



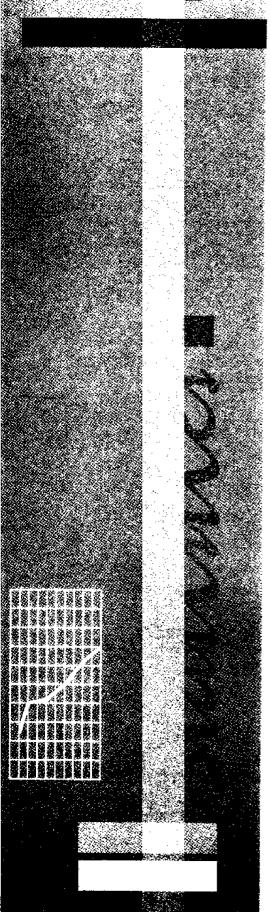
1995-96

EMBARGO: 11:30 AM (CANBERRA TIME) MON 4 AUG 1997



Australia

Preliminary



NOTES

INTRODUCTION

This publication presents preliminary results from an Australian Bureau of Statistics (ABS) survey of businesses and organisations involved in the provision of community services such as child-care services, accommodation for the aged, nursing homes and other welfare services.

The scope of the survey was all employing businesses and organisations in the community services industry and those employing businesses and organisations, including government departments and agencies, in other industries identified as having significant involvement in the provision of community services.

For details of the type of businesses included in the scope of the survey see paragraph β of the Explanatory Notes.

DATA VIEWS

The scope of the survey provides for two types of statistics to be presented in this publication:

- an *activity* view as shown in tables † and 2. In these tables, the expenditure of businesses and organisations in scope of the survey has been dissected into the various community service activities undertaken by each business; these data are classified according to the National Classification of Community Services (refer to Glossary); and
- an industry view as shown in table 3 which presents data for those units
 within scope of the survey whose predominant activity is the provision of
 community services; these data are classified according to their Australian and
 New Zealand Standard Industrial Classification (ANZSIC) Class.

Data in the industry view are generally a subset of the data presented in the activity view.

SYMBOLS AND OTHER USAGES

ABS Australian Bureau of Statistics

ANZSIC Australian and New Zealand Standard Industrial Classification

n.a. not available

NGCS National Classification of Community Services

n.e.c. not elsewhere classified

n.p. not available for publication but included in totals where applicable

subject to sampling variability too high for most practical purposes

. , not applicable

— nil or rounded to zero

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

INQUIRIES

For information about other ABS statistics and services, please refer to the back of this publication.

For further information about statistics in this publication, please contact Ashok Kumar on Melbourne (03) 9615 7634.

This publication contains preliminary results for the reference year 1995–96 from a survey by the ABS to measure community service activity undertaken by Australian businesses and organisations. This is the first survey conducted by the ABS on the community services industry and this publication presents the first set of national data on the industry. These preliminary results are subject to revision.

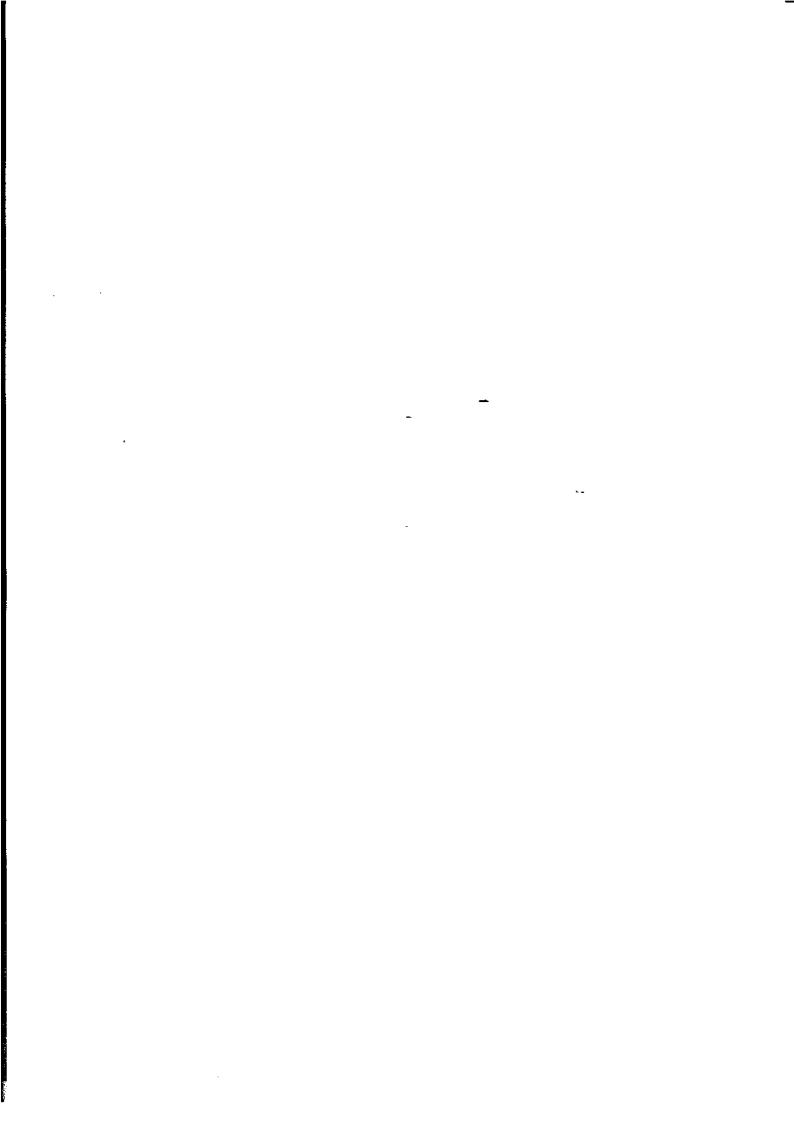
The scope of the survey was all employing businesses and organisations providing community services such as advice and referral, counselling, financial and material assistance, job placement and support, child-care, accommodation for the aged, other residential and non-residential care in both the government and non-government sectors.

The survey was developed with the following objectives:

- measure the size and structure of the industry including the relative contributions of the profit and non-profit sectors;
- measure the significance and role of government in the industry;
- identify the source and application of funds by community service providers;
- collect information on service delivery in terms of types of service provided, as well as
 costs and work-load measures;
- enable comparisons between States/Territories; and
- enable comparison of the community service industry with other industries.

Community Services, Australia, 1995–96 (Cat. no. 8696.0) which is scheduled to be released in September 1997, will present more detailed information. However, some more detailed information is available now on request.

W. McLennan Australian Statistician



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BUSINESSES/ORGANISATIONS

At the end of June 1996 there were 8,036 employing businesses and organisations involved in the provision of community services with 91% in the community services industries, 4% in other industries, and 5% were government organisations. The largest number of businesses in the community services industries were in child-care (2,866) and non-residential care (2,239).

Businesses/organisations with community service activities

	For profit organisations	Not for profit organisations	Total no.
Community service industries	_		
Child-care	1 349	1 517	2 866
Nursing homes	547	321	868
Accommodation for the aged	170	543	713
Residential care services n.e.c.	79	535	614
Non-residential care service n.e.c.	83	2 156	2 239
Total	2 228	5 072_	7 300
Other industries	_	313	313
Total non-government sector -	2 228	5 385	7 613
Government organisations			423
Total			8 036

THE 'NOT FOR PROFIT' SECTOR

In total there were 7,613 non-government businesses and organisations involved in the provision of community services. Of these, 5,385 businesses/organisations (71%) were 'not for profit' organisations. The highest proportion of 'not for profit' organisations was in the non-residential care services industry with 96%, while the nursing home industry had the lowest proportion with only 37% being 'not for profit' organisations.

EMPLOYEES

The 8,036 businesses and organisations had a total of 327,902 employees at the end of June 1996. Of these, 233,406 employees (71%) were directly involved in the provision of community services. A further 284,547 volunteers assisted these businesses and organisations in the provision of community services in the month of June 1996.

COMMUNITY SERVICE ACTIVITY (TABLES 1 AND 2)

Total expenditure by all business and organisations on community service activities was \$9.705.1 million, of which \$8.945.8 million (92%) related to direct community service provision, and \$759.3 million related to other community service activities such as fundraising, business activities and payments overseas for community services.

SUMMARY OF FINDINGS continued

COMMUNITY SERVICE ACTIVITY (TABLES 1 AND 2) continued

Of the \$8,945.8 million expenditure on direct community service provision the major areas of activity were residential care and accommodation support (\$5,061.9 million), personal and social support (\$1,525.5 million) and child-care (\$1,043.3 million).

'Not for profit' organisations accounted for \$4,520.1 million (51%) of the expenditure on community service activity. Government organisations had expenditure of \$2,585.1 million on direct community service provision, which represented 29% of expenditure and 'for profit' businesses accounted for the remaining 21% of expenditure on community service activities.

COMMUNITY SERVICE INDUSTRIES (TABLE 3)

At the end of June 1996 there were 7,300 businesses and organisations whose predominant activity was the provision of community services (i.e. nursing homes, child-care services, accommodation for the aged and other residential and non-residential care services). Information about these businesses in the community service industries is provided in table 3.

EMPLOYEES

Businesses and organisations in the community service industries employed 257,049 persons at the end of June 1996, with the majority (176,507 persons (69%)) being employed on a part-time basis. The nursing home industry had the largest percentage (79%) of part-time employees (81,889 persons).

The largest employing industry was the nursing home industry which had 104,074 employees. The smallest industry was accommodation for the aged with 34,530 employees.

In addition to the employed persons there were a further 255,426 persons working in these industries as volunteers during the month of June 1996. The non-residential care services industry accounted for 75% (190,358) of volunteers.

INCOME

Gross income of the 7,300 business and organisations in the community service industries in 1995–96 was \$7,459.7 million. Government funding of \$3,976.7 million (53%) was the main source of this income. Other sources of income included sales of services to clients and other organisations (\$2,036.7 million or 27%), sales of goods (\$358.5 million or 5%) and donations which accounted for \$352.8 million (5%).

In terms of income, the largest industry was the nursing homes industry with gross income of \$2,993.1 million, of which 60% (\$1,791.2 million) came from government funding.

EXPENSES

The major expense item incurred by businesses and organisations in the community service industries was labour costs (\$4,624.0 million) which accounted for 65% of total expenses.

item	Unit	For profit organisations	•	Government organisations	Total
ϵ .		: *	* * * * * * * * * *	• • • • • • • • •	
Businesses/organisations providing community services at end June 1996	no.	2 2 28	5 385	423	8 03 6
Employees at end June 1996					
Direct community services provision employees	no.	59 577	120 588	53 241	233 406
Other	ΠQ.	14 294	67 764	12 439	94 497
Total	no.	73 870	188 352	65 680	327 902
Volunteers for the month of June 1996	no.	4 844	256 667	23 036	284 547
Expenditure on community services and related activities Community service activities					
Personal and social support	\$m	28.3	710.5	786.6	1 525.5
Child-care	\$m	374.8	413.2	255.3	1 043.3
Training and employment	\$m	n,p,	380.4	n.p.	381.0
Financial and material assistance	\$m	*0.1.	110.5	91.7	202.3
Residential care and accommodation support	\$m	1 408.8	2 693.6	959.6	5 0 61.9
Self-care	\$m	15.1	168 .3	*132.4	315.8
Statutory protection and placement	\$m		12.6	190.6	203.3
Corrective services	\$m	_	п.р.	n.p.	162.5
Other direct community service activities	\$m	n.p.	n.p.	п.р.	50.5
Total	\$ <i>m</i>	1 840.6	4 520.1	2 585.1	8 945.8
Community service related activities	\$m	38.3	721.0	n.a.	759.3
Total	5m	1 878.9	5 241.1	2 585.1	9 705.1
* # * * * * * * * * * * * * * * * * * *			* * * * * * * * * *		* * * * · ·

	For profit organisations	Not for profit organisations	Government organisations	Total
	\$m	- \$m	\$m	\$m
			ΨI*I	ψIII
COMMINIT	Y SERVICE ACT	TIMITIES		
Personal and social support	T SERVICE AC	IIVIIIES		
Information advice and referral	*1.6	1 18 .5	120.5	240.6
Individual and family support	4.6	239.4	234.3	478.3
Independent and community living support	9.5	236.1	247.9	493.5
Domiciliary support	12.6	11 6.5	184.0	313.0
Total	28.3	710.5	786.6	1 525.5
Child-care				
Centre-based day care	349.5	243.0	134.4	726.9
Family day care	n.p.	79.7	n.p.	172.3
Occasional child-care	2.7	25. 1	9.8	37.6
Before and after school hours care	10.4	42.8	12.6	65.8
Vacation care	4.5	15.5	12.1	32.1
Other child-care	n.p.	7.1	n.p.	8.6
Total	374.8	413.2	255.3	1 043.3
Training and amplayment				
Training and employment Pre-vocational/vocational training	*0.3	58,3	-	58.6
Employment, job placement and support	n.p.	102.2	n.p.	102.3
Supported (sheltered workshop) employment	n.p.	219.9	n.p.	220.1
Total .	n.p.	380.4	n.p.	381.0
	·			002.0
Financial and material assistance	*0.1	110.5	91.7	202.3
Residential care and accommodation support				<u> </u>
Accommodation placement and support	n.p.	70.5	n.p.	73.9
Foster care placement	_	29.3	65.9	95.3
Transitional accommodation Crisis accommodation	n.p. *2,5	68.1 125.8	ń.p.	71.3
Intensive residential care	1 273.5	1 176.7	9.2 4 83 .6	137.5 2 933.7
Hostel care	100.2	964.7	83.8	2 933.7 1 148.7
Residential respite care	8.3	63.4	96.0	167.7
Residential rehabilitation	п.р.	57.2	n,p,	96.7
Other residential care	20.3	137.9	178.8	337.1
Total	1 408.8	2 693.6	959.6	5 061.9
\$elf-care	15.1	168.3	*132.4	315.8
Statuton, protection and placement		12.6	100.6	002.2
Statutory protection and placement	_	12.0	190.6	203.3
Corrective services	_	n.p.	n.p.	162.5
•		711,521		102.0
Other direct community service activities	n.p.	n.p.	n.p.	50.5
Total	1 840.6	4 520.1	2 585.1	8 945.8
*******			~ * * * * * * * * * *	
COMMUNITY SE	EBMOE DELATE	O ACTIVITIES		
Group advocacy, community and service	ERVICE RELATE	DACHVITIES		
development and support				
Service support and development	0.4	44.5	n.a.	44.9
Community/group development and support	0.9	62.6	n.a.	63.5
Social action and group advocacy	0.6	38.1	n.a.	38.7
Total	2.0	145.3	n.a.	147.3
_				
Fundraising activities	*2.3	18 0.7	_	183.0
A.A. daine				
Activities concerning payments overseas to				
individuals and organisations for community service needs				
SCINICE HEEUS	n.p.	n.p.	-	186.1
Rucinase antivitiae				
Business activities	n.p.	n.p.	_	242.6
Total	38.3	721.0		750.0
			n.a.	759.3
	«» · «» · » * «»		· » · • » · • • • • • •	

⁽a) Government agencies not involved in direct community service activities have been excluded from this table.

					Non-residential		
		Child-care	Accommodation	Residential care	care services	Nursing	
item	Unit	services	for the aged	services n.e.c.	n.e.c.	homes	Tota
• < > <				- , « * * * , « * «		* * - * - * * * * *	» » • • • • • • •
Businesses/organisations at end Juni 1996	9						
For profit	no.	1 349	170	79	83	547	2 228
Not for profit	no.	1 517	543	535	2 156	321	5 072
Total	no.	2 8 66	713	614	2 2 39	868	7 300
Employees at end June 1996							
Full-time employees	no.	15 436	10 009	8 475	24 437	22 185	80 542
Part-time employees	no.	20 898	24 521	11 126	38 074	81 889	176 507
Total	ПΟ.	36 334	34 530	19 601	62 510	104 074	257 049
Direct community service provisio	n						
employees at end June 1996	no.	30 647	20 420	13 593	35 657	76 700	177 016
Other employees	no.	5 687	14 110	6 008	26 853	27 374	80 033
Total	no.	36 334	34 530	19 601	62 510	104 074	257 049
Volunteers for the month of June 1996	no.	19 665	15 121	*13 756	190 358	16 527	255 426
1990				_			
Income			-				
Government funding	\$m	448.2	478.1	337.1	922.1	1 791.2	3 976.7
Services to clients and other							
organisations	\$m	357.2	421.1	80.5	177.3	1 000.6	2 036.7
Donations	\$m	1.3	16.8	27.9	289.7	17.1	352.8
Sale of goods	\$m	2.4	40.3	22.0	267.5_	26.2	358.5
Other income	\$m	19.2	135.4	65.0	357.5	158.0	735.1
Total	\$m	828.2	1 091.7	532.5	2 014.1	2 993.1	7 459.7
Expenses			·				
Labour costs	\$m	533.0	634.5	398.1	964.7	2 093.8	4 624.0
Other expenses	\$m	253.7	377.5	169.3	921.3	752.0	2 473.9
Total	\$m	7 8 6.7	1 012.1	567.4	1 885.9	2 845.8	7 097.9
Industry gross product	\$m	549.4	644.5	404.7	918.5	2 139.5	4 656.6

⁽a) Refer to paragraph 3 of the Explanatory Notes for further descriptions of community service industries.

EXPLANATORY NOTES

PRELIMINARY PUBLICATION

1 This publication contains preliminary results for the reference year 1995–96 from a survey of employing businesses and organisations involved in the provision of community services. It has been released to provide timely summary information. Amendments may be required to the data contained in this publication when more fully edited. These preliminary results, therefore, are subject to revision.

FINAL PUBLICATION

2 A publication, *Community Services, Australia, 1995–96* (Cat. no. 8696.0) will be released in September 1997 and will provide final and more detailed statistics.

SURVEY SCOPE

- **3** The scope of the survey was all employing businesses and organisations involved in the provision of community services. It included all employing businesses classified to the following classes of the Australian and New Zealand Standard Industrial Classification (ANZSIC):
- 8710 Child-care Services:
- 8721 Accommodation for the Aged;
- 8722 Residential Care Services n.e.c.;
- 8729 Non-Residential Care Services; and
- 8613 Nursing Homes.

The scope also included businesses in the following ANZSIC classes:

- 7861 Employment Placement Services (Part—only organisations supporting disabled persons);
- 8634 Community Health Centres (Part—only community health centres undertaking community service activities); and
- 9629 Interest Groups n.e.c. (Part—only organisations involved in the provision of community services advocacy services).
 - Finally the scope of the survey also included the community service activities of selected government departments and organisations responsible for the funding of community service activities and/or were 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 departments/organisations involved in significant community services funding or provision).

CLASSIFICATION OF COMMUNITY SERVICE ACTIVITY

4 Each business in the survey was required to dissect its expenditure into the various community service activities undertaken by the business. 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 1: Personal and social support; Child-care; Training and employment; Financial and material assistance; Residential care and accommodation support; Self-care; Statutory protection and placement; Corrective services; Group advocacy, community and service development and support services; and Other activities.

EXPLANATORY NOTES continued

STATISTICAL UNIT

- **5** The unit for which non-government sector statistics were reported in the survey was the management unit. The management unit 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.).
- **6** 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.

RELIABILITY OF ESTIMATES

7 The estimates presented in this publication are subject to sampling and non-sampling error and possible revision when the preliminary data are more fully edited.

SAMPLING FRRORS

- **8** Since the estimates in this publication are based on information obtained from a sample drawn from units in the surveyed population, the estimates are subject to sampling variability, that is, they may differ from 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, which indicates the extent to which an estimate might have varied by chance because only a sample of units was included.
- **9** There are about two chances in three that a sample estimate will differ by less than one standard error 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 standard errors.
- **10** Sampling variability can be measured by the relative standard error (RSE) which is obtained by expressing the standard error as a percentage of the estimate to which it refers. The RSE is a useful measure in that it provides an immediate indication of the percentage errors likely to have occurred due to sampling, and this avoids the need to refer also to the size of the estimate.
- **11** The following table contains estimates of RSEs for a selection of statistics presented in this publication.

EXPLANATORY NOTES continued

Selected relative standard errors, key aggregates

	organisations	organisations	organisations	Total
Item	%	%	4 %	%
Businesses/organisations providing community services at end				
June 1996	3	1	3	1
Employees at end June 1996				
Direct community services provision employees	5	3	7	2
Other	4	3	6	2
Total	4	3	6	2
Volunteers for the month of June 1996	9	12	13	11
Expenditure on community services activities				
Community service activities				
Personal and social support	8	2	6	3
Child-care	4	- 4	8	3
Training and employment	_ л.р.	3	n.p.	3
Financial and material assistance	45	7	1	4
Residential care and accommodation support	4	4	7	3
Self-care	14	4	36	15
Statutory protection and placement	_	12	6	5
Corrective services	_	n.p.	n.p.	5
Other direct community service activities	n.p.	n.p.	•n.p.	15
Total	3	3	6	7
Community service related activities	- 8	4	n.a.	4
Total	3	3	6	4

- **12** As an example of the above, an estimate of total expenditure on child-care activities is \$1,043.3 million and the RSE is 3% giving a standard error of \$31.3 million. Therefore, there would be two chances in three that, if all units had been included in the survey, a figure within the range of \$1,012.0 million to \$1,074.6 million would have been obtained, and 19 chances in 20 that the figure would have been within the range of \$980.7 million to \$1,105.9 million (a confidence interval of 95%).
- **13** Where the RSE of an estimate included in this publication exceeds 25%, it has been annotated with an asterisk (*) as a warning to users.

NON-SAMPLING ERROR

14 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 error to a minimum by careful design and testing of questionnaires, efficient operating procedures and systems used to compile the statistics.

EXPLANATORY NOTES continued

REFERENCE PERIOD

15 Data contained in the tables of this publication relate to all businesses and organisations which operated in Australia at any time during the year ended 30 June 1996. Counts of businesses/organisations include only those that were operating at 30 June 1996.

BUSINESSES CEASED DURING THE YEAR

16 A very small number of businesses and organisations ceased operations during the 1995–96 reference period. It is normal ABS procedure to include the contributions of these in the survey output.

Businesses/organisations at end June 1996

The number of management units operating at the end of June 1996. A management unit is the highest level accounting unit within a business, having regard for industry homogeneity, for which accounts are maintained. (Refer to paragraph 5 of Explanatory Notes for further information regarding management units.)

Classification of community service activity

Community service activities have been classified using the NCCS, developed by the Australian Institute of Health and Welfare into the following:

Personal and social support: 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).

Child-care: the 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.

Training and employment: services which assist people who are disadvantaged 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.

Financial and material assistance: services which are designed to enhance personal functioning and facilitate access to community services through the provision of emergency, or immediate, financial assistance and material goods.

Residential care and accommodation support: 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.

Self-care: provision and/or management of independent living units for the aged or disabled.

Statutory protection and placement: services which provide protection from physical, sexual or emotional harm or physical neglect, through appropriate statutory intervention or other means.

Corrective services: services providing correctional and rehabilitative supervision and protection of public safety, through the provision of corrective arrangements and advice to courts and parole boards.

Group advocacy, 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.

Other activities: services which cannot be classified to any other section. These services include domiciliary support services and administration of investments.

Direct community service provision

Direct service provisions are those activities which are provided to individuals or families on an interactive or face-to-face basis or on their behalf. The NCCS developed by the Australian Institute of Health and Welfare is the source of the definitions used in this publication.

Employees at end June 1996

This item includes full-time and part-time employees, employees absent on paid or prepaid leave, managerial and executive employees, permanent, temporary and casual employees and consultants who are employees. The item excludes non-salaried directors, subcontractors, persons paid solely by commission without a retainer and volunteers.

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.

Government non-direct expenditure

This expenditure includes government funding on non-government organisations and other government entities. It includes project or program payments made by Commonwealth, State-and local government in the form of operational funds for ongoing operations and one-off capital funds to purchase equipment or property.

Income from services to clients and other organisations

This is income from client fees and charges levied which includes income from direct community service provision e.g. board and lodging, child-care, day care, counselling and training, and consultancies provided to other organisations.

Industry Gross Product (IGP)

IGP is a measure of the value of unduplicated gross product of businesses. For 'market' units such as private nursing homes or child-care centres it is generally defined as sales of goods and services plus government subsidies plus closing stocks minus opening stocks minus purchases and selected expenses. For 'non-market' units such as 'not for profit' or charitable organisations predominantly funded by government it is generally defined as wages and salaries, employer contributions to superannuation funds, workers compensation costs and depreciation.

'Not for profit' organisations

This item refers to businesses 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.

Other expenses

This item includes labour costs, insurance premiums, rent, leasing and hiring expenses, purchases and client support payments.

Other income

This item includes donations and other fundraising, bequests and income from sales of goods and other non-government funding.

Selected expenses

These expenses include client support payments, payments to Australian and overseas organisations and agencies, grants for community service needs, insurance, purchases, interest, had debts written off, depreciation, water and electricity and gas charges, travelling and accommodation expenses, and training expenses.

Total expenses

This item is the sum of all expense items.

Total income

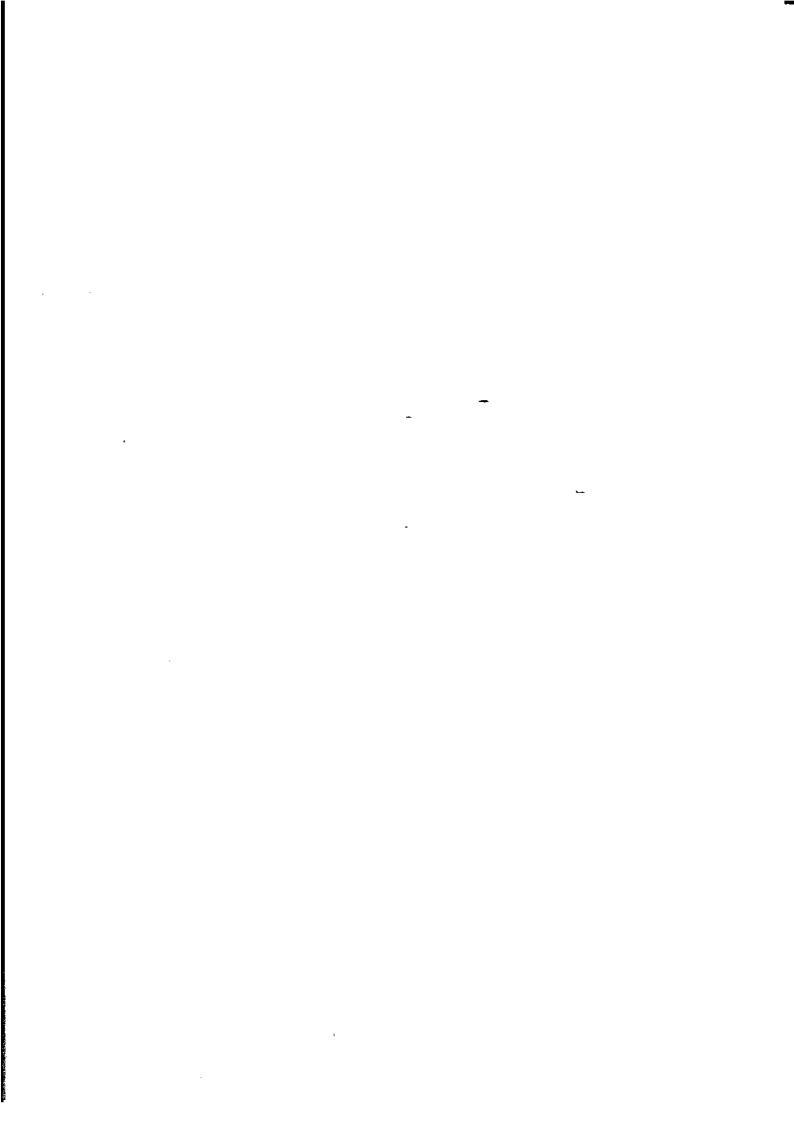
This item is the sum of all income items. This includes income from provision of direct community services to clients, provision of services to other organisations, sales of goods, rent, leasing and hiring income, funding from government. fundraising, interest income and other operating and non-operating income.

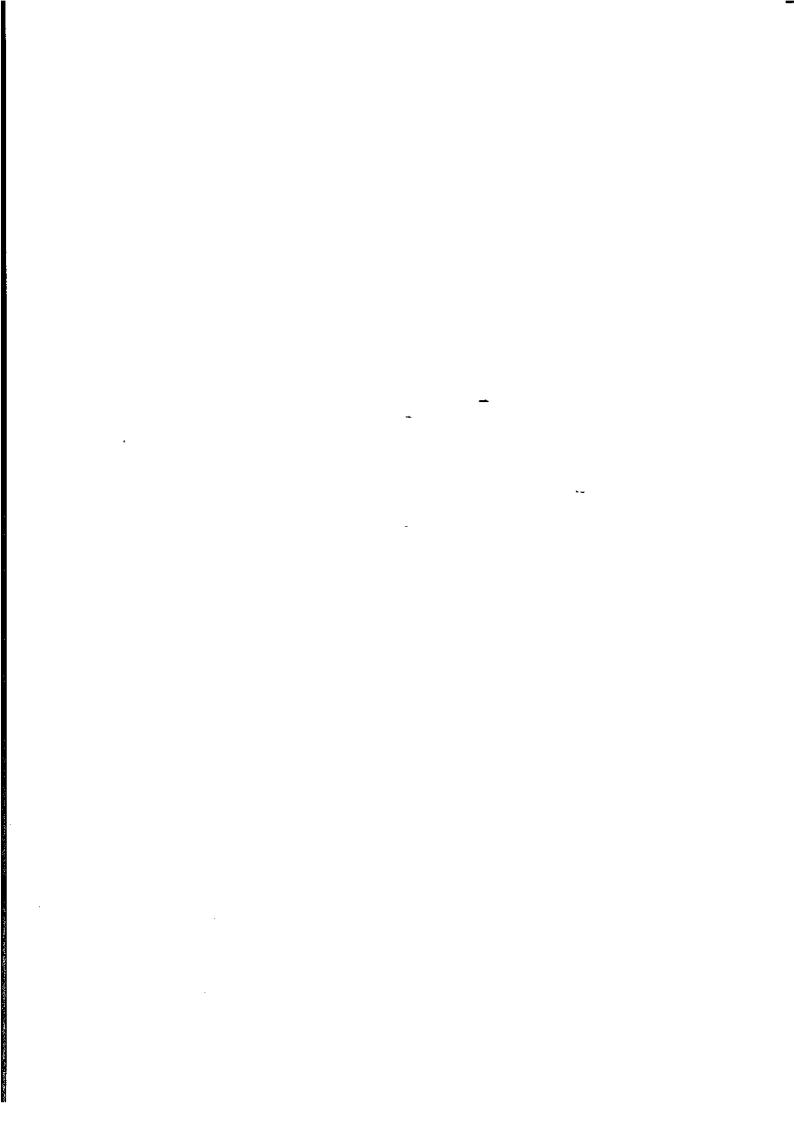
Volunteers

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

Wages and salaries are the gross earnings of all employees including provision expenses for employee entitlements, before taxation and other deductions. Drawings of working proprietors and working partners of unincorporated businesses and organisations are excluded.





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