



SOCIAL & COMMUNITIES:

SUBMISSION TO:

Investigation of the introduction of a portable long service leave scheme of the social and community services sector in Queensland; Consultation Regulatory Impact Statement – Office of Industrial Relations August 2018

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Who we are

We are the Australian Municipal, Administrative, Clerical and Services Union Queensland (Services and Northern Administrative) Branch and the Queensland Services, Industrial Union of Employees trading as The Services Union.

Currently our members work in a wide variety of industries and occupations because the Union's rules traditionally and primarily cover workers in the following industries and occupations:

- Disability support
- Social and community services
- Local government
- Transport, including passenger air and rail transport, road, rail and air freight transport
- Clerical and administrative employees in commerce and industry generally in North Queensland
- Electricity generation, transmission and distribution
- Water industry

Over 50% of The Services Union members are women, the exact percentage varies between industries, e.g. in social and community services 75% of our members are women.

Our Union forms part of The Australian Services Union which is one of Australia's largest unions representing 1 350 000 members.

Who we represent in the Social and Community Services Industry

In Queensland The Services Union is the largest union of employees in the Social and Community Services (SACS) Industry representing frontline employees and managers in non-government organisations across multiple sectors of the Industry such as:

- Aboriginal and Torres Strait Islander Community Services
- Child Protection, Youth and Family Services
- Community Legal Services
- Community and Neighbourhood Services
- Disability
- Employment Services
- Health, Alcohol and Other Drug Services
- Homelessness, Housing and Tenancy
- Mental Health
- Migrants and Settlement Services
- Policy, Advocacy Campaigning
- Women's Services

Our members in the Social and Community Industry (SACS) have, and continue, to look at ways to shape and improve their Industry, not just for themselves, their families and the communities they support, but to provide a better way of life for future generations.

The Consultation Regulatory Impact Statement

The Services Union is pleased to provide this submission to the Office of Industrial Relations to further inform the proposal to introduce a portable long service leave scheme for workers in the SACS Industry).

Over many years our Union has campaigned for a portable long service leave scheme for SACS employees in Queensland. In 2017 we consulted widely once more with our SACS members surveying them on the issue.

Our submission seeks to address the five focus questions:

1. Do you think a portable long service leave scheme in the social and community services sector in Queensland is desirable? Why/why not.
2. What do you see would be the key benefits of a portable long service leave scheme for the social and community services sector? For employers? For workers? For government? For the community?
3. What costs do you see would be involved in a portable long service leave scheme for the social and community services sector? For employers? For workers? For government? For the community?
4. Should a portable long service leave scheme introduced for the social and community services extend to both for-profit and not-for-profit organisations?
5. If a portable long service leave scheme were to be introduced what would be the most appropriate operating model? Should the scheme be similar to that operating in Queensland's contract cleaning industry (under the Contract Cleaning (Portable Long Service Leave) Act 2005) and should it be administered by QLeave or an alternative administering authority?

Do you think a portable long service leave scheme in the social and community services sector in Queensland is desirable? Why/why not.

Section 2.5 and 2.6 of the Consultation Regulatory Impact Statement substantiate the reasons as to why a portable long service leave scheme for the SACS industry is needed.

The characteristics of employment in the SACS industry are widely documented as low paid; largely female; and sustained by short term funding arrangements - resulting in short term tenure for employees; often with multiple employers, but paradoxically long-term service within the industry.

Due to the nature of the work employees are regularly working in high stress, crisis and trauma environments. The type of work undertaken often requires them to have some form of tertiary qualification. Government funding is the primary source of revenue; therefore, the wages tend to be no more than the Award rate which is barely reflective of what is paid for comparable work in other industries such as health, local government or the private sector as a result of pay equity cases run nearly ten years ago.

Whilst the Palaszczuk Government's commitment to fund pay equity rates and introduce longer term funding contracts is already creating a more sustainable SACS industry; the majority of

Federal and State funding for the Industry remains tied to short term contracts which must be re-tendered for on expiry. The current short-term funding model contributes significantly to the insecure nature of the work. This problem is expected to be further exacerbated by the move to funding that is driven by consumer demand with the introduction of the National Disability Insurance Scheme (NDIS).

As a consequence of these characteristics, there is a high turnover of staff within the SACS industry.

A research study conducted by Insync Surveys in September 2014 of twenty-one Community Services organisations whose workforce totals ranged from less than 100 employees and up to 2,500 employees examined retention and turnover of employees within the industry.

The study highlighted that the level of employee turnover varied across the community industry. With 38% of respondents experiencing low turnover of up to 15% per annum while the majority of respondents, 62%, experienced either medium (up to 22%) or high (up to 29%) levels of employee turnover.

The study concluded that high employee turnover in community services organisations consumes and diverts scarce human and financial resources away from frontline services to recruitment and on-boarding activities associated with new employees. High employee turnover directly impacts on the quality of services provided to clients and is clearly a big issue and challenge for most organisations in the industry.

In Queensland participant numbers under the NDIS will grow to 91,000 by 2019 and will necessitate an increase in the workforce needed to support them. The National Disability Insurance Agency (NDIA) has projected the low and high workforce growth required to meet this demand as represented in the table below.

	NDIA Low Projection		NDIA High Projection	
	FTE	20.5 hrs/ week	FTE	20.5 hrs/ week
Central Queensland	850	1,576	1,000	1,854
Far North Queensland	950	1,761	1,150	2,132
Lockyer Valley, Ipswich, Scenic Rim & Somerset	1,450	2,688	1,750	3,244
Whitsunday, Isaac, Mackay	550	1,020	650	1,205
North Queensland	800	1,483	950	1,761
South East Queensland	8,550	15,849	10,600	19,649
South West Queensland	900	1,668	1,100	2,039
Bundaberg & Wide Bay Burnett	1,850	3,429	2,200	4,078
Overall State	15,900	29,474	19,400	35,962

Table per Workability Qld – Queensland’s Workforce Council Profile July 2018

The highest projection rates show, nearly 36,000 new workers need to be found for the NDIS in Queensland. This is a significant number of workers to attract let alone retain with the turnover already experienced in the industry.

The Community Services Partnership Forum publication, Partnering for the future – Advancing Queensland’s community service industry 2017-25 identifies the need for strategies to attract and

retain workers to meet service demand and support the business operations of Queensland's community services industry into the future.

Currently to try and stem the turnover of staff and attract new employees, employers within the industry often look to non-cash incentives like salary sacrificing to offset the low wages. However, this does little when competing with the likes of hospitals and local governments given an entry point for a graduate social worker in either industry is paid approximately more than 15% higher than in the SACS industry. Also there is already a capacity to carry service for the purposes of long service leave accrual between many employers in the public sector which is further enhanced by the security of permanent ongoing employment.

Long Service Leave was established many years ago, as a mechanism to incentivize employees to remain with their employer. The incentive being able to take leave reflective of their years of service without losing their job.

In Queensland, the long service leave entitlement is:

After 10 years' continual service - up to 8.6667 weeks with a safe job guarantee upon your return.

The inability to access long service leave entitlements has been an issue in the SACS industry for many years.

Through Enterprise Agreements, some employers have recognised that reducing the point at which an employee can access Long Service Leave, from 10 years to 7 years and in some cases 5 years, provides some incentive for an employee to resist the lure of a higher wage. However, for many employees, they are still unable to access these entitlements due to loss of funding or program changes outside of the employers control.

In response to our survey of SACS employees in 2017 of the 1021 respondents:

- Less than 20% confirmed they worked under an Enterprise Bargaining Agreement
- Those that were working under an EBA, only 55% confirmed and entitlement of access to Long Service Leave pro-rata after 7 years.

This means over 80% of respondents are reliant on the Industry Award for Long Service Leave after 10 years of service with one employer.

Due to the nature of the industry too many employees never reach the threshold for long service leave, despite many decades of often uninterrupted employment in the industry.

Our survey of SACS employees in 2017 supported this assertion:

- 80% identified as having worked for up to 5 different employers within 10 years of service in the Industry.
- 72% of respondents who had over 10 years of service in the Industry had never achieved long service to access the leave entitlement.
- Respondents who had over 10 years of service, on average, worked approximately 6.7 years per employer.
- Taking all respondents answers, the average period of employment per employer was 3.25years

It is a fair observation that SACS employees are dedicated to the industry, having a passion and care for the work they do and clients they support. Yet they are denied access to long service leave due to the nature of the industry, not because of their lack of service to it.

Often employees find themselves moving from one employer to the next, being paid out their annual leave entitlements and not having a break for long periods of time, as they are commencing with a new employer where leave accruals need to be rebuilt. This coupled with no access to long service leave can see employees being denied a much-needed break from the stresses of the SACS industry.

Of the 1021 respondents to our survey of SACS employees in 2017:

- 39% of respondents confirmed they had taken a break from the workplace for reasons other than to have a child
- 55% of these respondents identified that the break taken was unpaid
- The top three reasons can be categorised as, for Health Reasons; Self Care and Leave.

It was not surprising that prevention of burn out was the most repeated reason by respondents as to why a portable long service leave scheme was needed.

Many employees move between employers and the different sectors within the industry, one to ensure ongoing employment but also to ensure their longevity in the industry and to avoid burnout.

The common theme from the survey was that respondents believed a portable long service leave scheme was the only way in which they would ever achieve the 10 years continuous service required to be entitled to long service leave.

Respondents also saw the provision of a portable long service leave scheme for the SACS industry as a means for employers to attract and retain skilled and qualified employees to the industry.

The comments from respondents on the survey also identified a strong view that the portability of long service leave would right a wrong where employees are prevented from ever achieving the required length of service with one employer, unlike employees in other industries, due to the funding arrangements of the industry. Attachment 1, is a sample of respondents' responses to the question of what the ability to carrying long service from one SACS employer to the other would mean.

Other industries, when faced with similar characteristics have sought to have a portable long service leave scheme established. In Queensland we have portable long service leave schemes for Contract Cleaning; and the Building and Construction Industry, both managed by QLeave.

Establishing a scheme for the SACS industry would not be setting a precedent in this regard and would not be breaking new ground in the industry with the Australian Capital Territory (ACT) having established a portable long service leave scheme in the SACs industry in 2010 and Victoria (VIC) passing legislation in September 2018 to establish theirs.

Having read the Regulatory Impact Statement along with our members' experience and the information provided above our Union believes that a portable long service leave scheme in the SACS industry for Queensland is not only desirable but necessary and should be extended to all employees working in, or in connection with, Social and Community Service work as listed under 2.5 of the Regulatory Impact Statement.

What do you see would be the key benefits of a portable long service leave scheme for the social and community services sector? For employers? For workers? For government? For the community?

A portable long service leave scheme goes some way towards recognising some of the challenges inherent in working in the SACS industry.

The scheme will not provide the complete solution to retention issues, but it will certainly increase the viability of the industry by improving its capacity to attract and retain workers and retain their knowledge and experience.

It would also ensure that the service employees give to the industry is recognised and valued.

Ultimately access to long service leave adds longevity to an employee's productive life by allowing them to return to employment refreshed and revived, and to continue working productively.

Some of the key benefits our union sees for the SACS industry are to:

- Provide substantial non-cash remuneration - serving to attract and retain skilled and experienced employees
- Acknowledge the nature of the industry limits employees' ability to achieve 10 years continuous service with one employer and in turn acknowledge the continuous service given by the employee to the industry
- Provide an opportunity for employees to rest and rejuvenate, prolonging their work-life expectancy within the industry and reducing burn out.
- Have long service leave accruals appropriately accounted for
- Make savings on reduced recruitment and training costs due to retention of staff.
- Offer parity in terms of conditions between the government (teachers, health) and community industry, where service from one employer to another is acknowledged allowing the employee to access long service leave despite working for more than one employer.

Some of the key benefits our Union sees for the SACS employees:

- Peace of mind to know that their service is accruing even if they move from one organisation to another within the Industry, largely due to circumstances outside of their control
- Access a career break to complete further education and training, which may improve their career prospects
- The ability to take an extended holiday, travel overseas, have adequate time spent with family
- Address health issues requiring rest or long periods of recovery after operations while also retaining their employment

What costs do you see would be involved in a portable long service leave scheme for the social and community services sector? For employers? For workers? For government? For the community?

It is likely there will be initial start-up costs associate with establishing a portable long service leave scheme which will be largely dependent on the operating model adopted.

In looking at other portable long service schemes we don't believe there would be additional burden or obligation placed on an employer in accounting for the long service leave entitlement of their employees other than what already exists.

In the ACT, the Community Services Portable Long Service Leave scheme requires the employer to contribute a percentage of the ordinary wages of its employees, as does the Contract Cleaning scheme in Queensland.

A scheme for portable long service leave for the social and community industry could operate the same, and in many ways, it is no different to accounting for the proportion of long service leave included in the funding employers receive now.

For example, currently employers are funded for, and required to set aside, money to fund the employee's expected long service leave entitlement regardless of whether an employee accrues enough length of service to access the entitlement.

However, in our view a majority of employers do not account for the accrual from the first year of service but rather latter when the entitlement is likely to come due.

It is possible, depending on the reporting requirements of the fund, that there could be an increase in administrative costs to employers. Over time, however, what has been experienced by existing funds is a reduction in the employer contribution percentage due to the investment of the accumulated funds within the scheme being used to offset ongoing operating costs.

Our Union believes the establishment of a portable long service leave scheme makes sense on many fronts and any costs incurred will be outweighed by the benefits.

Should a portable long service leave scheme introduced for the social and community services extend to both for-profit and not-for-profit organisations?

While our Union holds a fundamental belief that profit should not be made off the most vulnerable in our society we accept that the current situation is that for-profits exist across multiple sectors within Industry i.e. employment; child protection and youth; mental health; disability.

It would not be reasonable or sustainable to have one set of employers operating within the same sector of the industry while exempt from participating in a portable long service leave scheme.

Movement of employees is not quarantined to not-for-profits, it is experienced by for-profits as well.

Employees who have employment with a for-profit organisation should not be excluded from participating in a SACS industry portable long service leave scheme.

If a portable long service leave scheme were to be introduced what would be the most appropriate operating model? Should the scheme be similar to that operating in Queensland's contract cleaning industry (under the Contract Cleaning (Portable Long Service Leave) Act 2005) and should it be administered by QLeave or an alternative administering authority?

There are several existing portable long service leave schemes that are operating across each State, and having looked at reports on a number of these, our union believes that any portable long service scheme should:

- Be Compulsory;
- Cover employees (full time, part time, fixed term, casual) working in, or in connection with, Social and Community Service work as listed under 2.5 of the Regulatory Impact Statement;
- Provide consistent Long Service Leave entitlements, inclusive of earlier access and flexibility arrangements, across the entire industry;
- Have some flexibility to recognise the appropriateness of coverage of other schemes over some roles within the industry;
- Be retrospective to at least the commencement of service with the current employer;
- Enabled in legislation;
- Be a defined benefit employee scheme; and
- Be administered by a board made up of equal representation (employers; government and employee representatives)

In Queensland, the scheme operating in an industry which is most like the SACS industry is the Contract Cleaning Industry Portable Long Service Leave scheme.

QLeave is the statutory authority administering the portable long service leave scheme for workers and employers in the contract cleaning industry in Queensland.

Our Union is supportive of Option 3, as detailed at 6.3 of the Regulatory Impact Statement and believes this would be the most appropriate model for a SACS portable long service leave scheme.

Our Union supports the assertions in the Regulatory Impact Statement that leveraging off existing QLeave infrastructure and experience should reduce levy costs as well as provide some savings achieved in adopting some of the administrative arrangements that already exist.

As a key employee representative of the industry, we would believe our union should have direct participation in any boards that may be established to oversee governance and compliance of a SACS portable long service leave scheme.

Conclusion

Services Union members want to see the establishment of a portable long service leave scheme per option 3 of the Regulatory Impact Statement that covers all employees working in, or in connection with, Social and Community Service work as listed under 2.5 of the Regulatory Impact Statement.

Our union would welcome any opportunity to provide further information or clarification on the contents of our submission.

Attachment 1

Sample of Responses from The Services Union Portable Long Service Leave Survey

Q15. If you could carry your long service leave entitlement from one job to another what would this mean to you?

Response	Social and Community Services Employee	Years of Service	# Organisations
Incredibly worthwhile given the years already spent in this sector.	Nigel, Safe Way Home / Solicitor Coordinator	10 to 15 years	1 to 3 organisations
Means I could pursue other opportunities. Difficult to grow/progress in small organisation.	Lizzy, Administrator	0 to 3 years	1 to 3 organisations
It would make decisions easier about changing jobs and moving to different organisations.	Jacqui, Family Counsellor	7 to 10 years	3 to 5 organisations
Lots. I find it hard to find permanent work. My employment has always been unstable. Want to stay in the sector, but I have to keep changing jobs due to fixed term contracts.	Genevieve, Solicitor	3 to 5 years	3 to 5 organisations
The ability to take a break! Learn new skills, refresh my work and life perspective.	Stephanie, Direct Services Manager	20 years or more	10 or more organisations
A realistic opportunity to access long service leave.	Belinda, Tenant Advocate	0 to 3 years	1 to 3 organisations
Peace of mind. Something to look forward to.	Simone, Advocate	5 to 7 years	3 to 5 organisations
Security. Feeling that my contribution has been valued.	Terri-Ann, Coordinator Advocacy and Social Services	15 to 20 years	5 to 10 organisations
It would mean a well-earned break from continuously working over 13 years, and financial freedom to enjoy the break as well.	Jude, Administration	10 to 15 years	5 to 10 organisations
It would be more achievable given the transient nature of the industry.	Lua, homelessness Case Worker	5 to 7 years	3 to 5 organisations
That would be awesome. Especially with fund only getting 12 months contracts.	Daniela, Financial Counsellor	7 to 10 years	1 to 3 organisations
Ability to change organisations without losing entitlements.	Hayley, Support Worker - Disability	3 to 5 years	1 to 3 organisations
Great. Would be of benefit.	Troy, Team Leader - Aged Care Services	20 years or more	3 to 5 organisations
An ability to breath.	Nathan, Case Manager	20 years or more	1 to 3 organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
The freedom to broaden my knowledge by working in different areas in the sector.	Sharon, Mental Health Support Worker	10 to 15 years	1 to 3 organisations
Because this industry employs support workers predominantly on a casual basis, the opportunity to transfer LSL between jobs would promote decreased stress and work life balance.	Elizabeth, Mental Health Support Worker	10 to 15 years	5 to 10 organisations
This could be very useful, particularly in an industry of short-term contracts and funded service.	Kate, DFV Counsellor	7 to 10 years	1 to 3 organisations
This would be an added bonus as the community sector changes on a daily basis. Allow to carry leave between jobs.	Trish, Client Housing Worker	10 to 15 years	1 to 3 organisations
Reward for industry/sector commitment.	Kerryn, Service Facilitator - Disability	15 to 20 years	1 to 3 organisations
It would be gold! But I am aware that I never stay long enough with an organisation to qualify for long service leave.	Petrina Service Facilitator	5 to 7 years	1 to 3 organisations
Amazing as it is lost if you change to another organisation.	David, Disability Support Worker	7 to 10 years	5 to 10 organisations
Recognition, security for future, avoid burn out.	Jae, Policy & Program Worker	10 to 15 years	5 to 10 organisations
It would mean you're able to have a good break from the industry to rejuvenate.	Rowella, Child Protection Worker	15 to 20 years	3 to 5 organisations
Greater commitment to remain in community service sector. Better mental health/wellbeing. Greater security.	Leslie, Program Manager	5 to 7 years	1 to 3 organisations
It would make a significant impact on job/career longevity. Usually change positions 5 year intervals.	Gillian, Practice Leader	15 to 20 years	5 to 10 organisations
Access to accrued long service leave.	Jessica, Advice Worker	0 to 3 years	1 to 3 organisations
It would mean a lot as most of the time we lose jobs through government changes.	Nina, Coordinator	20 years or more	5 to 10 organisations
More professional freedom of choice of employers, security of a well-earned break.	Andrew, Service Leader	10 to 15 years	1 to 3 organisations
I would have better professional career progression as I can move to another organisation.	Domnica, Project officer	10 to 15 years	1 to 3 organisations
Would assist to avoid burnout.	Alison, Manager	20 years or more	1 to 3 organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
Ability to reach 10 year period. It is not common to stay in the one organisation due to opportunities and/or burnout.	Caitlyn, Case Worker	5 to 7 years	1 to 3 organisations
Because jobs in this sector are often not permanent, it means not being able to access long service leave. Being able to transport this entitlement would mean being able to take a break from really hard work and recharge and then be able to recommit to the sector. This work involves a lot of vicarious trauma and risk of burnout, so not being able to access long service leave impacts on longevity in the sector and capacity to perform work to the best of your ability.	Sian, Counsellor	10 to 15 years	3 to 5 organisations
Financial stability-being able to make future plans.	Tessa, Advice Worker	15 to 20 years	1 to 3 organisations
Community service sector is highly reliant on funding and contracts. When the funding and contracts run out, so does the job, necessitating a move to another organisation - though I have been employed, fulltime, consistently for 7 years, I have no entitlements to long service leave, which is unfair, as I have worked just as hard and consistently as employees in other sectors, who have a deeper level of job security.	Hayley, Facilitator Mental Health	5 to 7 years	3 to 5 organisations
Very important due to contractual changes.	Tracey, Team Leader	0 to 3 years	1 to 3 organisations
I wouldn't have to miss out and start again	Stevi-le, Disability Support Worker	0 to 3 years	1 to 3 organisations
That you can take a decent leave once you have the years of service.	Amy, Executive Manager	10 to 15 years	1 to 3 organisations
It would mean my work in community sector as a whole is recognised.	Tracey, Coordinator	5 to 7 years	3 to 5 organisations
Work for the sector as a whole is acknowledged. More flexibility.	Janelle, Disability coordinator	3 to 5 years	1 to 3 organisations
It would mean I might get long service leave in my career. As opposed to not.	Hannah, Case management officer	5 to 7 years	1 to 3 organisations
That my ongoing work is recognised and increased health wellbeing.	Lauren, Disability OT	0 to 3 years	1 to 3 organisations
would be fabulous for workers to be able to get long service leave	Trish, Employment Consultant	15 to 20 years	5 to 10 organisations
It would mean that I don't get disadvantaged by working with disadvantaged people	Monique, Coordinator	0 to 3 years	1 to 3 organisations
Money and a sense of being valued	Rob, Community mental health worker	7 to 10 years	1 to 3 organisations
It would mean being valued and getting my entitlements.	Linda, Case Manager	10 to 15 years	5 to 10 organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
Very important - will keep me in the industry longer term.	Diana, Youth Worker	0 to 3 years	1 to 3 organisations
Yes it would be lifesaving in terms of mental health.	Jenny, Senior Practitioner	20 years or more	5 to 10 organisations
That I'm being recognised for my work across the sector not workplace specific.	Erica, Child and Family Case Worker	7 to 10 years	3 to 5 organisations
The world! That would be great! More time with my daughter and visit family back in Africa.	Memory, Team Leader	5 to 7 years	3 to 5 organisations
More incentive to remain in the industry.	Xavier, Tenant advocate	10 to 15 years	5 to 10 organisations

Q17. If you could carry your long service leave entitlement from one job to another what would it mean to the Community Service Sector?

Response	Social and Community Services Employee	Years of Service	# Organisations
Less burnout of staff and more productivity.	Jamie, Support Worker	10 to 15 years	3 to 5 organisations
More incentive for an experienced and dedicated employee.	Kay, Disability Support Worker	3 to 5 years	5 to 10 organisations
Better suited workers to the environment.	Jennifer, Health Care Worker (Aged & Disability)	5 to 7 years	1 to 3 organisations
More longevity of staff and greater knowledge & supports within individual services.	Joanna, DV Practitioner and Health Liaison	5 to 7 years	1 to 3 organisations
More relaxed workers therefore better service.	Kev, Family Intervention Case Worker	15 to 20 years	3 to 5 organisations
You will have more individuals willing to relocate for work in the community sector.	Keith, Facilitator	7 to 10 years	1 to 3 organisations
Retention/longevity of workers in the industry - higher level of skills and knowledge.	Louise, Group Worker & Volunteer Coordinator	7 to 10 years	3 to 5 organisations
Make sector employment more attractive. Allow greater flexibility in movement in sector.	Bill, Finance Officer	20 years or more	10 or more organisations
Very positive, people would have opportunity for breaks and health checks thus assisting with continuity of employment.	Greg, Director	20 years or more	10 or more organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
Workers would be appreciated in a real way that could contribute to financial stability /benefit.	Kristine, Housing Support Worker	20 years or more	5 to 10 organisations
Beneficial keeping skilled staff in the industry.	Glenda, Manager	20 years or more	1 to 3 organisations
Encourage potential employees into the sector with the benefits of portable long service leave.	Margie, Women's Counsellor	7 to 10 years	1 to 3 organisations
A reasonable break for working in an emotionally high stress environment.	Zubair, Advice Worker	0 to 3 years	1 to 3 organisations
It would benefit the sector greatly by providing incentive for workers to keep their skills within the sector.	Michael, Solicitor	3 to 5 years	1 to 3 organisations
It might mean that the sector is a somewhat more attractive proposition for people to remain in longer term.	Jennifer, Business Improvement Manager	20 years or more	5 to 10 organisations
Give the people that work in the community service sector peace of mind that all their hard work has been recognised.	Earl, Family Support Worker	10 to 15 years	3 to 5 organisations
Enhance level/quality of workforce to enable higher quality service that is more consistent over time.	Ashleigh, Community Development Officer	3 to 5 years	1 to 3 organisations
I think workers would be happier and less cases of burn-out or vicarious trauma would be occurring as people would have greater opportunity for job satisfaction. Happier workers make harder and better workers and that can only be a benefit for those we work with.	Michelle, Child and Family Case Worker	7 to 10 years	1 to 3 organisations
More surety and less stress - happier employees & less burnout.	Anna, Information Support Officer	0 to 3 years	1 to 3 organisations
Reduced instance of staff leaving the sector due to high stress levels and lack of confidence in job security due to contracts.	Rachelle, Child Protection	7 to 10 years	1 to 3 organisations
less staff turnover due to burnout; ability to attract and retain suitably qualified and experienced staff.	Janelle, Disability Support Worker	0 to 3 years	1 to 3 organisations
People being encouraged to stay in sector - looked after. Less burn out.	Karen, Case Manager	5 to 7 years	1 to 3 organisations
Possible less burn out in industry sector. Retaining experienced levels within sector.	Belinda, Tenancy Worker	0 to 3 years	1 to 3 organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
Stability and minimise loss of good workers to government positions that offer this.	Naomi, Child and Youth Coordinator	10 to 15 years	3 to 5 organisations
Experienced people would stay in the sector longer because they would be able to have that break.	Deanne, Coordinator	20 years or more	3 to 5 organisations
More flexibility and a happier workforce.	Rachele, Crisis Counsellor	0 to 3 years	10 or more organisations
Consumer feedback complaints are that they would prefer to work with someone long term who they have trust in and who they have developed good rapport working professionally with, consumer feedback is that sharing their personal stories and traumatic experiences over and over is very difficult.	Daren, Team Leader	7 to 10 years	3 to 5 organisations
Retaining staff, improving outcomes but reducing transient staff.	Katelyn, Youth Worker	7 to 10 years	5 to 10 organisations
Better work life balance.	Todd, Housing Operations	0 to 3 years	1 to 3 organisations
Greater retention of skilled & experienced professionals less worker burn-out.	Danielle, Coordinator	0 to 3 years	1 to 3 organisations
It may entice people to remain working in the industry if there were more benefits.	Zara, Team Leader - Disability	3 to 5 years	1 to 3 organisations
Better rested workers who feel valued for their dedication in the sector.	Rhiannon, Case Manager - Child and Family	10 to 15 years	3 to 5 organisations
Having more skilful and knowledgeable workers.	Dan, Capacity Building Officer	5 to 7 years	1 to 3 organisations
More attractive for employment/longevity in industry.	Pam, Family Intervention Social Worker	20 years or more	3 to 5 organisations
Less burnout and better staff retainment	Tamara, Youth and Community Devl Officer	7 to 10 years	3 to 5 organisations
More flexibility. Less turnover of staff and burnout.	Michelle, Supported Living Facilitator	20 years or more	3 to 5 organisations
Equal conditions for work as in other sectors.	Neha, Solicitor	3 to 5 years	3 to 5 organisations
It would be healthier to employees to have time out, as this sector can be very challenging.	Jancey, Administration	20 years or more	3 to 5 organisations
It would keep quality workers in the Sector rather than moving onto the security of Public Sector related work.	Bob, Advocacy Worker	10 to 15 years	1 to 3 organisations
Workers would actually have paid LSL - not burn out or have to leave job to 'recover'.	Jim, Solicitor	20 years or more	5 to 10 organisations

Response	Social and Community Services Employee	Years of Service	# Organisations
That staff wouldn't get burnt out, and they could enjoy taking a well-earned break after 10 years of paid work .	Jeanetta, support worker	10 to 15 years	3 to 5 organisations
More committed top-level graduates /employees and lessen the drain to the Public Sector.	Lyn, Family Support Worker	20 years or more	3 to 5 organisations
It would allow thousands of workers (who are often casuals and on contracts) to keep their entitlements.	Robyn, Communications Manager	7 to 10 years	1 to 3 organisations
Better benefits and opportunities for workers in the industry.	Caitlyn, Case Worker	5 to 7 years	1 to 3 organisations
Impact of rested staff - better production. Workers emotional health produces better engagement.	Kathy, Coordinator	20 years or more	5 to 10 organisations
It would mean that workers could gain valuable experience moving from organisation to organisation and still keep long service leave which is an important entitlement.	Rose, Program Manager	20 years or more	5 to 10 organisations
It means you could work within the community sector and still be rewarded.	Anzo, Client Housing Worker	10 to 15 years	3 to 5 organisations
Sector would have more stable and fresher workforce.	Adrienne, Advice Worker	10 to 15 years	3 to 5 organisations
A form of support and value for the workers who do this complex demanding work.	Deborah Counsellor - Youth	20 years or more	5 to 10 organisations
Sector would open up to be a good employer. Sector more attractive to work in.	Bobby, Administrator	7 to 10 years	10 or more organisations
It would definitely mean a lot more people would get long service leave. Less burnout. More people coming to the sector perhaps.	Siobhan, Counsellor	10 to 15 years	3 to 5 organisations