

COMMUNITY SERVICES

AUSTRALIA

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INQUIRIES

- For further information about these and related statistics, contact Graham Boxsell on Canberra (02) 6252 5633, or any ABS office shown on the back cover of this publication.

NOTES

INTRODUCTION

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

For details of the type of businesses included in the scope of the survey see paragraph 2 of the Explanatory Notes.

DATA VIEWS

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

- an *overview of community services activity* as shown in tables 1.1 to 1.9. 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). Tables 1.8 and 1.9 present the community service activities of government organisations.
- an *industry view* as shown in tables 2.1 to 2.15 which present data for those units within the 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 overview.

SYMBOLS AND OTHER USAGES

ABS	Australian Bureau of Statistics
ANZSIC	Australian and New Zealand Standard Industrial Classification
n.a.	not available
NCCS	National Classification of Community Services
n.e.c.	not elsewhere classified
n.p.	not available for publication but included in totals where applicable
RSE	relative standard error
*	subject to sampling variability too high for most practical purposes
**	subject to sampling variability too high for 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.

PREFACE

This publication contains final results from the first survey conducted by the ABS of community services activity in Australia. Preliminary results from this survey were released on 4 August 1997 in *Community Services, Australia, Preliminary* (Cat. no. 8694.0).

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, and other residential and non-residential care in both the government and non-government sectors.

The survey was developed with the objectives of:

- measuring the size and structure of the industry including the relative contributions of the profit and not for profit sectors;
- measuring the significance and role of government in the industry;
- identifying the source and application of funds by community service providers;
- providing information on the type of services provided, including output measures;
- enabling comparisons between States and Territories; and
- enabling comparison of the community service industry with other industries.

This publication contains a selection of the information available from the survey. More detailed information is available from the ABS on request.

The ABS welcomes comments and suggestions from users recommending industries and data items for inclusion in future service industries surveys. These comments should be addressed to:

The Director, Service Industries Surveys, PO Box 10, Belconnen, ACT, 2616.

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*.

T.J. Skinner
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SECTION 1

COMMUNITY SERVICES ACTIVITY

INTRODUCTION

This publication contains final results from the ABS survey of community services activity in Australia. It updates and expands on the preliminary results released in *Community Services, Australia, Preliminary, 1995-96* (Cat. No. 8694.0). Revisions to some of the preliminary data have been necessary as a result of further analysis and editing of the data.

Size of the sector

At the end of June 1996 there were 8,058 employing businesses and organisations involved in the provision of community services within the scope of this survey (see explanatory notes), with 89% in community services industries, 4% in other industries and 7% were government organisations. Child-care businesses (2,805) and non-residential care businesses (2,241) accounted for 63% of businesses involved in the provision of community service activities.

In total there were 7,518 non-government businesses and organisations involved in the direct provision of community services. Of these, 72% were 'not for profit' organisations. The sector with the highest proportion of 'not for profit' organisations was the non-residential care sector (98%), while the lowest was the nursing homes industry (38%).

1.1 Businesses/organisations with community services activities

	For profit organisations	Not for profit organisations	Total
	no.	no.	no.
Community service industries			
Child-care	1 290	1 515	2 805
Nursing homes	538	323	860
Accommodation for the aged	159	534	693
Residential care services n.e.c.	79	529	608
Non-residential care service n.e.c.	50	2 191	2 241
Total	2 115	5 092	7 207
Other industries	—	311	311
Total non-government sector	2 115	5 403	7 518
Government organisations	540
Total	8 058

Persons working

The 8,058 businesses and organisations employed 321,059 persons at the end of June 1996 with 70% directly involved in the provision of community services. A further 239,390 volunteers assisted these businesses and organisations.

'Not for profit' organisations were dominant, engaging 57% (182,512) of employees and 89% (213,446) of volunteers.

Expenditure

Total expenditure by all businesses and organisations on community services activities was \$9,736.0 million, of which \$8,515.2 million (87%) related to direct community service provision, and \$1,220.8 million was expended on community service related activities such as social planning and policy development, fundraising, business activities and payments made to organisations and individuals overseas for community service needs.

Of the \$8,515.2 million expenditure on direct community service provision, the major areas of activity were residential care and accommodation support (\$5,004.6 million), personal and social support (\$1,567.2 million) and child-care (\$1,025.7 million).

'Not for profit' organisations accounted for \$4,213.4 million (49%) of the expenditure on direct community service activity. Government organisations had expenditure of \$2,488.3 million on direct community service provision, which represented 29% of direct expenditure.

1.2 Key aggregates, community services activity

Item	For profit organisations	Not for profit organisations	Government organisations	Total
Businesses/organisations providing community services at end June 1996 (no.)	2 115	5 403	540	8 058
Employees at end June 1996				
Direct community services provision employees (no.)	56 445	115 400	52 058	223 903
Other (no.)	14 020	67 112	16 023	97 156
Total (no.)	70 465	182 512	68 082	321 059
Volunteers for the month of June 1996 (no.)	3 926	213 446	22 018	239 390
Expenditure on community services activities				
Community service activities				
Personal and social support (\$m)	25.7	695.0	846.5	1 567.2
Child-care (\$m)	371.3	414.1	240.3	1 025.7
Training and employment (\$m)	*0.2	375.1	0.2	375.5
Financial and material assistance (\$m)	—	108.7	44.4	153.2
Residential care and accommodation support (\$m)	1 402.8	2 586.3	1 015.5	5 004.6
Statutory protection and placement (\$m)	—	12.7	185.2	197.9
Corrective services (\$m)	—	6.7	151.0	157.7
Other direct community service activities (\$m)	13.4	15.0	5.1	33.5
Total (\$m)	1 813.5	4 213.4	2 488.3	8 515.2
Community service related activities (\$m)	51.8	910.7	258.3	1 220.8
Total (\$m)	1 865.3	5 124.1	2 746.6	9 736.0

DIRECT COMMUNITY SERVICES ACTIVITIES

Introduction

Each organisation in the survey was asked to supply a percentage dissection of its total expenditure into the various community service activities undertaken. These community services activities have been classified using the National Classification of Community Services (NCCS) (refer to the Glossary for more detail). Estimates of this expenditure by type of organisation and State are shown in tables 1.3, 1.5, 1.6 and 1.7 respectively.

Users of these data should do so with care as the resultant estimates are dependent upon an accurate dissection according to community service activity and not all organisations in the survey maintained detailed records of these dissections. This is particularly the case for the fine level dissections where there was an increased likelihood of inaccuracies in correctly allocating expenditure.

Personal and social support

Of the total expenditure of \$1,567.2 million on personal and social support, government organisations accounted for 54% and 'not for profit' organisations 44%. This expenditure comprised \$521.2 million (33%) on domiciliary support, \$463.2 million (30%) on individual and family support and \$347.4 million (22%) on independent and community living support.

Child care

The three types of organisations each had considerable expenditure on child care activities; \$414.1 million (40%) by 'not for profit' organisations, \$371.3 million (36%) by 'for profit' organisations and \$240.3 million (23%) directly by government organisations. The majority of this expenditure is in centre based day care (\$719.3 million), of which \$348.8 million (48%) was attributed to 'for profit' organisations. Another activity of significant expenditure was family day care (\$167.3 million), which was undertaken fairly equally between 'not for profit' organisations and government organisations.

Residential care and accommodation support

Of the \$5,004.6 million expended on this activity, 52% was incurred by 'not for profit' organisations, 28% by 'for profit' organisations and 20% by government organisations. The two major areas of expenditure were intensive residential care (\$2,861.4 million) and hostel care (\$1,099.2 million). Whereas 84% of hostel care expenditure was accounted for by 'not for profit' organisations, intensive residential care expenditure was dissected almost equally between 'for profit' organisations (\$1,270.6 million) and 'not for profit' organisations (\$1,119.7 million).

Other direct community service expenditure

The remaining expenditure for direct community service provision totalled \$917.8 million. This expenditure comprised training and employment (\$375.5 million), which was almost all attributed to 'not for profit' organisations, financial and material assistance (\$153.2 million), statutory protection and support (\$197.9 million), and corrective services (\$157.7 million), the latter two mainly being a function of government organisations.

Community service related activities

The expenditure of \$1,220.8 million for these activities was mainly accounted for by 'not for profit' organisations. The major components of this expenditure were social planning and policy development (\$249.7 million), business activities (\$246.4 million), expenditure on welfare fundraising (\$168.9 million), activities concerning the raising of funds for overseas payments for community service needs (\$185.7 million) and expenditure on self-care activities (\$181.9 million).

Where social planning and policy development was associated with direct community service provision then the expenditure has generally been allocated to the relevant activity.

1.3 Expenditure on community services and related activities

	For profit organisations	Not for profit organisations	Government organisations	Total
	\$m	\$m	\$m	\$m
COMMUNITY SERVICE ACTIVITIES				
Personal and social support				
Information advice and referral	**1.0	119.5	114.9	235.5
Individual and family support	3.9	229.1	230.3	463.2
Independent and community living support	7.5	227.0	112.9	347.4
Domiciliary support	13.3	119.4	388.4	521.2
Total	25.7	695.0	846.5	1 567.2
Child-care				
Centre-based day care	348.8	244.0	126.4	719.3
Family day care	*6.1	80.6	80.6	167.3
Occasional child-care	2.4	25.2	9.0	36.6
Before and after school hours care	9.8	41.7	11.6	63.1
Vacation care	4.2	15.6	11.6	31.4
Other child-care	—	6.9	1.1	8.1
Total	371.3	414.1	240.3	1 025.7
Training and employment				
Pre-vocational/vocational training	*0.2	56.5	—	56.7
Employment, job placement and support	—	97.2	0.1	97.3
Supported employment	—	221.3	0.1	221.4
Total	*0.2	375.1	0.2	375.5
Financial and material assistance	—	108.7	44.4	153.2
Residential care and accommodation support				
Accommodation placement and support	n.p.	67.8	n.p.	71.0
Foster care placement	—	30.0	62.4	92.4
Transitional accommodation	n.p.	67.9	n.p.	75.6
Crisis accommodation	*2.4	123.8	8.9	135.1
Intensive residential care	1 270.6	1 119.7	471.0	2 861.4
Hostel care	97.4	923.8	78.0	1 099.2
Residential respite care	7.9	62.1	87.3	157.3
Residential rehabilitation	3.5	52.8	30.3	86.5
Other residential care	20.4	138.3	267.3	426.0
Total	1 402.8	2 586.3	1 015.5	5 004.6
Statutory protection and placement	—	12.7	185.2	197.9
Corrective services	—	6.7	151.0	157.7
Other direct community service activities	13.4	15.0	5.1	33.5
Total	1 813.5	4 213.4	2 488.3	8 515.2
COMMUNITY SERVICE RELATED ACTIVITIES				
Policy, community and service development and support				
Service support and development	0.3	44.3	12.3	56.9
Community/group development and support	**0.1	60.5	30.6	91.2
Social planning, social action and group advocacy				
Social planning and policy development	—	38.5	211.3	249.7
Social action and group advocacy	—	38.7	1.3	40.0
Welfare fundraising	*2.2	166.7	—	168.9
Total	*2.6	348.6	255.6	606.8
Activities concerning payments overseas to individuals and organisations for community service activities	—	185.7	—	185.7
Business activities	35.2	211.2	—	246.4
Self-care	14.0	165.2	2.7	181.9
Total	51.8	910.7	258.3	1 220.8

COMMUNITY SERVICES OUTPUT MEASURES

Introduction

Associated with its estimate of expenditure on various direct community service activities, organisations providing community services were also asked to provide an estimate of the number of contacts/cases/clients/etc. for 1995–96 related to each direct community service activity. Table 1.4 shows estimates of broad output measures.

These estimates of output measures need to be read with caution. Not all organisations had detailed records of output measures as sought in the survey. Further, they are necessarily broad in nature, which can make interpretation of the estimates difficult.

Personal and social support

Even though 'not for profit' organisations and government organisations' expenditure on information advice and referral and individual and family support activities was a similar level, a far higher number of cases/contacts were made with 'not for profit' organisations. Of the 5.9 million contacts made for information advice and referral in 1995–96, 4.6 million contacts were made with 'not for profit' organisations. Similarly, 'not for profit' organisations had 1.8 million individual and family support cases in 1995–96 out of a total of 2.4 million cases.

Government organisations had the majority of cases in independent and community living support and domiciliary support accounting for 1.0 million cases (69%) and 1.4 million cases (82%) respectively. The average expenditure per case was lower for government organisations.

Child-care

The average number of children per day in centre based day care was 102,600. Of this, 56,700 (55%) were in care provided by 'for profit' organisations. Average expenditure per child day was also lowest for 'for profit' organisations.

'Not for profit' organisations provided care to 29,600 of the total 40,100 children per day in before and after school hours care, and 10,200 of the 12,300 children per day in occasional child-care. Government organisations (29,200 children per day) and 'not for profit' organisations (26,500 children per day) provided almost all of the family day care (56,600 children per day). Average expenditure per child day was slightly lower for 'not for profit' organisations.

Residential care and accommodation support

The majority of these services were provided by 'not for profit' organisations.

Of the 490,700 people who were provided crisis accommodation in 1995–96, 483,800 were accommodated by 'not for profit' organisations. 'Not for profit' organisations accounted for almost all the persons (454,600 persons) provided with transitional accommodation. 'For profit' organisations provided services to 34,400 of the average 72,500 residents per day requiring intensive residential care.

Government organisations were responsible for the provision of the majority of residential respite care services, accounting for 51% of the total.

Other direct community services expenditure

In 1995–96 government organisations provided service to 96% of clients in statutory protection and placement (76,700 cases out of the total 79,600 cases) and to 75% of clients in corrective services (45,300 of the total 60,600 cases).

'Not for profit' organisations provided services to 88% (1.8 million) of the cases requiring financial and material assistance (2.1 million). They also dominated the training and employment sector, providing all the supported employment services and almost all of the trainees with pre-vocational/vocational training, and clients in employment, job placement and support.

1.4 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>	<i>Output measure used</i>
	'000	'000	'000	'000	
Personal and social support					
Information advice and referral	**37.6	4 641.4	1 255.9	5 934.9	no. of contacts
Individual and family support	16.9	1 834.3	574.4	2 425.6	no. of cases
Independent and community living support	**4.8	*457.3	1 005.8	1 467.9	no. of cases
Domiciliary support	4.6	299.1	1 356.5	1 660.2	no. of cases
Child-care					
Centre-based day care	56.7	29.8	16.1	102.6	average no. of children/day
Family day care	*0.9	26.5	29.2	56.6	average no. of children/day
Occasional child-care	0.6	10.2	1.5	12.3	average no. of children/day
Before and after school hours care	4.4	29.6	6.1	40.1	average no. of children/day
Vacation care	1.8	16.8	10.3	29.0	average no. of children/day
Other child-care	—	1.7	**4.6	*6.4	average no. of children/day
Training and employment					
Pre-vocational/vocational training	**3.4	51.3	—	54.6	no. of trainees
Employment, job placement and support	—	85.9	—	86.0	no. of clients
Supported employment	—	11.7	—	11.7	average no. of sheltered workshop employees per day
Financial and material assistance					
	—	1 829.0	242.5	2 071.6	no. of cases
Residential care and accommodation support					
Accommodation placement and support	n.p.	42.7	n.p.	46.8	no. of placements
Foster care placement	—	39.0	13.6	52.5	no. of placements
Transitional accommodation	n.p.	*454.6	n.p.	*456.0	no. accommodated
Crisis accommodation	**3.4	483.8	*3.5	490.7	no. accommodated
Intensive residential care	34.4	30.9	7.2	72.5	average no. of residents/day
Hostel care	6.7	53.9	2.9	63.5	average no. of residents/day
Residential respite care	**1.0	3.9	*5.1	*10.0	average no. of occupants/day
Residential rehabilitation	—	4.1	2.5	6.7	average no. residents/day
Other residential care	2.0	5.2	3.9	11.2	average no. residents/day
Statutory protection and placement					
	—	2.9	76.7	79.6	no. of cases
Corrective services					
	—	15.3	45.3	60.6	no. of cases

STATE AND TERRITORY COMMUNITY SERVICE ACTIVITIES

Introduction

For the purposes of deriving State and Territory estimates of community service activities, all the activities of each organisation have been allocated to the State of the Head Office of the business. In the main, most community service organisations operated in only one State or Territory. However, about 50 organisations operated in more than one State or Territory and hence there may be some distortion in the State and Territory estimates. Although all States and Territories are affected to some degree, analysis indicates that the main impact is an overstatement (approximately 2%) in the estimate of activity in New South Wales, and an understatement (approximately 4%) in the estimate of activity in Queensland.

For this reason and the reasons outlined in the introduction to table 1.3, users of these data should do so with care particularly at the fine level activity dissections.

Distribution across States

Generally, direct community service expenditure of \$8,515 million was outlaid amongst the States and Territories in a manner broadly similar to their shares of the estimated resident population of Australia. Expenditure in New South Wales was higher than its share of the population, while expenditure in Victoria and Queensland was below.

While the States and Territories share of total expenditure was similar to their respective shares of the estimated resident population, the types of activity on which expenditure was incurred in each State/Territory and the types of organisations providing the services varied considerably.

Residential care and accommodation was the major community service activity in all States and Territories. However, the proportions (as a percentage of total expenditure in the State/Territory) varied from a high of 62% in New South Wales to a low of 32% in the Northern Territory. Other States with relatively high expenditure on residential care and accommodation were Tasmania (61%) and South Australia (59%). For child-care services, the Northern Territory was the highest accounting for 28% of its expenditure on community services, followed by the Australian Capital Territory with 23% and Tasmania with 20%. New South Wales and South Australia had the lowest proportions with 10% and 7% respectively.

In all States and Territories 'not for profit' organisations were the main source of expenditure on community service activities. In the Northern Territory (69%), the Australian Capital Territory (65%), Tasmania (57%) and South Australia (56%) 'not for profit' organisations accounted for over half of the total expenditure on community service provision. For the other States, the proportion accounted for by 'not for profit' organisations was in the range of 47% to 49%.

1.5 Distribution of expenditure on direct community services activities

Community service activity	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
Personal and social support (\$m)	575.6	408.3	241.6	148.7	130.1	28.9	12.1	22.0	1 567.2
Proportion of total (%)	17.3	21.5	17.3	20.6	17.7	10.5	23.0	19.4	18.4
Child-care (\$m)	319.8	232.8	232.2	52.3	93.7	53.8	14.7	26.5	1 025.7
Proportion of total (%)	9.6	12.3	16.6	7.2	12.8	19.6	28.0	23.4	12.0
Training and employment (\$m)	116.3	87.2	53.8	44.7	55.7	11.6	1.1	5.1	375.5
Proportion of total (%)	3.5	4.6	3.9	6.2	7.6	4.2	2.1	4.5	4.4
Financial and material assistance (\$m)	84.1	26.3	13.5	13.0	7.3	3.9	4.5	0.6	153.2
Proportion of total (%)	2.5	1.4	1.0	1.8	1.0	1.4	8.6	0.5	1.8
Residential care and accommodation support (\$m)	2 063.5	1 087.7	791.5	426.4	398.4	168.2	17.0	51.9	5 004.6
Proportion of total (%)	62.0	57.3	56.7	59.1	54.3	61.4	32.4	45.8	58.8
Other (\$m)	168.1	55.7	62.6	36.6	48.0	7.6	3.1	7.2	389.1
Proportion of total (%)	5.1	2.9	4.5	5.1	6.5	2.8	5.9	6.4	4.6
Total (\$m)	3 327.4	1 898.0	1 395.2	721.7	733.2	274.0	52.5	113.3	8 515.2
Proportion of total (%)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

1.6 Distribution of expenditure on direct community services activities: Type of organisation

	NSW	Vic.	QLD	SA	WA	Tas.	NT	ACT	Aust.
For profit organisations (\$m)	764.7	452.1	324.8	88.4	151.3	18.3	2.9	11.0	1 813.5
Proportion of total (%)	23.0	23.8	23.2	12.2	20.6	6.7	5.5	9.7	21.3
Not for profit organisations (\$m)	1 612.8	895.2	680.8	400.3	357.6	157.0	36.4	73.4	4 213.4
Proportion of total (%)	48.5	47.1	48.8	55.5	48.8	57.3	69.3	64.8	49.5
Government organisations (\$m)	949.9	550.7	389.5	233.0	224.3	98.7	*13.2	29.0	2 488.3
Proportion of total (%)	28.5	29.0	27.9	32.3	30.6	36.0	25.1	25.6	29.2
Total (\$m)	3 327.4	1 898.0	1 395.2	721.7	733.2	274.0	52.5	113.3	8 515.2
Total (%)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Personal and social support

The proportional distribution of expenditure on this activity across States and Territories differed by type. The \$33.7 million spent in South Australia on information, advice and referral was 14% of the total, much higher than its normal State percentage. In contrast Victoria (\$48.1 million) and Western Australia (\$9.7 million) had a lower percentage contribution to expenditure on information advice and referral.

Expenditure in New South Wales of \$228.0 million represented 44% of total expenditure on domiciliary support. However, some respondents had difficulties discerning between independent and community living support and domiciliary support, suggesting that some of the New South Wales expenditure should be classified to independent and community living support.

Child-care

In 1995–96 total expenditure in this sector was \$1,025.7 million.

Queensland's contribution to centre based day care was 25% of total expenditure by all States and Territories, compared with its 18% of the estimated resident population, whereas Queensland's expenditure on occasional child-care accounted for 11% of total expenditure. The relatively low expenditure by South Australia on child-care reflects the older age structure of the State.

Tasmania's expenditure of \$14.4 million on family day care was 9% of the total, and much higher than its 3% of the estimated resident population. In contrast, New South Wales accounted for 25% of total family day care costs although its share of estimated resident population is 34%.

Residential care and accommodation support

Except for the Northern Territory, intensive residential care was the largest single area of expense in this sector for each State. However, New South Wales, with \$1,299.6 million of the total \$2,861.4 million was the only State or Territory to have spending above its proportion of the population.

Other direct community services expenditure

All States and Territories except South Australia and Western Australia spent less proportionally than their share of the estimated resident population, on training and employment. Total expenditure in this sector was \$375.5 million of which South Australia was responsible for 12% and Western Australia 15%.

1.7 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	91.8	48.1	42.3	33.7	9.7	3.1	1.9	4.8	235.5
Individual and family support	163.5	97.8	79.3	34.9	65.5	9.2	6.4	6.5	463.2
Independent and community living support	92.8	145.2	32.9	24.9	36.8	8.3	2.1	4.5	347.4
Domiciliary support	227.6	117.2	87.1	55.1	18.1	8.2	1.7	6.2	521.2
Total	575.6	408.3	241.6	148.7	130.1	28.9	12.1	22.0	1 567.2
Child-care									
Centre-based day care	221.7	151.7	178.8	43.0	67.6	35.2	8.4	12.9	719.3
Family day care	41.0	59.0	30.0	n.p.	*11.9	14.4	*5.5	n.p.	167.3
Occasional child-care	12.3	9.3	4.0	*0.9	5.3	1.3	*0.1	3.4	36.6
Before and after school hours care	26.5	7.0	12.0	5.2	5.7	*1.8	*0.4	4.5	63.1
Vacation care	13.0	5.1	6.3	*2.2	3.0	0.7	*0.3	0.8	31.4
Other child-care	5.3	0.7	*1.0	n.p.	*0.3	*0.5	—	n.p.	8.1
Total	319.8	232.8	232.2	52.3	93.7	53.8	14.7	26.5	1 025.7
Training and employment									
Pre-vocational/vocational training	10.6	23.8	11.5	4.9	4.1	1.0	*0.2	0.6	56.7
Employment, job placement and support	30.5	26.4	20.2	3.4	12.2	1.1	n.p.	n.p.	97.3
Supported employment	75.2	37.1	22.2	36.3	39.3	9.5	n.p.	n.p.	221.4
Total	116.3	87.2	53.8	44.7	55.7	11.6	1.1	5.1	375.5
Financial and material assistance	84.1	26.3	13.5	13.0	7.3	3.9	4.5	0.6	153.2
Residential care and accommodation support									
Accommodation placement and support	21.8	21.2	3.5	11.5	6.1	6.5	0.3	*0.1	71.0
Foster care placement	51.7	20.2	*1.6	5.3	7.2	n.p.	—	n.p.	92.4
Transitional accommodation	29.1	16.8	11.4	7.0	6.0	2.7	0.7	1.9	75.6
Crisis accommodation	58.0	24.3	17.6	13.0	6.4	8.3	3.8	3.6	135.1
Intensive residential care	1 299.6	547.2	449.6	241.1	195.6	96.6	4.2	27.5	2 861.4
Hostel care	365.5	261.2	196.2	98.0	126.8	33.7	6.6	11.1	1 099.2
Residential respite care	51.2	47.1	14.3	5.4	30.1	7.5	0.6	*1.2	157.3
Residential rehabilitation	30.5	4.9	28.5	15.0	*5.2	n.p.	n.p.	n.p.	86.5
Other residential care	155.9	144.8	68.9	30.0	14.9	8.7	n.p.	n.p.	426.0
Total	2 063.5	1 087.7	791.5	426.4	398.4	168.2	17.0	51.9	5 004.6
Statutory protection and placement	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	197.9
Corrective services	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	157.7
Other direct community service activities	14.1	7.5	8.6	0.1	2.1	0.3	—	**0.5	33.5
Total	3 327.4	1 898.0	1 395.2	721.7	733.2	274.0	52.5	113.3	8 515.2
Of which government expenditure is:	949.9	550.7	389.5	233.0	224.3	98.7	13.2	29.0	2 488.3

GOVERNMENT INVOLVEMENT IN COMMUNITY SERVICES

Introduction

The involvement of government in the provision of community services is significant. Such involvement may occur in a number of ways:

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

This section presents information on the government organisations in scope of the survey, involved in the provision of community services either through direct service delivery or the funding of other organisations involved in community service provision.

Number of government organisations

At 30 June 1996 there were 36 Commonwealth and State government organisations identified as being involved in significant community service provision or funding. A further 504 local government organisations were identified as being involved in direct community service provision.

Size of activity

The 540 government organisations involved in community services operated from 4,504 locations and employed 68,082 persons. The majority (52,058 persons or 76%) were involved in direct community service provision. The remaining 16,023 persons were involved in community service related activities.

Of the 68,082 persons employed, 55% were employed on a full-time basis. There were a further 22,018 volunteers who assisted local government organisations in the provision of community services.

Expenditure of government

Government organisations in this survey had total expenditure relating to community services of \$8,474.4 million. Government organisations received \$223.2 million in income for the provision of community services resulting in net expenditure of \$8,251.2 million.

Outlays by government organisations on the provision of direct community services activities were \$2,488.3 million. The major activities of government organisations were residential care and accommodation support (\$1,015.5 million) and personal and social support (\$846.5 million). Government organisations incurred a further \$258.3 million expenditure on community service related activities such as social planning and policy development.

Expenditure of government *continued*

However, the major item of expenditure for government organisations was payments to other organisations for community service needs. Total expenditure in 1995–96 was \$5,727.8 million. Private sector organisations, including both 'for profit' and 'not for profit' organisations, received \$4,945.1 million. This includes payments to organisations for which community service activity was not the predominant activity, and hence outside the scope of this survey. Government organisations, such as transport authorities for concessions and housing authorities for emergency housing, etc., which were outside the scope of this survey, received \$782.7 million.

1.8 Government involvement in community services: Organisations and persons working

<i>Item</i>	<i>Commonwealth/ State government</i>	<i>Local government</i>	<i>Total</i>
Organisations at end June 1996 (no.)	36	504	540
Number of locations			
Capital city and its suburbs (no.)	1 495	1 027	2 522
Other (no.)	1 305	677	1 982
<i>Total (no.)</i>	2 800	1 704	4 504
Employees at end June 1996			
Direct community services provision (no.)	35 844	16 214	52 058
Other (no.)	13 523	2 500	16 023
<i>Total (no.)</i>	49 367	18 715	68 082
Employees at end June 1996			
Full-time (no.)	31 694	5 592	37 286
Part-time (no.)	17 673	13 122	30 795
<i>Total (no.)</i>	49 367	18 715	68 082
Volunteers (no.)(a)	—	22 018	22 018
Average hours worked by volunteers during June 1996(a)	—	16.6	16.6

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

1.9 Government involvement in community services: Community services expenditure

<i>Item</i>	<i>Commonwealth/ State government</i>	<i>Local government</i>	<i>Total</i>
Expenditure on direct community service activities			
Personal and social support (\$m)	673.5	173.1	846.5
Child-care (\$m)	*32.4	207.8	240.3
Training and employment (\$m)	—	0.2	0.2
Financial and material assistance (\$m)	42.5	1.9	44.4
Residential care and accommodation support (\$m)	962.1	53.5	1 015.5
Statutory protection and placement (\$m)	185.2	..	185.2
Corrective services (\$m)	151.0	..	151.0
Other direct community service activities (\$m)	—	5.1	5.1
<i>Total (\$m)</i>	<i>2 046.7</i>	<i>441.6</i>	<i>2 488.3</i>
Expenditure on community service related activities			
Social planning and policy development (\$m)	200.1	*11.2	211.3
Other (\$m)	43.3	3.7	47.0
<i>Total (\$m)</i>	<i>243.4</i>	<i>14.9</i>	<i>258.3</i>
Payments to other organisations for community service activities			
Private sector organisations (\$m)	4 914.1	31.0	4 945.1
Other government organisations (\$m)(a)	782.7	..	782.7
<i>Total (\$m)</i>	<i>5 696.8</i>	<i>31.0</i>	<i>5 727.8</i>
Total (\$m)	7 986.9	487.5	8 474.4
Less income from community service provision (\$m)	93.4	129.8	223.2
Net expenditure (\$m)	7 893.5	357.7	8 251.2

(a) Net of inter-agency transfers.

SECTION **2**

COMMUNITY SERVICES INDUSTRIES

INTRODUCTION

In many ABS economic collections, estimates are produced based on the Australian and New Zealand Standard Industry Classification (ANZSIC). In this survey businesses and organisations were classified to an ANZSIC class based on the main services provided. The four ANZSIC classes in Subdivision 87 (Community Services) are:

- 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. comprising businesses and organisations mainly engaged in providing care accommodation or homes for the disadvantaged persons where nursing or medical care is not provided as a major service. It also includes organisations providing corrective services for juvenile offenders.
- 8729 Non-Residential Care Services n.e.c. comprising businesses and organisations mainly engaged in providing welfare services n.e.c. This class also includes fund-raising services for welfare purposes.

In addition, businesses and organisations classified to ANZSIC class 8613 (Nursing Homes) were included in the survey to obtain a wider view of the community services industry.

Tables 2.1–2.15 provide financial and employment estimates for businesses and organisations classified to these five ANZSIC classes.

CHILD CARE

Business and organisations

At the end of June 1996 there were 2,805 businesses and organisations whose predominant activity was the provision of child-care. These businesses and organisations provided services from 3,522 locations with 74% being located in a capital city or its suburbs. 'Not for profit' organisations accounted for 54% of businesses and organisations in this industry.

Persons working

At the end of June 1996, there were 44,201 persons working in the child-care industry comprising 36,135 employees and 8,065 contract staff. In addition, for the month of June there were 19,538 volunteers, the majority of which were in 'not for profit' organisations.

Of the 36,135 employees, 30,531 (84%) were employed in direct community service provision. The employment ratio per business was similar for 'not for profit' and 'for profit' organisations with an average of 13 employees each. Female employees dominated this industry, accounting for 96% (15,486) of employment in 'for profit' organisations and 93% (18,514) of employment in 'not for profit' organisations. The majority of employees worked in the industry on a part-time basis (57%) with a higher proportion (68%) working for 'not for profit' organisations than 'for profit' organisations (44%).

The industry had support from 19,538 volunteers. There were 2,424 volunteers working an average of 21.3 hours in June 1996 for 'for profit' organisations, compared with an average of 10.2 hours worked in June 1996 by the 17,114 volunteers in 'not for profit' organisations.

Income

The two major sources of income for the industry were government funding of \$455.9 million (55%) and charges for direct community services provision of \$347.4 million (42%). 'Not for profit' organisations received 52% of this government funding while 'for profit' organisations accounted for 54% of income from direct community services provision.

Expenses

The major expense incurred by the industry was labour costs (\$536.0 million) which accounted for 68% of total expenses. 'Not for profit' organisations expended the highest amount on labour costs which were 71% of their total expenses, even though they were supported by a large number of volunteers. Average labour costs per person employed in the industry were \$14,800.

Size of business

Most (84%) businesses in the child care industry employed less than 20 persons. These businesses accounted for 59% of employment and 64% of total income. Businesses with employment between 20 and 99 persons were significant in the industry, representing 16% of businesses but accounting for 38% of employment and 32% of total income. There were only 7 businesses with employment of 100 or more persons, however, they accounted for 4% of total income.

2.1 Child-care: Organisations and persons working

Item	For profit	Not for profit	Total
Businesses/organisations at end June 1996 (no.)	1 290	1 515	2 805
Locations			
Capital city and its suburbs (no.)	1 180	1 424	2 603
Other (no.)	369	549	918
Total (no.)	1 549	1 973	3 522
Persons working			
Employees at end June 1996			
Direct community service provision employees (no.)	13 721	16 810	30 531
Other employees (no.)	2 451	3 154	5 605
Total (no.)	16 171	19 964	36 135
Home based carers at end June 1996 (no.)	**716	5 935	6 651
Other contract staff at end June 1996 (no.)	677	*737	1 414
Total (no.)	17 565	26 636	44 201
Volunteers for the month of June 1996			
Direct service provision (no.)	1 316	4 215	5 531
Other (no.)	1 108	12 899	14 007
Total (no.)	2 424	17 114	19 538
Average hours worked by volunteers during June 1996	21.3	10.2	11.6
Employees at end June 1996			
Full-time			
Male (no.)	359	347	706
Female (no.)	8 744	6 025	14 769
Total (no.)	9 103	6 372	15 474
Part-time			
Male (no.)	327	1 103	1 430
Female (no.)	6 742	12 489	19 231
Total (no.)	7 069	13 592	20 661
Total			
Male (no.)	686	1 450	2 136
Female (no.)	15 486	18 514	33 999
Total (no.)	16 171	19 964	36 135

2.2 Child-care: Business size

	EMPLOYMENT SIZE CATEGORY AT END JUNE.....			
	0-19	20-99	100 or more	All businesses
Businesses/organisations at end June 1996 (no.)	2 345	452	7	2 805
Employment at end June 1996 (no.)	21 139	13 833	1 164	36 135
Volunteers for the month of June 1996 (no.)	13 342	5 958	237	19 538
Total income (\$m)	534.8	266.4	32.8	833.9
Total expenses (\$m)	504.6	257.0	30.1	791.7
Operating profit/surplus before tax (\$m)	30.2	*9.3	2.7	42.2

2.3 Child-care: Income and expenses

<i>Item</i>	<i>For profit</i>	<i>Not for profit</i>	<i>Total</i>
Income			
Government funding (\$m)	218.5	237.3	455.9
Income from direct community services provision (\$m)	188.5	159.0	347.4
Income from other services (\$m)	*6.1	1.8	*7.9
Funding from non-government organisations (\$m)	n.p.	n.p.	n.p.
Donations (\$m)	—	1.2	1.3
Fundraising (\$m)	0.3	2.7	3.0
Bequests (\$m)	n.p.	n.p.	n.p.
Sales of goods (\$m)	*0.1	2.3	2.4
Interest (\$m)	1.1	3.9	5.0
Other income (\$m)	3.8	5.0	8.9
<i>Total (\$m)</i>	<i>419.2</i>	<i>414.7</i>	<i>833.9</i>
Expenses			
Labour costs			
Wages and salaries			
Direct community service employees (\$m)	196.1	219.4	415.5
Other employees (\$m)	38.6	50.0	88.7
<i>Total (\$m)</i>	<i>234.7</i>	<i>269.4</i>	<i>504.1</i>
Superannuation (\$m)	13.7	11.9	25.6
Workers compensation (\$m)	2.6	3.7	6.3
<i>Total (\$m)</i>	<i>251.0</i>	<i>285.0</i>	<i>536.0</i>
Insurance premiums (\$m)	3.9	2.8	6.6
Purchases of goods (\$m)	22.2	20.6	42.8
Client support payments (\$m)	*0.4	40.6	41.0
Payments to other organisations for community service needs (\$m)	**0.9	0.8	*1.7
Electricity, gas and water charges (\$m)	3.2	2.9	6.1
Travelling and accommodation expenses (\$m)	0.8	0.9	1.7
Training expenses (\$m)	0.4	1.3	1.7
Interest expenses (\$m)	19.9	*0.3	20.3
Depreciation (\$m)	10.8	5.3	16.2
Other expenses (\$m)	77.2	40.5	117.6
<i>Total (\$m)</i>	<i>390.7</i>	<i>401.0</i>	<i>791.7</i>
Operating profit/surplus before tax (\$m)	28.5	13.7	42.2
Profit margin (%)	6.8
Industry gross product (\$m)	308.6	290.4	599.1

NURSING HOMES

Business and organisations

At the end of June 1996 there were 860 businesses and organisations whose predominant activity was the provision of nursing home care. Most (63%) of these businesses were 'for profit', which had 82% of their nursing homes located in a capital city or its suburbs. In contrast, 53% of 'not for profit' nursing homes were located in a capital city or its suburbs.

Persons working

At the end of June 1996, there were 103,021 persons working in the nursing home industry. In addition for the month of June there were 15,579 volunteers. Of the 98,897 employees, 72,312 were employed in direct community service provision. The majority of employees (78%) were employed on a part-time basis and 51% were employed by 'not for profit' organisations. Females accounted for 90% of employees. The average number of employees per business was 155 for 'not for profit' organisations, compared with 90 in 'for profit' organisations.

A further 4,124 contract staff provided direct community services on behalf of businesses and organisations in the industry. 'For profit' businesses and organisations contracted two-thirds of these.

The industry was supported by 15,579 volunteers for the month of June 1996, mostly in 'not for profit' nursing homes.. The average number of hours in June 1996 worked by the 14,391 volunteers in 'not for profit' organisations was 11.4 compared with the average of 8.6 hours worked by the 1,188 'for profit' volunteers.

Income

The major source of income for the industry was government funding of \$1,761.6 million (60% of total income). 'Not for profit' organisations received 52% of this income. Income from charges for direct community services provision of \$929.9 million (32%) was the other significant contributor, of which 'for profit' businesses and organisations contributed 53%.

Expenses

Labour costs contributed 74% of total expenses for both sectors. Wages and salaries accounted for 91% of labour costs. Average labour costs per person employed in the industry were \$20,800.

'For profit' nursing homes recorded an operating profit before tax of \$35.3 million which represented an operating profit margin of 2.6%. This profit margin is derived after deduction of management fees paid to related businesses which are included in 'other expenses'.

Size of business

Businesses with employment of 100 or more persons dominated the nursing home industry. While the 246 businesses in this category represented only 29% of businesses they accounted for 63% of total income of the industry. The majority (69%) of businesses in the nursing home industry had employment between 20 and 99 persons. These businesses accounted for 37% of the total income of the industry.

2.4 Nursing homes: Organisations and persons working

Item	For profit	Not for profit	Total
Businesses/organisations at end June 1996 (no.)	538	323	860
Locations			
Capital city and its suburbs (no.)	610	475	1 085
Other (no.)	137	428	565
Total (no.)	747	904	1 650
Persons working			
Employees at end June 1996			
Direct community service provision employees (no.)	38 255	34 057	72 312
Other employees (no.)	10 420	16 165	26 585
Total (no.)	48 675	50 222	98 897
Contract staff at end June 1996 (no.)	*2 732	1 392	4 124
Total	51 407	51 614	103 021
Volunteers for the month of June 1996			
Direct service provision (no.)	*632	6 580	7 211
Other (no.)	556	7 812	8 368
Total (no.)	*1 188	14 391	15 579
Average hours worked by volunteers during June 1996	8.6	11.4	11.2
Employees at end June 1996			
Full-time			
Male (no.)	1 260	2 529	3 789
Female (no.)	8 608	9 545	18 153
Total (no.)	9 868	12 075	21 943
Part-time			
Male (no.)	3 259	3 153	6 412
Female (no.)	35 548	34 994	70 542
Total (no.)	38 807	38 147	76 954
Total			
Male (no.)	4 519	5 683	10 201
Female (no.)	44 156	44 539	88 695
Total (no.)	48 675	50 222	98 897

2.5 Nursing homes: Business size

EMPLOYMENT SIZE CATEGORY AT END JUNE.....

	0-19	20-99	100 or more	All businesses
Businesses/organisations at end June 1996 (no.)	*19	595	246	860
Total employment at end June 1996 (no.)	*141	37 166	61 590	98 897
Volunteers for the month of June 1996 (no.)	118	5 261	10 201	15 579
Total income (\$m)	6.8	1 083.2	1 843.2	2 933.2
Total expenses (\$m)	6.5	1 060.1	1 726.3	2 792.8
Operating profit/surplus before tax (\$m)	*0.4	*24.2	113.4	137.9

2.6 Nursing homes: Income and expenses

Item	For profit	Not for profit	Total
Income			
Government funding (\$m)	854.2	907.4	1 761.6
Income from direct community services provision (\$m)	497.0	433.0	929.9
Income from other services (\$m)	11.8	35.8	47.7
Funding from non-government organisations (\$m)	n.p.	n.p.	12.2
Donations (\$m)	*0.1	16.1	16.2
Fundraising (\$m)	—	1.7	1.7
Bequests (\$m)	n.p.	n.p.	16.5
Sales of goods (\$m)	16.3	9.3	25.6
Interest (\$m)	4.4	52.3	56.7
Other income (\$m)	17.5	47.6	65.1
Total (\$m)	1 402.7	1 530.5	2 933.2
Expenses			
Labour costs			
Wages and salaries			
Direct service employees (\$m)	736.4	655.0	1 391.4
Other employees (\$m)	182.9	305.0	487.9
Total (\$m)	919.4	959.9	1 879.3
Superannuation (\$m)	47.7	52.0	99.7
Workers compensation (\$m)	37.1	40.4	77.4
Total (\$m)	1 004.1	1 052.4	2 056.5
Insurance premiums (\$m)	5.7	9.4	15.1
Purchases of goods (\$m)	69.1	97.2	166.3
Electricity, gas and water charges (\$m)	21.2	33.8	55.1
Travelling and accommodation expenses (\$m)	1.0	2.4	3.4
Training expenses (\$m)	1.7	4.3	6.1
Interest expenses (\$m)	33.9	6.3	40.2
Depreciation (\$m)	21.9	73.3	95.2
Other expenses (\$m)	204.9	150.0	354.9
Total (\$m)	1 363.6	1 429.1	2 792.8
Operating profit/surplus before tax (\$m)	35.3	102.6	137.9
Profit margin (%)	2.5
Industry gross product (\$m)	1 075.7	1 124.2	2 199.9

ACCOMMODATION FOR THE AGED

The accommodation for the aged industry consists of 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.

Business and organisations

The accommodation for the aged industry was dominated by 'not for profit' businesses and organisations. They accounted for 77% of all organisations in the industry and employed 95% of all persons working, generated 93% of total income and contributed 93% of total expenses.

Persons working

At the end of June 1996, 52,665 persons worked in the accommodation for the aged industry, comprising 33,421 employees, 560 contract staff and 18,684 volunteers.

Of the 33,421 employees, 19,690 (59%) were employed in direct community service provision. The distribution of employees in 'for profit' and 'not for profit' organisations was significantly different with average employees of 10 and 60 respectively. Female employees dominated in this industry, accounting for 86% (1,408) of employment in 'for profit' organisations and 82% (25,975) of employment in 'not for profit' organisations. The majority of employees worked in the industry on a part-time basis (70%) with a higher proportion (81%) working for 'for profit' organisations than 'not for profit' organisations.

Of the 560 contract staff in the industry at the end of June 1996, 91% worked for 'not for profit' organisations.

The industry had support from 18,684 volunteers, almost all of whom worked for 'not for profit' organisations with an average of 35 volunteers per 'not for profit' organisation. During June 1996, each volunteer worked, on average, 13.3 hours.

Income

The two major sources of income for the industry were government funding of \$464.5 million (43%) and direct community service provision of \$378.3 million (35%). 'Not for profit' organisations received 99% of this government funding and 86% of income from direct community service provision.

Expenses

The major expense incurred by businesses and organisations in the industry was labour costs (\$618.2 million) and this accounted for 62% of total expenses. 'Not for profit' organisations expended the highest amount on labour costs (64% of total expenses compared with 33% of total expenses for 'for profit' organisations). This is reflected in labour costs per person employed, which in 'not for profit' organisations were \$18,700, 36% higher than labour costs per person employed in 'for profit' organisations (\$13,800).

Size of business

The accommodation for the aged industry was dominated by the 57 businesses with employment of 100 or more persons. These businesses accounted for 61% of total employment and 56% of total income of the industry. Most (55%) businesses in the industry had employment of less than 20 persons. However, these businesses only accounted for 13% of employment and 16% of total income.

2.7 Accommodation for the aged: Organisations and persons working

Item	For profit	Not for profit	Total
Businesses/organisations at end June 1996 (no.)	159	534	693
Locations			
Capital city and its suburbs (no.)	147	712	859
Other (no.)	*48	455	503
Total (no.)	195	1 167	1 362
Persons working			
Employees at end June 1996			
Direct community service provision employees (no.)	884	18 806	19 690
Other employees (no.)	752	12 978	13 730
Total (no.)	1 637	31 784	33 421
Contract staff at end June 1996 (no.)	*49	511	560
Total (no.)	1 686	32 295	33 981
Volunteers for the month of June 1996			
Direct service provision (no.)	*25	3 958	3 983
Other (no.)	*68	14 633	14 701
Total (no.)	*93	18 591	18 684
Average hours worked by volunteers during June 1996	**20.5	13.3	13.3
Employees at end June 1996			
Full-time			
Male (no.)	101	3 429	3 530
Female (no.)	212	6 234	6 446
Total (no.)	313	9 662	9 976
Part-time			
Male (no.)	127	2 381	2 508
Female (no.)	1 196	19 741	20 937
Total (no.)	1 323	22 122	23 445
Total			
Male (no.)	228	5 809	6 038
Female (no.)	1 408	25 975	27 383
Total (no.)	1 637	31 784	33 421

2.8 Accommodation for the aged: Business size

	EMPLOYMENT SIZE CATEGORY AT END JUNE.....			
	0-19	20-99	100 or more	All businesses
Businesses/organisations at end June 1996 (no.)	383	254	57	693
Total employment at end June 1996 (no.)	4 200	8 830	20 390	33 421
Volunteers for the month of June 1996 (no.)	3 140	5 238	10 307	18 684
Total income (\$m)	167.0	299.1	603.4	1 069.6
Total expenses (\$m)	144.3	268.9	578.7	991.9
Operating profit/surplus before tax (\$m)	23.2	30.3	24.9	78.3

2.9 Accommodation for the aged: Income and expenses

Item	For profit	Not for profit	Total
Income			
Government funding (\$m)	*6.5	458.0	464.5
Income from direct community services provision (\$m)	54.3	324.1	378.3
Income from other services (\$m)	*3.6	29.1	32.7
Funding from non-government organisations (\$m)	0.1	*12.7	*12.8
Donations (\$m)	—	17.8	17.8
Fundraising (\$m)	—	8.7	8.7
Bequests (\$m)	—	13.0	13.0
Sales of goods (\$m)	**0.4	43.3	43.6
Interest (\$m)	**2.8	42.6	45.4
Other income (\$m)	*4.4	48.3	52.7
Total (\$m)	72.0	997.6	1 069.6
Expenses			
Labour costs			
Wages and salaries			
Direct service employees (\$m)	10.7	353.8	364.5
Other employees (\$m)	10.2	196.6	206.7
Total (\$m)	20.9	550.3	571.2
Superannuation (\$m)	1.2	29.1	30.3
Workers compensation (\$m)	0.5	16.1	16.7
Total (\$m)	22.6	595.6	618.2
Insurance premiums (\$m)	0.9	7.6	8.5
Purchases of goods (\$m)	7.0	79.2	86.2
Electricity, gas and water charges (\$m)	2.9	28.0	30.9
Travelling and accommodation expenses (\$m)	*0.1	2.3	2.4
Training expenses (\$m)	—	2.0	2.1
Interest expenses (\$m)	*4.6	9.1	13.7
Depreciation (\$m)	*3.3	61.7	65.0
Other expenses (\$m)	26.5	138.4	164.9
Total (\$m)	68.0	923.9	991.9
Operating profit/surplus before tax (\$m)	**4.1	74.3	78.3
Profit margin (%)	**5.6
Industry gross product (\$m)	28.3	644.2	672.5

OTHER RESIDENTIAL CARE

The other residential care services industry consists of 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. This industry comprised mainly 'not for profit' organisations so no dissection by 'for profit' and 'not for profit' is presented.

Business and organisations

At the end of June 1996 there were 608 businesses and organisations whose predominant activity was the provision of other residential care services. These businesses and organisations provided service from 1,659 locations with 71% being located in a capital city or its suburbs.

Persons working

At the end of June 1996, 29,898 persons worked in the other residential care services industry comprising 16,846 employees, 2,152 contract staff and 10,899 volunteers.

Of the 16,846 employees, 11,082 (66%) were employed in direct community service provision. Female employees dominated the industry, accounting for 72% (12,111) of employment in the industry. The majority of employees worked in the industry on a part-time basis (56%).

The 2,152 contract staff in the industry at the end of June 1996 comprised 1,987 home based carers and 165 other staff.

The industry had support from 10,899 volunteers, giving an average of 18 volunteers per organisation. During June 1996, each volunteer worked an average of 21.3 hours.

Income

The two major sources of income for the industry were government funding of \$293.5 million (63%) and direct community service provision of \$68.8 million (15%).

Expenses

The major expense incurred by businesses and organisations in the industry was labour costs (\$352.2 million) which accounted for 70% of total expenses. Labour costs per person employed were \$20,900. The next highest expense was purchases of goods which contributed 5% to total expenses.

Size of business

The other residential care services industry was dominated by the 19 businesses with employment of 100 or more persons. While these businesses represented only 3% of businesses in the industry, they accounted for 52% of total employment and 48% of total income of the industry. Most (80%) businesses in the industry had employment of less than 20 persons. These businesses accounted for 24% of employment and 28% of total income.

2.10 Other residential care: Organisations and persons working

<i>Item</i>	<i>Total</i>
Businesses/organisations at end June 1996 (no.)	608
Locations	
Capital city and its suburbs (no.)	1 180
Other (no.)	479
Total (no.)	1 659
Persons working	
Employees at end June 1996	
Direct community service provision employees (no.)	11 082
Other employees (no.)	5 764
Total (no.)	16 846
Home based carers at end June 1996 (no.)	1 987
Other contract staff at end June 1996 (no.)	165
Total	18 999
Volunteers for the month of June 1996	
Direct service provision (no.)	3 445
Other (no.)	7 454
Total (no.)	10 899
Average hours worked by volunteers during June 1996	21.3
Employees at end June 1996	
Full-time	
Male (no.)	2 950
Female (no.)	4 538
Total (no.)	7 488
Part-time	
Male (no.)	1 785
Female (no.)	7 573
Total (no.)	9 358
Total	
Male (no.)	4 735
Female (no.)	12 111
Total (no.)	16 846

2.11 Other residential care: Business sizeEMPLOYMENT SIZE CATEGORY
AT END JUNE.....

	0-19	20-99	100 or more	All businesses
Businesses/organisations at end June 1996 (no.)	484	104	19	608
Total employment at end June 1996 (no.)	4 083	4 007	8 757	16 846
Volunteers for the month of June 1996 (no.)	3 040	1 829	6 030	10 899
Total income (\$m)	132.8	110.6	224.9	468.3
Total expenses (\$m)	128.9	106.8	268.8	504.4

2.12 Other residential care: Income and expenses

<i>Item</i>	<i>Total</i>
Income	
Government funding (\$m)	293.5
Income from direct community services provision (\$m)	68.8
Income from other services (\$m)	1.7
Funding from non-government organisations (\$m)	19.3
Donations (\$m)	27.4
Fundraising (\$m)	6.0
Bequests (\$m)	5.1
Sales of goods (\$m)	20.4
Interest (\$m)	8.7
Other income (\$m)	17.4
Total (\$m)	468.3
Expenses	
Labour costs	
Wages and salaries	
Direct service employees (\$m)	211.5
Other employees (\$m)	117.0
Total (\$m)	328.5
Superannuation (\$m)	15.4
Workers compensation (\$m)	8.3
Total (\$m)	352.2
Insurance premiums (\$m)	3.7
Purchases of goods (\$m)	26.1
Client support payments	
Within Australia (\$m)	13.3
Overseas (\$m)	—
Payments to other organisations for community service needs	
Australian organisations (\$m)	2.0
Overseas organisations (\$m)	—
Electricity, gas and water charges (\$m)	9.2
Travelling and accommodation expenses (\$m)	2.1
Training expenses (\$m)	3.1
Interest expenses (\$m)	3.2
Depreciation (\$m)	14.7
Other expenses (\$m)	74.8
Total (\$m)	504.4
Industry gross product (\$m)	369.3

OTHER NON-RESIDENTIAL CARE

This industry contains a variety of different types of organisations such as fund-raising for welfare purposes, adoption services, meals on wheels and welfare counselling services. It comprised mainly 'not for profit' organisations so no dissection by 'for profit' and 'not for profit' is presented.

Business and organisations

At the end of June 1996 there were 2,241 businesses and organisations whose predominant activity was the provision of other non-residential care services. These businesses and organisations provided service from 5,445 locations with the majority (61%) being located in a capital city or its suburbs.

Persons working

At the end of June 1996, 232,356 persons worked in the other non-residential care services industry comprising 63,654 employees, 22,258 contract staff and 146,444 volunteers. Female employees dominated this industry, accounting for 70% of the employment. The majority of employees worked in the industry on a part-time basis (61%).

The 22,258 contract staff in the industry at the end of June comprised 13,293 home based carers and 8,965 other staff.

The industry had support from 146,444 volunteers, with an average of 65 volunteers per organisation. During June 1996, each volunteer worked an average of 14.1 hours.

Income

The two major sources of income for the industry were government funding of \$929.9 million (47%) and donations of \$285.2 million (14%).

Expenses

The major expense incurred by businesses and organisations in the industry was labour costs (\$971.8 million) which accounted for 52% of total expenses. Other major expenses of the industry were purchases of goods (\$120.9 million) and client support payments (\$187.6 million).

Size of business

Most (79%) businesses in the other non-residential care services industry employed less than 20 persons. These businesses accounted for only 15% of employment, reflecting the high number of volunteers (59%) working for these businesses, and 23% of income. The 121 businesses with employment of 100 or more persons dominated the industry in terms of both employment (61%) and total income (52%).

2.13 Other non-residential care: Organisations and persons working

<i>Item</i>	<i>Total</i>
Businesses/organisations at end June 1996 (no.)	2 241
Locations	
Capital city and its suburbs (no.)	3 348
Other (no.)	2 097
Total (no.)	5 445
Persons working	
Employees at end June 1996	
Direct community service provision employees (no.)	35 961
Other employees (no.)	27 692
Total (no.)	63 654
Home based carers at end June 1996 (no.)	13 293
Other contract staff at end June 1996 (no.)	**8 965
Total (no.)	85 912
Volunteers for the month of June 1996	
Direct service provision (no.)	62 784
Other (no.)	83 660
Total (no.)	146 444
Average hours worked by volunteers during June 1996	14.1
Employees at end June 1996	
Full-time	
Male (no.)	10 461
Female (no.)	14 543
Total (no.)	25 003
Part-time	
Male (no.)	8 543
Female (no.)	30 107
Total (no.)	38 650
Total	
Male (no.)	19 004
Female (no.)	44 650
Total (no.)	63 654

2.14 Other non-residential care: Business size

EMPLOYMENT SIZE CATEGORY AT END JUNE.....

	0-19	20-99	100 or more	All businesses
Businesses/organisations at end June 1996 (no.)	1 760	360	121	2 241
Employment at end June 1996 (no.)	9 795	15 152	38 707	63 654
Volunteers for the month of June 1996 (no.)	87 065	31 108	28 272	146 444
Total income (\$m)	459.8	492.4	1 037.4	1 989.6
Total expenses (\$m)	414.8	443.1	1 012.6	1 870.5

2.15 Other non-residential care: Income and expenses

<i>Item</i>	<i>Total</i>	
Income		
Government funding (\$m)	929.9	
Income from direct community services provision (\$m)	150.0	
Income from other services (\$m)	35.4	
Funding from non-government organisations (\$m)	68.2	
Donations (\$m)	285.2	
Fundraising (\$m)	67.1	
Bequests (\$m)	76.1	
Sales of goods (\$m)	259.0	
Interest (\$m)	52.3	
Other income (\$m)	66.6	
<i>Total (\$m)</i>	<i>1 989.6</i>	
Expenses		
Labour costs		
Wages and salaries		
Direct community service provision employees (\$m)	526.6	
Other employees (\$m)	376.2	
<i>Total (\$m)</i>	<i>902.8</i>	
Superannuation (\$m)	49.1	
Workers compensation (\$m)	19.9	
<i>Total (\$m)</i>	<i>971.8</i>	—
Insurance premiums (\$m)	12.3	
Purchases of goods (\$m)	120.9	
Client support payments	187.6	
Payments to other organisations for community service needs		
Australian organisations (\$m)	69.2	
Overseas organisations (\$m)	75.4	
Electricity, gas and water charges (\$m)	17.7	
Travelling and accommodation expenses (\$m)	14.8	
Training expenses (\$m)	7.4	
Interest expenses (\$m)	4.9	
Depreciation (\$m)	57.9	
Other expenses (\$m)	330.7	
<i>Total (\$m)</i>	<i>1 870.5</i>	
Industry gross product (\$m)	1 005.1	

EXPLANATORY NOTES

FINAL RESULTS

1 This publication contains final results for the reference year 1995–96 from a survey of employing businesses and organisations involved in the provision of community services.

SURVEY SCOPE

- 2** The scope of the survey includes:
- all employing businesses and organisations 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 n.e.c.; and
 - ◆ 8613 Nursing Homes.
 - a subset of businesses and organisations 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).
 - 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).

CLASSIFICATION OF COMMUNITY SERVICE ACTIVITY

3 Each business and organisation 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 1.2: Personal and social support; Child-care; Training and employment; Financial and material assistance; Residential care and accommodation support; Statutory protection and placement; Corrective services; and Other direct community services activities.

STATISTICAL UNIT

4 The unit for which non-government sector statistics were reported in the survey 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.

5 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.

RELIABILITY OF ESTIMATES

6 The estimates presented in this publication are subject to sampling and non-sampling error.

SAMPLING ERRORS

7 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.

8 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.

9 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.

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

Relative standard errors, key aggregates

Item	For profit organisations	Not for profit organisations	Government organisations	Total
	%	%	%	%
Businesses/organisations providing community services at end June 1996	3	1	3	1
Employees at end June 1996				
Direct community services provision employees	4	2	5	2
Other	4	2	4	2
Total	4	2	4	2
Volunteers for the month of June 1996	10	4	12	4
Expenditure on community services activities				
Community service activities				
Personal and social support	8	2	4	2
Child-care	4	4	7	2
Training and employment	38	2	—	2
Financial and material assistance	58	8	8	6
Residential care and accommodation support	4	3	7	2
Statutory protection and placement	—	12	4	4
Corrective services	—	13	3	3
Other direct community service activities	17	21	15	12
Total	4	2	4	2
Community service related activities	7	3	2	2
Total	3	2	4	2

11 As an example of the above, an estimate of total expenditure on child-care activities is \$1,025.7 million and the RSE is 2%, giving a standard error of \$20.5 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 \$1,005.2 million to \$1,046.2 million would have been obtained, and 19 chances in 20 that the figure would have been within the range of \$984.7 million to \$1,066.7 million (a confidence interval of 95%).

12 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 ERROR

13 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.

NON-SAMPLING ERROR *continued*

14 The areas of non-sampling error of concern in this survey were:

- expenditure on community services activities (Tables 1.3, 1.5, 1.6, 1.7 and 1.9); and,
- output measures for community services activities (Table 1.4).

15 In respect of activities, each organisation in the survey was asked to supply a percentage dissection of its total expenditure into the various community service activities undertaken. These data are dependant upon an accurate percentage response to the question and the correct allocation of expenditure to the appropriate activity. Not all organisations in the survey maintained detailed records on this basis and the data should be used with caution. This is particularly the case for the fine level dissections.

16 In respect of output measures, each organisation was asked to supply an estimate of the number of contacts/cases/clients, etc. for 1995–96 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.

REFERENCE PERIOD

17 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 and organisations include only those that were operating at 30 June 1996.

BUSINESSES CEASED DURING THE YEAR

18 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.

GLOSSARY

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 or organisation, having regard for industry homogeneity, for which accounts are maintained. (Refer to paragraph 4 of Explanatory Notes for further information regarding management units.)
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>Information, advice and referral: services supporting personal or social functioning to enable access to, and facilitate use of, community services and resources; information, advice or referral regarding community services, specialist resources, financial matters, legal matters, consumer issues, and rights, available housing options and tenancy rights; assistance in obtaining information about, and establishing contact with, members of natural families of adopted persons. Provision of interpretation and translation.</p> <p>Individual and family support: support for successful functioning as an individual or as a family member. It includes personal advocacy, counselling (excluding financial counselling), professional case management of individualised service plans, re-establishment/maintenance of minimum levels of family, household and childrearing management skills, and coordination of self-help and mutual support initiatives. This item also includes post-placement support for adoption and foster post placement care and support.</p> <p>Independent and community living support: services which support or develop 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. Activities are generally structured and provided through group sessions and drop-in support facilities.</p> <p>Domiciliary support: services which provide support for personal or social functioning in daily life. This includes services providing practical support, such as assistance with personal tasks and domestic tasks, meals on wheels, in-home respite care, companionship and personal transport. The purpose of these activities may be to enable recipients to live and function in their own homes or normal places of residence (where this is an independent residence).</p> <p><i>Child-care:</i> 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.</p>

**Classification of
community service activity**
continued

Centre-based day care: provision of care, developmental experiences, recreation, supervision and guidance for under school age children, for periods of up to 12 hours under the supervision of a paid coordinator. Services classified here are those for which care is mainly work-related, and which are generally provided for use on a regular basis.

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. For children aged from birth to school entry age.

Occasional child-care: provision of care and developmental activities on an irregular or occasional basis. Children are limited to the number of hours per week which they can attend the service. In some cases care is available during the weekend and evenings. For children aged from birth to school entry age.

Before and after school hours care: provision of care and developmental activities before and/or after school hours. Open during school terms/semesters, this care is for children from school entry age to 12 years.

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 services.

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.

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

Employment, job placement and support: assistance in providing basic skills for obtaining employment and assistance in obtaining and retaining paid employment in the open labour market.

Supported employment: provision of paid employment in conjunction with ongoing support for people with disabilities, where the organisation is the employer.

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.

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.

**Classification of
community service activity**
continued

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

Transitional accommodation: Accommodation for transition purposes along with support services such as legal assistance and counselling. The transition may be towards independent living or towards returning home and is generally more stable and provided for longer than crisis accommodation.

Crisis accommodation: Accommodation in an emergency or crisis situation along with support services. 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. Care includes personal care, health care, treatment and supervision. Examples are nursing homes and residential support institutions for people with disabilities. Also involved are hospices.

Hostel care: Long-term accommodation, personal care, and supervision of medication, at a special purpose residential facility.

Residential respite care: Provision of accommodation and support at a special purpose residential facility for people with a disability, 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: Provision of structured residential rehabilitation programs involving specific goals for people with a disability.

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 more independent living.

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 for juvenile offenders or offenders with intellectual or psychiatric disabilities.

Other direct community service activities: provision of other direct community service activities, e.g. pre-school 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.

**Community service
related activities**

Includes payments overseas to individuals and organisations for community service needs, fundraising, business activities and self-care.

Direct community service provision	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.
Direct community service provision employees	Employees who spend the majority of their time on direct community service provision.
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.
'For profit' organisations	Businesses and organisations who operate with the intention of making profits.
Full-time employees	Those employees who normally work 35 hours or more per week.
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	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.
Home based carers	Persons who provide care to clients of a business/organisation in their own home. This care may be in the form of family day care, foster care, respite care, etc. They are not employees of the business or organisation but provide care on its behalf. Home based carers may receive income in the form of fees, allowances or reimbursement of expenses.
Income from services to clients and other organisations	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.
Independent and community living support output measures	Actual output measures are: recreation/leisure activities (average number of persons attending per day), community transport (average number of persons transported per day), and other independent and community living support, such as aged day care (number of cases).
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.

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 owners, e.g. dividends paid.
Other contract staff	This item refers to self-employed persons providing direct community service provision services at the end of June 1996. It includes staff paid through an agency, contract counsellors, and contract interpreters and translators.
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	Includes bad debts; waste management and environment protection expenses; rent, leasing and hiring expenses; 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; rates and land taxes; affiliation/membership fees; management fees and charges paid to related and unrelated businesses; entertainment expenses; fringe benefits and payroll taxes and catering expenses paid to other businesses.
Other income	Includes membership/affiliation fees and rent, leasing and hiring income.
Part-time employees	Those employees who normally work less than 35 hours per week.
Payments to other organisations for community service needs	Payments made to Australian and overseas organisations and agencies. It includes payments to related and unrelated organisations, and payments to contractors to provide community services.
Profit margin	This is a ratio of operating profit/surplus before tax divided by total income, times 100.
Total expenses	The sum of all expense items.
Total income	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.
Total persons working	This includes direct service employees, other employees and contract staff at end of June 1996.
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.

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