



Review of Industrial Relations
Arrangements in the ACT
Community Sector – Key
Deliverable 1

ACT Community Sector
Organisations Survey 2009

December 2009

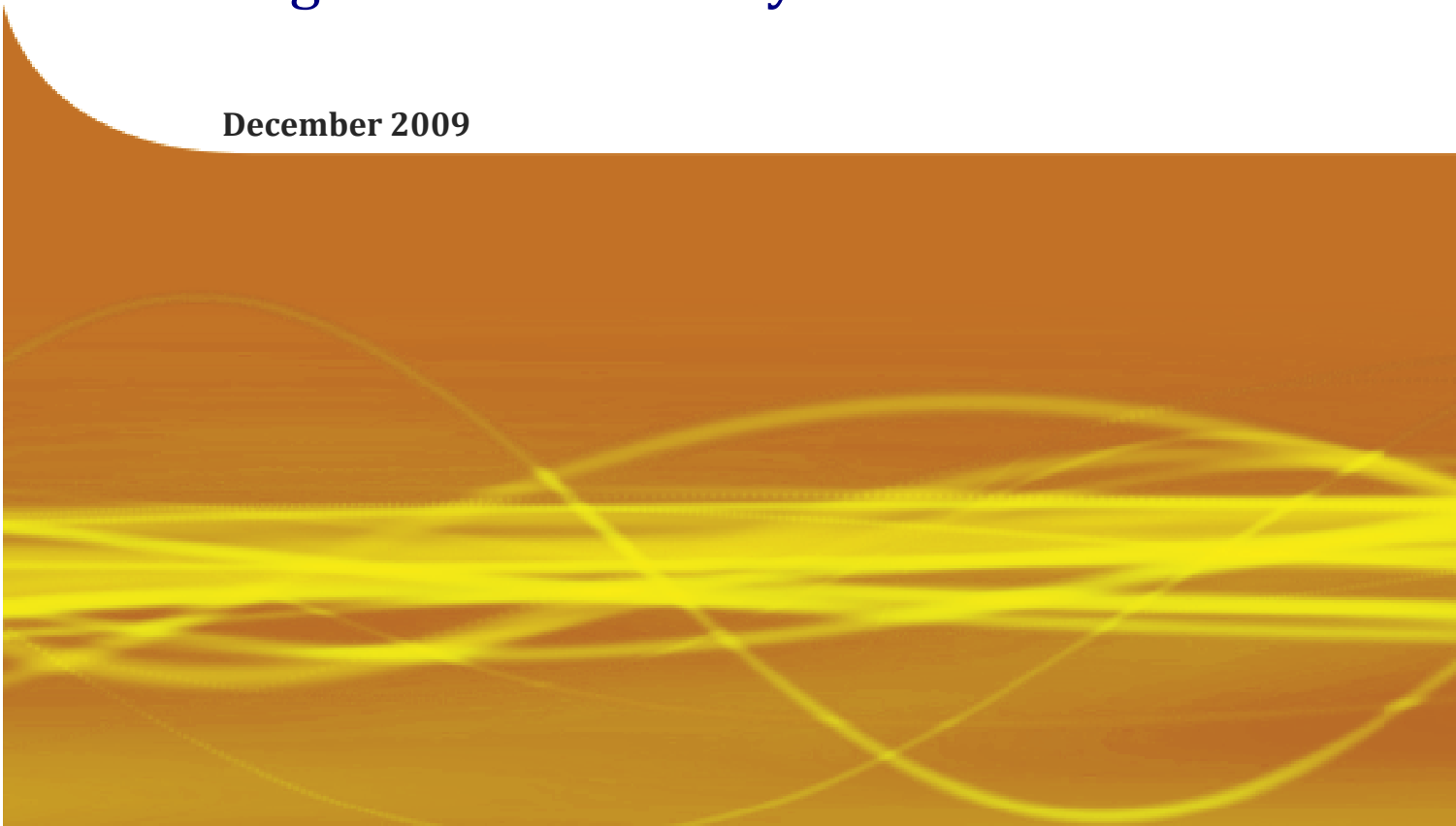


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Executive Summary

The survey of ACT community sector organisations that receive funding from the ACT Government in the form of Service Funding Agreements was completed during October and November 2009, by HBA Consulting.

The survey design and development process involved direct input from:

- Specialist survey design and data analysis advisers;
- The Oversight Group established to provide guidance and advice to the Department and HBA Consulting in relation to the conduct of the Review; and
- Direct community sector employer input through two Focus Group processes undertaken in late September and early October 2009.

The survey responses have been analysed and presented in this Report based on the 10 key components identified in the scope of work for this deliverable, and the survey report structure has been developed around each of these components.

A summary of 'Key Findings' can be found at Page 7 of the Report, and, based on the responses received, provides a detailed insight into the current industrial arrangements in the ACT community sector in relation to the operations of organisations providing services through Service Funding Agreement arrangements with the ACT Government.

Background and Purpose

HBA Consulting was engaged by the ACT Department of Disability, Housing and Community Services to undertake a comprehensive review of the industrial arrangement in the ACT community sector.

Review Objective

To review community sector contracts to assess whether staff wages and conditions are adequate and reasonable and develop policy options to improve the efficiency, effectiveness, consistency and sustainability of service delivery in the ACT community sector.

Key Deliverables of the Review

The Review is structured across a series of 5 key deliverables. Each deliverable is addressed in a separate section of this Report. A summary of each deliverable is shown below.

Key Deliverable 1

Data Collection and Audit

Conduct an audit of wages, conditions, qualifications and skill requirements for ACT funded community organisation. The audit is to include information about:

- i) basic rates of pay and casual loadings;
- ii) overtime and penalty rates;
- iii) maximum ordinary hours of work;
- iv) leave, leave loading and arrangements for taking leave;
- v) flexible remuneration arrangements (e.g. salary sacrificing arrangements);
- vi) flexible work arrangements (e.g. flex time, parenting)
- vii) allowances for work related expenses
- viii) superannuation arrangements;
- ix) learning and development arrangements; and
- x) qualifications and skill requirements for positions.

Key Deliverable 2

The requirement outline under this key deliverable is to identify and map industrial and funding arrangements across ACT funded community organisations.

Key Deliverable 3

The requirement of this key deliverable is described as:

Assess whether wages, conditions, qualifications and skill requirements, industrial and funding arrangements in the ACT community sector are reasonable and comparable with other alternative industries that compete for workers with comparable levels of skills and qualifications.

Key Deliverable 4

Analysis and Modelling

The requirement of this key deliverable is described as:

- a) identify potential efficiencies and opportunities to improve the effectiveness, consistency and sustainability of service delivery in the ACT community sector, given the current economic environment;
- b) develop policy options to improve the efficiency, effectiveness, consistency and sustainability of service delivery in the ACT community sector; and
- c) identify strategic measures necessary to attract, retain and build a sustainable ACT community sector workforce.

Key Deliverable 5

Industrial Relations Advice

The requirement of this key deliverable is described as:

Identify mechanisms to enhance the ACT community sector's awareness and understanding of industrial rights, responsibilities and resources

This Report focuses on the presentation of the research data in relation to Key Deliverable 1 – Conduct of data collection and audit of wages, conditions, qualifications and skill requirements for ACT funded community organisations.

The audit is to include information about:

- i) basic rates of pay and casual loadings;
- ii) overtime and penalty rates;
- iii) maximum ordinary hours of work;
- iv) leave, leave loading and arrangements for taking leave;
- v) flexible remuneration arrangements (e.g. salary sacrificing arrangements);
- vi) flexible work arrangements (e.g. flex time, parenting)
- vii) allowances for work related expenses
- viii) superannuation arrangements;
- ix) learning and development arrangements; and
- x) qualifications and skill requirements for positions.

Methodology

Research Design

The survey was conducted online using a custom-designed survey tool. The on-line methodology was selected as it would allow respondents to answer at a time most convenient to them and this also simplified the reminder process. Four reminders were sent to non-responders in order to maximise response rates. In order to further maximise responses, the respondents were telephoned before the survey was distributed to brief them about the survey's purpose and importance. These phone calls also allowed the researchers to verify (or correct) the email and contact details of the respondents.

Most questions were 'closed' or 'tick-box' in nature although several questions allowed the respondent to enter their responses as free-text in order to clarify or explain their answers.

A descriptive analysis of results was conducted. Data was collected between 21st October and 18th November 2009.

Quality Assurance - This project complies with ISO 20252 Market, Opinion and Social Research Standard.

Sample Design

The sample frame was provided by the ACT Government and contained a complete listing of those ACT Community Organisations having Service Funding Agreements (SFAs) with the ACT Government. A total of 137 organisations were contacted by email and 78 provided valid responses giving a response rate of 56%, which is high for surveys of this nature.

Sample Confidence – For the 95% confidence interval, it is estimated that this survey produced results accurate to within +/-7.5% for most results. Some questions, due to low response, had reduced reliability. These questions either contain a warning regarding reliability or have not been reported on. Question 36 *‘What was your total leave liability at the end of the 2008-09 financial year?’* could not be analysed, as the data was unreliable.

Data Processing and Analysis

Respondent answers were automatically entered into the database for analysis as respondents completed the online survey.

Software validation and automatic filter questions ensured that respondents were automatically directed to the appropriate survey questions. Data validation was conducted before analysis to remove any errors and outliers.

Piazza Research used its own statistical software and SPSS to conduct the analysis. A descriptive analysis of the data was conducted, including graphs, tables and frequency counts.

Treatment of open-ended questions – Open-ended (or free-form) responses were subjected to content analysis. This involved the consultants developing a coding frame that was used to group similar types of answers. These groupings were then statistically analysed. The design of the coding frame was developed based on the content of the obtained data to ensure data accuracy and validity.

Rounding Error – Percentage results have been rounded to the nearest whole per cent meaning percentages in some graphs may total slightly more or less than 100% (e.g. 101% or 99%).

Summary of Main Findings

Staffing and Budgeting

- The median value of Service Funding Agreements between the ACT Government and community organisations was \$125,168.
- The median percentage of funding received attributed to salary and related expenses was 75%.
- Almost half of workers (43%) under these Service Funding Agreements are employed part-time, while 33% of workers are employed full-time.

Salary and Conditions

- Three quarters (75%) of respondents indicated that their organisations used the Social and Community Services Award 2000 to determine base rates of pay.
- Just under half of respondents (49%) said that their organisation's key activities involved personal and social support, and 40% said that they involved advocacy.
- Almost two-thirds (63%) reported that their organisations operated both during and outside standard operating hours.
- The majority of respondents (78%) indicated that they do not provide their employees with Rostered Days Off (RDO's).
- The majority of respondents (86%) indicated that they do not provide their employees with time off in lieu (TOIL).
- Over two-thirds (69%) of organisations indicated that 38 hours per week is the maximum number of hours that full-time workers were expected to work, while part-time workers are expected to work no more than 30 hours per week.

Leave Conditions

- The median number of weeks annual leave for full-time, non-shift workers is 4 weeks, while for full-time, shift workers it is 5 weeks.
- Almost all respondents (93%) indicated that they allow their full-time staff an amount of sick leave.
- Of those organisations who allow sick leave, 44% allow for up to 10 days, and another 44% allow for up to 15 days per annum.

Flexible Remuneration Arrangements

- Over three-quarters of respondents indicated that workers at their organisations have access to salary packaging.
- More than two-thirds of organisations (68%) provide their staff with work-related expense allowances or reimbursements such as personal motor vehicle or telephone use.

Learning and Development Arrangements

- Almost all organisations (94%) provide assistance to their staff to gain additional training/qualifications.
- Of the organisations that do provide assistance, 81% provide staff with assistance for in-service training, and 72% provide staff with paid study leave.

Staffing and Budgeting: Funding & Resourcing

Q1. Total value of Service Funding Agreements and percentage of funding received attributed to salary and related expenses for the 08/09 financial year?

Service Funding Agreement Value

n	Mean	Median	Std. Deviation
142	\$405,795.71	\$125,167.50	\$767,642.96

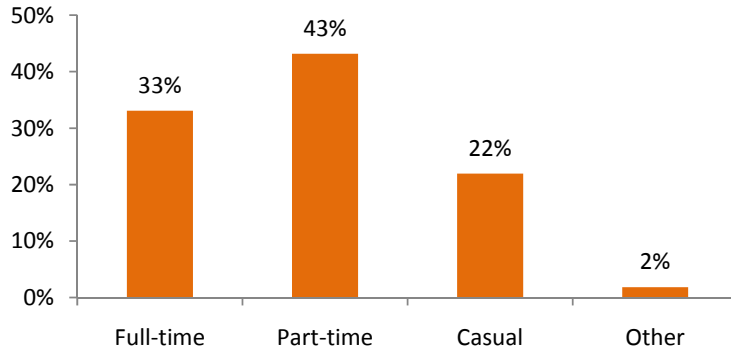
There was a wide distribution of funding levels across the sector with an average total SFA value of \$405,796 and a large standard deviation (\$767,643). The median (middle) value was \$125,168.

Percent of Service Funding Agreement attributable to employment related expenses

n	Mean	Median	Std. Deviation
171	66.83%	75.00%	29.55%

The average amount spent on employment related expenses (calculated by multiplying the SFA value with the mean percentage spent on salary and related expenses) was \$271,193.27 for the 08/09 financial year. A more conservative estimate of the typical amount spent on employment related expenses per service funding agreement (based on the *median* percentage spent multiplied by the median SFA value) is \$93,875.63.

Q2. Total number of workers (paid workers not volunteers) allocated to each SFA, in Full Time Equivalent terms?

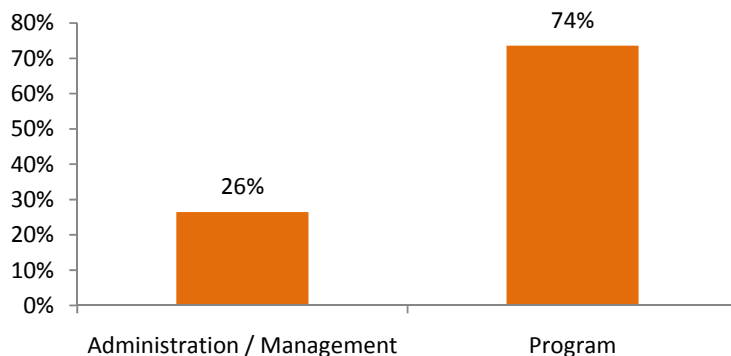


Base: 164

The most commonly used employment type for workers employed under Service Funding Agreements (SFA's) was part-time workers (43%) followed by full-time workers (33%) and casuals (22%).

Type	n	Sum	Percent of SFA Workforce	Mean	Median	Std. Deviation
Full-time	164	432.81	33%	2.64	1.00	5.24
Part-time	164	564.89	43%	3.44	1.00	12.01
Casual	164	287.03	22%	1.75	.00	5.34
Other	164	24.00	2%	.15	.00	.73
Total		1308.73	100%	7.98	2.00	

Q3. Split in functional roles performed under the Service Funding Agreements (administration/management workers Vs program workers).

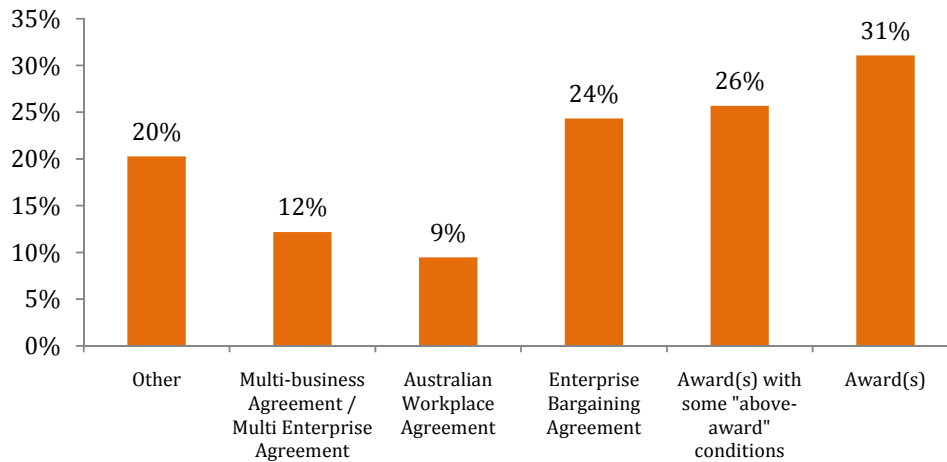


Base: 159

Under the current SFA's, almost three-quarters of workers perform program roles (74%), while just over a quarter of workers perform administration or management roles (26%).

Salary and Conditions: Basic Rates of Pay and Casual Loadings

Q4. Please specify where the ordinary base rates of pay are drawn from.

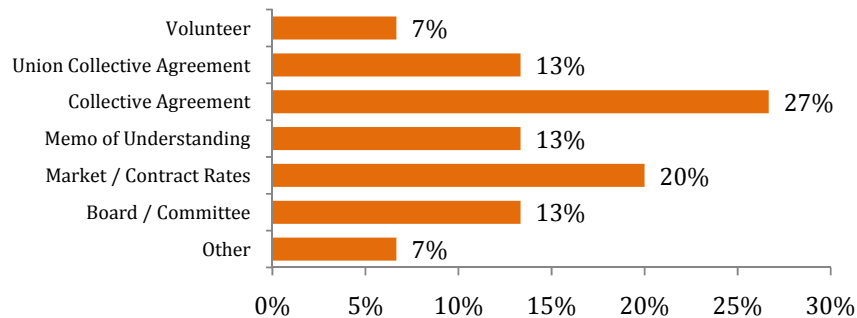


Base: 74

Most ordinary base rates of pay are drawn from Awards (31%), followed by Awards with some above-award conditions (26%), and Enterprise Bargaining Agreements (24%).

Note: Percentages here total more than 100% as respondents were allowed to indicate more than one response.

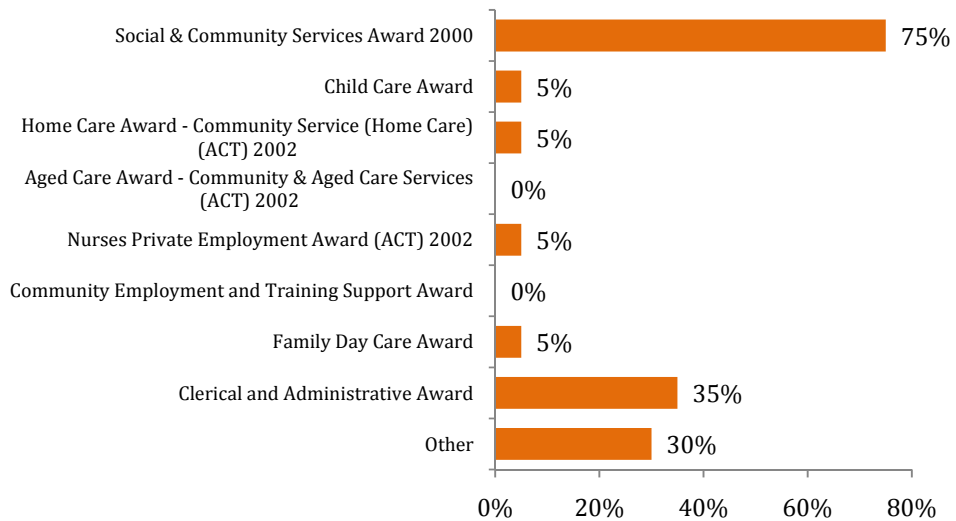
Q4a. Breakdown of 'other'.



Base: 15

Of the small number of respondents who drew base rates of pay from other sources, the sources indicated were union or unspecified collective agreements (40%) , market or contract rate agreements (20%), memos of understanding and board /committee decisions (equally 13%).

Q5a. Names of awards used and number of workers employed under them.

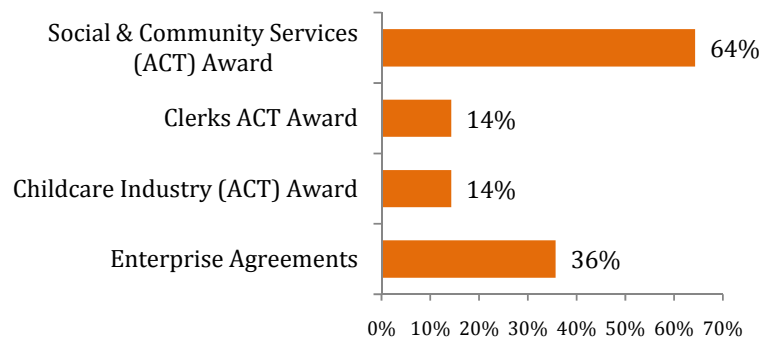


Base: 20

Respondents predominantly indicated that their organisations used the Social & Community Services Award 2000 (75%) followed by the Clerical and Administrative Award (35%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

5a. Breakdown of 'other'



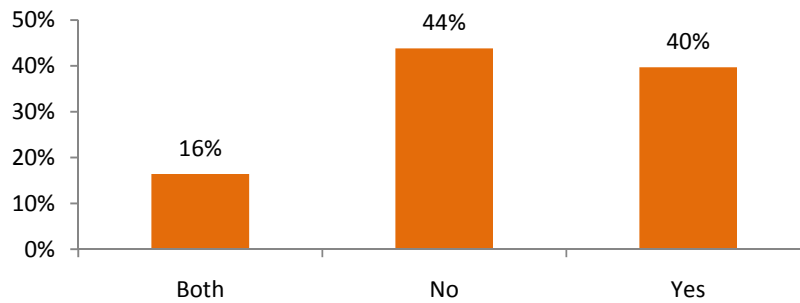
Base: 14

A small number of organisations used 'other' awards including the Social and Community Services Award (64%) and enterprise agreements (36%). The Clerks ACT Award and the ACT Childcare Industry Award were also mentioned (equally 14%).

Q6. Can you please name the Enterprise Bargaining Agreements you reference to determine base pay rates?

Enterprise Bargaining Agreements
ACT Childcare Award
ACT SACS Award
ADD Inc. Collective Agreement
Barnardos Australia Certified Agreement
BCS Employee Collective Agreement
C@W Certified Agreement
Collective Agreement
Doris Women's Refuge Collective Agreement
Fair Pay Commission
George House Certified Agreement
GRCS Enterprise Bargaining Agreement
LASA Youth Centre Certified Agreement
Marymead Collective Teamwork Agreement
Mental Health Foundation Certified Agreement
NCS Workplace Agreement
Salvation Army (NSW) Property Trust Certified Agreement
Sharing Places Inc Collective Agreement
SHFPACT Certified Agreement

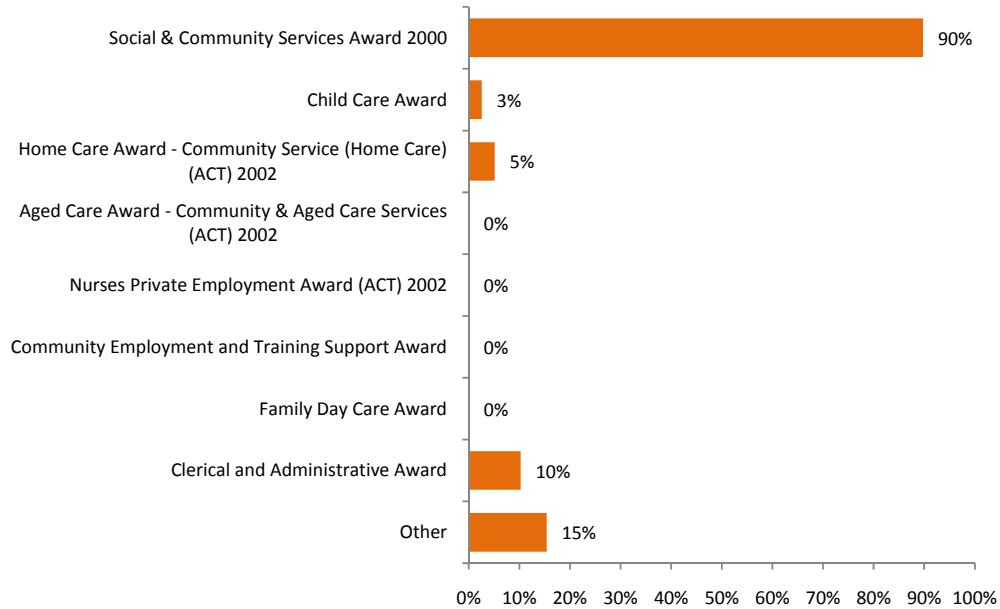
Q7a. Does your organisation use a classification structure drawn directly from an Award for all services provided under an ACT Government community sector Service Funding Agreement?



Base: 73

Slightly more respondents indicated that their organisation does not use a classification structure drawn directly from an award for all services provided under an ACT Government community sector Service Funding Agreement (44%), than those who do (40%). Sixteen percent (16%) indicated that they use a combination of awards and other employment arrangements to determine their classification structures.

Q7b. Please specify which Award classification structure(s) your organisation uses for community sector workers.

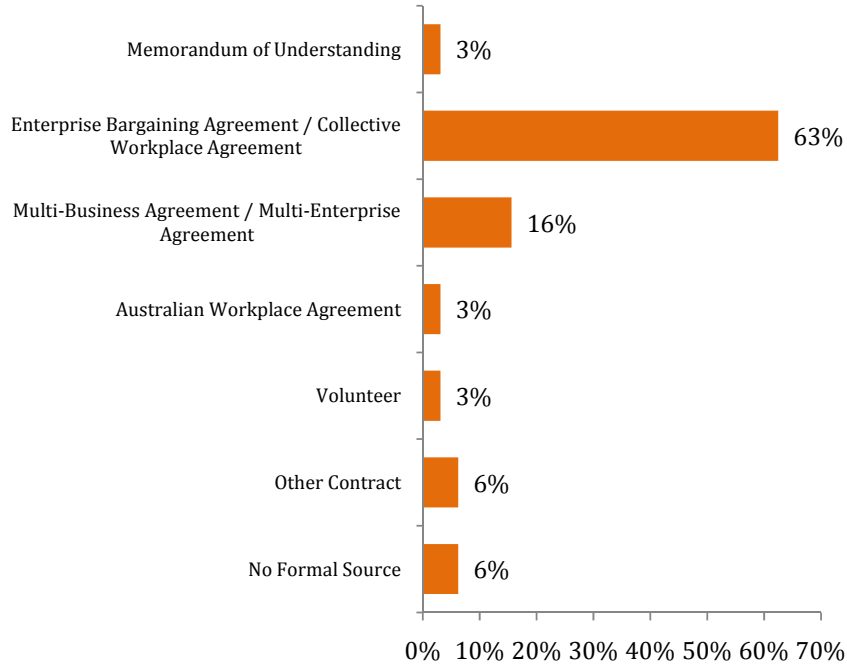


Base: 39

The large majority of respondents (90%) indicated that their organisations use the Social and Community Services Award 2000 for community sector workers, and 10% use the Clerical and Administrative Award.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

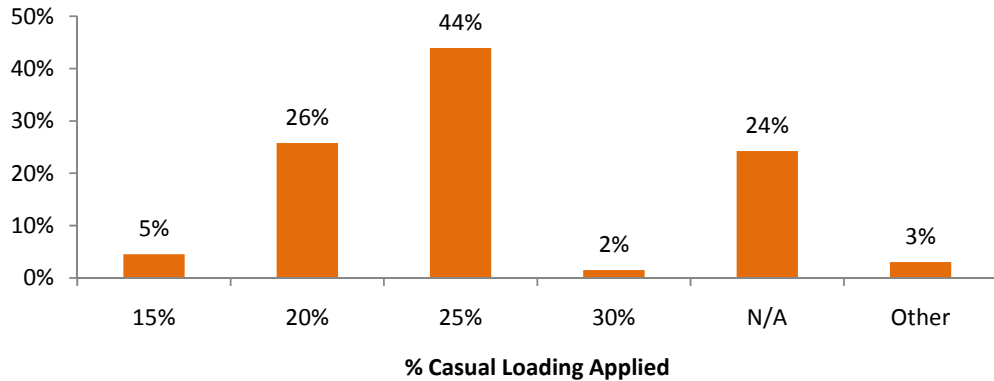
Q7c. If no, please specify the formal source of the classification structure used by your organisation (e.g. EBA).



Base: 32

For those respondents who indicated that they do not use a classification drawn directly from an award, almost two-thirds (63%) said that they use an Enterprise Bargaining Agreement or Collective Workplace Agreement.

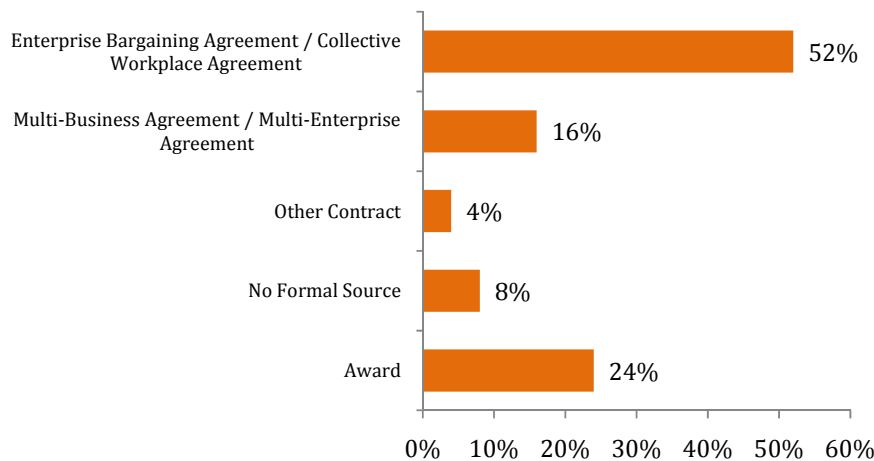
Q8. If you employ casuals, please specify a) how much casual loading you apply, and b) the employment arrangement under which the payment is made.



Base: 66

Just under half of respondent organisations (44%) indicated that they apply 25% casual loading for the employment of casual staff, 26% of organisations apply 20% casual loading, and 24% said that they do not apply any casual loading.

8 b) Other Employment Arrangements

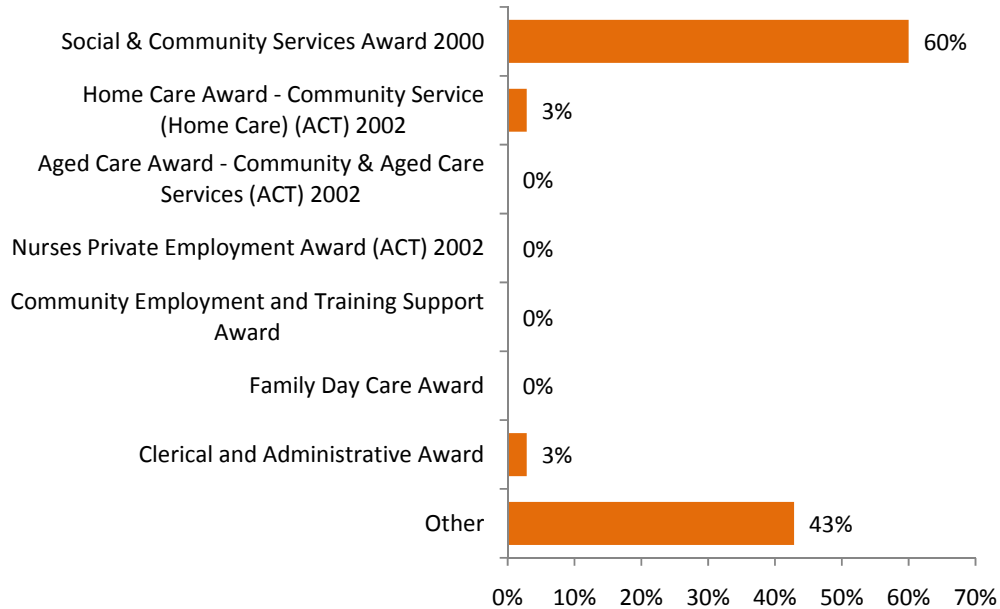


Base: 25

The predominant type of employment arrangement under which payment is made is the Enterprise Bargaining Agreement or Collective Workplace Agreement (52%), followed by the Award (24%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q9. If you employed short term workers during 2008-09 to undertake specialist or high level work for ACT Government related SFAs, what award or set of terms and conditions did you typically use to determine their rates of pay?

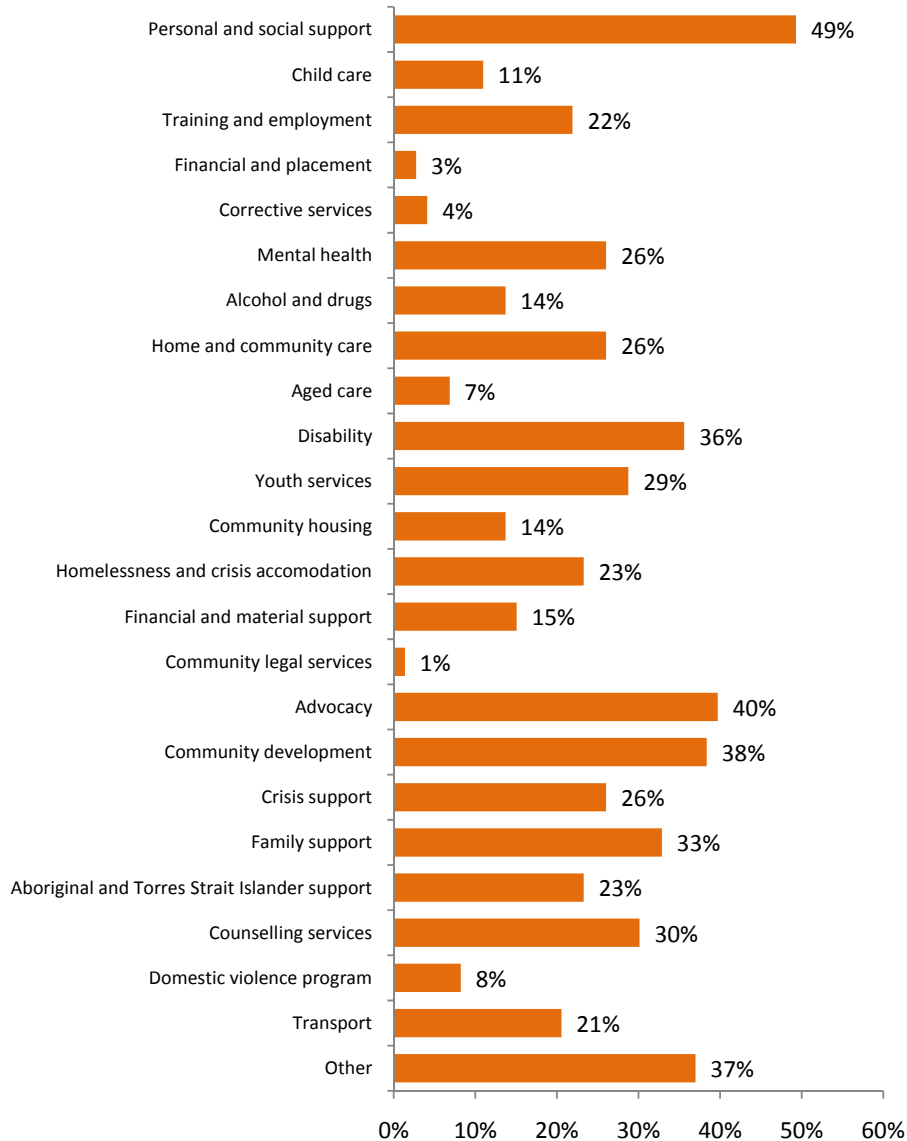


Base: 35

More than half of respondents (60%) indicated that they use the Social and Community Services Award 2000 for specialist or high level work, while 43% said that they use other types of award.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q10a. Category(s) responding community organization fall into (i.e. key activities involved with / services provided).

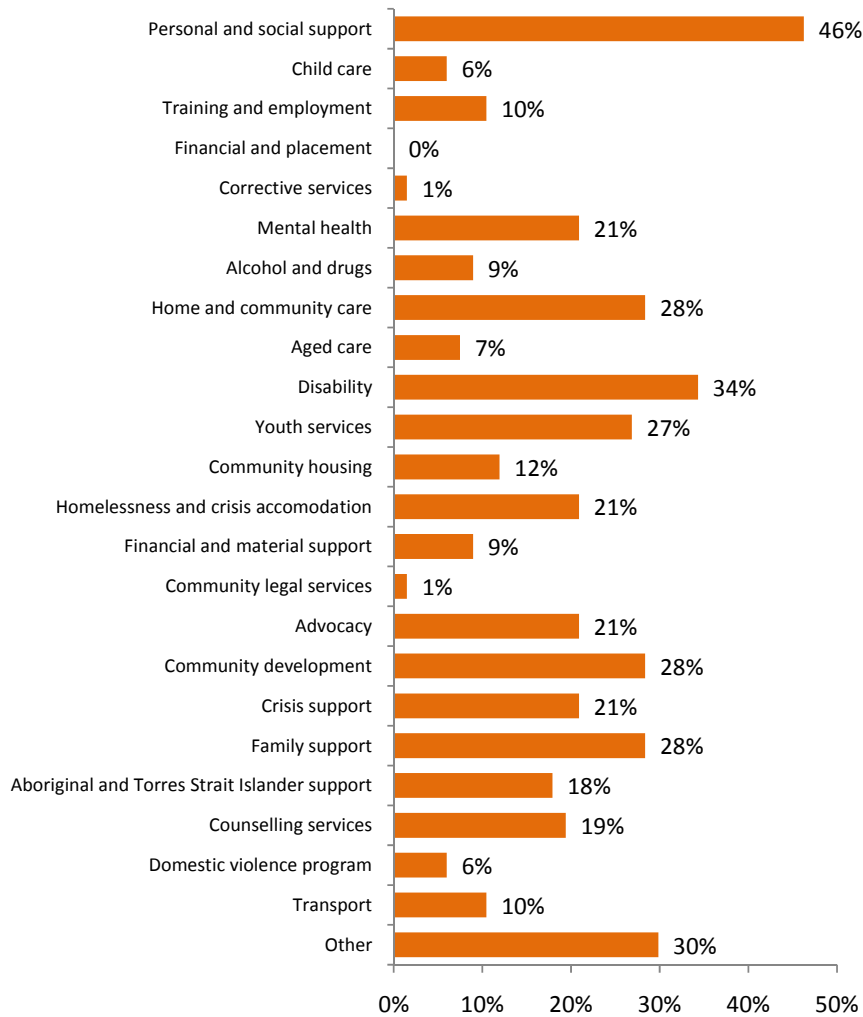


Base: 73

Almost half of the community organisations indicated (49%) that they are involved in Personal and Social support activities. Many are also involved in Advocacy (40%), and Community Development (38%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

10b) Activity types organisations currently contracted to do under ACT government Service Funding Agreements.

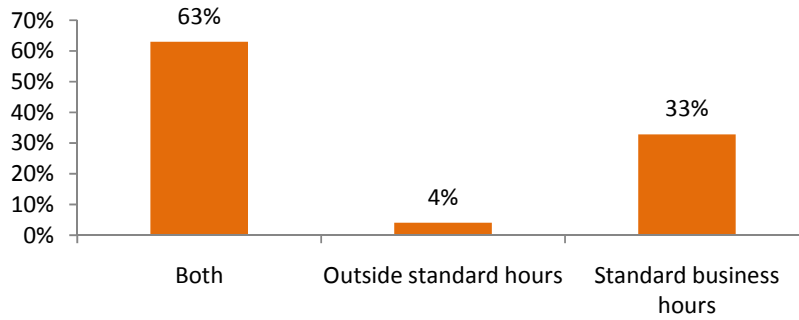


Base: 67

Almost half of the respondent organisations (46%) are currently contracted under the ACT government Service Funding Agreement to do Personal and Social support activities. Many organisations are also active in disability (34%) and other types of activity (30%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

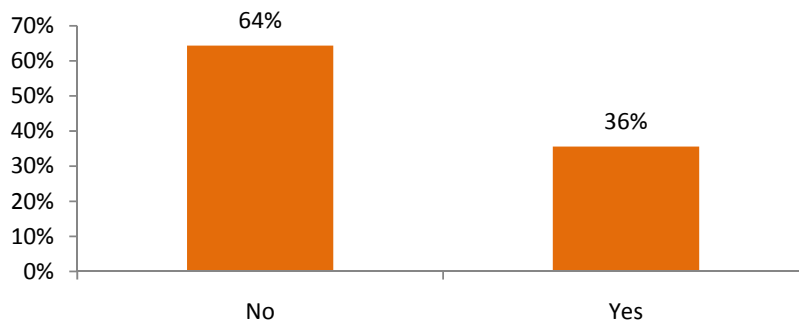
Q11. Do the services that you provide (relating to your Service Funding Agreements) operate during standard business hours, outside standard hours, or a combination of both?



Base: 73

Almost two-thirds of respondents (63%) indicated that their organisations operated both during standard hours and outside standard hours, while 33% said that they only operate during standard business hours, only 4% said that they exclusively operate outside of standard business hours.

Q12. Did you pay overtime rates to your non-shift workers during 2008-09?



Base: 73

Almost two-thirds of organisations (64%) indicated that they did not pay over-time rates to their non-shift workers during 2008-09, while 36% of organisations said that they did.

Overtime and Shift Penalty Rates

Q13. Overtime rates applied for non shift workers and whether they apply to weekdays, weekend, evenings and/or public holidays.

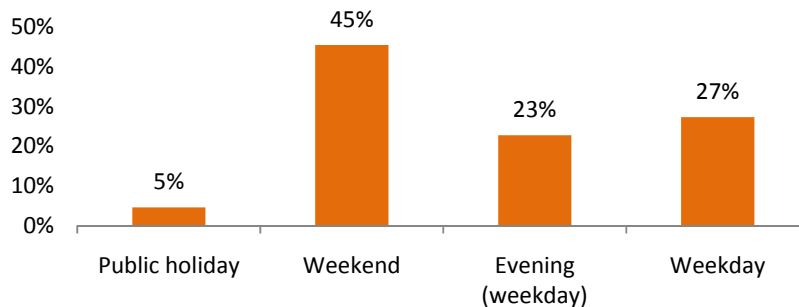
Ordinary Time Plus 20%

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

Very few respondents answered this question, all of whom indicated they pay non-shift workers over-time rates of ordinary time plus 20% on weekdays.

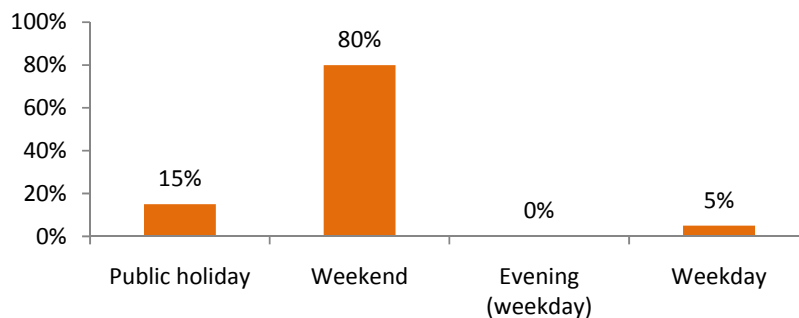
Time and a Half



Base: 22

Most respondents (45%) indicated that they pay their non-shift workers time and a half rates on weekends, 27% on weekdays, and 23% on weekday evenings.

Double Time



Base: 20

The majority of respondents (80%) indicated that they pay non-shift workers double time on weekends, 15% on public holidays and 5% on weekdays.

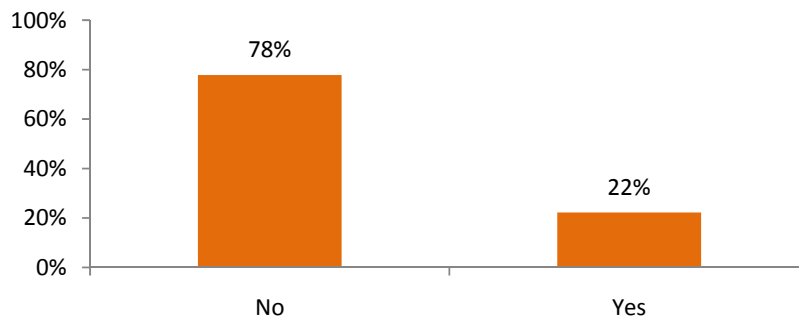
Other

Base: 9

Note: Due to the low number of responses for this question, results here may be unreliable.

Of organisations that responded, almost half (44%) indicated that they pay non-shift workers other rates of over-time on weekday evenings, 33% on public holidays, and 22% on weekdays.

Q14. Did you pay penalty rates to non shift workers during 2008-09?



Base: 72

More than three-quarters of respondents (78%) indicated that they did not pay penalty rates to non-shift workers during 2008-09, while 22% said that they did pay penalty rates.

Q15. Penalty rates applied to non shift workers and whether they apply to weekdays, weekends, evenings or public holidays.

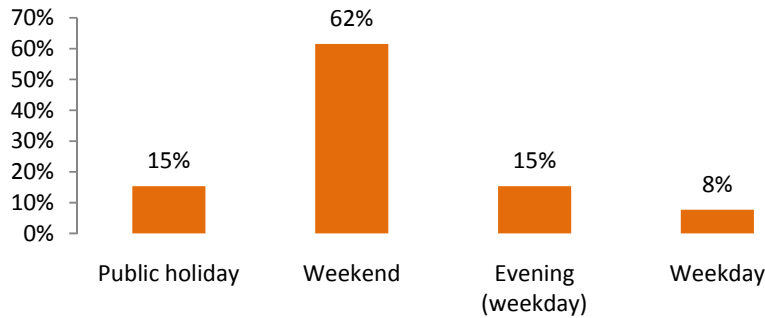
Ordinary Time Plus 20%

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

Most respondents (60%) said that their organisations apply ordinary time plus 20% for non-shift workers on evenings (weekday), while 40% do so for weekdays.

Time and a Half

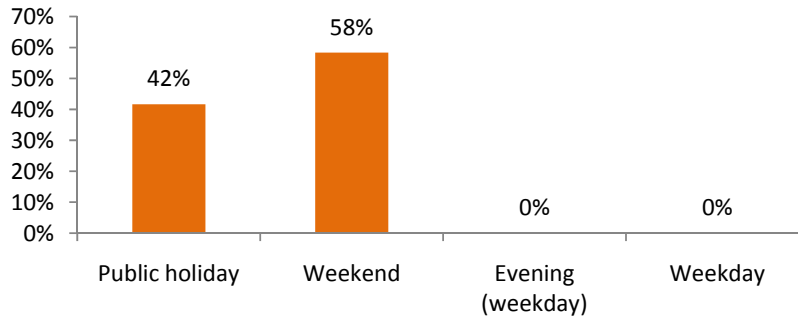


Base: 13

Note: Due to the low number of responses for this question, results here may be unreliable.

Almost two-thirds of respondents (62%) said that their organisations apply penalty rates of time and a half for non-shift workers on weekends, while 15% apply the same rates for evenings (weekday), and public holidays.

Double Time



Base: 12

Note: Due to the low number of responses for this question, results here may be unreliable.

More than half of the respondents (58%) said that their organisations apply penalty rates of double time for non-shift workers on weekends, while 42% apply the same rates for public holidays.

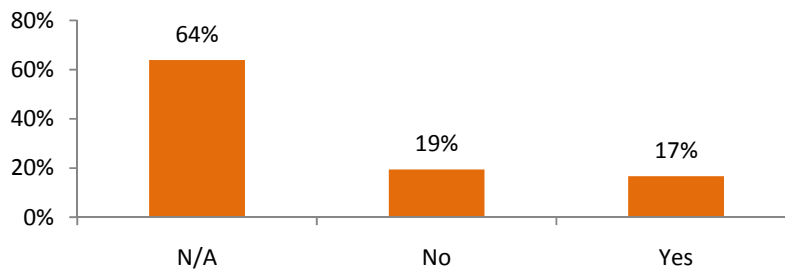
Other

Base: 8

Note: Due to the low number of responses for this question, results here may be unreliable.

For respondents who answered, most said that their organisations apply other penalty rates to non-shift workers on evenings (weekday), while others said they apply other penalty rates on public holidays and weekends.

Q16. Did you pay overtime rates (separate to shift penalties) to shift workers in 2008-09?



Base: 72

Almost two-thirds of respondents (64%) indicated that the paying of overtime rates (separate to shift penalties), was not applicable to them, 19% said no, and 17% said yes.

Q17. Overtime rates applied to shift workers and whether they apply to weekdays, weekend, evenings and/or public holidays.

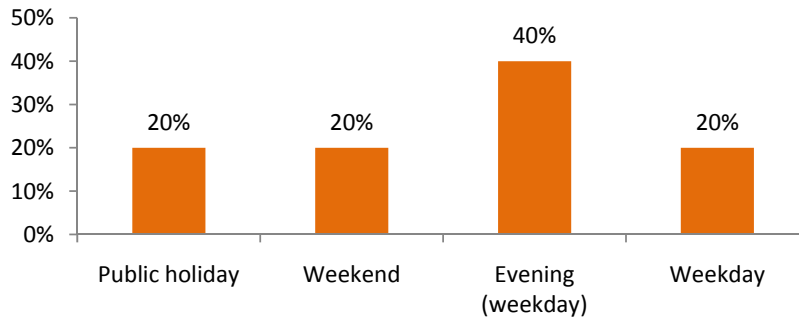
Ordinary Time Plus 20%

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

The majority of respondents (80%) indicated that they apply over-time rates of ordinary time plus 20% to shift workers on weekdays and 20% apply them to shift workers on evenings (weekday).

Time and a Half

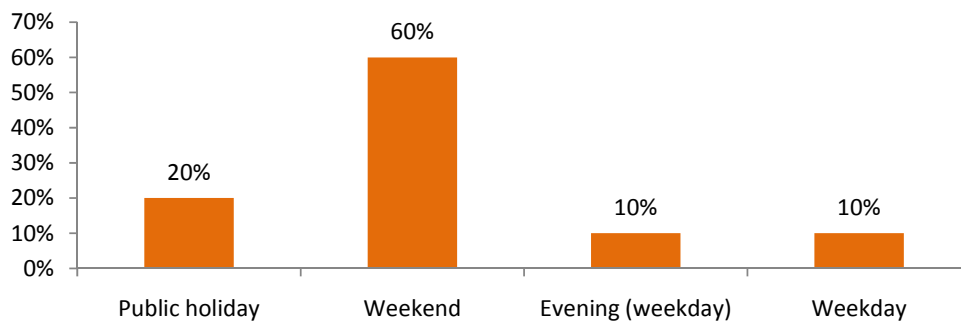


Base: 10

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those organisations that responded (40%) indicated that they apply over-time rates of time and a half to shift workers for evenings (weekday), while 20% apply these rates for public holidays, weekends, and weekdays.

Double Time



Base: 10

Note: Due to the low number of responses for this question, results here may be unreliable.

The majority of respondents (60%) indicated that they apply over-time rates of double time to shift workers on weekends, while 20% apply them to public holidays.

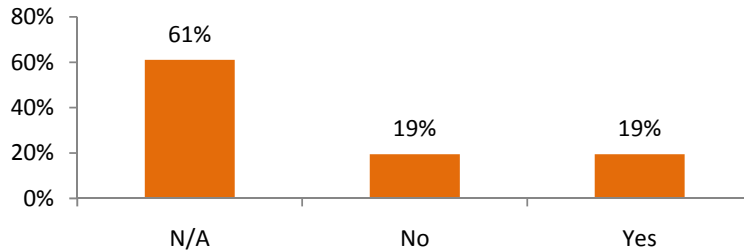
Other

Base: 3

Note: Due to the low number of responses for this question, results here may be unreliable.

Respondents indicated they apply other over-time rates to shift workers for weekends or evenings (weekday).

Q18. Did you pay shift penalties to your shift workers in 2008-09?



Base: 72

More than half of the respondents (61%) indicated that shift penalties for shift workers were not applicable to their organisations in 2008-09. While 19% said that they did pay, the other 19% did not.

Q19. Please indicate a) the shift penalty rates applied for shift workers and b) whether they apply to weekdays, weekends, evenings and/or public holidays.

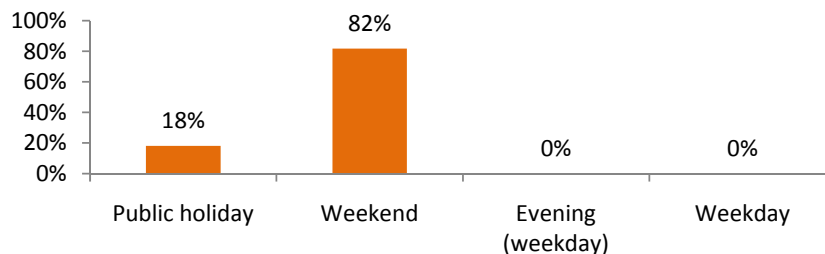
Ordinary Time Plus 20%

Base: 9

Note: Due to the low number of responses for this question, results here may be unreliable.

Just over half the respondents (56%) indicated that shift penalty rates of ordinary time plus 20% applied for shift workers on evenings (weekday), while 44% said that they applied on weekdays.

Time and a Half



Base: 11

Note: Due to the low number of responses for this question, results here may be unreliable.

The vast majority of respondents (82%) indicated that shift penalty rates of time and a half applied to shift workers on weekends, while 18% said that they applied to shift workers on public holidays.

Double Time

Base: 9

Note: Due to the low number of responses for this question, results here may be unreliable.

Just over half the respondents indicated that shift penalty rates of double time applied to shift workers on weekends, while the rest said they applied for public holidays.

Other

Base: 6

Note: Due to the low number of responses for this question, results here may be unreliable.

Half of respondents (50%) indicated that other shift penalty rates applied to shift workers on weekdays, while 33% said that they applied for evenings (weekday).

Q20. For the 08/09 financial year, how many overtime hours were paid in total (for shift workers and non-shift workers)?

Total Overtime Hours paid to Shift Works and Non-Shift Workers

Type of Overtime	Total hours paid to Shift Workers	Total Hours paid to Non-Shift Workers
a. Weekday	4514	4893
b. Evening	3224	4441
c. Weekend	780	2890
d. Public Holiday	1984	285

Base:21

Note: Due to the low number of responses for this question, results here could be unreliable.

The above table displays the sum (total) of overtime hours paid, according to type of overtime, to shift and non-shift workers.

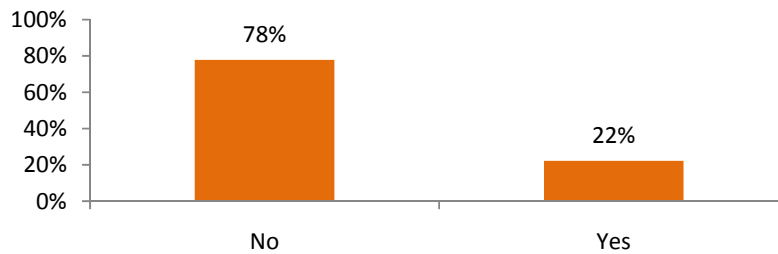
Total Overtime Hours Paid on average to Shift and Non-Shift Workers per SFA

Type of Overtime	Total hours paid to Shift Workers	Total Hours paid to Non-Shift Workers
a. Weekday	25	27
b. Evening	18	25
c. Weekend	4	16
d. Public Holiday	11	2

Number of SFAs in sample: 180

The above table displays the average number of overtime hours paid, according to type, *per SFA* to shift and non-shift workers.

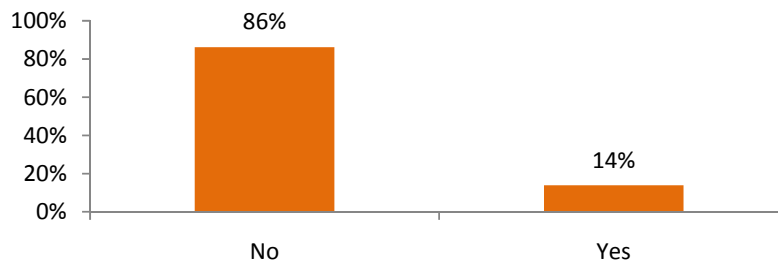
Q21. Do you provide workers with Rostered Days Off (RDO)?



Base: 72

Over three quarters of respondents (78%) indicated that they do not provide their workers with rostered days off, while 22% said that they do.

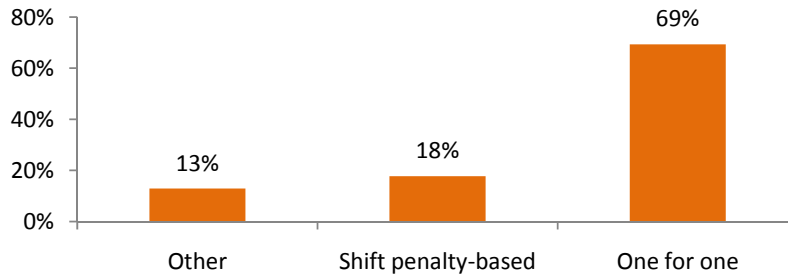
Q22. Do you provide workers with Time Off in Lieu (TOIL)?



Base: 72

The majority of respondents (86%) indicated that they do not provide their workers with time off in lieu, while 14% indicated that they do.

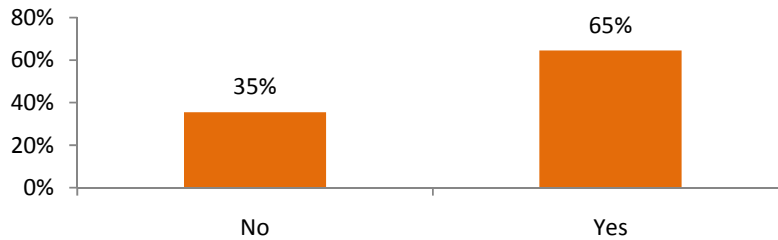
Q23. Please indicate on what basis you provide Time Off in Lieu (TOIL):



Base: 62

More than two-thirds of respondents (69%) indicated that they provide time off in lieu for employees on a one to one basis, while 18% provided it on a shift-penalty basis, and 13% indicated that they provide it on some other basis.

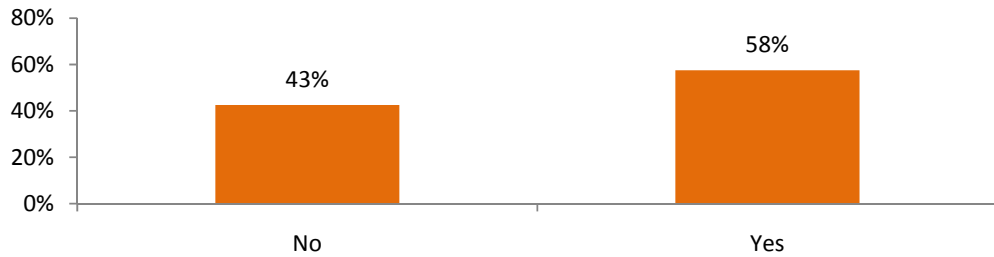
Q23a. Is TOIL capped at a maximum accruable amount?



Base: 62

Almost two-thirds of respondents (65%) indicated that the TOIL provided to their employees is capped at a maximum accruable amount, while 35% said that it was not.

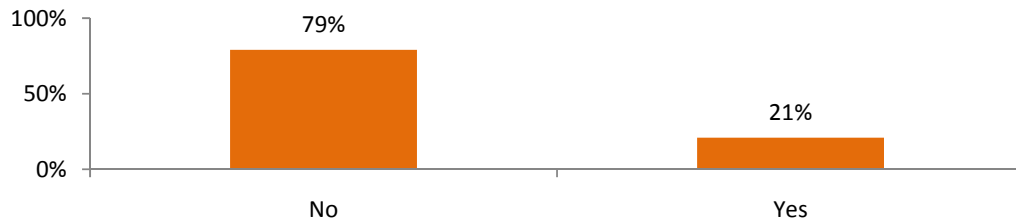
Q23b. If TOIL is capped at a maximum, when the maximum is exceeded is the employee required to take leave at one hour off for one hour worked until TOIL is reduced to below cap?



Base: 40

Just over half of the respondents (58%) indicated that when the maximum cap for TOIL is exceeded, employees are required to take leave at one hour off for one hour worked until TOIL is reduced below cap.

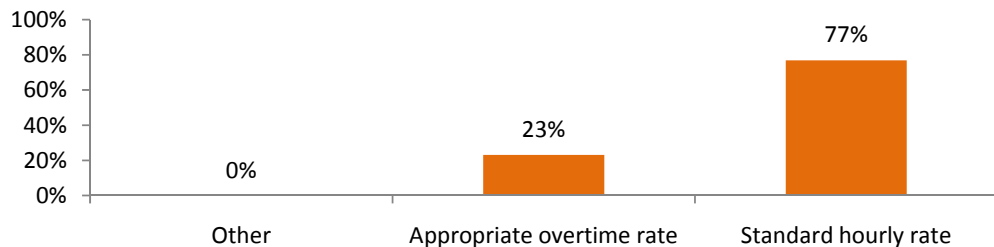
Q23c. Is TOIL Paid Out?



Base: 62

Over three quarters of respondents (79%) indicated that TOIL is not paid out, while 21% indicated that it is.

Q24. If paid out, at what rate is it paid?

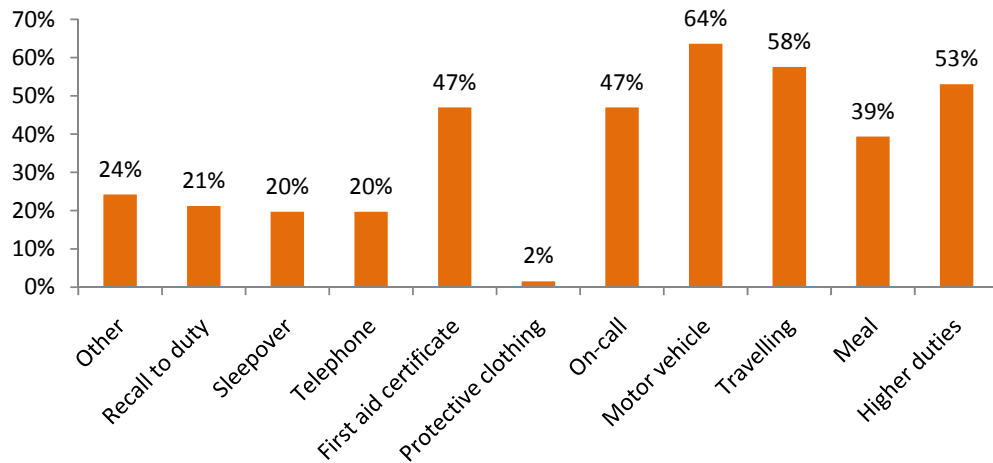


Base: 13

Note: Due to the low number of responses for this question, results here may be unreliable.

Over three quarters of respondents (77%) indicated that, if TOIL is paid out, it is paid out at the standard hourly rate, while 23% said TOIL would be paid out at the appropriate over-time rate.

Q25. Apart from overtime shift penalties and Time Off in Lieu, does your organisation pay any other work related allowances?

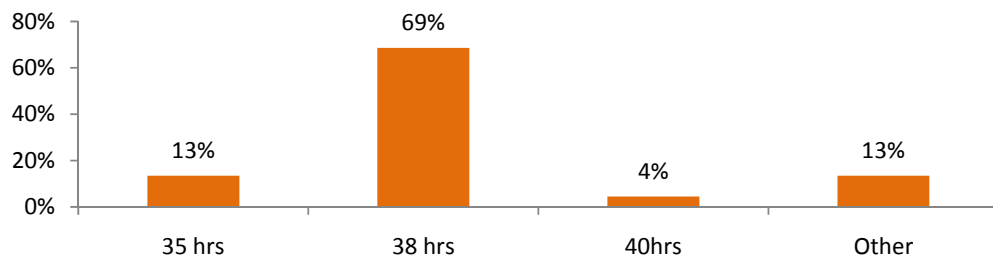


Base: 66

Apart from overtime and Time off in lieu, the most common work related allowance indicated by respondents was for motor vehicles (64%), closely followed by allowances for travelling (58%), and higher duties (53%).

Maximum Ordinary Hours of Work: Working Hours

Q26. Please specify the maximum (ordinary) hours of work expected of the majority of full time workers (per week) e.g. 35 hrs, 38 hrs, 40 hrs.



Base: 67

The majority of respondents (69%) indicated that the maximum number of hours work expected of the majority of full-time workers is 38 hours per week, while 13% indicated 35 hours.

Breakdown of 'Other'

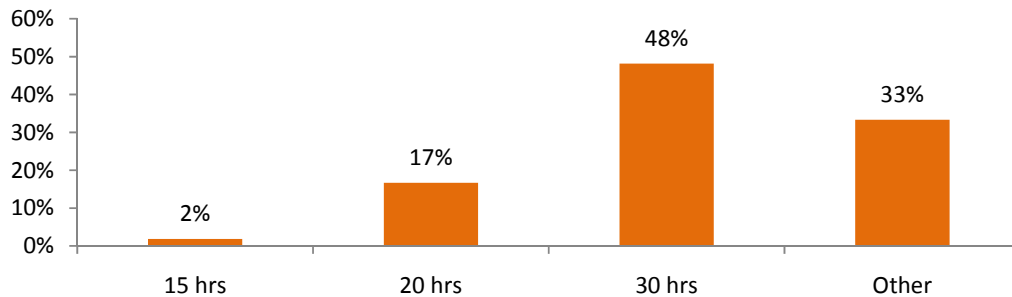
Base: 8

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those organisations who answered 'other', three-quarters (75%) indicated maximum ordinary hours to be 37.5 hours per week.

Q27. Maximum ordinary hours of work expected of the majority of a) part time and, b) casual workers:

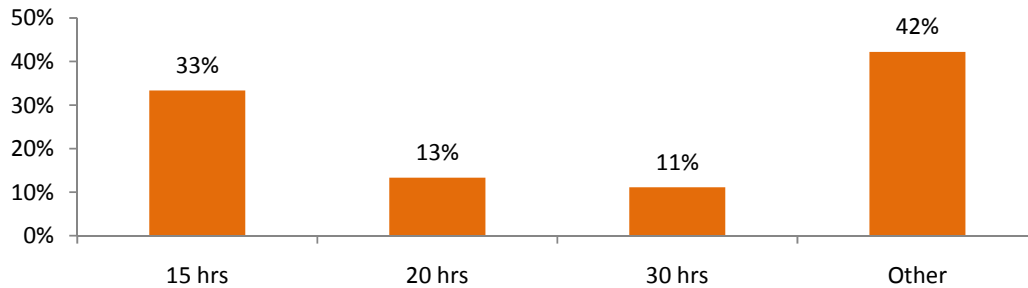
Part-Time



Base: 54

Just under half of respondents (48%) indicated that the maximum number of work hours expected of a part-time worker is 30 hours, while 33% said that other specified number of work hours is expected.

Casual



Base: 45

Most of the respondents (42%) indicated that the maximum number of work hours per week expected of casual workers is another number not specified in this survey. Thirty three percent (33%) said that 15 hours is the maximum number of hours expected.

Number of hours specified as 'other'

Part time workers

Base: 12

Where respondents entered 'other' maximum ordinary hours of work expected of part time workers, answers ranged from 22.5 to 40 hours per week. Most answers fell between 30 to 40 hours per week.

Casual

Base: 8

For respondents who answered 'other' maximum ordinary hours expected of casual workers, answers ranged from 3 to 40 hours per week. Most indicated between 37 and 40 hours per week.

Leave Conditions

Q28. How many weeks annual leave do you provide for full-time non shift workers?

n	Mean	Median	Std. Deviation
64	4.19	4.00	.57

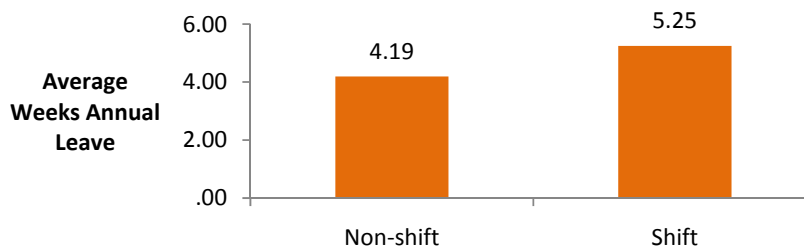
The mean number of weeks annual leave provided for full-time, non-shift workers is 4.19 weeks with a low standard deviation of 0.57 weeks. The median is 4 weeks, and gives a more accurate indication of how much annual leave is granted to full-time, non-shift workers in the ACT community sector.

Q29. How many weeks annual leave do you provide for full-time shift workers?

n	Mean	Median	Std. Deviation
16	5.25	5.00	1.00

The mean number of weeks annual leave provided for full-time, shift workers is 5.25 weeks with a slightly higher standard deviation of 1 week. The median is 5 weeks, and gives a more representative indication of how much annual leave is granted to full-time shift workers. However, there does appear to be a wider range of answers for shift workers than for non-shift workers resulting in the higher standard deviation.

Non-shift compared to shift

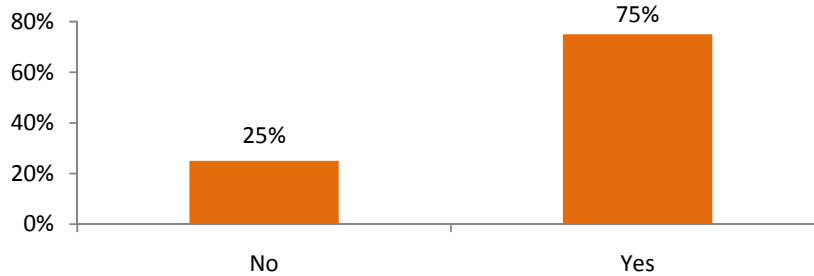


Min Base: 16

Max Base: 64

The mean number of weeks annual leave provided for full-time, non-shift workers is 4.19 weeks, while the mean number of weeks annual leave provided for full-time, shift workers is 5.25 weeks.

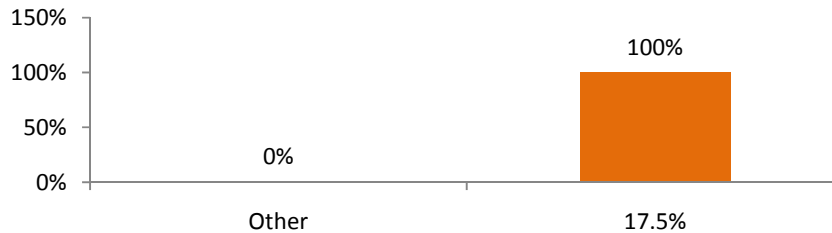
Q30. Do you pay an annual leave loading as a separate payment from normal salaries/wages to non-shift workers?



Base: 72

Three quarters of respondents (75%) indicated that they do pay annual leave loading as a separate payment from normal salary or wages to non-shift workers, while 25% said that they do not.

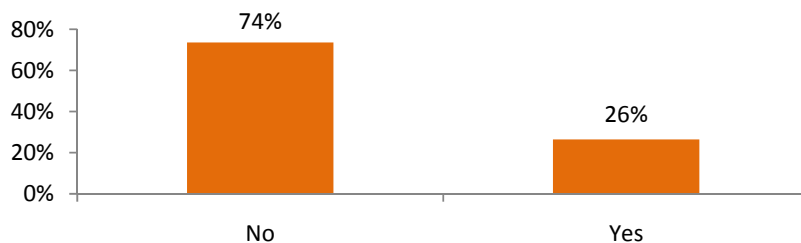
Q31. Please indicate the annual leave loading rates applied for full-time non-shift workers.



Base: 54

All respondents (100%) indicated that annual leave loading rates applied for full-time, non-shift workers.

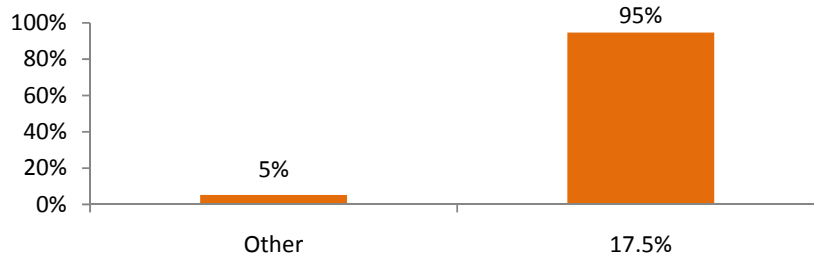
Q32. Do you pay an annual leave loading as separate from normal salaries/wages to shift workers?



Base: 72

Just under three-quarters of respondents (74%) indicated that they do not pay an annual leave loading as separate from normal salaries or wages to shift workers, while 26% said that they do.

Q33. Please indicate the annual leave loading rates applied for full-time shift workers.



Base: 19

Almost all of respondents (95%) indicated that the annual leave loading rate for full-time, shift workers is 17.5%.

Q34. If your workers are employed under Awards which provide for alternate annual leave arrangements, what are the annual leave arrangements?

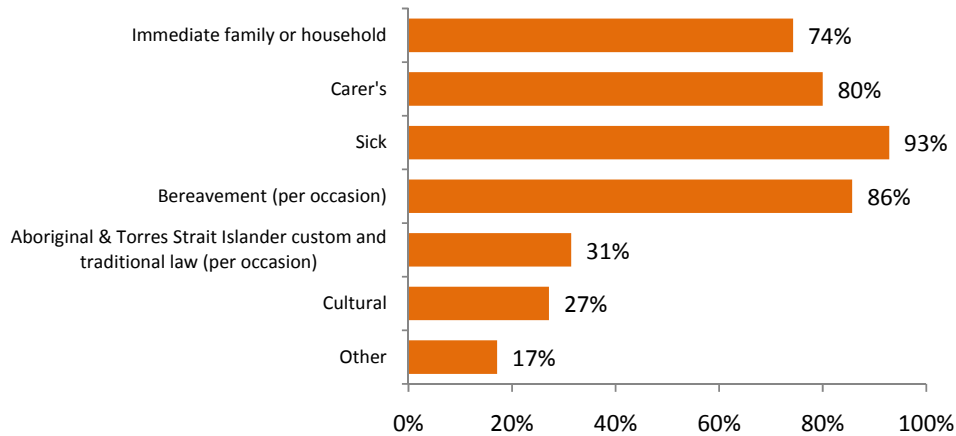
Alternative Annual Leave Arrangements
Shift Workers Loading or Penalties
Christmas Break
Delayed Payment Scheme
2 Weeks Annual Leave
Additional Paid Carers Leave

Base: 6

Due to low response rate no numerical results have been table included for this question – this table represents a summary of what was listed.

Personal / Sick / Carer's Leave

Q35. Types of paid 'personal leave' organisation workers are entitled to number of days entitled to annually (per person).



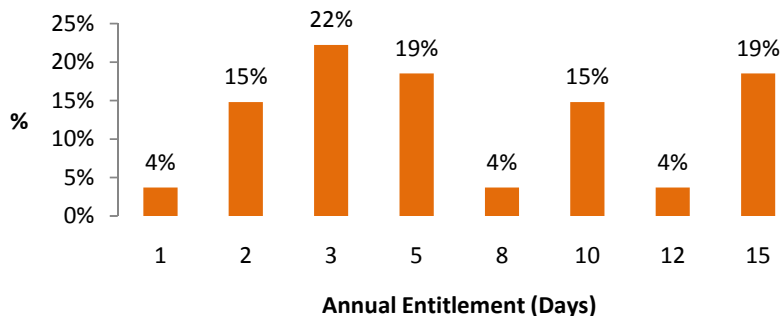
Base: 70

The most common type of paid personal leave that workers are entitled to is sick leave (93%), followed by bereavement leave (86%) and carer's leave (80%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q35a

Entitlement: Immediate family or household

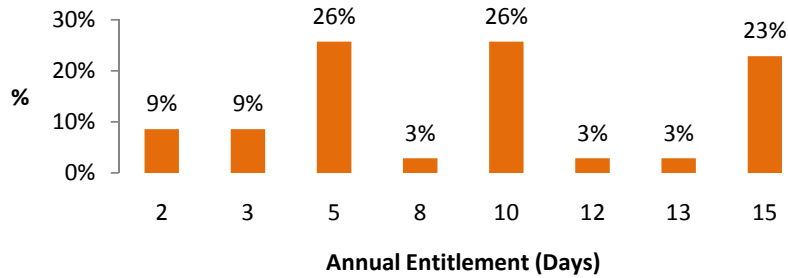


Base: 27

For organisations that said they provide immediate family or household leave, results were quite varied. Most respondents, however, indicated that workers were entitled to 3 days annual

immediate family or household leave (22%), while 19% of respondents said that their workers were entitled to 5 days and 15 days leave respectively

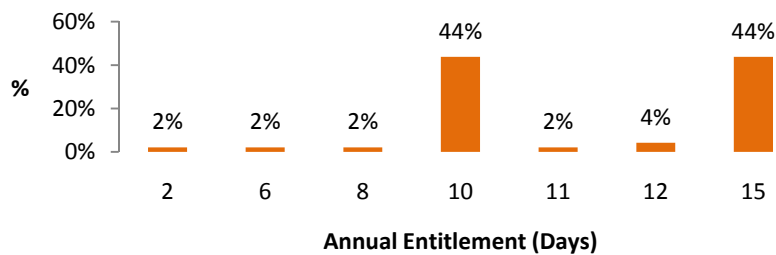
Frequency: Carer's



Base: 35

For those organisations that said they have carers leave most respondents indicated that their workers were entitled to either 5 days or 10 days annual carers leave (both recorded 26%), while 23% of respondents said that their workers were entitled to 15 days annual carers leave.

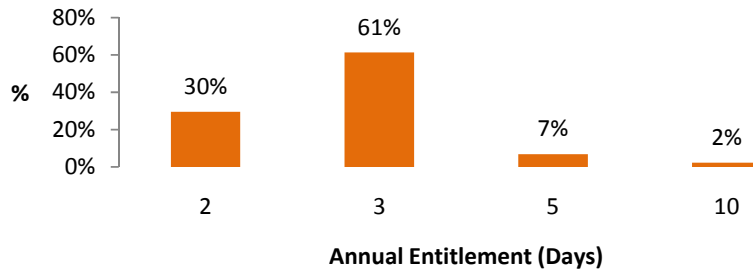
Entitlement: Sick



Base: 48

For those organisations that said they have sick leave the majority of respondents indicated that their workers were entitled to either 10 days or 15 days annual sick leave (both recorded 44%), while only 4% said that their workers were entitled to 12 days annual sick leave.

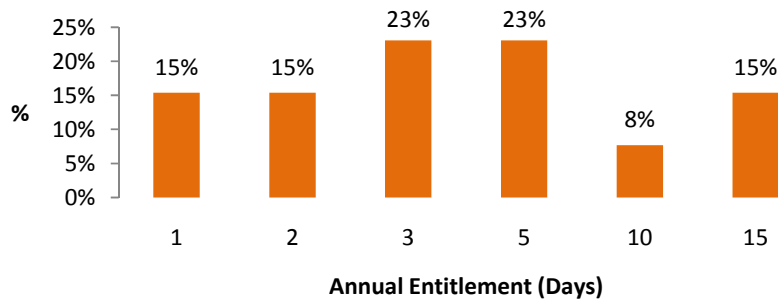
Entitlement: Bereavement (per occasion)



Base: 44

For those organisations that said they have bereavement leave, the majority of respondents indicated that their workers were entitled to 3 days annual bereavement leave (61%), while 30% said that their workers were entitled to 2 days leave.

Entitlement: Aboriginal & Torres Strait Islander custom and traditional law (per occasion)

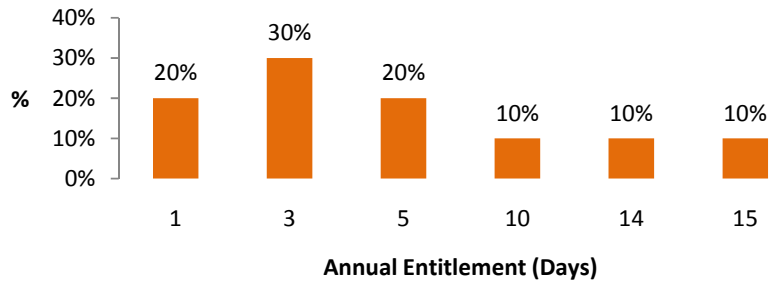


Base: 13

Note: Due to the low number of responses for this question, results here may be unreliable.

For those organisations with Aboriginal and Torres Strait Islander custom and traditional law leave, the responses to this question varied. Most respondents indicated that their workers were entitled to either 3 days or 5 days annual Aboriginal and Torres Strait Islander custom and traditional law leave (both recorded 23%), while 15% of respondents said that their staff were entitled to either 1, 2, or 15 days annual leave respectively.

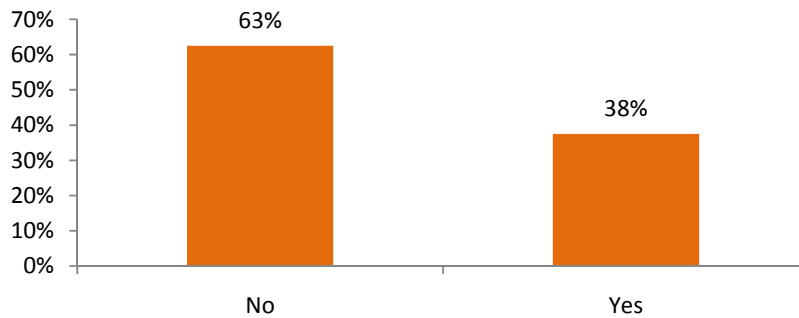
Entitlement: Cultural



Base: 10

For those organisations with cultural leave, most respondents indicated that their workers were entitled to 3 days annual cultural leave (30%), while 20% said that their workers were entitled to either 1 day or 5 days annual cultural leave respectively.

Q37. Are the employees able to cash out a component of their annual leave entitlement?



Base: 72

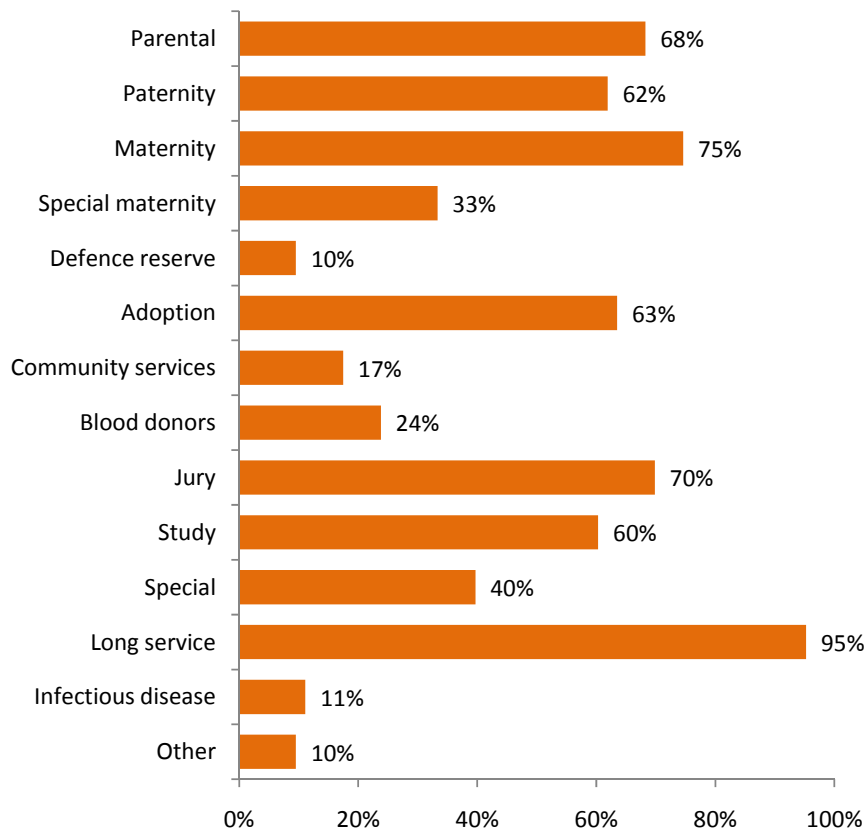
Almost two-thirds of respondents (63%) indicated that their employees are not able to cash out a component of their annual leave entitlement, while the other 38% said that their employees can do so.

Other Types of Leave

Q38. Other forms of leave entitlement to workers of your organisation and annual leave entitlement and whether this leave is paid leave.

Q38_1

Forms of Leave



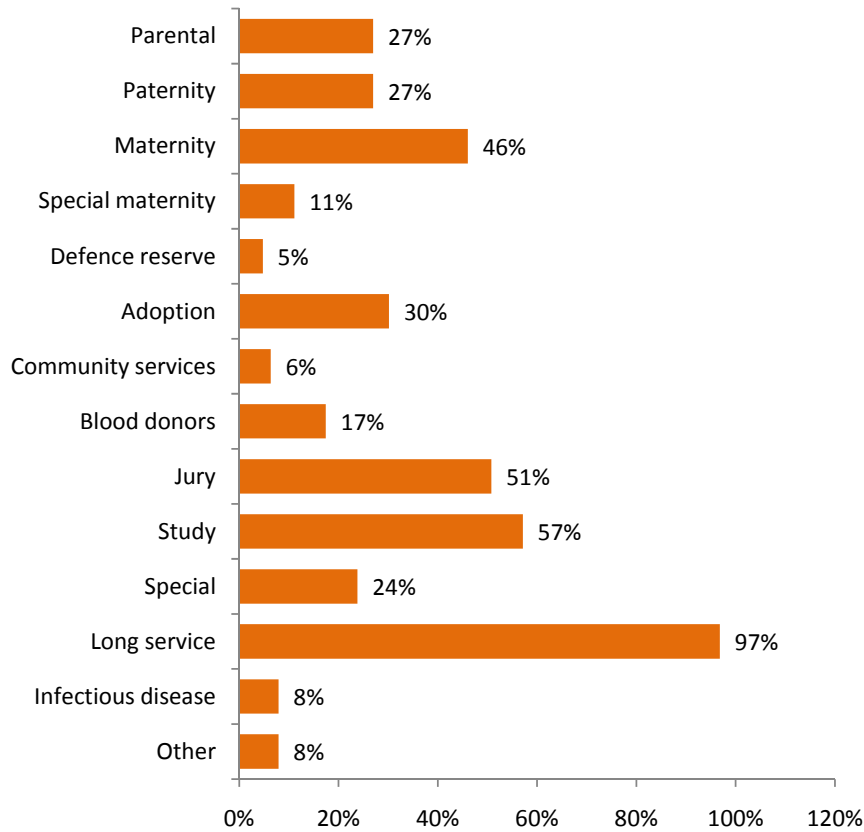
Base 63

In terms of other types of leave, almost all respondents (95%) indicated that their employees were entitled to long service leave, while 75% said that their employees were entitled to maternity leave, and 70% said their employees were entitled to jury leave.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q38_3

Per cent of Organisations where Leave is Paid Leave



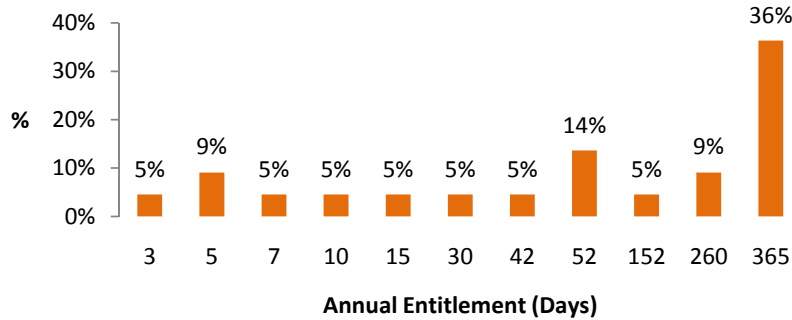
Base: 63

Of those respondents that indicated that their employees were entitled to long service, 97% of them said that this leave is paid leave, while 57% of them said that study leave is paid leave, and 51% indicated jury leave is paid leave.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q38_2

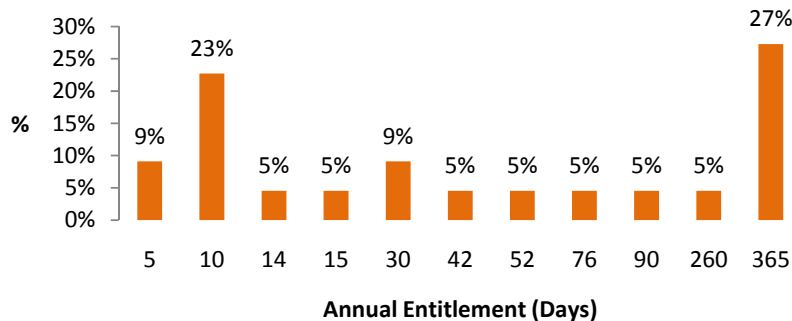
Entitlement for parental leave



Base: 22

Of those respondents who indicated that their employees were entitled to parental leave, 36% of those organisations said that their employees were entitled to 365 days parental leave per year, 14% said that their employees were entitled to 52 days leave per year.

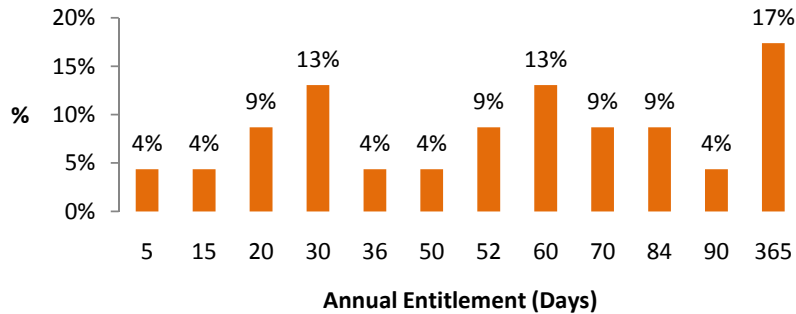
Entitlement for Paternity leave



Base: 22

Of those respondents who indicated that their employees were entitled to paternity leave, 27% said that their employees were entitled to 365 days paternity leave per year, while 23% said that their employees were entitled to 10 days leave per year.

Entitlement for Maternity Leave



Base: 23

Of those respondents who indicated that their employees were entitled to maternity leave, 17% said that their employees were entitled to 365 days maternity leave per year, while 13% said that their employees were entitled to 30 days or 60 days leave per year.

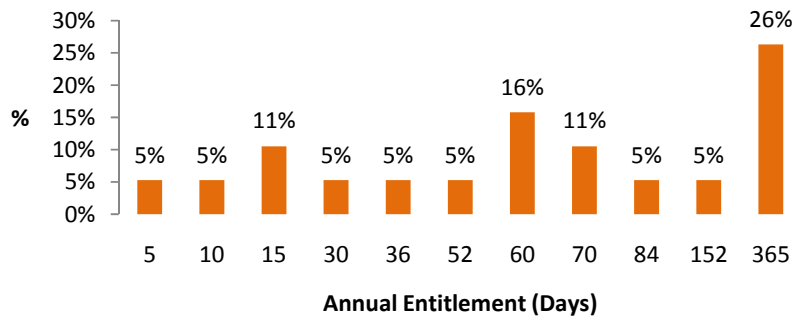
Entitlement for special maternity leave

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those respondents who indicated that their employees were entitled to special maternity leave, some said that their employees were entitled to 365 days special maternity leave per year, while a lower proportion said that their employees were entitled to 4 days, 15 days, and 260 days per year.

Entitlement for adoption leave



Base: 19

Of those respondents who indicated that their employees were entitled to adoption leave, 26% said that their employees were entitled to 365 days per year, while 16% said that their employees were entitled to 60 days leave per year.

Entitlement for blood donors leave

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those respondents who indicated that their employees were entitled to blood donors leave, answers included; 1 to 4 days of blood donors leave per year, as well as 8 days.

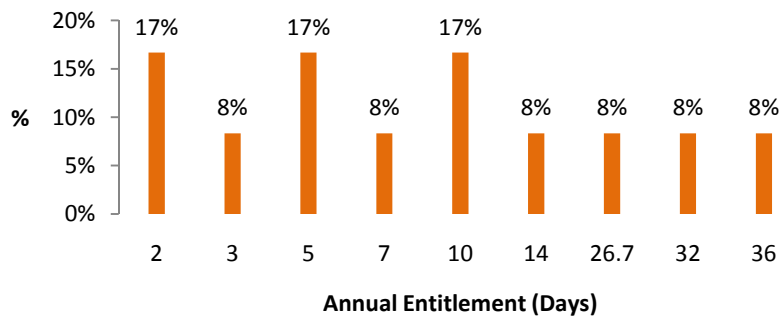
Entitlement for jury leave

Base: 5

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those respondents who indicated that their employees were entitled to jury leave, their employees were entitled to 1, 3, 5, 7 and 14 days jury leave per year respectively.

Entitlement for study leave



Base: 12

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those respondents who indicated that their employees were entitled to study leave, 17% said that their employees were entitled to 2, 5, and 10 days study leave per year.

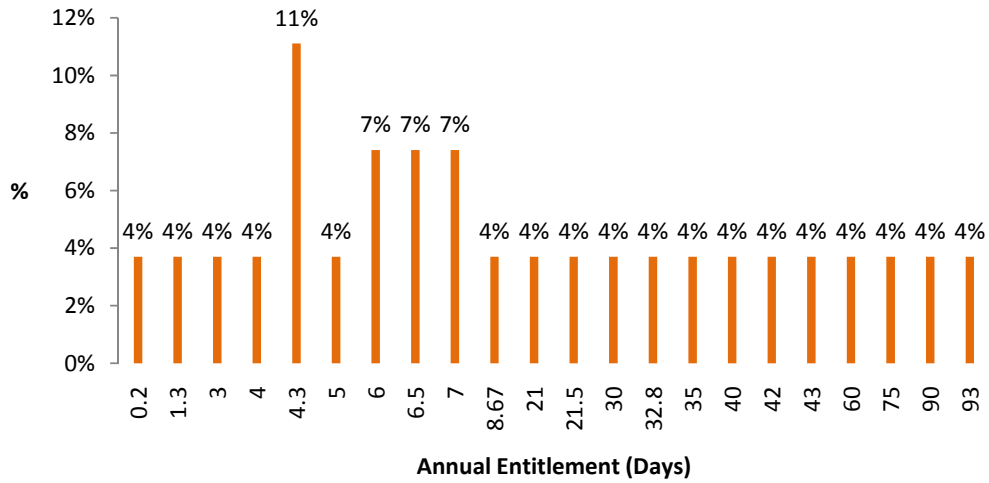
Entitlement for special leave

Base: 6

Note: Due to the low number of responses for this question, results here may be unreliable.

Of those respondents who indicated that their employees were entitled to special leave, 83% said that their employees were entitled to 3 days special leave per year, while 17% said that their employees were entitled to 20 days leave per year.

Entitlement for long service leave

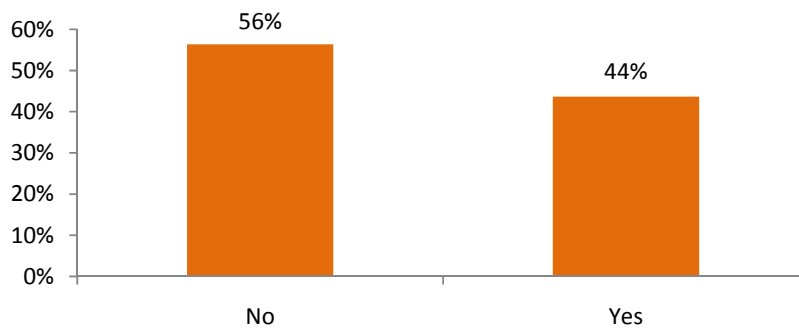


Base: 27

Of those respondents who indicated that their employees were entitled to long service leave, 11% said that their employees were entitled to 4.3 days long service leave per year, while 7% said that their employees were entitled to 6, 6.5, and 7 days.

Flexible Remuneration Arrangements (e.g. Salary Packaging Arrangements)

Q39. Does your organisation pay some/all Fringe Benefits Tax (FBT) for its employees?



Base: 71

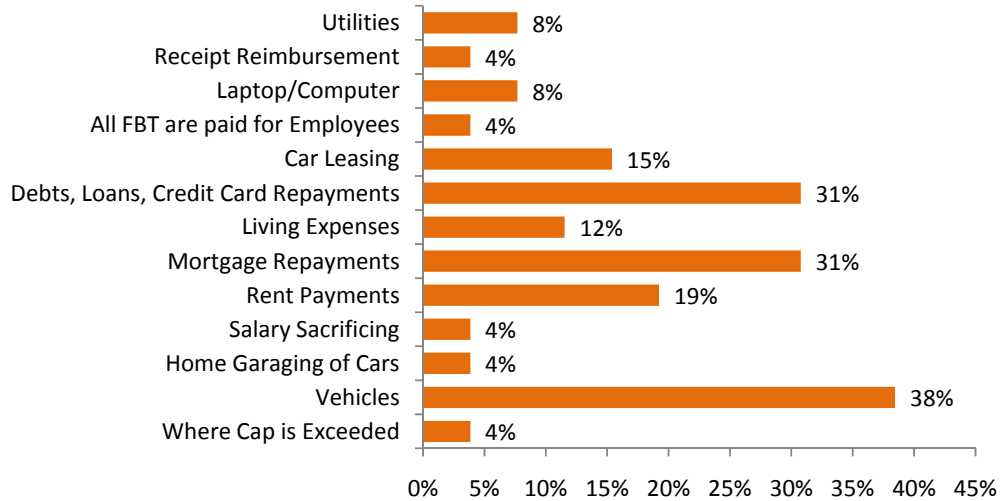
Just over half of respondents (56%) indicated that they do not pay some or all of FBT for their employees, while 44% said they do.

Q39a. If yes, please confirm the total number of employees where the organisation pays some/all FBT on their behalf and provide a brief description of the types of FBT items typically paid for?

n	Sum	Mean	Median	Std. Deviation
28	544	19	7	34

The median number of people per organisation for who FBT is paid for is 7. The mean is 19, however the standard variation is very large (34).

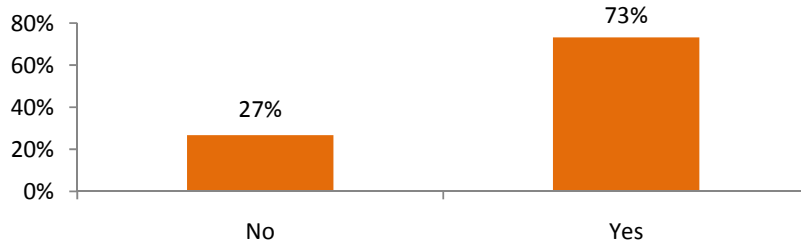
Q39b. If yes, please also provide a brief description of the types of FBT items typically paid for.



Base: 26

Of those respondents who indicated that their organisations do pay some or all of their employees FBT, 38% said that they pay for FBT on vehicles, while 31% said that they pay for FBT on debts, loans, credit card repayments, and mortgage repayments respectively.

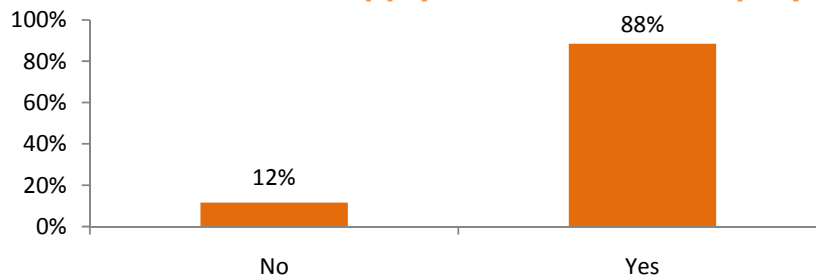
Q40. Does your organisation currently have Public Benevolent Institutions (PBI)/Health Promotion Charity (HPC) status?



Base: 71

Just under three quarters of respondents (73%) indicated that they do have PBI or HPC status, 27% do not.

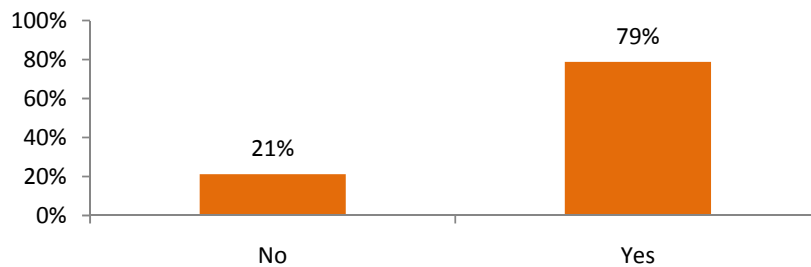
Q41. Does this status apply to all workers employed by you?



Base: 52

The vast majority of respondents (88%) indicated that this status does apply to all workers employed by their organisations, while 12% report it does not.

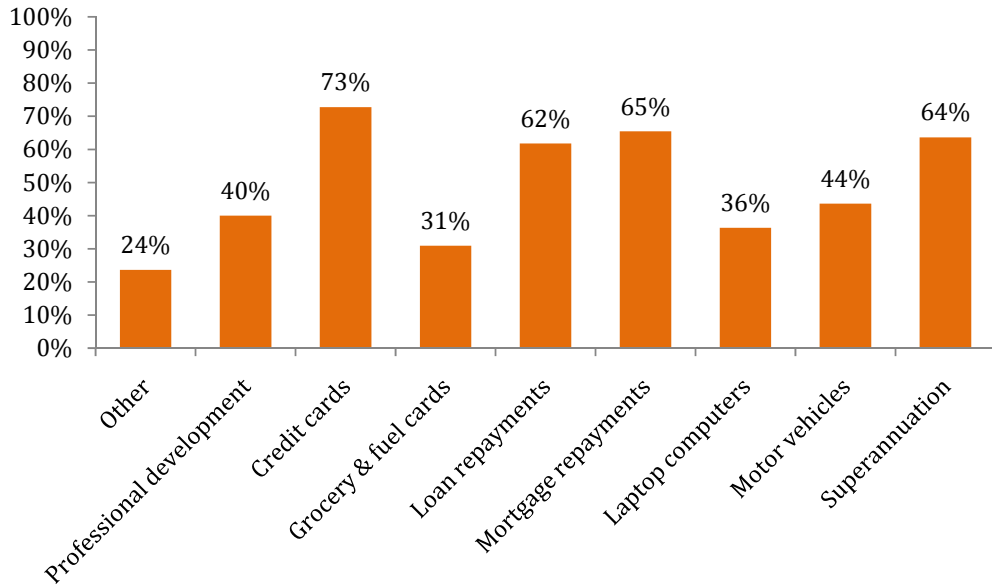
Q42. Do your workers have access to salary packaging arrangements?



Base: 71

Just over three quarters of respondents (79%) indicated that workers at their organisations have access to salary packaging, while 21% report that they do not.

Q43. If yes, please indicate what items may be included in such arrangements:

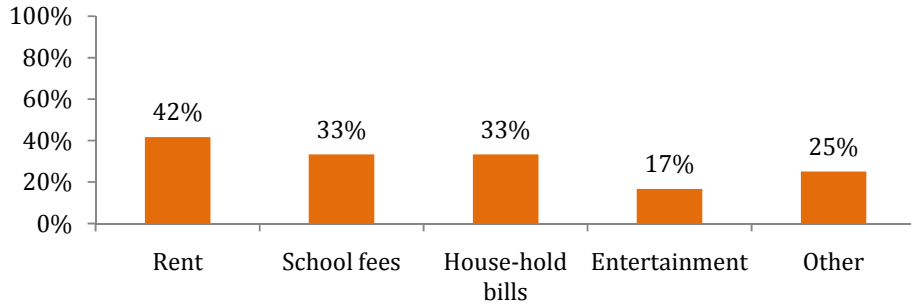


Base: 55

Of those respondents who indicated that their employees did have access to salary packaging, 73% reported that their employees have access to arrangements for credit cards. Sixty five per cent (65%) indicated their employees have access to mortgage repayments and 64% have access to arrangements for superannuation.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Breakdown of 'Other'

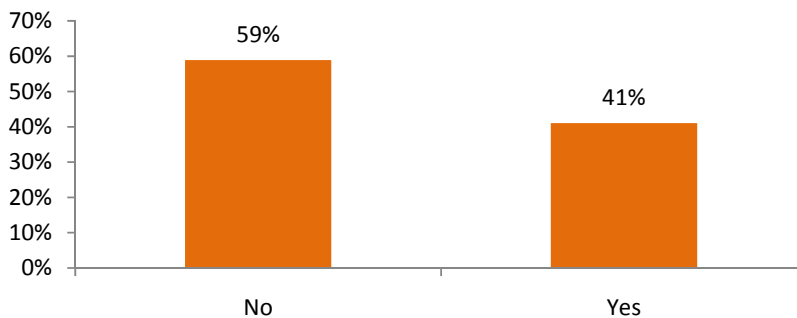


Base: 12

Of those who responded as 'other', 42% report their employees have access to salary packaging arrangements with rent payments, while 33% indicate they had access to arrangements for school fees and house-hold bills respectively.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q44. Is there a policy stipulating the maximum percentage of salary that can be sacrificed by a worker in your organisation through a salary packaging arrangement?



Base: 56

More than half of the respondents (59%) indicated that their organisations have no policy stipulating the maximum percentage of salary that can be sacrificed by a worker through salary sacrificing, while 41% do have such a policy.

Q45. If yes, what is the maximum percentage (%) of salary that can be sacrificed?

n	Mean	Median	Std. Deviation	Min	Max
10	64%	63%	35%	20%	100%

Of those respondents indicating that they do have such a policy in place, the median maximum percentage of salary that can be sacrificed is 63%. This figure is very close to the mean maximum percentage of 64%, however the standard deviation is quite high (35%) indicating that there must be a wide range of responses above and below the mean.

Q46. What percentage of workers accessed salary packaging arrangements in the 08/09 financial year?

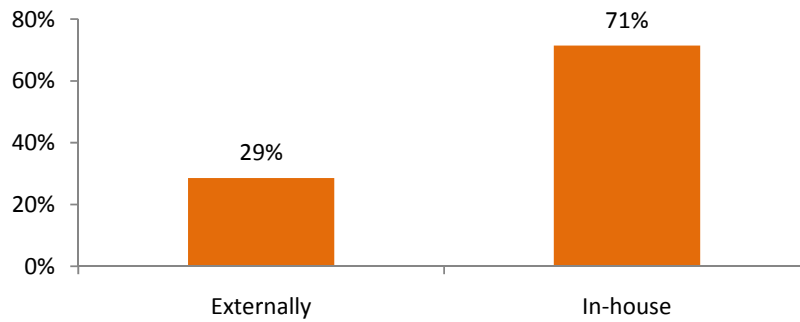
Type	n	Mean	Median	Std. Deviation	Min	Max
Full-time	35	81%	90%	26%	1%	100%
Part-time	39	65%	66%	28%	3%	100%
Other	4	16%	12%	18%	2%	40%

The mean percentage of full-time workers that accessed salary packaging arrangements during the 08-09 financial year was 81%. The median percentage was 90% and is probably the best reflection of what percentage full-time workers were accessing, although answers recorded ranged between 1% and 100% of an employee’s salary.

The mean percentage of part-time workers that accessed salary packaging arrangements during the 08-09 financial year was 65%. The median percentage was 66%, very close to the mean, although answers recorded ranged between 3% and 100% of an employee’s salary.

The mean percentage of other types of worker that accessed salary packaging arrangements during the 08-09 financial year was 16%. The median was 12%, although answers recorded ranged between 2% and 40% of an employee’s salary.

Q47. Are your sacrificing arrangements arranged in-house or externally?



Base: 56

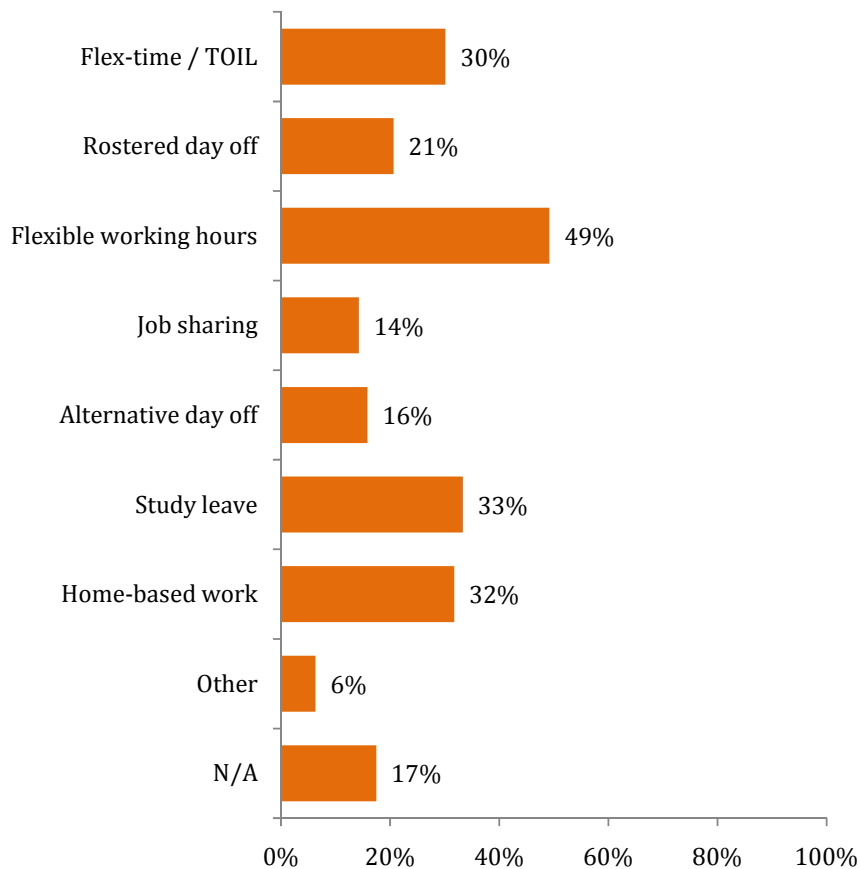
Of those respondents indicating that their organisations offer salary sacrificing, the majority (71%) said that their salary sacrificing arrangements were arranged in-house, while 29% reported that they were arranged externally.

Flexible work arrangements (e.g. flex-time, parenting): Flexible Conditions

Q48. Please specify any special leave/arrangements that you provide workers to facilitate work/life balance for a) full time workers and, b) part time workers:

Q48a

Full-time



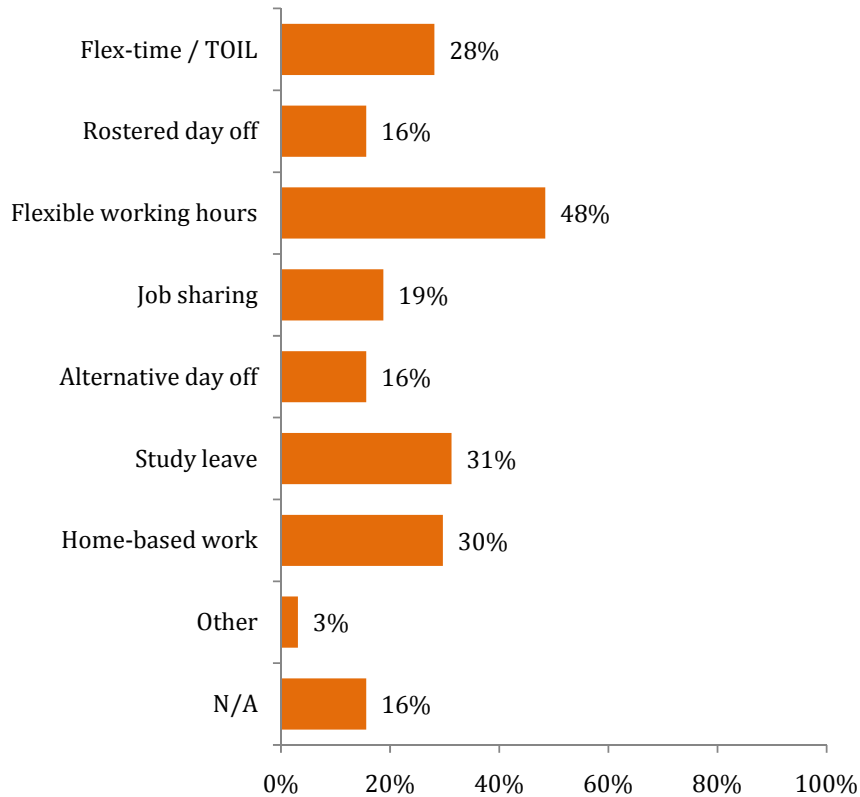
Base: 63

Almost half of the respondents (43%) indicated that they provided their full-time workers with flexible working hours to help them facilitate a healthy work-life balance, while 33% report that they offered study leave, and 30% offered home-based work options.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q48b

Part-time



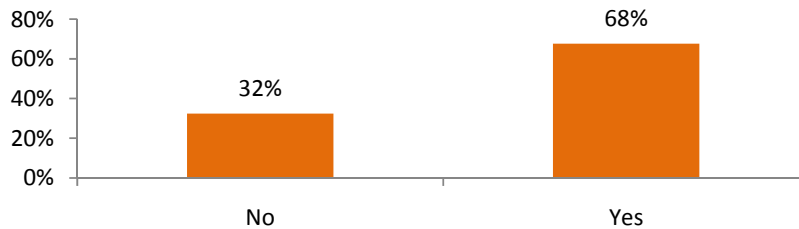
Base: 64

Almost half of the respondents (48%) indicated that they provided their part-time workers with flexible working hours to help them facilitate a healthy work-life balance, while 31% offered study leave, and 30% offered home-based work options to employees.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Allowances and Reimbursements: Allowances

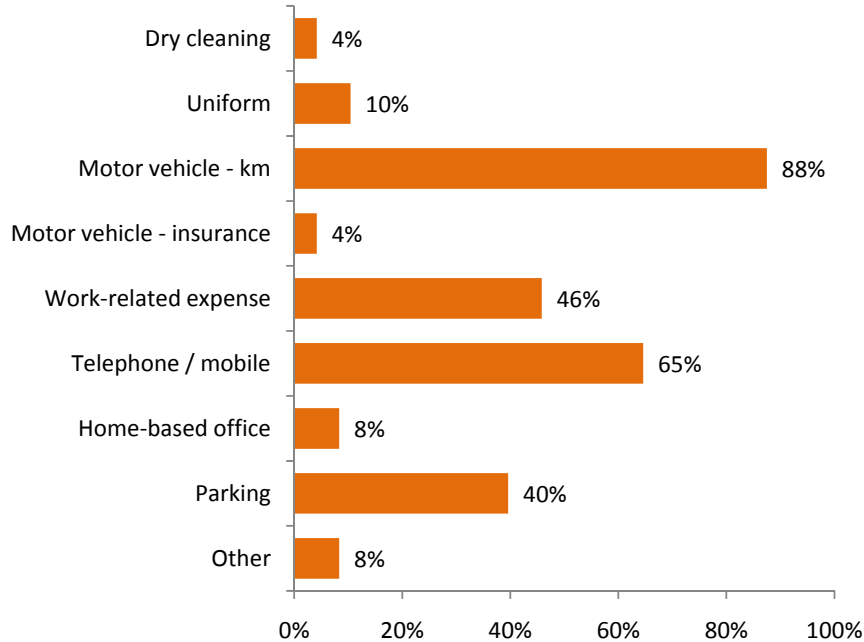
Q49. Do you provide workers with work related expense allowances/reimbursements (e.g. dry cleaning, uniform, car, telephone, home based office, etc.?)



Base: 71

More than two-thirds of respondents (68%) indicated that they do provide their workers with work related expense allowances/reimbursements, while 32% do not.

Q50. If yes, tick all that apply:



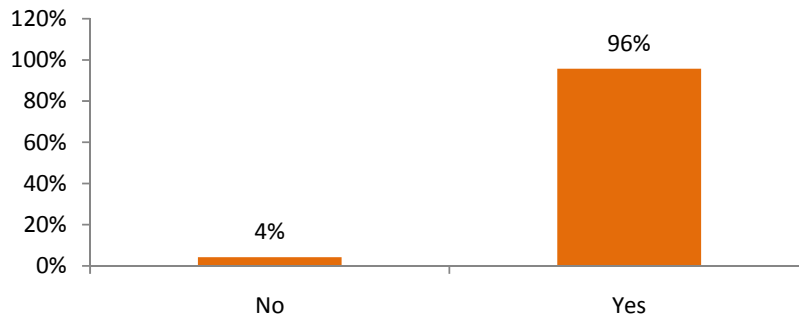
Base: 48

Of those respondents who indicated that they do provide allowances/reimbursements for workers, the majority (88%) report they provide it for motor vehicles (based on number of kilometres), while 65% provide it for telephones and mobiles, and 46% for work-related expenses.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Superannuation arrangements: Superannuation

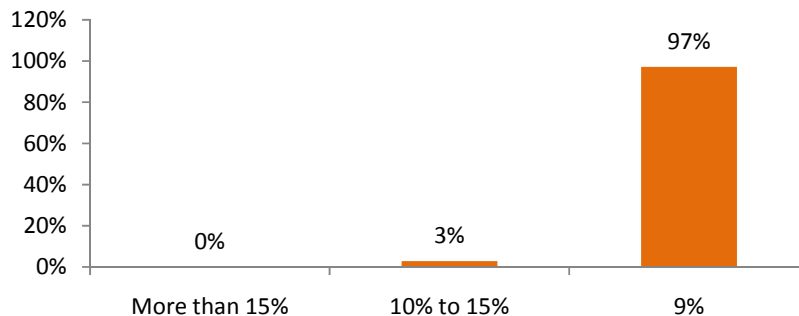
Q51. Are workers entitled to nominate a superannuation fund for the employer contribution component of super?



Base: 71

The vast majority of respondents (96%) indicated that their workers are entitled to nominate a superannuation fund for the employer contribution component of their super, while only 4% do not allow this.

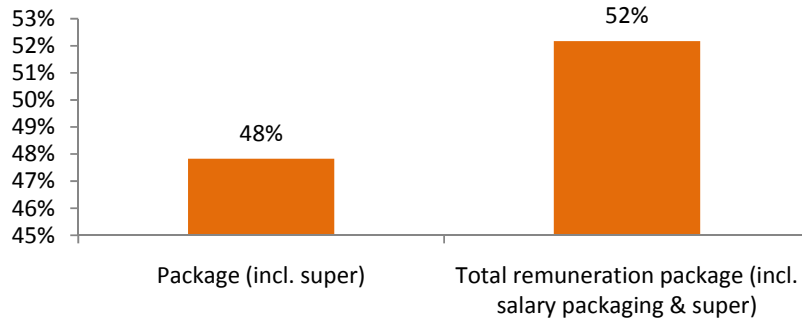
Q52. What is the employer contribution made for the majority of workers to superannuation funds?



Base: 70

Almost all respondents (97%) indicated that the employer contribution made for the majority of workers superannuation funds is 9%, while 3% of respondents report that it was a figure between 10% and 15%.

Q53. Are your employment packages presented to the majority of prospective workers as:

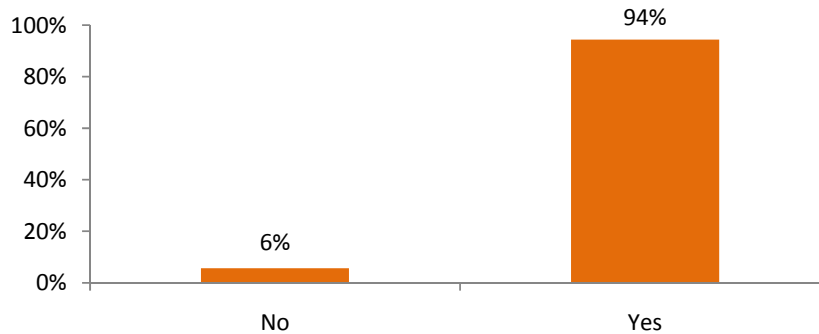


Base: 69

Just over half of respondents (52%) indicated that their employment packages are presented to the majority of prospective workers as a total remuneration package (incl. Salary packaging & super), while 48% indicated that they present them to prospective workers as a package (incl. Super).

Learning and Development Arrangements: Study Arrangements

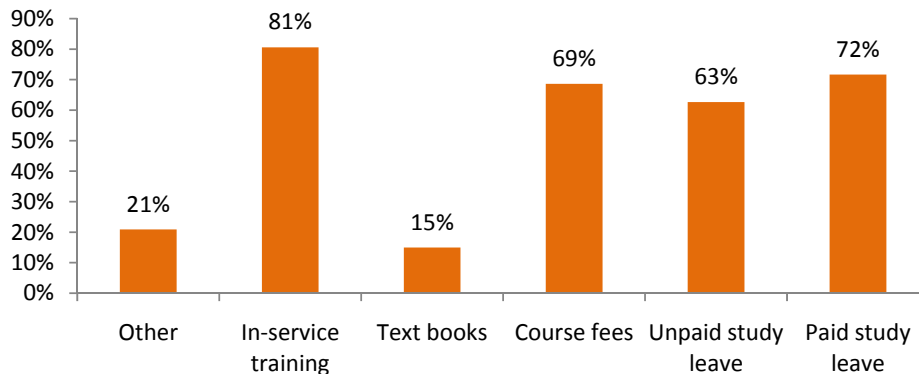
Q54. Do you provide assistance to workers to gain additional qualifications/training (e.g. study, professional development, etc.?)



Base: 71

Almost all respondents (94%) indicated that they do provide assistance to workers to gain additional qualifications or training, while 4% do not.

Q55. If yes, please indicate which of the following types of professional development/staff training assistance your staff are able to access.

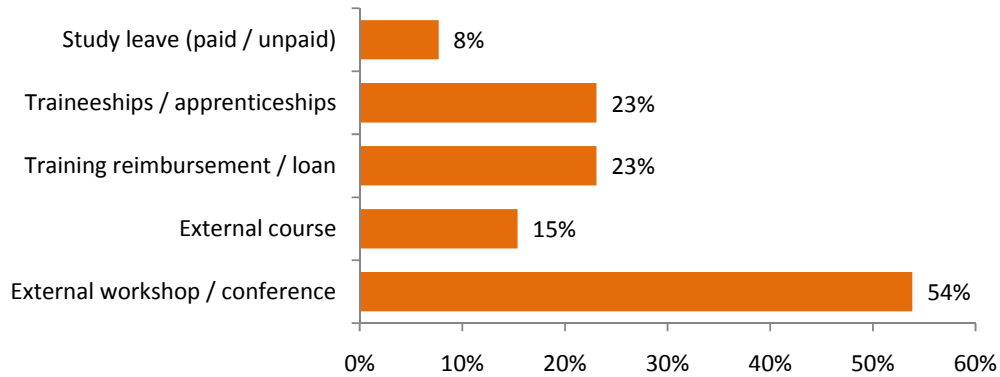


Base: 67

Of those respondents who indicated that they do provide assistance to workers for further qualifications/training, 81% report they do so by providing assistance for in-service training, while 72% said that they provide workers with paid study leave.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Other



Base: 13

Of those respondents who answered 'other', 54% provide assistance to workers for further qualifications/training through external workshops and conferencing, while 23% provide assistance either through traineeships and apprenticeships or training reimbursements or loans.

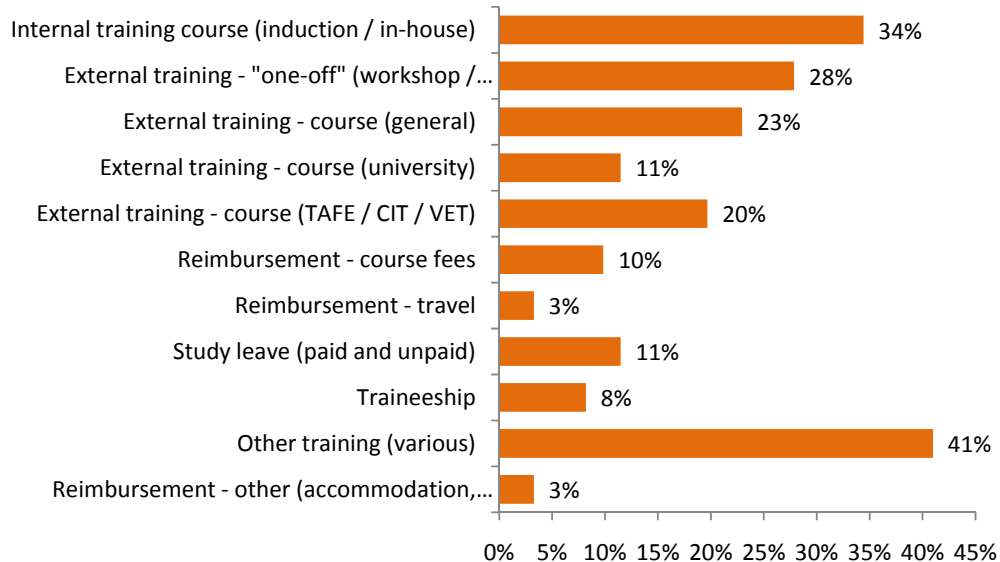
Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q56. How many staff (total) in your organisation accessed professional development/staff training assistance of any kind during the 08/09 financial year?

n	Sum	Mean	Median	Std. Deviation
60	1612	27	7	43

The mean number of staff per organisation who accessed professional development/staff training assistance during the 2008-09 financial year was 27, although the standard deviation was quite high at 43. The median number of staff was 7 per organisation.

Q57. What were the 3 most frequently supported forms of professional development/staff training assistance provided during the period?



Base: 61

The 3 most frequently supported forms of professional development/staff training assistance during the 2008-09 financial year were other training (various) (41%), internal training courses (34%), and external training courses (28%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q58. What was the total average expenditure per staff member on professional/staff development for your organisation in 2008-09?

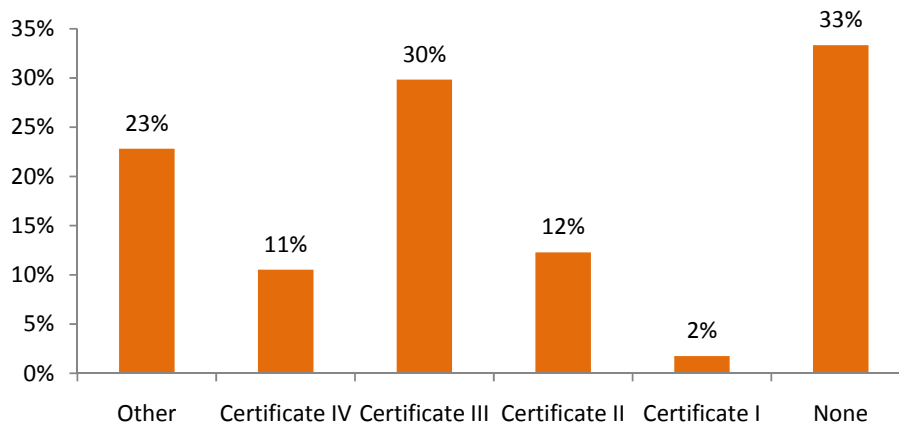
n	Mean	Median	Std. Deviation
49	\$ 1,060.57	\$ 600.00	\$ 1,331.17

The mean total average expenditure on professional/staff development in 2008-09 was \$1,061 per staff member, however the standard deviation was very high at \$1,331. The median average expenditure was \$600 per staff member.

Qualification and skill requirements for positions: VET Sector Awards

Q59. For each of the broad worker classifications, please indicate what level of VET qualifications or skills accreditation are required (you consider mandatory) for each of the following categories in your workplace:

Operational Workers

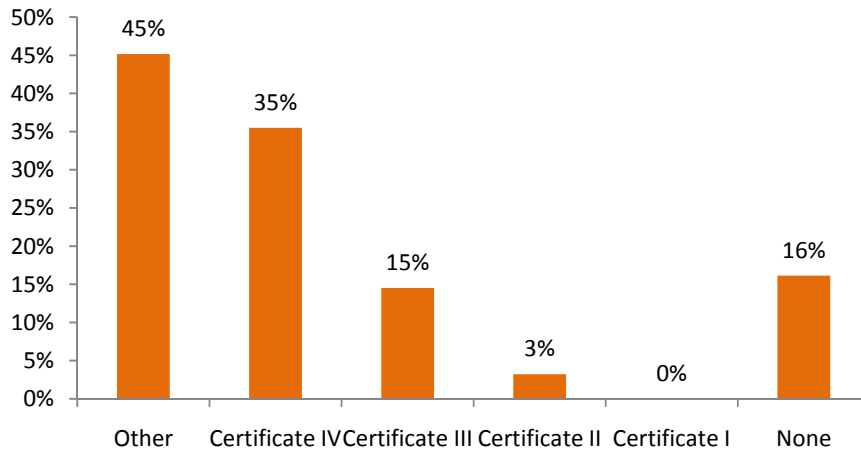


Base: 57

One-third of respondents (33%) indicated that operational workers did not require any level of VET qualifications or skills accreditation to work at their organisation, while 30% indicate that Certificate III was the minimum requirement.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Senior Operational Workers

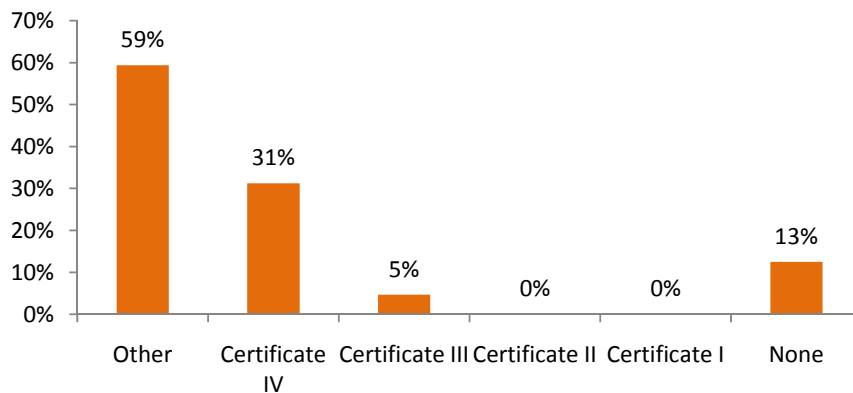


Base: 62

Almost half of the respondents (45%) indicated that senior operational workers required another level of VET qualifications or skills accreditation to work at their organisation, while 35% indicate that Certificate IV was the minimum requirement.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Team Leaders / Middle Managers

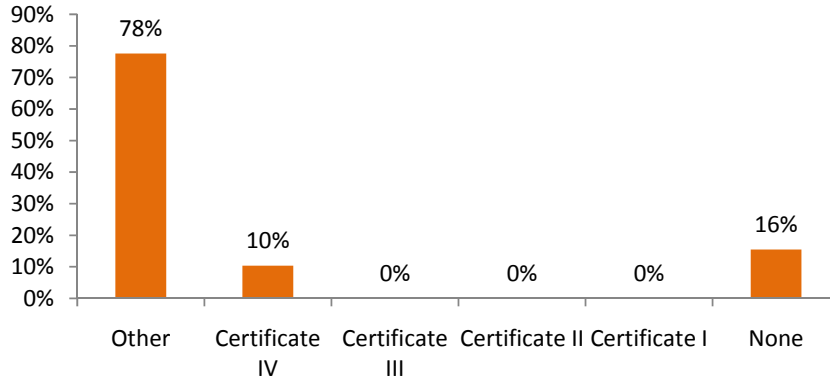


Base: 64

More than half of the respondents (59%) indicated that Team leaders or Middle Managers required another level of VET qualifications or skills accreditation to work at their organisation, while 31% reported that Certificate IV was the minimum requirement.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Senior Managers



Base: 58

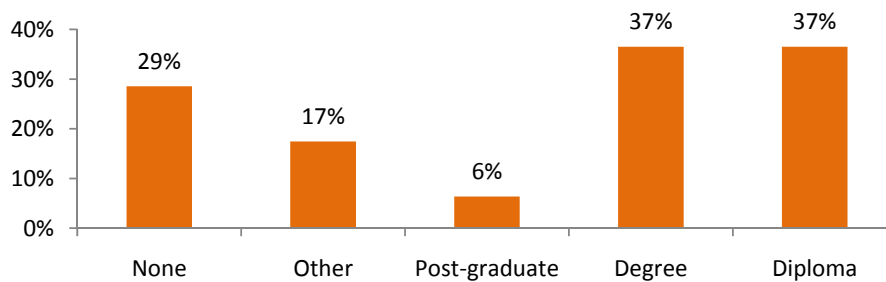
More than three-quarters of respondents (78%) indicated that Team leaders or Middle Managers required another level of VET qualifications or skills accreditation to work at their organisation, while 16% report there were no such requirements.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Tertiary Sector Awards

Q60. Please indicate what levels of tertiary qualifications or skills accreditation are required (you consider mandatory) for each of the following categories in your workplace:

Senior Operational Workers

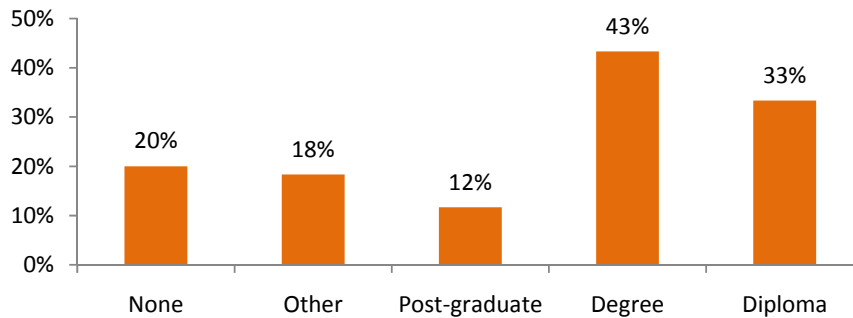


Base: 63

More than one-third of respondents (37%) indicated that senior operational workers at their organisations required either a degree or a diploma, while 29% do not require any tertiary qualifications.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Team Leaders / Middle Managers

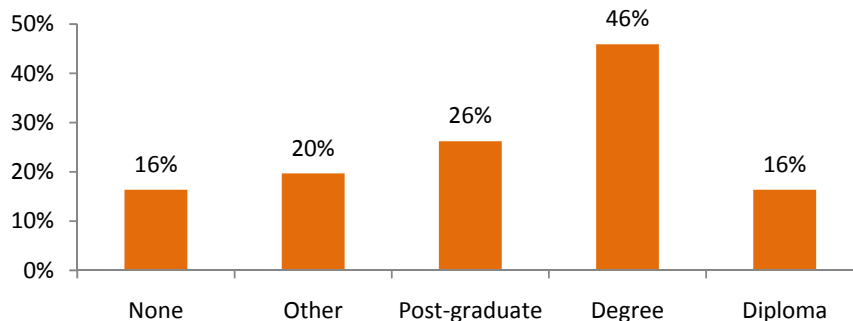


Base: 60

Almost half of the respondents (43%) indicated that team leaders or middle managers at their organisations required a degree, while 33% require a diploma.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Senior Managers



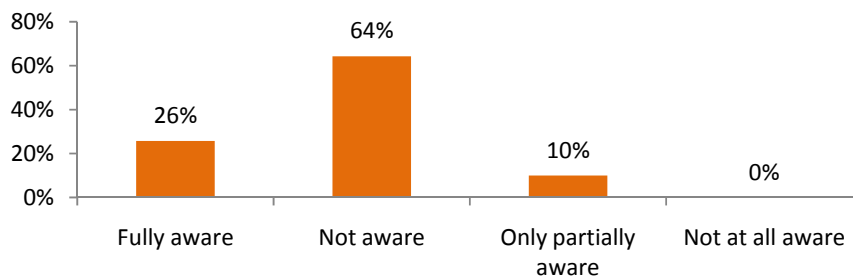
Base: 61

Almost half of the respondents (46%) indicated that senior managers at their organisations required a degree, while 26% report that post-graduate qualifications are required.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Industrial Relations: Industrial Relations Awareness

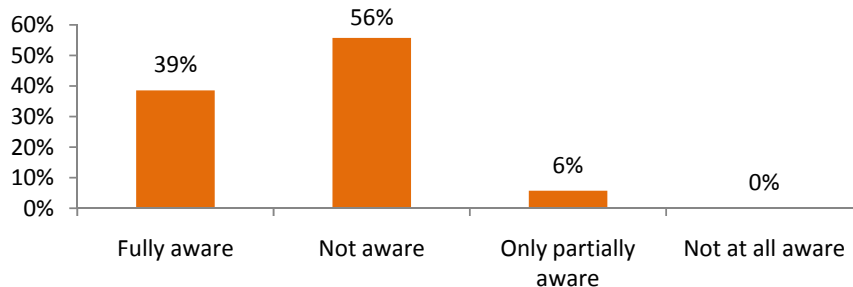
Q61. How would you best describe your leadership team’s awareness of your industrial rights as an employer in the ACT community sector?



Base: 70

Almost two-thirds of respondents (64%) indicated that their leadership teams are not aware of their organisation’s industrial rights as an employer in the ACT community sector, while 26% claim that they were fully aware.

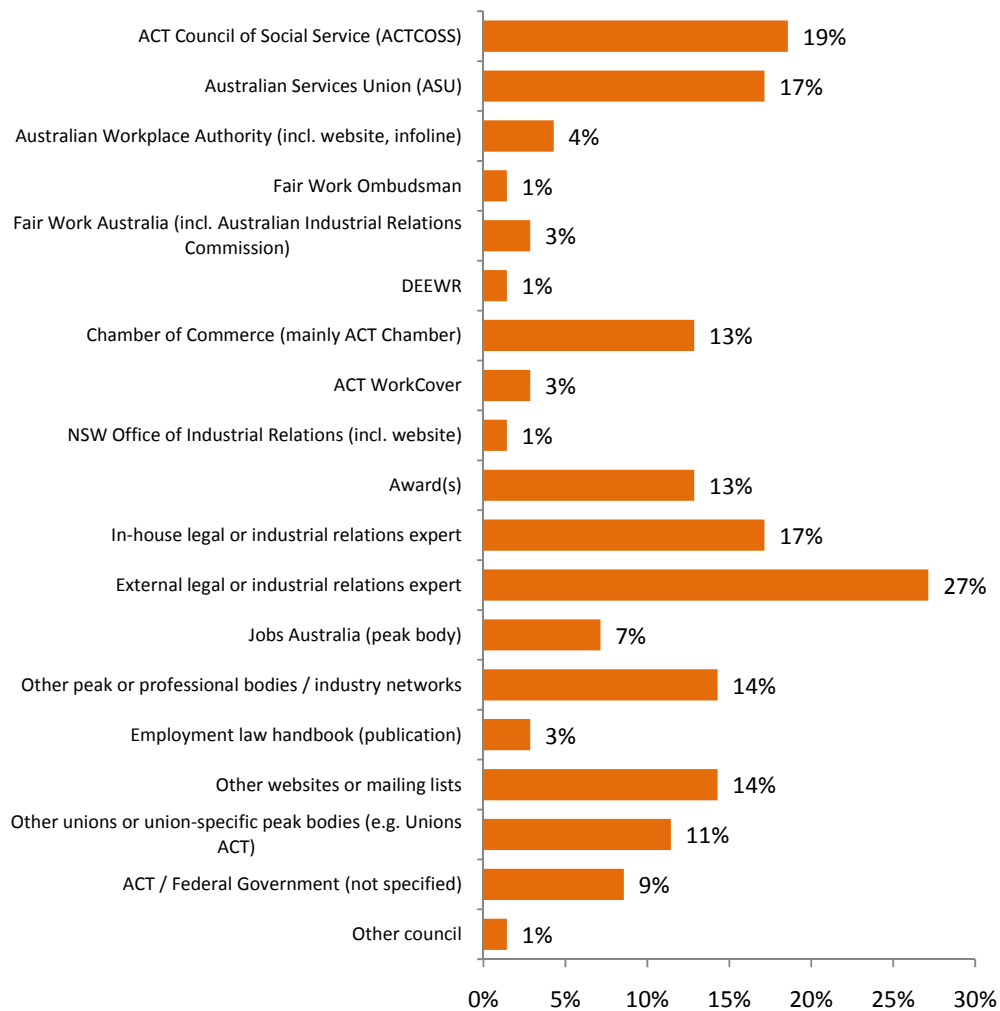
Q62. How would you best describe your leadership team’s awareness of your responsibilities as an employer in the ACT community sector?



Base: 70

Just over half of the respondents (56%) indicated that their leadership team's are not aware of their organisation's responsibilities as an employer in the ACT community sector, while 39% claim that they are fully aware.

Q63. Please specify where your organisation currently sources the majority of your industrial relations advice.



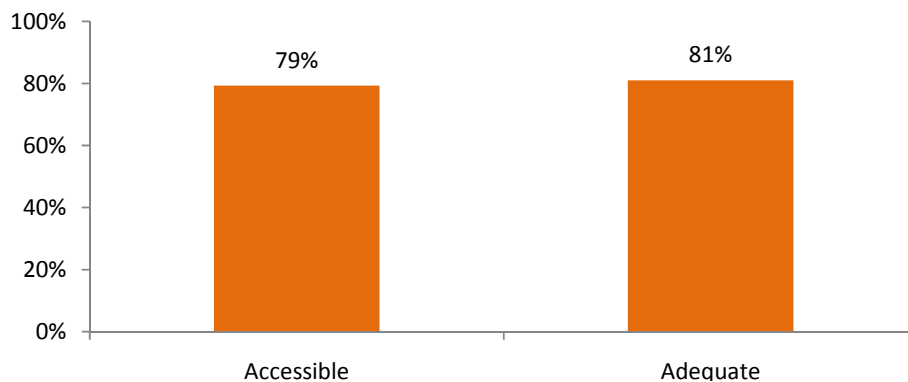
Base: 70

Over one-quarter of respondents indicated that their organisations currently source the majority of their industrial relations advice from external legal or industrial relations experts (27%), followed by the ACT Council of Social Service (19%), and the Australian Services Union and in-house legal or industrial relations expert (both 17%).

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q64. Please indicate whether you think there is adequate and accessible information and resources to ensure that you remain informed and current about a) your rights as an employer and b) your responsibilities as an employer within the ACT community sector.

Q64a – Your Rights as an Employer

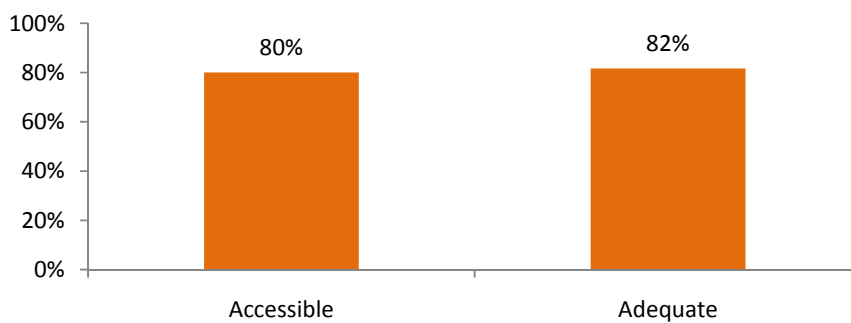


Base: 58

The majority of respondents think that there is adequate (81%) and accessible (79%) information and resources available to ensure that their organisations remain informed and current about their rights as an employer.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Q64b – Your Responsibilities as an Employer



Base: 60



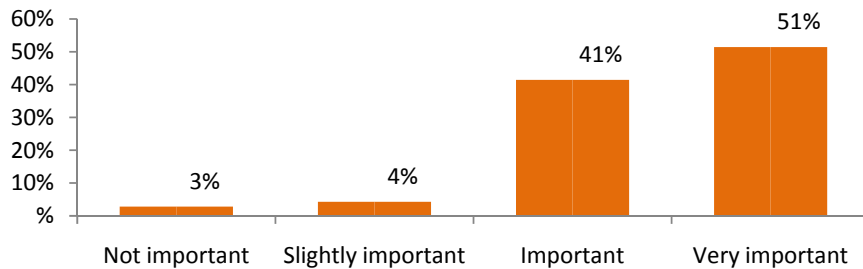
The majority of respondents think that there is adequate (82%) and accessible (80%) information and resources available to ensure that their organisation's remain informed and current about their responsibilities as an employer within the ACT community sector.

Note: Percentages in this graph total more than 100% as respondents were able to answer for more than one category.

Labour Market Issues: Building a Sustainable ACT Community Sector Workforce

Q65. The following list shows potential factors which may, from an employer’s perspective, attract workers to work on community sector programs provided by your organisation. Please indicate the importance each has in terms of attracting workers:

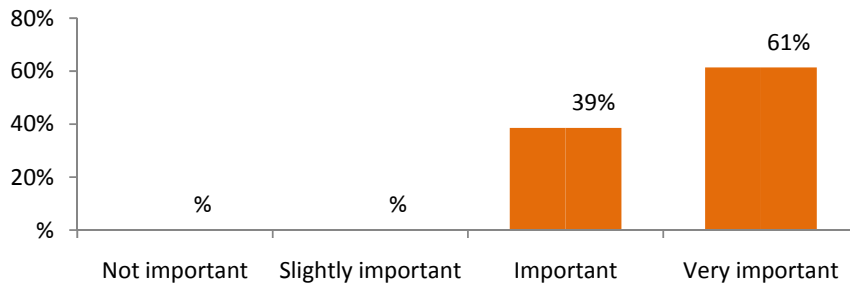
Nature of the industry



Base: 70

Just over half of respondents (51.4%) think that the nature of the industry is a very important factor in attracting workers to work on community sector programs provided by their organisations, while 49.4% regard it as important.

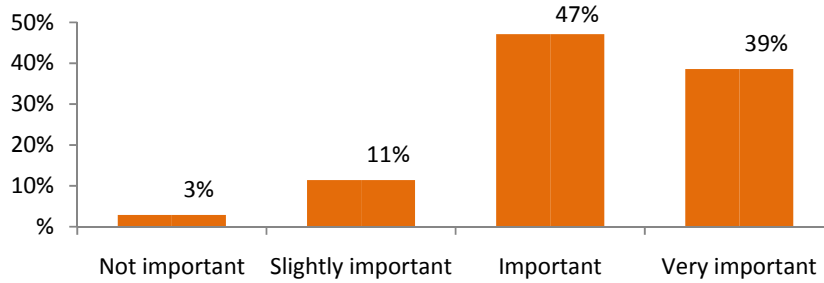
Type of work



Base: 70

More than half of the respondents (61.4%) think that the type of work is a very important factor in attracting workers to work on community sector programs provided by their organisations, while 38.6% said that it is important.

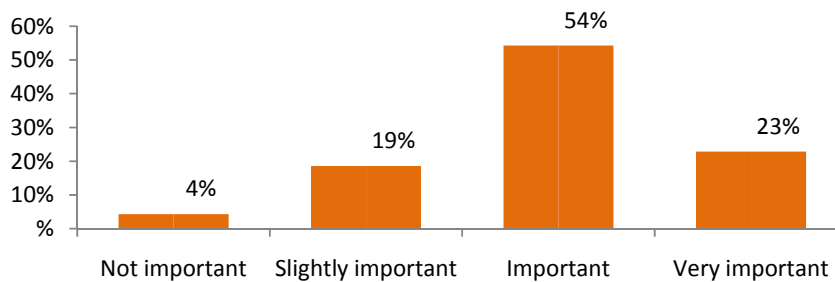
Rates of pay



Base: 70

Just under half of respondents (47.1%) think that the rates of pay are an important factor in attracting workers to work on community sector programs provided by their organisations, while 38.6% said that they are very important.

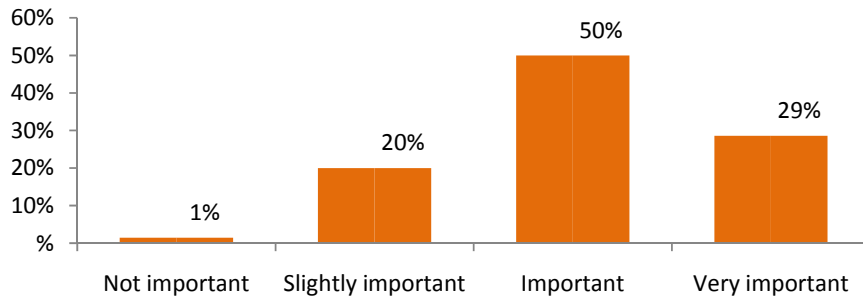
Career path opportunities



Base: 70

Just over half of respondents (54.3%) think that career path opportunities are an important factor in attracting workers to work on community sector programs provided by their organisations, while 22.9% said that they are very important.

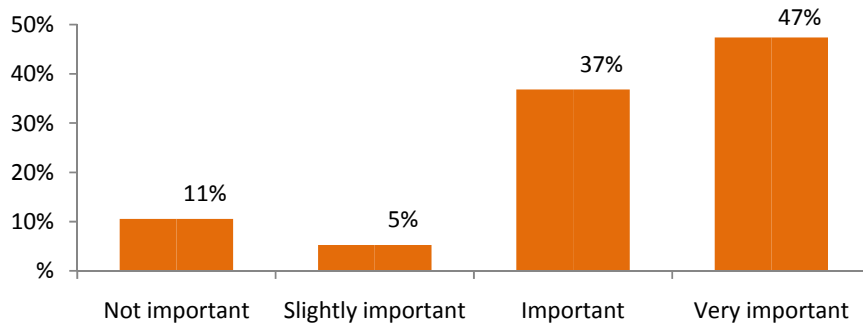
Skills / capability requirements



Base: 70

Half of respondents (50.0%) consider skills and capability requirements an important factor in attracting workers to work on community sector programs provided by their organisations, while 28.6% believe they are very important.

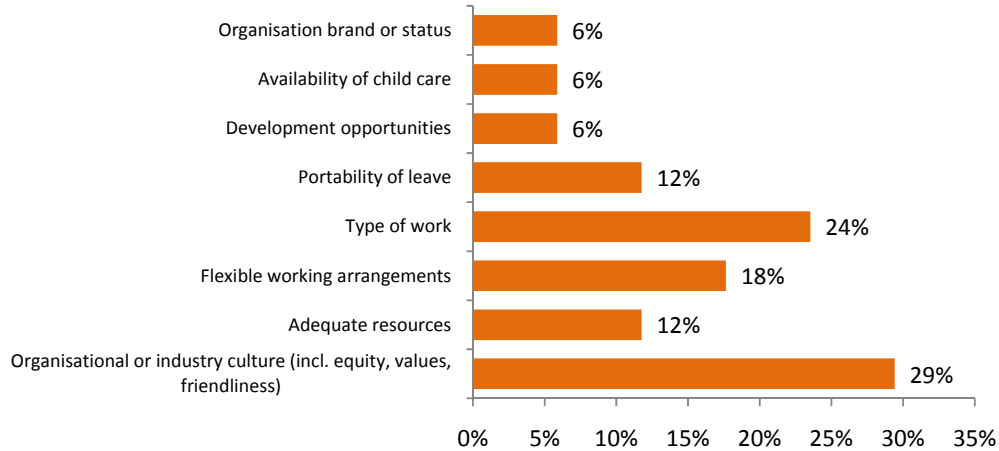
Other



Base: 19

Just under half of respondents (47.4%) believe that other factors are very important in attracting workers to work on community sector programs provided by their organisations, and 36.8% consider 'other' factors as important.

Breakdown of 'Other' Factors

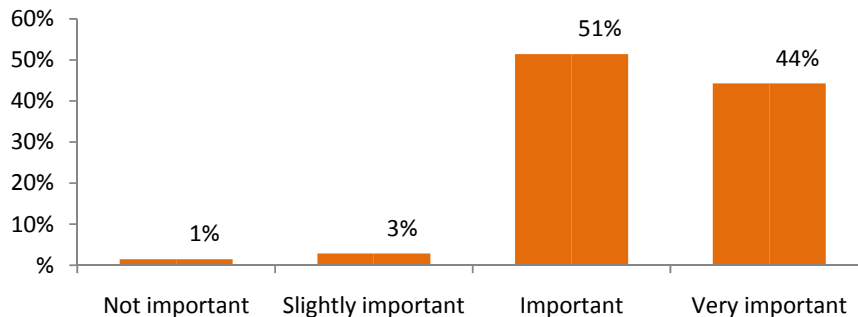


Base: 17

Of the 'other' factors respondents thought might be important in attracting workers to the community sector, 29% mentioned organisational or industry culture, 24% said the type of work, and 18% said flexible working arrangements.

Q66. The following list shows potential factors which may, from an employer's perspective, help to retain workers to work on community sector programs provided by your organisation. Please indicate the importance each has in terms of retaining workers.

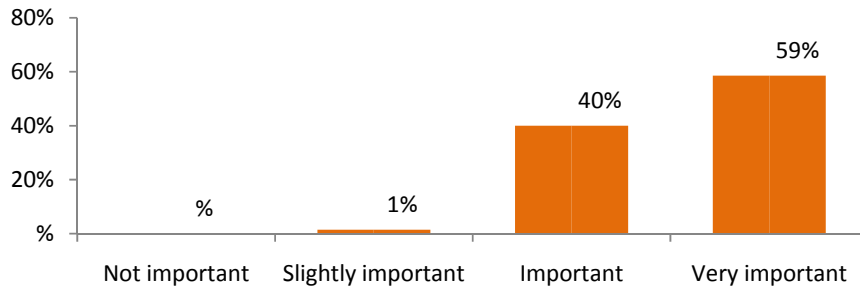
Nature of the industry



Base: 70

Just over half of respondents (51.4%) feel that the nature of the industry is an important factor and 44.3% consider this very important.

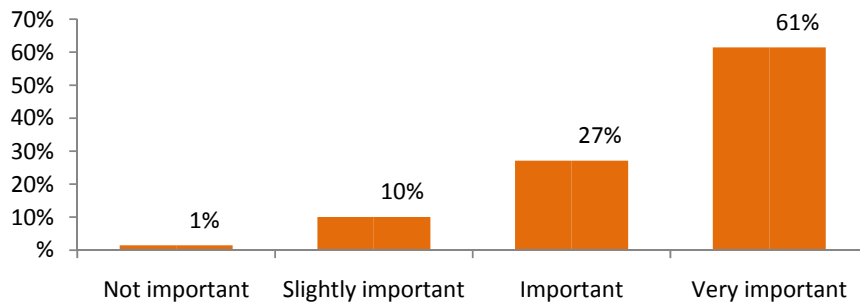
Type of work



Base: 70

More than half of the respondents (58.6%) believe the type of work is a very important factor in helping to retain workers and 40.0% consider this important.

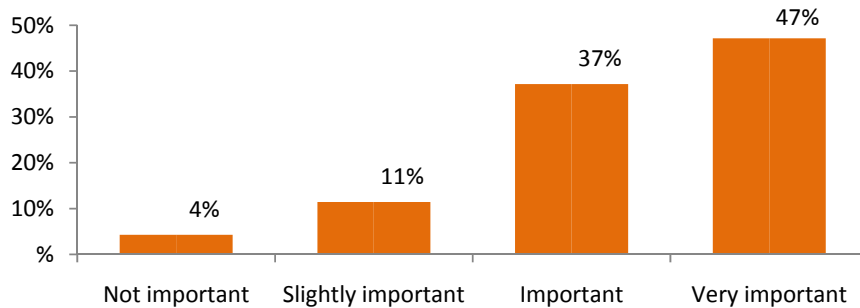
Rates of pay



Base: 70

More than half of the respondents (61.4%) believe that the rates of pay are a very important factor in helping to retain workers, while 27.1% believe pay is important.

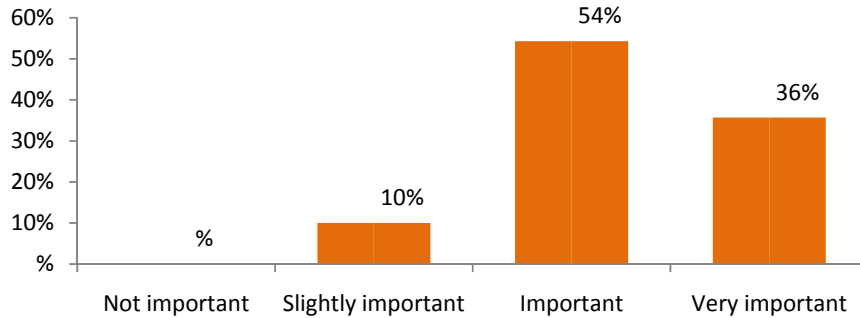
Career path opportunities



Base: 70

Just under half of respondents (47.1%) consider that career path opportunities are a very important factor in helping to retain workers to and 37.1% consider career path as important.

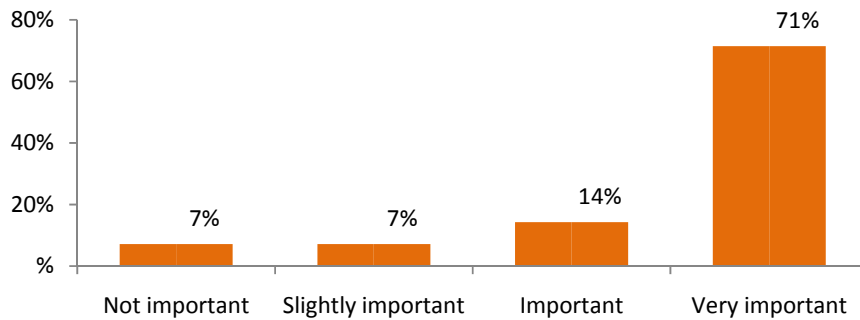
Skills / capability requirements



Base: 70

Just over half of respondents (54.3%) believe that skills and capability requirements are an important factor in helping to retain workers to work on community sector programs, while 35.7% think that this is very important.

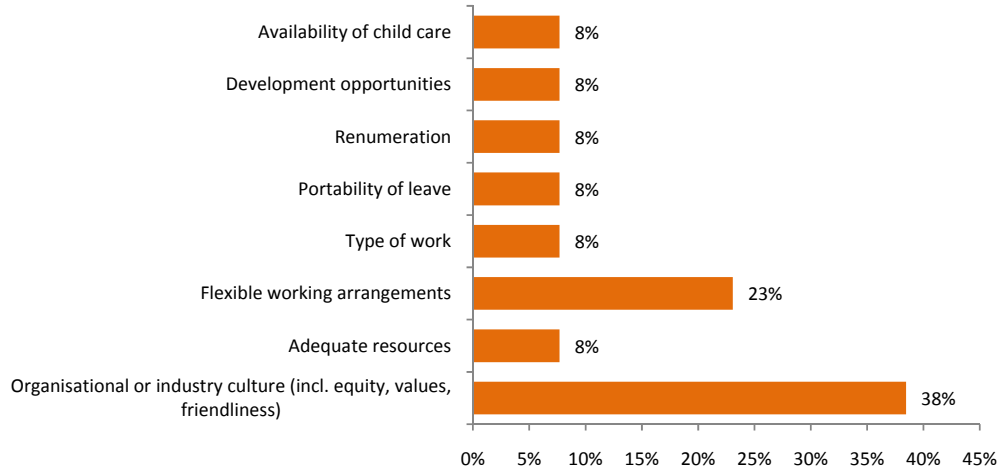
Other



Base: 14

More than two-thirds of respondents (71.4%) think that other factors are very important in helping to retain workers to work on community sector programs provided by their organisations, while 14.3% think that they are important.

Breakdown of 'Other' Factors



Base: 13

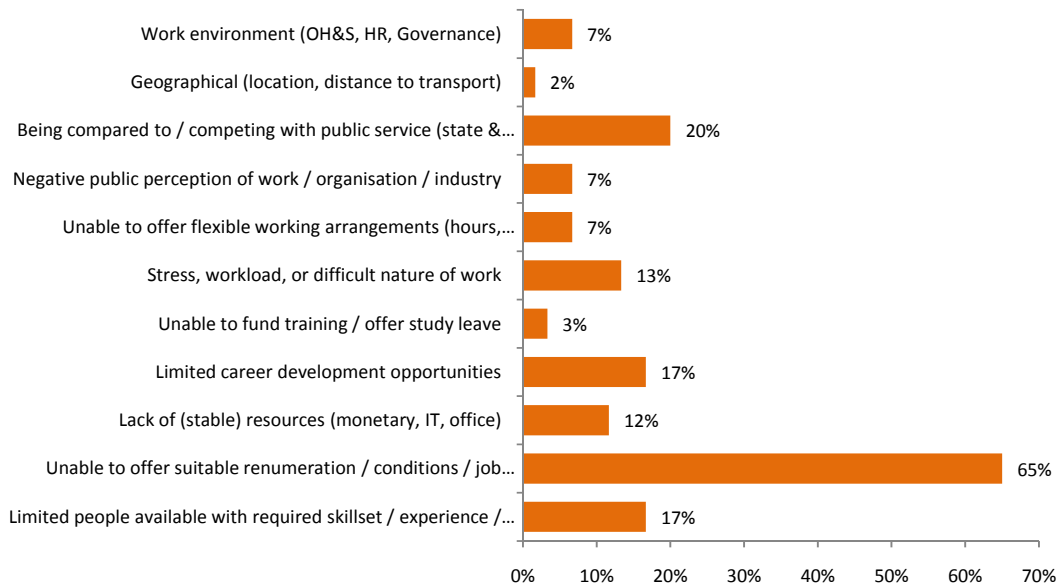
Of the 'other' factors respondents thought might be important in helping to retain workers to the community sector, 38% said the organisational or industry culture, while 23% said flexible working arrangements.

Q67. What was the total staff turn-over rate for your organisation for the 2008-09 financial year?

n	Mean	Median	Std. Deviation
50	29%	24%	23%

The mean staff turn-over for respondents' organisations was 29% with a standard deviation of 23%. The median staff turn-over was 24%.

Q68. What is the most significant challenge to attracting and retaining workers within your organisation?



Base: 60

The majority of respondents said that the single most significant challenge their organisations face when trying to attract and retain staff is being unable to offer workers a suitable remuneration package/job security/or conditions (65%). Another 20% said that competing with conditions in the Public Service was a significant challenge.



Attachment 1: Questionnaire

ACT COMMUNITY SECTOR PROJECT SURVEY

Introduction

Background & Purpose of this survey

The ACT Government, through the Department of Disability, Housing and Community Services, has commissioned HBA Consulting to undertake a Review of the Industrial Arrangements for the ACT Public Sector.

This Review is being undertaken to provide the Department with a clear 'current state' view of the industrial arrangements in place across a sample of approximately 140 organisations who, between them, manage more than 240 contracts on behalf of the ACT Government within the ACT community sector. Given the range of reforms currently underway within the industrial relations environment nationally, and the sector itself, the information obtained will assist Government to consider policy options for the future.

It will also provide clarity in relation to the industrial situation for the ACT sector by comparing with other similar sectors across Australia.

A key component of the Review is the development, implementation and analysis of this survey, which is being distributed to all ACT community sector organisations that currently contract with the ACT Government through a Service Funding Agreement for the delivery of programs and services to the community.

Some Important Points About This Survey

- The data obtained from this survey will be an important source of 'current state' information for the review. All organisations are strongly encouraged to complete the survey to ensure that the subsequent cross jurisdictional comparisons, analysis, conclusions and recommendations are derived from an accurate view of the ACT community sector;
- All individual organisational information will be regarded as confidential and will not be made available to other parties;
- The data collected and responses given will be aggregated within the final report – individual responses will not be able to be identified; and



- The survey is only being sent to ACT community sector organisations that have currently received Government funding to deliver services through Service Funding Agreement (SFA) arrangements.

Who should complete the Survey?

The survey is designed to be **completed by the employer** of workers who provide community sector services under **contracted Service Funding Agreement (SFA) arrangements with the ACT Government. The information provided regarding employment terms and conditions must relate to paid workers employed by the organisation contracted to provide the services.** .

Why Should An Employer Participate?

It is vitally important that as much information as possible is collected through this survey process, as it will be used to provide advice to Government using detailed evidence in relation to the current industrial arrangements within the ACT Community sector. Advice to government will include opportunities for improvement, how they might be addressed and what resourcing would be required to deliver these changes.

What happens next with the Review?

HBA Consulting will be providing a full report to Government prior to Christmas 2009. Government will then consider the Report and options for the future during the first half of 2010. Implementation of any changed arrangements following on from the recommendations and consideration process is likely to occur from mid 2010.

Questions, Support or Concerns

If organisations would like advice or assistance in completing the survey, or have concerns in relation to any aspect of it, they should be directed to:

Gary Champion
Survey Manager
HBA Consulting

survey@hbaconsulting.com.au

Tel: 02 62590712

Mobile: 0419 401 250

Completed Surveys should be submitted online by no later than **10th November 2009**.

SURVEY

Staffing & Budgeting

Funding & Resourcing

- 1 Could you please **a)** specify each of the Service **Funding Agreements (SFA)** that you had with the ACT Government during the 2008-09 financial year? **b)** The total value of the SFA and **c)** For each SFA could you please specify what percentage of funding received was attributed to salary and related expenses for the 08/09 financial year? *(Please specify Service Funding Agreement names)*

A. Service Funding Agreement	B.Total Value of the SFA	C. % of total SFA value expended on salary and related expenses
1. (Specify) _____	\$ _____	_____ %
2. (Specify) _____	\$ _____	_____ %
3. (Specify) _____	\$ _____	_____ %
4. (Specify) _____	\$ _____	_____ %
5. (Specify) _____	\$ _____	_____ %
6. (Specify) _____	\$ _____	_____ %
7. (Specify) _____	\$ _____	_____ %
8. (Specify) _____	\$ _____	_____ %
9. (Specify) _____	\$ _____	_____ %
10. (Specify) _____	\$ _____	_____ %
11. (Specify) _____	\$ _____	_____ %
12. (Specify) _____	\$ _____	_____ %

- 2 For each of these Service Funding Agreements, could you specify the total number of workers (paid workers not volunteers) allocated to each, in Full Time Equivalent terms?

a) Service Funding Agreement	b) Total number of workers who are:			
	i) Number of Full time	ii) Number of Part time	iii) Number of Casual	iv) Number of 'Other' (please define 'Other')
1. (Specify) _____	_____	_____	_____	(define) _____
2. (Specify) _____	_____	_____	_____	(define) _____
3. (Specify) _____	_____	_____	_____	(define) _____

4. _____ (define)
- (Specify) _____
5. _____ (define)
- (Specify) _____
6. _____ (define)
- (Specify) _____
7. _____ (define)
- (Specify) _____

3 For each **Service Funding Agreement**, please specify the split in functional roles performed under the Service Funding Agreement between administration/management workers and program workers: *(Answers should add up to 100%)*

a) Service Funding Agreement name	b) Functional roles:	
	i) Administration / Management worker (specify)	ii) Program worker (specify)
1. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
2. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
3. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
4. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
5. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
6. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %
7. _____	_____ %	_____ %
(Specify) _____	_____ %	_____ %

Salary and conditions

Basic rates of pay and casual loadings

4 Please specify where the ordinary base rates of pay are drawn from: *(Tick all that apply)*

- a. Award(s) *(please also answer Q5a)*
- b. Award(s) with some above award conditions *(please also answer Q5b)*
- c. Enterprise Bargaining Agreement (EBA) *(please also answer Q6)*
- d. Australian Workplace Agreement (AWA) *(go to Q7)*
- e. Multi-business Agreement/ Multi Enterprise Agreement (MEA) *(go to Q7)*
- f. Other (Specify) _____ *(go to Q7)*

5a Please indicate 1) the name(s) of the awards you use and 2) the number of workers employed under them on ACT Government community care Service Funding Agreements. *(tick all that apply)*

	1)	2) Number of workers
a. Social & Community Services Award 2000	<input type="checkbox"/>	_____
b. Child Care Award	<input type="checkbox"/>	_____
c. Home Care Award – Community Service (Home Care) (ACT) 2002	<input type="checkbox"/>	_____
d. Aged Care Award – Community & Aged Care Services (ACT) 2002	<input type="checkbox"/>	_____
e. Nurses Private Employment Award (ACT) 2002	<input type="checkbox"/>	_____
f. Community Employment and Training Support Award	<input type="checkbox"/>	_____
g. Family Day Care Award	<input type="checkbox"/>	_____
h. Clerical and Administrative Award	<input type="checkbox"/>	_____
i. Other (please name) _____	<input type="checkbox"/>	_____

5b You had previously indicated that your ordinary base rates of pay are drawn from award(s) with some above award conditions. What is the name/title of the reference documents that you used to determine your calculations for Above Award conditions?

- 1) (Specify) _____
- 2) (Specify) _____
- 3) (Specify) _____
- 4) (Specify) _____

6 Can you please name the Enterprise Bargaining Agreements you reference to determine base pay rates?

- 1) (Specify) _____
- 2) (Specify) _____
- 3) (Specify) _____
- 4) (Specify) _____

7a Does your organisation use a classification structure drawn directly from an Award for all services provided under an ACT Government community sector Service Funding Agreement?

- Yes *(go to Q7b)*
 No *(go to Q7c)*
 Both *(go to 7b & 7c)*

7b Please specify which Award classification structure(s) your organisation uses for community sector workers. *(Tick all that apply)?*

- a. Social & Community Services Award 2000

- b. Child Care Award 1
- c. Home Care Award – Community Service (Home Care) (ACT) 2002 1
- d. Aged Care Award – Community & Aged Care Services (ACT) 2002 1
- e. Nurses Private Employment Award (ACT) 2002 1
- f. Community Employment and Training Support Award 1
- g. Family Day Care Award 1
- h. Clerical and Administrative Award 1
- i. Other (please name) _____ 1

7c If no, please specify the formal source of the classification structure used by your organisation (e.g. EBA).
 Other (please name) _____

8 If you employ casuals, please specify a) how much casual loading you apply, and b) the employment arrangement under which the payment is made. *(If you apply more than one rate, please identify each rate)*

A) Casual loading	B) Employment Arrangement	
15% 1 <input type="checkbox"/>	(specify)	_____
20% 1 <input type="checkbox"/>	(specify)	_____
25% 1 <input type="checkbox"/>	(specify)	_____
30% 1 <input type="checkbox"/>	(specify)	_____
Other (specify) _____ % 1 <input type="checkbox"/>	(specify)	_____
Not Applicable (Don't employ casuals) 1 <input type="checkbox"/>		

9 If you employed short term workers during 2008-09 to undertake specialist or high level work for ACT Government related Service Funding Agreements, what award or set of terms and conditions of employment did you typically use to determine their rates of pay? *(Tick all that apply)*

- a. Social & Community Services Award 2000 1
- b. Child Care Award 1
- c. Home Care Award – Community Service (Home Care) (ACT) 2002 1
- d. Aged Care Award – Community & Aged Care Services (ACT) 2002 1
- e. Nurses Private Employment Award (ACT) 2002 1
- f. Community Employment and Training Support Award 1
- g. Family Day Care Award 1
- h. Clerical and Administrative Award 1

i. Other (please name) _____

10 Please indicate which category(s) your community organisation falls into (i.e. key activities your organisation is involved with). *(Tick all that apply)*

	A) Activities involved with/ services provided	B) Activity types currently contracted to do under ACT government Service Funding Agreement
a. Personal and social support	<input type="checkbox"/>	<input type="checkbox"/>
b. Child care	<input type="checkbox"/>	<input type="checkbox"/>
c. Training and employment	<input type="checkbox"/>	<input type="checkbox"/>
d. Financial and placement	<input type="checkbox"/>	<input type="checkbox"/>
e. Corrective services	<input type="checkbox"/>	<input type="checkbox"/>
f. Mental Health	<input type="checkbox"/>	<input type="checkbox"/>
g. Alcohol & Drugs	<input type="checkbox"/>	<input type="checkbox"/>
h. Home & Community Care	<input type="checkbox"/>	<input type="checkbox"/>
i. Aged Care	<input type="checkbox"/>	<input type="checkbox"/>
j. Disability	<input type="checkbox"/>	<input type="checkbox"/>
k. Youth Services	<input type="checkbox"/>	<input type="checkbox"/>
l. Community Housing	<input type="checkbox"/>	<input type="checkbox"/>
m. Homelessness & Crisis Accommodation	<input type="checkbox"/>	<input type="checkbox"/>
n. Financial & Material Support	<input type="checkbox"/>	<input type="checkbox"/>
o. Community Legal Service	<input type="checkbox"/>	<input type="checkbox"/>
p. Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
q. Community Development	<input type="checkbox"/>	<input type="checkbox"/>
r. Crisis support	<input type="checkbox"/>	<input type="checkbox"/>
s. Family Support	<input type="checkbox"/>	<input type="checkbox"/>
t. Aboriginal and Torres Strait Islander Support	<input type="checkbox"/>	<input type="checkbox"/>
u. Counselling Services	<input type="checkbox"/>	<input type="checkbox"/>
v. Domestic Violence Program	<input type="checkbox"/>	<input type="checkbox"/>
w. Transport	<input type="checkbox"/>	<input type="checkbox"/>
x. Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>
y. Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>

11 Do the services that you provide (relating to your Service Funding Agreements), operate during standard business hours, all hours, or a combination of both?

- a. A standard business hours arrangement (i.e. 9am-5pm Monday to Friday)?
- b. An outside standard business hours arrangement?
- c. Both

OVERTIME AND SHIFT PENALTY RATES

12 Did you pay overtime rates to your non-shift workers during 2008-09?

- Yes (go to Q13) No (go to Q14)

NON SHIFT WORKERS

13 Please indicate what overtime rates were applied for **non shift workers** and whether they apply to weekdays, weekends, evenings and/or public holidays.

Overtime rate paid	b) Overtime period			
	i) Weekday	ii) Evening (weekday)	iii) Weekend	iv) Public holiday
Ordinary time plus 20%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and a half	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 Did you pay penalty rates to **non shift workers** during 2008-09?

- Yes (go to Q15) No (go to Q16)

15 Please indicate a) the penalty rates applied to **non shift workers** and b) whether they apply to weekdays, weekends, evenings and/or public holidays.

a) Penalty rate paid	b) Penalty period			
	i) Weekday	ii) Evening (weekday)	iii) Weekend	iv) Public holiday
Ordinary time plus 20%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and a half	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SHIFT WORKERS

16 Did you pay overtime rates (separate to shift penalties) to your shift workers in 2008-09?

Yes (go to Q17)
 No (go to Q18)
 N/A (go to Q18)

17 Please indicate a) the overtime rates applied to **shift workers** and b) whether they apply to weekdays, weekends, evenings and/or public holidays.

a) Overtime rate paid	b) Overtime period			
	i) Weekday	ii) Evening (weekday)	iii) Weekend	iv) Public holiday
Ordinary time plus 20%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and a half	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Did you pay shift penalties to your shift workers in 2008-09?

Yes (go to Q19)
 No (go to Q20)
 N/A (go to Q20)

19 Please indicate a) the shift penalty rates applied for **shift workers** and b) whether they apply to weekdays, weekends, evenings and/or public holidays.

a) Penalty rate paid	b) Penalty period			
	i) Weekday	ii) Evening (weekday)	iii) Weekend	iv) Public holiday
Ordinary time plus 20%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and a half	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20 For the 08/09 financial year, how many overtime hours were paid in total (for shift workers and non-shift workers)?

	1) Shift workers	2) Non-shift workers
a. Weekday overtime?	_____	_____
b. Evening overtime?	_____	_____
c. Weekend overtime?	_____	_____
d. Public holiday overtime?	_____	_____

21 Do you provide workers with Rostered Days Off (RDO)?

Yes
 No

22 Do you provide workers with Time Off in Lieu (TOIL)?

- Yes (go to Q23)
 No (go to Q25)

23 Please indicate on what basis you provide Time Off in Lieu (TOIL):

- One hour off for one hour worked
 Shift Penalty-based hours
 Other arrangement (Specify) _____

23a Is TOIL capped at a maximum accruable amount?

- Yes (go to q23b)
 No (go to q23c)

23b If TOIL is capped at a maximum, when that maximum is exceeded is the employee required to take leave at one hour off for one hour worked until TOIL is reduced to below cap?

- Yes
 No

23c Is TOIL Paid Out?

- Yes (Go to Q24)
 No (Go to Q25)

24 If paid out, at what rate is it paid?

- a. Standard hourly rate
 b. Appropriate overtime rate
 c. Other (Please specify) _____

25 Apart from overtime shift penalties and Time Off in Lieu, does your organisation pay any other work related allowances? (Tick all that apply)

- Higher Duties Allowance
 Meal Allowance
 Travelling Allowance
 Motor Vehicle Allowance
 On-call Allowance
 Protective Clothing Allowance
 First Aid Certificate
 Telephone Allowance
 Sleepover Allowance
 Recall to Duty

- Other (Specify) _____
- Other (Specify) _____
- Other (Specify) _____

Maximum ordinary hours of work

Working hours

26 Please specify the maximum (ordinary) hours of work expected of the majority of full time workers (per week) e.g. 35 hrs, 38hrs, 40hrs.

- 35 hrs /week
- 38 hrs /week
- 40 hrs /week
- Other (Specify) _____

27 Please specify the maximum ordinary hours of work (if any) expected of the majority of a) part time and, b) casual workers: *(Tick only one)*

a) Part time workers	b) Casual workers
<input type="checkbox"/> 15 hrs /week	<input type="checkbox"/> 15 hrs /week
<input type="checkbox"/> 20 hrs /week	<input type="checkbox"/> 20 hrs /week
<input type="checkbox"/> 30 hrs /week	<input type="checkbox"/> 30 hrs /week
<input type="checkbox"/> Other (Specify) _____ hrs/week	<input type="checkbox"/> Other (Specify) _____ hrs/week
<input type="checkbox"/> Other (Specify) _____ hrs/week	<input type="checkbox"/> Other (Specify) _____ hrs/week
<input type="checkbox"/> Other (Specify) _____ hrs/week	<input type="checkbox"/> Other (Specify) _____ hrs/week

Leave conditions

ANNUAL LEAVE

28 How many weeks annual leave do you provide for full-time **non shift** workers?

_____ *(weeks annually)*

29 How many weeks annual leave do you provide for full-time **shift** workers?

_____ *(weeks annually)*

30 Do you pay an annual leave loading as a separate payment from normal salaries/wages to **non-shift** workers?

- Yes *(go to Q31)*
- No *(go to Q32)*

31 Please indicate the annual leave loading rates applied for full-time **non-shift** workers.

- 1 17.5%
- 2 Other (Specify) _____

32 Do you pay an annual leave loading as separate from normal salaries/wages to **shift** workers?

- 1 Yes (go to Q33) 2 No (go to Q34)

33 Please indicate the annual leave loading rates applied for full-time **shift** workers.

- 1 17.5%
- 2 Other (Specify) _____

34 If your workers are employed under Awards which provide for alternative annual leave arrangements (e.g. child care workers who have leave over school holidays) what are the annual leave arrangements? (Please specify)

- a. (Specify) _____
- b. (Specify) _____
- c. (Specify) _____

Personal / Sick / Carer's Leave

35 Personal leave can include items such as *Immediate Family leave* or *household leave*, *Sick leave*, *Carer's leave* and *Bereavement leave*. For your organisation, 1) which types of **paid** 'personal leave' are your workers entitled to and 2) how many days are they entitled to annually (per person) (Tick all that apply)

	1)	2)
	Type	Total annual entitlement per person/per occasion (in days)
a) Immediate Family or household	1 <input type="checkbox"/>	_____
b) Carer's	1 <input type="checkbox"/>	_____
c) Sick	1 <input type="checkbox"/>	_____
d) Bereavement (per occasion)	1 <input type="checkbox"/>	_____
e) Aboriginal & Torres Strait Islander custom and traditional law (per occasion)	1 <input type="checkbox"/>	_____
f) Cultural	1 <input type="checkbox"/>	_____
g) Other (Specify) _____	1 <input type="checkbox"/>	_____

36 What was your total leave liability at the end of the 2008-09 financial year?

(total leave days)

- a) Annual Leave _____

b) Personal Leave _____

37 Are employees able to cash out a component of their annual leave entitlement?

Yes No

Other Types of Leave

38 Please indicate 1) other forms of leave available to workers of your organisation 2) the annual entitlement for each in days and 3) whether this leave is paid leave.

1. Other forms of leave		2. Annual entitlement	3. Paid
a. Parental	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
b. Paternity	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
c. Maternity	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
d. Special maternity	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
e. Defence Reserve	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
f. Adoption	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
g. Community Services Leave (e.g. Rural Fire Service)	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
h. Blood Donors Leave	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
i. Jury Service	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
j. Study Leave	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
k. Special Leave	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
l. Long Service Leave	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
l. Infectious Diseases Leave	<input type="checkbox"/>	_____ days	<input type="checkbox"/>
m. Other (Specify) _____	<input type="checkbox"/>	_____ days	<input type="checkbox"/>

Flexible remuneration arrangements (e.g. salary packaging arrangements)

REMUNERATION ARRANGEMENTS

39 Does your organisation pay some / all Fringe Benefits Tax (FBT) for its employees?

Yes (go to Q39a) No (go to Q40)

39a If yes, please confirm the total number of employees where the organisation pays some/all FBT on their behalf and provide a brief description of the types of FBT items typically paid for?

_____ (total number of employees)

39b If yes, please also provide a brief description of the types of FBT items typically paid for? *(Please specify)*

Types of FBT:

- i. (Specify) _____
- ii. (Specify) _____
- iii. (Specify) _____
- iv. (Specify) _____

40 Does your organisation currently have Public Benevolent Institutions (PBI)/Health Promotion Charity (HPI) status?

- Yes *(go to Q41)*

 No *(go to Q42)*

41 Does this status apply to all workers employed by you?

- Yes

 No

42 Do your workers have access to salary packaging arrangements?

- Yes *(go to Q43)*

 No *(go to Q48)*

43 If Yes, please indicate what items may be included in such arrangements:

- Superannuation
- Motor vehicles
- Laptop computers
- Mortgage repayments
- Loan repayments
- Grocery & fuel cards
- Salary packaging credit cards/personal credit cards
- Professional Development
- Other (Specify) _____

44 Is there a policy stipulating the maximum percentage of salary that can be sacrificed by a worker in your organisation through a salary packaging arrangement?

- Yes *(go to Q45)*

 No *(go to Q46)*

45 If yes, what is the maximum percentage (%) of salary that can be sacrificed?

_____ %

46 What percentage of workers accessed salary packaging arrangements in the 08/09 financial year?

- a. Percentage (%) of Full time? _____ %
- b. Percentage (%) of Part time? _____ %
- c. Percentage (%) Other _____ %

47 Are your salary sacrificing arrangements managed in-house or externally?

- In-house Externally

Flexible work arrangements (e.g. flex time, parenting)

FLEXIBLE CONDITIONS

48 Please specify any special leave/arrangements that you provide workers to facilitate work/life balance for a) full time worker and, b) part time worker:

a) Full time worker (tick all that apply)

- Flex time
- Rostered day off
- Flexible working hours
- Job sharing
- Alternative Day off
- Study Leave
- Home-based work
- Other (Specify) _____ hrs/week
- Not applicable (no arrangements)

b) Part time worker (tick all that apply)

- Flex time
- Rostered day off
- Flexible working hours
- Job sharing
- Alternative Day off
- Study Leave
- Home-based work
- Other (Specify) _____ hrs/week
- Not applicable (no arrangements)

Allowances and Reimbursements

Allowances

49 Do you provide workers with work related expense allowances/reimbursements (e.g. dry cleaning, uniform, car, telephone, home based office etc?)

- Yes (go to Q50) No (go to Q51)

50 If Yes, please tick all that apply:

- Dry cleaning
- Uniform
- Motor vehicle – kilometre allowance
- Motor vehicle – comprehensive insurance reimbursement
- Work related expense allowance

- Telephone / mobile
- Home based office
- Parking
- Other (Specify) _____

Superannuation arrangements

Superannuation

51 Are workers entitled to nominate a superannuation fund for the employer contribution component of super?

- Yes No

52 What is the **employer contribution** made for the majority of workers to superannuation funds?

- 9 %
- 10% to 15%
- More than 15%

53 Are your employment packages presented to the majority of prospective workers as:

- A total remuneration package (including the benefit of salary packaging and superannuation)?
- OR;
- A package (including superannuation)?

Learning and development arrangements

Study arrangements

54 Do you provide assistance to workers to gain additional qualifications/training (e.g. study, professional development etc.?)

- Yes (*go to Q55*) No (*go to Q56*)

55 If yes, please indicate which of the following types of professional development/staff training assistance your staff are able to access. (*Tick all that apply*)

- Paid study leave
- Unpaid study leave
- Reimbursement of course fees

- Text books
- In service training
- Other (Specify) _____
- Other (Specify) _____
- Other (Specify) _____

56 How many staff (total) in your organisation accessed professional development/staff training assistance of any kind during the 08/09 financial year?

(total number of staff accessing assistance)

57 What were the 3 most frequently supported forms of professional development/staff training assistance provided during the period?
 a. (Specify) _____
 b. (Specify) _____
 c. (Specify) _____

58 What was the total average expenditure per staff member on professional/staff development for your organisation in 2008-09?
 Total Average Expenditure _____

Qualification and skill requirements for positions

VET Sector awards

59 For each of the broad worker classifications, please indicate what level of VET qualifications or skills accreditation are required (**you consider mandatory**) for each of the following categories in your workplace: *(Tick all that apply)*

	Qualification required					
	None	Certificate I	Certificate II	Certificate III	Certificate IV	Other
a. Operational workers e.g. Disability Support Workers, junior clerical administrative workers/childcare workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Senior operational workers e.g. Youth workers, social workers, senior team members, experienced clerical administrative workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Team Leaders/Middle managers e.g. Group Coordinators, Case worker, Team leaders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Senior Managers e.g. Executive Officer, Divisional Manager, Chief Executive Officer, Executive Director.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tertiary Sector awards

60 Please indicate what level of tertiary qualifications or skills accreditation are required (**you consider mandatory**) for each of the following categories in your workplace: *(Tick all that apply)*

	Qualification required				
	Diploma	Degree	Post-graduate	Other	None
a. Senior operational workers <i>e.g. Youth workers, social workers, senior team members, experienced clerical administrative workers</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Team Leaders/Middle managers <i>e.g. Group Coordinators, Case worker, Team leaders</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Senior Managers <i>e.g. Executive Officer, Divisional Manager, Chief Executive Officer, Executive Director.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Industrial Relations

Industrial Relations Awareness

61 How would you best describe your leadership team's awareness of your industrial rights as an employer in the ACT community sector ?

Not at all aware Only partially aware Mostly aware Fully aware

62 How would you best describe your leadership team's awareness of your responsibilities as an employer in the ACT community sector?

Not at all aware Only partially aware Mostly aware Fully aware

63 Please specify where your organisation currently sources the majority of your industrial relations advice?

64 Please indicate whether you think there is adequate and accessible information and resources to ensure that you remain informed and current about a) your rights as an employer and b) your responsibilities as an employer within the ACT community sector.

	1) Resources are Adequate	2) Resources are Accessible
a. Resources and information about my rights as an employer	<input type="checkbox"/>	<input type="checkbox"/>
b. Resources and information about my responsibilities as an employer	<input type="checkbox"/>	<input type="checkbox"/>

Labour Market Issues

Building a sustainable ACT community sector workforce

65 The following list shows potential factors which may, **from an employer’s perspective, attract** workers to work on community sector programs provided by your organisation. Please indicate the importance each has in terms of attracting workers:

	Not important	Slightly important	Important	Very important
a) Nature of the industry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
b) Type of Work	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
c) Rates of pay	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
d) Career path opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
e) Skills / capability requirements	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
f) Other _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

66 The following list shows potential factors which may, **from an employer’s perspective, help to retain** workers to work on community sector programs provided by your organisation. Please indicate the importance each has in terms of retaining workers.

	Not important	Slightly important	Important	Very important
a) Nature of the industry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
b) Type of Work	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
c) Rates of pay	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
d) Career path opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
e) Skills / capability requirements	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
f) Other _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

67 What was the total staff turn-over rate for your organisation for the 2008-09 financial year?

Annual turnover rate (as a percentage (%) of total average staff numbers) _____%

68 What is the most significant challenge to attracting and retaining worker within your organisation?

Summary of Glossary Contents

Arrangements for taking leave

Most forms of planned leave are taken by agreement between the employee and the employer e.g. Annual Leave, Long Service Leave. Unplanned leave e.g. sick or carer's leave is taken to notify of their absence at the earliest opportunity. Sometimes medical certificates may be required as evidence by the employer.

Flexible work arrangements

Often known as 'Flex time', or 'Nine Day Fortnight Schemes' allows for employees to work additional hours to 'bank' time that can be used to take a day off from work on full pay. Such arrangements can also allow for employees to work less than a full day so long as the overall hours required to be worked are achieved within a set period (settlement period). There are many variations to such systems.

Allowances

Additional payments made to some employees for doing certain tasks, working in certain locations, using a special skill, or for expenses they incur doing their job.

Full-time

Where the employee is engaged by an organisation in a designated full time position for the total number of hours to be worked each week on an ongoing (or permanent) basis (e.g. 38 hours per week or some lesser number of full-time hours prescribed in an award or agreement e.g. 35 hours per week.)

Basic Rates of Pay

The rate of pay for a job that does not include separate entitlements such as bonuses, loadings or other allowances. Usually expressed as hourly, daily, weekly, fortnightly or on an annual salary basis.

Gross pay

The total amount an employee has earned before income tax and other deductions are taken out.

Casual employees

A casual is generally an employee hired on an hourly or daily basis and can include an employee engaged by the employer for short-term or irregular work.

Industrial instrument

An industrial instrument sets out minimum conditions of employment for specific employees. Common instrument types include awards and agreements.

Casual loading

The casual loading is the amount paid on top of the basic rate of pay to casual employees. It's to compensate employees for not getting certain entitlements, such as paid annual leave or sick leave. The current minimum rate of casual leave loading is 20% in addition to the basic hourly rate.

Independent contractor

A person or business engaged under a contract for services.

Leave

Paid leave e.g. Annual Leave, Personal (Sick/Carer's) Leave etc usually accrues according to length of employment.

Enterprise Agreements

An industrial instrument that's either a single-enterprise agreement or a multi-enterprise agreement. Such agreements either replace the relevant award or may apply in conjunction with the award. (Industrial instrument: An industrial instrument sets out minimum conditions of employment for specific employees. Common instrument types include awards and agreements.)

Unpaid Leave e.g. Parental Leave or where paid leave credits have expired can also be linked to length of service.

Some forms of leave are not linked to length of service e.g. Compassionate Leave.

Long-service leave

This is a leave type that's generally available to employees after they've spent a long period of time with a single employer. For example, they've worked 10 years continuous service for the same employer.

Employment Arrangement

The document or policy used to determine specific terms and conditions of employment.

Expenditure on Professional/staff development

Payment and/or paid leave and/or paid time to attend in-house training or external professional development programs and activities (e.g. in-service training, external conferences, vocational or tertiary studies)

Flexible remuneration arrangements

Also known as ‘salary packaging’ or ‘salary sacrifice’ is a system where employees may pay for nominated items (e.g. additional superannuation payments (top-up), motor vehicles, laptop computers etc) from gross earnings.

Other Employment type

Category of employee that does not fit within the three standard categories of employee – full time, part time or casual (e.g. volunteer)

Overtime

Generally, hours worked by an employee over their rostered or scheduled hours. Overtime work may be paid at a higher rate in accordance with the terms of an award or agreement.

Outside Standard Business Hours Work

Work undertaken on a planned and regular basis outside of standard weekday working hours (e.g. 9am to 5pm Monday to Friday)

Penalty rate

A higher rate of pay for work done outside usual working hours, such as late at night or on public holidays.

Part-time employee

An employee who works less hours than a full-time employee. Part-time employees generally receive the same entitlements and benefits as full-timers, but on a proportional basis.

Rostered Day Off

Rostered day off is a regular, planned day off from work provided by the employer to the employee in return for additional hours worked during a specific period of time (e.g. monthly)

Leave loading

Generally only applies to Annual Leave i.e. 17.5% leave loading on 4 weeks annual leave. Note: Some awards and agreements now include annual leave loading in annual rates of pay and a separate payment is no longer made.

Multi-Enterprise/Multi Business agreements

Agreements that can involve more than 1 employer in limited cases (e.g. where 2 or more employers are engaged in a joint venture).

Qualification & skills requirements

These are a set of qualifications or skills that are considered mandatory or desirable in order to carry out various job functions. These are often prescribed in Work Level Standards contained within awards or agreements. It is also common to consider relevant experience in lieu of qualifications in some circumstances.

Superannuation

Retirement savings schemes designed to provide workers with income following retirement. Currently employers are obliged to contribute 9% of employees’ salary into an industry fund or other fund nominated by the employee. Employees may also contribute money into such schemes to assist in maximising benefits to them following retirement.

Salary & Related Expenses

The salary and related costs of the provision of services, including salary costs, superannuation, workers compensation, insurance, leave accrual costs and the costs associated with the provision of human resource support services to workers (e.g. payroll)

Shift worker

For the purposes of determining annual leave entitlements under the Australian Fair Pay and Conditions Standard, a shift worker is an employee who is employed in a business that rosters 24/7 (around-the-clock) shifts, is regularly rostered to work these shifts and regularly works on Sundays and public holidays.



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