



**Survey analysis of the *Social, Community, Home Care and Disability Services Industry Award 2010***

June 2019



The contents of this paper are the responsibility of Commission staff and the research has been conducted without the involvement of members of the Fair Work Commission.

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## 1 Introduction

The Fair Work Commission (the Commission) is conducting a review of the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS award) as part of the 4 yearly review of modern awards (the Review). A number of substantive claims have been made to vary the SCHADS award as part of the Review and these are being dealt with in matter AM2018/26.

A survey was conducted by the Commission titled 'Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*'.

The purpose of the survey is to assist the Full Bench (in matter AM2018/26) in informing itself and the relevant parties about the information relating to the matter. The survey is not designed to be representative of all enterprises that employ workers covered by the SCHADS award.

The survey questions were developed in consultation with parties in matter AM2018/26. Relevant documentation is posted to the Commission's website and is accessible via the link below:

<https://www.fwc.gov.au/awards-and-agreements/modern-award-reviews/4-yearly-review/award-stage/award-review-documents/MA000100?m=AM2014/285>

The survey was open for a period of 5 weeks (from 15 May 2019 until 19 June 2019).

The survey was administered via an online survey platform. A link was sent by the Commission to each party (in matter AM2018/26) and the email was forwarded by each employer party to their members. Participation in the survey is limited to the membership of parties in matter AM2018/26 (or enterprises represented in the proceedings).

In total, 854 enterprises provided a complete response to the survey with the survey sent out to approximately 2980<sup>1</sup> enterprises, generating an approximate response rate of just under 30 per cent.

The analysis is conducted on the 854 complete responses. Incomplete or responses from enterprises not covered by the SCHADS award were also received but were not included as part of the analysis. A number of responses were not included for the following reasons:

- 496 enterprises provided responses that were incomplete;
- 17 enterprises provided multiple responses—duplicates were removed;
- 3 enterprises were not covered by the SCHADS award; and
- 4 enterprises provided responses that included errors or were missing key data.

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<sup>1</sup> This figure is an approximation as it may include organisations that are members of more than one party to the matter and may have been sent the survey more than once.

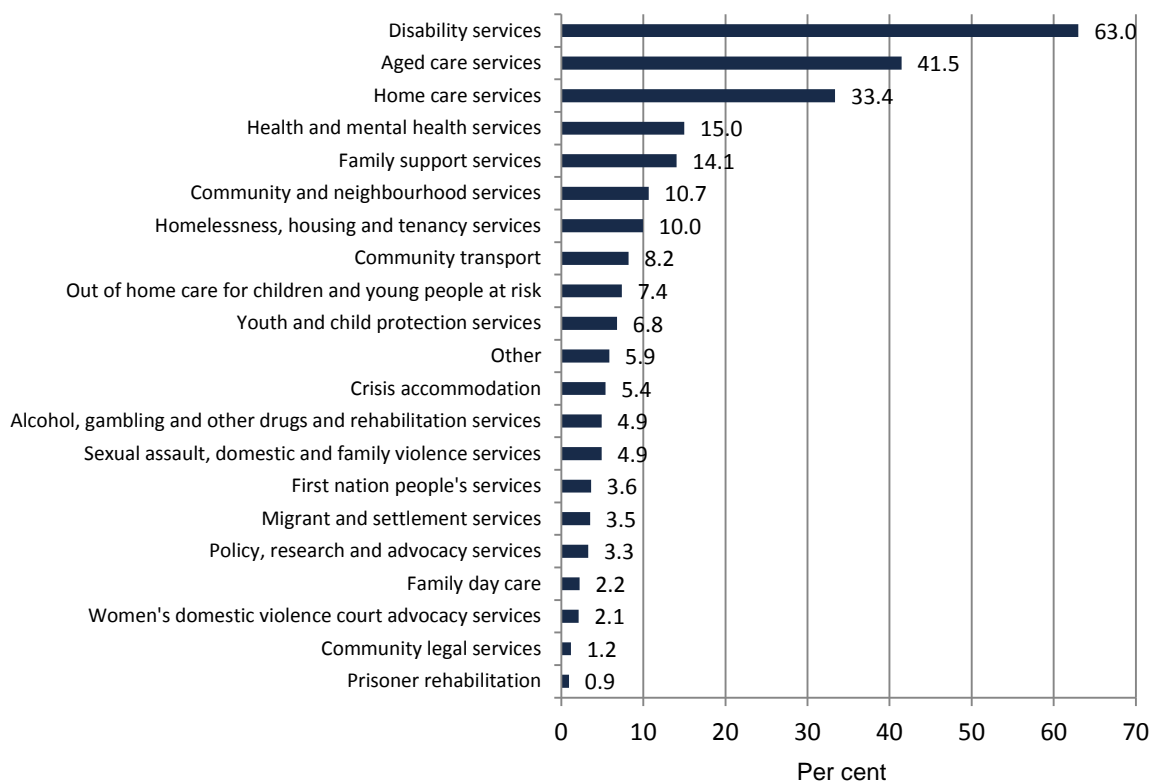
## 2 Aggregate analysis of responses

This section provides an analysis of responses to the survey from enterprises that are members of parties in matter AM2018/26.

### 2.1 Sectors

Chart 1 shows the sector or sectors that the enterprises operated in. The most common sector that the enterprises operate in is Disability services, including residential care and care provided in a private residence (Disability services) (63.0 per cent), followed by Aged care services (41.5 per cent) and Home care services (33.4 per cent).

**Chart 1: Which sector or sectors does your enterprise operate in?**



Note: The total sums to more than 100 as enterprises can operate in multiple sectors.

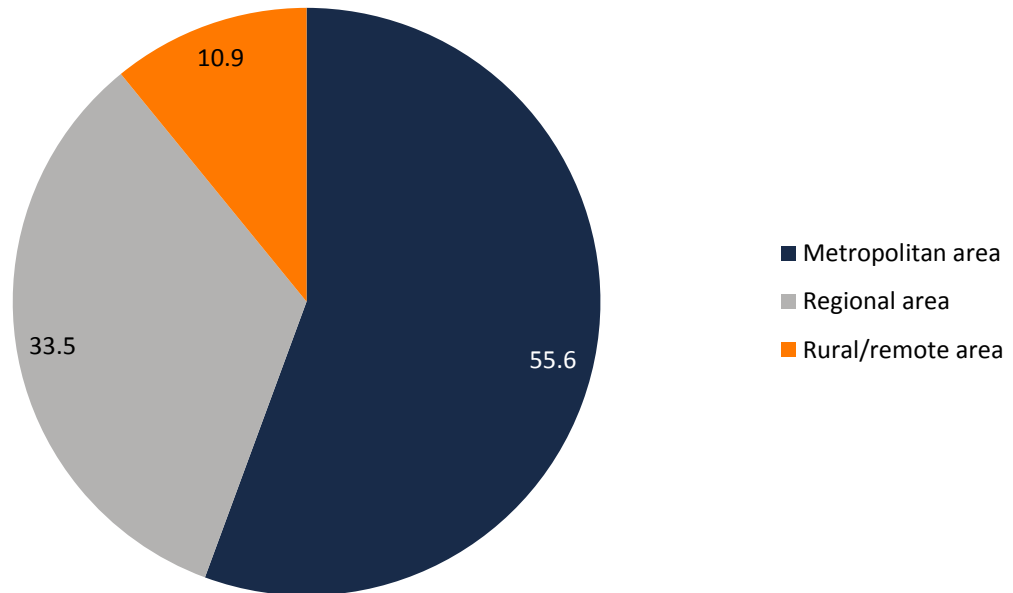
Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Question 1.

### 2.2 About your enterprise

More than half (55.6 per cent) of enterprises that responded to the survey have their primary location in a metropolitan area, while around one third (33.5 per cent) have their primary location in a regional area. Only around one in ten enterprises operated in a rural/remote area (Chart 2).



**Chart 2: Where is the primary location of your enterprise?**

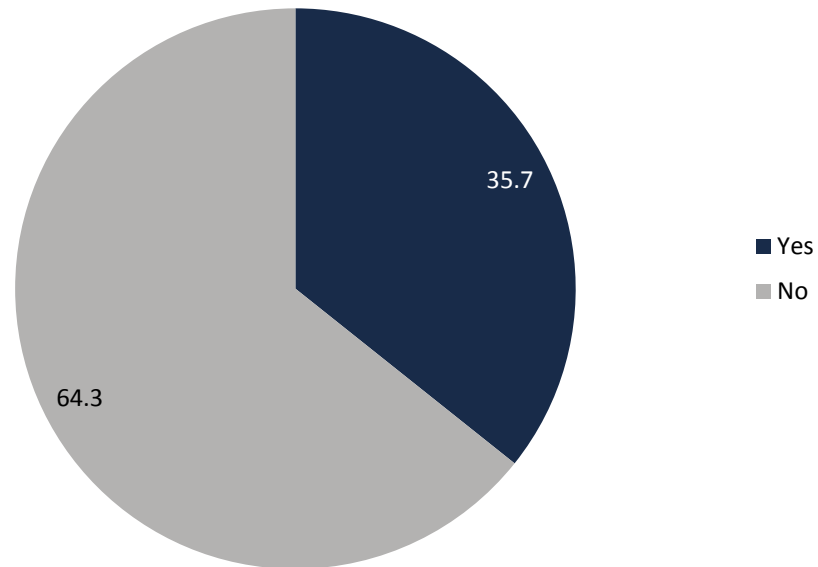


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Question 15.

### **2.3 Employees covered by the SCHADS award**

Over one third (35.7 per cent) of enterprises that responded to the survey have an enterprise agreement which applies to employees currently covered by the SCHADS award (Chart 3).

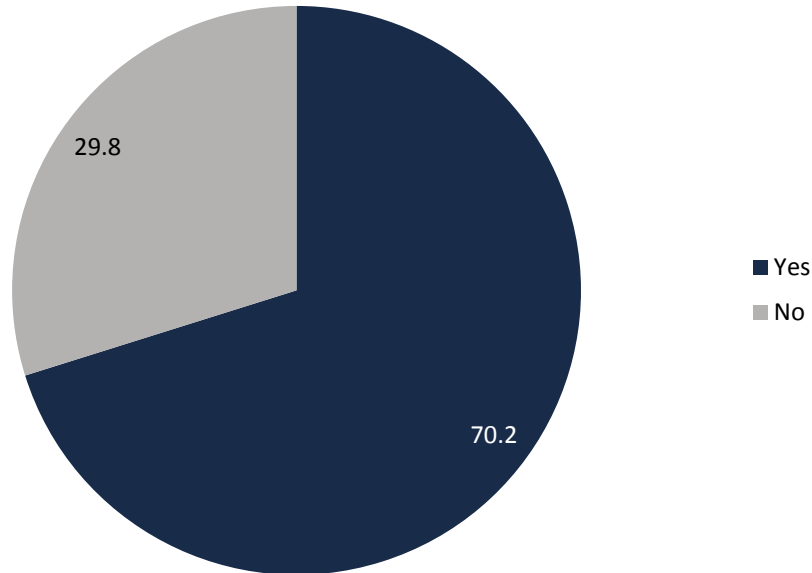
**Chart 3: Does an enterprise agreement apply to employees currently covered by the SCHADS award?**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Question 2.

Of those enterprises that responded that they have an enterprise agreement, around seven in ten (70.2 per cent) responded that their enterprise agreement (or agreements) covers all of their SCHADS award-covered employees (Chart 4).

**Chart 4: Does your enterprise agreement (or agreements) cover all of your SCHADS Award-covered employees?**

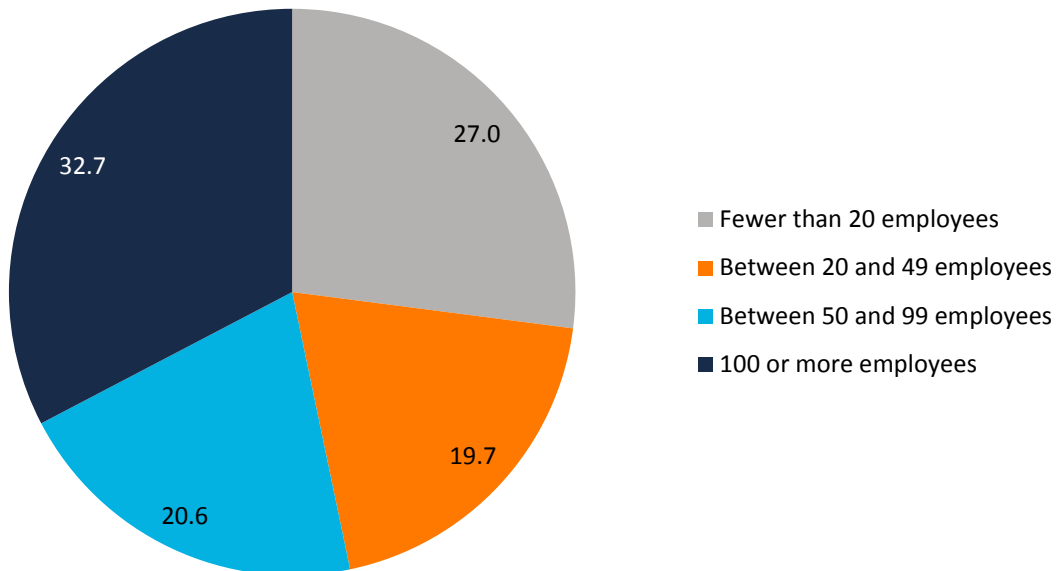


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 3.

## **2.4 Number of SCHADS employees by enterprises**

Around one third (32.7 per cent) of enterprises that responded to the survey employ 100 or more employees who are covered by the SCHADS award, while over one quarter (27 per cent) employ fewer than 20 employees who are covered by the SCHADS award (Chart 5).

**Chart 5: How many employees does your enterprise currently employ who are covered by the SCHADS award?**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 4.

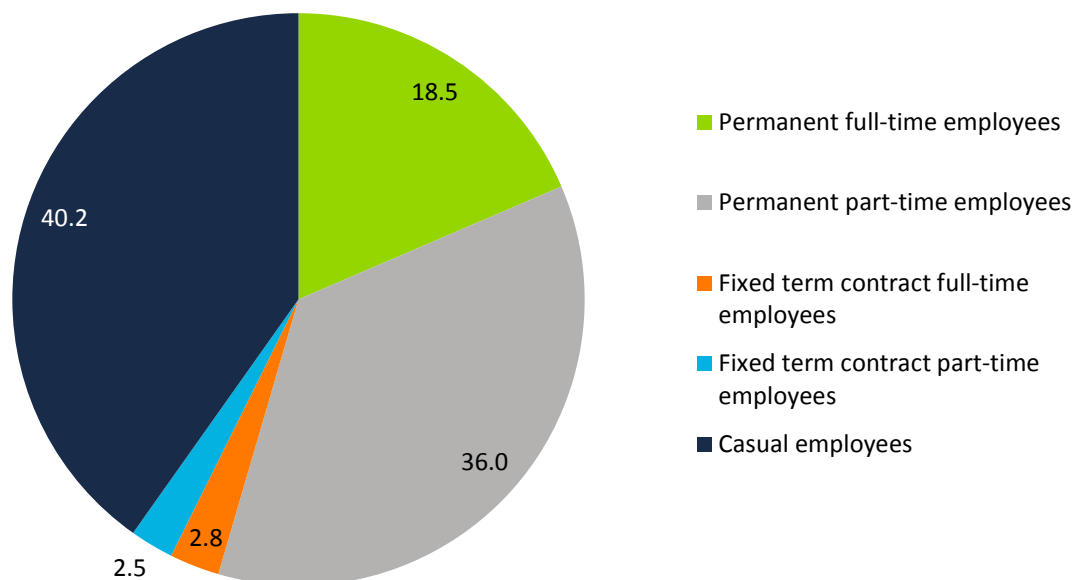
Enterprises that employ 100 or more employees covered by the SCHADS award had an average of 397 employees covered by the SCHADS award and a median of 175 employees covered by the SCHADS award.<sup>2</sup>

Around four in ten employees covered by the SCHADS award that are employed in the enterprises that responded to the survey are casual employees (i.e. in receipt of the 25 per cent casual loading and not in receipt of any paid leave entitlements) (Chart 6). The next most common employment type was permanent part-time employees (36.0 per cent), followed by permanent full-time employees (18.5 per cent).

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<sup>2</sup> AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 5.

**Chart 6: Of the employees your enterprise employs who are covered by the SCHADS Award; how many employees are employed in the categories set out below?**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Question 6.

## 2.5 Casual employees covered by the SCHADS award

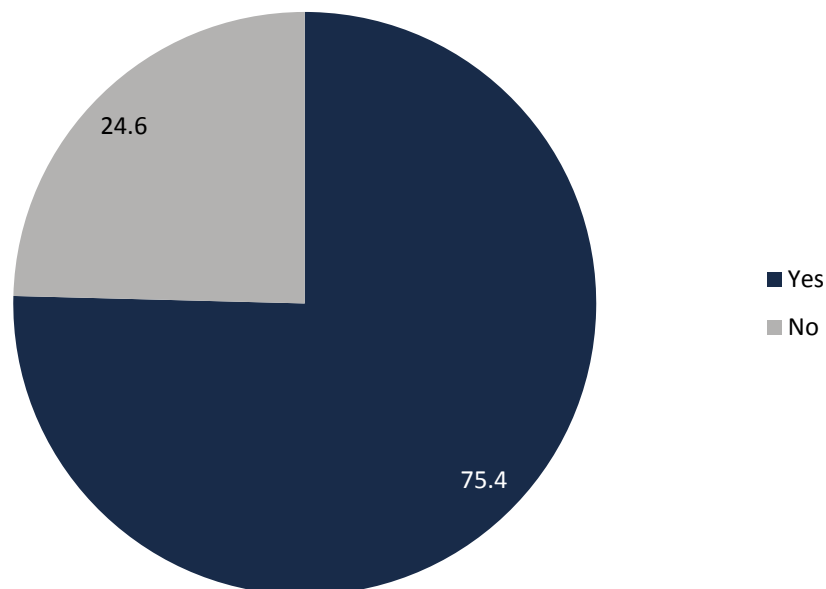
As noted in the survey, the following questions concerning casual employees, relate to all employees covered by the SCHADS award, including employees covered by an enterprise agreement.<sup>3</sup>

In the 4 week period from 4 to 31 March 2019, around three-quarters (75.4 per cent) of enterprises that responded to the survey employed casual employees that were covered by the SCHADS award (Chart 7).

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<sup>3</sup> AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, pp. 4–7.

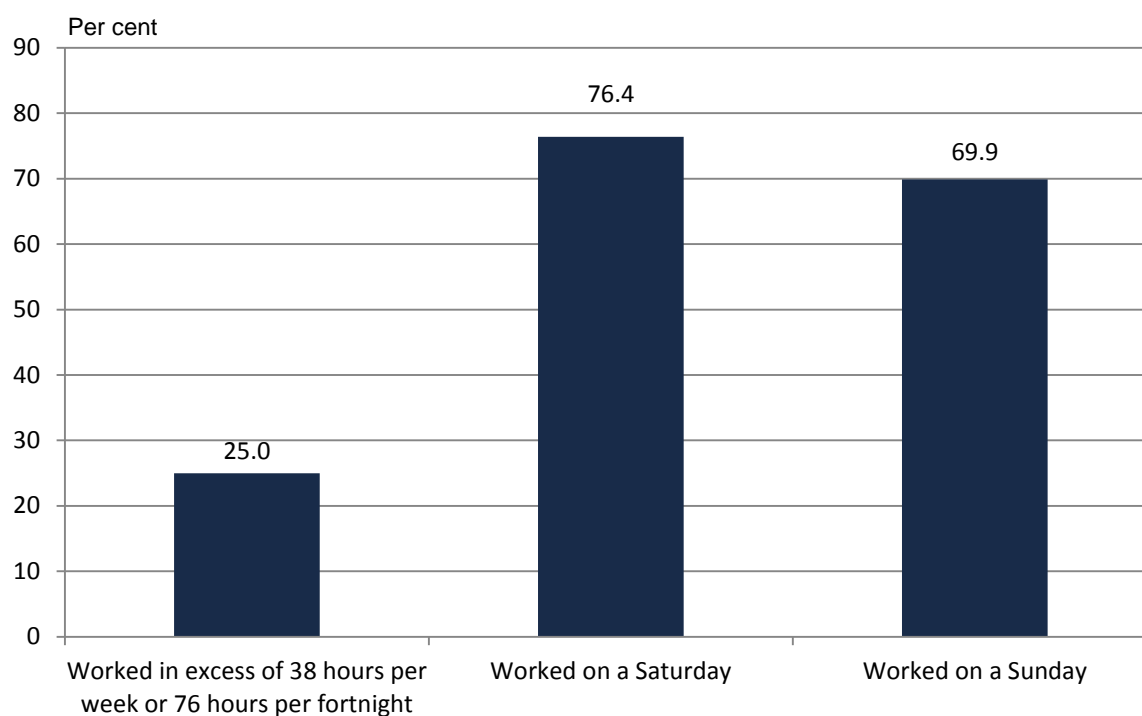
**Chart 7: Did your enterprise employ any casual employees covered by the SCHADS award in the 4 week period from 4 to 31 March 2019**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Question 7.

Of the enterprises that employed casual employees in the 4 week period from 4 to 31 March 2019, one quarter had casual employees that worked in excess of 38 hours per week or 76 hours per fortnight (Chart 8). Around three-quarters of enterprises (76.4 per cent) responded that casual employees worked on a Saturday during this period, and around seven in ten enterprises (69.9 per cent) responded that casual employees worked on a Sunday.

**Chart 8: Did any of the casual employees work in excess of 38 hours per week or 76 hours per fortnight, work on a Saturday, or work on a Sunday**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010*, 2019, Questions 8, 9 and 10.

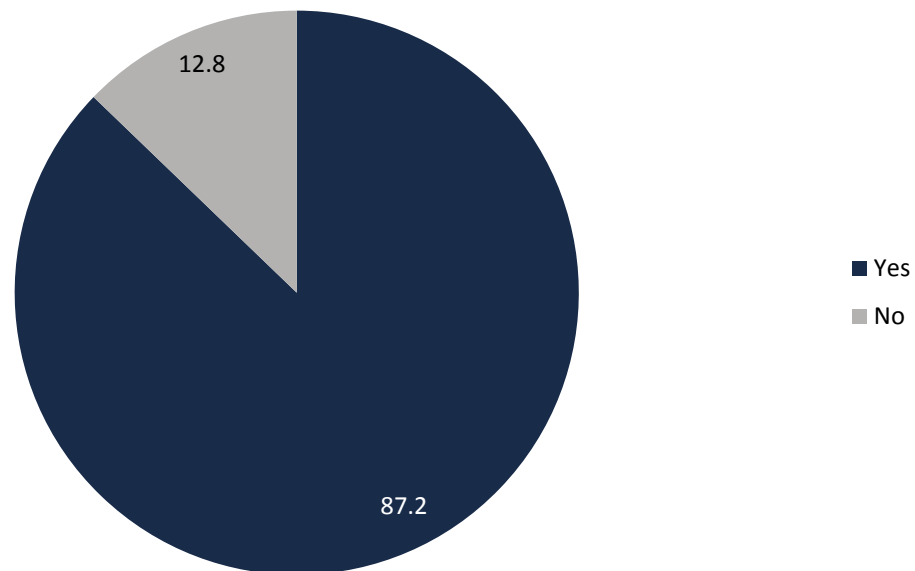
## 2.6 Income from government sources

Almost nine in ten (87.2 per cent) enterprises that responded to the survey receives a significant proportion of its income from the Commonwealth, State or Local Government (Chart 9).<sup>4</sup>

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<sup>4</sup> These responses may include enterprises that receive NDIS funding indirectly from a government source (i.e. via a client).

**Chart 9: Does your enterprise receive a significant proportion of its income from the Commonwealth, a State Government or a Local Government?**

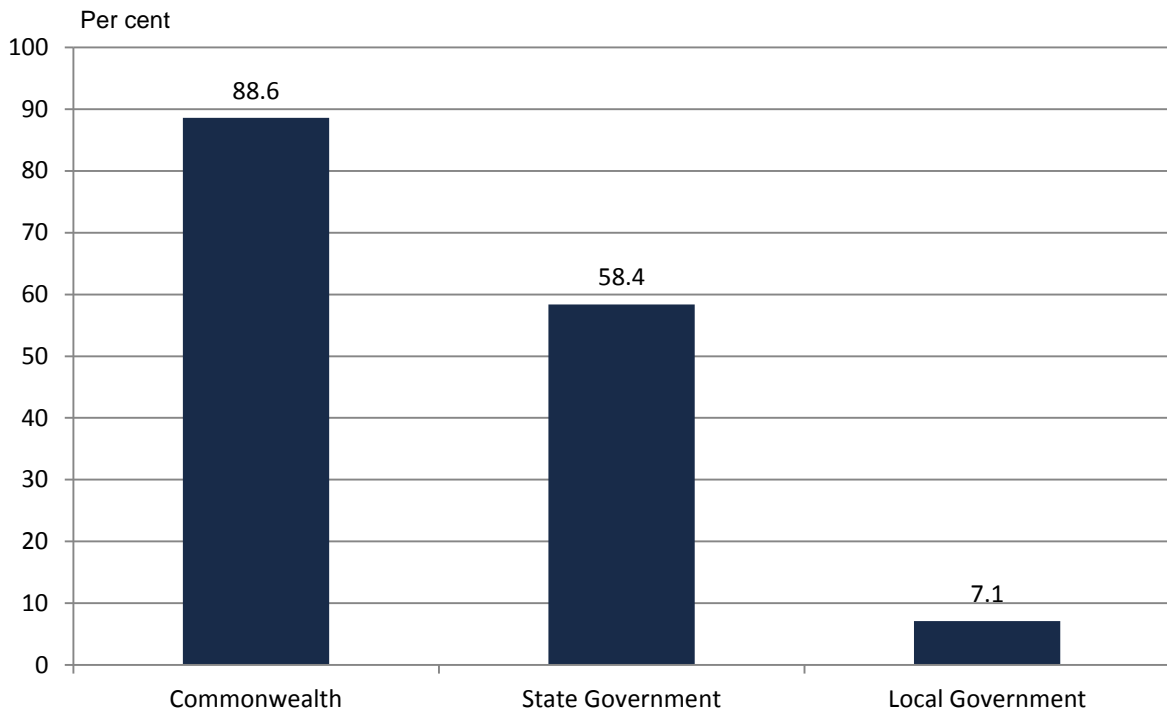


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 11.

Around nine in ten enterprises that responded to the survey received income from the Commonwealth Government (88.6 per cent) and around six in ten (58.4 per cent) received income from the State Government. Only 7.1 per cent of these enterprises received income from the Local Government (Chart 10).



**Chart 10: What is the source of the income?**



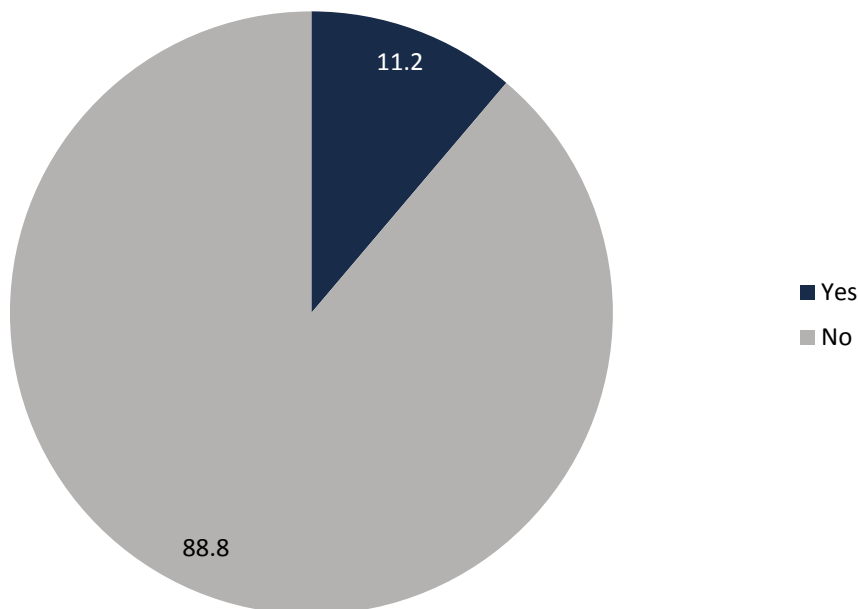
Note: The total does not sum to 100 as enterprises can receive income from multiple government sources.

Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 12.

## **2.7 24 hour care shifts**

Around one in ten enterprises (11.2 per cent) that responded to the survey rostered a home care employee for a 24 hour care shift between 1 March 2018 and 1 March 2019 (Chart 11).

**Chart 11: Has your enterprise rostered a home care employee for a 24 hour care shift in the 12 month period from 1 March 2018 to 1 March 2019?**



Note: The 14 enterprises that responded with 'don't know' in regard to whether they had rostered a home care employee for a 24 care shift were excluded.

Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 13.

For enterprises that rostered a home care employee for a 24 hour care shift in this period, the average number of times that the enterprise rostered a home care employee in the 12 month period from 1 March 2018 to 1 March 2019 was 304.<sup>5</sup>

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<sup>5</sup> AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Question 14.

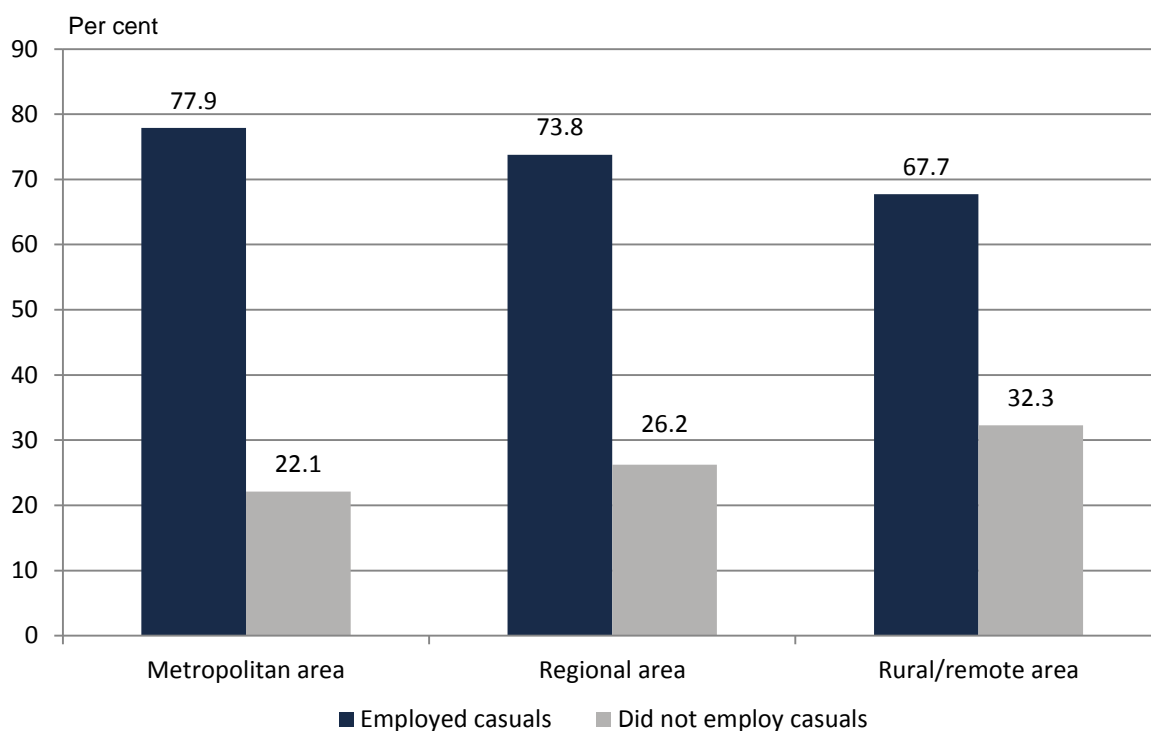
### 3 Enterprises that employ casuals

This section provides further analysis of enterprises that responded they employ casual employees by comparing them with the responses of enterprises that do not employ casual employees for a range of variables.

#### 3.1 Location

Chart 12 presents the proportion of enterprises that employed casuals by the primary location of the enterprise. The chart shows that across all locations, enterprises that responded to the survey were more likely to have employed casuals. The highest proportion of enterprises that employed casuals had their primary location in metropolitan areas (77.9 per cent), followed by regional areas (73.8 per cent), while enterprises with their primary location in rural/remote areas had the lowest proportion of enterprises that employed casuals (67.7 per cent).

**Chart 12: Enterprises that employed casual employees by location**

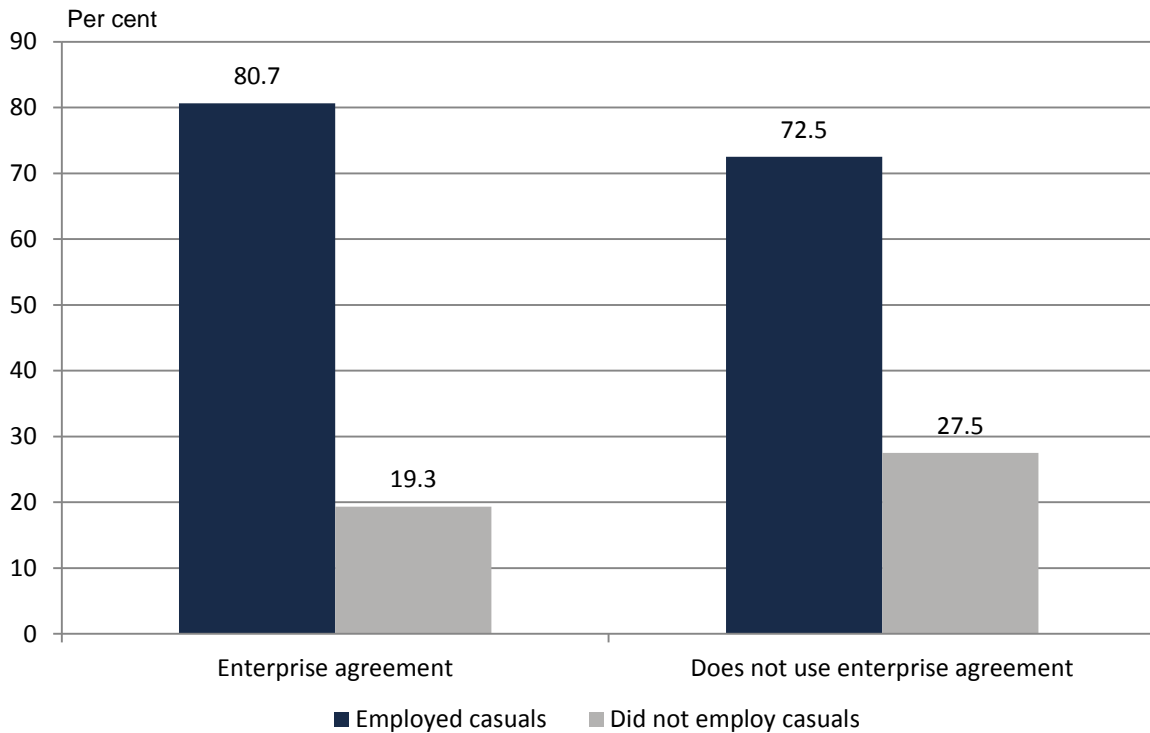


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 7 and 15.

#### 3.2 Enterprise agreement coverage

Enterprises that responded that they have an enterprise agreement that applies to employees currently covered by the SCHADS award were more likely to employ casual employees than enterprises that do not use enterprise agreements (Chart 13).

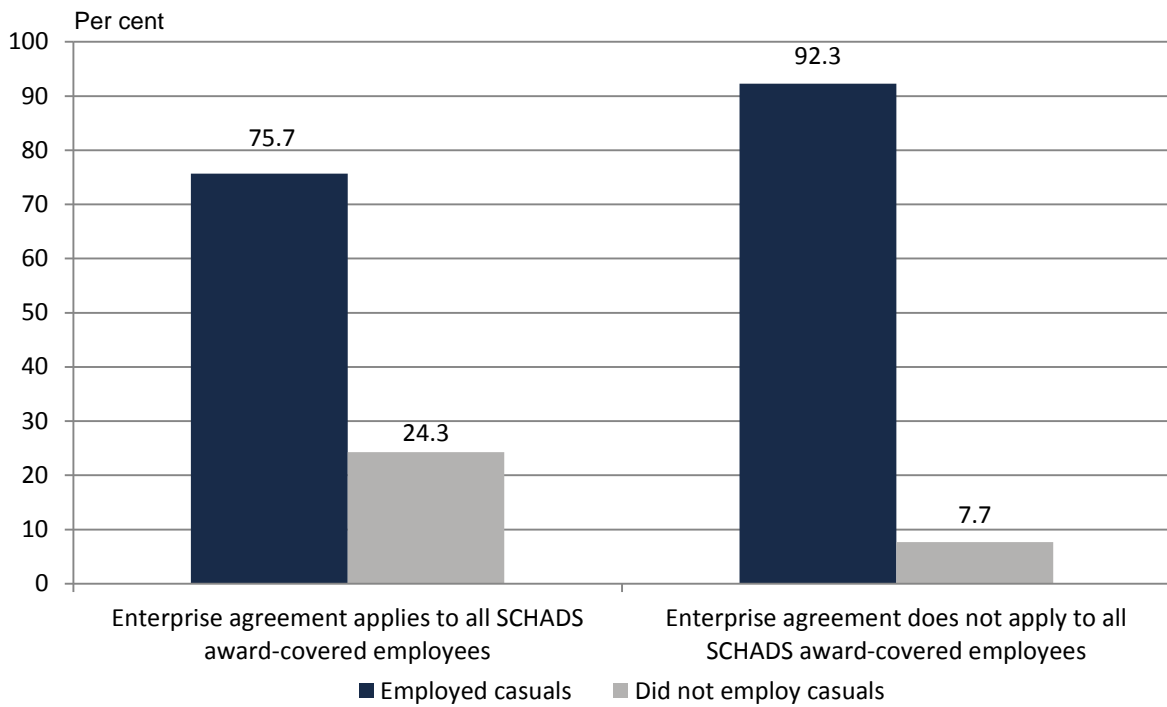
**Chart 13: Enterprises that employed casual employees by use of enterprise agreement**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 2 and 7.

Enterprises that responded using an enterprise agreement (or agreements) for all of their SCHADS award-covered employees were less likely to employ casual employees than enterprises that use enterprise agreements that do not cover all of their SCHADS award-covered employees (Chart 14).

**Chart 14: Enterprises that employed casuals by whether the enterprise agreement (or agreements) covers all SCHADS award-covered employees**

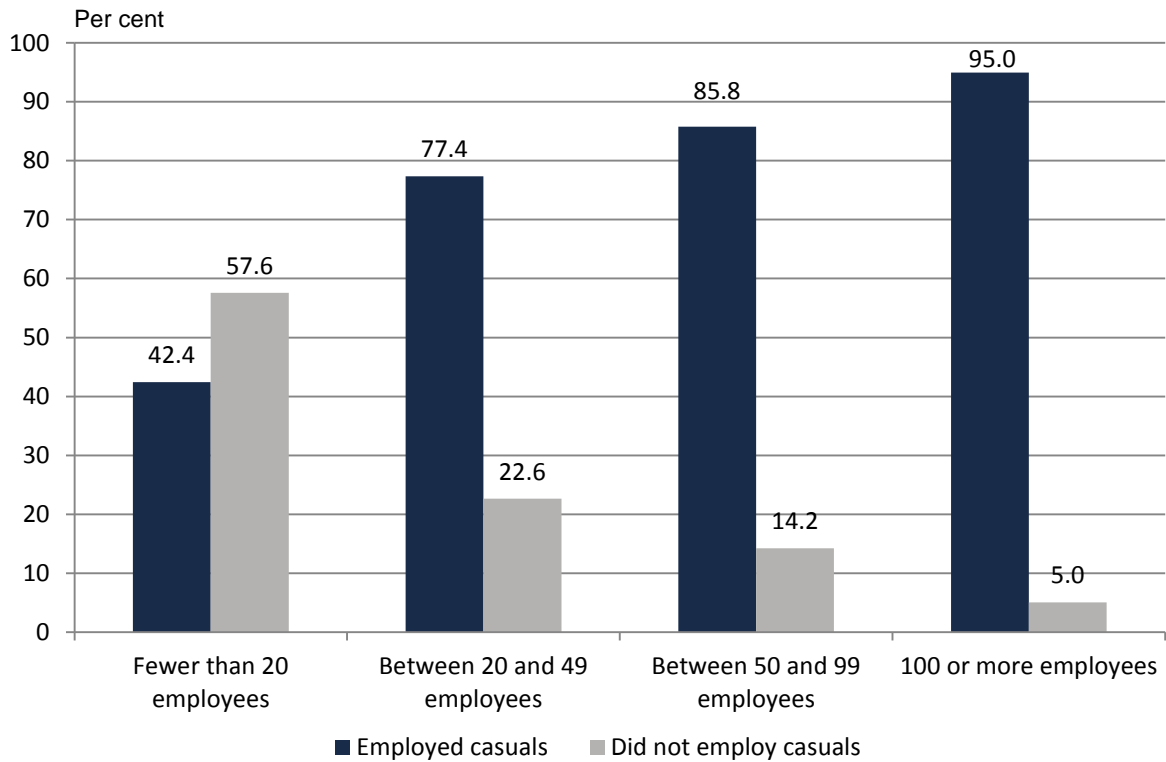


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 3 and 7.

### 3.3 Number of SCHADS award-covered employees

Enterprises that responded employing a higher number of employees covered by the SCHADS award were more likely to employ casual employees (Chart 15). Enterprises that employ fewer than 20 employees covered by the SCHADS award were less likely to employ casual employees.

**Chart 15: Enterprises that employed casuals by number of SCHADS employees**

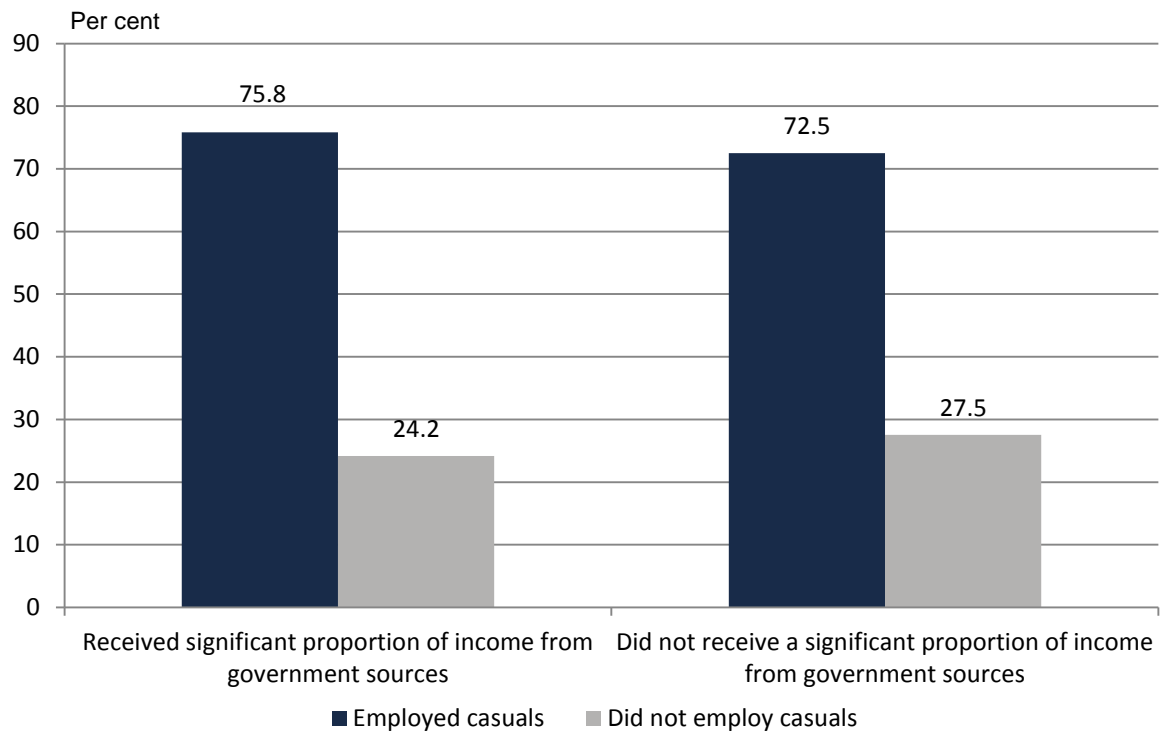


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 4 and 7.

### 3.4 Income from government sources

Chart 16 shows the proportion of enterprises that responded to the survey that employed casual employees by whether they receive a significant proportion of their income from government sources. There was a slightly higher proportion of enterprises employing casuals that received a significant proportion of income from government sources (75.8 per cent compared with 72.5 per cent).

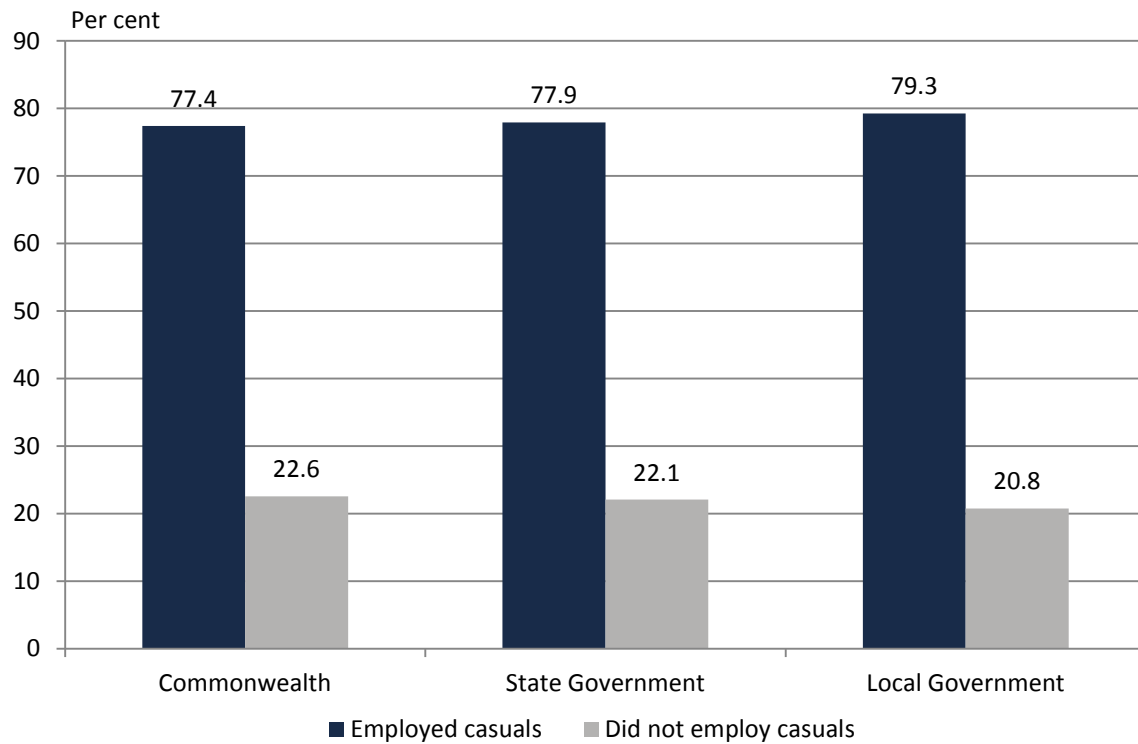
**Chart 16: Enterprises that employed casual employees by whether received a significant proportion of income from government sources**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 7 and 11.

Chart 17 presents the proportion of enterprises that employ casuals by source of government income. There is little difference in the employment of casuals across the sources of income. As many enterprises receive funding from multiple levels of government, there is overlap between the groups.

**Chart 17: Enterprises that employed casual employees by government funding source**



Note: Enterprises may receive funding from more than one level of government.

Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 7 and 12.



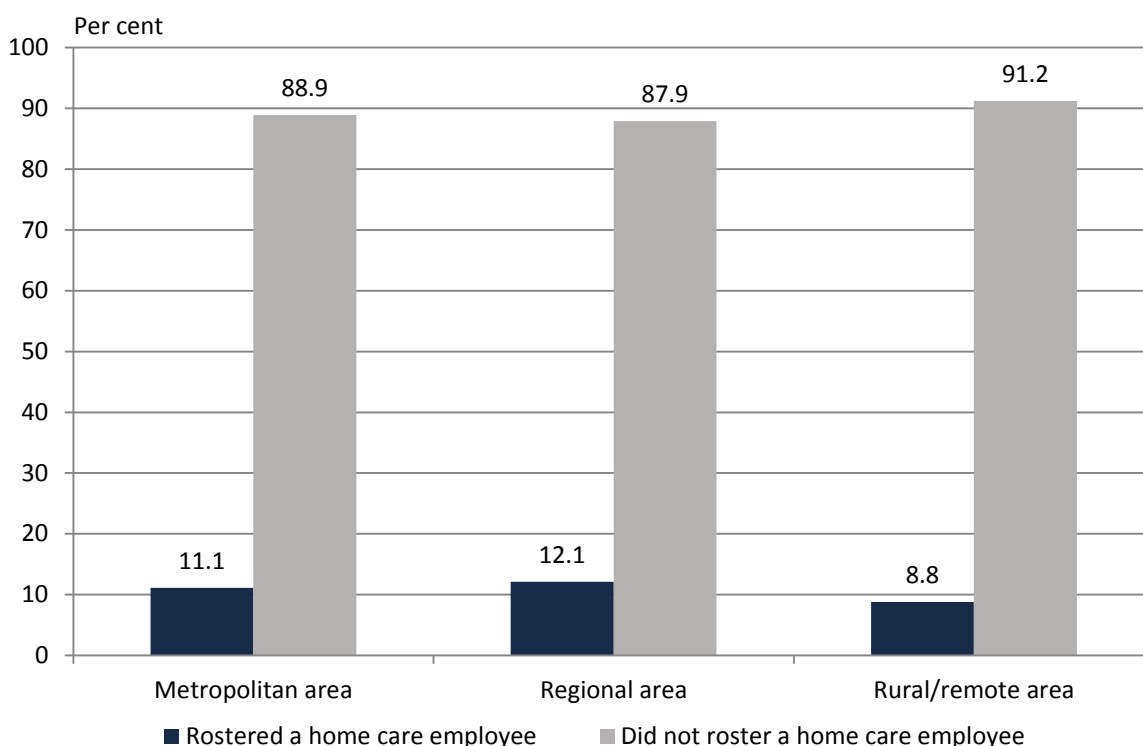
## 4 24 hour care shifts

This section provides further analysis of enterprises that responded that they rostered a home care employee for a 24 hour care shift in the period from 1 March 2018 to 1 March 2019 by comparing them with the responses of enterprises that did not roster a home care employee for a 24 hour care shift during the same period. [Clause 25.8](#) of the SCHADS Award provides that home care employees may be rostered for a 24 hour care shift which requires an employee to be available for duty in a client's home for a 24 hour period.

### 4.1 Location

Chart 18 presents the proportion of enterprises that responded that they rostered a home care employee for a 24 hour care shift by the primary location of their enterprise. The chart shows that across all areas, around one in ten enterprises rostered a home care employee for a 24 hour care shift. Enterprises in regional areas had the highest proportion that rostered a home care employee (12.1 per cent), followed by metropolitan areas (11.1 per cent), while rural/remote areas have the lowest proportion (8.8 per cent).

**Chart 18: Enterprises that rostered a home care employee for a 24 hour shift by location**

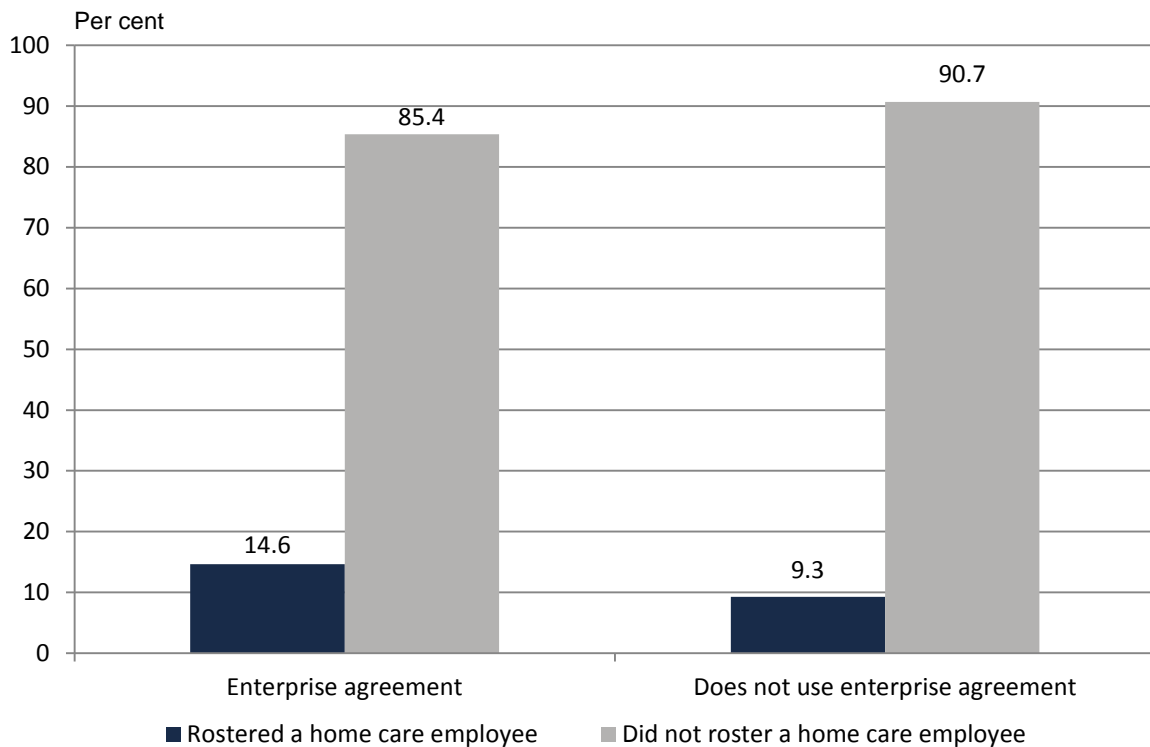


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 13 and 15.

### 4.2 Enterprise agreement coverage

Enterprises that responded having an enterprise agreement that apply to employees currently covered by the SCHADS award were more likely to roster a home care employee for a 24 hour care shift than enterprises that do not use an enterprise agreement for these employees (Chart 19).

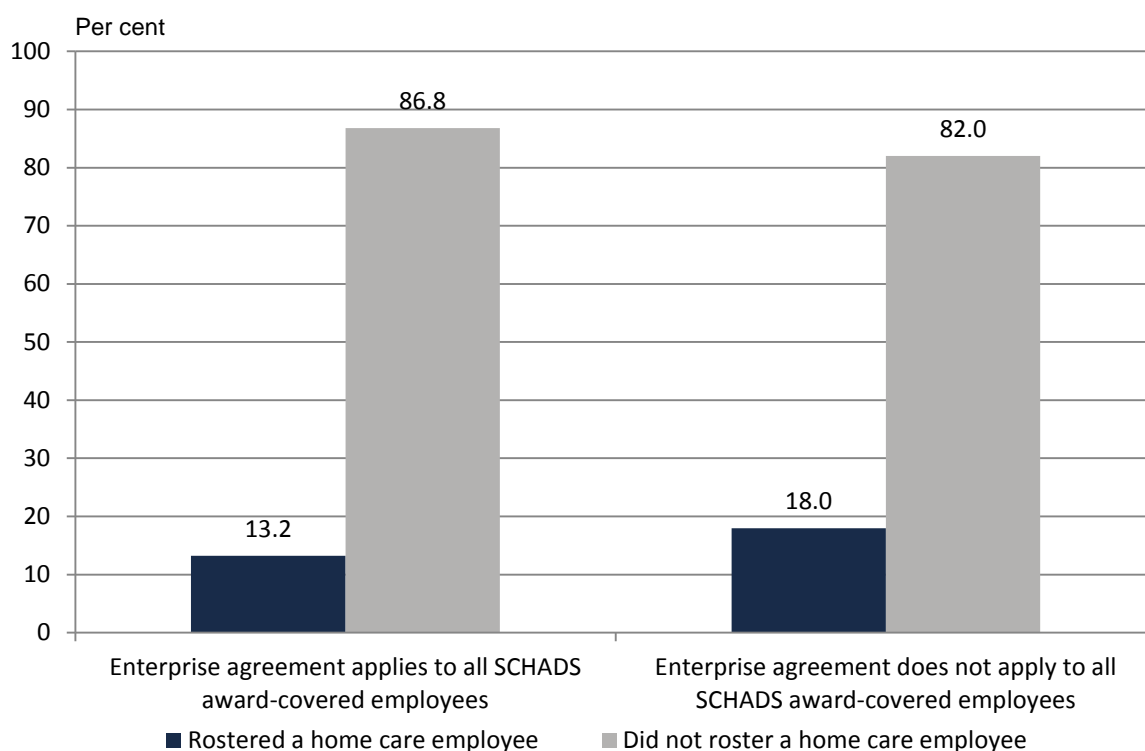
**Chart 19: Enterprises that rostered a home care employee for a 24 hour shift by use of enterprise agreement**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 2 and 13.

Enterprises that use an enterprise agreement (or agreements) that apply to all of their SCHADS award-covered employees were less likely to roster a home care employee for a 24 hour care shift than enterprises that use enterprise agreements that do not cover all of their SCHADS award-covered employees (Chart 20).

**Chart 20: Enterprises that rostered a home care employee for a 24 hour shift by whether the enterprise agreement covered all SCHADS employees**

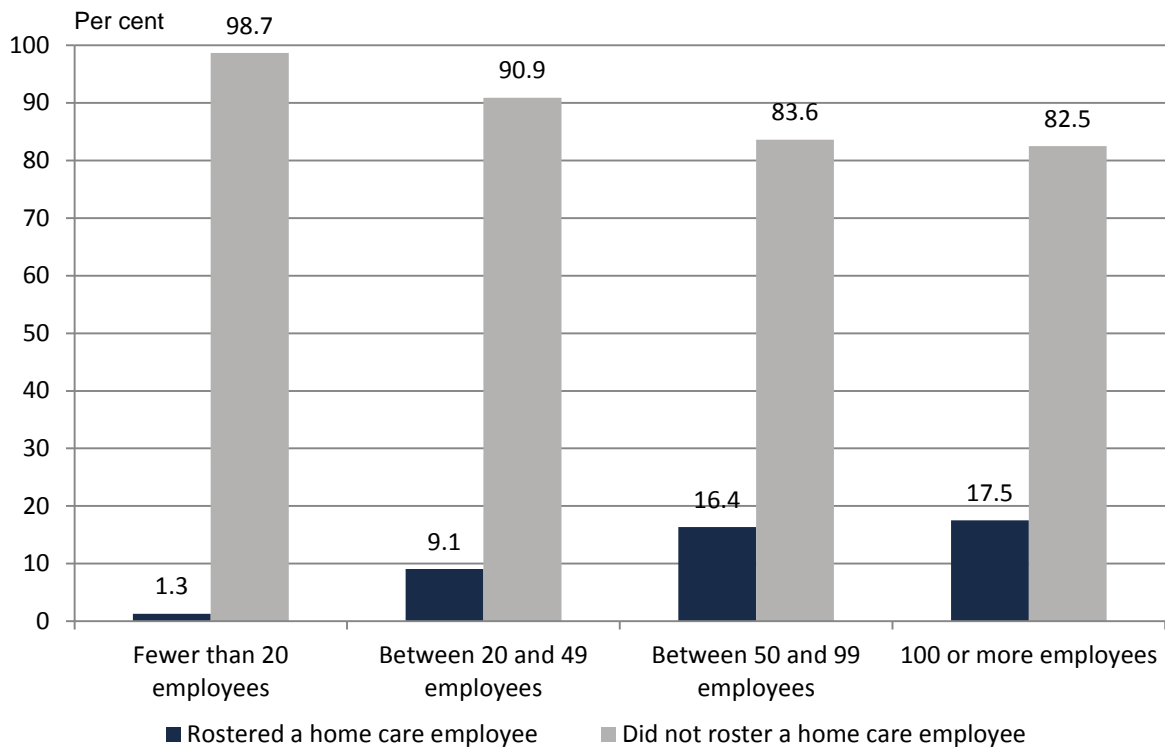


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 3 and 13.

### 4.3 Number of SCHADS award-covered employees by enterprises

Enterprises that responded employing a higher number of employees covered by the SCHADS award were more likely to have rostered a home care employee for a 24 hour care shift. Enterprises that employ 100 or more SCHADS award-covered employees (17.5 per cent) and between 50 and 99 SCHADS award-covered employees (16.4 per cent) had the highest proportion of enterprises that rostered a home care employee for a 24 hour care shift (Chart 21).

**Chart 21: Enterprises that rostered a home care employee for a 24 hour shift by number of SCHADS employees**

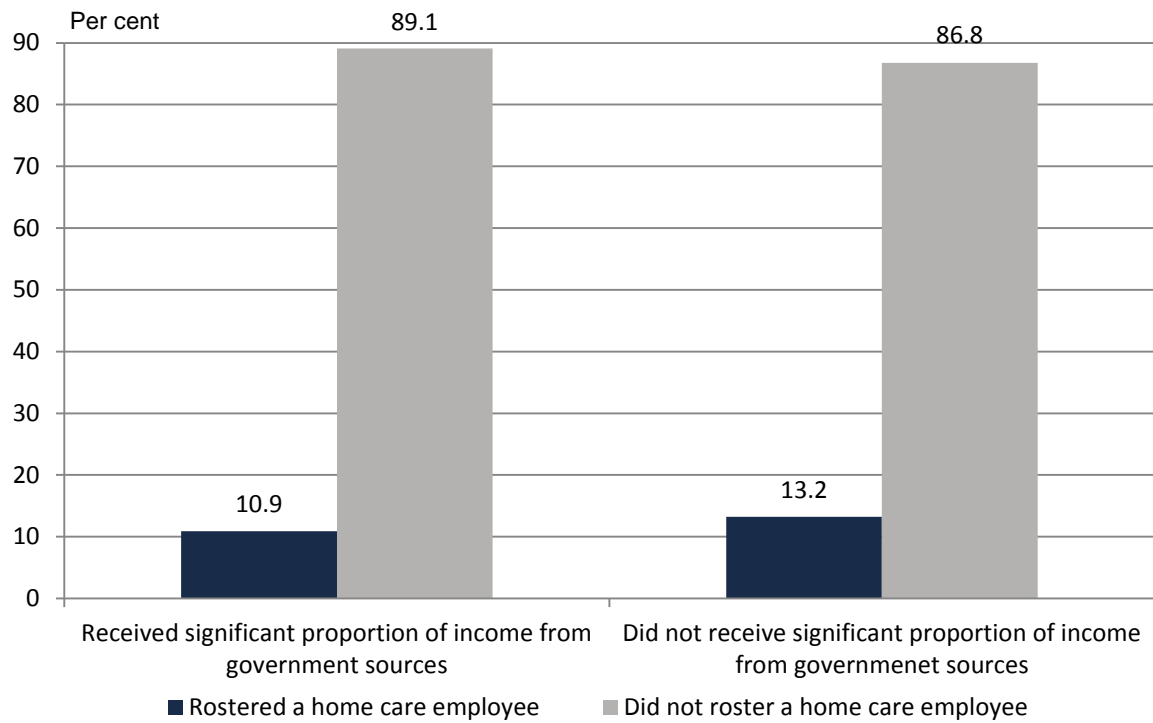


Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 4 and 13.

#### 4.4 Income from government sources

Chart 22 shows the proportion of enterprises that responded to the survey that rostered a home care employee for a 24 hour care shift by whether they received a significant proportion of their income from government sources. The chart shows that enterprises that did not receive a significant proportion of income from government sources were more likely to have rostered a home care employee for a 24 hour care shift (10.9 per cent compared with 13.2 per cent).

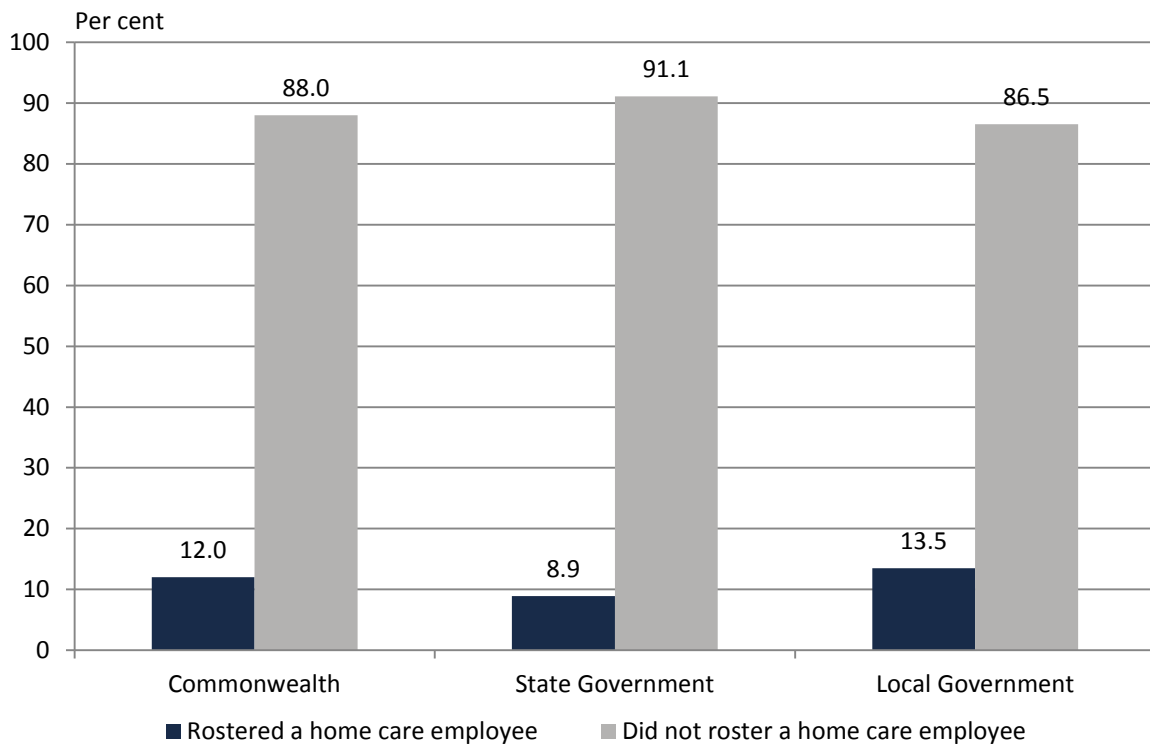
**Chart 22: Enterprises that rostered a home care employee for a 24 hour shift by whether it received income from Government sources**



Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 11 and 13.

Chart 23 presents the proportion of enterprises that rostered a home care employee for 24 hour care shift by income from government sources. Enterprises that received income from the State Government were less likely to roster a home care employee relative to enterprises that received income from the Commonwealth or local Government.

**Chart 23: Enterprises that rostered a home care employee for a 24 hour shift by Government funding source**



Note: Enterprises may receive funding from more than one level of government.

Source: AM2018/26, Survey - *Social, Community, Home Care and Disability Services Industry Award 2010, 2019*, Questions 12 and 13.