



2008-09

8696.0

# COMMUNITY SERVICES,

AUSTRALIA

EMBARGO: 11.30AM (CANBERRA TIME) THURS 24 JUN 2010

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## INQUIRIES

For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070.

# NOTES

## INTRODUCTION

This publication presents estimates of the economic and financial performance of businesses and other public and private sector organisations involved in the provision of community services, in respect of the 2008–09 financial year. These data are compiled from a directly collected survey conducted by the Australian Bureau of Statistics (ABS). This is the third ABS survey of community services businesses and organisations with the previous collections being conducted in respect of 1999–2000 and 1995–96.

## WHAT'S NEW IN THIS ISSUE

Users are advised not to make historical comparisons with previous iterations of this survey, as this survey was not designed to support accurate estimates of change over time. Please refer to Technical Note 2 (paragraph 18) regarding historical comparisons.

## DATA VIEWS

Two views of community services statistics are presented in this publication:

- an activity view in Chapter 1. This view reflects expenditure on community services activities by all businesses and organisations in scope of the collection. Activity data are classified according to the National Classification of Community Services (refer to Glossary for further information).
- an industry view in Chapters 2 to 5. This view presents data for businesses and organisations whose predominant activity is the provision of community services. Industry data are classified according to the *Australian and New Zealand Standard Industrial Classification (ANZSIC)*, 2006 edition (cat. no. 1292.0).

## COMMENTS

The ABS welcomes comments and suggestions from users regarding future surveys of community services. These comments should be addressed to the Director, Annual Integrated Collections Business Statistics Centre, Australian Bureau of Statistics, GPO Box 796, Sydney, NSW 2001.

Brian Pink  
Australian Statistician

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## ABBREVIATIONS .....

'000	thousand
\$b	billion (thousand million) dollars
\$m	million dollars
ABN	Australian Business Number
ABR	Australian Business Register
ABS	Australian Bureau of Statistics
ABSBR	Australian Bureau of Statistics Business Register
ABSMP	Australian Bureau of Statistics maintained population
AEIFRS	Australian Equivalents to International Financial Reporting Standards
ANZSIC	Australian and New Zealand Standard Industrial Classification
ANZSIC06	<i>Australian and New Zealand Standard Industrial Classification, 2006 Edition</i>
ANZSIC93	<i>Australian and New Zealand Standard Industrial Classification, 1993 Edition</i>
ATO	Australian Taxation Office
ATOMP	Australian Taxation Office maintained population
BAS	Business Activity Statement
EAS	Economic Activity Survey
hrs	hours
RSE	relative standard error
SE	standard error
TAU	type of activity unit
TNTS	The New Tax System
TSI	Torres Strait Islander

CHAPTER **1**

**COMMUNITY SERVICES ACTIVITY** .....

SUMMARY OF OPERATIONS

At the end of June 2009, there were 10,967 organisations involved in the provision of community services within the scope of this survey. These businesses comprised 4,638 'for profit' businesses, 5,809 'not for profit' organisations and 520 government organisations.

EMPLOYMENT

At the end of June 2009, there were 570,646 persons employed within the community services sector, of whom 336,032 (59%) worked in 'not for profit' organisations. The majority (466,380) of total sector employment were involved in the provision of direct community services, and 376,112 (81%) of these persons were female.

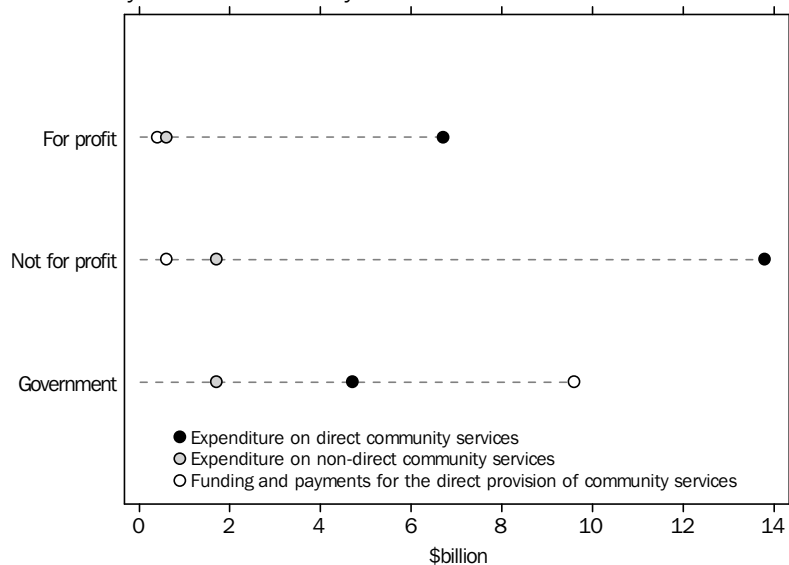
Permanent part-time employment made up the majority of community service employment, with 242,136 persons, followed by permanent full-time with 185,650. During 2008–09 community services organisations were assisted by 325,440 volunteers, who on average, provided 78 hours of voluntary services.

COMMUNITY SERVICES EXPENDITURE

During the 2008–09 financial year there was \$25.2b spent on direct community services activities and a further \$4.0b on non-direct and related community services activities.

Total expenditure on direct activities comprised \$13.8b by 'not for profit' organisations, \$6.7b by 'for profit' businesses, \$3.8b by Commonwealth/state/territory government organisations and \$0.9b by local government. In addition, Commonwealth/state/territory government organisations provided funding of \$9.5b to other private organisations and self-employed contractors for the direct provision of community services.

EXPENDITURE BY PROFIT STATUS, Businesses/organisations with community services activity

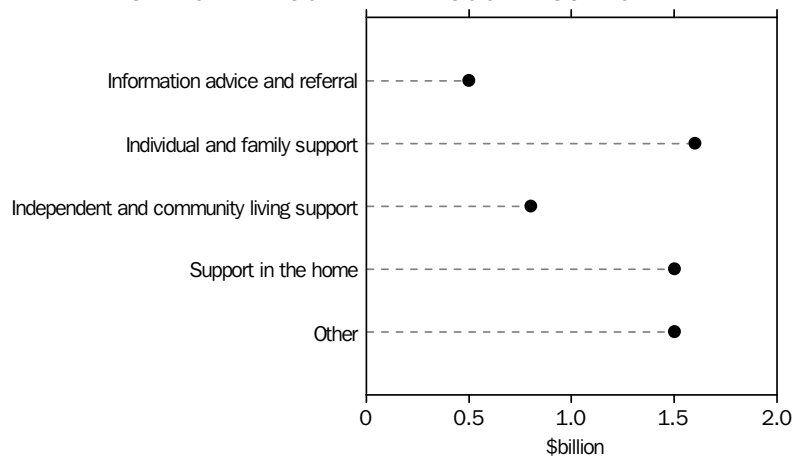


PERSONAL AND SOCIAL SUPPORT

The category of personal and social support comprises activities relating to information, advice and referral, individual and family support, independent and community living support and support in the home. During 2008–09, total expenditure on personal and social support was \$5.9b which accounted for 24% of all direct community services expenditure. 'Not for profit' organisations contributed the majority of this with \$4.3b.

As the graph below shows, the main components of personal and social support expenditure were \$1.6b for individual and family support, \$1.5b for support in the home, and \$1.5b for other personal and social support.

EXPENDITURE ON PERSONAL AND SOCIAL SUPPORT



In respect of output measures, during 2008–09 there were 6.7 million contacts reported for information advice and referral, which on average equated to \$76 per contact. There were 4.6 million cases of individual and family support being provided, with an average cost per case of \$350.

CHILD CARE

During 2008–09, the expenditure on child care by businesses/organisations in-scope of the survey (i.e. excluding pre-school) was \$3.8b, which equates to 15% of direct community service expenditure. The majority of this was by the private sector, with 'for profit' businesses expending \$2.5b, in comparison to 'not for profit' organisations, which expended \$0.9b on child care services.

Child care included long day care, family day care, occasional care, before and after school care, and vacation care. The most significant child care activity during 2008–09, was long day care, which accounted for \$3.1b (81%) of total child care expenditure. The majority of this expenditure (\$2.3b) was by 'for profit' businesses. Expenditure on before and/or after school care was the next largest child care activity with \$0.3b.

The average number of children per day in long day care during 2008–09 was 233,734, with 180,136 (77%) of these in centres run by 'for profit' businesses. Before and/or after school care had the second largest average number of children per day (82,071).

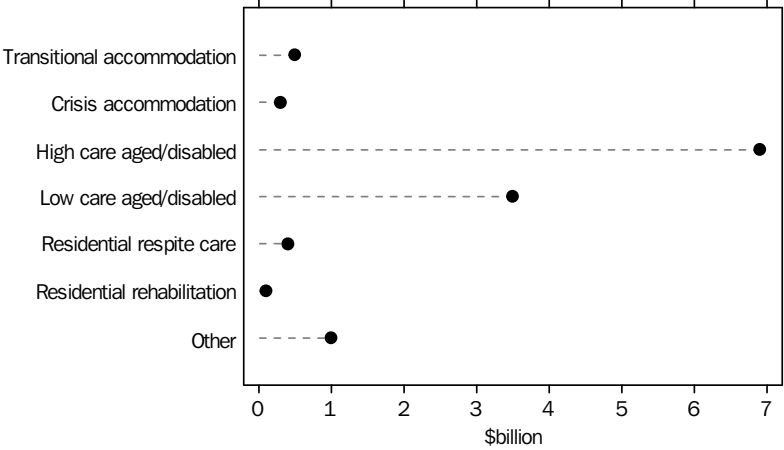
RESIDENTIAL CARE

Direct expenditure on residential care for the 2008–09 financial year was \$12.6b. 'Not for profit' organisations were the largest contributors with \$7.2b, followed by 'for profit' businesses with \$3.3b, and government organisations with \$2.0b.

RESIDENTIAL CARE  
*continued*

As highlighted in the graph below, aged and disability care was the most significant activity within residential care, contributing \$10.3b to total expenditure. The main components of this were high care contributing \$6.8b (66%), and low care contributing \$3.5b (34%), of which 'not for profit' organisations accounted for \$3.3b (48%) and \$2.5b (73%) respectively.

EXPENDITURE ON RESIDENTIAL CARE SERVICES



During 2008–09 there were, on average, 99,416 residents in high care, and 76,933 residents in low care facilities. Of those in high care, 49,891 (50%) were cared for by 'not for profit' organisations, and 42,280 (43%) by 'for profit' businesses, the remaining 7,245 by government organisations. Low care facilities recorded a larger proportion (72%) of residents in 'not for profit' facilities.

## 1.1 BUSINESS COUNTS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Business/organisations with community services activity .....

	<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>	<i>Western Australia</i>	<i>Tasmania/Northern Territory/Australian Capital Territory</i>
	no.	no.	no.	no.	no.	no.
Community services industries(a)						
Aged care residential services	488	462	246	165	113	69
Other residential care services	246	139	170	44	69	82
Child care services	1 823	770	954	201	393	217
Other social assistance services	1 115	709	716	233	327	245
<i>Total</i>	3 673	2 080	2 086	643	901	612
Other industries	188	146	95	50	61	109
Government organisations	154	80	72	57	107	50
<b>Total</b>	<b>4 015</b>	<b>2 306</b>	<b>2 253</b>	<b>750</b>	<b>1 069</b>	<b>771</b>

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

## 1.1 BUSINESS COUNTS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Business/organisations with community services activity *continued* .....

AUSTRALIA			
	<i>For profit organisations(a)</i>	<i>Not for profit organisations(a)</i>	<i>Total</i>
	no.	no.	no.
Community services industries(b)			
Aged care residential services	796	705	1 501
Other residential care services	93	653	746
Child care services	2 857	1 473	4 330
Other social assistance services	784	2 504	3 287
<i>Total</i>	4 530	5 334	9 865
Other industries	108	475	583
Government organisations	..	..	520
<b>Total</b>	<b>4 638</b>	<b>5 809</b>	<b>10 967</b>

.. not applicable

(a) Includes government trading enterprises.

(b) Multi-state organisations are counted in each state in which they operate. Hence, the counts of organisations for states and territories do not sum to the total for Australia.



**1.2**

## ORGANISATIONS AND PERSONS WORKING BY PROFIT STATUS,

## Businesses/organisations with community services activity

	<i>For profit organisations(a)</i>	<i>Not-for-profit organisations(a)</i>	<i>Commonwealth/ state/territory government</i>	<i>Local government</i>	<i>Total</i>
	no.	no.	no.	no.	no.
Businesses/organisations at	4 638	5 809	28	492	10 967
Number of locations					
Capital cities and suburbs	5 923	10 010	843	685	17 460
Other areas	2 207	8 540	1 027	818	12 593
Total	8 130	18 550	1 870	1 503	30 053
Employment at end June					
Capital cities and suburbs	104 034	203 503	37 291	15 715	360 543
Other areas	43 208	132 529	24 419	9 947	210 103
Permanent full-time(b)	44 882	96 093	36 998	7 678	185 650
Permanent part-time	57 926	159 316	13 001	11 893	242 136
Casual/temporary	44 434	80 623	11 711	6 091	142 859
Main activity of persons employed					
Direct community services provision					
Males	12 758	62 138	12 381	2 991	90 268
Females	112 668	210 084	34 985	18 376	376 112
Total	125 426	272 222	47 366	21 366	466 380
Non-direct					
Social planning and social policy development	..	..	4 923	..	4 923
Community and community group development and support	..	..	415	..	415
Administration of funding and monitoring	..	..	2 461	..	2 461
Service delivery development and support	..	..	520	..	520
Other	..	..	6 025	..	6 025
Males	5 329	21 796	4 682	1 036	32 843
Females	16 487	42 014	9 662	3 260	71 423
Total	21 816	63 810	14 344	4 296	104 266
Total employment					
Males	18 087	83 934	17 063	4 026	123 110
Females	129 155	252 098	44 647	21 636	447 535
Total	147 242	336 032	61 710	25 662	570 646
Full-time equivalent employment	93 426	204 650	47 875	16 261	362 212
Qualification status of persons providing direct community services					
Bachelor degree or higher	16 586	40 013	11 726	3 564	71 888
Diploma/certificate or equivalent	62 297	116 028	11 329	10 502	200 156
Other	16 203	36 569	12 268	2 808	67 848
No qualification	30 339	79 613	12 043	4 492	126 487
Total	125 426	272 223	47 366	21 366	466 380

.. not applicable

(b) Includes working proprietors and partners of unincorporated businesses.

(a) Includes government trading enterprises.

## 1.2 ORGANISATIONS AND PERSONS WORKING BY PROFIT STATUS, Businesses/organisations with community services activity *continued* .....

	<i>For profit organisations(a)</i>	<i>Not-for-profit organisations(a)</i>	<i>Commonwealth/ state/territory government</i>	<i>Local government</i>	<i>Total</i>
	no.	no.	no.	no.	no.
<b>Age groupings of persons providing direct community services</b>					
Less than 26 years	29 390	30 512	2 941	2 445	65 288
26 to less than 46 years	52 781	120 792	18 634	8 994	201 201
46 to less than 56 years	29 014	78 041	15 179	6 709	128 944
56 years or more	14 240	42 877	10 612	3 217	70 946
<i>Total</i>	<i>125 426</i>	<i>272 223</i>	<i>47 366</i>	<i>21 366</i>	<i>466 380</i>
<b>Volunteers during the year(b)</b>					
Direct community service provision	np	184 198	..	np	213 921
Non-direct/other	np	104 525	..	np	111 519
<i>Total</i>	<i>np</i>	<i>288 723</i>	<i>..</i>	<i>np</i>	<i>325 440</i>
<b>Average hours worked by volunteers during the year(b)</b>					
Direct community services provision	np	82.6	..	np	82.5
Non-direct/other	np	71.6	..	np	70.4
<i>Total</i>	<i>np</i>	<i>78.6</i>	<i>..</i>	<i>np</i>	<i>78.3</i>

.. not applicable

(a) Includes government trading enterprises.

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

(b) Volunteer data were not collected for Commonwealth and state/territory government.

### 1.3 EXPENDITURE BY PROFIT STATUS, Businesses/organisations with community services activity

	<i>For profit organisations(a)</i>	<i>Not-for-profit organisations(a)</i>	<i>Commonwealth/ state/ territory government</i>	<i>Local government</i>	<i>Total</i>
	\$m	\$m	\$m	\$m	\$m
Expenditure on direct community services					
Personal and social support	520.7	4 262.1	735.8	411.8	5 930.4
Child care	2 545.3	942.2	np	np	3 803.8
Training and employment for persons with disabilities	254.1	970.5	..	..	1 224.6
Financial and material assistance	9.3	104.0	25.0	..	138.4
Residential care	3 349.0	7 199.9	1 894.1	118.7	12 561.7
Foster care placement	np	180.8	np	np	np
Accommodation placement and support	np	np	np	np	np
Statutory protection and placement	0.7	44.5	np	np	np
Juvenile/disability detention and corrective services	np	^ 12.8	np	np	np
<i>Total</i>	<i>6 691.1</i>	<i>13 811.8</i>	<i>3 831.8</i>	<i>850.2</i>	<i>25 184.9</i>
Expenditure on non-direct community services activities					
Social planning and social policy development	19.7	^ 132.2	204.2	55.3	411.3
Group advocacy and social action	np	102.3	..	..	np
Community and community group development and support	np	^ 389.2	np	np	683.9
Service delivery development and support provided to other organisations	^ 58.5	331.9	168.3	27.5	586.2
Administration of funding and monitoring, licensing and regulation of service providers(b)	..	..	426.5	..	426.5
Welfare fundraising	16.0	349.5	..	..	365.4
Activities for overseas purposes (including payments made to overseas organisations and associated fundraising)	np	71.9	..	..	np
Retirement village self-care units	^ 324.1	353.2	np	np	695.0
Other	..	..	552.2	55.8	608.0
<i>Total</i>	<i>553.2</i>	<i>1 730.1</i>	<i>1 479.8</i>	<i>228.6</i>	<i>3 991.7</i>
Funding and payments to other private organisations and self-employed contractors for the direct provision of community services					
	362.7	560.8	9 469.9	133.4	10 526.8
Expenditure on the provision of training for persons working on community services related activities					
	130.5	318.1	308.9	25.4	782.9

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

.. not applicable

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

(a) Includes government trading enterprises.

(b) Included in other for local government authorities.

## 1.4 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES, Businesses/organisations with community services activity

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>
Businesses/organisations at end June(a)	no.	4 015	2 306	2 253	750
Number of locations					
Capital cities and suburbs	no.	5 503	4 574	2 616	1 457
Other areas	no.	4 874	2 377	2 839	646
<i>Total</i>	no.	10 377	6 952	5 458	2 103
Employment at end June					
Capital cities and suburbs	no.	109 279	97 030	51 788	36 558
Other areas	no.	82 358	42 440	50 822	10 638
Permanent full-time(b)	no.	67 252	39 641	31 106	15 740
Permanent part-time	no.	82 101	64 215	42 540	17 517
Casual/temporary	no.	42 284	35 614	28 964	13 938
Main activity of persons employed					
Direct community services provision	no.	164 517	115 613	82 439	36 767
Non-direct/other	no.	27 120	23 857	20 171	10 429
<i>Total</i>	no.	191 637	139 470	102 610	47 196
Full-time equivalent employment	no.	119 647	82 305	69 714	32 038
Volunteers during the year(c)	no.	118 529	66 747	^ 66 153	27 879
Average hours worked by volunteers during the year(c)	no.	^ 62.2	74.5	92.9	84.7
Expenditure on direct community services activities	\$m	8 690.9	6 110.9	4 560.9	2 146.8
Expenditure on non-direct community services activities	\$m	1 253.4	819.7	645.0	291.7
Funding and payments to other private organisations and self-employed contractors for the direct provision of community services	\$m	1 999.8	1 757.0	1 027.7	np
Expenditure on the provision of training for persons working on community services related activities	\$m	223.9	150.7	120.3	np

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

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

(b) Includes working proprietors and partners of unincorporated businesses.

(c) Volunteer data were not collected for Commonwealth and state/territory government.

**1.4**

## SUMMARY OF OPERATIONS BY STATES AND TERRITORIES,

Businesses/organisations with community services activity *continued* .....

		Western Australia	Tasmania/Northern Territory/Australian Capital Territory	Australia
Businesses/organisations at end June(a)	no.	1 069	771	10 967
Number of locations				
Capital cities and suburbs	no.	2 058	1 252	17 460
Other areas	no.	1 032	824	12 593
<i>Total</i>	no.	3 090	2 076	30 053
Employment at end June				
Capital cities and suburbs	no.	39 944	25 944	360 543
Other areas	no.	13 605	10 241	210 103
Permanent full-time(b)	no.	17 542	14 369	185 650
Permanent part-time	no.	23 324	12 439	242 136
Casual/temporary	no.	12 682	9 377	142 859
Main activity of persons employed				
Direct community services provision	no.	42 522	24 522	466 380
Non-direct/other	no.	11 027	11 662	104 266
<i>Total</i>	no.	53 549	36 184	570 646
Full-time equivalent employment	no.	34 230	24 279	362 212
Volunteers during the year(c)	no.	26 398	19 736	325 440
Average hours worked by volunteers during the year(c)	no.	86.5	^ 119.1	78.3
Expenditure on direct community services activities	\$m	2 264.9	1 410.5	25 184.9
Expenditure on non-direct community services activities	\$m	417.0	565.0	3 991.7
Funding and payments to other private organisations and self-employed contractors for the direct provision of community services	\$m	np	4 773.0	10 526.8
Expenditure on the provision of training for persons working on community services related activities	\$m	np	138.0	782.9

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

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

(b) Includes working proprietors and partners of unincorporated businesses.

(c) Volunteer data were not collected for Commonwealth and state/territory government.

## 1.5 EXPENDITURE ON DIRECT COMMUNITY SERVICES ACTIVITIES BY PROFIT STATUS, Business/organisations with community services activity

	For profit organisations(a)	Not-for-profit organisations(a)	Government organisations	Total
	\$m	\$m	\$m	\$m
Personal and social support				
Information, advice and referral	33.1	402.6	74.6	510.4
Individual and family support	*130.2	1 267.0	216.5	1 613.7
Independent and community living support	28.5	566.6	229.7	824.8
Support in the home	196.8	814.0	483.3	1 494.1
Other	132.1	1 211.9	143.5	1 487.5
<b>Total</b>	<b>520.7</b>	<b>4 262.1</b>	<b>1 147.6</b>	<b>5 930.4</b>
Child care				
Long day care	2 276.5	622.8	177.3	3 076.6
Family day care	27.7	^ 111.7	76.1	215.5
Occasional child care	10.5	^ 32.5	14.8	57.7
Before and/or after school hours care	172.4	111.9	20.4	304.7
Vacation care	^ 41.9	^ 31.1	16.0	88.9
Other	16.4	^ 32.2	^ 11.7	60.3
<b>Total</b>	<b>2 545.3</b>	<b>942.2</b>	<b>316.3</b>	<b>3 803.8</b>
Training and employment for persons with disabilities				
Pre-vocational/vocational training	13.4	73.8	..	87.2
Supported employment	4.2	524.6	..	528.8
Job placement and support	236.5	372.1	..	608.6
<b>Total</b>	<b>254.1</b>	<b>970.5</b>	<b>..</b>	<b>1 224.6</b>
Financial and material assistance				
	9.3	104.0	25.0	138.4
Residential care				
Transitional accommodation	np	371.3	np	453.0
Crisis accommodation	np	270.0	np	331.9
Residential aged/disabled care				
High care	2 484.2	3 273.1	1 064.9	6 822.3
Low care	722.2	2 544.0	219.6	3 485.9
<b>Total</b>	<b>3 206.5</b>	<b>5 817.2</b>	<b>1 284.5</b>	<b>10 308.2</b>
Residential respite care	^ 57.4	236.5	98.8	392.7
Residential rehabilitation	^ 2.2	^ 105.6	10.4	^ 118.2
Other	38.5	399.3	519.8	957.6
<b>Total</b>	<b>3 349.0</b>	<b>7 199.9</b>	<b>2 012.8</b>	<b>12 561.7</b>
Foster care placement				
	np	180.8	np	np
Accommodation placement and support				
	np	np	np	np
Statutory protection and placement				
Juvenile/disability detention and corrective services	0.7	44.5	np	np
	np	^ 12.8	np	np
<b>Total</b>	<b>6 691.1</b>	<b>13 811.8</b>	<b>4 682.0</b>	<b>25 184.9</b>

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

.. not applicable

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

(a) Includes government trading enterprises.

## 1.6 OUTPUT MEASURES FOR DIRECT COMMUNITY SERVICES ACTIVITIES BY PROFIT STATUS, Business/organisations with community services activity

	<i>For profit organisations(a)</i>	<i>Not-for-profit organisations(a)</i>	<i>Government organisations</i>	<i>Total</i>
	'000	'000	'000	'000
<b>Personal and social support</b>				
Information, advice and referral (no. of contacts)	239.8	^ 5 883.9	622.3	6 746.0
Individual and family support (no. of cases)	*630.8	3 786.1	192.5	4 609.4
Independent and community living support (no. of cases)	29.1	1 227.4	254.3	1 510.8
Support in the home (no. of clients)	^ 79.6	^ 296.8	841.8	1 218.2
<b>Child care</b>				
Long day care (average no. of children per day)	180.1	43.3	10.3	233.7
Family day care (average no. of children per day)	4.9	^ 17.4	11.4	33.8
Occasional child care (average no. of children per day)	1.8	^ 4.2	1.5	7.5
Before and after school hours care (average no. of children per day)	45.0	29.3	^ 7.7	82.1
Vacation care (average no. of children per day)	^ 17.9	14.3	^ 8.8	40.9
Other child care (average no. of children per day)	4.8	5.2	^ 1.1	11.1
<b>Training and employment for persons with disabilities</b>				
Pre-vocational/vocational training (no. of trainees)	17.4	^ 16.4	..	33.7
Supported employment (average no. of supported disabled employees per day)	2.0	34.8	..	36.8
Job placement and support (no. of clients)	82.9	107.9	..	190.8
<b>Financial and material assistance (no. of cases)</b>				
	np	1 131.6	np	1 342.7
<b>Residential care</b>				
Transitional accommodation (no. of bed nights occupied)	^ 92.1	^ 3 950.9	86.9	^ 4 129.9
Crisis accommodation (no. of bed nights occupied)	48.2	1 903.0	36.4	1 987.7
<b>Residential aged/disabled care</b>				
High care (average no. of residents per day)	42.3	49.9	7.2	99.4
Low care (average no. of residents per day)	18.7	55.4	2.8	76.9
Residential respite care (average no. of occupants per day)	^ 1.9	7.1	1.6	10.5
Residential rehabilitation (average no. of residents per day)	0.4	2.4	0.1	2.8
Other residential care (average no. of residents per day)	np	np	np	13.8
Foster care placement (no. of placements)	np	np	np	np
Accommodation placement and support (no. of placements)	np	np	np	np
Statutory protection and placement (no. of cases)	np	*18.9	np	np

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

.. not applicable

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

(a) Includes government trading enterprises.

**SUMMARY OF OPERATIONS**

At the end of June 2009, there were 1,501 businesses/organisations operating in the aged care residential services industry in Australia. Of these, 796 were 'for profit' businesses, and 705 were 'not for profit' organisations. These businesses/organisations:

- employed 187,932 persons
- generated income of \$11.5b during the 2008–09 financial year
- incurred expenses of \$11.3b in the same period
- generated industry value added of \$7.1b.

**EMPLOYMENT**

There were 187,932 persons employed in the aged care industry at the end of June 2009. Of all employment, permanent part-time accounted for 113,368 persons, casual and temporary comprised 43,059 persons, with permanent full-time accounting for the remaining 31,504 persons. The 'not for profit' sector employed 127,372 persons or 68% of total employment.

At the end of June 2009, 164,639 persons employed provided direct community services, of whom 142,317 (86%) were females.

Aged care residential businesses/organisations had 50,582 volunteers providing assistance during 2008–09. These volunteers worked an average of 76 hours during the entire year. The majority (93%) of these volunteers provided assistance to 'not-for-profit' organisations.

**REGION**

At the end of June 2009, 1,501 aged care residential businesses/organisations, operated from 4,696 locations. Of these, 3,061 operated in capital cities and suburbs and accounted for 124,307 persons, which equates to 66% of all persons employed.

**INCOME AND EXPENSES**

During the 2008–09 financial year, total income of \$11.5b was generated by aged care residential businesses/organisations, of which government funding accounted for \$6.9b of total income received. 'Not for profit' organisations accounted for \$4.6b of all government funding for the industry. The other main source of industry income was the direct provision of community services with \$2.9b generated from client fees.

Total industry expenditure for aged care residential services was \$11.3b during 2008–09. The main expense item incurred by these businesses/organisations was labour costs accounting for \$6.8b of total industry expenditure. 'Not for profit' organisations accounted for the majority (\$7.2b) of total expenditure.



## 2.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Aged care residential services

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>
Businesses/organisations at end June(a)	no.	488	462	246	165
Number of locations					
Capital cities and suburbs	no.	1 125	778	384	355
Other areas	no.	617	247	538	83
Total	no.	1 742	1 025	925	438
Employment at end June					
Capital cities and suburbs	no.	42 164	30 037	17 558	16 359
Other areas	no.	23 632	9 939	21 310	3 070
Main activity of persons employed					
Direct community services provision	no.	58 641	34 628	34 676	16 080
Non-direct/other	no.	^ 7 155	5 347	4 192	3 350
Total	no.	65 796	39 976	38 867	19 430
Full-time equivalent employment	no.	41 052	22 117	26 764	12 139
Volunteers during the year					
Direct community services provision	no.	16 923	6 903	7 502	6 360
Non-direct/other	no.	^ 3 127	^ 1 297	^ 1 905	1 984
Total	no.	20 050	8 200	9 407	8 344
Average hours worked by volunteers during the year					
Direct community services provision	h	60.4	95.3	100.4	73.4
Non-direct/other	h	79.2	^ 53.8	^ 49.1	47.1
Total	h	63.3	88.7	90.0	67.1
Income					
Government funding	\$m	2 511.2	1 398.6	1 355.3	739.4
Income from direct community services provision	\$m	1 099.6	676.0	518.0	262.9
Other	\$m	439.0	^ 567.4	324.1	114.3
Total	\$m	4 049.9	2 642.0	2 197.4	1 116.6
Expenses					
Labour costs	\$m	2 567.6	1 356.5	1 385.7	664.0
Other	\$m	1 440.1	1 279.6	759.5	401.7
Total	\$m	4 007.7	2 636.1	2 145.2	1 065.7
Expenditure on the provision of training for persons working on community services related activities	\$m	90.7	35.2	34.5	22.3
Operating profit before tax	\$m	*42.7	^ 46.0	^ 50.0	^ 51.0
Operating profit margin	%	*1.1	^ 1.7	^ 2.3	^ 4.6
Industry value added	\$m	2 685.2	1 373.3	1 397.1	737.6

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

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

## 2.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Aged care residential services *continued*

		Tasmania/ Northern Territory/ Australian Capital Territory		AUSTRALIA		Total
		Western Australia		For profit organisations	Not-for-profit organisations	
Businesses/organisations at end June(a)						
	no.	113	69	796	705	1 501
Number of locations						
Capital cities and suburbs	no.	305	113	1 103	1 957	3 061
Other areas	no.	55	96	340	1 295	1 636
Total	no.	360	209	1 444	3 253	4 696
Employment at end June						
Capital cities and suburbs	no.	14 151	4 038	43 043	81 264	124 307
Other areas	no.	2 009	3 665	17 517	46 109	63 625
Main activity of persons employed						
Direct community services provision						
	no.	14 009	6 605	52 897	111 742	164 639
Non-direct/other	no.	2 151	1 099	7 663	15 630	23 293
Total	no.	16 160	7 703	60 560	127 372	187 932
Full-time equivalent employment	no.	9 732	4 003	37 599	78 209	115 808
Volunteers during the year						
Direct community services provision						
	no.	^ 2 097	1 927	^ 2 586	39 126	41 712
Non-direct/other	no.	287	270	*714	8 156	8 870
Total	no.	2 384	2 197	^ 3 300	47 283	50 582
Average hours worked by volunteers during the year						
Direct community services provision						
	h	116.3	75.6	78.7	78.9	78.9
Non-direct/other	h	149.7	74.9	*59.9	64.3	64.0
Total	h	120.3	75.5	^ 74.6	76.4	76.3
Income						
Government funding	\$m	579.6	295.4	2 230.8	4 648.6	6 879.4
Income from direct community services provision						
	\$m	267.7	117.7	1 216.2	1 725.7	2 942.0
Other	\$m	146.5	72.0	^ 709.1	954.2	1 663.3
Total	\$m	993.8	485.1	4 156.2	7 328.6	11 484.8
Expenses						
Labour costs	\$m	586.0	274.6	2 206.4	4 627.9	6 834.2
Other	\$m	385.6	155.6	1 866.3	2 555.9	4 422.2
Total	\$m	971.5	430.2	4 072.6	7 183.7	11 256.4
Expenditure on the provision of training for persons working on community services related activities						
	\$m	12.6	8.6	72.2	131.7	203.9
Operating profit before tax	\$m	^ 23.8	54.9	*124.9	^ 143.5	**268.4
Operating profit margin	%	^ 2.4	11.3	*3.0	^ 2.0	**2.3
Industry value added	\$m	631.4	306.1	2 421.7	4 709.0	7 130.7

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

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

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

## 2.2 PERSONS WORKING BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Aged care residential services

	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania/ Northern Territory/ Australian Capital Territory	AUSTRALIA		Total
							For profit organisations	Not-for-profit organisations	
	no.	no.	no.	no.	no.	no.	no.	no.	no.
Employment at end June									
Permanent full-time(a)	11 913	5 630	7 306	3 037	2 511	1 106	10 934	20 570	31 504
Permanent part-time	40 519	24 932	23 765	9 190	10 487	4 475	35 291	78 077	113 368
Casual/temporary	13 363	9 414	7 797	7 202	3 161	2 122	14 335	28 724	43 059
<i>Total</i>	65 796	39 976	38 867	19 430	16 160	7 703	60 560	127 372	187 932
Main activity of persons employed									
Direct community services provision									
Males	8 200	5 394	4 010	1 855	2 070	792	7 052	15 269	22 322
Females	50 441	29 234	30 665	14 225	11 939	5 813	45 845	96 472	142 317
<i>Total</i>	58 641	34 628	34 676	16 080	14 009	6 605	52 897	111 742	164 639
Non-direct/other									
Males	2 163	1 231	998	689	433	227	1 669	4 073	5 742
Females	^ 4 992	^ 4 116	3 194	2 660	^ 1 718	871	5 994	11 558	17 552
<i>Total</i>	^ 7 155	5 347	4 192	3 350	2 151	1 099	7 663	15 630	23 293
Total									
Males	10 363	6 625	5 008	2 545	2 503	1 019	8 721	19 342	28 063
Females	55 433	33 351	33 859	16 885	13 657	6 684	51 838	108 030	159 869
Volunteers during the year									
Direct community services provision									
	16 923	6 903	7 502	6 360	^ 2 097	1 927	^ 2 586	39 126	41 712
Non-direct/other									
	^ 3 127	^ 1 297	^ 1 905	1 984	287	270	* 714	8 156	8 870
<i>Total</i>	20 050	8 200	9 407	8 344	2 384	2 197	^ 3 300	47 283	50 582

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

(a) Includes working proprietors and partners of unincorporated businesses.

**SUMMARY OF OPERATIONS**

At the end of June 2009, there were 746 businesses/organisations operating in the other residential care services industry, which:

- employed 31,548 persons
- generated income of \$1.8b during the 2008–09 financial year
- incurred expenses of \$1.7b in the same period
- generated industry value added of \$1.0b.

**EMPLOYMENT**

At the end of June 2009, there were 31,548 persons employed in other residential care services, with 29,282 (93%) employed by 'not for profit' organisations. The predominant activity of persons employed within the industry (26,490) was the direct provision of community services to clients. There were 23,137 females employed, accounting for 73% of total employment. During 2008–09, 26,205 volunteers provided assistance to the industry, with 99% of these assisting 'not for profit' organisations.

**REGION**

At the end of June 2009, 746 organisations operated from 2,262 locations, of which 1,209 were located in capital cities and suburbs. There were 17,814 persons employed in these capital city and suburban locations.

**INCOME AND EXPENSES**

During the 2008–09 financial year, total industry income was \$1.8b. Government funding was the largest source of income, with \$1.3b, followed by \$0.3b in client fees from direct community services provision. 'Not for profit' organisations received 97% of total government funding for the industry and \$0.2b (81%) of total income from direct community services provision.

Total industry expenditure for other residential care businesses/organisations was \$1.7b during 2008–09. Labour costs were the most significant expense item, accounting for \$1.1b of total industry expenditure. 'Not for profit' organisations accounted for the majority (\$1.6b) of total expenditure.

**3.1**SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY  
PROFIT STATUS, Other residential care services .....

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>
Businesses/organisations at end June(a)	no.	246	139	170	44
Number of locations					
Capital cities and suburbs	no.	286	358	145	86
Other areas	no.	^ 399	259	^ 118	14
Total	no.	684	617	263	100
Employment at end June					
Capital cities and suburbs	no.	3 805	5 287	1 537	2 153
Other areas	no.	^ 4 736	^ 4 558	1 758	184
Main activity of persons employed					
Direct community services provision	no.	7 433	8 480	2 628	1 892
Non-direct/other	no.	^ 1 108	1 366	667	445
Total	no.	8 541	9 845	3 295	2 337
Full-time equivalent employment	no.	5 212	5 210	1 929	1 515
Volunteers during the year	no.	*9 078	*6 667	*3 112	1 851
Average hours worked by volunteers during the year	h	*186.5	*71.6	*90.4	85.7
Income					
Government funding	\$m	358.7	433.6	130.4	80.5
Income from direct community services provision	\$m	105.6	74.1	^ 34.1	19.6
Other	\$m	56.2	58.1	43.0	27.1
Total	\$m	520.6	565.9	207.5	127.2
Expenses					
Labour costs	\$m	314.7	290.9	110.1	79.4
Other	\$m	184.9	158.4	81.0	41.8
Total	\$m	499.6	449.3	191.1	121.3
Expenditure on the provision of training for persons working on community services related activities	\$m	7.0	8.7	^ 3.5	1.8
Operating profit before tax	\$m	*20.9	116.6	*16.4	^ 5.9
Operating profit margin	%	^ 4.0	20.6	*7.9	^ 4.7
Industry value added	\$m	314.8	302.5	104.6	70.9

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

### 3.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Other residential care services *continued*

		AUSTRALIA				
		Western Australia	Tasmania/Northern Territory/Australian Capital Territory	For profit organisations	Not-for-profit organisations	Total
Businesses/organisations at end June(a)	no.	69	82	93	653	746
Number of locations						
Capital cities and suburbs	no.	193	143	128	1 081	1 209
Other areas	no.	192	71	39	1 014	1 052
Total	no.	384	213	167	2 095	2 262
Employment at end June						
Capital cities and suburbs	no.	3 361	1 671	1 634	16 180	17 814
Other areas	no.	1 311	1 187	631	13 103	13 734
Main activity of persons employed						
Direct community services provision	no.	3 476	2 581	2 004	24 486	26 490
Non-direct/other	no.	1 195	277	262	4 796	5 059
Total	no.	4 672	2 858	2 266	29 282	31 548
Full-time equivalent employment	no.	3 168	1 723	995	17 762	18 757
Volunteers during the year	no.	3 834	^ 1 664	*150	^ 26 055	^ 26 205
Average hours worked by volunteers during the year	h	71.6	87.6	^ 88.9	^ 115.8	^ 115.6
Income						
Government funding	\$m	187.8	107.3	40.1	1 258.3	1 298.4
Income from direct community services provision	\$m	20.7	19.9	51.6	222.4	274.0
Other	\$m	54.5	18.0	^ 14.9	242.0	257.0
Total	\$m	263.0	145.3	106.6	1 722.8	1 829.4
Expenses						
Labour costs	\$m	164.6	100.7	56.5	1 004.0	1 060.5
Other	\$m	85.4	39.5	42.1	548.8	590.9
Total	\$m	250.0	140.2	98.7	1 552.7	1 651.4
Expenditure on the provision of training for persons working on community services related activities	\$m	4.6	1.9	1.4	26.0	27.4
Operating profit before tax	\$m	^ 13.0	5.1	^ 7.9	170.0	177.9
Operating profit margin	%	^ 4.9	3.5	^ 7.4	9.9	9.7
Industry value added	\$m	149.0	95.9	70.2	967.5	1 037.7

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### 3.2 PERSONS WORKING BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Other residential care services

	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania/ Northern Territory/ Australian Capital Territory	AUSTRALIA		Total
							For profit organisations	Not-for-profit organisations	
	no.	no.	no.	no.	no.	no.	no.	no.	no.
Employment at end									
June									
Permanent									
full-time(a)	2 750	2 497	754	789	2 005	735	282	9 249	9 530
Permanent part-time	3 406	3 388	1 142	1 043	1 486	1 116	910	10 671	11 581
Casual/temporary	^ 2 384	^ 3 960	1 400	^ 505	1 181	1 008	1 074	9 363	10 437
<i>Total</i>	8 541	9 845	3 295	2 337	4 672	2 858	2 266	29 282	31 548
Main activity of persons employed									
Direct community services provision									
Males	2 121	^ 2 376	563	np	743	np	329	6 670	6 999
Females	5 311	6 104	2 065	np	2 734	np	1 675	17 816	19 491
<i>Total</i>	7 433	8 480	2 628	1 892	3 476	2 581	2 004	24 486	26 490
Non-direct/other									
Males	281	337	^ 132	np	339	np	66	1 346	1 412
Females	^ 827	1 029	535	np	856	np	196	3 450	3 646
<i>Total</i>	^ 1 108	1 366	667	445	1 195	277	262	4 796	5 059
Total									
Males	2 402	^ 2 713	695	742	1 082	777	395	8 016	8 411
Females	6 139	7 133	2 600	1 595	3 590	2 081	1 871	21 266	23 137
Volunteers during the year									
Direct community services provision	**6 523	^ 2 594	*1 979	1 021	1 621	^ 1 218	*137	^ 14 820	^ 14 957
Non-direct/other	2 554	**4 072	1 133	830	2 213	445	12	*11 235	*11 247
<i>Total</i>	*9 078	*6 667	*3 112	1 851	3 834	^ 1 664	*150	^ 26 055	^ 26 205

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

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

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

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

(a) Includes working proprietors and partners of unincorporated businesses.

## CHAPTER 4

## CHILD CARE SERVICES .....

### SUMMARY OF OPERATIONS

At the end of June 2009, there were 4,330 child care businesses/organisations, of which 2,857 were 'for profit' and 1,473 'not-for-profit'. These organisations:

- employed 86,897 persons
- generated income of \$4.1b during the 2008–09 financial year
- incurred expenses of \$4.1b in the same period
- generated industry value added of \$2.8b.

### EMPLOYMENT

At the end of June 2009, there were 86,897 persons employed in child care services. Of these, 33,007 persons were permanent full time employees, 26,295 were permanent part-time employees and 26,076 were casual/temporary employees. There were also 1,520 working proprietors or partners of unincorporated businesses. 'For profit' businesses employed 58,356 persons, which equates to 67% of total industry employment.

The majority (79,940) of the persons employed provided direct child care services and included 74,678 females. During 2008-09, 24,698 volunteers provided assistance to child care services.

### REGION

At the end of June 2009, there were 4,330 child care services businesses/organisations, operating from 7,263 locations, with 5,149 of these in capital cities and suburbs. Capital city and suburban locations employed 61,028 persons.

### INCOME AND EXPENSES

During the 2008–09 financial year, total income for child care services was \$4.1b, of which \$2.8b was generated by 'for profit' organisations. The majority of 'for profit' income was from direct client fees (\$1.7b) and government funding (\$0.9b). 'Not for profit' organisations received \$1.3b in total income, of which \$0.6b was government funding and \$0.6b was direct client fees.

During 2008–09, total expenditure for the child care services industry, was \$4.1b, of which labour costs were the most significant, representing \$2.5b of total expenses. 'For profit' businesses incurred total expenditure of \$2.9b, of which the largest component was \$1.7b in labour costs.



## 4.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Child care services

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>
Businesses/organisations at end June(a)	no.	1 823	770	954	201
Number of locations					
Capital cities and suburbs	no.	1 963	1 177	876	306
Other areas	no.	674	366	^ 690	92
Total	no.	2 636	1 544	1 565	397
Employment at end June					
Capital cities and suburbs	no.	20 707	14 054	11 493	4 046
Other areas	no.	7 873	4 719	^ 8 663	1 165
Main activity of persons employed					
Direct community services provision	no.	26 642	17 350	18 265	4 682
Non-direct/other	no.	^ 1 939	1 423	* 1 890	^ 529
Total	no.	28 580	18 773	20 156	5 211
Full-time equivalent employment	no.	18 717	12 277	13 731	3 267
Volunteers during the year					
Direct community services provision	no.	^ 2 921	^ 1 556	** 7 901	805
Non-direct/other	no.	^ 2 880	^ 1 934	* 908	^ 492
Total	no.	5 802	^ 3 490	** 8 809	1 297
Average hours worked by volunteers during the year					
Direct community service provision	h	* 69.5	59.8	* 67.6	70.8
Non-direct/other	h	* 39.2	** 40.5	* 42.8	^ 58.0
Total	h	* 54.4	^ 49.1	* 65.0	66.0
Income					
Government funding	\$m	455.5	302.8	426.1	92.5
Income from direct community services provision	\$m	766.3	418.3	598.4	121.7
Other	\$m	^ 57.6	^ 68.3	* 114.2	* 18.1
Total	\$m	1 279.4	789.5	1 138.7	232.4
Expenses					
Labour costs	\$m	791.3	534.0	622.3	152.1
Other	\$m	457.5	294.6	512.8	120.6
Total	\$m	1 248.8	828.6	1 135.1	272.7
Expenditure on the provision of training for persons working on community services related activities	\$m	^ 21.7	11.8	17.1	3.6
Operating profit before tax	\$m	* 30.6	* -33.5	** 3.6	-40.3
Operating profit margin	%	* 2.4	* -4.2	** 0.3	-17.4
Industry value added	\$m	844.8	548.8	735.8	159.8

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

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

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## 4.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Child care services *continued*

		Western Australia	Tasmania/ Northern Territory/Australian Capital Territory	AUSTRALIA		Total
				For profit organisations	Not-for-profit organisations	
Businesses/organisations at end June(a)						
	no.	393	217	2 857	1 473	4 330
Number of locations						
Capital cities and suburbs	no.	562	266	3 621	1 528	5 149
Other areas	no.	163	130	1 295	819	2 114
Total	no.	725	396	4 916	2 347	7 263
Employment at end June						
Capital cities and suburbs	no.	6 745	3 983	41 017	20 011	61 028
Other areas	no.	2 219	1 230	17 340	8 530	25 870
Main activity of persons employed						
Direct community services						
provision	no.	8 426	4 574	54 536	25 404	79 940
Non-direct/other	no.	^ 538	639	^ 3 821	3 137	6 958
Total	no.	8 964	5 213	58 356	28 541	86 897
Full-time equivalent employment	no.	5 573	3 397	40 116	16 846	56 962
Volunteers during the year						
Direct community services						
provision	no.	^ 1 020	*1 649	^ 995	*14 858	*15 853
Non-direct/other	no.	*1 098	*1 532	*777	^ 8 067	^ 8 845
Total	no.	^ 2 118	*3 181	^ 1 773	^ 22 925	^ 24 698
Average hours worked by volunteers during the year						
Direct community service						
provision	h	^ 60.8	^ 264.8	**103.0	^ 86.4	^ 87.4
Non-direct/other	h	^ 133.6	^ 242.4	**65.2	^ 90.0	^ 87.8
Total	h	^ 98.6	^ 254.0	**86.4	^ 87.7	^ 87.6
Income						
Government funding	\$m	167.9	78.5	947.6	575.7	1 523.3
Income from direct community services provision	\$m	266.2	129.2	1 729.2	570.9	2 300.1
Other	\$m	^ 29.9	^ 11.0	^ 155.2	144.1	^ 299.2
Total	\$m	464.0	218.6	2 831.9	1 290.7	4 122.6
Expenses						
Labour costs	\$m	262.1	145.4	1 650.5	856.6	2 507.2
Other	\$m	170.2	78.4	1 231.0	403.1	1 634.1
Total	\$m	432.3	223.8	2 881.6	1 259.8	4 141.3
Expenditure on the provision of training for persons working on community services related activities						
	\$m	5.3	3.2	42.5	20.1	62.7
Operating profit before tax	\$m	**31.7	^ -5.2	** -44.0	^ 30.9	** -13.0
Operating profit margin	%	*6.8	^ -2.4	** -1.6	^ 2.4	** -0.3
Industry value added	\$m	318.7	156.9	1 913.1	851.7	2 764.8

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## 4.2 PERSONS WORKING BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Child care services

	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania/ Northern Territory/ Australian Capital Territory	AUSTRALIA		Total
							For profit organisations	Not-for-profit organisations	
	no.	no.	no.	no.	no.	no.	no.	no.	no.
Working proprietors	^ 1 027	*226	*127	*30	*47	64	^ 1 410	*109	^ 1 520
Employees									
Permanent full-time	11 769	7 010	7 470	1 545	^ 3 308	1 904	24 120	8 887	33 007
Permanent part-time	8 131	5 627	^ 6 353	1 654	3 155	1 375	16 599	9 696	26 295
Casual/temporary	7 653	5 911	6 206	1 982	2 455	1 869	16 228	9 848	26 076
Total	27 554	18 548	20 028	5 181	8 918	5 149	56 946	28 431	85 377
Employment at end June	28 580	18 773	20 156	5 211	8 964	5 213	58 356	28 541	86 897
Main activity of persons employed									
Direct community services provision									
Males	1 748	1 458	^ 878	229	472	476	2 860	2 401	5 262
Females	24 893	15 892	17 387	4 453	7 954	4 098	51 675	23 003	74 678
Total	26 642	17 350	18 265	4 682	8 426	4 574	54 536	25 404	79 940
Non-direct/other									
Males	^ 360	^ 365	^ 215	^ 139	^ 125	^ 92	^ 735	560	1 295
Females	^ 1 579	^ 1 058	*1 676	^ 390	*413	547	^ 3 086	2 577	5 663
Total	^ 1 939	1 423	*1 890	^ 529	^ 538	639	^ 3 821	3 137	6 958
Total									
Males	2 108	1 823	^ 1 093	368	597	568	3 596	2 961	6 557
Females	26 472	16 950	19 063	4 843	8 368	4 645	54 761	25 580	80 341
Volunteers during the year									
Direct community services provision	^ 2 921	^ 1 556	**7 901	805	^ 1 020	*1 649	^ 995	*14 858	*15 853
Non-direct/other	^ 2 880	^ 1 934	*908	^ 492	*1 098	*1 532	*777	^ 8 067	^ 8 845
Total	5 802	^ 3 490	**8 809	1 297	^ 2 118	*3 181	^ 1 773	^ 22 925	^ 24 698

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SUMMARY OF OPERATIONS

Other social assistance services includes businesses/organisations mainly engaged in providing a wide variety of social support services directly to their clients, including, but not limited to, welfare services, disabilities assistance, and adult day care centre operation.

At the end of June 2009, there were 3,287 businesses/organisations in other social assistance services. Of these, 2,504 were 'not for profit' organisations, and 784 'for profit'.

These businesses/organisations:

- employed 121,774 persons
- generated income of \$7.0b during the 2008–09 financial year
- incurred expenses of \$6.6b in the same period
- generated industry value added of \$4.0b.

EMPLOYMENT

At the end of June 2009, there were 121,774 persons employed within other social assistance services, with 107,542 of these employed by 'not for profit' organisations. Permanent part-time comprised the majority of employment, with 48,484, followed by permanent full-time 37,078 and casual/temporary 36,212.

There were 87,939 persons providing direct community services at the end of June 2009. Females accounted for 67,069 (76%) of these persons. During the 2008–09 financial year, 172,482 volunteers assisted other social assistance organisations, with 61% of these providing direct community services.

REGION

At the end of June 2009, 3,287 other social assistance businesses/organisations operated from 8,733 locations. Of these, 5,103 were in capital city and suburban areas, and employed 79,377 persons.

INCOME AND EXPENSES

During 2008–09 other social assistance services businesses/organisations generated income of \$7.0b. 'Not for profit' organisations contributed \$6.3b (91%) to this total, with \$4.0b derived from government funding.

Total expenditure for 2008–09 was \$6.6b, with 'not for profit' organisations contributing the majority (\$6.0b). Labour costs were the largest expenditure item for all businesses/organisations, comprising \$3.8b.

## 5.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Other social assistance services

		<i>New South Wales</i>	<i>Victoria</i>	<i>Queensland</i>	<i>South Australia</i>
Businesses/organisations at end June(a)	no.	1 115	709	716	233
Number of locations					
Capital cities and suburbs	no.	1 320	1 455	885	493
Other areas	no.	1 119	744	989	^ 268
Total	no.	2 438	2 199	1 874	762
Employment at end June					
Capital cities and suburbs	no.	21 191	24 402	14 130	7 785
Other areas	no.	13 961	9 645	9 984	2 614
Main activity of persons employed					
Direct community services provision	no.	25 856	27 248	16 606	6 508
Non-direct/other	no.	9 297	6 800	7 508	3 891
Total	no.	35 152	34 047	24 114	10 398
Full-time equivalent employment	no.	22 089	19 146	14 893	6 802
Volunteers during the year					
Direct community services provision	no.	^ 42 423	^ 19 807	^ 22 914	np
Non-direct/other	no.	26 475	* 12 912	14 240	np
Total	no.	^ 68 897	^ 32 719	^ 37 154	np
Average hours worked by volunteers during the year					
Direct community services provision	hrs	^ 50.0	^ 75.9	^ 84.7	np
Non-direct/other	hrs	^ 29.5	^ 76.3	150.5	np
Total	hrs	^ 42.1	^ 76.0	^ 109.9	np
Income					
Government funding	\$m	1 258.4	1 178.9	769.9	296.8
Income from direct community services provision	\$m	261.2	^ 288.8	146.8	66.0
Other	\$m	^ 740.5	403.2	322.4	93.5
Total	\$m	2 260.1	1 870.9	1 239.1	456.2
Expenses					
Labour costs	\$m	1 143.3	1 118.6	689.9	281.2
Other	\$m	^ 940.8	722.1	513.5	167.0
Total	\$m	2 084.0	1 840.8	1 203.4	448.2
Expenditure on the provision of training for persons working on community services related activities	\$m	^ 41.8	26.9	21.4	^ 7.1
Operating profit before tax	\$m	* 175.8	** 29.3	* 37.1	* 8.8
Operating profit margin	%	* 7.8	** 1.6	* 3.0	* 1.9
Industry value added	\$m	1 204.7	1 194.7	726.5	292.6

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## 5.1 SUMMARY OF OPERATIONS BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Other social assistance services *continued*

		Tasmania/ Northern Territory/ Australian		AUSTRALIA		Total
		Western Australia	Capital Territory	For profit organisations	Not-for-profit organisations	
Businesses/organisations at end June(a)	no.	327	245	784	2 504	3 287
Number of locations						
Capital cities and suburbs	no.	561	390	659	4 445	5 103
Other areas	no.	257	252	^260	3 370	3 630
Total	no.	818	642	918	7 815	8 733
Employment at end June						
Capital cities and suburbs	no.	6 766	5 103	^11 742	67 635	79 377
Other areas	no.	3 733	2 459	^2 490	39 907	42 397
Main activity of persons employed						
Direct community services provision	no.	6 504	5 218	10 280	77 659	87 939
Non-direct/other	no.	3 996	2 344	^3 952	29 883	33 834
Total	no.	10 499	7 562	14 232	107 542	121 774
Full-time equivalent employment	no.	6 961	4 472	6 455	67 908	74 363
Volunteers during the year						
Direct community services provision	no.	np	^7 005	*534	^104 558	^105 092
Non-direct/other	no.	np	3 359	*151	67 239	67 390
Total	no.	np	^10 364	*684	171 797	172 482
Average hours worked by volunteers during the year						
Direct community services provision	hrs	np	^113.8	^70.5	74.8	74.8
Non-direct/other	hrs	np	95.4	**66.9	70.3	70.2
Total	hrs	np	^107.9	*69.7	73.0	73.0
Income						
Government funding	\$m	300.3	324.5	133.4	3 995.4	4 128.8
Income from direct community services provision	\$m	64.1	66.9	^283.7	610.0	893.7
Other	\$m	*324.1	98.0	^246.9	1 734.9	1 981.7
Total	\$m	^688.5	489.4	^664.0	6 340.3	7 004.3
Expenses						
Labour costs	\$m	284.1	252.5	^348.9	3 420.8	3 769.6
Other	\$m	258.7	229.4	^241.3	2 590.2	2 831.5
Total	\$m	542.9	481.9	^590.1	6 011.0	6 601.1
Expenditure on the provision of training for persons working on community services related activities	\$m	9.8	9.7	8.0	108.7	116.7
Operating profit before tax	\$m	**145.6	*7.4	^73.9	*330.1	*404.1
Operating profit margin	%	*21.1	*1.5	^11.1	*5.2	^5.8
Industry value added	\$m	306.0	256.9	414.2	3 567.1	3 981.4

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## 5.2 PERSONS WORKING BY STATES AND TERRITORIES AND AUSTRALIA BY PROFIT STATUS, Other social assistance services

	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania/ Northern Territory/ Australian Capital Territory	AUSTRALIA		Total
							For profit organisations	Not-for-profit organisations	
	no.	no.	no.	no.	no.	no.	no.	no.	no.
Employment at end June									
Permanent full-time(a)	11 434	9 410	7 087	3 215	3 481	2 452	^ 2 593	34 485	37 078
Permanent part-time	13 893	15 181	8 391	3 962	4 535	2 522	^ 2 805	45 679	48 484
Casual/temporary	9 825	9 457	8 635	^ 3 222	^ 2 484	2 588	^ 8 834	27 378	36 212
Total	35 152	34 047	24 114	10 398	10 499	7 562	14 232	107 542	121 774
Main activity of persons employed									
Direct community services provision									
Males	6 610	5 985	4 007	1 385	1 464	1 419	1 450	19 420	20 870
Females	19 245	21 263	12 599	5 123	5 040	3 799	8 830	58 239	67 069
Total	25 856	27 248	16 606	6 508	6 504	5 218	10 280	77 659	87 939
Non-direct/other									
Males	^ 3 674	2 096	1 931	1 943	1 566	1 034	^ 923	11 323	12 246
Females	5 622	4 703	5 576	1 947	2 430	1 310	^ 3 029	18 560	21 589
Total	9 297	6 800	7 508	3 891	3 996	2 344	^ 3 952	29 883	33 834
Total									
Males	10 285	8 081	5 938	3 329	3 030	2 454	2 373	30 743	33 116
Females	24 868	25 966	18 175	7 070	7 469	5 109	11 859	76 798	88 657
Volunteers during the year									
Direct community services provision									
	^ 42 423	^ 19 807	^ 22 914	np	np	^ 7 005	*534	^ 104 558	^ 105 092
Non-direct/other									
	26 475	*12 912	14 240	np	np	3 359	*151	67 239	67 390
Total	^ 68 897	^ 32 719	^ 37 154	np	np	^ 10 364	*684	171 797	172 482

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

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(a) Includes working proprietors and partners of unincorporated businesses.

## EXPLANATORY NOTES .....

### INTRODUCTION

**1** This publication presents estimates of the economic and financial performance of community services businesses/organisations for 2008–09. The primary purpose of these estimates is to present detailed information on the financial performance and type of activity of businesses/organisations primarily engaged in the provision of community services. Estimates were produced from directly collected data from the Economic Activity Survey (EAS) Community Services conducted by the Australian Bureau of Statistics (ABS).

### REFERENCE PERIOD

**2** The period covered by the collection was, in general, the 12 months ended 30 June 2009.

**3** Although financial estimates relate to the full twelve months, employment estimates relate to the last pay period ending in June 2009.

**4** Financial data incorporate all units in scope of the Community Services Survey that were in operation at any time during the year. They also include any temporarily inactive units, i.e. those units which were in the development stage or which were not in operation, but which still existed and held assets and liabilities and/or incurred some non-operating expenses (e.g. depreciation, administration costs).

### CLASSIFICATIONS

**5** The businesses that contribute to the statistics in this publication are classified:

- by institutional sector, in accordance with the Standard Institutional Sector Classification of Australia (SISCA), which is detailed in *Standard Economic Sector Classifications of Australia (SESCA)* (cat. no. 1218.0)
- by industry, in accordance with the *Australian and New Zealand Standard Industrial Classification (ANZSIC)*, 2006 edition (cat. no. 1292.0)
- by state and territory
- by community service activity, in accordance with the National Classification of Community Services
- by business size.

### SCOPE

**6** The scope of the collection consisted of all employing and significant non-employing businesses and organisations classified to the following ANZSIC classes:

- 8601 AGED CARE RESIDENTIAL SERVICES
- 8609 OTHER RESIDENTIAL CARE SERVICES
- 8710 CHILD CARE SERVICES
- 8790 OTHER SOCIAL ASSISTANCE SERVICES

**7** The following ANZSIC classes had only partial coverage:

- 7211 EMPLOYMENT PLACEMENT AND RECRUITMENT SERVICES (part – only organisations providing services to persons with disabilities)
- 7510 CENTRAL GOVERNMENT ADMINISTRATION (part – only departments/organisations with a significant role in funding and/or directly providing community services)
- 7520 STATE GOVERNMENT ADMINISTRATION (part – only departments/organisations with a significant role in funding and/or directly providing community services)
- 7530 LOCAL GOVERNMENT ADMINISTRATION (part – only organisations with a significant role in funding and/or directly providing community services)
- 9559 OTHER INTEREST GROUP SERVICES N.E.C. (part – only peak bodies or organisations providing advocacy services)



## COVERAGE

**8** This section discusses frame, statistical units, coverage issues and improvements to coverage.

*Frame*

**9** Businesses contributing to the estimates in this publication were sourced from the ABS Business Register (ABSBR), which has two components as described below.

*Statistical units*

**10** The ABS uses an economic statistics units model on the ABSBR to describe the characteristics of businesses/organisations, and the structural relationships between related businesses/organisations. Within large and diverse business groups, the units model is used to define reporting units that can provide data to the ABS at suitable levels of detail.

**11** The current economic statistics units model was introduced in mid-2002, to better use the information available as a result of The New Tax System. This units model allocates businesses to one of two sub-populations. The vast majority of businesses are in what is called the ATO maintained population (ATOMP), while the remaining businesses are in the ABS maintained population (ABSMP). Together, these two sub-populations make up the ABSBR population.

## ATO MAINTAINED POPULATION (ATOMP)

**12** Most businesses and organisations in Australia need to obtain an Australian Business Number (ABN), and are then included on the ATO ABR. Most of these businesses/organisations have simple structures; therefore the unit registered for an ABN satisfies ABS statistical requirements. For these businesses/organisations, the ABS has aligned its statistical units structure with the ABN unit. The businesses with simple structures constitute the ATOMP, and the ABN unit is used as the statistical unit for all economic collections.

## ABS MAINTAINED POPULATION (ABSMP)

**13** For the population of businesses/organisations where the ABN unit is not suitable for ABS statistical requirements, the ABS maintains its own units structure through direct contact with the business/organisation. These businesses/organisations constitute the ABSMP. This population consists typically of large, complex and diverse businesses/organisations. The statistical units model described below caters for such businesses.

- *Enterprise Group*: This is a unit covering all the operations in Australia of one or more legal entities under common ownership and/or control. It covers all the operations in Australia of legal entities which are related in terms of the current Corporations Law (as amended by the *Corporations Legislation Amendment Act 1991*), including legal entities such as companies, trusts and partnerships. Majority ownership is not required for control to be exercised.
- *Enterprise*: The enterprise is an institutional unit comprising:
  - a single legal entity or business entity, or
  - more than one legal entity or business entity within the same Enterprise Group and in the same institutional subsector (i.e. they are all classified to a single Standard Institutional Sector Classification of Australia (SISCA) subsector).
- *Type of activity unit (TAU)*: The TAU is comprised of one or more business entities, sub-entities or branches of a business entity within an Enterprise Group that can report production and employment data for similar economic activities. When a minimum set of data items is available, a TAU is created which covers all the operations within an industry subdivision (and the TAU is classified to the relevant subdivision of the ANZSIC). Where a business cannot supply adequate data for each industry, a TAU is formed which contains activity in more than one industry subdivision.

*Statistical units continued*

**14** The statistical unit for which non-government sector statistics were reported in the publication was the TAU or ABN.

**15** 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 only in respect of 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.

*Coverage issues*

**16** The ANZSIC-based industry statistics presented in this publication are compiled differently from activity statistics. For industry statistics, each ABN unit or TAU on the ABSBR has been classified (by the ATO and the ABS respectively) to its single predominant industry class irrespective of any diversity of activities undertaken.

**17** The ABS attempts to obtain data for those businesses selected for direct collection and which ceased operation during the year, but it is not possible to obtain data for all of them.

*Improvements to coverage*

**18** Data in this publication have been adjusted to allow for lags in processing new businesses/organisations to the ABSBR, and the omission of some businesses from the register. The majority of businesses affected, and to which the adjustments apply, are small in size. As an example, the effect of these adjustments is generally 3% or less for ANZSIC subdivisions 86 and 87 and for most states and territories.

**19** Adjustments have been made to include new businesses/organisations in the estimates in the period in which they commenced operations, rather than when they were processed to the ABSBR. Adjustments of this type will continue to be applied in future periods.

**20** For more information on these adjustments, please refer to the ABS publication Information Paper: *Improvements to ABS Economic Statistics, 1997* (cat. no. 1357.0).

## DEFINITION OF KEY TERMS

*Direct and non-direct  
community service provision*

**21** Selected key terms are described below.

**22** Provision of community services by businesses and organisations can be either direct or non-direct. Direct community service provision occurs when community services are provided to individuals or families on an interactive or face-to-face basis or on their behalf. Non-direct community service provision includes activities such as working on social policy, group advocacy, community development, service delivery support to other organisations, managerial activities, administrative support and fundraising.

*Industry value added*

**23** Industry value added (IVA) is the measure of the contribution by businesses in each industry to gross domestic product.

**24** There are two types of businesses: 'market' and 'non-market' producers. Market producers sell their output to achieve a profit, whereas non-market producers sell their output at economically insignificant prices. Industry value added is derived differently for market and non-market producers. The community services industry class in which non-market producers make the most significant contribution to industry value added is ANZSIC class 8790. See the glossary definition of IVA for further detail.

*Australian Equivalents to  
International Financial  
Reporting Standards*

**25** The new Australian Equivalents to International Financial Reporting Standards (AEIFRS) were progressively implemented in Australia from 1 January 2005. As a result, a number of items in the financial accounts of Australian businesses have been affected by changed definitions, which have in turn affected both income statements and balance sheets. A range of ABS economic collections source data from financial accounts of

*Australian Equivalents to  
International Financial  
Reporting Standards continued*

businesses and use those data to derive economic statistics. There have been no changes in the associated economic definitions.

**26** Since the implementation of AEIFRS, analysis of published time series data has indicated structural breaks in series. The magnitude of such breaks, however, cannot be determined without imposing a disproportionate load upon data providers to ABS surveys and other administratively collected data. The ABS will continue to monitor developments and report any significant identified impacts as a result of AEIFRS.

#### SURVEY DESIGN

**27** In order to minimise the load placed on providers, the strategy for this survey was to use, as much as possible, information sourced from the ATO, thus reducing the size of the direct collect sample needed to maintain the range and quality of information available to users of statistical data. The frame (from which the direct collect sample was selected) was stratified using information held on the ABSBR. Businesses eligible for selection in the direct collect sample were then selected from the frame using stratified random sampling techniques.

**28** Businesses were selected to participate in the survey (the direct collect sample) only if their turnover exceeded a threshold level or the business was identified as being an employing business (based on ATO information) as at the end of the reference period. Turnover thresholds were set for each ANZSIC class so that the contribution of surveyed businesses accounted for 97.5% of total industry class turnover as determined by BAS data (refer to Technical Note 1 for further information). A sample of 4,124 businesses /organisations was selected for the directly collected part of the 2008–09 Community Services Survey. Each business/organisation was asked to provide data sourced primarily from financial statements, mainly by mail out questionnaires. Businesses/organisations were also asked to supply key details of their operations by state and territory, as well as key data by region (i.e. capital cities/suburbs and other areas), enabling production of state/territory and broad regional estimates.

**29** Businesses which met neither of these criteria are referred to as 'micro non-employing businesses/organisations'. Generally, these businesses/organisations were not eligible for selection in the sample, however, a small number of such units were included in the direct collect sample survey because they were deemed significant to activity based estimates.

#### EFFECTS OF ROUNDING

**30** Where figures have been rounded, discrepancies may occur between totals and the sums of the component items.

**31** Proportions, ratios and other calculated figures shown in this publication have been calculated using unrounded estimates and may be different from, but are more accurate than, calculations based on the rounded estimates.

#### FURTHER INFORMATION

**32** A range of further information is available, as described below.

##### *Related publications*

**33** The following ABS publication present economy wide industry data:

- *Australian Industry, 2008–09* (cat. no. 8155.0)
- *Not-for-profit Organisations, 2006–07* (cat. no. 8106.0)

##### *Other information available*

**34** More detailed estimates than those included in this publication are available in spreadsheet format free of charge online from the Statistics View on the ABS web site <<http://www.abs.gov.au>>. Select Statistics/By Catalogue Number/8.Secondary Industry and Distribution/85–86. Service industries/8696.0 *Community Services, 2008–09*, then select the Downloads tab.

**35** The ABS also issues a daily Release Advice on the web site which details products to be released in the week ahead.

*Other information available  
continued*

**36** Apart from the statistics included in this publication and its associated spreadsheets, it is unlikely that further data from the Community Services Survey will be available on request. Inquiries should be made to the National Information and Referral Service on 1300 135 070.

*Acknowledgement*

**37** 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*.

*Use of Australian Taxation  
Office (ATO) data in this  
publication*

**38** The results of these studies are based, in part, on tax data supplied by the ATO to the ABS under the *Income Tax Assessment Act 1936*, which requires that such data are only used for statistical purposes. No individual information collected under the *Census and Statistics Act 1905* is provided back to the ATO for administrative or regulatory purposes. Any discussion of data limitations or weaknesses is in the context of using the data for statistical purposes, and is not related to the ability of the data to support the ATO's core operational requirements.

**39** Legislative requirements to ensure privacy and secrecy of these data have been followed. Only people authorised under the *Australian Bureau of Statistics Act 1975* have been allowed to view data about any particular organisation and/or person in conducting these analyses. No information about individual taxpayers (persons) has been released to the ABS. Aggregated personal income tax data are confidentialised by the ATO before release to the ABS. In accordance with the *Census and Statistics Act 1905*, results have been confidentialised to ensure that they are not likely to enable identification of a particular person or organisation.

TECHNICAL NOTE 1      **METHODOLOGY** .....

**INTRODUCTION**

**1** The availability of Business Activity Statement data collected by the ATO has provided the ABS with opportunities to improve the efficiency of collection designs and estimation for its business surveys, while at the same time reducing the reporting burden placed on businesses/organisations. Under taxation law, data may be passed by the Commissioner for Taxation to the ABS for specified statistical purposes. Accordingly, turnover and wages information sourced from ATO (BAS) data was used to improve the accuracy of the 2008–09 industry estimates which were produced using data items collected directly by the ABS from businesses/organisations.

**ESTIMATION METHODOLOGY**

**2** The 2008–09 survey used generalised regression estimation. This estimation method enables maximum use of observed linear relationships between data directly collected from businesses/organisations in the survey and auxiliary information. When the auxiliary information is strongly correlated with data items collected in a survey, the generalised regression estimation methodology will improve the accuracy of the estimates. The auxiliary variables used in this survey were turnover and wages sourced from BAS data.

**DATA STREAMING**

**3** For the purpose of compiling the estimates in this publication, data for businesses/organisations as recorded on the ABSBR contribute via one of two categories (or 'streams') in accordance with significance and collection-related characteristics.

**COMPLETELY ENUMERATED STREAM**

**4** The completely enumerated stream consisted of directly collected survey data for those units recorded on the ABSBR as having employment greater than 300, plus additional 'significant' units in the ABSMP and units significant to small state estimates.

**GENERALISED REGRESSION ESTIMATION STREAM**

**5** The generalised regression estimation stream comprised directly collected data for those sampled units which are not in the completely enumerated stream and have turnover, in aggregate, above a certain percentile of BAS sales for that industry. The percentile thresholds for each industry were as follows: 8601 (0.77%), 8609 (1.36%), 8710 (2.49%), and 8790 (1.73%).

**STATE/TERRITORY AND REGION ESTIMATES**

**6** State and region estimation for this publication occurred through a combination of directly collected data and proration. All businesses/organisations were asked to provide key data by capital city/suburb and other areas. In addition, businesses/organisations which undertake multi-state operations received a more detailed survey form and asked to supply key details of their operations by state and territory. These key data items were then used to prorate estimates for other data items by state/territory and region. The remaining units, including government organisations, were treated as single state operations, and all data published against the state of head office.

RELIABILITY

**1** The estimates in this release are based on information obtained from a sample survey (i.e. EAS Community Services) conducted by the Australian Bureau of Statistics (ABS). Any collection of data can be affected by factors that affect the reliability of the resulting statistics, regardless of the methodology used. These factors result in non-sampling error. In addition to non-sampling error, sample surveys are also subject to inaccuracies that arise from the fact that a sample was selected rather than conducting a census. This type of error is called sampling error.

*Sampling error*

**2** Sampling variability occurs when a sample, rather than the entire population, is surveyed. It reflects the difference between estimates based on a sample and those that would have been obtained had a census been conducted. 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.

**3** 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 all businesses had been included in the survey, and about 19 chances in 20 that the difference will be less than two standard errors.

**4** Another measure of sampling variability is 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 sampling error in percentage terms, and this avoids the need to refer also to the size of the estimate. Selected data item RSEs at the aggregate level for Australia are shown in the table overleaf. Detailed relative standard errors can be made available on request.

## RELATIVE STANDARD ERRORS FOR KEY AGGREGATES

	For profit organisations(a)	Not-for-profit organisations(a)	Commonwealth/ state/territory government	Local government	Total
	%	%	%	%	%
Businesses/organisations providing community services at end June	1.6	1.4	—	2.0	0.9
Employment at end June					
Direct community services provision	1.8	0.9	—	1.6	0.6
Non-direct/other	4.3	1.9	—	1.8	1.5
Total	1.7	0.7	—	1.5	0.5
Volunteers during the year	np	4.9	. .	np	4.4
Expenditure on direct community services activities					
Personal and social support	9.0	1.7	—	1.7	1.2
Child care	2.2	2.8	np	np	1.5
Training and employment for persons with disabilities	0.1	3.4	. .	. .	2.7
Financial and material assistance	1.0	9.8	—	. .	7.4
Residential care	2.7	1.4	—	4.4	1.0
Foster care placement	7.9	3.6	—	. .	1.6
Accommodation placement and support	25.3	7.0	np	np	5.2
Statutory protection and placement	8.0	6.7	—	. .	0.5
Juvenile/disability detention and corrective services	32.4	22.0	—	. .	0.8
Total	1.8	0.9	—	1.6	0.6
Expenditure on non-direct community services activities	6.4	3.0	—	2.3	1.5
Funding and payments to other organisations and self-employed contractors for the direct provision of community services	7.3	4.4	—	2.8	0.3

. . not applicable

— nil or rounded to zero (including null cells)

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

(a) Includes government trading enterprises.

*Sampling error continued*

**5** To illustrate the above, the estimate of total expenditure on direct community services activities in 2008-09 was \$25,184.9m. The RSE of this estimate is shown as 0.6%, giving a standard error of approximately \$151.1m. Therefore, there are two chances in three that, if all units had been included in the survey, an estimate in the range of \$25,033.8m to \$25,336.0m would have been obtained. Similarly, it implies that there are nineteen chances in twenty (i.e. a confidence interval of 95%) that the estimate would have been within the range of \$24,882.7m to \$25,487.1m.

**6** The size of the RSE may be a misleading indicator of the reliability of some of the estimates for (a) operating profit before tax and (b) industry value added. It is possible for an estimate legitimately to include positive and negative values, reflecting the financial performance of individual businesses/organisations. In this case, the aggregated estimate can be small relative to the contribution of individual businesses/organisations, resulting in a standard error which is large relative to the estimate.

*Non-sampling error*

**7** Error other than that due to sampling may occur in any type of collection, whether a full census or a sample, and is referred to as non-sampling error. It can arise from inadequacies in available sources from which the population frame was compiled, imperfections in reporting by providers, errors made in collection such as in recording and coding data and errors made in processing data. It also occurs when information cannot be obtained from all businesses selected.

**8** Although it is not possible to quantify non-sampling error, every effort was made to reduce it to a minimum. Collection forms were designed to be easy to complete and assist businesses to report accurately. Efficient and effective operating procedures and systems were used to compile the statistics. The ABS compared data from different ABS (and non-ABS) sources relating to the one industry, to ensure consistency and coherence.

*Non-sampling error continued*

**9** Differences in accounting policy and practices across businesses and industries can lead to some inconsistencies in the data used to compile the estimates. Although much of the accounting process is subject to standards, there remains a great deal of flexibility available to individual businesses in the accounting policies and practices that they adopt.

**10** The above limitations are not meant to imply that analysis based on these data should be avoided, only that the limitations should be borne in mind when interpreting the data presented in this publication. This publication presents a wide range of data that can be used to analyse business and industry performance. It is important that any analysis be based upon the range of data presented rather than focusing on one variable.

QUALITY INDICATORS

**11** In the 2008–09 survey of community services, there was a 91% response rate from all businesses that were surveyed and found to be operating during the reference period. Data were imputed for the remaining 9% of operating businesses. Imputed responses contributed 4.5% to the estimate of total income for all selected industries.

DATA COMPARABILITY

*Comparison with other ABS statistics*

*Australian Industry* (CAT NO. 8155.0)

**12** Key annual industry data for ANZSIC06 subdivisions 86 RESIDENTIAL CARE SERVICES and 87 SOCIAL ASSISTANCE SERVICES are published in *Australian Industry* (cat. no. 8155.0). There are important differences between statistics published in *Australian Industry* and *Community Services* and users should exercise caution when making comparisons between the two sets of estimates. A key difference is the inclusion of micro non-employers in *Australian Industry*, where they contribute less than 2% to total turnover in subdivision 86 and less than 2.25% in subdivision 87.

**13** *Australian Industry* presents annual summary statistics at the ANZSIC06 division and subdivision levels. It shows the relative performance of each industry division and subdivision, and allows patterns of change of growth to be analysed across particular segments of the Australian economy.

**14** *Community Services* supplements *Australian Industry* statistics with a detailed examination of the structure and performance of community services businesses/organisations for the reference year of the survey. As such, the survey is not designed to monitor change over time.

*Counts of Australian Businesses, including Entries and Exits* (CAT. NO. 8165.0)

**15** Estimates of the number of businesses operating in Australia can be derived from a number of sources within the ABS. They may relate to a particular point in time or may be presented as an average annual figure. However, these estimates will not always show the same results. Variations will occur because of differing data sources, differing scope and coverage definitions between surveys, as well as variations due to sampling and non-sampling error. More information about business counts can be found in the information paper *A Statistical View of Counts of Businesses in Australia* (cat. no. 8162.0).

**16** The Community Services survey is not designed to provide high quality estimates of numbers of businesses for any of the output classifications (for example, employment size or industry) and the number of businesses in this publication are only included to provide contextual information for the user. A more robust source of counts of Australian businesses is available from *Counts of Australian Businesses, including Entries and Exits, Jun 2003 to Jun 2007* (cat. no. 8165.0)



Comparison with other ABS  
statistics continued

*Not-for-profit organisations* (CAT. NO. 8106.0)

**17** Selected data on the 'not for profit' sector is published in *Not-for-profit Organisations* (cat. no. 8106). The classification system used in this survey was a reduced version of the International Classification of Non-Profit Organisations. Whilst this allows a fuller specification of the components of the not-for-profit sector, it does not have a concordance which enables a ready comparison to ANZSIC06, upon which this survey is based.

#### HISTORICAL COMPARISONS

**18** The reader should bear in mind that this survey was not designed to support accurate estimates of change over time. There have been major changes in the statistical units, frame, scope, industry classification and estimation methodology between the 1999–2000 and 2008–09 Community Services surveys. These include:

- changes to the statistical unit as a result of the introduction of The New Tax System on 1 July 2000
- changes to the frame as a result of drawing information from the ATO ABR into the ABSBR
- changes to scope as a result of including significant non-employed units in the survey
- major changes between the 1993 and 2006 editions of ANZSIC which affected all community services sectors
- the introduction of generalised regression estimation methodology instead of number raised estimation.

**19** Consequently, estimates in this issue are not directly comparable with those in the 1999–2000 issue and users are advised against making historical comparisons.

## GLOSSARY

<b>Aged care residential services</b>	Businesses/organisations providing high care and/or low care accommodation to older people and/or people with disabilities.
<b>Average hours worked by volunteers during the year</b>	The total number of hours worked by volunteers in the year ended 30 June 2009 divided by the number of volunteers who provided assistance with community services related activities during that year.
<b>Bachelor degree or higher</b>	Attainment of an undergraduate or postgraduate qualification at a university.
<b>Diploma/certificate or equivalent</b>	Attainment of a document certifying the completion of an accredited course of post-secondary education.
<b>Capital cities and suburbs</b>	The greater metropolitan area (including suburbs) of the capital city of each state and territory in Australia.
<b>Casual/temporary employees</b>	Casual employees are those persons employed by the business or organisation who are not entitled to take paid leave. Temporary employees are those whose employment is for a limited term.
<b>Child care</b>	<p>This category of community services includes the following types of activities and their definition.</p> <p><i>Long day care:</i> Provision of care and developmental activities for a minimum of 8 hours per day during week days for at least 48 weeks of the year. In some cases care is available during the weekend and evenings. For children aged from birth to school entry age.</p> <p><i>Family day care:</i> Provision of care and developmental activities by carers in their own homes. Variable hours are offered during the working week and in some cases care is available during the weekend and evenings. Open at least 48 weeks of the year. For children aged from birth to 12 years.</p> <p><i>Occasional child care:</i> Provision of care and developmental activities for a minimum of 8 hours per day during week days for at least 48 weeks of the year. The number of hours per week which children can attend is limited. In some cases care is available during the weekend and evenings. For children aged from birth to school entry age.</p> <p><i>Before and/or after school hours care:</i> Provision of care and developmental activities before and/or after school hours. For children from school entry age to 12 years. Open during school terms/semesters.</p> <p><i>Vacation care:</i> Provision of care and developmental activities during term/semester school breaks. For children from school entry age to 12 years.</p> <p><i>Other child care:</i> Provision of other types of child day care involving developmental activities, e.g. mobile child day care services.</p> <p>Pre-school is out of scope and not published.</p>
<b>Classification of community service activity</b>	<p>Community service activities have been broadly classified using the National Classification of Community Services, developed by the Australian Institute of Health and Welfare which includes the following activities:</p> <ul style="list-style-type: none"><li>■ Personal and social support</li><li>■ Child care</li><li>■ Residential care.</li></ul> <p>Refer to the relevant items in this Glossary for more detail.</p>

<b>Depreciation and amortisation</b>	The financial charges made in the accounts to reflect that part of the value of the asset which may be regarded as having been used up in producing revenue in a particular accounting period. It represents the accounting process of systematically allocating the cost of a non-current asset over its expected useful life.
<b>Direct community services provision</b>	Those activities which are provided to individuals or families on an interactive or face-to-face basis or on their behalf.
<b>Direct community services provision employees</b>	Employees who spend the majority of their time on direct community services provision.
<b>Employment at end June</b>	Number of persons working for businesses during the last pay period ending in June of the given year. Includes working proprietors and partners, employees absent on paid or prepaid leave, employees on workers' compensation who continue to be paid through the payroll, and contract workers paid through the payroll. Excludes persons paid by commission only, non-salaried directors, volunteers and self-employed persons such as consultants and contractors.
<b>Expenditure on activities for overseas purposes</b>	Expenditure on, or in support of the provision of community services outside Australia. Includes payments made to overseas organisations and associated fundraising.
<b>Expenditure on direct community services activities</b>	This item represents the total expenditure on the provision of direct community services in Australia, including child care, residential care and other personal and social support services. It excludes expenditure on fundraising activities and all activities associated with the provision of community services overseas.
<b>Expenditure on non-direct community services activities</b>	Total expenditure on the provision of non-direct community services in Australia, such as group advocacy and social action, community and community group development and support, service delivery development and support provided to other organisations, administration of funding and monitoring, licensing and regulating of service providers, operation of retirement village self-care units. It excludes expenditure on fundraising activities and all activities associated with the provision of community services overseas.
<b>Expenditure on persons with a disability</b>	This item refers to the amount of expenditure on direct community service provided to those identified as persons with a disability, as a sub group of clients aged 64 or less.
<b>Expenditure on the provision of training for persons working on community services related activities</b>	Amount expended, during the financial year, by businesses/organisations providing community services on the provision of training for persons who worked on community services activities.
<b>'For profit' organisations</b>	Businesses and organisations which operate with the intention of making profits.
<b>Full-time equivalent of total persons working</b>	Number of full-time employees added to the quotient of part-time hours paid divided by standard hours for a full-time employee. Working proprietors and partners of unincorporated businesses are excluded from the calculation of full-time equivalent employment.
<b>Funding and payments to other private organisations and self-employed contractors for the direct provision of community services</b>	Payments made by community services businesses or organisations to other private businesses or organisations for provision of direct community services on their behalf. It includes funding or payment for community service provision made by government agencies to private sector businesses or organisations. Also included are payments made by private sector businesses or organisations to other private sector businesses or organisations, (e.g. self-employed contractors, such as sessional counsellors and therapists or family day carers and respite carers), to provide direct community service on their behalf. Internal transfers between government organisations are excluded.
<b>Government funding</b>	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.
<b>Government organisations</b>	Departments, agencies and statutory authorities of Commonwealth, State, Territory and local government, including Councils.

<b>Income from direct community services provision</b>	Income from fees and charges payable by clients for direct community services provision, including child care, residential care and other personal and social support services.
<b>Income from donations and other fundraising</b>	Revenue received by community services businesses and organisations from activities such as appeals, raffles, sponsorships and opportunity shop sales, (i.e. sales of donated goods).
<b>Income from other services</b>	Income from other services such as catering, laundry, training, consultancies, etc.
<b>Industry value added (IVA)</b>	<p>The value added by an industry to the intermediate inputs used by the industry. IVA is the measure of the contribution by businesses in the selected industry to gross domestic product.</p> <p>The derivation of IVA for market producers, (i.e. those which provide goods and services at prices that are economically significant), is as follows:</p> <p>sales and service income</p> <p><i>plus</i> funding from federal, state and/or local government for operational costs</p> <p><i>plus</i> capital work done for own use</p> <p><i>plus</i> closing inventories</p> <p><i>less</i> opening inventories</p> <p><i>less</i> purchases of goods and materials</p> <p><i>less</i> other intermediate input expenses</p> <p><i>less</i> capitalised purchases</p> <p>equals IVA.</p> <p>Wage and salary expenses and most other labour costs are not taken into account in its calculation and nor are most insurance premiums, interest expenses or depreciation and amortisation and a number of lesser expenses including bad debts, computer software expensed and land taxes and rates.</p> <p>The derivation of IVA for non-market producers, (i.e. those which provide goods or services either free or at prices that are not economically significant) is as follows:</p> <p>Wages, salaries and benefits paid to employees</p> <p><i>plus</i> Depreciation and amortisation.</p> <p>Refer to <i>Australian Industry</i> (cat. no. 8155.0) for further detail.</p>
<b>Insurance premiums</b>	Insurance premiums are expenses incurred by a business in respect of different types of insurance policies but excluding workers' compensation and compulsory third party motor vehicle insurance. Refer to <i>Australian Industry</i> (cat. no. 8155.0) for further detail.
<b>Interest expenses</b>	Outflow of funds related to the cost of borrowing money. Refer to <i>Australian Industry</i> (cat. no. 8155.0) for further detail.
<b>Interest income</b>	Income earned through the lending out of funds owned by the business. Refer to <i>Australian Industry</i> (cat. no. 8155.0) for further detail.
<b>Labour costs</b>	Expenses involved in the production of goods and services and includes such items as wages, salaries, employer contributions to superannuation funds, workers' compensation costs, fringe benefits tax and payroll tax.
<b>Locations</b>	The number of physical locations from which businesses and organisations operated at the end of June where employees were usually based.
<b>Main activity of persons employed</b>	The activity on which a person working for the business/organisation spent the majority of his or her time during the last pay period ending in June.
<b>No qualification</b>	This refers to persons working for a business or organisation, who have no recognised accreditation for any post-secondary education undertaken.

<b>Non-direct community service provision</b>	<p>This category of community services includes the following types of activities:</p> <p><i>Social planning and policy development:</i> Activities which aim to develop policies, programs and plans for the delivery of community services. Includes investigation of existing programs and services, gathering of information and publicising and applying information gained.</p> <p><i>Group advocacy and social action:</i> Activities which aim to change or maintain existing social policies and programs. Includes taking community action and lobbying appropriate organisations, (e.g. government departments, about social policy issues of relevance to the general public or to specific groups). Includes such activities carried out by peak bodies or service provider organisations. Excludes individual advocacy and community action on local issues.</p> <p><i>Community and community group development and support:</i> Provision of community education involving promotion of greater public awareness about social issues. Information is provided about social problems, such as child abuse and neglect, or community services. Includes the establishment/coordination of community groups and activities focused on enhancing the personal/community support and development capacities of people living within a defined geographical community, (e.g. organising/coordinating community centre based activities, community action on local issues). Also includes activities which seek to enhance the cultural identity of particular communities, such as indigenous or non-English speaking background communities, through such projects as community days, history projects, and promotion of cultural relevance of mainstream services.</p> <p><i>Service delivery development and support provided to other organisations:</i> Developing and facilitating the delivery of community services including the provision of specialist advice, coordination, training, volunteer resource development/placement and management advice to management, staff or volunteers of other service providers with the aim of improving the quality of community services provided to clients and/or the efficiency, effectiveness and cost-effectiveness of service provision.</p> <p><i>Administration of funding and monitoring, licensing and regulating of service providers:</i> Managing the distribution of program-specific grants and subsidies and managing the regulation of service providers. (This refers only to government departments and authorities.)</p> <p><i>Retirement village self-care units:</i> Provision and/or management of independent living units/self-contained units for the aged.</p>
<b>Non-direct/other (persons employed)</b>	<p>Persons employed by community services businesses and organisations who were engaged for most of their time on activities other than providing direct 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).</p>
<b>'Not for profit' organisations</b>	<p>Organisations whose status does not permit them to be a source of income, profit or other financial gain for the units that establish, control or finance them.</p>
<b>Operating profit/surplus before tax</b>	<p>A measure of profit/surplus before extraordinary items are brought to account and prior to the deduction of income tax and appropriations to owner (e.g. dividends paid).</p>
<b>Operating profit margin</b>	<p>Total operating profit before tax expressed as a percentage of total sales of goods and services.</p>
<b>Other areas</b>	<p>Areas located outside the capital city metropolitan areas of each state and territory.</p>
<b>Other expenses</b>	<p>Includes bad debts; bank charges other than interest; advertising expenses; audit and other accounting fees; legal expenses; motor vehicle running expenses; repair and maintenance expenses; paper, printing and stationery expenses; telecommunication expenses; postal, mailing and courier expenses; freight and cartage expenses; payments for cleaning services; affiliation/membership fees; management fees and charges paid to</p>

<b>Other expenses <i>continued</i></b>	related and unrelated businesses; entertainment expenses; and other expenses not elsewhere classified.
<b>Other income</b>	Income from sources not separately itemised, including dividend income, net profit or loss on share trading or asset sales or resulting from the revaluation of assets in accordance with the Australian Equivalent of International Financial Reporting Standards (AEIFRS) .
<b>Other income from the provision of services</b>	Income from services other than direct community services. It includes income from non-direct community services provision, rent, leasing and hiring income and income from services such as catering, laundry, training, consultancies, etc.
<b>Other qualification</b>	Persons working for a business or organisation, who have an educational qualification other than a diploma, certificate, bachelor degree or higher.
<b>Output measures</b>	These measures, which differ according to their relevance to the community services activities to which they relate, represent estimates of the quantum of service provided either for the year ended 30 June 2009 or as a daily average.
<b>Payments to employment agencies for staff</b>	Includes payment to employment agencies for the supply or recruitment of staff.
<b>Percentage of Aboriginal or Torres Strait Islander descent</b>	Expenditure on the provision of direct community services to client sub-groups, classified by age and disability status. It expresses as a percentage of expenditure on each sub-group the amount expended on direct community service provision to persons identified as being of Aboriginal or Torres Strait Islander descent.
<b>Permanent full-time employees</b>	Employees who work 35 hours or more per week and are entitled to paid leave.
<b>Permanent part-time employees</b>	Employees who work less than 35 hours per week and are entitled to paid leave.
<b>Personal and social support and associated services</b>	<p>This category of community services includes the following types of activities:</p> <p><i>Information, advice and referral:</i> Provision of information, advice or referral regarding community services, specialist resources, financial matters, legal matters, consumer issues and rights, available housing options and tenancy rights. Provision of assistance in obtaining information about, and establishing contact with, members of natural families of adopted persons. Provision of interpreter and translation services.</p> <p><i>Individual and family support:</i> Support for successful functioning as an individual or as a family member. Includes personal advocacy, counselling (including telephone but excluding financial counselling), professional case management of individual service plans, re-establishment and maintenance of minimum levels of family, household and child-rearing management skills, and coordination of self-help and mutual support initiatives (e.g. support provided by social workers). Includes post-placement support for adoption and foster post placement care and support.</p> <p><i>Recreation/leisure activities:</i> Provision of club activities, (e.g. senior citizens), excursions, holidays and structured craft and hobby courses for the purpose of supporting personal and social functioning.</p> <p><i>Community transport:</i> Provision of transport services for general community use to travel to community facilities/activities. Excludes transport services specifically for individuals.</p> <p><i>Other independent and community living support:</i> Provision of other services supporting/developing the capacity for independent living and/or social interaction within the community, through the provision of opportunities for learning, developing and maintaining personal and social survival skills, e.g. personal development courses, youth programs, day/respite care centre for the aged or for persons with disabilities. Activities are generally structured and provided through group sessions, (e.g. support groups and drop-in support facilities).</p>

**Personal and social support  
and associated services**  
*continued*

*Community nursing services:* Provision of personal care, health care, treatment and supervision in the home of the recipient.

*Other support in the home:* Other practical support for personal or social functioning in daily life, which enables recipients to live and function in their own homes or normal places of residence (where there is an independent residence). Includes assistance with personal tasks (e.g. showering, dressing and grooming) and domestic tasks (e.g. washing, cooking, cleaning, shopping, home maintenance), meals on wheels, in-home respite care, companionship and personal transport.

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

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

*Supported employment for persons with disabilities:* Provision of paid employment in conjunction with ongoing support for persons with disabilities.

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

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

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

*Other accommodation placement (including outreach services):* 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.

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

**Purchases**

Costs of goods and services used in the production of the final output of a business. The item includes purchases of goods for resale, foodstuffs, cleaning and catering consumables, linen, medical supplies and electricity, fuels and water. Excluded are capitalised purchases and changes in inventories.

**Rent, leasing and hiring  
expenses**

Costs for the rent, leasing (excluding finance leases) and hiring of vehicles, land, buildings, machinery, equipment and any other property from other businesses or individuals. Refer to *Australian Industry* (cat. no. 8155.0) for further detail.

**Residential care**

This category of community services refers to out-of-home facility based accommodation/care and excludes domestic home-based accommodation/care. It includes the following types of services:



**Residential care continued**

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

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

*Residential aged/disabled care:*

*High care:* Provision of ongoing or long term intensive care as well as accommodation. High care includes personal care, health care, treatment, supervision and residential palliative care.

*Low care:* Long term accommodation, personal care (i.e. assistance with dressing, mobility, personal laundry) and supervision of medication, at a special purpose residential facility.

*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:* Facility-based accommodation providing structured 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 move to more independent living, (e.g. children's or family group homes, campus homes, group homes for persons with disabilities).

**Total expenses** The sum of all expense components.

**Total hours worked by volunteers for year ended June 2009** A measure of unpaid work performed in the provision of direct and non-direct community services provision on behalf of community services businesses or organisations.

**Total income** The sum of all income components.

**Volunteers during the year** The number of persons who, during the year ended 30 June 2009, willingly provided community services businesses or organisations unpaid help in the form of time, service or skills in the provision of direct and non-direct community services. It includes volunteers who sat on boards of management or were members of fundraising committees.

**Wages and salaries** The gross wages and salaries (excluding capitalised wages and salaries) of all employees of the business. This item includes severance, termination and redundancy payments, salaries and fees of directors and executives, retainers and commissions of persons who received a retainer, bonuses, and annual and other types of leave. Provision expenses for employee entitlements (e.g. provisions for annual leave and leave bonus, long service leave, sick leave, and severance, termination and redundancy payments) are also included. Payments related to salary sacrifice and payments to self-employed persons such as consultants, contractors and persons paid solely by commission without a retainer are excluded, as are drawings from profits.

**Working proprietors and partners of unincorporated businesses** A working proprietor of an unincorporated business operates his or her own business (a sole proprietorship), while a partner, along with one or more other partners, operates a partnership. Working proprietors and working partners are:

- the owners of their business
- legally inseparable from the business entity
- liable for any business debts that are incurred.



**Working proprietors and partners of unincorporated businesses** *continued*

As such, working proprietors and working partners of unincorporated businesses are not considered to be employees of their business.





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