It should be noted that the industry data relates to businesses and organisations where community service activity is the main activity of the business or organisation. Thus, data for some businesses and organisations are excluded as their community service activity is a minor part of their total activity (e.g. child care facilities as part of a corporate business, nursing home facilities as part of a hospital).

SIZE OF COMMUNITY SERVICE INDUSTRIES

At the end of June 2000, there were 8,355 organisations operating in these community services industries, which represented a 16% increase in the number of organisations operating at the end of June 1996. These businesses operated from 16,519 locations with 9,503 in capital cities and suburbs and 7,017 locations in other areas.

During June 2000, there were 558,669 persons working for community services organisations in these industries, comprising 269,022 employees at the end of June, 276,333 volunteers working sometime during June 2000, and 13,314 contract persons. The main employing industries were the nursing homes industry (31% of the employees) and non-residential care services industry (29% of the employees). Of the total number of volunteers, 77% worked in the non-residential care services industry.

During 1999–2000, the total income of organisations in these industries was \$9,580 million. The major components of this income were government funding and

SIZE OF COMMUNITY
SERVICE INDUSTRIES

continued

income from direct community services provision (also referred to as fee for service income), which accounted for 58% and 24% respectively of total income. Total expenses of these community service industries was \$9,155 million, of which labour costs accounted for 64%.

The total industry value added of these industries was \$5,534 million.

The remaining chapters of this publication present detailed financial and employment estimates for each of these industries.

3.1 KEY AGGREGATES

		<i>Nursing homes</i>	<i>Child care services</i>	<i>Accommodation for the aged</i>	<i>Residential care services n.e.c.</i>	<i>Non- residential care services n.e.c.</i>	<i>Total</i>
Businesses/organisations at end June 2000	no.	793	3 575	690	845	2 452	8 355
Number of locations							
Capital cities and suburbs	no.	1 015	2 836	873	1 123	3 655	9 503
Other areas	no.	678	1 595	583	865	3 296	7 017
<i>Total</i>	no.	1 693	4 431	1 455	1 989	6 951	16 519
Employment at end June 2000							
Direct community services provision	no.	75 298	38 346	35 569	19 022	52 446	220 681
Other	no.	9 221	2 763	6 833	3 136	26 388	48 341
<i>Total</i>	no.	84 519	41 109	42 402	22 158	78 834	269 022
Volunteers during June 2000							
Direct community services provision	no.	11 523	3 987	11 406	14 363	131 685	172 964
Other	no.	4 229	7 357	5 471	6 258	80 055	103 369
<i>Total</i>	no.	15 751	11 344	16 877	20 620	211 741	276 333
Average hours worked by volunteers during June 2000	hrs.	13.8	10.1	17.6	10.6	18.0	16.9
Other persons directly providing community services during June 2000	no.	2 242	2 492	2 068	1 189	5 322	13 314
Income							
Government funding	\$m	2 195.8	463.1	878.9	568.0	1 415.9	5 521.7
Income from direct community services provision	\$m	822.7	572.8	510.2	113.5	319.2	2 338.4
Other income	\$m	157.1	24.8	171.2	116.4	1 249.9	1 719.4
<i>Total</i>	\$m	3 175.6	1 060.7	1 560.3	797.9	2 985.0	9 579.5
Expenses							
Labour costs	\$m	2 158.2	697.4	950.2	527.1	1 521.7	5 854.6
Other expenses	\$m	873.1	311.0	525.3	245.9	1 345.0	3 300.2
<i>Total</i>	\$m	3 031.3	1 008.4	1 475.5	773.0	2 866.7	9 154.9
Operating profit before tax	\$m	144.3	*52.3	84.7	*24.9	118.3	424.6
Operating profit margin	%	4.5	4.9	5.4	*3.1	4.0	4.4
Industry value added	\$m	2 351.1	778.1	1 029.8	495.4	879.5	5 533.9

* estimate has a relative standard error of between 25% and 50% and should be used with caution

CHAPTER 4

NURSING HOMES INDUSTRY

BUSINESSES AND ORGANISATIONS

At the end of June 2000, there were 793 businesses and organisations in the nursing homes industry. These businesses operated from 1,693 locations with 1,015 in capital cities and suburbs and 678 in other areas. The number of organisations has decreased by 8% since June 1996 mainly because of consolidations and amalgamations within the industry, but the number of locations has increased by 3%.

Most (57%) of these organisations were 'for profit'. The 'for profit' organisations had 79% of their locations in capital cities and suburbs. In contrast, the 341 'not for profit' organisations had 50% of their nursing homes in capital cities and suburbs and 50% in other areas.

PERSONS WORKING

At the end of June 2000, there were 84,519 employees working in the nursing homes industry. In addition, for the month of June 2000, there were 15,751 volunteers and 2,242 contract workers. While the number of employees has decreased by 15% since June 1996, the number of volunteers has increased by only 1%. While 'for profit' organisations accounted for 57% of all organisations in the nursing home industry, these organisations accounted for only 41% of employees and 3% of volunteers in the industry.

Of the 84,519 employees, 75,298 (89%) provided direct community service activities. A large majority (87%) of employees were females. The average number of employees per organisation was 76 employees in 'for profit' organisations and 147 employees in 'not for profit' organisations.

The 15,751 volunteers worked an average of 14 hours each during June 2000, compared to an average of 11 hours each during June 1996. Most (68%) of these volunteers were females.

INCOME AND EXPENSES

The total income for organisations in the nursing home industry in 1999–2000 was \$3,176 million. 'Not for profits' received 57% (\$1,815 million) of this income. The main sources of income were government funding and fee for service income which accounted for 69% and 26% respectively of total income. Since 1995–96, government funding has increased by 25% compared to a 12% decrease in fee for service income.

Other income included interest income (\$53 million), bequests (\$16 million) and other donations and fundraising income (\$22 million).

Total expenses for organisations in the nursing home industry in 1999–2000 was \$3,031 million, of which 71% was accounted for by labour costs. The average labour cost per employee for the industry was \$25,500, with the average labour cost for 'for profit' and 'not for profit' organisations being \$27,000 and \$24,500 respectively.

Other major expenses included purchase of goods and materials (\$272 million), depreciation and amortisation (\$104 million), rent, leasing and hiring expenses

INCOME AND EXPENSES <i>continued</i>	(\$59 million), payments to employment agencies for staff (\$50 million) and electricity and gas expenses (\$46 million).
PROFITABILITY	The 'for profit' nursing home organisations recorded an operating profit before tax of \$47 million which represented an operating profit margin of 3.4%. In 1995–96, the operating profit margin of 'for profit' organisations was 2.8%.
SIZE OF ORGANISATIONS	<p>Organisations with employment of 100 or more employees dominated the nursing home industry. While the 196 large organisations in this category comprised 25% of all nursing home organisations, these organisations accounted for 62% of employment, 62% of income and 71% of the operating profit/surplus for the industry. There were 238 organisations with employment between 20 and 49 persons and 305 organisations with employment between 50 and 99 persons. These organisations accounted for 12% and 24% respectively of industry income.</p> <p>In contrast there were only 53 organisations in the industry with employment of less than 20 employees. These small organisations accounted for 1% of employment, and 2% of income.</p>

4.1 KEY AGGREGATES

		FOR PROFIT ..		NOT FOR PROFIT		TOTAL		Percentage change
		1995-96	1999-2000	1995-96	1999-2000	1995-96	1999-2000	
.....								
Businesses/organisations at end June	no.	538	452	323	341	860	793	-7.8
Number of locations								
Capital cities and suburbs	no.	609	470	475	546	1 084	1 015	-6.4
Other areas	no.	137	125	428	553	565	678	20.0
Total	no.	746	595	903	1 098	1 650	1 693	2.6
Employment at end June								
Direct community services provision	no.	38 255	32 118	34 056	43 180	72 311	75 298	4.1
Other	no.	10 419	2 255	16 165	6 966	26 585	9 221	-65.3
Total(a)	no.	48 674	34 373	50 221	50 146	98 896	84 519	-14.5
Volunteers during June								
Direct community services provision	no.	*632	477	6 579	11 045	7 211	11 523	59.8
Other	no.	555	61	7 811	4 168	8 367	4 229	-49.5
Total	no.	*1 188	538	14 391	15 213	15 578	15 751	1.1
Average hours worked by volunteers during June	hrs.	8.6	12.4	11.4	13.9	11.2	13.8	23.0
Other persons directly providing community services during June	no.	na	983	na	1 259	na	2 242	—
Income								
Government funding	\$m	854.2	1 005.0	907.4	1 190.8	1 761.6	2 195.8	24.6
Income from direct community services provision	\$m	497.0	327.5	433.0	495.2	929.9	822.7	-11.5
Other income	\$m	51.5	27.6	190.1	129.5	241.7	157.1	-35.0
Total	\$m	1 402.7	1 360.2	1 530.5	1 815.4	2 933.2	3 175.6	8.3
Expenses								
Labour costs	\$m	1 004.1	929.4	1 052.4	1 228.9	2 056.5	2 158.2	4.9
Other expenses	\$m	359.5	383.6	376.7	489.5	736.3	873.1	18.6
Total	\$m	1 363.6	1 312.9	1 429.1	1 718.3	2 792.8	3 031.3	8.5
Operating profit before tax	\$m	39.1	47.3	101.4	97.1	140.4	144.3	2.8
Operating profit margin	%	2.8	3.4	6.6	5.4	4.8	4.5	..
Industry value added	\$m	na	1 034.3	na	1 316.8	na	2 351.1	na

* estimate has a relative standard error of between 25% and 50% and should be used with caution

na not available

— nil or rounded to zero (including null cells)

.. not applicable

(a) For 1999-2000 the total employment consists of 87.5% females.

4.2

INCOME

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Government funding	1 005.0	1 190.8	2 195.8	69.2
Income from direct community service provision	327.5	495.2	822.7	25.9
Income from other services	2.5	11.3	13.9	0.4
Grants/allocations from non-government sources	np	np	6.0	0.2
Bequests	np	np	16.3	0.5
Opportunity shop sales	—	*2.5	*2.5	*0.1
Other donations and fundraising	*0.1	21.7	21.9	0.7
Other sales of merchandise	np	np	2.4	0.1
Interest	6.4	46.4	52.8	1.7
Other income	17.6	23.8	41.4	1.3
Total	1 360.2	1 815.4	3 175.6	100.0

np not available for publication but included in totals where applicable, unless otherwise indicated

— nil or rounded to zero (including null cells)

* estimate has a relative standard error of between 25% and 50% and should be used with caution

4.3 EXPENSES

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Labour costs				
Wages and salaries				
Direct community services provision employees	745.0	946.7	1 691.7	56.0
Other employees	52.2	144.6	196.8	6.0
<i>Total</i>	<i>797.1</i>	<i>1 091.3</i>	<i>1 888.5</i>	<i>62.0</i>
Employer contributions into superannuation including salary sacrifice	52.0	69.2	121.1	4.0
Workers' compensation premiums/costs	42.9	58.6	101.5	3.0
Fringe benefits tax	np	np	1.8	—
Payroll tax	np	np	45.2	1.0
<i>Total</i>	<i>929.4</i>	<i>1 228.9</i>	<i>2 158.2</i>	<i>71.0</i>
Other expenses				
Purchases of goods and materials	101.7	170.4	272.2	9.0
Payments overseas for community services purposes	—	—	—	—
Payments to other organisations and self-employed contractors for the direct provision of community services	**7.7	6.7	*14.4	—
Support payments to individuals and families as clients or carers	—	1.4	1.4	—
Rent, leasing and hiring expenses	50.8	8.4	59.2	2.0
Electricity and gas charges	15.8	30.3	46.0	2.0
Land tax and land rates	6.0	6.5	12.5	—
Insurance premiums	5.3	9.6	14.9	—
Payments to employment agencies for staff	30.2	19.5	49.7	2.0
Depreciation and amortisation	17.9	85.7	103.6	3.0
Interest expenses	27.3	5.4	32.8	1.0
Other	120.7	145.6	266.3	9.0
<i>Total</i>	<i>383.6</i>	<i>489.5</i>	<i>873.1</i>	<i>29.0</i>
Total	1 312.9	1 718.3	3 031.3	100.0

np not available for publication but included in totals where applicable, unless otherwise indicated

— nil or rounded to zero (including null cells)

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

* estimate has a relative standard error of between 25% and 50% and should be used with caution

4.4

ORGANISATION SIZE

EMPLOYMENT SIZE

		0-19 persons	20-49 persons	50-99 persons	100 or more persons	Total
Businesses/organisations at end June 2000	no.	53	238	305	196	793
Proportion of total	%	6.7	30.0	38.5	24.7	100.0
Employment at end June 2000	no.	*537	9 569	22 188	52 226	84 519
Proportion of total	%	0.6	11.3	26.3	61.8	100.0
Volunteers during June 2000	no.	*110	*3 060	2 836	9 745	15 751
Proportion of total	%	0.7	19.4	18.0	61.9	100.0
Income from government funding	\$m	**49.8	280.2	569.0	1 296.7	2 195.8
Proportion of total	%	2.3	12.8	25.9	59.1	100.0
Income from direct community service program	\$m	*18.1	81.9	183.7	539.0	822.7
Proportion of total	%	2.2	10.0	22.3	65.5	100.0
Total income	\$m	**70.6	368.1	772.8	1 964.1	3 175.6
Proportion of total	%	2.2	11.6	24.3	61.9	100.0
Total expenses	\$m	**76.4	354.1	739.8	1 861.1	3 031.3
Proportion of total	%	2.5	11.7	24.4	61.4	100.0
Operating profit/surplus before tax	\$m	** -5.8	*14.0	33.1	103.0	144.3
Proportion of total	%	-4.0	9.7	22.9	71.4	100.0

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

CHAPTER 5

CHILD CARE SERVICES INDUSTRY

BUSINESSES AND ORGANISATIONS

At the end of June 2000, there were 3,575 businesses and organisations in the child care industry. These organisations operated from 4,431 locations with 2,836 locations in capital cities and suburbs and 1,595 locations in other areas. The number of businesses and locations have increased by 28% and 26% respectively since 1995–96.

Of the 3,575 organisations, 2,002 (56%) were 'for profit' organisations. This proportion of 'for profit' organisations in the child care industry has increased from 46% in 1995–96.

PERSONS WORKING

At the end of June 2000, there were 54,945 persons working in the child care industry comprising 41,109 employees at the end of June, 11,344 volunteers working sometime during June and 2,492 contract persons. The 'for profit' organisations accounted for 54% of employees, 15% of volunteers and 20% of contract workers.

A large majority (93%) of employees provided direct child care services, and 94% of employees were females.

The 11,344 volunteers worked an average of 10 hours during June 2000, with 'for profit' volunteers working an average of 19 hours and 'not for profit' volunteers working an average of 8 hours for the month.

INCOME AND EXPENSES

During 1999–2000, the total income for the child care industry was \$1,061 million, comprising \$644 million received by 'for profit' organisations and \$417 million received by 'not for profit' organisations. The main components of this income were government funding (\$463 million) and fee for service income (\$573 million) which accounted for 44% and 54% respectively of total industry income.

While total industry income has increased by 27% since 1995–96, government funding has increased by only 2% compared to fee for service income which increased by 65%.

Total expenses for the industry were \$1,008 million, of which labour costs of \$697 million accounted for 69%. The average labour cost per employee was \$17,000 per annum, which varied from \$17,700 for persons working in 'for profit' organisations to \$16,200 for persons working in 'not for profit' organisations. This average labour cost per employee reflects the high incidence (60%) of part-time and casual employees in the industry.

Other expenses of organisations in the industry included purchases of goods and materials (\$77 million), rent, leasing and hiring expenses (\$54 million), interest expenses (\$22 million), depreciation and amortisation (\$15 million) and contract payments for staff (\$11 million).

PROFITABILITY

The 'for profit' child care organisations recorded an operating profit before tax of \$47 million which represented an operating profit margin of 7.3%. This was a slight increase on the operating profit margin of 6.8% recorded in 1995–96.

SIZE OF ORGANISATIONS

Most (88%) organisations in the child care industry employed less than 20 persons with 1,246 organisations having employment between 10–19 persons, 1,198 organisations having between 5–9 persons and 712 having less than 5 persons employed.

Organisations with employment between 10–19 employees were significant in the industry, accounting for 42% of employment, 38% of volunteers, 44% of income and 36% of the operating profit/surplus of the industry. There were only 9 organisations with 100 or more employees, which accounted for 4% each of employment and industry income.

5.1 KEY AGGREGATES

		FOR PROFIT ..		NOT FOR PROFIT		TOTAL		Percentage change
		1995-96	1999-2000	1995-96	1999-2000	1995-96	1999-2000	
.....								
Businesses/organisations at end June	no.	1 290	2 002	1 515	1 573	2 805	3 575	27.5
Number of locations								
Capital cities and suburbs	no.	1 179	1 537	1 423	1 299	2 603	2 836	8.9
Other areas	no.	369	746	549	848	918	1 595	73.7
Total	no.	1 548	2 283	1 972	2 147	3 521	4 431	25.8
Employment at end June								
Direct community services provision	no.	13 720	20 661	16 809	17 685	30 530	38 346	25.6
Other	no.	2 450	1 363	3 153	1 400	5 604	2 763	-50.7
Total	no.	16 171	22 024	19 963	19 084	36 135	41 109	13.8
Volunteers during June								
Direct community services provision	no.	1 316	1 070	4 215	2 917	5 531	3 987	-27.9
Other	no.	1 107	636	12 899	6 720	14 006	7 357	-47.5
Total	no.	2 423	1 706	17 114	9 638	19 538	11 344	-41.9
Average hours worked by volunteers during June	hrs.	21.3	19.4	10.2	8.4	11.6	10.1	-13.4
Other persons directly providing community services during June	no.	**708	505	5 677	1 988	6 385	2 492	-61.0
Income								
Government funding	\$m	218.5	283.2	237.3	179.9	455.9	463.1	1.6
Income from direct community services provision	\$m	188.5	354.8	159.0	218.1	347.4	572.8	64.9
Other income	\$m	12.2	5.7	18.4	19.1	30.6	24.8	-19.0
Total	\$m	419.2	643.6	414.7	417.1	833.9	1 060.7	27.2
Expenses								
Labour costs	\$m	251.0	388.9	285.0	308.5	536.0	697.4	30.1
Other expenses	\$m	139.7	207.6	116.0	103.4	255.7	311.0	21.6
Total	\$m	390.7	596.5	401.0	411.9	791.7	1 008.4	27.4
Operating profit before tax	\$m	28.5	*47.1	13.7	*5.2	42.2	*52.3	23.9
Operating profit margin	%	6.8	*7.3	3.3	*1.3	5.1	4.9	..
Industry value added	\$m	na	476.0	na	302.1	na	778.1	na

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use .. not applicable
na not available

* estimate has a relative standard error of between 25% and 50% and should be used with caution

5.2

INCOME

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Government funding	283.2	179.9	463.1	43.7
Income from direct community service provision	354.8	218.1	572.8	53.9
Income from other services	*1.1	5.5	6.6	0.7
Grants/allocations from non-government sources	**0.1	1.9	2.0	0.2
Bequests	—	*0.1	*0.1	—
Opportunity shop sales	—	*0.3	*0.3	—
Other donations and fundraising	0.7	4.8	5.6	0.5
Other sales of merchandise	**0.1	*0.5	*0.5	*0.1
Interest	0.8	3.2	4.0	0.4
Other income	2.9	2.8	5.7	0.5
Total	643.6	417.1	1 060.7	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

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

— nil or rounded to zero (including null cells)

5.3 EXPENSES

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Labour costs				
Wages and salaries				
Direct community services provision employees	337.9	263.6	601.4	60.0
Other employees	19.5	20.1	39.6	4.0
<i>Total</i>	<i>357.3</i>	<i>283.7</i>	<i>641.0</i>	<i>64.0</i>
Employer contributions into superannuation including salary sacrifice	24.8	18.4	43.2	4.0
Workers' compensation premiums/costs	5.4	5.1	10.5	1.0
Fringe benefits tax	*0.4	0.1	*0.5	—
Payroll tax	*1.0	*1.2	*2.2	—
<i>Total</i>	<i>388.9</i>	<i>308.5</i>	<i>697.4</i>	<i>69.0</i>
Other expenses				
Purchases of goods and materials	48.4	28.6	77.0	8.0
Payments overseas for community services purposes	—	—	—	—
Payments to other organisations and self-employed contractors for the direct provision of community services	*1.2	*9.9	*11.1	1.0
Support payments to individuals and families as clients or carers	**0.7	**2.4	*3.1	—
Rent, leasing and hiring expenses	50.9	3.3	54.2	5.0
Electricity and gas charges	4.3	2.9	7.2	1.0
Land tax and land rates	4.8	0.9	5.6	1.0
Insurance premiums	6.7	3.2	10.0	1.0
Payments to employment agencies for staff	1.8	1.7	3.5	—
Depreciation and amortisation	9.8	4.6	14.5	1.0
Interest expenses	21.1	*0.3	21.5	2.0
Other	57.8	45.5	103.2	10.0
<i>Total</i>	<i>207.6</i>	<i>103.4</i>	<i>311.0</i>	<i>31.0</i>
Total	596.5	411.9	1 008.4	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

— nil or rounded to zero (including null cells)

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

5.4

ORGANISATION SIZE

EMPLOYMENT SIZE

		0-4 persons	5-9 persons	10-19 persons	20-99 persons	100 or more persons	Total
Businesses/organisations at end June 2000	no.	712	1 198	1 246	409	9	3 575
Proportion of total	%	19.9	33.5	34.9	11.4	0.3	100.0
Employment at end June 2000	no.	1 978	8 092	17 133	12 183	1 723	41 109
Proportion of total	%	4.8	19.7	41.7	29.6	4.2	100.0
Volunteers during June 2000	no.	1 262	2 671	4 256	2 877	277	11 344
Proportion of total	%	11.1	23.5	37.5	25.4	2.4	100.0
Income from government funding	\$m	28.1	97.6	198.5	116.8	22.0	463.1
Proportion of total	%	6.1	21.1	42.9	25.2	4.8	100.0
Income from direct community service provision	\$m	26.3	110.7	257.9	157.6	20.4	572.8
Proportion of total	%	4.6	19.3	45.0	27.5	3.6	100.0
Total income	\$m	55.8	212.8	463.4	282.1	46.5	1 060.7
Proportion of total	%	5.3	20.1	43.7	26.6	4.4	100.0
Total expenses	\$m	48.9	188.9	444.7	279.5	46.4	1 008.4
Proportion of total	%	4.8	18.7	44.1	27.7	4.6	100.0
Operating profit/surplus before tax	\$m	**7.0	*23.9	18.7	**2.7	0.1	*52.3
Proportion of total	%	13.4	45.7	35.8	5.2	0.2	100.0

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

* estimate has a relative standard error of between 25% and 50% and should be used with caution

BUSINESSES AND ORGANISATIONS

There is a close relationship in the operations of organisations in the nursing homes and accommodation for the aged industries with similar services provided by both types of organisations. Therefore, when analysing community services estimates for the aged in totality, users should view the estimates for both industries.

At the end of June 2000, there were 690 organisations in the accommodation for the aged industry. This is virtually no change in the number of organisations operating in June 1996, but the number of locations has increased by 7% to 1,455 locations.

Most (76%) of these organisations were 'not for profit' organisations and these organisations operated 86% of the locations in the accommodation for the aged industry.

PERSONS WORKING

During June 2000, there were 61,347 persons working in the accommodation for the aged industry, comprising 42,402 employees, 16,877 volunteers and 2,068 contract workers. 'Not for profit' organisations dominated the industry with 95% of the employees. On average, each 'not for profit' organisation had 76 employees compared to an average of 13 employees for each 'for profit' organisation.

The 16,877 volunteers each worked an average of 18 hours during June 2000 and these volunteers nearly all worked for the 'not for profit' organisations. Most (71%) volunteers were female, but an even higher proportion of employees in the industry were female (84%).

INCOME AND EXPENSES

During 1999–2000, the total income for the industry was \$1,560 million, of which government funding (\$879 million) and fee for service income (\$510 million) accounted for 56% and 33% respectively of the industry income. 'Not for profit' organisations received 96% of the government funding and 89% of the fee for service income.

The total expenses for the industry were \$1,476 million of which labour costs of \$950 million accounted for 64%. The average labour cost per employee was \$22,400 per annum, which reflected the high incidence (78%) of part-time and casual employees working in the industry.

Other expenses of the industry included purchases of goods and materials (\$167 million), depreciation and amortisation (\$91 million), electricity and gas expenses (\$31 million), rent, leasing and hiring expenses (\$18 million), payments to employment agencies for staff (\$15 million) and insurance premiums (\$11 million).

PROFITABILITY

The 164 'for profit' organisations reported an operating loss before tax of \$0.3 million for 1999–2000. This resulted in a negative operating profit margin of –0.4% compared to a positive operating profit margin of 5.6% in 1995–96. Despite the loss by 'for profit' organisations, the overall profit/surplus for the industry was \$85 million.

SIZE OF ORGANISATIONS

The accommodation for the aged industry was dominated by the 89 organisations with 100 or more employees. While this was 13% of the total number of organisations, these large organisations accounted for 68% of employment, 52% of volunteers, 68% of income and 71% of operating profit/surplus of the industry. While the 303 organisations with less than 20 employees accounted for 44% of all organisations in the industry, these organisations only accounted for 7% of employment and 8% of income for the industry, but 21% of volunteers.

6.1 KEY AGGREGATES

		FOR PROFIT ..		NOT FOR PROFIT	
		1995-96	1999-2000	1995-96	1999-2000
.....					
Businesses/organisations at end June	no.	159	164	534	526
Number of locations					
Capital cities and suburbs	no.	147	149	712	724
Other areas	no.	48	54	455	529
<i>Total</i>	no.	194	203	1 167	1 252
Employment at end June					
Direct community services provision	no.	884	2 019	18 805	33 550
Other	no.	752	177	12 978	6 656
<i>Total(a)</i>	no.	1 636	2 197	31 784	40 206
Volunteers during June					
Direct community services provision	no.	*25	126	3 958	11 280
Other	no.	*68	**30	14 633	5 441
<i>Total</i>	no.	*93	156	18 591	16 721
Average hours worked by volunteers during June	hrs.	20.5	*45.9	13.3	17.4
Other persons directly providing community services during June	no.	na	*330	na	1 737
Income					
Government funding	\$m	6.5	30.9	458.0	848.1
Income from direct community services provision	\$m	54.3	53.5	324.1	456.6
Other income	\$m	*11.2	2.1	215.5	169.1
<i>Total</i>	\$m	72.0	86.5	997.6	1 473.8
Expenses					
Labour costs	\$m	22.6	40.8	595.6	909.4
Other expenses	\$m	45.4	46.0	328.3	479.4
<i>Total</i>	\$m	68.0	86.8	923.9	1 388.7
Operating profit before tax	\$m	**4.1	**-.03	73.6	85.0
Operating profit margin	%	**5.6	**-.04	7.4	5.8
Industry value added	\$m	na	47.0	na	982.8

* estimate has a relative standard error of between 25% and 50% and should be used with caution

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

na not available

(a) For 1999-2000 the total employment consists of 84.4 % females.

6.1KEY AGGREGATES *continued*

		TOTAL		
		1995-96	1999-2000	Percentage change
.....				
Businesses/organisations at end June				
	no.	693	690	-0.4
Number of locations				
	no.	859	873	1.6
	no.	502	583	16.0
	no.	1 361	1 455	6.8
.....				
Employment at end June				
	no.	19 690	35 569	80.6
	no.	13 730	6 833	-50.2
	no.	33 420	42 402	26.9
.....				
Volunteers during June				
	no.	3 983	11 406	186.4
	no.	14 701	5 471	-62.8
	no.	18 683	16 877	-9.7
.....				
Average hours worked by volunteers during June		hrs.		
		13.3	17.6	32.5
.....				
Other persons directly providing community services during June		no.	2 068	na
.....				
Income				
	\$m	464.5	878.9	89.2
	\$m	378.3	510.2	34.9
	\$m	226.8	171.2	-24.5
	\$m	1 069.6	1 560.3	45.9
.....				
Expenses				
	\$m	618.2	950.2	53.7
	\$m	373.7	525.3	40.6
	\$m	991.9	1 475.5	48.8
.....				
	\$m	77.7	84.7	9.0
	%	7.3	5.4	..
	\$m	na	1 029.8	na

na not available

.. not applicable

(a) For 1999-2000 the total employment consists of 84.4 % females.

6.2 INCOME

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Government funding	30.9	848.1	878.9	56.3
Income from direct community service provision	53.5	456.6	510.2	32.8
Income from other services	*1.0	11.2	12.2	0.8
Grants/allocations from non-government sources	*0.1	16.4	16.5	1.1
Bequests	—	9.3	9.3	0.6
Opportunity shop sales	—	2.3	2.3	0.1
Other donations and fundraising	*0.1	15.8	15.8	1.0
Other sales of merchandise	—	17.4	17.4	1.1
Interest	0.6	54.0	54.6	3.5
Other income	*0.3	42.8	43.1	2.8
Total	86.5	1 473.8	1 560.3	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

— nil or rounded to zero (including null cells)

6.3

EXPENSES

	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>	
	\$m	\$m	\$m	%
Labour costs				
Wages and salaries				
Direct community services provision employees	33.7	705.2	738.9	50.0
Other employees	*3.2	112.8	116.0	8.0
Total	36.9	818.0	854.9	58.0
Employer contributions into superannuation including salary sacrifice	2.5	53.4	55.9	4.0
Workers' compensation premiums/costs	1.2	36.6	37.8	3.0
Fringe benefits tax	—	0.5	0.5	—
Payroll tax	**0.2	*0.9	*1.1	—
Total	40.8	909.4	950.2	64.0
Other expenses				
Purchases of goods and materials	11.8	154.8	166.6	11.0
Payments overseas for community services purposes	—	—	—	—
Payments to other organisations and self-employed contractors for the direct provision of community services	*0.8	3.4	4.3	—
Support payments to individuals and families as clients or carers	—	2.6	2.6	—
Rent, leasing and hiring expenses	11.8	6.5	18.3	1.0
Electricity and gas charges	2.2	29.0	31.1	2.0
Land tax and land rates	1.1	5.6	6.7	—
Insurance premiums	0.9	10.3	11.2	1.0
Payments to employment agencies for staff	—	15.3	15.3	1.0
Depreciation and amortisation	1.8	89.2	91.0	6.0
Interest expenses	4.0	3.3	7.3	1.0
Other	11.2	159.3	170.5	12.0
Total	46.0	479.4	525.3	36.0
Total	86.8	1 388.7	1 475.5	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

— nil or rounded to zero (including null cells)

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

6.4 ORGANISATION SIZE

EMPLOYMENT SIZE

		0–19 persons	20–99 persons	100 or more persons	Total
Businesses/organisations at end June 2000	no.	303	298	89	690
Proportion of total	%	43.9	43.2	12.9	100.0
Employment at end June 2000	no.	3 017	10 473	28 913	42 403
Proportion of total	%	7.1	24.7	68.2	100.0
Volunteers during June 2000	no.	*3 614	4 487	8 776	16 877
Proportion of total	%	21.4	26.6	52.0	100.0
Income from government funding	\$m	49.1	197.7	632.1	878.9
Proportion of total	%	5.6	22.5	71.9	100.0
Income from direct community service provision	\$m	63.3	142.9	304.0	510.2
Proportion of total	%	12.4	28.0	59.6	100.0
Total income	\$m	121.4	375.5	1 063.4	1 560.3
Proportion of total	%	7.8	24.1	68.2	100.0
Total expenses	\$m	114.8	357.2	1 003.5	1 475.5
Proportion of total	%	7.8	24.2	68.0	100.0
Operating profit/surplus before tax	\$m	*6.5	*18.3	59.9	84.7
Proportion of total	%	7.7	21.6	70.7	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

CHAPTER 7

OTHER RESIDENTIAL AND OTHER NON-RESIDENTIAL CARE SERVICES INDUSTRIES

OTHER RESIDENTIAL CARE SERVICES INDUSTRY

Businesses and organisations

At the end of June 2000, there were 845 organisations in the other residential care industry, which was a 39% increase in the number of organisations since June 1996. A large majority of organisations (85%) in this industry were 'not for profit' organisations, so no dissection by 'for profit' and 'not for profit' is presented.

These organisations operated from 1,989 locations, of which 1,123 were located in capital cities and suburbs and 865 in other areas.

Persons working

During June 2000, there were 43,967 persons working in the other residential care industry, comprising 22,158 employees at the end of June and 20,620 volunteers and 1,189 contract workers working sometime during June 2000. On average there were 26 employees and 24 volunteers per organisation. Most (86%) employees worked in direct community service provision, and 73% of the employees in the industry were female.

Income and expenses

The total income and expenses of the industry were \$798 million and \$773 million respectively.

While industry income has increased by 70% since 1995–96, government funding of \$568 million has increased by 94%, to now account for 71% of total income. Other income includes fee for service income of \$114 million, donations and other fundraising of \$34 million, grants from non-government sources of \$18 million and interest income of \$15 million.

Labour costs of \$527 million accounted for 68% of total expenses, which represented an average labour cost per employee of \$23,800. Other expenses included purchases of goods and materials (\$52 million), rent, leasing and hiring expenses (\$21 million), depreciation and amortisation (\$19 million) and payments to other organisations and contract workers for the direct provision of community services (\$14 million).

Profitability

The industry recorded an operating surplus of \$25 million which was the same as the surplus recorded for 1995–96.

Size of organisations

There were only 32 organisations in the industry with 100 or more employees, which accounted for 4% of all organisations. However, these organisations accounted for 51% of employment, 51% of volunteers, 49% of income and 47% of the operating surplus of the industry. There were 668 businesses with less than 20 employees and while this was

Size of organisations 79% of all businesses, they accounted for only 25% of employment, 19% of volunteers, 28% of income, but 58% of the operating surplus for the industry.

continued

OTHER NON-RESIDENTIAL CARE SERVICES INDUSTRY

Businesses and organisations At the end of June 2000, there were 2,452 organisations in this industry, which was a 9% increase in the number of organisations at the end of June 1996. Virtually all organisations (98%) in this industry are 'not for profit' organisations, so no dissection by 'for profit' and 'not for profit' is presented.

These organisations operated from 6,951 locations, which is a 28% increase in the number of locations since June 1996. This increase is particularly pronounced in country areas where the number of locations increased by 57% to 3,296 locations. There were 3,655 locations in capital cities and suburbs.

Persons working This industry is particularly reliant on volunteers, so while there were 78,834 employees at the end of June, there were 211,741 volunteers working for organisations in the industry sometime during June 2000. Since June 1996, the number of employees and volunteers have increased by 24% and 45% respectively.

On average there were 86 volunteers per organisation who each worked an average of 18 hours per month. There were a large number of females working in this industry, with 70% of employees and 69% of volunteers being female.

There were 106,443 persons working in this industry who were not providing direct service provision, with only 67% of employees and 62% of volunteers working directly with clients.

Income and expenses The total income and expenses of this industry were \$2,985 million and \$2,867 million respectively, which have increased by 50% and 53% respectively since 1995–96.

Income from government funding (\$1,416 million) accounted for 47% of income. Other contributions to income included fee for service income (\$319 million), bequests (\$93 million), opportunity shop sales (\$141 million), other donations and fundraising (\$494 million), grants from non-government organisations (\$127 million), other sales of merchandise (\$85 million) and interest income (\$53 million).

Labour costs of \$1,522 million was the main single item of expense and accounted for 53% of expenses. The average labour cost per employee in the industry was \$19,300 per annum. Other major expenses of the industry included payments overseas for community service purposes (\$218 million), purchases of goods and materials (\$198 million), support payments to individuals and families as clients or carers (\$95 million), depreciation and amortisation (\$83 million), rent, leasing and hiring expenses (\$74 million) and payments to other organisations and contract workers for the direct provision of community services (\$59 million).

Profitability During 1999–2000, this industry recorded an operating surplus of \$118 million, a slight decrease on the \$119 million recorded in 1995–96.

Size of organisations

There were 1,890 organisations in this industry with less than 20 employees, accounting for 77% of all organisations. These small organisations accounted for 14% of employees, 40% of volunteers and 17% of industry income. In comparison, there were 181 organisations with 100 or more employees (7% of all organisations), which accounted for 64% of employees, 40% of volunteers and 61% of income in the industry.

7.1

KEY AGGREGATES

		OTHER RESIDENTIAL CARE			OTHER NON-RESIDENTIAL CARE		
		1995-96	1999-2000	Percentage change	1995-96	1999-2000	Percentage change
Businesses/organisations at end June	no.	608	845	39	2 241	2 452	9
Number of locations							
Capital cities and suburbs	no.	1 179.9	1 123.0	-4.8	3 347.7	3 655.0	9.2
Other areas	no.	479	865	81	2 097	3 296	57
Total	no.	1 659	1 989	20	5 445	6 951	28
Employment at end June							
Direct community services provision	no.	10 342	19 022	84	35 961	52 446	46
Other	no.	4 633	3 136	-32	27 693	26 388	-5
Total(a)	no.	14 976	22 158	48	63 654	78 834	24
Volunteers during June							
Direct community services provision	no.	3 385	14 363	324	62 785	131 685	110
Other	no.	6 984	6 258	-10	83 660	80 055	-4
Total	no.	10 369	20 620	99	146 444	211 741	45
Average hours worked by volunteers during June	hrs.	20.5	10.6	-48.1	14.1	18.0	28.2
Other persons directly providing community services during June	no.	250	1 189	375	*1 194	5 322	346
Income							
Government funding	\$m	293.5	568.0	93.5	929.9	1 415.9	52.3
Income from direct community services provision	\$m	68.8	113.5	65.0	150.0	319.2	112.8
Other income	\$m	106.0	116.4	9.8	909.7	1 249.9	37.4
Total	\$m	468.3	797.9	70.4	1 989.6	2 985.0	50.0
Expenses							
Labour costs	\$m	307.6	527.1	71.4	971.8	1 521.7	56.6
Other expenses	\$m	135.9	245.9	80.9	898.7	1 345.0	49.7
Total	\$m	443.5	773.0	74.3	1 870.5	2 866.7	53.3
Operating profit before tax	\$m	24.8	*24.9	0.4	119.1	118.3	-0.7
Operating profit margin	%	5.3	*3.1	..	6.0	4.0	..
Industry value added	\$m	na	495.4	na	na	879.5	na

* estimate has a relative standard error of between 25% and 50% and should be used with caution

.. not applicable

na not available

(a) For 1999-2000 the total employment consists of 73.0% and 70.1 % females for 'other residential care' and 'other non-residential care', respectively.

7.2

INCOME

	<i>Other residential care</i>		<i>Other non-residential care</i>	
	\$m	%	\$m	%
Government funding	568.0	71.2	1 415.9	47.4
Income from direct community service provision	113.5	14.3	319.2	10.7
Income from other services	6.1	0.8	12.3	0.4
Grants/allocations from non-government sources	18.4	2.3	126.5	4.3
Bequests	9.7	1.2	92.6	3.1
Opportunity shop sales	1.9	0.3	141.3	4.7
Other donations and fundraising	33.5	4.2	494.4	16.6
Other sales of merchandise	5.0	0.6	84.8	2.8
Interest	*15.3	*1.9	53.2	1.8
Other income	26.4	3.3	244.8	8.2
Total	797.9	100.0	2 985.0	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

7.3

EXPENSES

	<i>Other residential care</i>		<i>Other non-residential care</i>	
	\$m	%	\$m	%
Labour costs				
Wages and salaries				
Direct community services provision employees	417.7	54.0	1 009.5	35.0
Other employees	56.6	7.0	375.3	13.0
Total	474.3	61.0	1 384.8	48.0
Employer contributions into superannuation including salary sacrifice	36.1	5.0	91.3	3.0
Workers' compensation premiums/costs	15.6	2.0	36.7	1.0
Fringe benefits tax	0.1	—	1.1	—
Payroll tax	**1.0	—	7.7	—
<i>Total</i>	527.1	68.0	1 521.7	53.0
Other expenses				
Purchases of goods and materials	52.2	7.0	198.1	7.0
Payments overseas for community services purposes	np	np	218.2	8.0
Payments to other organisations and self-employed contractors for the direct provision of community services	13.6	2.0	59.3	2.0
Support payments to individuals and families as clients or carers	7.6	1.0	94.6	3.0
Rent, leasing and hiring expenses	21.4	3.0	74.2	3.0
Electricity and gas charges	9.9	1.0	22.6	1.0
Land tax and land rates	2.8	—	4.8	—
Insurance premiums	6.1	1.0	18.0	1.0
Payments to employment agencies for staff	6.3	1.0	20.4	1.0
Depreciation and amortisation	19.4	3.0	82.9	3.0
Interest expenses	1.9	—	7.0	—
Other	np	np	544.9	19.0
<i>Total</i>	245.9	32.0	1 345.0	47.0
Total	773.0	100.0	2 866.7	100.0

— nil or rounded to zero (including null cells)

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

np not available for publication but included in totals where applicable, unless otherwise indicated

7.4

ORGANISATION SIZE

EMPLOYMENT SIZE

	0–19 persons	20–99 persons	100 or more persons	Total
--	-----------------	------------------	---------------------------	-------

OTHER RESIDENTIAL CARE

Businesses/organisations at end June 2000	no.	668	145	32	845
Proportion of total	%	79.1	17.2	3.8	100.0
Employment at end June 2000	no.	5 551	5 340	11 267	22 158
Proportion of total	%	25.1	24.1	50.9	100.0
Volunteers during June 2000	no.	3 848	6 217	10 555	20 620
Proportion of total	%	18.7	30.2	51.2	100.0
Income from government funding	\$m	143.4	137.5	287.1	568.0
Proportion of total	%	25.2	24.2	50.5	100.0
Income from direct community service provision	\$m	52.0	18.6	42.9	113.5
Proportion of total	%	45.8	16.4	37.8	100.0
Total income	\$m	223.7	184.1	390.1	797.9
Proportion of total	%	28.0	23.1	48.9	100.0
Total expenses	\$m	209.2	185.6	378.2	773.0
Proportion of total	%	27.1	24.0	48.9	100.0
Operating profit/surplus before tax	\$m	*14.5	**–1.4	11.8	*24.9
Proportion of total	%	58.2	–5.6	47.4	100.0

OTHER NON-RESIDENTIAL CARE

Businesses/organisations at end June 2000	no.	1 890	381	181	2 452
Proportion of total	%	77.1	15.5	7.4	100.0
Employment at end June 2000	no.	10 693	18 067	50 074	78 834
Proportion of total	%	13.6	22.9	63.5	100.0
Volunteers during June 2000	no.	84 047	42 327	85 366	211 741
Proportion of total	%	39.7	20.0	40.3	100.0
Income from government funding	\$m	267.3	350.5	798.1	1 415.9
Proportion of total	%	18.9	24.8	56.4	100.0
Income from direct community service provision	\$m	62.1	48.0	209.1	319.2
Proportion of total	%	19.5	15.0	65.5	100.0
Total income	\$m	502.8	649.9	1 832.3	2 985.0
Proportion of total	%	16.8	21.8	61.4	100.0
Total expenses	\$m	480.2	630.4	1 756.2	2 866.7
Proportion of total	%	16.8	22.0	61.3	100.0
Operating profit/surplus before tax	\$m	*22.7	*19.5	*76.2	118.3
Proportion of total	%	19.2	16.5	64.4	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

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

EXPLANATORY NOTES

INTRODUCTION

1 This publication presents results in respect of the 1999–2000 financial year from an ABS survey of employing businesses and organisations engaged in the provision of community services.

SCOPE

- 2** The scope of the survey was:
- all employing businesses and organisations classified to the following classes of the Australian and New Zealand Standard Industrial Classification (ANZSIC):
 - 8613 NURSING HOMES;
 - 8710 CHILD CARE SERVICES;
 - 8721 ACCOMMODATION FOR THE AGED;
 - 8722 RESIDENTIAL CARE SERVICES N.E.C.;
 - 8729 NON-RESIDENTIAL CARE SERVICES N.E.C.; and
 - a subset of businesses and organisations in the following ANZSIC classes:
 - 7861 EMPLOYMENT PLACEMENT SERVICES (Part — only organisations supporting disabled persons); and
 - 9629 INTEREST GROUPS N.E.C. (Part — only organisations involved in the provision of community services advocacy services).
 - the community service activities of selected government departments and organisations responsible for the funding of community service activities and/or involved in the provision of community services classified to the following classes of ANZSIC:
 - 8111 CENTRAL GOVERNMENT ADMINISTRATION (Part — only departments/organisations involved in significant community services funding or provision);
 - 8112 STATE GOVERNMENT ADMINISTRATION (Part — only departments/organisations involved in significant community services funding or provision); and
 - 8113 LOCAL GOVERNMENT ADMINISTRATION (Part — only organisations involved in community services funding or provision).

IMPROVEMENTS TO COVERAGE

- 3** Data in this publication have been adjusted to allow for lags in processing new businesses to the ABS business register, and the omission of some businesses from the business register. The majority of businesses affected and to which the adjustments apply, are small in size.
- 4** Adjustments have been made to include new businesses in the estimates in the periods in which they commenced operations, rather than when they were processed to the business register.
- 5** Further adjustments have been made for businesses which had been in existence for several years, but, for various reasons, were not previously added to the ABS register.
- 6** For more information on these adjustments, please refer to the ABS publication *Information Paper: Improvements to ABS Economic Statistics, 1997* (Cat. no. 1357.0).

CLASSIFICATION OF COMMUNITY SERVICE ACTIVITY	<p>7 Each business and organisation in the survey was required to provide a breakdown of its expenditure into the various community service activities undertaken by the business or the organisation. These community service activities have been classified using the National Classification of Community Services (NCCS) (refer to the Glossary for more detail) and the following categories have been used in table 2.1: Personal and social support; Child-care; Training and employment; Financial and material assistance; Residential care and accommodation support; Foster care placement; Statutory protection and placement; Juvenile and disabilities corrective services; and Other direct community services activities.</p>
STATISTICAL UNIT	<p>8 The unit for which non-government sector statistics were reported in the publication was the management unit. This is the highest level accounting unit within a business or organisation, having regard for industry homogeneity, for which accounts are maintained. In nearly all cases it coincides with the legal entity owning the business (i.e. company, partnership, trust, sole operator, incorporated association etc.). In the case of large diversified businesses or organisations, however, there may be more than one management unit, each coinciding with a 'division' or 'line of business'. A division or line of business is recognised where separate and comprehensive accounts are compiled for it.</p> <p>9 For Commonwealth and State Government organisations the statistical unit generally equated to the relevant departments i.e. those departments whose main responsibility was the provision of community services. Where a department had responsibility for other activities the unit was required to report in respect of only those activities associated with the provision of community services. For local government, the unit was required to report in respect of only those activities associated with the provision of community services.</p>
REFERENCE PERIOD	<p>10 Data presented in this publication relate to all employing businesses and organisations which operated in Australia at any time during the year ended June 2000. Counts of businesses and organisations include only those operating at 30 June 2000.</p>
BUSINESSES CEASED DURING THE YEAR	<p>11 A small number of businesses and organisations ceased operations during the 1999–2000 reference period. It is normal ABS procedure to include the contributions of these businesses and organisations in the survey output.</p>
RELIABILITY OF THE DATA	<p>12 The estimates in this publication are subject to sampling and non-sampling errors.</p>
SAMPLING ERRORS	<p>13 Since the estimates in this publication are based on information obtained from a sample drawn from the units in the surveyed population, the estimates are subject to sampling variability, that is, they may differ from the figures that would have been obtained if all units had been included in the survey. One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample of units was included.</p> <p>14 There are about 2 chances in 3 that a sample estimate will differ by less than one SE from the figure that would have been obtained if a census had been conducted, and approximately 19 chances in 20 that the difference will be less than two SEs.</p> <p>15 Sampling variability can be measured by the relative standard error (RSE) which is obtained by expressing the SE as a percentage of the estimate to which it refers. The RSE is a useful measure in that it provides an immediate indication of</p>

SAMPLING ERRORS *continued*

the percentage errors likely to have occurred due to sampling, and this also avoids the need to refer to the size of the estimate.

16 The following table contains estimates of RSEs for a selection of the statistics presented in this publication.

RELATIVE STANDARD ERRORS FOR TABLE 2.1, Key aggregates

		<i>For profit organisations</i>	<i>Not for profit organisations</i>	<i>Government organisations</i>	<i>Total</i>
Businesses/organisations providing community services at end June	no.	3	2	3	1
Employment at end June					
Direct community services provision	no.	3	2	1	1
Other	no.	7	3	1	2
<i>Total</i>	no.	3	1	1	1
Volunteers for the month of June	no.	12	5	8	4
Expenditure on direct community services activities					
Community services activities					
Personal and social support	\$m	9	3	1	2
Child care	\$m	4	4	6	2
Training and employment for persons with disabilities	\$m	68	4	..	4
Financial and material assistance	\$m	..	7	—	6
Residential care and accommodation placement	\$m	5	2	—	1
Foster care placement	\$m	..	15	—	4
Statutory protection and placement	\$m	..	14	—	1
Juvenile and disability corrective services	\$m	..	10	—	—
Other direct community services activities	\$m	17	4	19	4
<i>Total</i>	\$m	4	2	1	1
Community services related activities	\$m	8	5	1	3
Total	\$m	4	2	1	1

.. not applicable

— nil or rounded to zero (including null cells)

17 As an example of the above, an estimate of total expenditure on child care activities is \$1,156.3 million and the RSE is 2%, giving a standard error of \$23.1 million. Therefore, there would be 2 chances in 3 that, if all units had been included in the survey, a figure within the range of \$1,133.2 million to \$1,179.4 million would have been obtained, and 19 chances in 20 that the figure would have been within the range of \$1,110.1 million to \$1,202.5 million (a confidence interval of 95%).

18 Where the RSE of an estimate included in this publication exceeds 25%, it has been annotated with an asterisk (*) as a warning to users. Where the RSE of an estimate exceeds 50% it has been annotated with a double asterisk (**).

NON-SAMPLING ERRORS

19 Errors other than those due to sampling may occur because of deficiencies in the register of units from which the sample was selected, non-response, and imperfections in reporting by respondents. Inaccuracies of this kind are referred to as non-sampling error and they may occur in any collection, whether it be a census or a sample. Every effort has been made to reduce non-sampling errors to a minimum by careful design and testing of questionnaires and efficient operating procedures and systems used to compile the statistics.

20 The areas of non-sampling error of concern in this survey were: expenditure on community services activities (tables 2.1 to 2.3, 2.5 to 2.7 and 2.9); and, output measures for community services activities (table 2.4).

NON-SAMPLING ERRORS

continued

21 In respect of output measures, each organisation was asked to supply an estimate of the number of contacts/cases/clients, etc. for 1999–2000 related to each direct community services activity. These output measures were necessarily broad in nature but not all organisations had detailed records of output measures as sought in the survey. As such these estimates should be used with caution.

ACKNOWLEDGMENT

22 ABS publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated; without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the *Census and Statistics Act 1905*.

GLOSSARY

Bad and doubtful debts	This is the amount of accounts receivable that are either written off, or estimated to be uncollectable during an accounting period, that are expensed in a period's profit calculation.
Bequests	Bequests are amounts left to an organisation as part of someone's will. How the money is to be used may be specified in the will (e.g. to build a new school for the disabled, or to be invested in a trust fund). If the use of the amount is not specified the organisation will usually invest it so that future benefit may be gained.
Classification of community service activity	<p>Community service activities have been classified using the National Classification of Community Services (NCCS), developed by the Australian Institute of Health and Welfare into the following:</p> <p><i>Personal and social support:</i> Services which provide support for personal and social functioning in daily life. The purpose of such support may be to enable individuals to live and function in their own homes or normal places of residence (where this is an independent residence).</p> <p><i>Information, advice and referral:</i> Provision of information, advice or referral regarding community services. This includes specialist resources, financial matters, legal matters, consumer issues and rights, available housing options and tenancy rights. Provision of assistance in obtaining information about, and establishing contact with, members of natural families of adopted persons. Provision of interpreter and translation services.</p> <p><i>Individual and family support:</i> Support for successful functioning as an individual or as a family member. Includes personal advocacy, counselling (including telephone but excluding financial counselling), professional case management of individual service plans, re-establishment and maintenance of minimum levels of family, household and child-rearing management skills, and coordination of self-help and mutual support initiatives (e.g. support provided by social workers). Includes post-placement support for adoption and foster post placement care and support.</p> <p><i>Independent and community living support:</i> Provision of other services supporting/developing the capacity for independent living and/or social interaction within the community, through the provision of opportunities for learning, developing and maintaining personal and social survival skills, e.g. personal development courses, youth programs, day/respite care centre for the aged or for persons with disabilities. Activities are generally structured and provided through group sessions, e.g. support groups and drop-in support facilities.</p> <p><i>Support in the home:</i> Other practical support for personal or social functioning in daily life which enables recipients to live and function in their own homes or normal places of residence (where there is an independent residence). Includes assistance with personal tasks (e.g. showering, dressing and grooming) and domestic tasks (e.g. washing, cooking, cleaning, shopping, home maintenance), meals on wheels, in-home respite care, companionship and personal transport.</p>

Classification of community service activity *continued*

Child care: Provision of care, by persons other than the users' parents under the supervision of a paid coordinator in a group setting (e.g. in a child care centre) or another home.

Centre-based day care: Provision of care and developmental activities for a minimum of 8 hours per day during week days for at least 48 weeks of the year. In some cases care is available during the weekend and evenings. For children aged from birth to school entry age.

Family day care: Provision of care and developmental activities by carers in their own homes. Variable hours are offered during the working week and in some cases care is available during the weekend and evenings. Open at least 48 weeks of the year. For children aged from birth to 12 years.

Occasional child care: Provision of care and developmental activities for a minimum of 8 hours per day during week days for at least 48 weeks of the year. The number of hours per week which children can attend is limited. In some cases care is available during the weekend and evenings. For children aged from birth to school entry age.

Before and/or after school hours care: Provision of care and developmental activities before and/or after school hours. For children from school entry age to 12 years. Open during school terms/semesters.

Vacation care: Provision of care and developmental activities during term/semester school breaks. For children from school entry age to 12 years.

Other child care: Provision of other types of child day care involving developmental activities, e.g. mobile child day care services.

Training and employment for persons with disabilities: Services which assist persons with disabilities in the labour market by providing training, job search skills, help in finding work, placement and support in open employment and, where appropriate, supported employment.

Pre-vocational/vocational training: Preparation for vocational training and training for employment for persons with disabilities, including literacy and numeracy skills, English as a second language and training not associated with job placement activities.

Employment, job placement and support: Assistance to persons with disabilities by providing basic skills for obtaining employment and assistance in obtaining and retaining paid employment in the open labour market including associated training.

Supported employment: Provision of paid employment in conjunction with ongoing support for persons with disabilities. Includes sheltered workshop and work crew activity.

Financial and material assistance: Provision of financial aid and goods on a temporary emergency basis, to meet particular needs in times of crisis or disaster, such as equipment, clothing and household items, food and vouchers.

Classification of community service activity *continued*

Residential care: Services which assist people who are disadvantaged (in terms of their capacity for independent living) in gaining access to suitable community housing arrangements and to other appropriate community resources.

Transitional accommodation: Accommodation for transitional purposes along with support services. The transition may be towards independent living or towards returning home and is generally more stable and provided for longer than crisis accommodation (i.e. six months to two years).

Crisis accommodation: Accommodation in an emergency or crisis situation along with support services such as legal assistance and counselling. The accommodation and support provided are generally immediate and short-term, usually for periods of less than three months.

Intensive residential care: Provision of ongoing or long term intensive care as well as accommodation. Sometimes referred to as 'high care'. Care includes personal care, health care, treatment and supervision. Examples are nursing homes and residential support institutions for the aged and persons with disabilities, and hospices.

Hostel care: Long term accommodation with personal care (i.e. assistance with dressing, mobility, personal laundry) and supervision of medication, at a special purpose residential facility. Sometimes referred to as 'low care'.

Residential respite care: Provision of accommodation and support at a special purpose residential facility for persons with disabilities, older people, or family members under stress to have a period of relief. Services include accommodation, meals and assistance with showering, dressing and eating.

Residential rehabilitation: Facility-based accommodation providing structured rehabilitation programs involving specific goals for persons with disabilities.

Other residential care: Other facility-based supported living arrangements for children, young people and adults who will eventually either return to their families, be accommodated with alternative care-givers or move to more independent living, e.g. children's or family group homes, campus homes, group homes for persons with disabilities.

Foster care placement: Placement of a child or young adult who lives apart from natural or adoptive parents in a private household with one or more adults who act as substitute parents.

Accommodation placement and support: Services which assist disadvantaged people to gain access to, and help maintain them in, suitable community housing arrangements, e.g. State or Territory housing agency accommodation. Includes placement/outreach services for those leaving refuges.

Statutory protection and placement: Services include daily care, protective investigation, post-investigation intervention, removal to alternative care, statutory case management of out-of-home placements and/or application for a child protection order to the Children's Court. Includes adoption placement.

Juvenile and disability corrective services: Correctional and rehabilitative supervision and protection of public safety, through corrective arrangements (e.g. supervision of community based orders, management of juvenile justice detention centres) and advice to courts and parole boards generally relating to offending young people and persons with intellectual and psychiatric disabilities on court orders.

Other direct community service activities: Provision of other direct community service activities, e.g. pre-school activities, recreation/leisure activities, community transport, community nursing services and other personal and social support.

Classification of community service activity continued

Community service related activities: Includes policy, community and service development and support, government administration of funding and monitoring licensing and regulating of service providers, retirement village self care units, and other community services related activities.

Policy, community and service development and support: Services which provide support aimed at articulating and promoting improved social policies, promoting greater public awareness of social issues, developing and supporting local community-based activities, special interest and cultural groups and developing and facilitating the delivery of quality community services.

Service delivery development and support provided to other organisations: Developing and facilitating the delivery of community services including the provision of specialist advice, coordination, training, volunteer resource development/placement and management advice to the management, staff or volunteers of other service providers with the aim of improving the quality of community services provided to clients and/or the efficiency, effectiveness and cost-effectiveness of service provision.

Community and community group development and support: Provision of community education involving promotion of greater public awareness about social issues. Information is provided about social problems, such as child abuse and neglect, or community services. Includes the establishment/coordination of community groups and activities focused on enhancing the personal/community support and development capacities of people living within a defined geographical community, e.g. organising/coordinating community centre based activities, community action on local issues. Also includes activities which seek to enhance the cultural identity of particular communities, such as indigenous or non-English speaking background communities, through such projects as community days, history projects, and promotion of cultural relevance of mainstream services.

Social planning and social policy development: Activities which aim to develop policies, programs and plans for the delivery of community services. Includes investigation of existing programs and services, gathering of information and publicising and applying information gained.

Group advocacy and social action: Activities which aim to change or maintain existing social policies and programs. Includes taking community action and lobbying appropriate organisations, e.g. government departments, about social policy issues of relevance to the general public or to specific groups. Includes such activities carried out by peak bodies or service provider organisations. Excludes individual advocacy and community action on local issues.

Welfare fundraising: Raising the funds specifically for use in the delivery of community services.

Activities for overseas purposes: Includes the cost of all activities (including fundraising) undertaken in Australia for which services and/or payments are provided overseas for community service purposes.

Retirement village self care units: The provision and/or management of independent living units/self-contained units for the aged.

Other community services related activities: Includes community services activities not classified elsewhere.

Depreciation and amortisation

The financial charges made in the accounts to reflect that part of the value of the asset which may be regarded as having been used up in producing revenue in a particular accounting period. It represents the accounting process of

Depreciation and amortisation <i>continued</i>	systematically allocating the cost of a non-current asset over its expected useful life.
Direct community services provision	Those activities which are provided to individuals or families on an interactive or face-to-face basis or on their behalf.
Direct community services provision employees	Employees who spend the majority of their time on direct community services provision.
Electricity and gas charges	Electricity and gas charges relate to the consumption of electricity and gas during the normal operations of the business/organisation.
Employer contributions to superannuation funds	This item includes all employer contributions to superannuation schemes (including the employer productivity contribution).
Employment at end June 2000	This item includes all persons working for the business or organisation who received remuneration during the last pay period in June 2000.
'For profit' organisations	Businesses and organisations which operate with the intention of making profits.
Fringe benefits tax	This item includes the tax payable by employers when certain benefits in excess of normal wages or salaries (e.g. free or discounted goods or services) are received by their employees (or associated employees) in connection with their employment.
Grants and allocations income	Includes 'one-off' grants and annual allocations from non-government sources (e.g. capital grants from philanthropic trusts, 'deficit' funding from parent organisations).
Government funding	This item consists of project or program payments made by Commonwealth, State and local government in the form of operational funds for ongoing operations and capital funds to purchase equipment or property.
Income from direct community services provision	Income from client fees and charges levied which includes income from direct community services provision e.g. board and lodging, child-care, day care, counselling and training.
Income from opportunity shop sales	Income from the sale of donated goods such as clothing and furniture. The surplus from such sales is used to fund community services.
Income from other donations and fundraising	Income from other donations and fundraising is the revenue received from activities such as door-knock and other appeals, raffles and fetes.
Income from other services	Income from other services such as catering, laundry, training, consultancies, etc.
Industry value added	This item represents the value added of the industry to the economy. For 'market' units such as private nursing homes or child-care centres it is defined as the sales of goods and services plus government subsidies, minus purchases of goods and selected expenses. For 'non-market' units such as 'not-for-profit' or charitable organisations predominantly funded by government it is defined as wages and salaries, employer contributions to superannuation funds, workers compensation costs and depreciation.
Insurance premiums	Insurance premiums are expenses incurred by a business in respect of different types of insurance policies but excluding workers' compensation and compulsory third party motor vehicle insurance.
Interest expenses	This item includes outflow of funds related to the cost of borrowing money.
Interest income	This item includes income earned through the lending out of funds owned by the business.
Labour costs	This item includes those expenses involved in the production of goods and services and includes such items as wages, salaries, employer contributions to

Labour costs <i>continued</i>	superannuation funds, workers' compensation costs, fringe benefits tax and payroll tax.
Land tax and land rates	Land tax is an annual tax assessed to the owner of land. Land rates are annual charges levied by local government for the provision of local government services.
Locations	This item includes the number of physical locations from which businesses and organisations operated at the end of June where employees were usually based.
'Not for profit' organisations	This item refers to organisations whose status does not permit them to be a source of income, profit or other financial gain for the units that establish, control or finance them.
Operating profit/surplus before tax	This is a measure of profit/surplus before extraordinary items are brought to account and prior to the deduction of income tax and appropriations to owner (e.g. dividends paid).
Operating profit margin	This is a ratio of operating profit/surplus before tax divided by total income, times 100.
Other employees	Refers to employees not directly involved in providing community services. They include managerial and administrative support staff (e.g. managers, bookkeepers, receptionists, policy and research staff) and other employees (e.g. cooks, maintenance workers, cleaners).
Other expenses	This item includes bad debts; bank charges other than interest; advertising expenses; audit and other accounting fees; legal expenses; motor vehicle running expenses; repair and maintenance expenses; paper, printing and stationery expenses; telecommunication expenses; postal, mailing and courier expenses; freight and cartage expenses; payments for cleaning services; affiliation/membership fees; management fees and charges paid to related and unrelated businesses; and entertainment expenses.
Other income	Includes membership/affiliation fees and rent, leasing and hiring income.
Other persons directly providing community services	This item includes contract personnel (e.g. sessional counsellors and therapists), self-employed carers (e.g. family day carers), and parents receiving a stipend.
Payment to employment agencies for staff	This item includes payment to employment agencies for procuring the services of staff. This is commonly a temporary contract between the client and the employment agency.
Payments to other organisations and self employed contractors	Payments made to other organisations and self-employed contractors to provide direct community service on behalf of the business or organisation. Includes payments to contract personnel (e.g. sessional counsellors and therapists) and self-employed carers (e.g. family day carers and respite carers).
Payments overseas for community services purposes	Payments by Australian businesses and organisations to individuals or organisations overseas for community services purposes.
Payroll tax	This item refers to a tax levied by State and Territory governments upon the amount of wages and salaries paid by a business.
Purchase of goods and materials	Purchases expenses are the costs of goods and materials used in the provision of community services. Includes purchases of foodstuffs, cleaning and catering consumables, linen, medical supplies, materials purchased to produce goods, packaging materials, and water charges/water rates.
Rent, leasing and hiring expenses	Rent, leasing and hiring expenses are the costs for the rent, leasing (excluding finance leases) and hiring of vehicles, land, buildings, machinery, equipment and any other property from other businesses or individuals.

Support payments to individuals and families as clients or carers

Payments/reimbursements to clients or their carers (e.g. food or electricity vouchers) or allowances (e.g. mileage, out of pocket expenses).

Volunteers

Volunteers are persons providing services without payment. Included in this category are the volunteer component of boards of management, fundraising committee members and auxiliary members and workers not paid with an organisation's funds.

Wages and salaries

Includes severance, termination and redundancy payments and provision expenses for employee entitlements. It excludes payments to contractors and drawings of working proprietors and working partners of unincorporated businesses.

Workers' compensation premiums/costs

This item refers to the compulsory insurance cover to be taken out by all employers, except for self-insured workers, according to legislative schemes to cover employees suffering injury or disease in the course of or arising out of employment.

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2869600007998
ISBN 0 642 47733 7

RRP \$27.00

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Produced by the Australian Bureau of Statistics