

# Future Social Service Institute

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## Masters Student Project Brief: February 2020

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### About the Future Social Service Institute

The Future Social Service Institute (FSSI) is a partnership between the Victorian Council of Social Service (VCOSS) and RMIT University. FSSI was established in 2016 with a \$2.6m, five-year grant from the Victorian Government and its purpose is to support the not-for-profit social service sector and its workforce to be service-delivery leaders at a time of major growth and disruption. FSSI's mission is to co-produce leading training, education, information and research to support a highly skilled paid and unpaid social sector workforce. Through its suite of offerings, FSSI supports all levels of the social service workforce from pre-service through to executives.

### Background to the brief.

The Australian Charities and Not-for-Profits Commission (ACNC) is the national regulator for charities of which there are 57, 666. Over a quarter of all charities are registered in Victoria. [The](#) ACNC helps charities understand and meet their obligations through advice, information and guidance and helps the public to understand the work of the not-for-profit sector, providing amongst other things a searchable database of charities.

~~VCOSS has had access to~~ two datasets from the ACNC Annual Information Statement (AIS) data that is collected annually by ACNC. RMIT also has a licence to use this data. There are two datasets

available for download:

- [ACNC 2017 AIS dataset \(individual charities\)](#)
- [ACNC 2017 group AIS dataset \(approved reporting groups\)](#)

There are also [Explanatory notes](#) that can be downloaded.

Since VCOSS is State based they have wanted to better explore the experience of the Victorian community sector. The methodology previously adopted for Victorian Community Service Reporting is set out in Appendix 1.

It is crucial the community services industry is recognised and supported as a vibrant, growing, essential industry in Victoria's economy and society. It is a significant component of Victoria's economy, a key employer and is likely to continue to grow in terms of number of employees, income received and money spent. The industry offers a diverse range of programs and services to help people overcome disadvantage and poverty, advocates strongly for policy solutions and supports a wide range of people with multiple and complex needs.

The ACNC data provides a critical platform for demonstrating the value of the community sector and builds trust in the sector; no longer does the sector need to rely on anecdotes to quantify its value. Since we began analysing and reporting on the community services industry data, we have seen a welcome and much needed increase in recognition for the Victorian community services industry.

## Briefing details

Below we outline discrete elements that can be adopted as project briefs singularly or together, subject to discussion and agreement with course supervisors.

### Element 1

- Access the ACNC databases (applying the rules set out in Appendix 1) and provide an up-to-date analysis of the most recent dataset for the community service sector in Victoria.
- Develop a data visualisation tool that can be used by VCOSS and FSSI in summarising key characteristics to sector, government and other stakeholders

### Element 2

- Access the ACNC databases (applying the rules set out in Appendix 1) and provide an up-to-date analysis of the most recent dataset for the community service sector in Victoria.

- Explore data in years 2015, 2017 and the current data to look at trends in the sector over time, inter alia:
  - Is there any trend in organisations over time move from employing people full-time to more precarious work?
  - Has use of volunteers changed over time?
  - Have organisations grown or shrunk and is this different across sub-sectors?
  - Has there been a change in the way governments fund charities, e.g. is there a shift to increasing funding to larger organisations?
  - Have the budget position/financial health of organisations changed over time? I.e. Are more organisations operating in budget deficits?
  - What has been the impact of the NDIS on organisations? Charities in 2017 were asked if they provided NDIS services in the 2017 period, and if they intend to offer NDIS services in the 2018 period.

### Element 3

- Access the ACNC databases (applying the rules set out in Appendix 1) and provide an up-to-date analysis of the most recent dataset for the community service sector in Victoria.
- Presently a number of hospital and other employees as well as community sector employees are recorded in Census data as a combined category of Health Care and Social Assistance. Using the FSSI combined administrative dataset (see Appendix 2)<sup>1</sup>, disaggregate community services from health services.
- Explore workforce variables such as gender, pay, cultural background and so forth for the community sector employees to provide the most thorough and accurate picture of this workforce yet to have been reported.

### For further information and advice:

This is a student Master project and will have academic supervision provided as part of the course. In addition the student may wish to perceive FSSI and VCROSS as a “customer group” that the student can consult for purposes of clarification of their needs or for further background information.

Contacts are:

- Assoc. Prof. Paul Ramcharan, Deputy Director Research, FSSI [paul.ramcharan@rmit.edu.au](mailto:paul.ramcharan@rmit.edu.au);
- Jessica Lee Ack, Deputy Director, FSSI, [jessica.lee-ack@rmit.edu.au](mailto:jessica.lee-ack@rmit.edu.au); and
- Brooke McKail, Manager of Policy and Research at VCROSS [Brooke.mckail@vcross.org.au](mailto:Brooke.mckail@vcross.org.au)

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<sup>1</sup> This dataset cannot be used for any other purposes than the student project and remains in the ownership of FSSI.



## Appendix 1 – ACNC Data Cleaning Rules

VCOSS adopted the data cleaning rules that were developed by the Centre for Social Impact and the Social Policy Research Centre in their report [Australian Charities 2014](#)..

### Syntax for data cleaning and data analysis

SPSS was used to clean and analyse the data. Syntax for the data cleaning and analysis is available . Much of the cleaning is to turn string (text) variables into numeric variables, which is easier for analysis. We also apply rules as outlined in the following table.

The analysis is easy to follow/recreate using the tables and charts we have publically reported as long as we use the valid data filters as created through the cleaning process.

Year on year we have needed to update the syntax because the ACNC will often change variable names which means we need to update the syntax.

Data rules:

Item/variable	Rule
Creation of Victorian Community Services Industry Dataset	<p>We usually keep all the data from across Australia in the data set and use filters in SPSS to use the data we want for Victoria.</p> <p><b>If Main Activity</b> is one of: Aged Care Activities Civic and Advocacy Activities Economic, social and community development Emergency Relief Employment and Training Housing Activities Income support and maintenance International activities Law and Legal Services Mental health and crisis intervention Other Education Other health service delivery Social Services</p> <p><b>If Other Activity</b> offered by the charity is from one of the above list.</p> <p>We create Community Sector Charity variable.</p> <p>Then to create the Victorian Community Services Charity variable it is if orgs operate activities as above and it is they are based in Victoria (State=Victoria) and operating in Victoria (Operates in VIC). This means that this dataset will pick up organisations based in Victoria, operating in Victoria, but also operating in other states.</p>

Item/variable	Rule
Size of organisation	<p>Organisations self-select their organisational size  Small = Revenue Less than \$250,000  Medium= Revenue of \$250,000 to \$999,999  Large = Revenue of \$1 million or more</p> <p>This is checked against Total Gross Income of the organisation</p> <p>We have also added an additional size category for organisations into the following:  Extra Small= &lt;\$50,000  Small = \$50,000-&lt;\$250,000  Medium = \$250,000 to &lt;\$1m  Large-\$1m to &lt; \$10m  Extra Large \$10m to &lt; \$100m  Extra-extra- large &gt;\$100m</p> <p>This will be useful to track over time in terms of whether the number of large to extra/extra-large organisations has grown</p>
Income	Data is checked, if there is no income for the organisation then these are excluded from the analysis
Inaccurate Income Data	<p>The sum of individual income fields and total income differ by more than \$25,000 for small charities  The sum of individual income fields and total income differ by more than \$100,000 for medium charities  The sum of individual income fields and total income differ by more than \$1,000,000 for large charities</p>
Inaccurate expenditure data	<p>The sum of individual expense fields and total expenses differ by more than \$25,000 for small charities  The sum of individual expense fields and total expenses differ by more than \$100,000 for medium charities  The sum of individual expense fields and total expenses differ by more than \$1,000,000 for large charities  Employee expenses per reported employee exceeds \$300,000.</p>
Ratios	<p>Ratios (e.g. Government grant per total gross income) exceed 100%  Negative values (e.g. negative employee expenses or liability).</p>
Valid Financial data	Variable created to ensure that after all checks data is valid

## Appendix 2 – Overview of FSSI Data Set

Workforce data is critical to identifying and understanding the nature and scope of these challenges. While there are several data sets that capture – with varying degrees of granularity – the scale and composition of the social service workforce, these data sets typically focus on one segment of the sector for example aged care, disability, family violence and mental health. In 2019, FSSI sought to address the gap in whole of workforce data by bringing together key data sets as part of its “Data Linkages Project”. The data sets include Census data, employment project data, internet vacancy and WorkSafe data. To integrate the data, FSSI developed its own definitions of the social service workforce based on ANZSCO 4 and ANZSIC 3 classifications which were refined in consultation with the FSSI Workforce Intelligence Working Group. The table below lists the occupations included under FSSI Social Services and FSSI Social Services Broad.

Classification	FSSI Social Services	FSSI Social Services Broad
ANZSCO 4	4231 Aged and Disabled Carers 4211 Child Carers 2721 Counsellors 4113 Diversional Therapists 4221 Education Aides 1342 Health and Welfare Service Managers 4115 Indigenous Health Workers 4233 Nursing Support and Personal Care Workers 2524 Occupational Therapists 2534 Psychiatrists 2723 Psychologists 2724 Social Professionals 2725 Social Workers 4234 Special Care Workers 2415 Special Education Teachers 4117 Welfare Support Workers 2726 Welfare, Recreation and Community Arts Workers	1341 Child Care Centre Managers 2411 Early Childhood (Pre-primary School) Teachers 2491 Education Advisers and Reviewers 4114 Enrolled and Mothercraft Nurses 2722 Ministers of Religion 2542 Nurse Educators and Researchers 2543 Nurse Managers 4518 Other Personal Service Workers 2525 Physiotherapists 2526 Podiatrists 4421 Prison Officers 2544 Registered Nurses 2527 Speech Professionals and Audiologists
ANZSIC 3	871 Child Care Services 879 Other Social Assistance Services 860 Residential Care Services	853 Allied Health Services 822 Education Support Services 840 Hospitals 859 Other Health Care Services 801 Preschool Education

A visualization tool was developed for FSSI's data set using PowerBI. The table below provides an overview of the data visualisations that have been developed.

Table	Data Source	Filters / Views
1. <b>Compound annual industry growth rate</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• ANZSIC 1</li> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> </ul>
2. <b>Social services employment projections 2018-2023</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> <li>• Not Social Services</li> </ul>
3. <b>Social services composition – occupation</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• FSSI Social Services – total and by occupation</li> <li>• FSSI Social Services Broad – total and by occupation</li> <li>• Not Social Services - total</li> </ul>
4. <b>Social services composition - industry</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• FSSI Social Services – total and by industry</li> <li>• FSSI Social Services Broad – by industry</li> <li>• Not Social Services - total</li> </ul>
5. <b>Workforce projected growth – linked occupation and industry</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• FSSI Social Services – by occupation</li> <li>• FSSI Social Services Broad – by occupation</li> <li>• Not Social Services – by occupation</li> </ul>
6. <b>Workforce projected growth – linked occupation and industry</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	<ul style="list-style-type: none"> <li>• FSSI Social Services – by industry</li> <li>• FSSI Social Services Broad – by industry</li> <li>• Not Social Services – by industry</li> </ul>
7. <b>Social services composition – occupation within industry</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	
8. <b>Social services composition –industries by occupation</b>	Analysis of Employment Projections 2018-2023, Department of Employment, Skills, Small and Family Business 2019	
9. <b>Social services demographics</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> <li>• Not Social Services</li> </ul>



Table	Data Source	Filters / Views
<b>10. Social services demographics – occupation comparison</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	Occupations currently selected: <ul style="list-style-type: none"> <li>• Child Carers</li> <li>• Aged and Disability</li> <li>• Social Workers</li> </ul>
<b>11. Highest level of education</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> <li>• Not Social Services</li> </ul>
<b>12. Hours and income</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> <li>• Not Social Services</li> </ul>
<b>13. Hours and income – occupation comparison</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	Occupations currently selected: <ul style="list-style-type: none"> <li>• Child Carers</li> <li>• Aged and Disability</li> <li>• Social Workers</li> </ul>
<b>14. Distance and transport</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• FSSI Social Services Broad</li> <li>• Not Social Services</li> </ul>
<b>15. Birthplace</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services</li> <li>• Victoria's workforce</li> </ul>
<b>16. Social service workforce location</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services occupations</li> </ul>
<b>17. Social service occupation workforce location</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• FSSI Social Services occupations</li> </ul>
<b>18. Social service workforce and residents by location</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	
<b>19. Older residents and health care and social assistance workforce</b>	Census 2016, Census Table Builder, Australian Bureau of Statistics	<ul style="list-style-type: none"> <li>• Health Care and Social Assistance</li> <li>• Area</li> </ul>