

# ACT LONG SERVICE LEAVE AUTHORITY INDUSTRY WORKFORCE ANALYSIS - Community Sector



Piazza Research



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## SCOPE AND REPORTING FORMAT

After discussions with the ACT Leave senior management team, it was decided a complete analysis of the employee data set within the ACT Community Sector would be conducted from the beginning of the scheme (2010-2015). An attempt to answer all questions raised by ACT Leave was made and other information extracted by Piazza Research was provided. Topics covered in this report include:

### Questions:

1. Demographics of the employees, including:
  - Age distribution of the employees
  - Gender distribution of the employees
  - Ethnicity of the employee surnames
  - Time series analysis of the demographics between 2010-2015
2. Employee salary analysis, including:
  - Number of full-time and part-time employees
  - Average reported salary of employees
  - Salary breakdown by age
  - Salary breakdown by gender
  - Salary breakdown by sector
3. Industry analysis and projection, including:
  - Number of active and inactive employees
  - Employer growth (2010-2015)
  - Employee growth (2010-2015)
  - Industry growth by sectors
  - Growth in number of employees
  - Market characteristics
  - Comparison with State and Sector employment
  - Industry projection
4. Employees and employer relations:
  - Number of active and inactive employees
  - Registration by year
  - Average service time of employees (2010-2015)
  - Employee and employer relationship analysis
  - Number of times an employee changed employer
  - Number of employees eligible for Long Service Leave (LSL)
5. Industry sectors analysis:
  - Average age by industry sector
  - Gender distribution by industry sector
  - Employment status by industry sector

## BACKGROUND

The ACT Long Service Leave Authority (ACT Leave) administers long service leave schemes for four industries under ACT Government legislation; Building and Construction Industry, Contract Cleaning Industry, Community Sector Industry, and the Security Industry.

Decisions made by ACT Leave need to be based on factual data and reliable future projections of historical trends. The management team of ACT Leave are seeking to analyse historical data held by ACT Leave in order to identify trends and establish a baseline of information for future comparison.

Piazza Research, a Canberra based ISO 20252 certified research and consulting firm, has been engaged to assist the ACT Leave management team to access its data bank. Using multiple data analysis techniques, we have constructed a more thorough understanding of the sector's history and projected its future changes.

This report focuses on the ACT Community Sector Scheme.

## METHODOLOGY

**Quality assurance system** – This project complies with the ISO 20252 Market, Opinion and Social Research Standard.

**Rounding error** – Percentage results have been rounded to the nearest whole per cent. Percentages in some graphs may total slightly more or less than 100%.

**Data processing and analysis** – Piazza Research has completed the analysis using Microsoft Excel, to ensure accessibility and useability by internal staff of ACT Leave. Software validation and post data-entry checks were conducted to ensure data integrity before analysis. A descriptive analysis was performed producing graphs, tables and frequency counts.

Piazza Research consultants were able to provide additional information by cross-referencing existing data and using other data sources such as the Australian Bureau of Statistics and the Office of National Statistics, to discover information not recorded during the original collection. Over 20,000 employees' data were analysed from 2010 to 2015. Almost all results provided (for the 95% confidence interval) are considered accurate to within a +/- 1% margin of error.

**Note:** Apparent sample sizes might vary across different questions analysed. Not all employees had full records across all questions or issues examined.

**Methodology by questions** – The methodology of each question was explained at the beginning of each question. The number of samples were also introduced. Due to differences of methodologies and absences of selected data records, the sample sizes might not be the same in each question.

**Identities of employees** – No employees were individually identified. Only employee registration numbers were used to track unique employment records for the purposes of analysis.

**Industrial sectors** – The "Community Sector" and its sub-sectors were defined according to the data held by ACT Leave and with regard to the definition of the Community Sector Industry provided in the *Long Service Leave (Portable Schemes) Act 2009*.

**Definition of employees** – The word "employee" refers to the definition provided in the *Long Service Leave (Portable Schemes) Act 2009*.

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## SUMMARY OF MAIN FINDINGS

**Age of the workforce** – The average age of the annual employee intake is approximately 32.0 years old from 2010-2015, however the overall age of the workforce has been decreasing since 2010. From 2010 to 2015, the average age of the workforce has fallen by 3.6 years. The average age of the workforce will continue to decrease assuming similar intake trends continue. By 2026, the average age of the entire workforce will be approximately 33.0 years old.

**Gender and ethnicity** – The gender of 15620 employees were identified. Based on this data the community sector has a gender ratio of 1(male): 3(female). The gender profile of the workforce is expected to remain at its current level for the foreseeable future.

**Employee benefits** – The reported salary of full-time employees' increases as age increases until the 56-65 age category, where the average salary is \$1,342 per week or \$69,810 per year. On an annual basis, male full-time employee salaries are an average of \$3,525 more than a female full-time employee.

**Employment status** – Eighty-seven per cent (87%) of registered employees are still active, while thirteen per cent (13%) had an inactive status. Fifteen per cent (15%) of employees were estimated to be full-time and eighty-five (85%) part-time (by assuming a cut-off salary of \$934 per week). By 2015, the registered workforce had 18921 active employees and 2746 inactive employees.

**Employee growth** – From 2010 to 2015, the number of active registered employees had increased from 5730 to 18920. The 2015 employee total was 330% of the 2010 value.

**Employer growth** – The number of registered employers grew from 204 (2010) to 280 (2015), corresponding to a 37% growth. By examining all categories of employers, we found that the number of small employers (less than 10 employees) reduced and the proportion of medium sized employers (10-24 employees) had remained the same although their absolute number had grown. The number and percentage of larger employers increased quite rapidly. Overall, there were not only more registered employers by 2015, but they were all increasing in size.

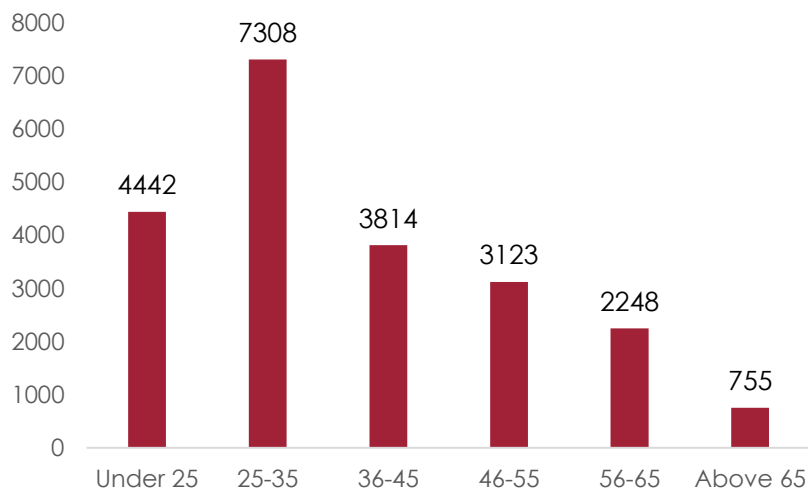
**Industry sector analysis** – All seven sectors had received an increase of over 200% in the number of employees registered with ACT Leave from 2010-2015. This meant very rapid growth during the examined period, while some sectors increased faster than others. Registered employees in the Community residential home care sector had increased by 707%, and the overall proportion of registered employees within the Community Industry had increased from 2% to 4%.

**Employer and employee relationship** – Twenty-six per cent (26%) or 5600 registered employees had been reported as changing employer during their service. Seventy-four per cent (74%) or 16090 employees only had service reported against one employer. On average, each registered employee would work for 1.41 employers during their service period. Registered employees of the community sector had an average of 3.8 years' service recorded within the Community Sector (2010-2015).

## DEMOGRAPHICS OF THE EMPLOYEES

### AGE DISTRIBUTION OF THE EMPLOYEES

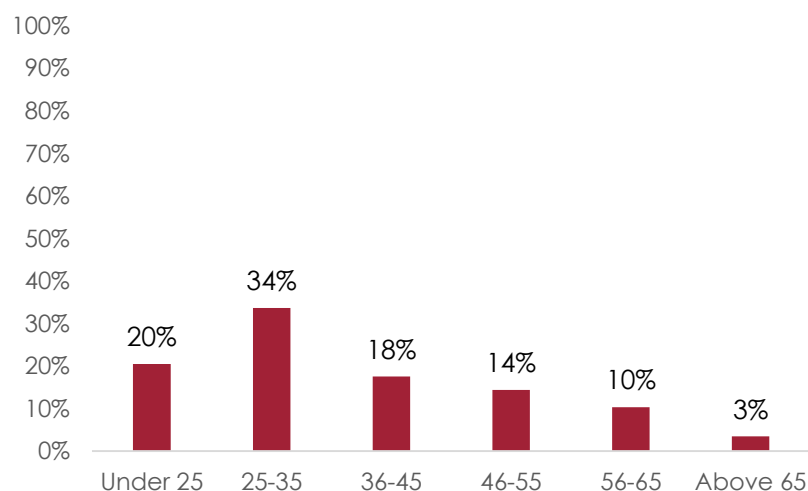
**Number of employees identified** – we were able to identify the age of 21690 employees. Their age distribution is shown below. Their ages were calculated as at 1<sup>st</sup> JAN 2016.



#### Number of employees

This graph represents the number of employees in each age category.

Base = 21690



#### Age distribution of the workforce

This graph shows the percentage distribution by age category.

Base = 21690

**Employees aged over 55** – As at 1 JAN 2016, out of all 21690 employees in the data base, there were 3003 employees who are aged over 55.

**Employees aged over 60** – As at 1 JAN 2016, out of all 21690 employees in the data base, there were 1772 employees who are aged over 60.

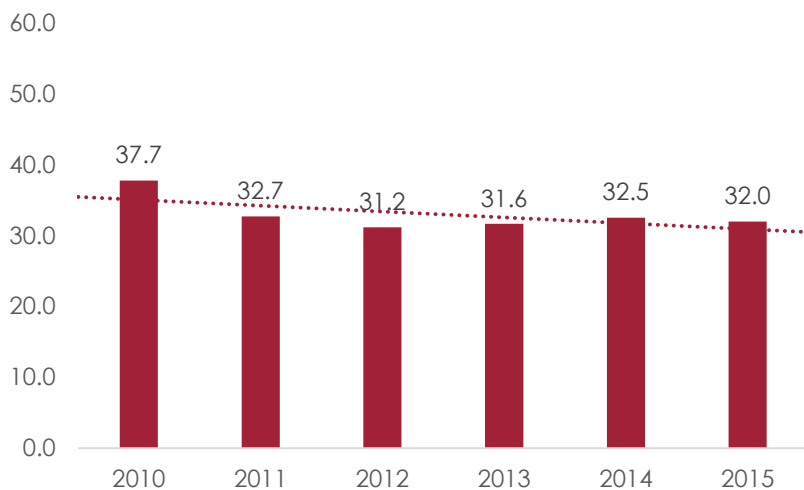
**Employees aged over 65** – As at 1 JAN 2016, out of all 21690 employees in the data base, there were 775 employees who are aged over 65.

**Oldest employees** – As at 1 JAN 2016, the oldest employee was 96 years old and the second oldest employee was 93 years old.

**Youngest employees** – As at 1 JAN 2016, there were five registered employees aged 15 years.

### TIME SERIES OF AGE

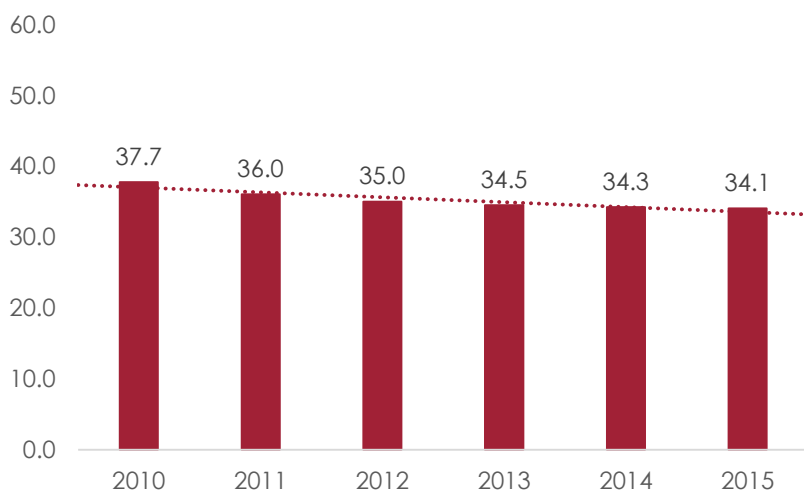
Number of employees identified – we were able to identify the age of 21690 employees.



#### Age of registered employees by year

This graph represents the average age of employees at the year when they were registered. NOTE: 2010 was the start of the scheme and included data from previous years causing it to appear as an outlier.

Base = 21690



#### Age of the workforce by year

This graph represents the average age of the entire workforce each year since the scheme commenced.

Base = 21690

**Age of registered employees by year** – By treating the year 2010 as an outlier and taking the average 2011-2015, the average age of the annual employee intake is approximately 32.0 years old.

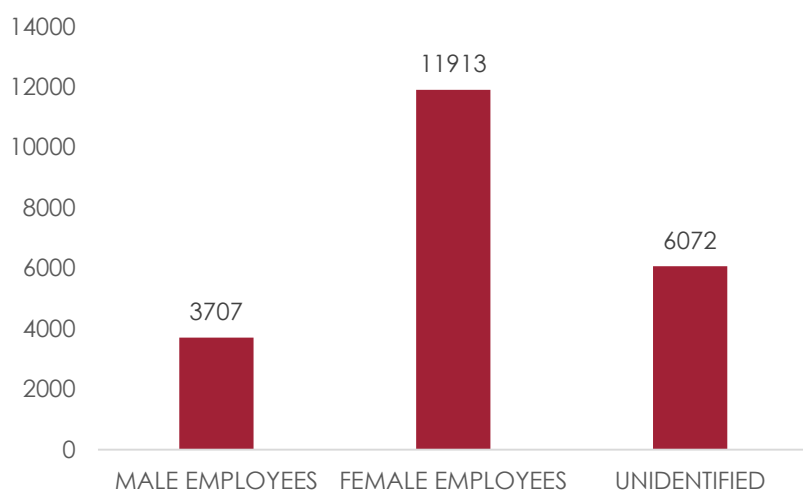
**Age of the workforce by year** – The overall age of the workforce has been continuing to decrease since 2010. From 2010 to 2015, the average age of the workforce has fallen by 3.6 years.

**Future projection** – The overall age of the workforce will continue to decrease assuming a similar intake comparing with recent history. By 2026, the average age of the workforce will be approximately 33.0 years old.

### **GENDER DISTRIBUTION OF THE EMPLOYEES**

**Number of employees identified** – we were able to identify the gender of 15620 employees. This was 72% of the overall data set, and (for the 95% confidence interval) provided a low margin of error of +/-0.41%. This is considered statistically accurate.

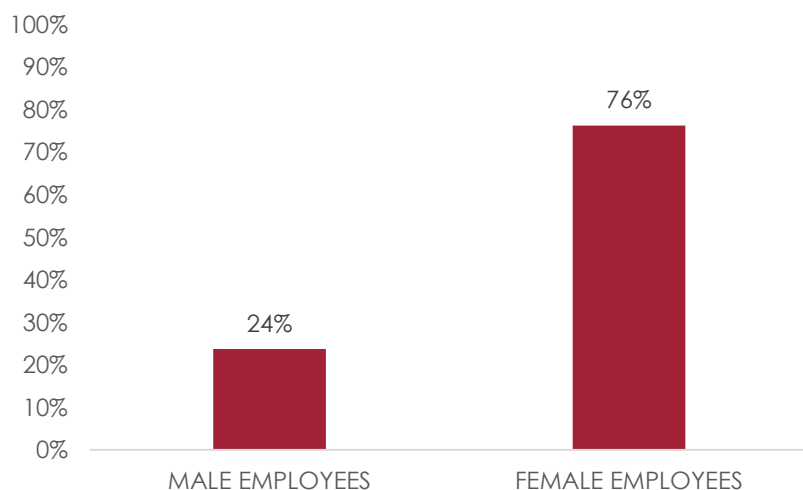
**Methodology** – All first names were matched against a public database of citizen names provided by the Office for National Statistics (ONS), United Kingdom<sup>1</sup>. The database provided gender matching against each name. Unisex names were excluded from the analysis.



Number of gender identified and unidentified employees

Number of gender identified employees in the ACT Leave database.

Base = 21692



Percentage distribution of gender

Gender distribution extrapolated to the entire workforce (%).

Base = 15620

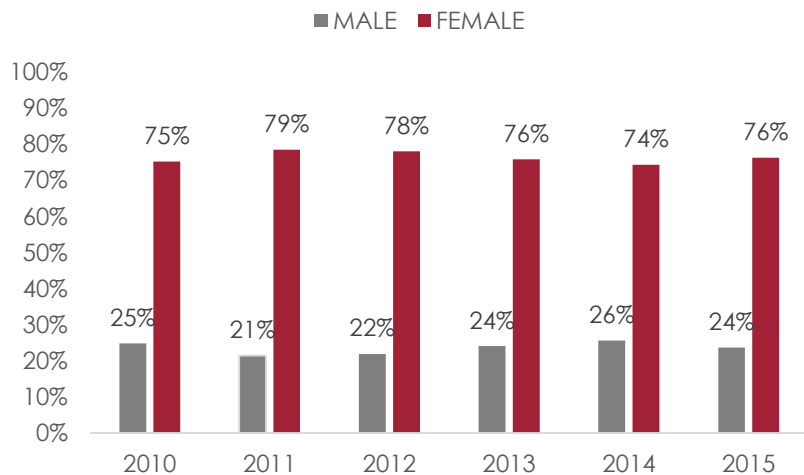
**Gender ratio** – The community sector has a gender ratio of 1 (male): 3 (female). For every male employee, there are three female employees.

<sup>1</sup> 2011 Baby Names Statistics Boys and 2011 Baby Names Statistics Girls



**TIME SERIES OF GENDER**

Number of employees identified – The gender of 15620 employees.



Gender of registered employees by year

This graph shows the gender distribution of registered employees each year from 2010 to 2015.

Base = 15620

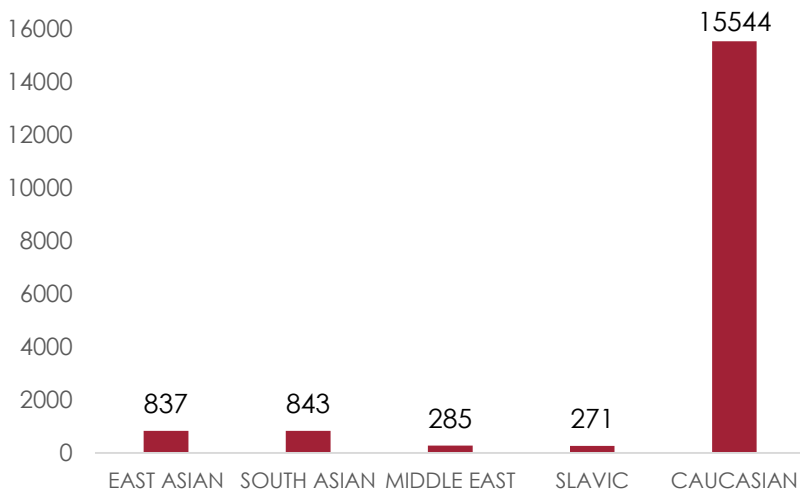
Gender of registered employees by year – The annual gender distribution of the registered employees remained stable from 2010 to 2015.

Future projection – The gender distribution of the workforce is expected to remain at its current level for the foreseeable future.

**ETHNICITY DISTRIBUTION OF THE EMPLOYEE SURNAMES**

**Number of employees identified** – We were able to identify the ethnic origin of 17780 employee surnames. This was 82% of the overall data set, and provided (for the 95% confidence interval) a margin of error of +/- 0.31%. This is considered statistically accurate.

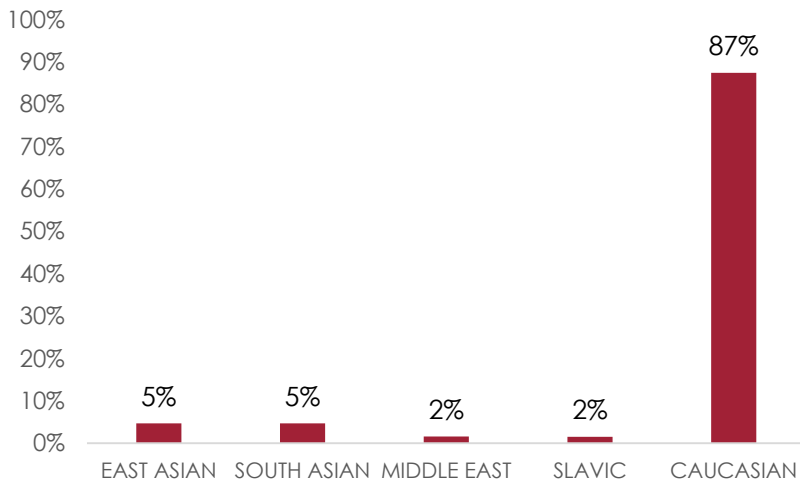
**Methodology** – Employees surnames were matched against our surname database<sup>2</sup> to identify their ethnic origin. We were able to establish five categories: East Asian – including China and Korea; South Asian – India, Pakistan, Bangladesh, and ASEAN countries; Middle East – Including the Arabic and Persian countries; Slavic – Eastern European countries of Slavic origin; and Caucasian.



Number of employees identified by ethnicity of surname

The number of identified employees in each category.

Base = 17780



Percentage distribution of surname ethnicity

Ethnicity distribution across registered employees.

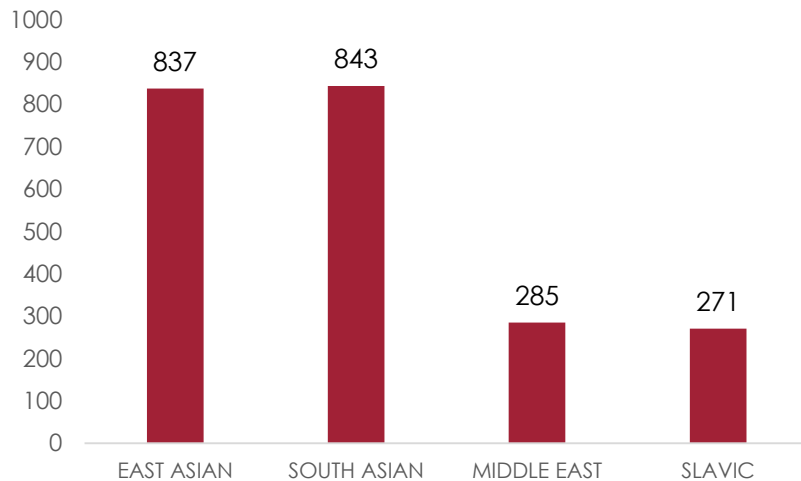
Base = 17780

**Ethnicity distribution** – Caucasian is the largest identified group among all ethnic categories representing 87% of the workforce surnames.

<sup>2</sup> The surname database was constructed based on public information available from [www.familyeducation.com](http://www.familyeducation.com) and other in-house sources.

### **ETHNICITY DISTRIBUTION OF THE NON-CAUCASIAN SURNAMES**

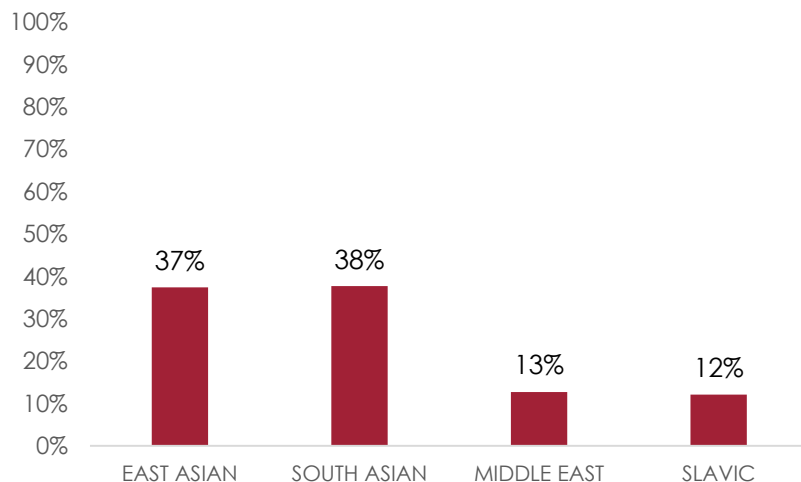
**Number of employees identified** – A total of 2236 employees were identified as having non-Caucasian surnames.



#### Number of each non-Caucasian surname

The graph on the left represents the number of registered employees identified in each non-Caucasian surname group.

Base = 2236



#### Percentage distribution of the non-Caucasian surname groups

This shows the distribution among the non-Caucasian surname groups.

Base = 17780

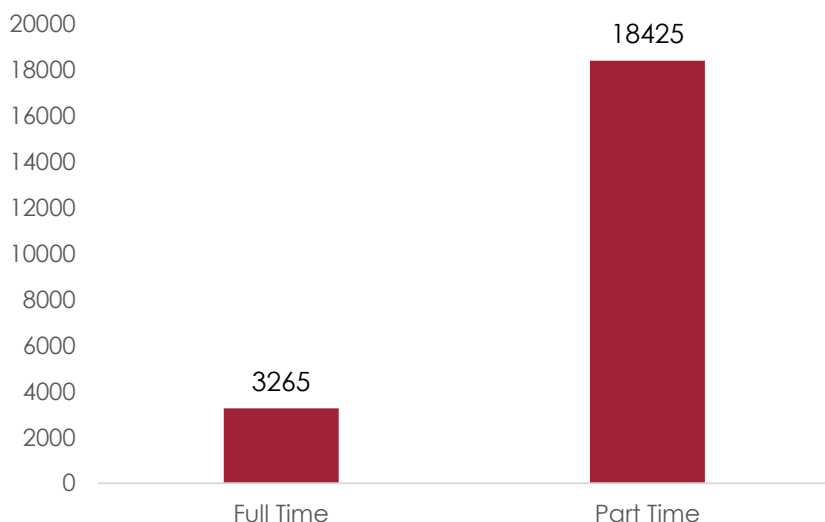
**Distribution of non-Caucasian surname groups** – South Asian (38%) has been identified as the largest non-Caucasian surname group followed by East Asian (37%).

## EMPLOYEE SALARY ANALYSIS

### NUMBER OF FULL-TIME AND PART-TIME EMPLOYEES

**Number of employees identified** – We were able to identify the average reported salary for 21690 employees.

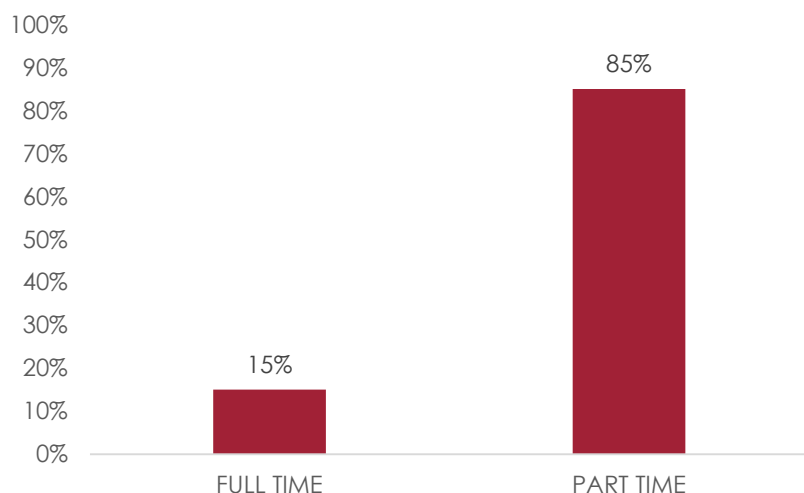
**Full-time and part-time employees** – After discussion with the senior management team of ACT Leave, it was agreed that as a cut-off point, anyone with a reported salary equal to or more than \$934 per week would be considered a full-time employee<sup>3</sup>. This corresponds to a salary of \$48,568 per annum (52 working weeks).



Number of identified employees

Number of employees with valid income information.

Base = 21690



Distribution of the workforce

Percentage distribution by full or part-time employment.

Base = 21690

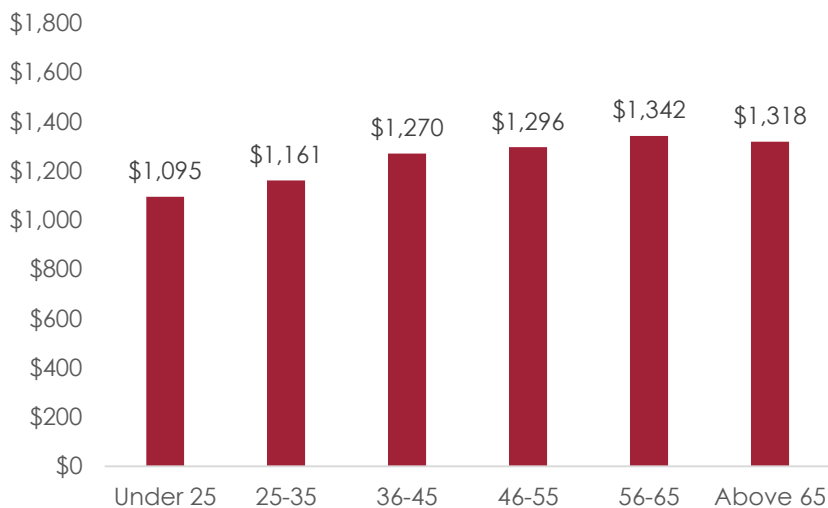
**Employment status** – Based on a reported salary of equal to or more than \$934 per week, fifteen per cent (15%) of the total workforce was full-time, and eighty-five per cent (85%) were part-time.

<sup>3</sup> This salary corresponds to a Level 2.5 community service worker in the Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010

**AVERAGE REPORTED SALARY OF FULL-TIME EMPLOYEES BY AGE**

**Number of employees identified** – A total of 3263 employees designated as full-time with age information were identified for this section.

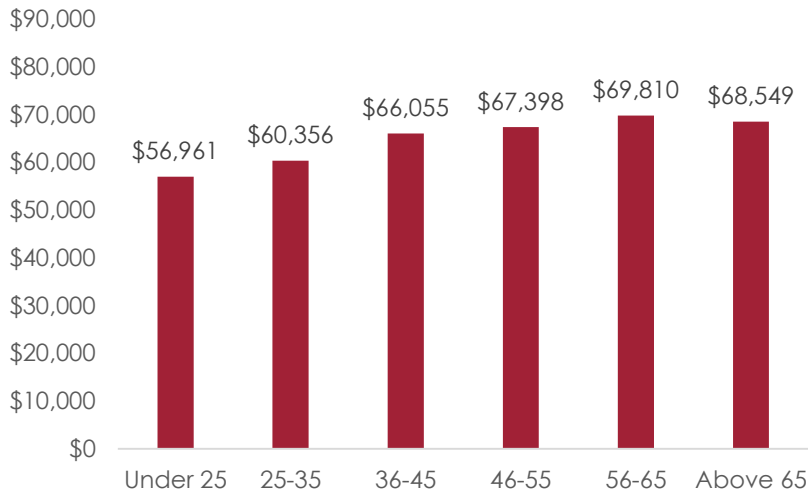
**Methodology** – Only employees designated as full-time were considered.



Average weekly salary by age

The average reported weekly salary of employees designated as full-time by age.

Base = 3263



Average annual salary by age

The average salary income of employees designated as full-time in the community sector by age.

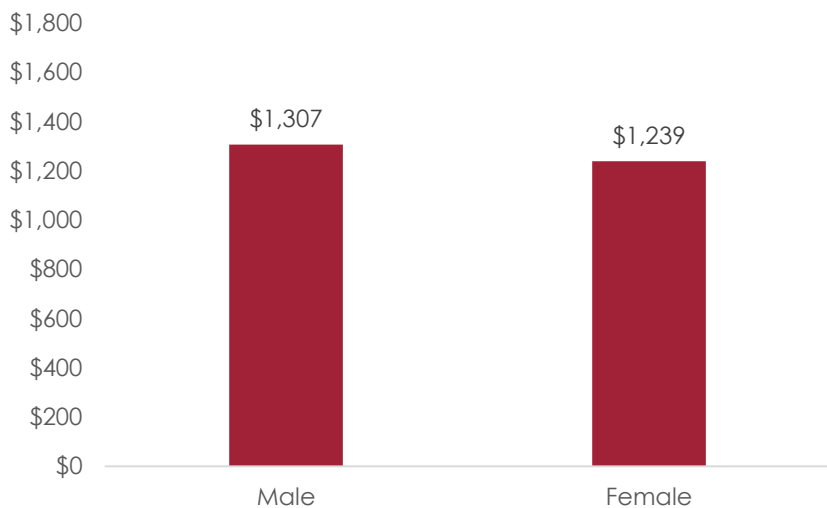
Base = 3263

**Income by age** – The average salary of a full-time employee increases as age increases until the 56-65 age category. People aged 56-65 have the highest average reported salary (\$1,342 per week or \$68,549 per annum). There is an annual average salary difference of \$12,849 between the salaries reported for employees in the 56-65 years' age bracket and employees in the Under 25 years' age bracket.

**AVERAGE REPORTED SALARY OF FULL-TIME EMPLOYEES BY GENDER**

**Number of employees identified** – A total of 2545 full-time employees with gender information were identified for this section.

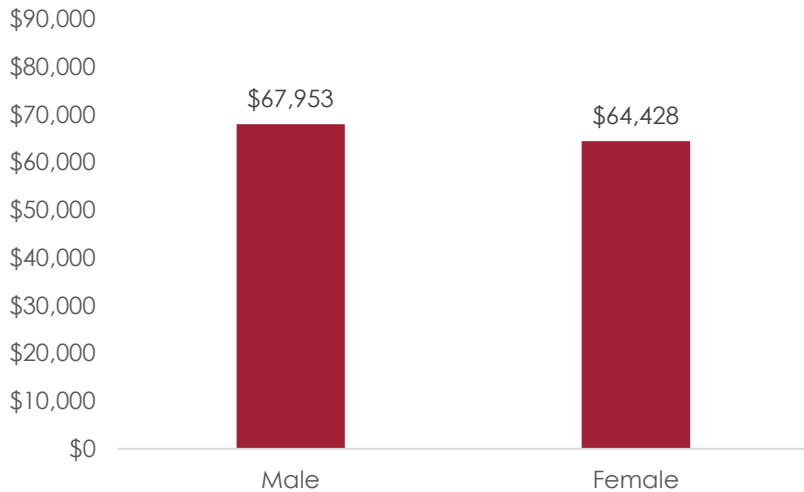
**Methodology** – Only full-time employees were considered.



Average weekly salary by gender

Average reported weekly salary of employees designated as full-time by gender.

Base = 2545



Average annual salary by gender

Average annual salary of employees designated as full-time by gender.

Base = 2545

**Income by gender** – On an annual basis, the salary reported for a male full-time employee is an average of \$3,525 higher than for a female full-time employee.

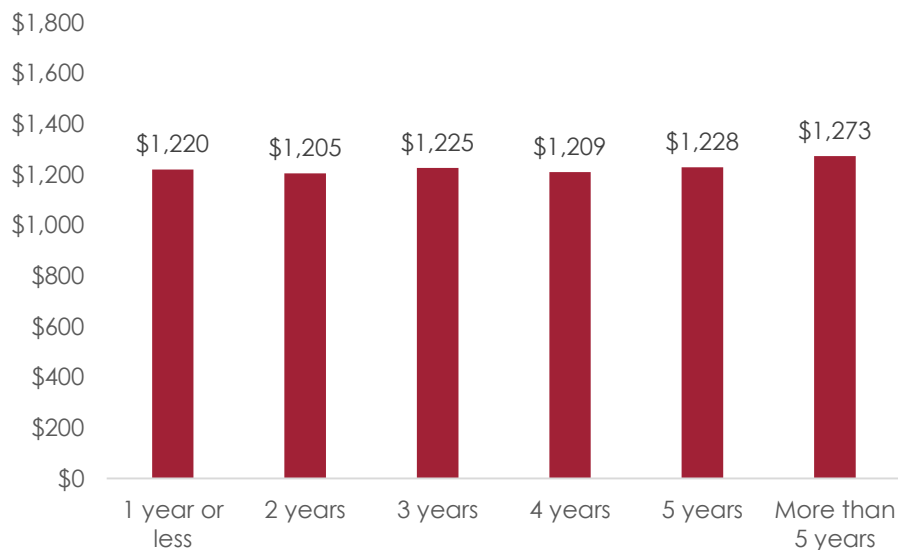
**AVERAGE REPORTED SALARY BY NUMBER OF YEARS IN ACTIVE SERVICE**

**Number of employees identified** – A total of 3265 full-time employees were identified for this category.

**Methodology** – Only employees designated as full-time were considered. The number of years represented the period for which a salary has been reported for an employee by an employer.

**Average reported weekly salary by the number of years in active service**

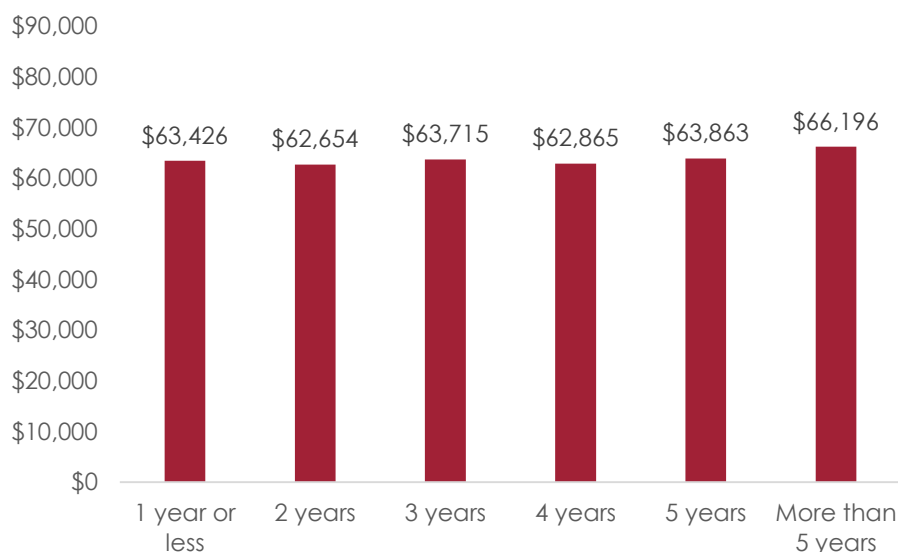
Employees designated as full-time who had worked in the industry for 1 year to 5 years.



Base = 3265

**Average annual salary by the number of years in active service**

Employees designated as full-time who had worked in the industry for 1 to 5 years.



Base = 3265

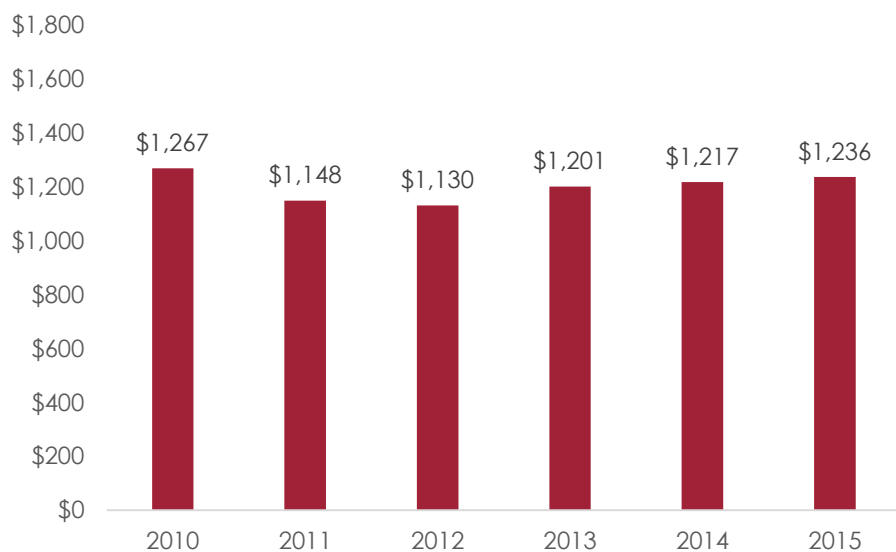
**TIME SERIES OF AVERAGE REPORTED SALARY FOR THE COMMUNITY SECTOR**

**Number of employees identified** – A total of 1107 employees designated as full-time were identified for this category.

**Methodology** – Only employees designated as full-time were considered. Graphs represent the average salary reported for an employee in the corresponding year. Due to the limitations in the raw data, only employees who could be separated into the targeted years were included.

Time series of average weekly reported salary by year

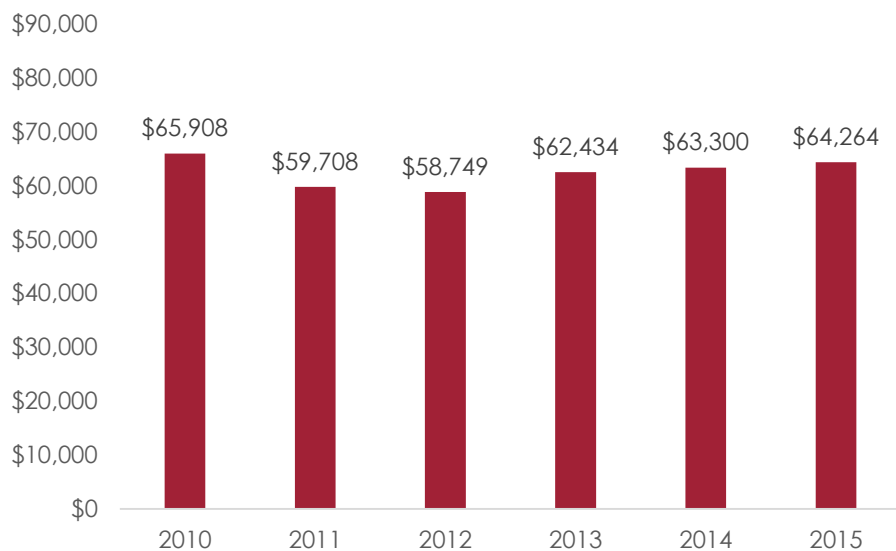
Designated full-time employees with a reported salary in the years 2010-2015.



Base = 1107

Time series of average weekly reported salary by year

Designated full-time employees with a reported salary in the years 2010-2015.



Base = 1107



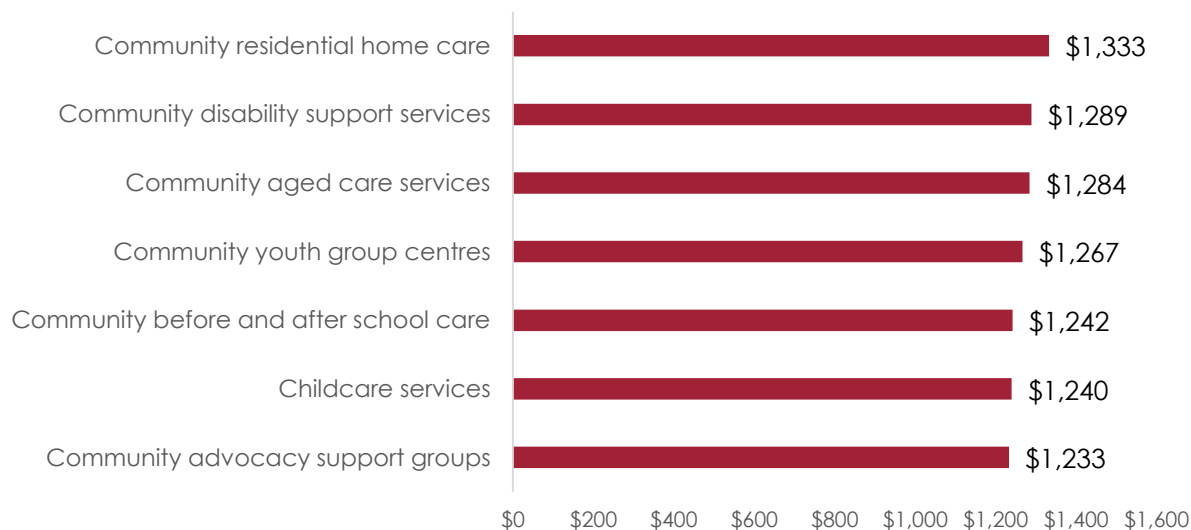
**AVERAGE REPORTED SALARY BY INDUSTRY SECTOR**

**Number of employees identified** – A total of 3263 employees designated as full-time were identified for this category.

**Methodology** – Only employees designated as full-time were considered.

Average weekly reported salary by industry sector

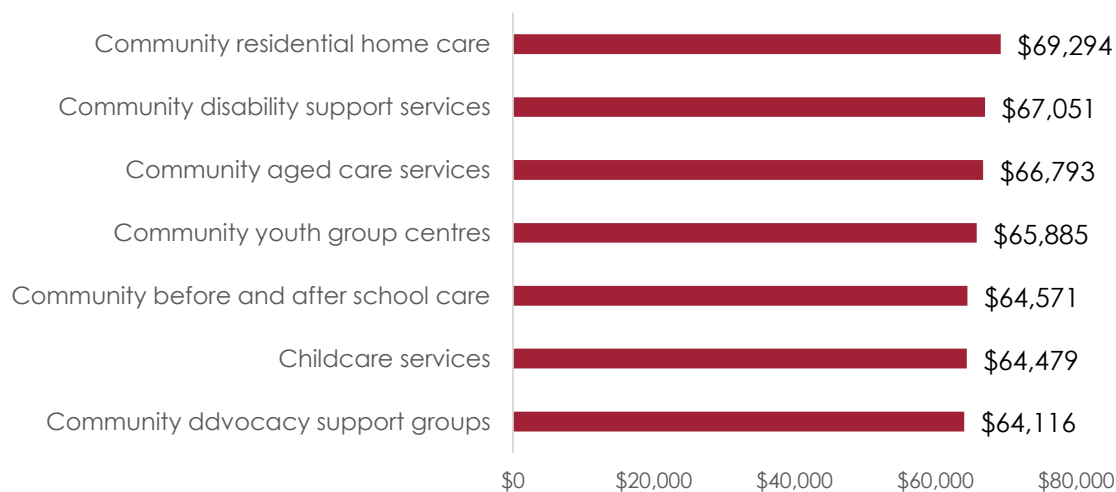
The graph below shows the average weekly reported salary by industry sector.



Base = 3263

Average annual reported salary by industry sector

The graph below shows the average annual reported salary by industry sectors.



Base = 3263

**Full time salaries by industry sector** – Employees in the Community residential home care had the highest reported average salary of \$1,333 per week or \$69,294 per annum.

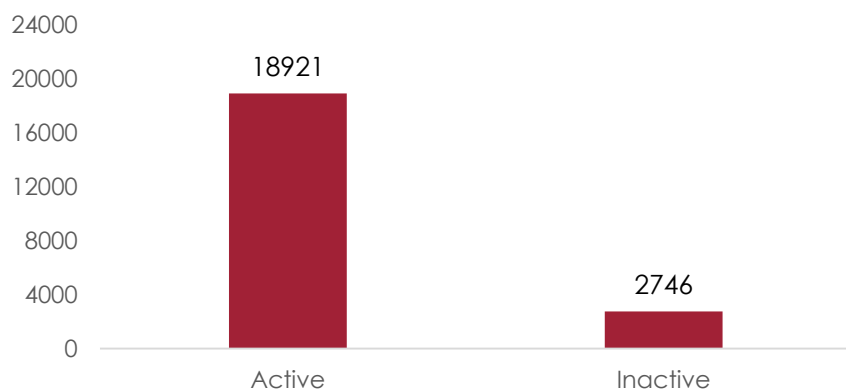
## INDUSTRY ANALYSIS AND PROJECTION

### NUMBER OF ACTIVE AND INACTIVE EMPLOYEES

**Number of employees identified** – We were able to identify the employment arrangements of 21667 employees in this category.

**Active and inactive employees** – The employees are categorised into six groups: three groups of active employees – Active (Employee), Active (4 Year Rule Letter), and Active (Ceased); three groups of inactive employees – Deregistered (Deregistered), Deregistered (Paid Out), and Deregistered (Deceased). This part of the analysis considered the entire workforce since the scheme commenced in 2010.

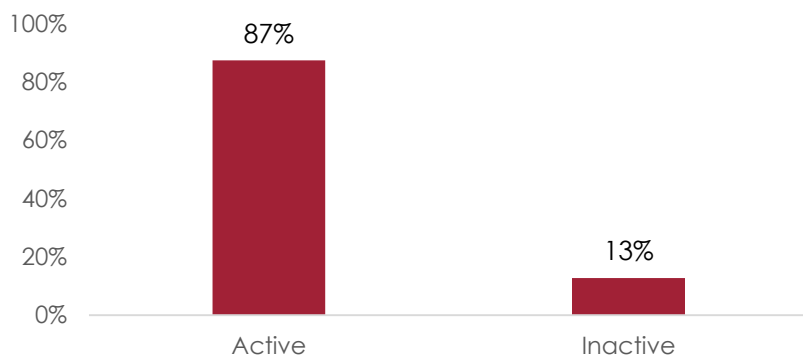
- Active (Employee) – employees entered on the return by the employer's return or on a retrospective return by Authority.
- Active (4 Year Rule Letter) – employees who did not have identified service in the past 4 years. Warning letter was sent to the workers current address.
- Active (Ceased) – active employees ceased on a return and did not appear on another return.
- Deregistered (Deregistered) – employees had less than 5 years' service and with more than 4 years absence gap.
- Deregistered (Paid Out) – employees deregistered after they have been paid out their entitlement.
- Deregistered (Deceased) – employees who had deceased and had been deregistered.



#### Number of active and inactive employees

The graph on the left shows the number of active and inactive employees.

Base = 21667



#### Distribution of active and inactive employees

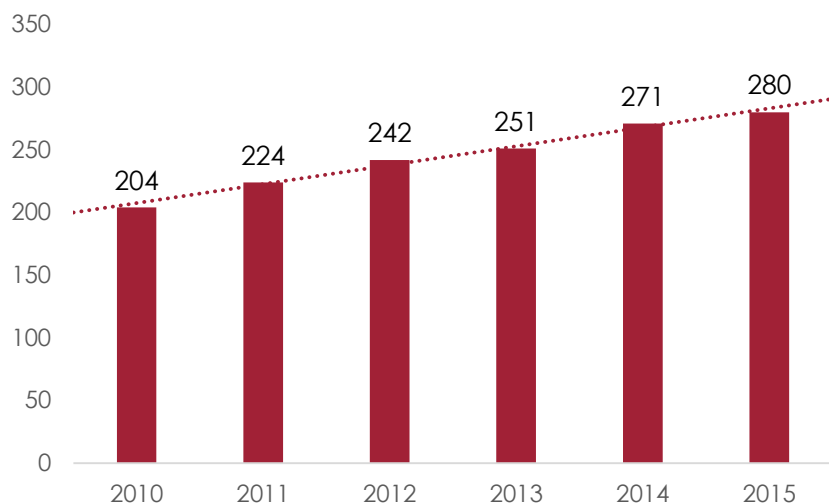
Percentage distribution of the active and inactive employees.

Base = 21667

**Employment status** – Eighty-seven per cent (87%) of the workforce are still active, while thirteen per cent (13%) have an inactive status.

**REGISTERED EMPLOYER GROWTH (2010-2015)**

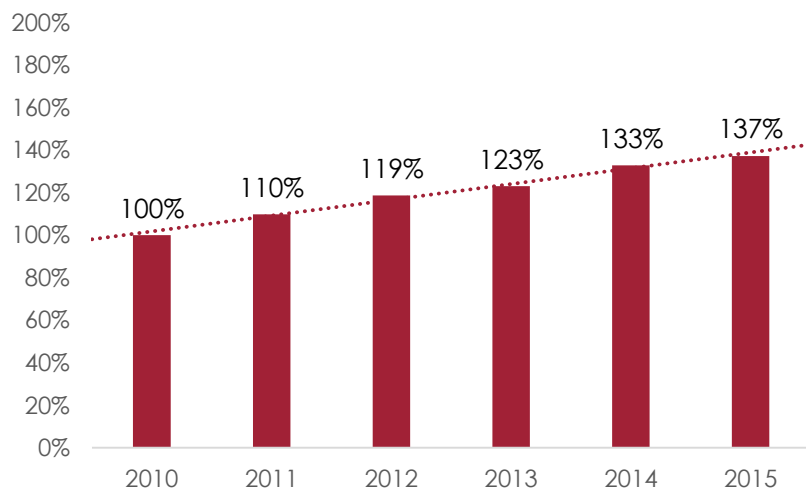
Number of employers identified – We were able to identify 286 unique employers from 2010-2015.



Number of employers by year

Number of employers registered in the industry from 2010-2015.

Base = 286



Percentage growth by the number of registered employers

Percentage growth each year compared to 2010.

Base = 286

Employer growth – The number of registered employers grew from 204 (2010) to 280 (2015), which corresponded to a 37% growth.

**TIME SERIES OF EMPLOYERS SIZE GROWTH (2010-2015)**

Employer growth (percentage) by year (2010-2015)

Employer Size	2010	2011	2012	2013	2014	2015
More than 200	2%	4%	5%	7%	7%	8%
100-200	4%	5%	7%	7%	8%	10%
50-99	8%	8%	13%	14%	13%	13%
25-49	14%	21%	18%	17%	20%	19%
10-24	27%	23%	26%	29%	26%	26%
Less than 10	45%	37%	32%	25%	25%	24%
Total	286	100%	286	100%	286	100%

Growth of employer by employee numbers by year (2010-2015)

Employer Size	2010	2011	2012	2013	2014	2015
More than 200	4	10	13	17	18	21
100-200	8	12	16	18	23	28
50-99	16	19	31	36	36	36
25-49	29	48	43	43	54	54
10-24	55	52	62	74	71	73
Less than 10	92	83	77	63	69	68
Total	204	224	242	251	271	280

**Employer size growth** – In 2010, out of 204 employers, there were 4 who had more than 200 registered employees and this corresponded to 2% of all employers. Employers with fewer than 10 employees represented 45% of the industry, and there were 92 of them. By 2015, the total registered employer number had increased to 280, and 21 of those had more than 200 employees. This was 8% of all employers. Employers with less than 10 employees had reduced to 68 representing 24% of the industry.

Across all categories of employers, the number of small employers (less than 10 employees) reduced, the number of medium sized employers (10-24) had remained the same in percentage terms but their absolute number had grown, and finally both the number and percentage of larger employers increased rapidly. **There were not only more registered employers by 2015, but they were all getting larger in size.**

As can be seen later in this report, while the number of registered employers increased by 37%, the total number of active employees had grown over 3 times during the same period.

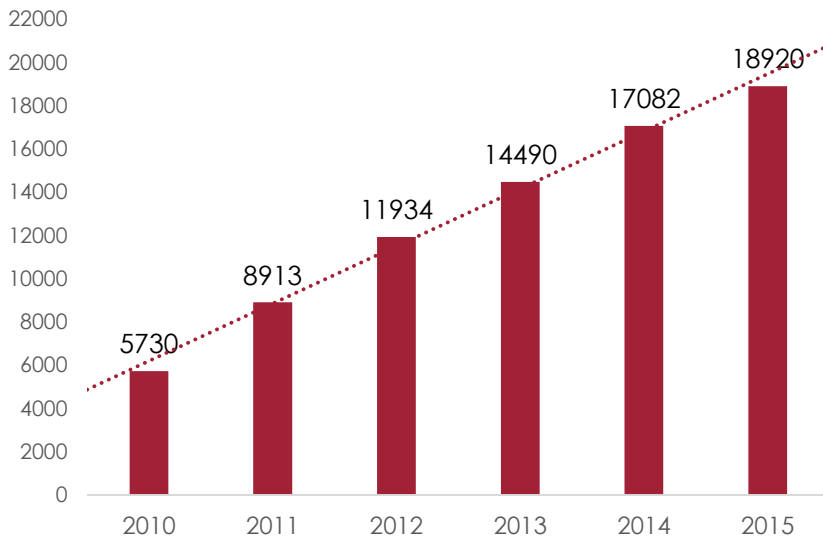
Registered Employer growth by sectors (excluding “not recorded”) (2010-2015)

Industry Sectors	2010	2011	2012	2013	2014	2015
Childcare services	56	59	64	64	68	73
Community advocacy support groups	56	57	58	58	62	62
Community residential care accommodation (non-medical)	4	4	4	4	4	4
Community before and after school care programs	9	12	12	14	16	16
Community disability support services	34	37	42	42	45	46
Community residential home care	4	6	7	9	11	11
Community youth group centres	15	15	15	16	16	17
Total	178	190	202	207	222	229

**REGISTERED EMPLOYEE GROWTH (2010-2015)**

**Number of employees identified** – We were able to identify 18920 active employees from 2010-2015.

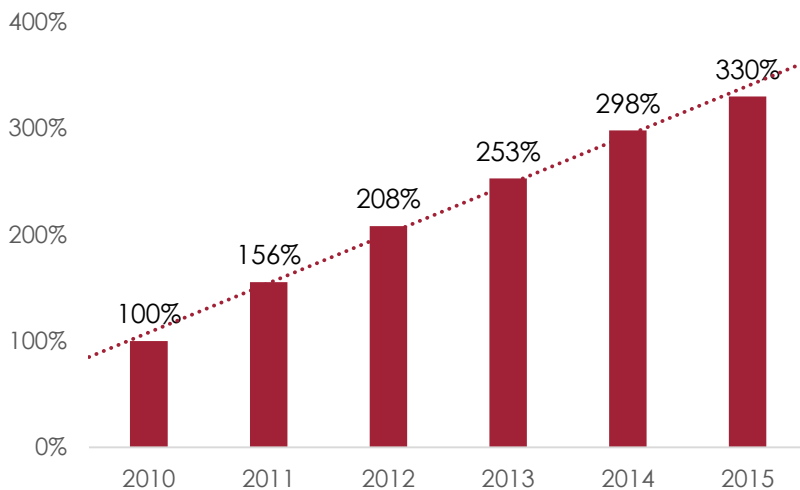
**Active and inactive employees** – Only active employees were considered in this analysis.



Number of registered employees by year

Number of registered employees in the industry from 2010-2015.

Base = 18920



Percentage growth by the number of registered employees

Percentage growth each year comparing to 2010.

Base = 18920

**Employee growth** – From 2010 to 2015, the number of active registered employees had increased from 5730 to 18920. The 2015 employee number was 330% of the 2010 value.

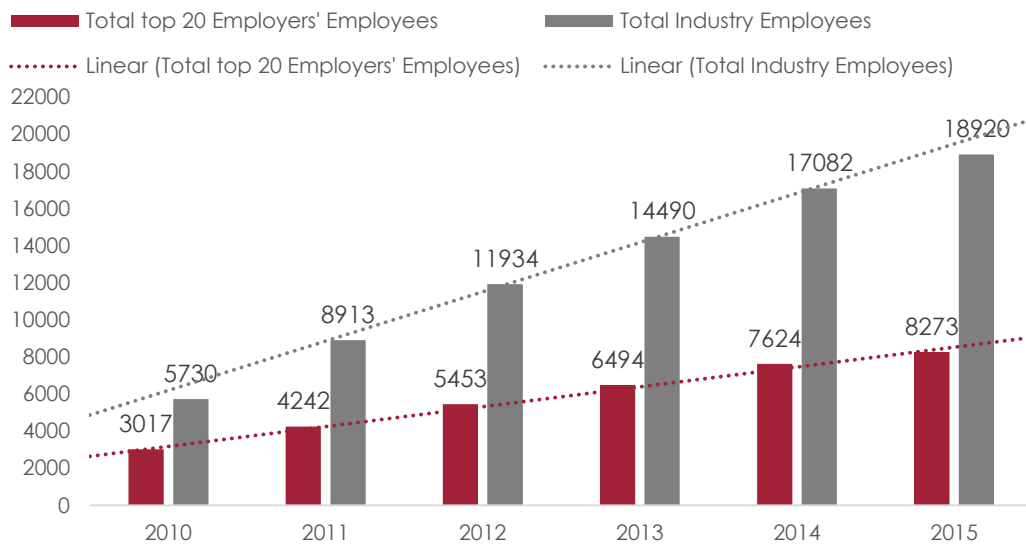
**MARKET CHARACTER ANALYSIS (2010-2015)**

**Number of employers identified** – We were able to identify 18920 active employees from 2010-2015.

**Active and inactive employees** – Only active employees were considered in this analysis.

Number of registered employees of the top 20 employers and the registered workforce by year

This graph shows the number of employees in the top 20 employers comparing to the industry from 2010-2015.



Base min = 8273, base max = 18920

Total registered employees in the top 20 largest employers and their proportion in the industry

	2010	2011	2012	2013	2014	2015	Growth
Top 20 Employers' Employees	3017	4242	5453	6494	7624	8273	183%
Total Industry Employees	5730	8913	11934	14490	17082	18920	330%
Percentage of Total Top 20 Employers' Employees in the Industry	53%	48%	46%	45%	45%	44%	

**Market competition** – Despite the rapid growth (183% average) of the top 20 largest employers, this group grew slower than the industry as a whole (330%). Also their proportion within the industry had decreased. In 2010, the top 20 employers reported more than half (53%) of the workforce, but by 2015, they only accounted for 44% of all registered employees.

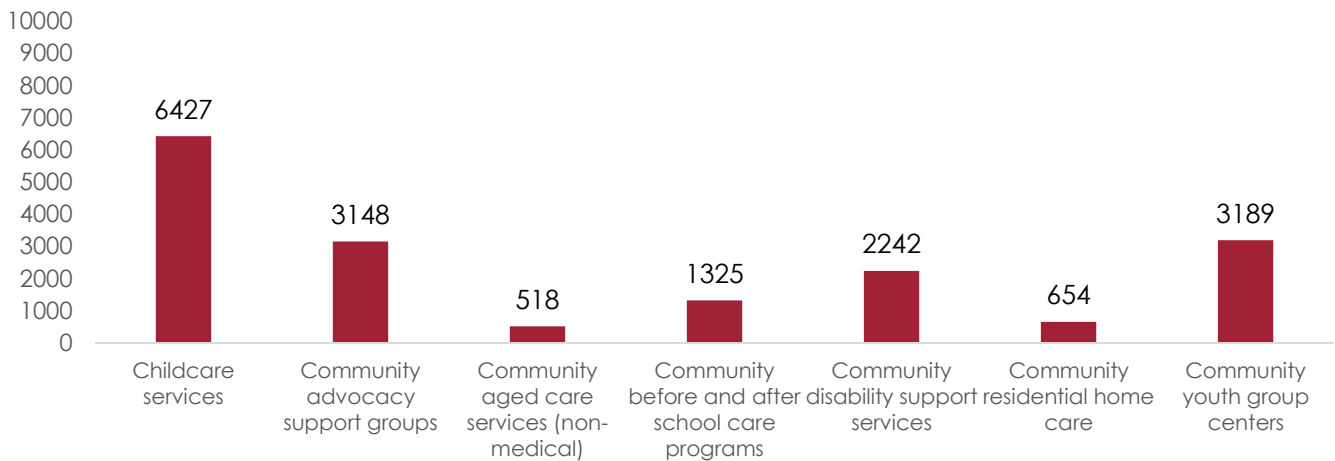
**INDUSTRY SECTOR ANALYSIS**

**Number of employers identified** – We were able to identify the data of 17503 active employees with their sector specification from 2010-2015.

**Industry specification** – Seven industry sectors were identified from the data set. Only active employees in 2015 were considered.

Number of registered employees in each industry sub-section in 2015

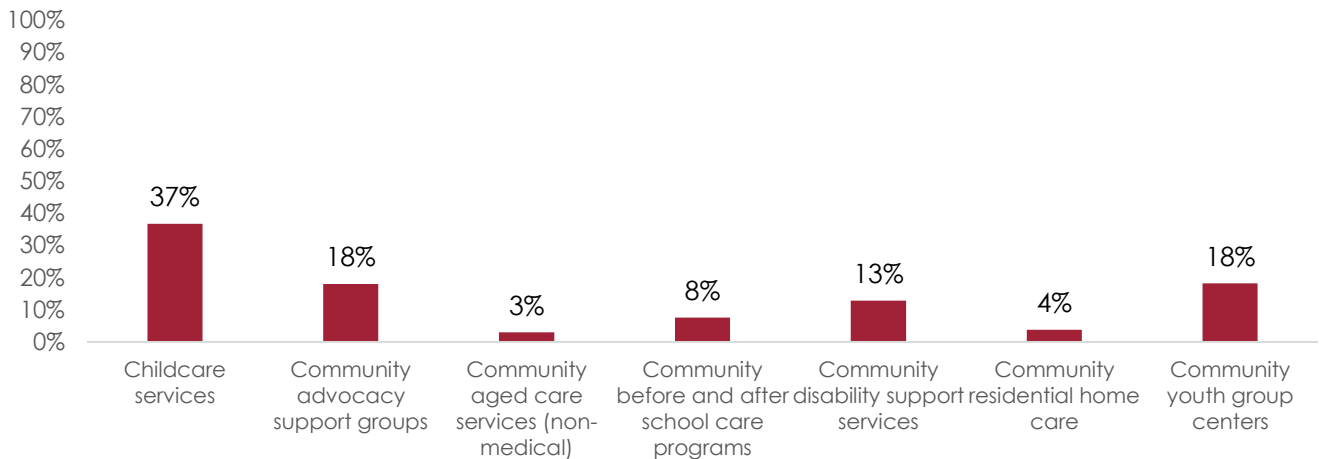
This graph shows the number of employees reported as working in each industry sector in 2015.



Base = 17503

Percentage employees in each industry section in 2015

This graph shows the percentage of employees reported as working in each industry sector in 2015.



Base = 17503

**Industry sections analysis** – By 2015, Childcare services was the largest reported sector within the Community Sector. It accounted for 37% of the industry workforce or 6427 active employees.

### **TIME SERIES OF INDUSTRY SECTORS ANALYSIS (2010-2015)**

**Number of employers identified** – We were able to identify the data of 17503 active employees with their sector specification from 2010-2015.

**Industry specification** – Seven industry specific sectors were identified from data set. Time series data was analysed (2010-2015).

Number of registered employees in each industry sector by year (2010-2015)

<b>Industry Sector</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>Growth</b>
Childcare services	1712	2867	3956	4800	5766	6427	275%
Community advocacy support groups	1008	1542	2032	2445	2825	3148	212%
Community residential care accommodation (non-medical)	169	250	324	381	473	518	207%
Community before and after school care programs	316	507	697	898	1118	1325	319%
Community disability support services	789	1126	1430	1725	1990	2242	184%
Community residential home care	81	155	263	428	569	654	707%
Community youth group centres	1050	1518	2013	2453	2930	3189	204%
Total	5125	7965	10715	13130	15671	17503	242%

Percentage of registered employees in each industry sector by year (2010-2015)

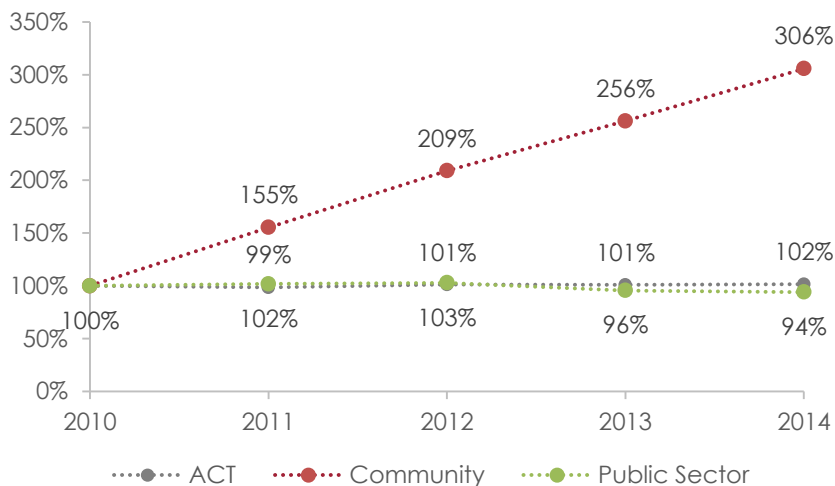
<b>Industry Sector</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Childcare services	33%	36%	37%	37%	37%	37%
Community advocacy support groups	20%	19%	19%	19%	18%	18%
Community residential care accommodation (non-medical)	3%	3%	3%	3%	3%	3%
Community before and after school care programs	6%	6%	7%	7%	7%	8%
Community disability support services	15%	14%	13%	13%	13%	13%
Community residential home care	2%	2%	2%	3%	4%	4%
Community youth group centres	20%	19%	19%	19%	19%	18%
Total	100%	100%	100%	100%	100%	100%

**Industry sections analysis** – All seven sectors had increased over 200% in the number of registered employees from 2010-2015.



**COMPARISON WITH STATE AND NATIONAL EMPLOYMENT (2010-2014)**

**Intra-state employment comparison** – The growth of employees registered with ACT Leave in the community sector was compared with the labour force change of the ACT from 2010 to 2014. For the convenience of comparison, all labour forces were converted to a percentage (base) relative to 2010, where 2010 had a value of 100%. The ACT data was sourced from the Australian Bureau of Statistics<sup>4</sup>. It corresponded to the total headcount of the labour force, i.e. included both part-time and full-time workers.



Percentage growth in job numbers of ACT and the Community Sector

This graph shows the percentage growth relative to the ACT and employees registered in the Community Sector from 2010-2014.

Job increases of ACT and Community Sector 2010-2014

The table below shows the actual “headcount” of jobs from 2010 to 2014.

Year	ACT Employees	Community Sector	Public Sector <sup>5</sup>
2010	208487	5125	104600
2011	205458	7965	106500
2012	210916	10715	107600
2013	210559	13130	100100
2014	211804	15671	98400
2010-2014 Change	3316	10546	-6200

**Comparison result** – The ACT’s employment rate grew only by 2% from 2010 to 2014, whereas registered employees in the Community Sector increased 206%.

From 2010 to 2014, the ACT labour force had created 3316 new jobs by headcounts, however, the number of employees registered with ACT Leave in the Community Sector had increased by 10546.

<sup>4</sup> 6291.0.55.003 - Labour Force, Australia, Detailed, Quarterly, May 2015, Australian Bureau of Statistics

<sup>5</sup> 6248.0.55.002 – 2014-15 Employment and Earnings, Public Sector, Australia, 2014-15 (the number has been rounded up to the nearest hundreds and is a sum of both state and federal public sector employees)

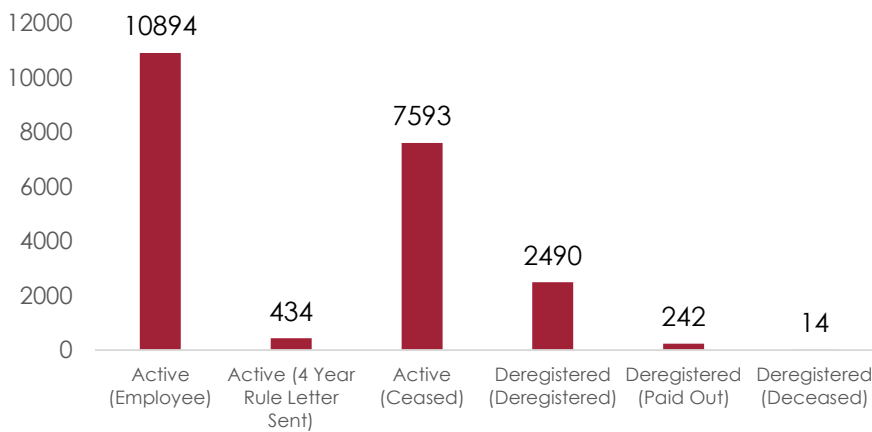
**EMPLOYEE AND EMPLOYER RELATIONS**

**NUMBER OF ACTIVE AND INACTIVE EMPLOYEES**

**Number of employees identified** – We were able to identify the registration status of 21667 employees in this category.

**Active and inactive employees** – The employees are categorised into six groups: three groups of active employees – Active (Employee), Active (4 Year Rule Letter), and Active (Ceased); three groups of deregistered employees – Deregistered (Deregistered), Deregistered (Paid Out), and Deregistered (Deceased). This part of the analysis considered the entire workforce since the scheme commenced in 2010.

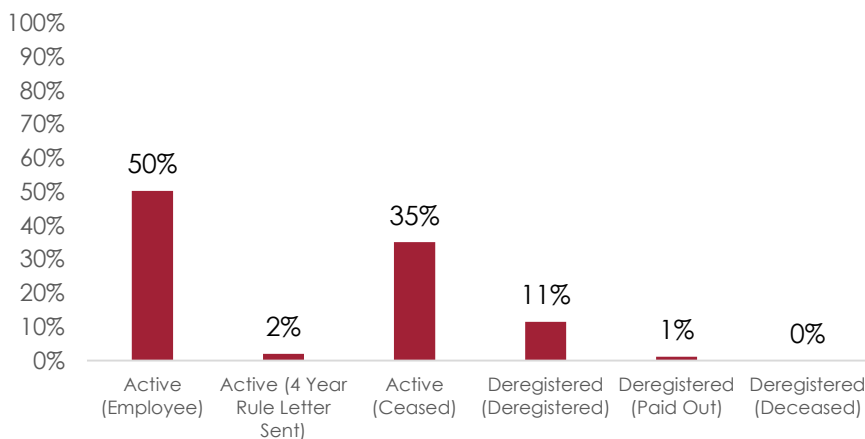
- Active (Employee) – employees entered on the return by the employer's return or on a retrospective return by ACT Leave.
- Active (4 Year Rule Letter) – employees who did not have identified service in the past 4 years. Warning letter was sent to the employees' current address.
- Active (Ceased) – active employees ceased on a return and did not appear on another return.
- Deregistered (Deregistered) – employees had less than 5 years' service and with more than 4 years absence gap.
- Deregistered (Paid Out) – employees deregistered after they have been paid out their entitlement.
- Deregistered (Deceased) – employees who had deceased and had been deregistered.



Number of active and inactive employees

The graph on the left shows the number of employees in each of the six categories.

Base = 21667



Distribution of active and inactive employees

Left graph shows the percentage distribution of the six categories.

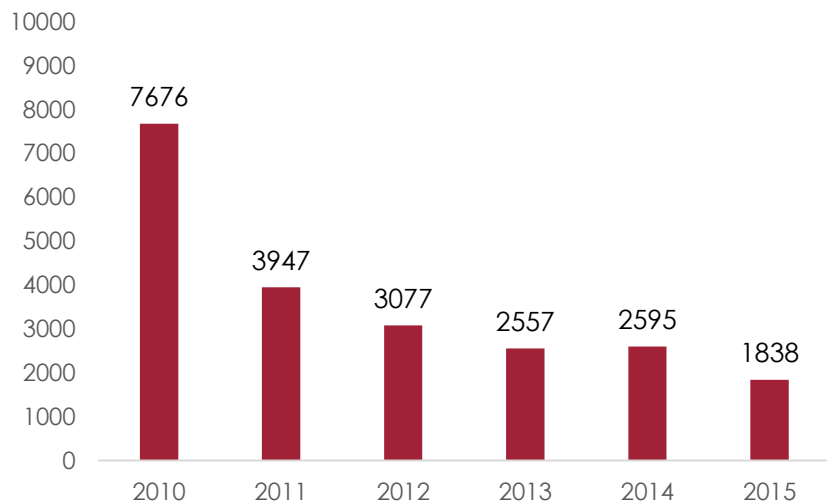
Base = 21667

**Registration status** – By 2015, the registered workforce had 18921 active employees and 2746 deregistered employees.

**NUMBER OF REGISTERED EMPLOYEES BY YEAR**

**Number of employees identified** – We were able to identify the service time of 21690 registered employees in the workforce.

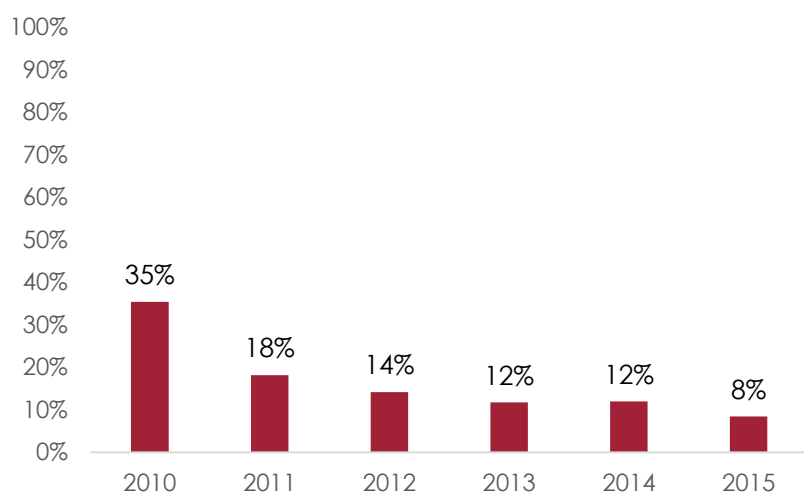
**Registered employees** – This analysis shows the number of employees registered per year in the workforce, i.e. 21690 unit employee identities.



Number of registered employees per year.

Number of employees registered per year from 2010-2015.

Base = 21690



Distribution of registered employees by year

Registered employees as a percentage of the registered workforce from 2010-2015.

Base = 21690

**Registration status** – The 2010 registration year is considered an abnormal year as it was the year the ACT Community Sector Industry Portable Scheme commenced. The 2010 year incorporated all collected registration data from previous years making it appear as an unusually high number of registrations.

**EMPLOYMENT SERVICE PERIOD ANALYSIS**

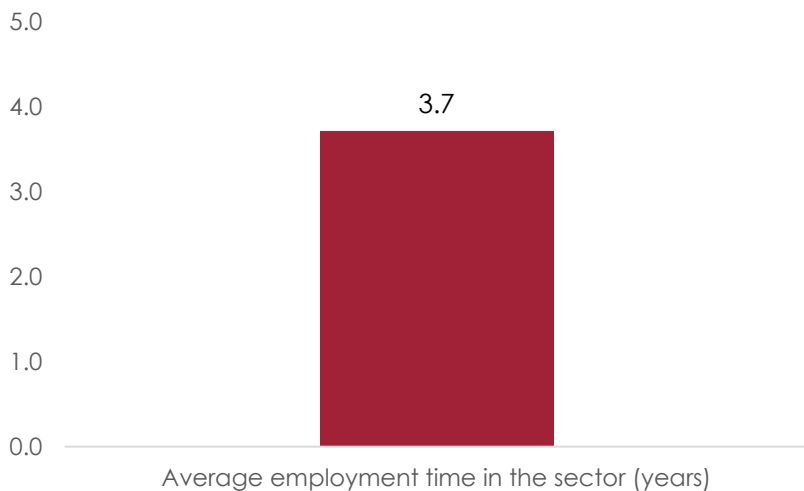
**Number of employees identified** – We were able to identify the reported service time of 21310 employees in the registered workforce.

**Time analysis period** – The period analysed was from 2010 to 2015, (a period of approximately 6 years), hence the maximum employment time was 6 years. For the convenience of numerical calculation, time for each individual employee was converted into the nearest whole number of years 1, 2, 3, 4, 5, 6, respectively.

Service time of employees

Table below shows the number of years of service reported by employee in the Community Sector Scheme

Service Time	Number of Employees
6 Years	5750
5 Years	3210
4 Years	3060
3 Years	2619
2 Years	3976
1 Years	2695
Total	21310



Average number of years reported per employee within the Community Sector

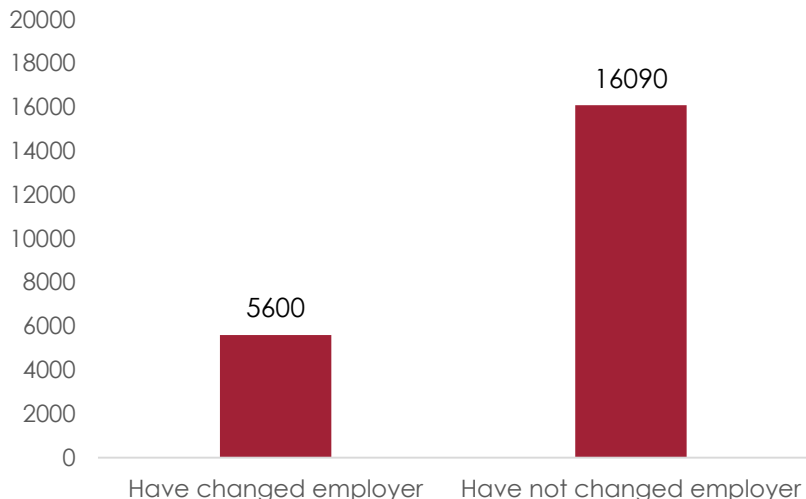
The average number of years of reported service for an employee between 2010 and 2015. The maximum reportable service period is six years (from scheme commencement).

Base = 21310

**Service time** – On average, employees of the community sector had 3.7 years of service reported within the Community Sector Scheme (2010-2015).

**EMPLOYER AND EMPLOYEE RELATIONSHIP ANALYSIS I - OVERALL**

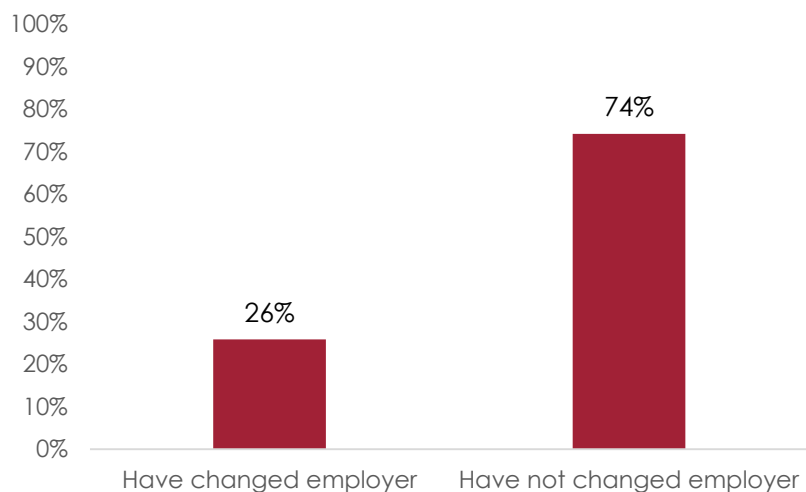
**Employer and employee relationship** – The number of employers an employee had been reported against during their service period in the sector.



Number of employees who have changed or not changed employers

Number of employees that have or have not had a change reported in their employer from 2010-2015.

Base = 21690



Distribution of employees who have changed or not changed employers

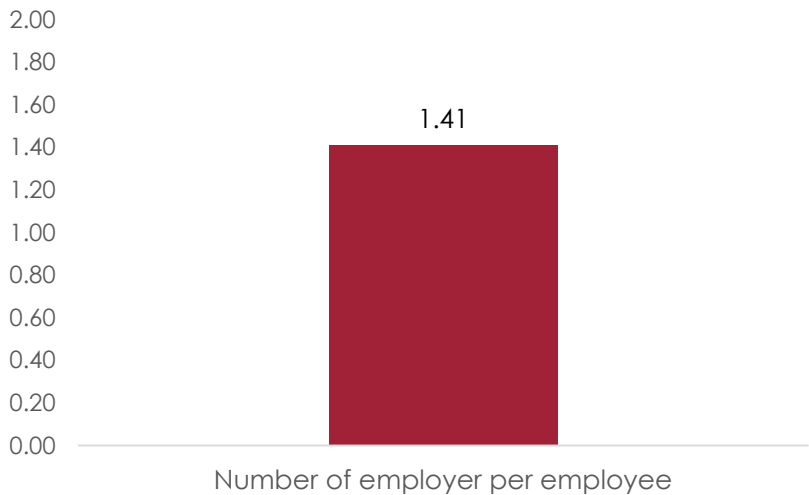
Percentage of employees that have or have not had a change reported in their employer from 2010-2015.

Base = 21690

**Employer and employee relationship** – Twenty-six per cent (26%) or 5600 employees had a change reported in their employer during their service in the sector. Seventy-four per cent (74%) or 16090 employees had only been reported as working for one employer.

**EMPLOYER AND EMPLOYEE RELATIONSHIP ANALYSIS II – PER EMPLOYEE**

**Employer and employee relationship** – The number of reported employers an employee would have during their service period, per employee.



Average employer per employee

Average reported employer number per employee of the entire industry workforce.

Base = 21690

**Employer and employee relationship** – On average, each employee would work for 1.41 employers during their service period. However, this should be examined together with the analysis on the previous page, i.e. 74% employees were not reported as having changed their employer.

Frequency of changing employer

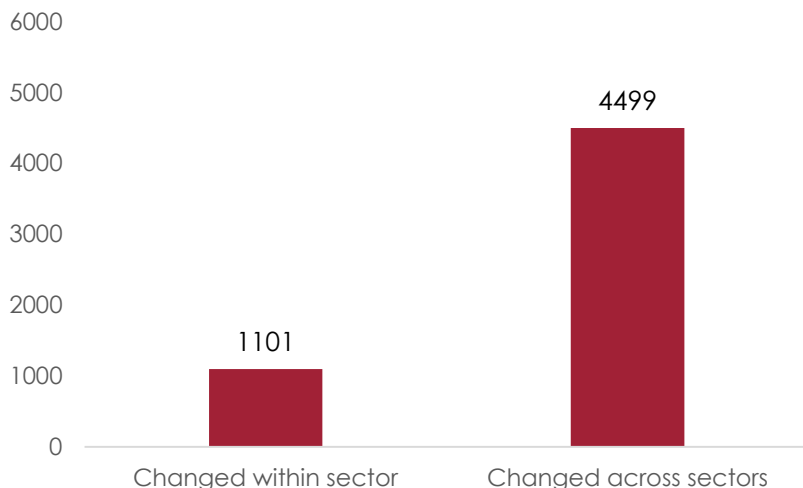
The table shows the number of times each employee was reported as having changed their employer.

Times of employer changed	Number
2 times	3799
3 times	1103
4 times	374
5 times	166
6 times	65
More than 6 times	92
Total	5599

**Employer and employee relationship** – 3,799 employees were reported as having changed their employers twice, and 92 employees were reported as having changed employers more than 6 times during their reported service history.

### **CHANGE OF EMPLOYERS AND INDUSTRY SECTORS**

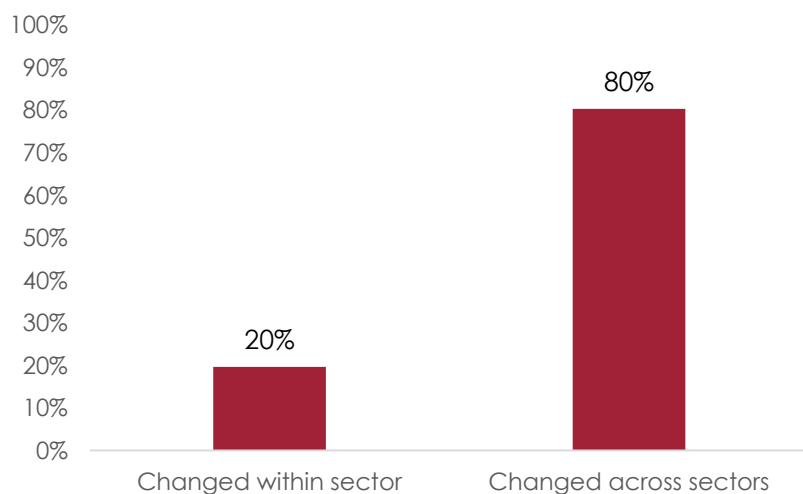
**Number of employees identified** – We were able to identify 5,600 employees who were reported as having changed employers.



Base = 5600

#### Number of identified employees

This graph represents the number of employees who changed to another employer within the same industry sub-sector or to a different sub-sector.



Base = 5600

#### Distribution of the workforce

This graph shows the percentage distribution of employers that changed their employers in relation to the industry sectors.

**Employee movement** – Twenty per cent (20%) of employees remained in the same industry sector when they changed employers, whereas 80% changed their sectors. This means **most employees likely changed their employers to move to another industry sector.**

**CHANGE OF INDUSTRY SECTORS**

**Number of employees identified** – We were able to identify 5,600 employees who have changed employers.

**Moving factor** – The moving factor was calculated by dividing the frequency count and the employee:

$$\frac{\text{Frequency Count}}{\text{Employee Number}} = \text{Moving Factor}$$

The **frequency count** is the number of times, within a sector, the employees changed their employers.

The **employee number** is the number of employees of that industry sector.

The **moving factor** is an indicator that should be read as a relative scale between all sectors. The greater the numeric value, it means the more likely employees in that sector change their employers. A single number by itself has no intrinsic meaning.

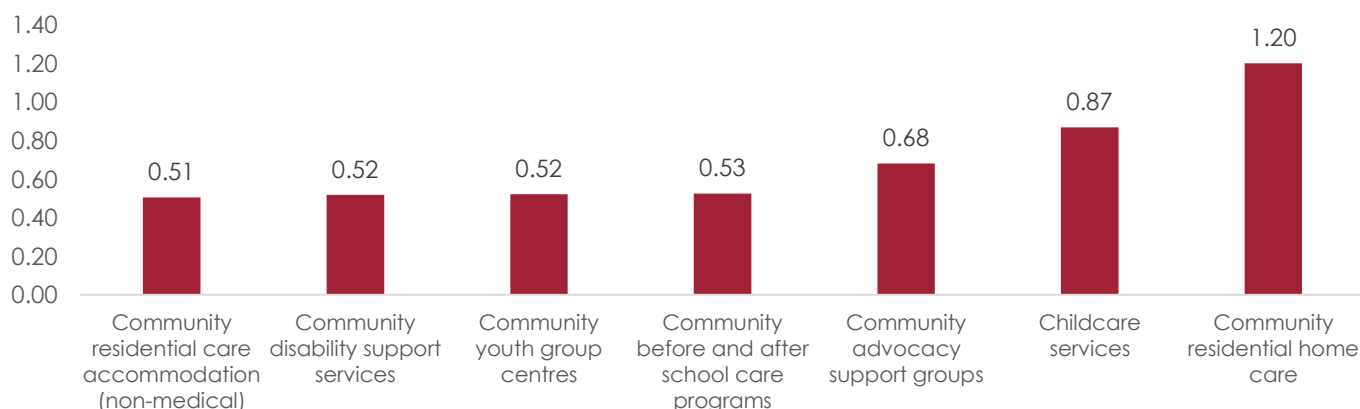
Calculation of moving factors

This table shows related information and how the moving factors are calculated.

Industry Sector	Frequency Count	Employee Number	Moving Factor
Childcare services	5589	6427	0.87
Community advocacy support groups	2146	3148	0.68
Community residential care accommodation (non-medical)	262	518	0.51
Community before and after school care programs	697	1325	0.53
Community disability support services	1162	2242	0.52
Community residential home care	786	654	1.20
Community youth group centres	1666	3189	0.52

Moving factors of the workforce

The graph shows the moving factor of each industry sector.



Base = 5600

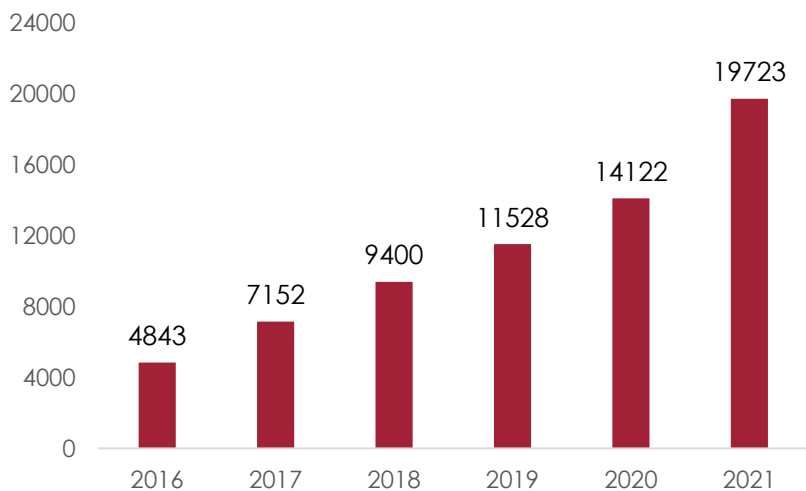
**Moving factor** – Community residential home care has the highest moving factor, meaning people tend to move in or out more actively in that sector.



### **ACCESSING LONG SERVICE LEAVE**

**Number of employees identified** – We were able to identify the working days of 19723 registered employees.

**Working days analysis** – The number of working days of an employee was calculated using the registration data and last known working date. Due to the limitation of information about these dates, there could be predictable errors in this analysis, but it should nonetheless provide a broad picture and projection of long service leave (LSL). LSL was calculated based on the time in service of an employee. If an employee had served 1825 days (assuming 365 days per year), he or she would be considered eligible for LSL.



#### Projection of number of employees in service for 1825 days

The graph shows the number of employees in service for 1825 days by 2021.

Base = 19723

**Employer and employee relationship** – By 2021, all current employees would be eligible for long service leave.

## APPENDIX 1 – INDUSTRY SECTOR ANALYSIS

### DEMOGRAPHICS - AGE

**Number of employees identified** – In this part, we were able to identify the age information related to a total of 19,778 employees.

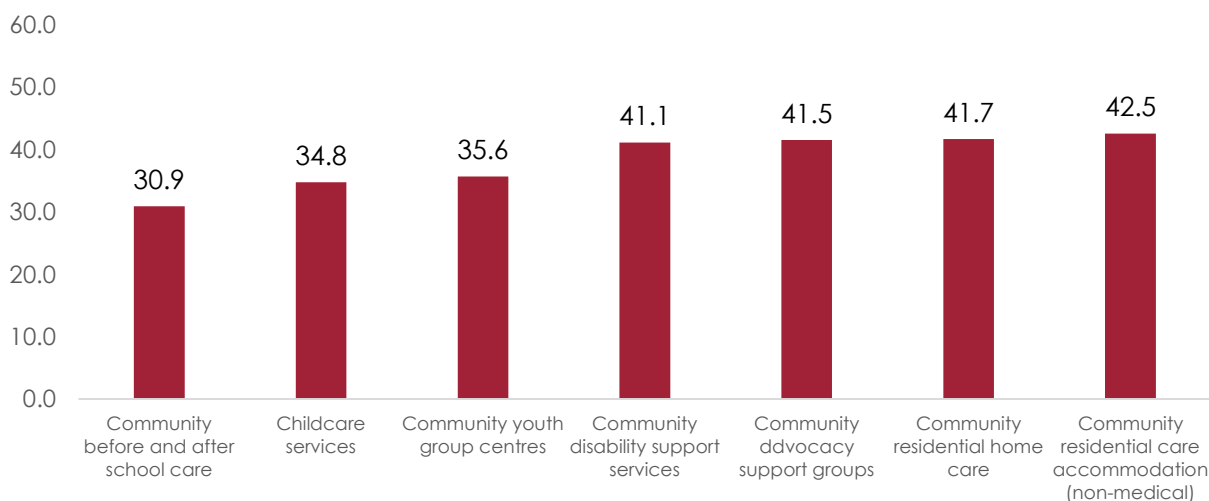
#### Number of employees identified in each industry sector

The graph shows the number of employees with identified age information in each industry sector.

Industry Sector	Employee Number
Childcare services	7180
Community advocacy support groups	3683
Community residential care accommodation (non-medical)	623
Community before and after school care programs	1468
Community disability support services	2565
Community residential home care	678
Community youth group centres	3581
Total	19778

**Sector age analysis** – The **Community residential care accommodation** had the highest average employee age of 42.5 years, and the **Community Before and After School** had the youngest employees (30.9 years of age).

#### Average age by industry sector



Base = 19778

**DEMOGRAPHICS - GENDER**

**Number of employees identified** – In this part, we were able to identify the gender information related to a total of 14,205 employees.

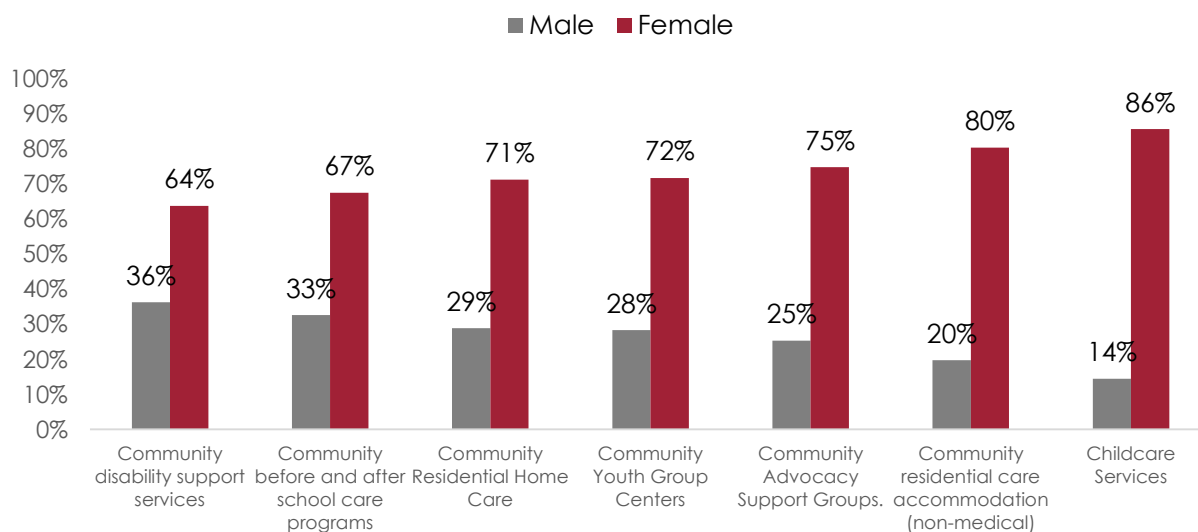
Number of employees identified in each industry

The graph shows the number of employees with identified gender information in each industry sector.

Industry Sector	Male	Female	Total
Childcare services	710	4206	4916
Community advocacy support groups	699	2066	2765
Community residential care accommodation (non-medical)	85	346	431
Community before and after school care programs	367	759	1126
Community disability support services	692	1216	1908
Community residential home care	113	279	392
Community youth group centres	756	1911	2667
Total	3422	10783	14205

**Sector gender analysis** – **Childcare services** had the highest percentage of female employees (86%), and the **Community disability support services** had the lowest (64%).

Gender distribution by industry sector



Base min = 392, base max = 4916

**REGISTRATION STATUS**

**Number of employees identified** – In this part, we were able to identify the registration status of 19,757 employees.

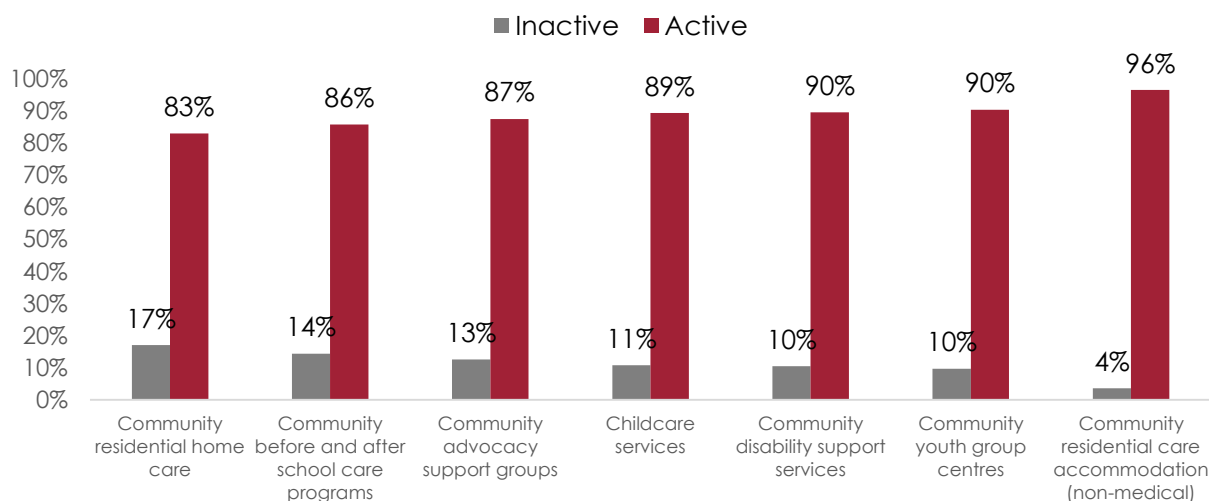
Number of employees identified in each industry

The graph shows the number of employees with identified registration status in each industry sector.

Industry Sector	Active	Deregistered	Total
Childcare services	6427	753	7180
Community advocacy support groups	3148	526	3674
Community residential care accommodation (non-medical)	517	106	623
Community before and after school care programs	1325	142	1467
Community disability support services	2242	321	2563
Community residential home care	654	24	678
Community youth group centres	3190	382	3572
Total	17503	2254	19757

**Registration status analysis** – The **Community residential care accommodation** retained the highest percentage of active employees (96%), and the **Community residential home care** was the lowest (83%).

Registration status by industry sector



Base min = 623, base max = 7180

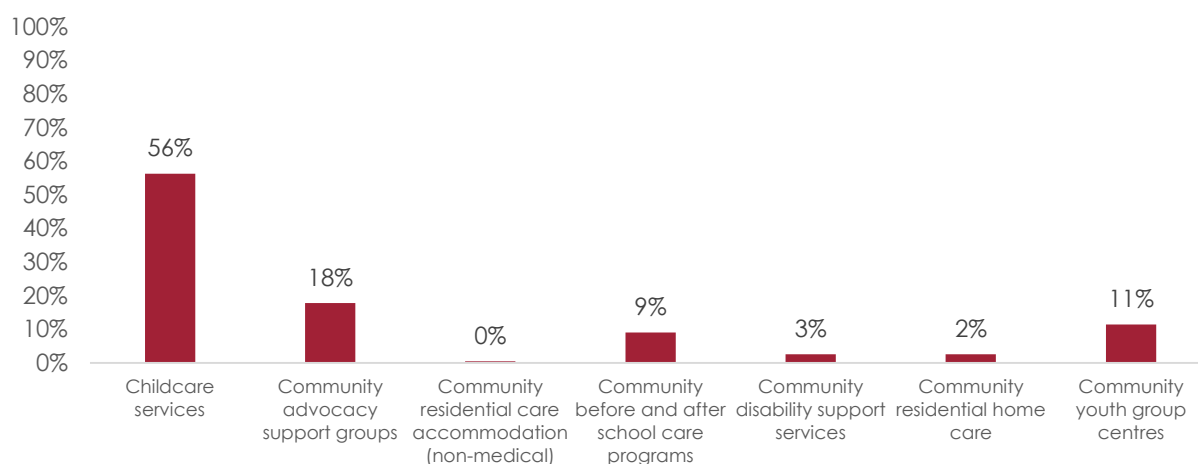
## APPENDIX 2 – CHANGE BETWEEN SECTORS

### DIRECTIONS AFTER LEAVING THE CURRENT EMPLOYER

**Methodology** – A brief analysis was performed on employees who changed their employers. The graphs presented indicated where these employees were heading after they left the current employer. The graphs were presented by industrial sectors. However, due to the limitation of the database, i.e. many of the dates of changing employers were not recorded, hence the graphs presented should only be used for general understanding of the subject. **These should not be viewed as definitive results.**

#### Directions of the Childcare services employees after leaving the current employer

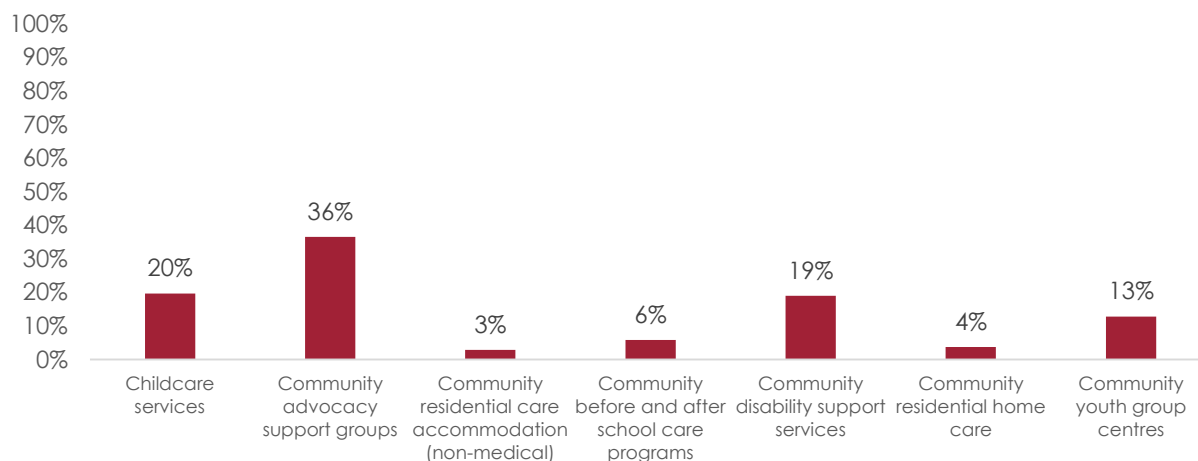
Fifty-six per cent (56%) of the employees remained within the Childcare services sector, and 18% moved to the Community advocacy support groups



Base = 2569

#### Directions of the Community advocacy support groups employees after leaving the current employer

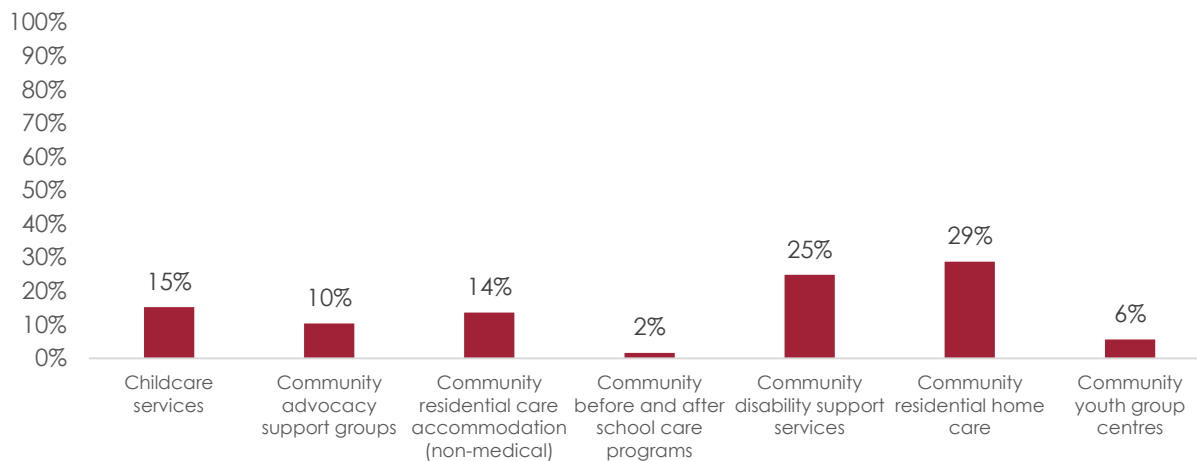
Thirty-six per cent (36%) of the employees remained within the Community advocacy support groups, and 20% moved to the Childcare sector.



Base = 713

Directions of the Community residential care accommodation employees after leaving the current employer

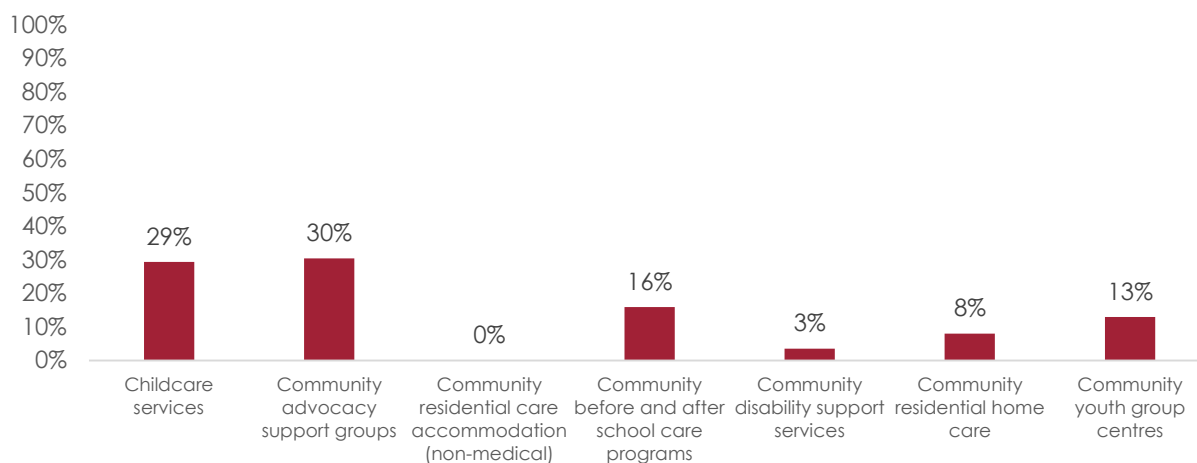
Twenty-nine per cent (29%) of the employees moved to the Community residential home care, and 25% changed into Community Disability Support Services.



Base = 125

Directions of the Community before and after school care programs employees after leaving the current employer

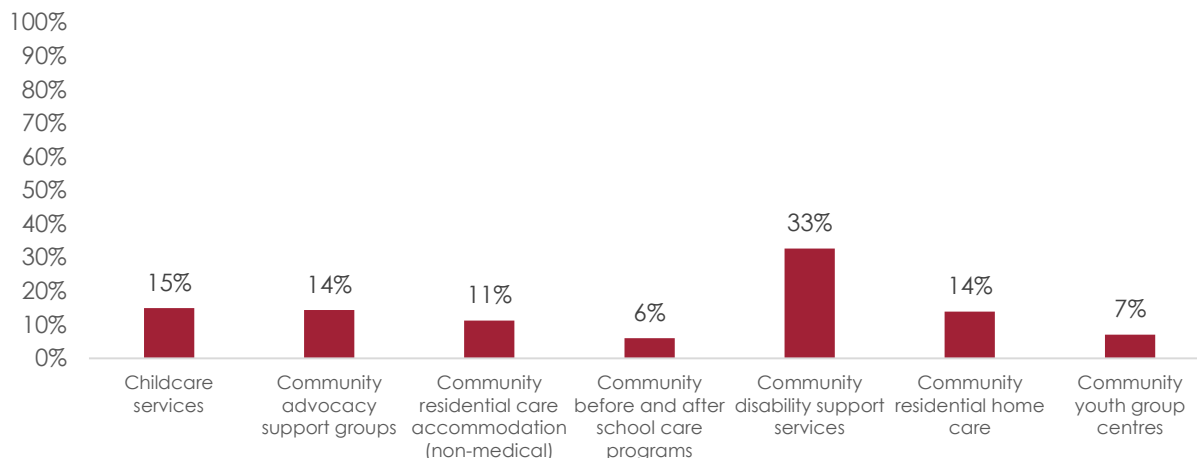
Thirty per cent (30%) of the employees moved to the Community advocacy support groups, and 29% changed into Childcare services.



Base = 201

Directions of the Community disability support services employees after leaving the current employer

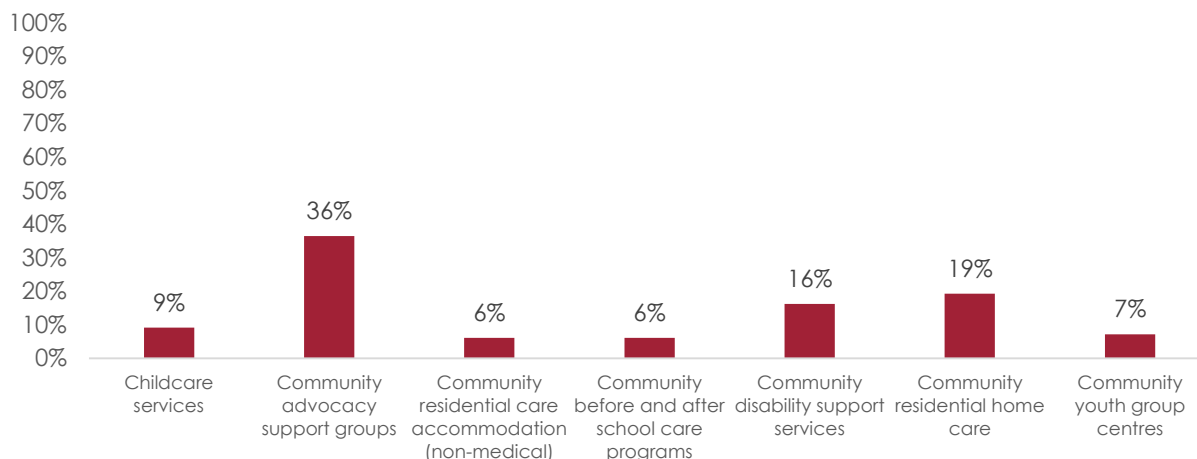
Thirty-three per cent (33%) of the employees stayed within the Community Disability Support Services, and 15% changed into Childcare services.



Base = 570

Directions of the Community residential home care employees after leaving the current employer

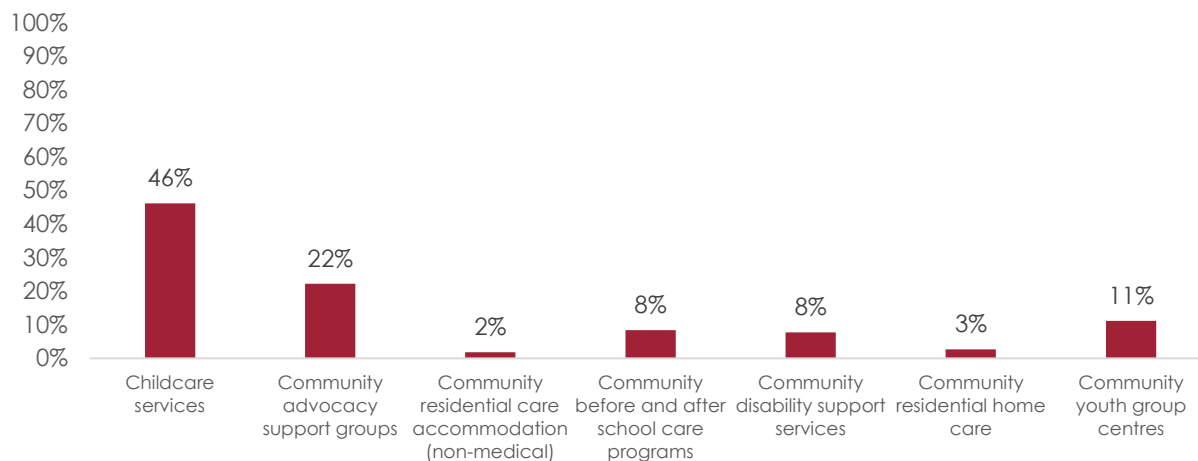
Thirty-six per cent (36%) of the employees moved to the Community advocacy support groups, and 19% remained in the Residential Home Care sector.



Base = 99

Directions of the Community youth group centres employees after leaving the current employer

Forty-six per cent (46%) of the employees changed into Childcare, and 22% moved to the Community advocacy support groups



Base = 906



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This report was produced by Piazza Research for the ACT Long Service Leave Authority

Project reference number: LSLA#291015