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# **Australian Community Sector Survey**

Report 2008  
Volume 2 - New South Wales

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## New South Wales

### Survey results

The ACSS 2008 was completed by 221 agencies in NSW who provided information about their activities over the financial years 2005-06 and 2006-07.

### Service coverage

In terms of geographic coverage, 16% of respondent agencies provided services across NSW and 14% across a region.<sup>1</sup> Among the other geographic categories:

- 18% provided services primarily in a regional centre
- 13% provided services primarily in an inner metropolitan area
- 14% provided services primarily in another metropolitan area
- 16 % provided services primarily in a rural centre
- 1% provided services primarily in a remote area.

### Service use

#### *Demand for services*

In 2006-07 respondent agencies provided services to 422,233 people, which is a 2% increase on the number of people who received a service in 2005-06 (413,954).

In 2006-07 respondent agencies turned away 18,004 people, which is a 16% increase on the number of people turned away in 2005-06 (15,521).

Of the people turned away in 2006-07:

- 26% were not eligible for the service or needed a different service
- 27% were eligible for the service and the service provided the person with only basic information and assistance
- 47% were eligible but turned away from the service with no assistance.<sup>2</sup>

This shows that while some people were turned away because they were ineligible for the service, nearly three-quarters (74%) were turned away because services were operating at maximum capacity and had to ration access.

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<sup>1</sup> Number of respondents to this question (N) = 219.

<sup>2</sup> % based on N=219

## Perceptions of demand

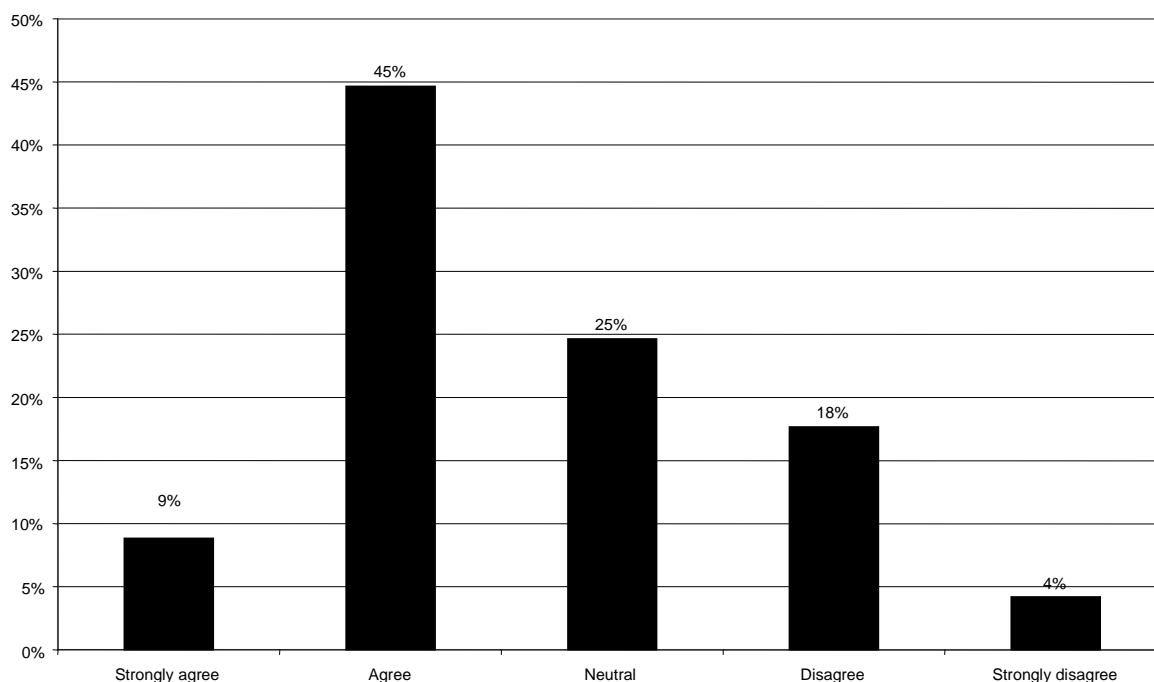
Agency responses to questions about the targeting of services, the use of waiting lists and the number of referrals into agencies from other agencies show that agencies perceive demand to be increasing (which is consistent with the increase in the number of people presenting at services).

### Service targeting

Agencies use service targeting as a means of filtering those who qualify for their service and those who do not. The majority of agencies reported tighter targeting of their services than in the past. Fifty-four per cent of respondents agreed that their organisation was targeting services more tightly than in the past and another 25% were neutral on the question (suggesting neither an increase nor decrease in rationing).

**Figure 2.1: Targeting services: proportion agree/disagree with statement: 'this organisation is targeting our services more tightly than in the past' (NSW)**

N= 215

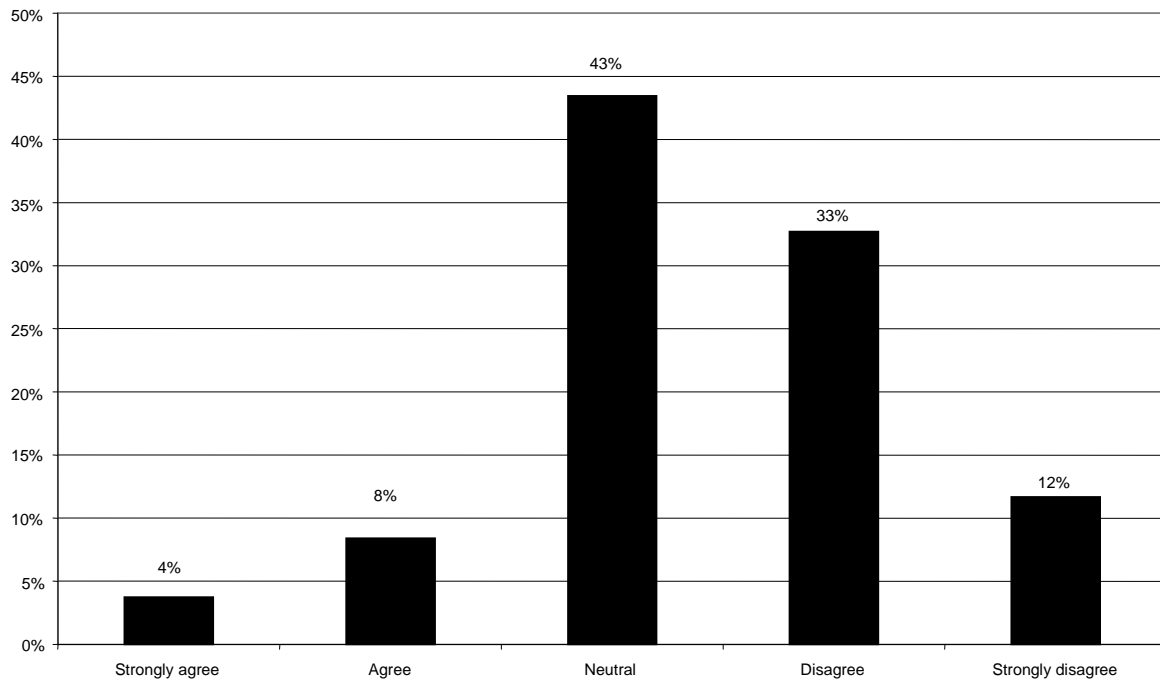


## Waiting lists

Waiting lists are also used by respondent agencies to ration their services. Eighty-eight per cent of respondents reported that their waiting list had stayed the same or worsened between 2005-06 and 2006-07.

**Figure 2.2: Use of waiting lists: proportion agree/disagree with statement: 'our waiting list was shorter this year than it was last year' (NSW)**

N= 214

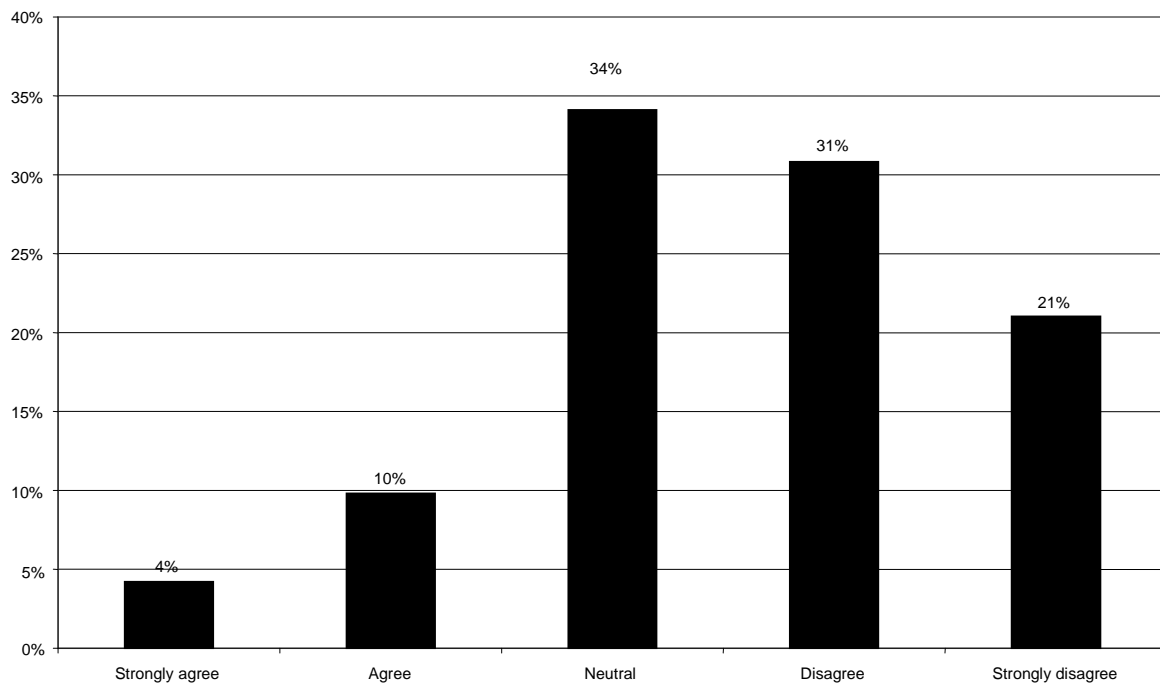


## Referrals

Another indicator of demand is the number of referrals to agencies. Fifty-two per cent of respondents disagreed with the statement that other community agencies had referred fewer clients to their organisation in 2006-07 than in 2005-06.

**Figure 2.3: Referrals into agency: proportion agree/disagree with statement: 'other agencies referred fewer clients to our organisation this year' (NSW)**

N= 214



## **What services are needed?**

Agencies were asked to list, in priority order, the services most needed by their clients (other than the services provided by their own agency).

Health services (including mental health and drug and alcohol services) and long term housing were clearly identified as the services most needed by the clients of community service and welfare agencies. These were followed by transport and income support.

**Table 2.1: Client need by service type 2006-07 (NSW)**

N= 221

<b>Service type</b>	<b>Rank</b>	<b>Score<sup>3</sup></b>
Health care (including mental health and drug and alcohol services)	1	100
Aged and disability services	2	93.9
Long term housing	3	80.1
Transport	4	73.9
Income support	5	66.2
Crisis and supported accommodation	6	64.7
Employment, education and training programs	7	43.1
Cultural, arts, recreation, sport, information and social activities	8	24.6
Domestic violence/ sexual assault service	8	24.6
Family relationship services	10	21.6
Child welfare services	11	20.0
Legal services	11	20.0
Assistance with the cost of utilities (energy, water, telecommunications)	11	20.0
Child care	14	13.9

<sup>3</sup> Derived by adding the number of times respondents marked a service type as the most important (1), second most important (2) and third most important (3) and weighting according to priority. The value is expressed on a scale of 1 to 100.

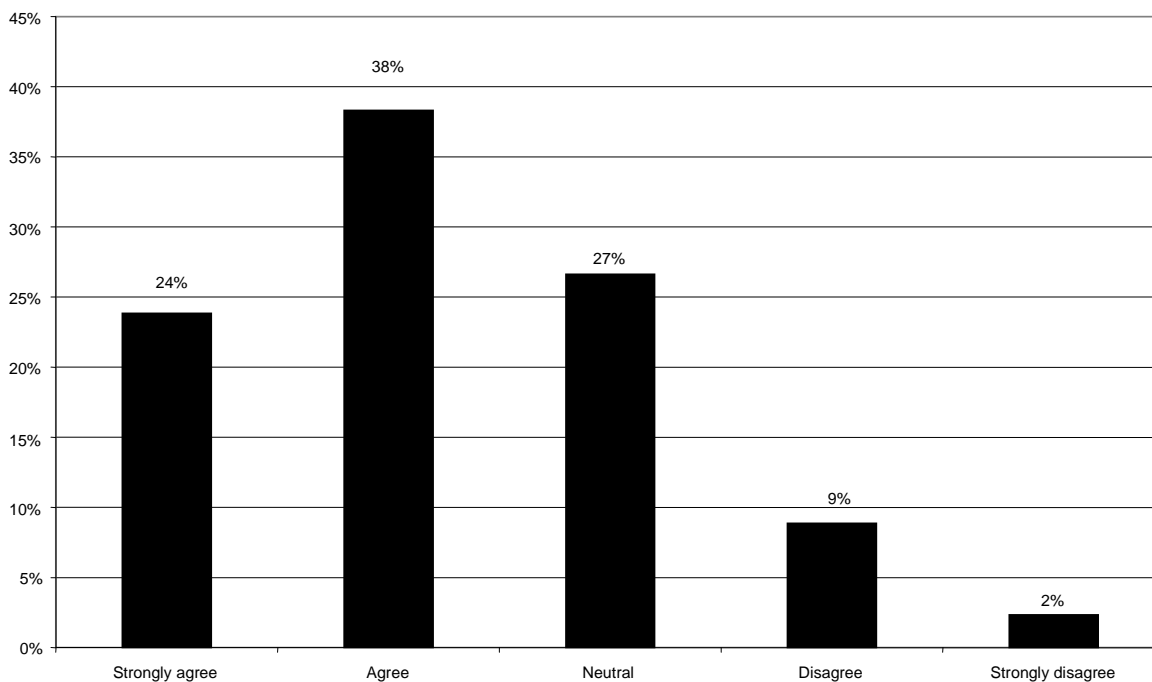
**Complexity of client need**

While it is useful to see where priorities lie in terms of individual types of service, many agencies report that it is the complexity of client needs that is the real problem.

Sixty-two per cent of respondents agreed that their clients in 2006-07 had more complex needs than in 2005-06. A further 27% neither agreed nor disagreed and only 11% disagreed.

**Figure 2.4: Complexity of client need: proportion agree/disagree with statement: 'our clients have more complex needs than last year' (NSW)**

N= 214



**Delivery**

**Character of the workforce**

As Table 2.2 shows, respondent agencies utilise a large number of volunteers in service delivery roles. However, it should be noted that most volunteers are likely to be engaged on a part-time basis.

**Table 2.2: Workforce by category (NSW)**

N=221

Work category	Number of people	%
Paid staff (Full Time Equivalent)	7,244	48%
Voluntary board/mgt	721	5%
Voluntary service delivery	7,013	47%
<b>Total</b>	<b>14,978</b>	<b>100%</b>

*Staff hiring and leaving*

There was an overall increase of 160 Full Time Equivalent (FTE) employees working in respondent organisations during 2006-07. This represents an increase of 2% on the total number of paid staff.

**Table 2.3: Staff hired and left 2006-07 (NSW)**

N= 221

Employee category	Hired (FTE)	Left (FTE)	Difference (FTE)
Management	126	104	22
Service worker	1,163	1,040	123
Clerical/administration	123	108	15
<b>Total</b>	<b>1,412</b>	<b>1,252</b>	<b>160</b>

*Staff turnover*

Staff turnover is a function of the number of staff leaving over the number of staff employed. In 2005-06, respondent agencies employed 7,244 full time equivalent staff and lost 1,252 full time equivalent staff. Average staff turnover across respondent agencies is therefore equivalent to 17%.

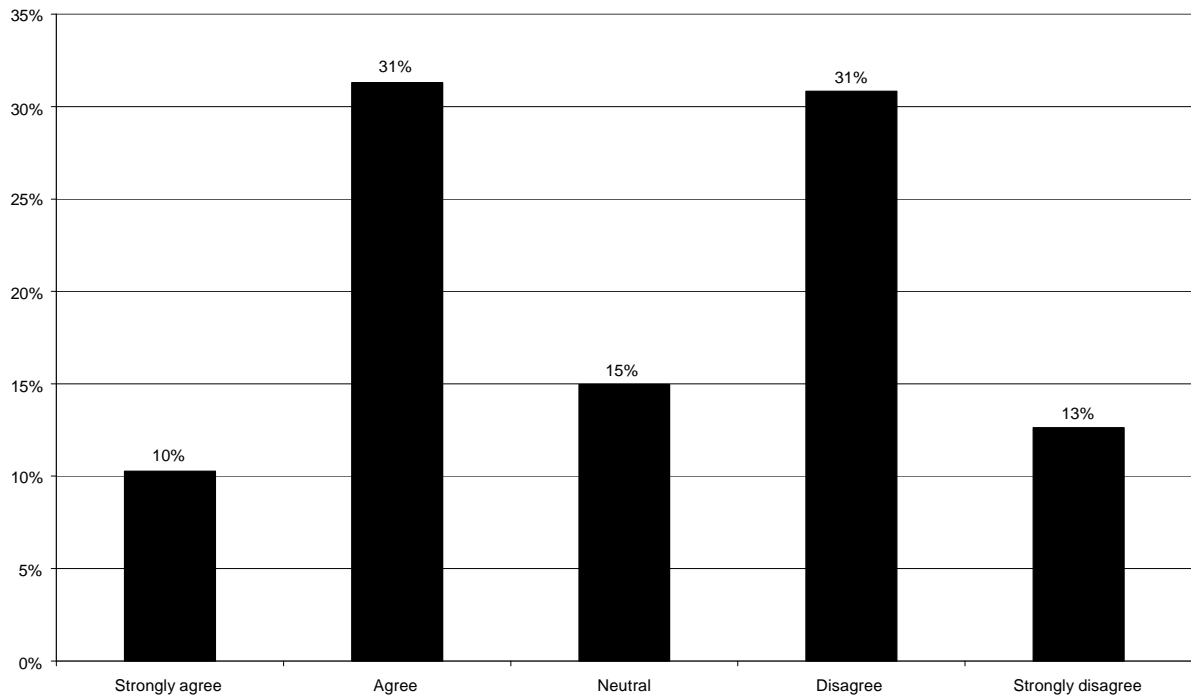
*Additional work*

One way that agencies can increase the capacity of agencies to meet excess demand, is to try to squeeze more out of existing resources, which includes the use of increased volunteer and unpaid staff labour. Forty-one per cent of respondents agreed that they had increased the number of paid

hours worked by staff in 2006-07. Seventy-two per cent of agencies agreed that the unfunded work by staff and volunteers had increased between 2005-06 and 2006-07.

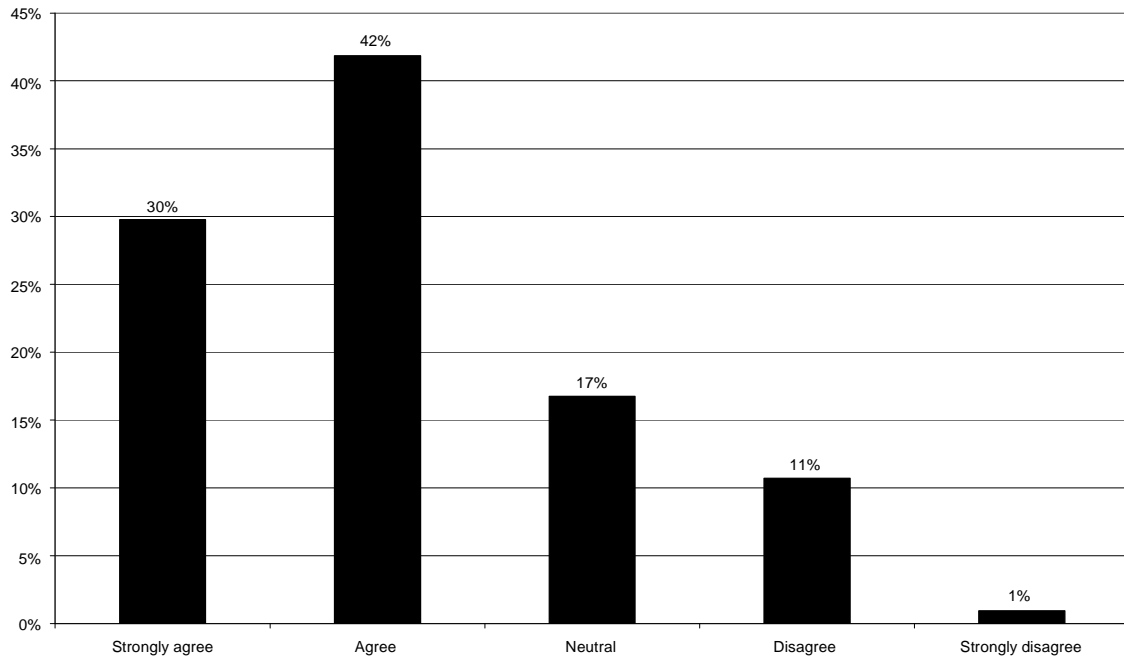
**Figure 2.5: Use of paid work: proportion agree/disagree with statement: ‘this year we have increased the number of paid hours worked by staff’ (NSW)**

N= 214



**Figure 2.6: Use of unpaid work: proportion agree/disagree with statement: ‘compared to last year unfunded work by staff and volunteers has increased’ (NSW)**

N= 215



*Attracting appropriately qualified staff*

Fifty-seven per cent of respondents indicated that they had experienced difficulty attracting appropriately qualified staff in the past year compared to 43% who had no difficulty.<sup>4</sup>

**Occupational health and safety**

Thirty five per cent of respondents reported a workplace injury in 2006-07, compared with 65% who did not report a workplace injury.<sup>5</sup>

<sup>4</sup> N=84.

<sup>5</sup> N=89.

## Income and Expenditure

The capacity to recruit, pay, train and support a high quality workforce depends largely on the financial capacity of the industry.

As Table 2.4 shows, income has increased over the year by \$51.3 million and operating expenses by \$38 million. This has increased the overall surplus by \$13.3 million.

**Table 2.4: Income and Expenditure 2005-06 & 2006-07 (NSW)**

Year	Total operating expenses <sup>6</sup> (\$ millions)	Total income (\$ millions)	Deficit/Surplus (\$ millions)
2006-07	667.4	917.9	250.5
2005-06	629.4	866.6	237.2
<b>Difference</b>	38	51.3	13.3

### *Income*

Agencies have secured a 6% increase in overall income between 2005-06 and 2006-07. Income has grown across all the major sources with a:

- 8% increase in State Government funding
- 7% increase in Commonwealth Government funding
- 4% increase in client fee incomes
- 3% increase in agency own source income

<sup>6</sup> N= 221

**Table 2.5: Funding Sources (NSW)**

N= 221

Source	2005-06 (millions)	2006-07 (millions)	% change	% total (2006-07)
Commonwealth Government	527.9	564.7	7%	62%
State/Territory Government	92.8	100.3	8%	11%
Local Government	1.2	1.2	0%	0.1%
Client fee income	90.9	94.1	4%	10%
Own source income*	153.8	157.6	3%	17%
<b>Total</b>	<b>866.6</b>	<b>917.9</b>	<b>6%</b>	<b>100%</b>

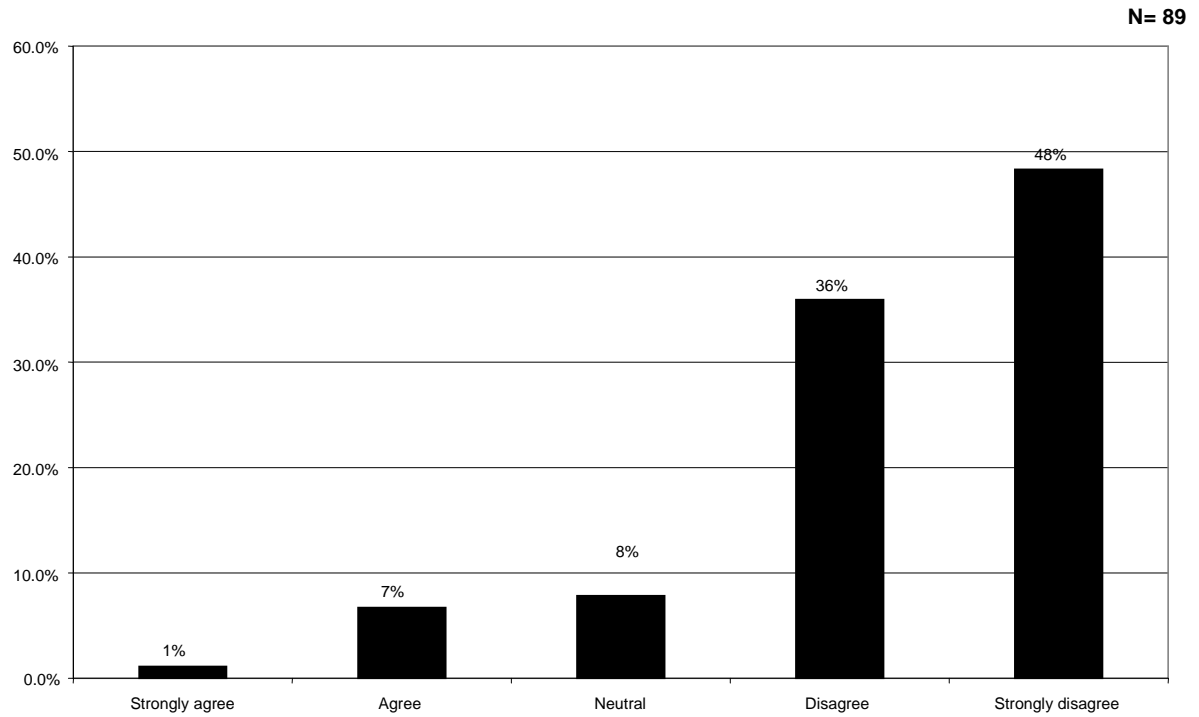
\*incl. non-govt payments for goods and services, donations etc

### ***Adequacy of Government funding to meet cost of contracted services***

Eighty-four per cent of respondents disagreed with the statement that 'Government funding covers the true cost of delivering contracted services'.<sup>7</sup> Only 7% expressed the view that funding was adequate, with 8% neither agreeing nor disagreeing.

<sup>7</sup> N=89.

**Figure 2.7: Adequacy of Government funding: proportion agree/disagree with statement: 'Government funding covers the true cost of delivering contracted services' (NSW)**

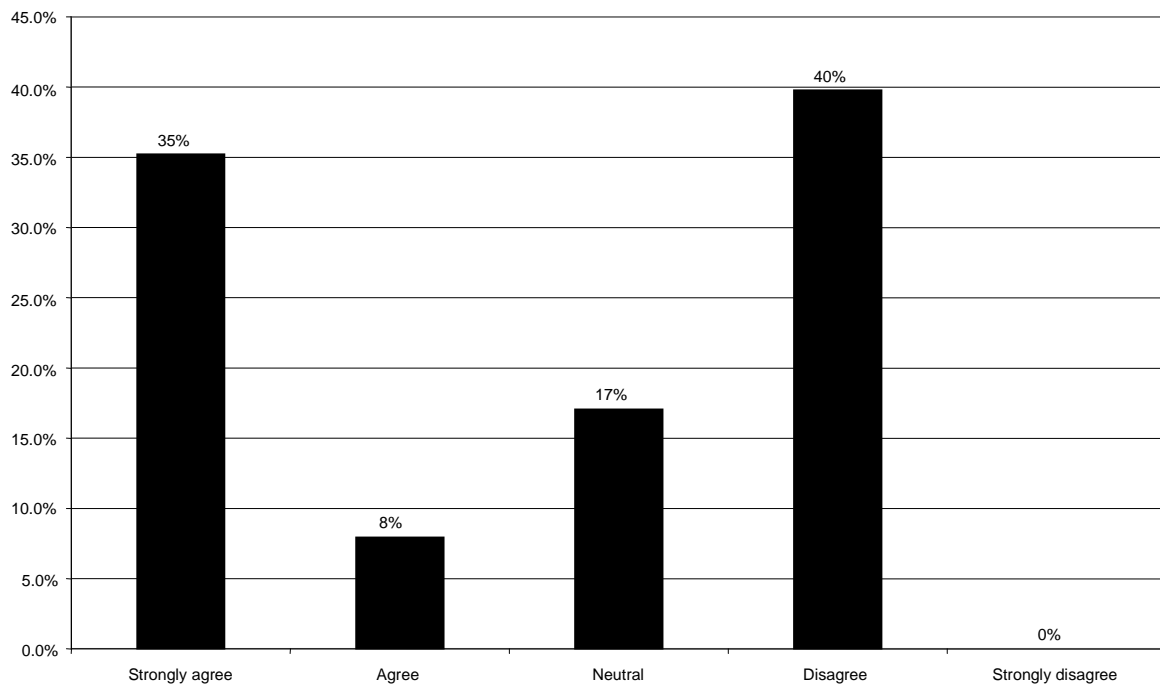


***Adequacy of Government funding to cover cost of partnerships and collaborations***

Respondents were evenly split on the question of whether their funding adequately covered the costs of partnerships and collaborations stipulated in contracts with Government, with 43% agreeing and 40% disagreeing.

**Figure 2.8: Adequacy of Government funding regarding cost of partnerships: proportion agree/disagree with statement: ‘Government funding adequately covers the cost of partnerships and collaborations required in our contracts with Government’ (NSW)**

N= 88

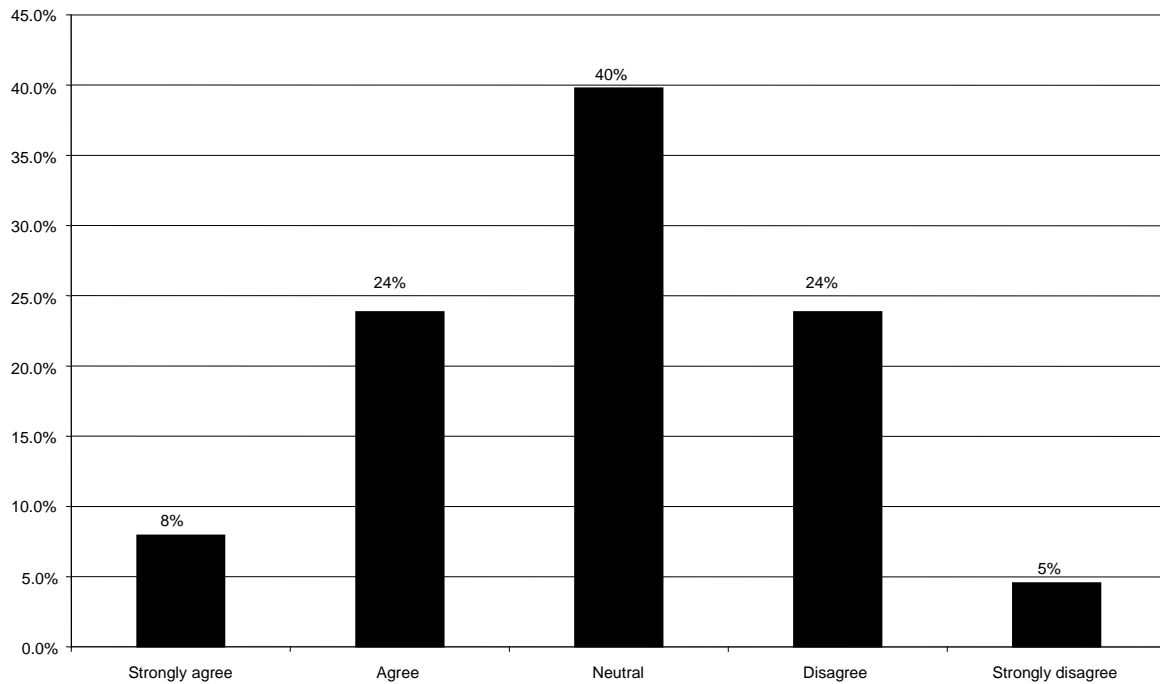


### ***Effect of contract requirements on organisations’ ability to deliver contracted services***

Respondents were also divided over the effect of contract requirements on organisations’ ability to deliver contracted services. While 32% of respondents agreed that contract requirements adversely affected their organisation’s ability to deliver contracted services, 28% disagreed with this statement. The remaining 40% neither agreed nor disagreed.

**Figure 2.9: Effect of contract requirements: proportion agree/disagree with statement: 'contract requirements adversely affect our organisation's ability to deliver contracted services' (NSW)**

N= 88

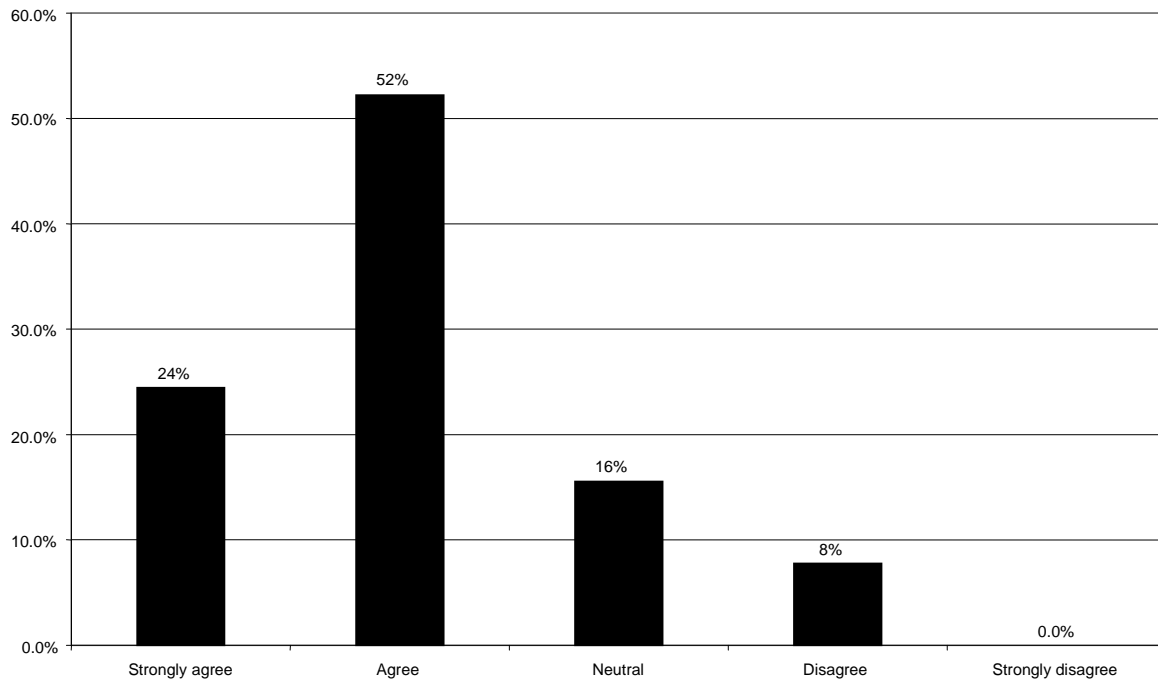


### ***The advocacy role of community organisations***

Of the 90 respondents to this question, a clear majority (77%) indicated that they were able to speak publicly about issues affecting their clients. Only 8% disagreed and another 16% neither agreed nor disagreed.

**Figure 2.10: Ability to speak publicly: proportion agree/disagree with statement: ‘our organisation is able to speak publicly about the issues facing our clients’ (NSW)**

N= 90



**Tax Status**

The tax concessions available to community service organisations depend on the purposes and activities of individual organisations and on how the Australian Taxation Office and State Government entities interpret the law governing charities and related organisations.

Tax concessions can be very valuable to individual organisations, running from exemptions from paying income tax to Fringe Benefits Tax (FBT) exemptions which enable employers to offer employees ‘salary packages’ which include untaxed non-cash benefits.

Status as a Public Benevolent Institution attracts particularly generous concessions, including exemptions from FBT. Status as a Deductible Gift Recipient (DGR) not only makes gifting to these organisations attractive but is a pre-condition for funding by most philanthropic bodies.

The tax status of survey respondents is mixed with 38% of organisation reporting having PBI or DGR status or both, 52% reporting that they were an Income Tax Exempt Charity (ITEC) only, and 10% reporting that they were none of PBI, DGR or ITEC.

**Table 2.6: Tax status (NSW)**

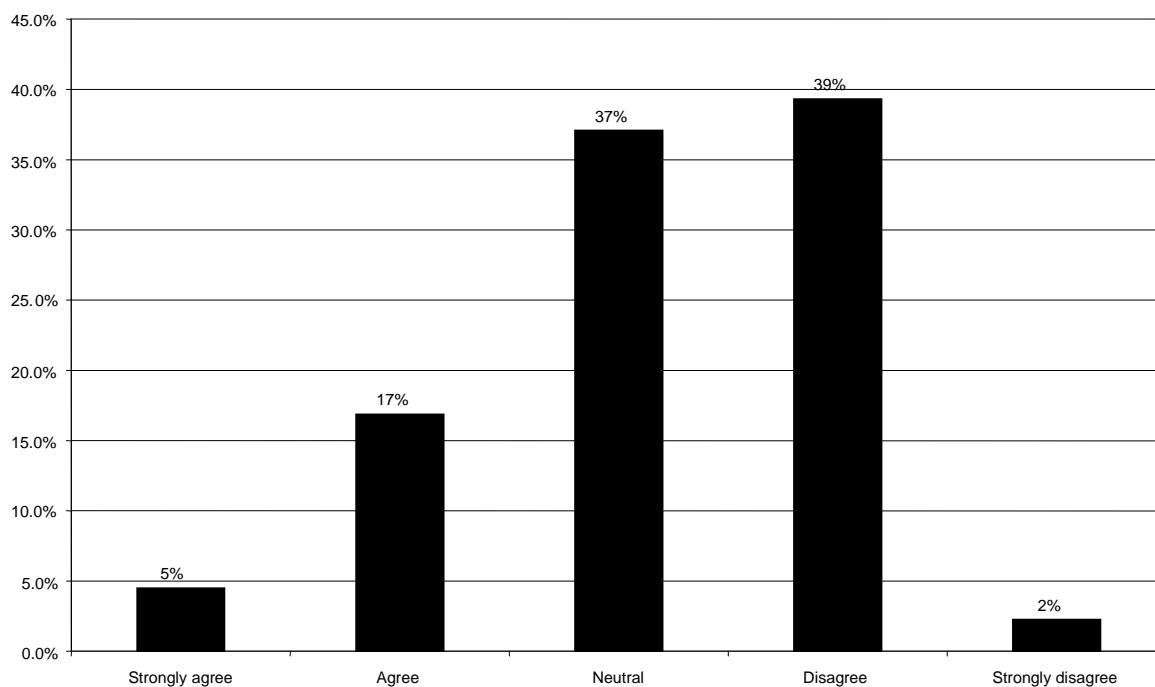
Tax Status	Number of organisations	Percentage
ITEC	53	52%
ITEC, PBI, & DGR	21	20%
PBI	10	10%
DGR	1	1%
PBI and DGR	5	5%
ITEC and PBI	2	2%
None of the above	10	10%
<b>Total</b>	<b>102</b>	<b>100%</b>

### ***Access to public liability insurance***

Access to public liability insurance remains an issue for a significant minority of organisations, with just over a fifth of agencies reporting it as a problem.

**Figure 2.11: Access to public liability insurance: proportion agree/disagree with statement: ‘the cost/availability of public liability insurance prohibits us from undertaking community events’ (NSW)**

N= 89



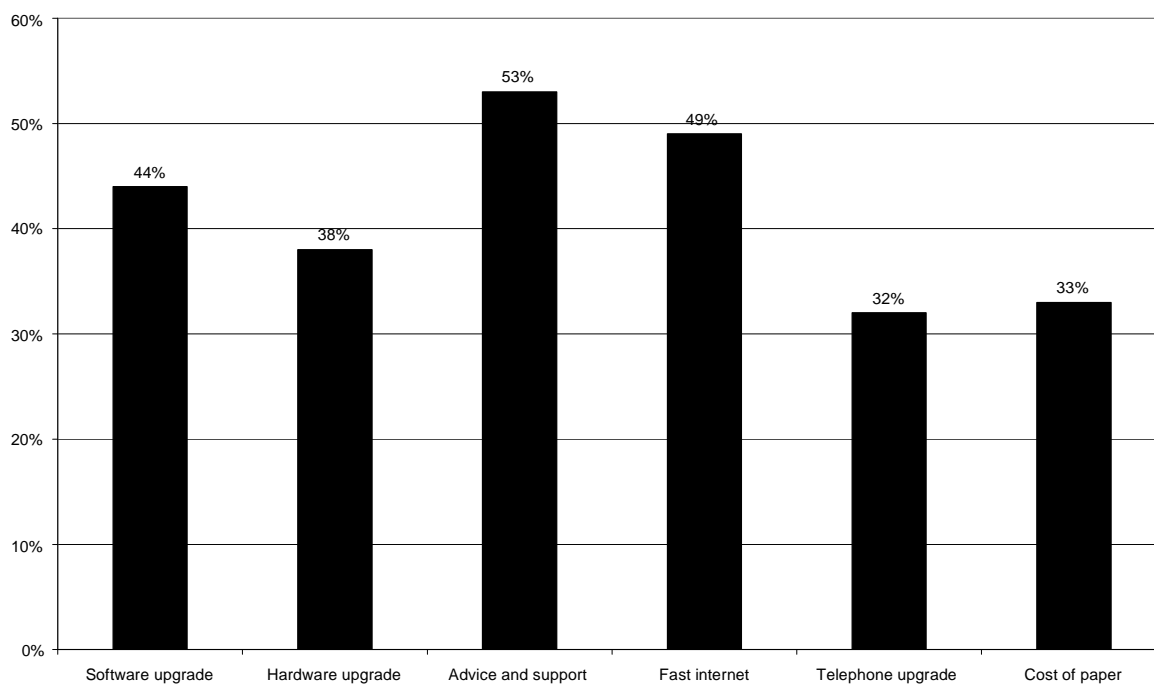
## **Information and communications technology services (ICT) and support**

The level of ICT services and equipment available to an organisation affects its capacity to deliver services and fulfil its administrative requirements. In this year's survey, respondents were asked a series of questions about their ICT needs.

The greatest level of need reported by respondents was for ICT advice and support, with 53% reporting a high level of need, followed by access to a fast internet connection (49%). Forty-four per cent of respondents reported a high level of need for a software upgrade, while 38% reported a high level of need for a hardware upgrade. Thirty-two per cent of respondents reported a high level of need for a telephone system upgrade.

**Figure 2.12: Percentage of organisations reporting a high level of need for ICT (NSW)**

N= 86



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