

NATIONAL HOMELESSNESS CONFERENCE 2022

Jointly convened by



CONCURRENT SESSION

C1 Developing the homelessness sector workforce



Sponsored by

Our Skilled Workforce – How to get and keep the workforce we need

Joanna Quilty – CEO, NCOSS





EQUITY ECONOMICS

THE SOCIAL SECTOR IN NSW

CAPITALISING ON THE POTENTIAL FOR GROWTH



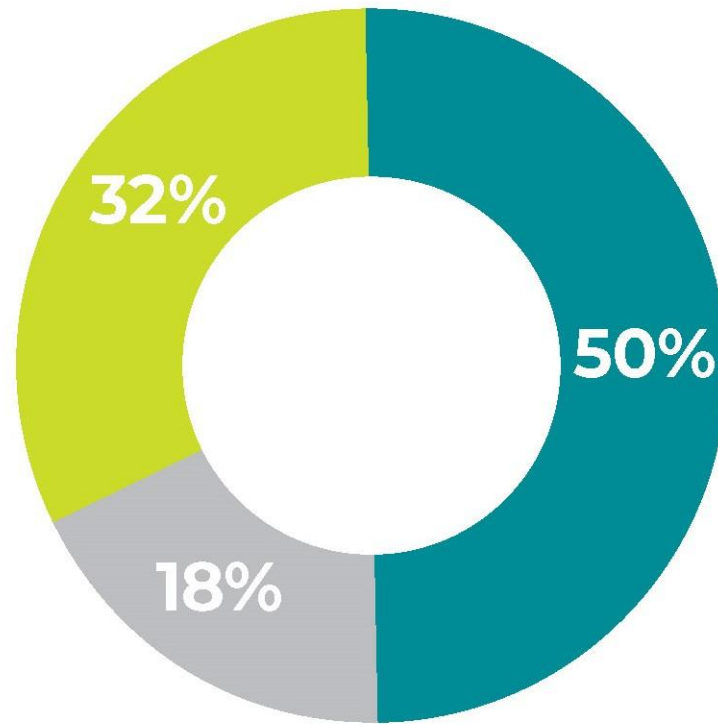
MARCH 2021



Social sector in NSW – key metrics

- Over 7,800 organisations, with 4 out of 5 employees female
- Fast growing: 1 in 8 jobs created since 2015 in social service sector
- \$15.4 billion in economic output
- Employs 240,000 with an 62,000 additional jobs needed by 2030
- \$1b net investment = \$10b lift to economic activity

Tenure of Employees in the Social Sector



- Permanent or ongoing
- Fixed term
- Casual

Longstanding challenges

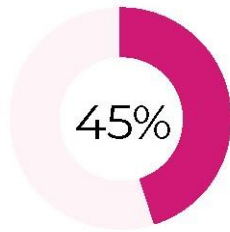
- Low wages
- Unmet need and rising demand
- Chronic stress and mental health issues
- Workforce shortages increasing by 2.6 times in regional NSW

A LONG WAY TO THE TOP

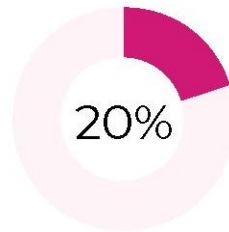
CAREER OPPORTUNITIES AND OBSTACLES FOR WOMEN IN THE SOCIAL SERVICES SECTOR IN NSW



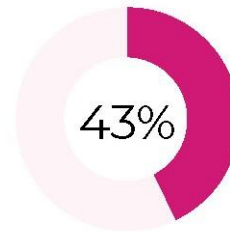
Percentage of Women in Leadership in NGOs with Revenue over \$25 Million



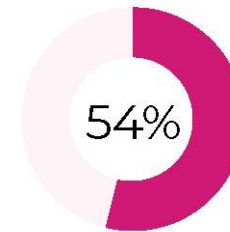
45 per cent of CEOs



20 per cent of Board Chairs

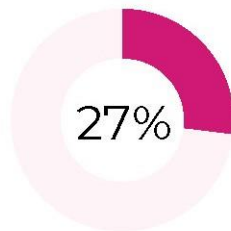


43 per cent of Board Directors

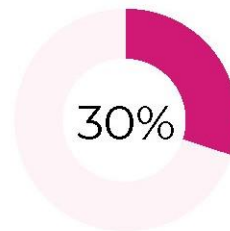


54 per cent of the Leadership Team

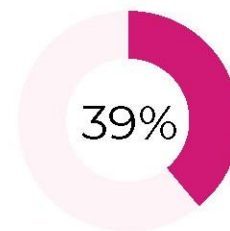
Percentage of Women in Leadership in Larger, Faith-Based NGOs



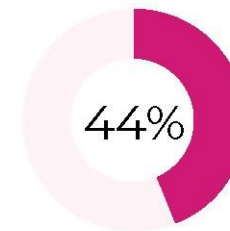
27 per cent of CEOs



30 per cent of Board Chairs

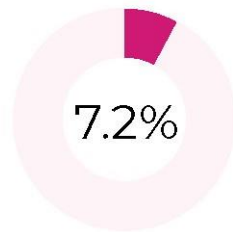


39 per cent of Board Directors

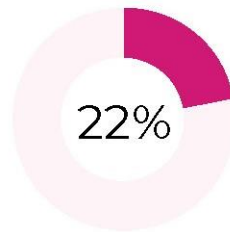


44 per cent of *the* Leadership Team

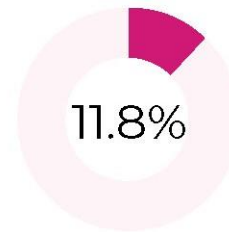
Comparison Between Technicians and Trade Workers and Community and Personal Service Workers



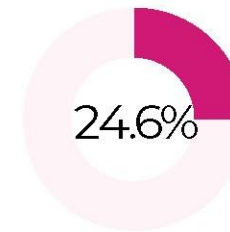
Technicians and trade workers earn 7.2 per cent more per hour than community and personal service workers.



22 per cent of community and personal service workers have Bachelor degrees or higher, compared to 13.2 per cent of technicians and trade workers.



Community and personal service workers with post-school qualifications earn 11.8 per cent more than workers without qualifications.



Technicians and trade workers with post-school qualifications earn 24.6 per cent more than workers without qualifications.

Survey Results

- ACCOs and smaller orgs – strong on providing equal career development opportunities.
- Regional orgs including rural and remote – strong on measures to retain, support and develop women
- Diversity is an issue – only 33% felt their org did enough to attract and support women from diverse backgrounds.
- Stress and burnout – no. 1 barrier
- 1 in 2 respondents did not see themselves in the sector in 5 years.

SHS Findings

- Stress and burnout – 2nd highest (25.4%)
- In the sector in 5 years? Yes: 70.5%; No: 18.6%
- Diversity
 - Yes, Strong: 32.6%
 - Progress but more to do: 51.2%
 - Not good enough: 16.3%

Recommendations

- Organisational - career pathways; attractive conditions; diversity
- Sector-wide – longer-term contracts; indexation; growth funding; portable entitlements
- Systems-level – greater stewardship; population-based planning and funding model; gender equity as express object in FWC Act.