



Retaining and building Frontline Capacity

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Employment Services Workforce Survey of Remuneration and HRM Performance 2016

Key Findings and Highlights

nesa20
national employment services association

nesa.com.au

Scope and aim of Survey

The aim of 2016 survey was to investigate:

1. The nature and levels of remuneration paid to key personnel within employment services organisations in Australia, and
2. Benchmarks in the management of employees.

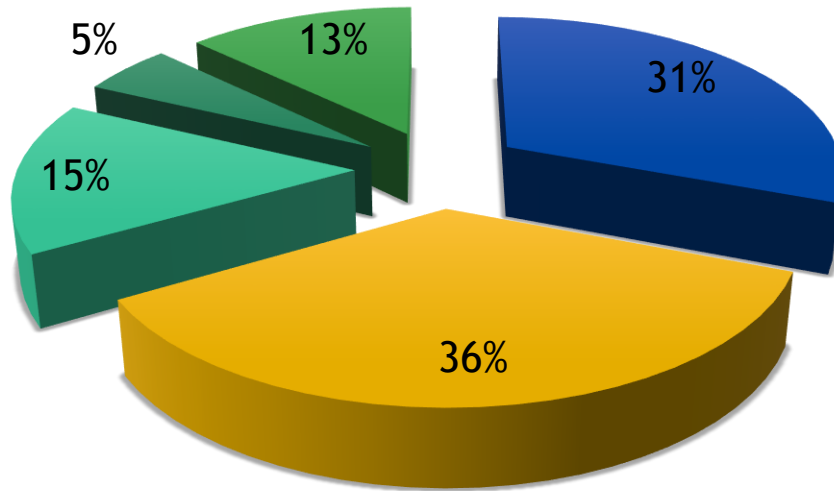
Participation

39 organisations employing 14,713 people contributed data for the Survey report

72% were not for profit

1783 branch offices across all States & Territories

Head office location



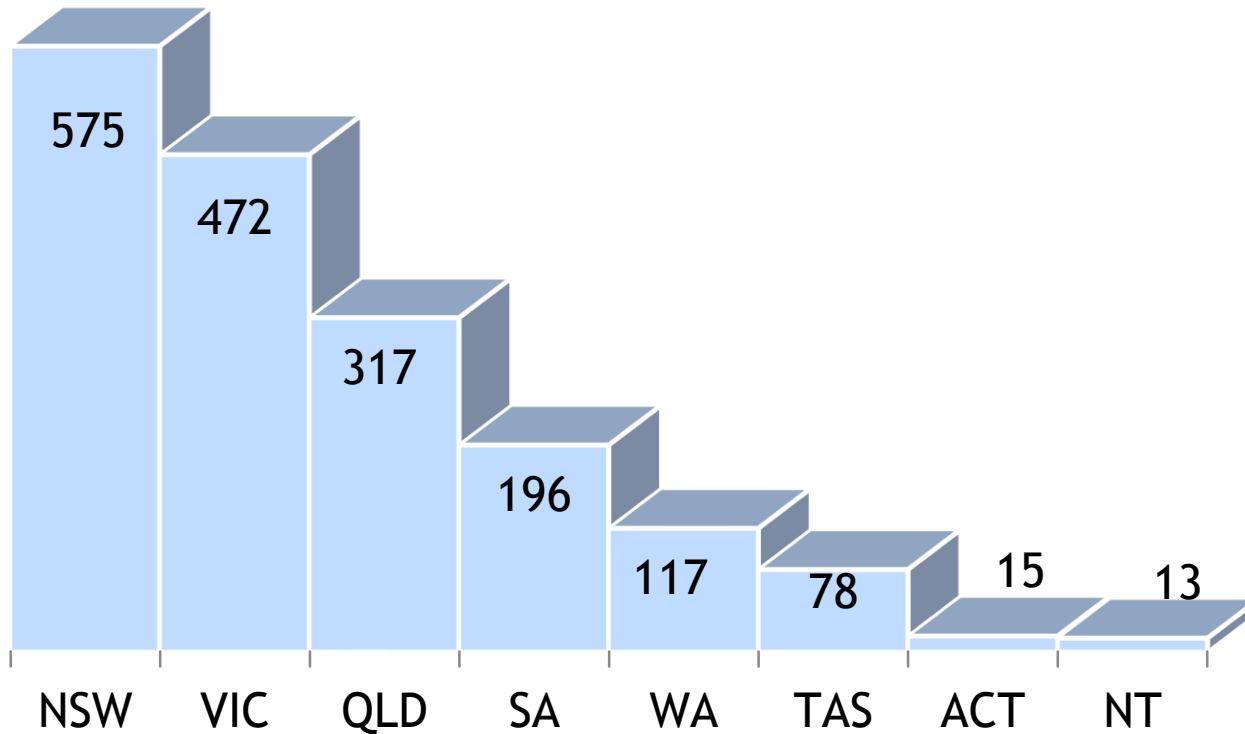
- New South Wales
- Victoria
- Queensland
- South Australia
- Western Australia

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Branch offices



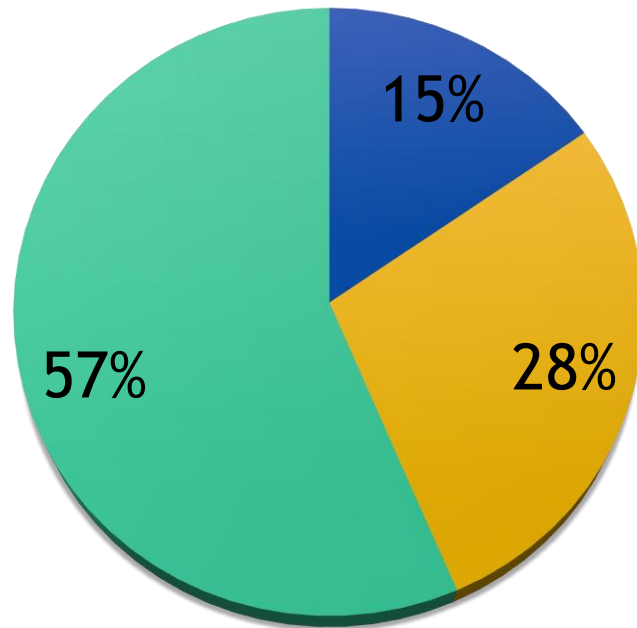
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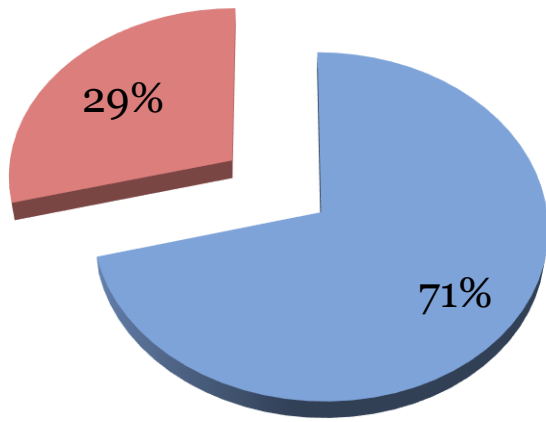
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Employment service programs

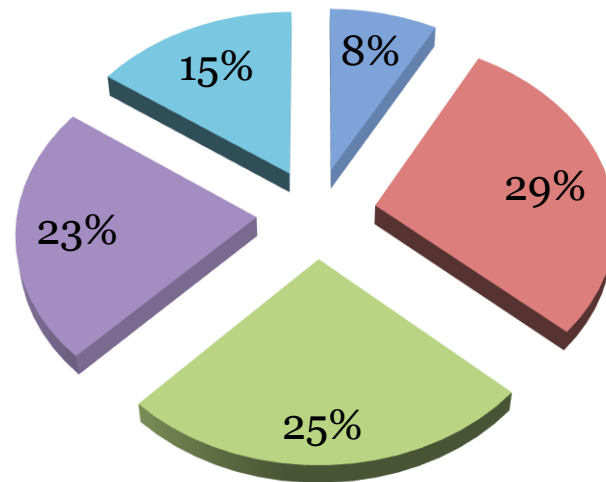


- jobactive Only
- DES Only
- Both jobactive and DES

Staff profiles - Gender and Age

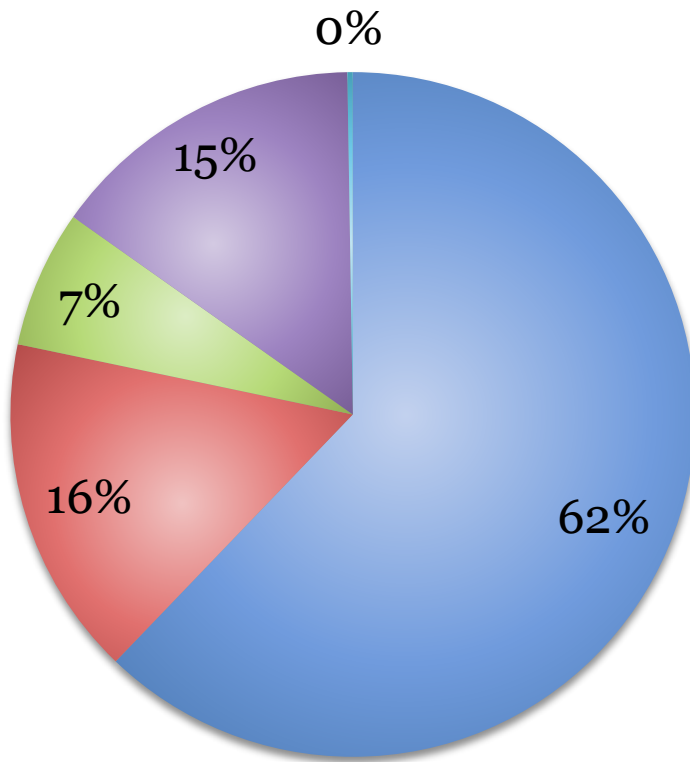


■ Female ■ Male



■ 18-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55 or Over

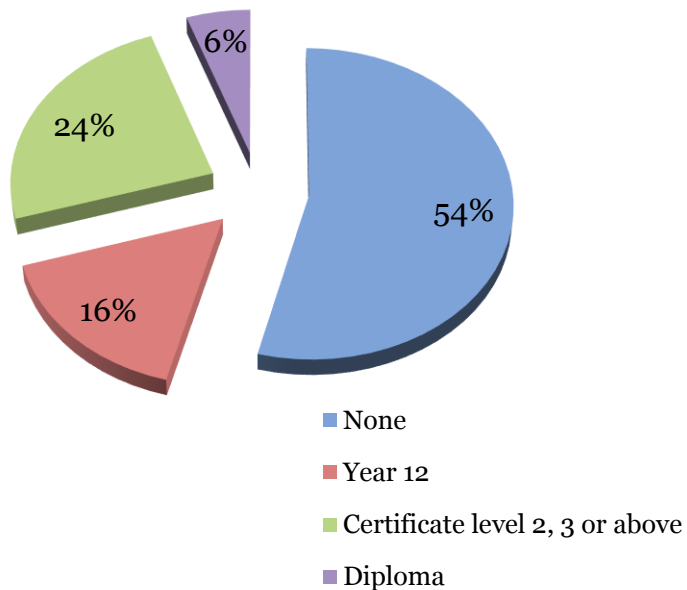
Employment status



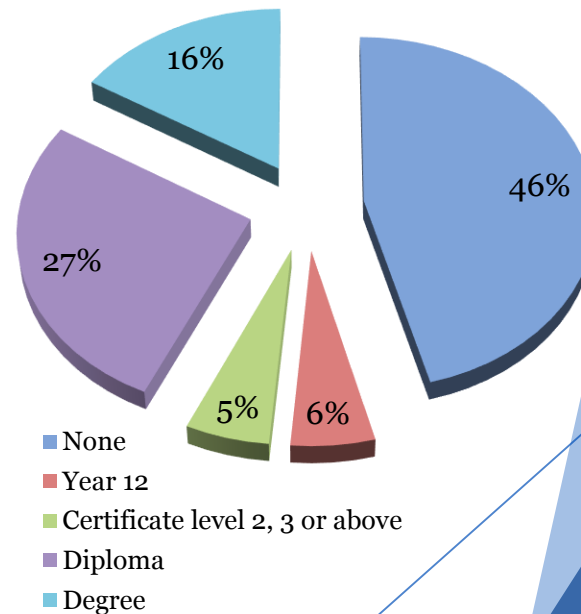
- Full-time
- Part-time
- Fixed term/Temporary
- Casual
- Independent contractor

Educational qualifications

Working with clients

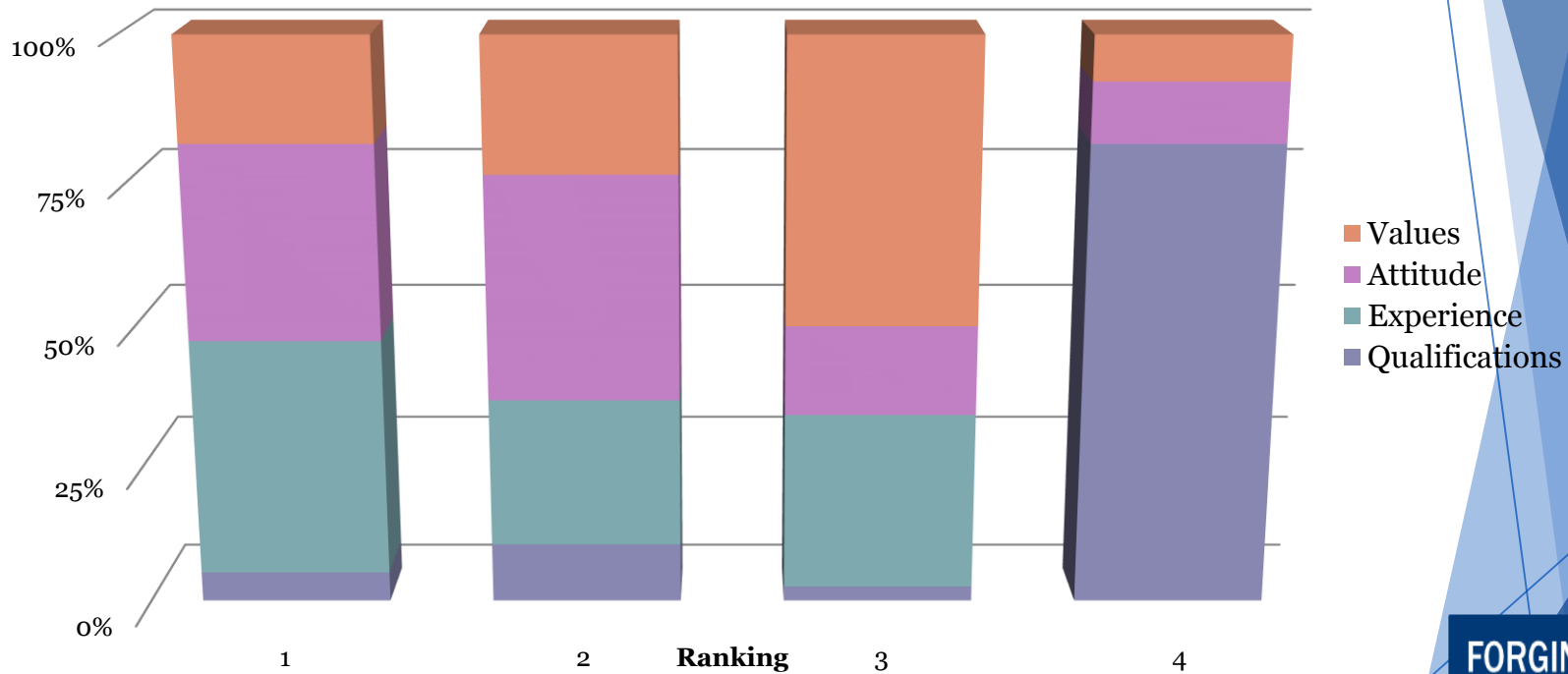


Managerial roles



Key findings - Recruitment and Retention

Selection criteria of non-managerial staff



Employee expenditure costs

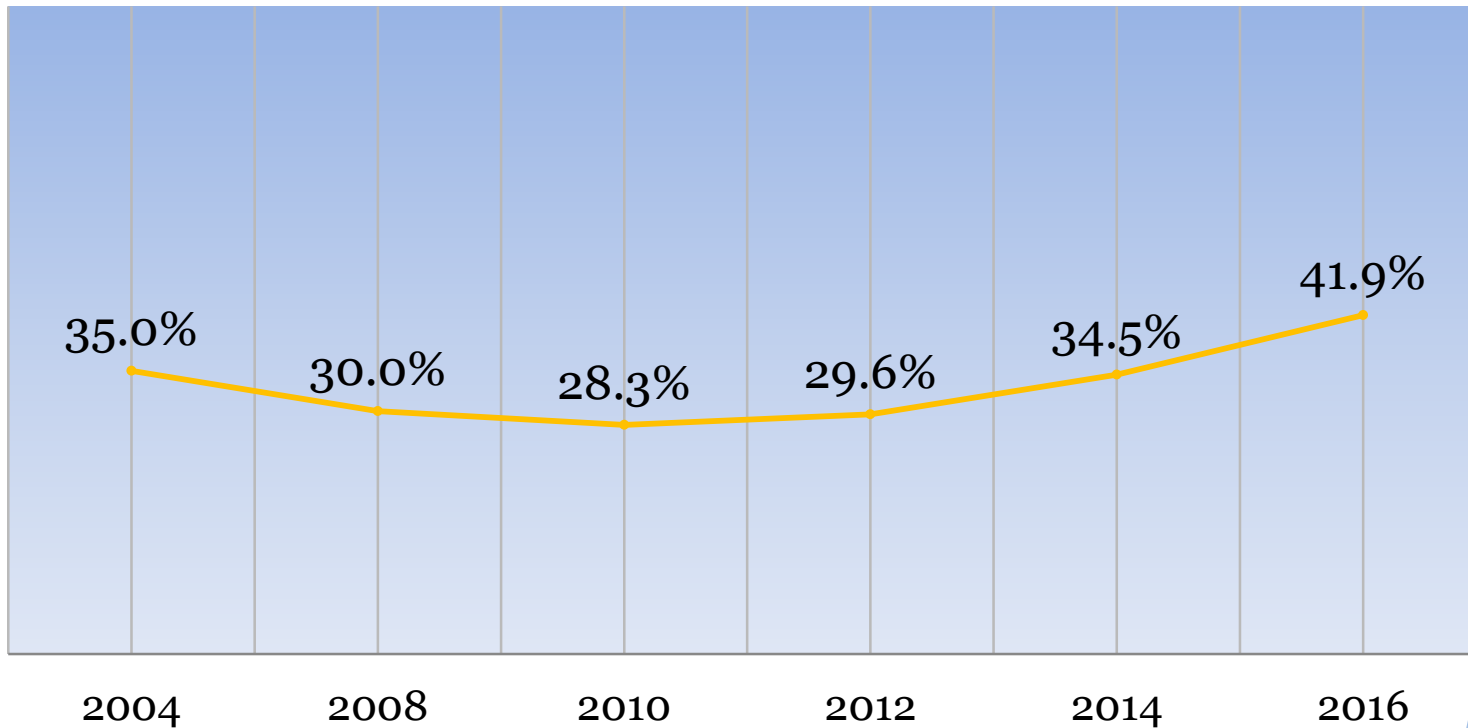
The Average percentage of total expenditure spent on employment costs over 2015/2016 were 62%

The minimum reported was 34% and the maximum expenditure 82%

42% of organisations estimated the cost of recruitment of non-managerial staff as less than \$3000

55% of organisations estimated between 3-6 months for a non-managerial employee to become fully productive

National average % staff turnover - trend



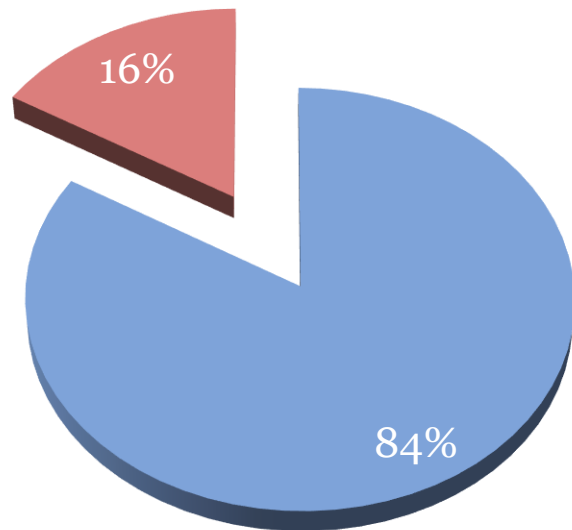
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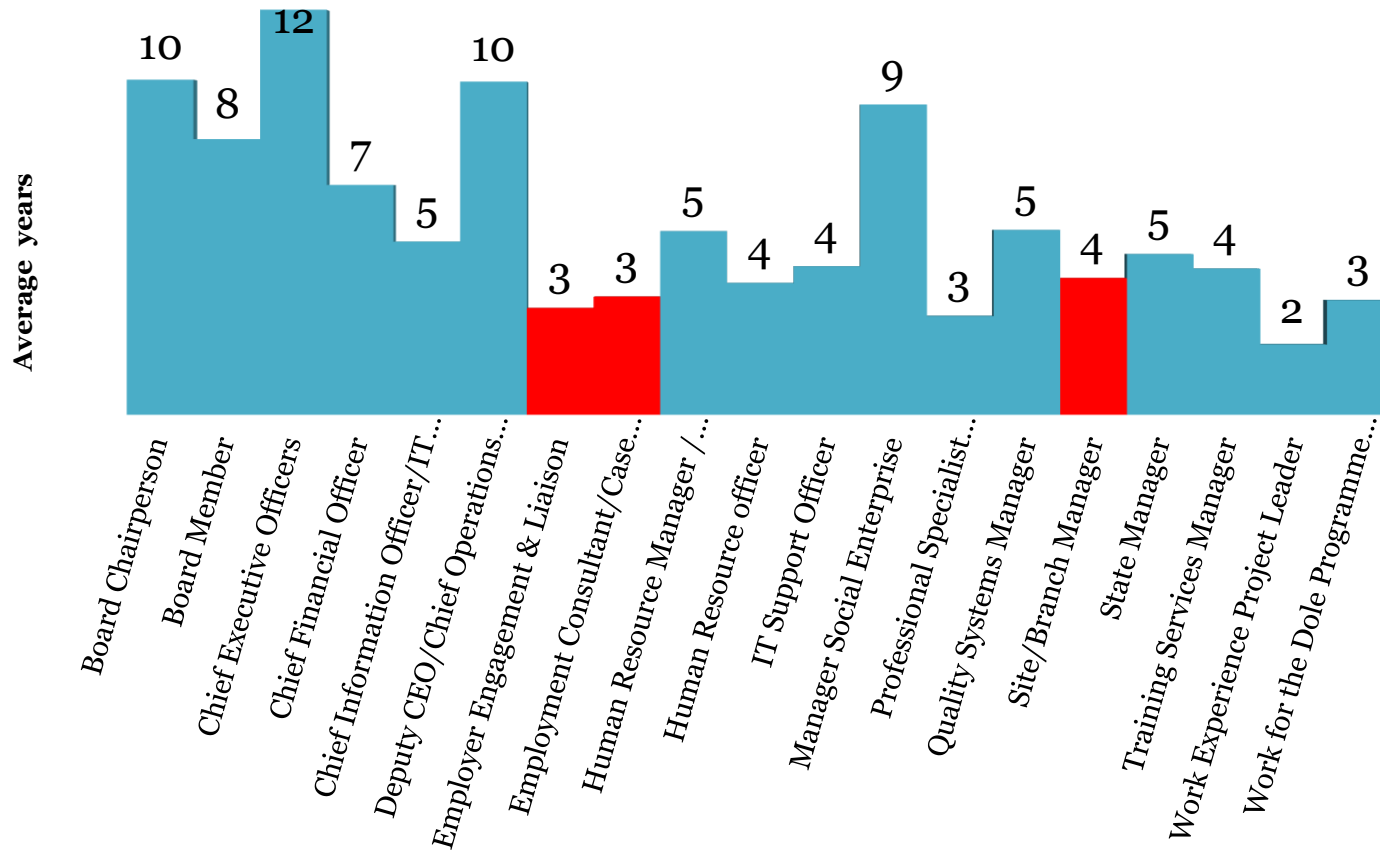
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Voluntary versus involuntary turnover



- Voluntary staff turnover
- Involuntary staff turnover

Mobility- Average length of service



Let's talk

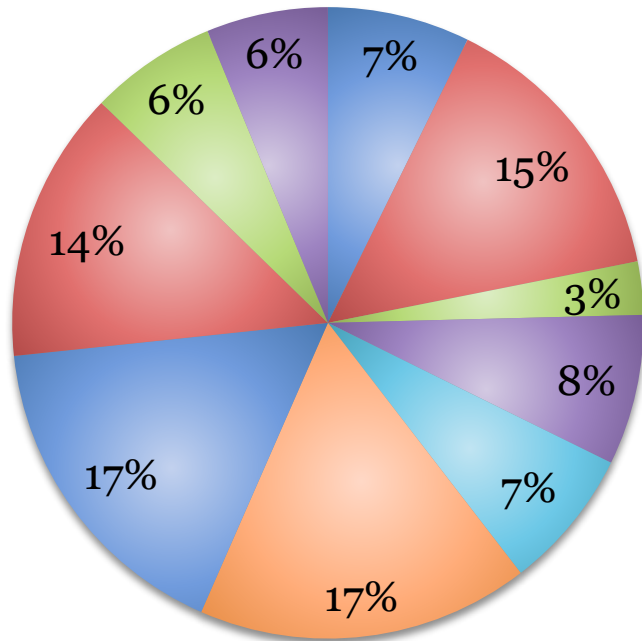
The Survey Report shows:

- Almost half the workforce is departing every year
- Employment Services Sector is not retaining staff for long enough to get a good return on investment.
- One of the highest turnover rates in Australia.

Why? How do we do better?

Lets share some thoughts ... over to you

Reasons for voluntary turnover



- Temporary employment expired
- Higher Salary/Remuneration
- Leaving the workforce or returning to study
- More suitable conditions of employment with new employer
- Family responsibilities
- Change of career
- Unhappy with work environment/job satisfaction
- Lack of career opportunities/advancement
- Health related
- Other

The Survey was designed and conducted by
MAGUIRE CONSULTING PTY LTD
for the National Employment Services Association.

Purchase a copy of the Report nesa@nesa.com.au

For advice on how to apply the information in the
Report contact us

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