

ASENZ Membership Questionnaire Results 2008

Sample Size: 20 Supported Employment Agencies responded to this questionnaire.

Important Note: With a sample of this size it is difficult to assume this represents a 100% accurate picture of the Supported Employment industry as a whole. Not every respondent answered every question; however it is fair to say these results represent a snap shot of where those agencies saw themselves in June 2008.

Funding

1. What price (including GST) per outcome do you currently contract with MSD for?

18 agencies responded to this question.

- 12 Agencies responded \$4000
- 3 Agencies responded \$4140
- 3 Agencies responded not MSD funded

2. What percentage does your MSD contract make up of your total Supported Employment budget?

18 agencies responded to this question.

- RANGE: 0-100% AVERAGE: 73.32% MEDIAN: 85.00%

This is a difficult comparison as some agencies receive more support from parent organisations to make up the shortfall to the true cost of providing Supported Employment. Others have no choice but to budget to their contract.

3. What particular client group do you work with?

19 agencies responded to this question

- All disability groups 9 (48%)
- Mental Health only 4 (22%)
- Intellectual only 1 (5%)
- Sensory only 2 (10%)
- Intellectual and Head Injury 1 (5%)
- Mental Health and Head Injury 1 (5%)
- Mental Health, Physical and Head Injury 1 (5%)

4. Do you utilise job coaching when required?

- 13 answered Yes
- 4 answered No
- 1 answered Partially
- 2 never answered

5. How has this been 'funded' over the last two years?

- In house only = 12 agencies (60%)
- Workbridge only = 8 agencies (40%)
- Other = 0 agencies (0%)

Additional comments about job coach “funding” and how this is provided.

- It is often difficult to access job coach “funding” from Workbridge immediately. Quite often we have had to provide In-house funding to facilitate timely and urgent Job Coaching Services.
- Have not had the need for using job coaches in the past 2 years as all that has been done by our consultants
- It is a clear conflict where Workbridge administer support funds and allow themselves to access SF for job coaching but don’t allow other SE providers to do so. Particularly when WB place high needs clients into work, provide little or no follow-up support and then expect SE providers to fix any ongoing issues that occur.
- We provide for up to 6 weeks in the beginning only. Nil clients currently have job coaches.
- We assist the client to apply for Job Support Funds and fund an outside job coach, who we interview and select. We work together with the Job Coach to provide all support services and supervise the Job Coach as well. We also devise a fading plan that we include with the application. Once the Job Coach has faded out of the picture we continue to provide the ongoing support.
- We are contracted by MSD under the Community Participation Contract, not the SE Contract, so there is no specific job coach money, rather money comes through vocational service hours and vocational budgets and supported employment is just one aspect of that. DWI helps with wage subsidies, Job Plus, Workbridge with Job Support.
- We supply our own job coach for up to six weeks. If the job coach is needed longer, we apply to Workbridge for Job Support Funds. Often with intellectual disabilities we require remedial job coaching on a regular basis that we fund ourselves.
- We employ Temp Solutions to act as job coaches for some specific tasks where learning is required, we on-charge the cost of the worker, and absorb the cost of the coach.
- Our SE consultants provide most of the job coaching
- This can be difficult to access with workbridge suggesting we are double dipping if we ask for support funds. Our client group require substantial job coaching
- We fund it when necessary as part of the service
- All candidates receive job coaching when required, and all Employment Specialists are trained to deliver this. We also have two Support Specialists who handle the more intensive training situations, and they have a caseload of candidates who require significant ongoing on-the-job support.

6. Please indicate the geographical region of NZ that your organization provides service in.

19 agencies responded to this question.

Covers All Regions	21.3% - 4 agencies
Auckland, Waikato, Central, South Island	6% - 1 agency
Auckland Region	21.3% - 4 agencies
Wellington Region	10% - 2 agencies
Waikato Region	21.3% - 4 agencies
South Island	10% - 2 agencies
Central Region	10% - 2 agencies

7. Additional comments regarding contracting and funding.

- Model needs changing
- It is in the interests of both the Government agency and the NGO to approach negotiations in collaborative rather than a confrontational manner. The outcome should be a situation where there is a mutual benefit - the Government agency is confident of getting the desired services for a reasonable price, the NGO is confident of delivering those services within the available resources.
- Not enough funding
- 4 years ago we were virtually 100% funded by MSD. Before badly needed wage increases and mileage allowance increases right now we are approx 85% funded by MSD. Having to use Lottery funds and local trust funds to supplement.
- We are funded on an FTE rate from MOH through Nelson Marlborough District Health Board
- We do not like the new form contract in particular the many cancellation clauses including the last reason being for any reason. No CPI increases make it difficult to cover increasing costs such as rent, communications, wages (including CPI and experience/qualification recognition), fourth weeks annual leave, Kiwisaver, Increased transport costs etc. Lack of negotiation at contract time, just merely telling us what our contract is. The fee does not cover the reasonable cost of providing the service forcing us to seek community funding to keep our doors open.
- Despite being a mental health specific service, our local DHB's do not view our service as sufficiently health related to fund. They do however support us by purchasing the services of our temps, although not to anywhere near the extent that is possible
- We are being slowly strangled. SE contract is not negotiable, it is a take it or leave it basis. No recognition of increases in operating costs, low salaries and consequent difficulties in recruiting and maintaining key skilled staff. Reporting requirements and targets have been changed for the last contract without discussion between the parties. Our 'target' of 70 used to be a cumulative figure for clients in work of over 6 months over the 2 year period, now it is a 'snapshot' figure and represents what the MSD call our capacity.
- At present we are funded to support 72 clients in work but we are supporting over 100. Currently seriously underfunded.
- Case-based funding for individual candidates is the preferable funding option - those with higher supports needs would get the support they require to successfully maintain open employment. Contributory funding models should be consigned to the history books. Milestone funding would ensure those service providers who are delivering results are compensated.
- Only recognises six month placements. Does not value the work prior to placements. Hours involved with on-going support which are not direct client contact are not recognised in MSD reports. Generally a lot of the hours are not reported over the whole contract. This devalues the industry and gives a false impression of cost of service.

Budget

1. What percentage of your supported employment budget goes into:

Salaries:	Range: 17.0% - 85.0%	Average: 72.54%	Median: 74.5%
Marketing:	Range: 0.0% - 7.0%	Average: 1.48%	Median: 1%
Staff Training:	Range: 0.0% - 10.0%	Average: 2.81%	Median: 2%
Motor Vehicles:	Range: 0.0% - 15.0%	Average: 4.24%	Median: 2.3%
Telephones / Communication:	Range: 0.17% - 50.0%	Average: 3.42%	Median: 2%
Rent:	Range: 0.0% - 13.20%	Average: 6.47%	Median: 6.5%

2. What additional area of expenditure do you have that is often not recognised?

e.g.: NZ Sign Language Interpreters; Impact of rural clients; Admin; Training; Staff development.

Area:	% of budget:
Other/General Expenses	15%
Area/Regional/National Offices	12%
ACC	2%
Interpreters	1%, 10%
Job Coaching	1%
Training / Conferences	1%, 2%, 2%
Network Maintenance	1%
Admin Bank Fees, lease interests	24%
Computer maintenance and repair expenses	2%
Depreciation costs	4%, 6%
Employee related	1%
Office costs	2%, 5%, 4.8%, 10%, 3%
General infrastructure	5%
Travel/Accommodation	10%, 4%, 5%, 1%, 4%
Rural	5%, 12%
Technology Modification	2%, 9%
HR Risk Management	4%
Utilities	2%
Vehicle Mileage Allowance/Parking	4.7%, 7.2%
Power	7%,
Staff supervision	1.5%
Focus Groups, Recharge, Hospitality	Paid out of funding not from MSD

3. Are the vehicles you use at work:

18 agencies answered this question

- Owned by staff members: 6 agencies
- Purchased second hand: 2 agencies
- Purchased second hand & owned by staff: 1 agency
- Leased and owned by staff: 1 agency
- Leased: 6 agencies
- Purchased new and owned by staff: 2 agencies

4. If your organisation uses vehicles that are owned by staff members, how is this reimbursed?

• .729 per km	1 agency
• 70 c per km bus fare for out of town travel	1 agency
• 63 c per km paid every month	1 agency
• 62 c per km	3 agencies
• Non taxable mileage allowance	1 agency
• Mileage reimbursed	2 agencies
• According to the IRD rate per km	2 agencies
• Travel allowance .50 per k	1 agency
• \$\$ per km banded at 3000km for metro and 12000km for rural staff	1 agency

5. How many company vehicles do you have compared to front line staff proportionately?

eg: 2 vehicles per 3 frontline staff.

- | | | | |
|-----------|------------|------------|----------|
| • 1:1 | 1 agency | • 1 agency | |
| • 1:1/1:2 | 1 agency | • 1:7 | 1 agency |
| • 2:3 | 2 agencies | • N/A | 1 agency |
| • 1:2 | 1 agency | | |

6. Please list significant area of expenditure that have been cutback, cut out or not even considered.

eg: No salary increases for 2 years, Couldn't employ an additional staff member because we couldn't afford to move premises.

Cut back

• Salary Increases	5 agencies
• Travel budget cut back from 80 to 60km/week	1 agency
• Conference attendance to only 1 staff member	1 agency
• Training	2 agencies
• Quality Mechanisms	1 agency
• Administration	1 agency
• Additional marketing	1 agency
• Reduction and non replacement of resources and training	1 agency
• Promotional materials	1 agency
• Travel	2 agencies
• An increase in staff wages agreed through CEA meant trimming budgets across the whole organisation	1 agency
• Money for job coaches both internally and externally	1 agency
• Main funding is on a reducing schedule, lessens by 1/3 each year	1 agency
• Marketing budget expenditure has been curtailed due to funding not being obtained	2 agencies
• New jobs	1 agency
• Client support in work	1 agency
• Rent – relocated to head office	1 agency

Cut Out

• External training not funded by VASS	1 agency
• Marketing initiatives for the past 3 years	1 agency
• Subscriptions to other organizations	1 agency
• Additional staff	3 agencies
• Equipment purchases	1 agency
• Entertaining	1 agency
• Staff client ratio	1 agency
• No marketing	1 agency
• 1 FTE in 2006 & 1.5 FTE in 2007	1 agency
• New initiatives	1 agency

Unable to consider

• Updating website	1 agencies
• Additional Staff	4 agencies
• Upgrading telephone system (even with complaints)	1 agencies
• Salary Increases	2 agencies
• Mileage increases	1 agency
• Office chairs and furniture	1 agencies
• Full staffing	1 agency
• New cars	3 agencies
• Conferences and full training	1 agency
• Increase to staffing hours	1 agency
• 1 staff member	1 agency
• Equipment replacement	1 agency
• Database upgrades and service	2 agencies
• Rural staff / Fuel costs	1 agency
• Update policies and procedure manual	1 agency

Staffing

1. How many staff does your supported employment organisation have?

(Full time equivalents)

- 25 % (or 5 respondents) have less than 4 staff
- 25 % (or 5 respondents) have 4-6 staff
- 30 % (or 6 respondents) have 7 to 10 staff
- 20 % (or 4 respondents) have more than 10 staff

2. Of these staff, how many full time equivalents are involved in the following job titles? 18 respondents

Number	Manager	Deputy	Admin	Consultant	Transition	Job Coach	Other
1	2		1	3	1		
2	0.5	1	0.2	6	0.5		
3	4	8	7	28			
4				1	1		

5				5.5			
6	1		0.5	4.5			
7	1	0	1	3	1	0	1
8	2			7			
9				7		68	
10	1			2		0.8	
11	1		1				
12	1.4			2.75	1		
13				3			
14	1			4	1	1	
15	0.3	0.6		5			
16	1	0	0	9	2	2	0
17	1			5	1		
18	1		1	14	1	n/a	

3. What salary or salary range does your organisation pay people with the following job titles (or equivalent job description) NB If your organisation pays an hourly rate, or pro rata salary for part time staff, Please convert this to the equivalent of a full time salary.

Salary range= the highest and lowest salary reported / Median salary = the middle point of that range. The survey did not ask for actual numbers of staff receiving a particular salary, therefore it is not possible to compile an 'average' salary

	1 to 3 FTE Staff	4 to 6 FTE Staff	7 to 10 FTE staff	More than 10 FTE staff
Manager	R: \$34,000 – \$100,000 M: \$67,000	R: \$46,000 - \$65,000 M: \$55,500	R: \$45,000 - \$80,000 M: \$62,500	R: \$59,000-\$75,000 M: \$67,000
Deputy Manager	R: \$40,000 - \$55,000 M: \$47,500	R: Up to \$50,000 M: Up to \$50,000	R: \$40,000 - \$54,000 M: \$47,000	R: \$45,000 - \$54,000 M: \$49,500
Employment Consultant	R: \$32,000 - \$38,480 M: \$35,240	R: \$31,824 - \$46,000 M: \$38,912	R: \$30,000 - \$55,000 M: \$42,500	R: \$31,200 - \$46,800 M: \$39,000
Admin/ Receptionist	R: \$24,000 - \$35,000 M: \$29,500	R: \$24,700 M: \$24,700	R: \$25,000 - \$45,000 M: \$35,000	R: \$15,000 - \$40,000 M: \$27,500
Transition	R: - M: -	R: \$35,000 - \$46,000 M: \$40,500	R: \$30,000 - \$45,000 M: \$37,500	R: \$31,200 - \$46,800 M: \$39,000
Job Coach	R: \$31,200 M: \$31,200	R: - M: -	R: - M: -	R: \$33,000 - \$47,000 M: \$

4. What relevant qualifications does your organisation recognise, and how does this effect that persons salary?

Relevant Qualification	Effect on salary (if different from above)
Degree or diploma in Social Work, Education, Human Resources, Social Sciences, Psychology, Mental Health etc	One step on salary scale
Diploma/cert in SE	One step on salary scale
Cert or dip in Career Planning	One step on salary scale
Qualification in Marketing	One step on salary scale
Degree/Diploma	\$2000
Diploma of Supported Employment	
	Nil effect
Diploma in SE	\$0; \$2,365.79pa
Bachelor of Education, Marketing	\$0
Dip Supp Empl	+\$2 hr
National certificate in Human Services	Extra salary step
Diploma in Supported Employment	As negotiated; None; 4 years
Other qualifications	By negotiation
Certificate in SE	\$1,182.96 pa
Undergraduate Degree	Starting Salary elevated 33% within range
Postgraduate Degree	Starting salary elevated 66% within range
CPANZ	None
BA in Social Work	None
We expect staff to have a university degree or equivalent life experience	We pay staff as much as we can afford to start with
Human Services/Social work/Teaching Degree or Social work or human service diploma	All are individually negotiated in with regard to experience in the field of disability.
Mental Health diploma or degree	Would put into higher part of band
Diploma or cert in relevant supported employment	Would put into higher part of band
Internal skills based system	Effects starting salary dependent on accomplishment
	Negligible – ability to achieve outcomes more Important

5. What effect does experience of the Supported Employment industry have on salaries?

15 agencies responded; Each box represents one agencies response

Years of SE experience / Effects on salary

1-2 years - One step on salary scale
2-3 years - Two steps on salary scale
3-4 years - Three steps on salary scale
4-5 years - Four steps on salary scale

1 year - \$1000
2-3 years - \$2000
4 plus - \$4000

n/a

3 plus - Above minimum
5 plus - \$1500

2 plus - Mid range

Depends on type of agency / negligible

4 plus - Top range

No effect - Supported Employment not recognized as a separate category in our CEA

Start no experience - \$33,013.55pa
1 year - \$34,400.77pa (+ \$2,387.21 to start)
2 years - \$37,745.13pa (+ \$4,731.58 to start)
3 years plus - \$40,110.93pa (+ \$7,097.38 to start)
Senior Consultant - \$42,283.07pa (+ \$9,269.52 to start)

5 - Starting Salary elevated 33% within range

None – we pay as much as we can afford and that is not enough

Never had anyone with experience apply.

All are individually negotiated in with regard to experience in the field of disability.

Internal skills based system affects progression through salary ranges

Negligible – ability to achieve outcomes more Important

6. What particular or additional employment conditions does your staff enjoy?

Please indicate which apply to your organisation and to what level or when people qualify eg:
Long Service Award = Additional 1 weeks holiday after 10 years

Long Service Award

- Yes = 3 days in the year of 5, 7 years service and 3 days per annum additional after 10 years service
- n/a (x5 organisations)
- After 5 years
- 4 weeks one off leave after 15 years continuous service
- 1 week after 10 years
- 1 week additional leave for every 5 years plus 1 week 1 off special leave after every 10 years
- Long service: after 10 years – one off entitlement of 2 weeks leave; after 15 years – one off entitlement of 3 weeks; after 20 years – one off entitlement of 4 weeks. For every 5 years thereafter a further 4 weeks entitlement.
- 1 week after 5 years
- After 3 years 1 extra week's leave
- After week's long service leave (a one-off) after 10 years
- 1 week after 5 years, 2 after 10, 3 after 15 years
- 5 years – 1 week extra leave

Medical Insurance

- n/a x 8
- After 1 year
- No
- Regularcare Southern Cross after 6 months

Mental Health Days

- Directors discretion above contract entitlements
- Yes
- Negotiated with manager
- n/a (x 3 organisations)
- 4 per FTE
- As part of sick leave provision
- 5 days stress leave
- Available by negotiation
- As part of sick leave
- Na. But could be requested.
- 3 days per annum
- 2 days PA
- As required

Sick Leave

- Directors discretion above contract entitlements
- Yes – 10 days per annum sick leave
- 10 days per year
- As required by law
- 10 days per working year with maximum of 60 days
- 10 days (x5 organisations)
- 10 per FTE
- 10 days sick leave per year (unused portion can accumulate from year to year)
- May be extended by negotiation for Mental Illness
- 5 extra days per year (not accumulative)
- 10 per year after 2 weeks service
- n/a
- 10 days per annum including 3 mental health days
- 10 days PA

Annual Leave

- 4 weeks (x2 organisations)
- Yes – 20 days per annum annual leave
- 5 weeks per year
- As required by law
- 4 weeks, with additional 1 week per year after 5 continuous years worked
- 20 days (x3 organisations)
- 20 per FTE
- 4 weeks after 12 months continuous service. After 10 years an additional one week of leave per year (5 weeks)
- 6 extra days to be taken over Christmas holidays
- 4-5 weeks
- 4 weeks x2
- n/a
- 22 days PA

Superannuation

- Members of former superannuation scheme continue to receive same level of sponsorship for membership. Kiwisaver option available to staff.
- n/a (x6 organisations)
- Group programme available
- Kiwisaver (x4 organisations)
- 35 employer kiwi saver employer contribution

Training allowance per annum, per staff

- all staff are encouraged to access all appropriate training
- Yes
- Yes
- \$400
- Not sure of amount
- \$830.00
- \$1,000 (x2 organisations)
- Negotiable, based on Diploma type
- Included as part of local area budget, on an 'as needs' basis
- Funds applied on an as required basis
- \$1000 plus leave allowed by negotiation for additional training/up skilling courses and/or conferences externally funded.
- Dependent on VASS funds
- \$600
- \$1000 negotiable
- As part of budget process allocate per capital

Clothing allowance

- Yearly
- n/a x9
- .008 of net wage

Personal use of vehicle

- Mileage paid above IRD rates
- For service Managers only
- For some staff
- No – some are allowed to use for commuter use
- Limited
- 50c per km
- IRD rate (x2 organisations)
- No allowance for private mileage in company vehicles
- n/a
- No
- Only between home and base
- Staff can sacrifice salary for personal use of vehicle

Personal use of cell phone

- Allowed within reason
- For Service Managers only
- No – limited
- Up to \$5 per month
- n/a
- All service related calls reimbursed
- \$10.00 per month to cover texts
- Not permitted
- Where cell phone supplied, personal calls reimbursed by staff
- Pay for private calls over \$20.00 per month
- \$10 per month – just initiated
- Expected to pay for private calls on work mobile
- Use but pay for own calls
- Nil
- \$20.00 per month

Dinner

- All staff shouted to dinner of their choice every 6 months

Birthday Celebration

- All staff get day off on birthday
- 1 day paid leave per annum for birthday

Flexible working environment

- All staff can work flexible working hours
- Flexible and can work from home on occasion

Free Insurance

- After 2 years employment – life insurance, income protection, trauma, death and disablement

Carparking

- Paid carpark near office

Supervision

- \$100 per month

School Holidays

- Flexible working hours

Attending Medical Appointments

- Self and/or dependents

7 What training needs does your organisation have and how are these needs met (or not)?

Training Needs	How are these needs met, or not? Please comment on areas you would like ASENZ to develop.
Introduction to Supported Employment	<ul style="list-style-type: none"> • ASENZ meets the need in Auckland • ASENZ x2 • Yes, not met • Through VASS funding as and when required • Not met • Partly in house and ASENZ • Met x • In house x2 • ASENZ. Also by senior management during Induction • Not met • In house and attending ASENZ training required by all new staff • Would like these to be more regular on demand due to new staff entering the industry and service expansion • Would like to access this • Yes will use when available
Certificate of Employment Support	<ul style="list-style-type: none"> • Have staff who would be ready for work based assessment • ASENZ • Through VASS funding as and when required • Not met x2 • Urgent need as a prerequisite to Diploma • Not interested at this stage • Do not endorse this qualification as valid • This would be good, but best in conjunction with Careerforce (staff get an endorsement in SE for the new National Certificate in Community Support Services, Level 3 through SE unit standards as electives) • Training modules with credits toward qualification • Possible encourage for unqualified staff • Would like to get staff engaged in this • Would like to access this • Yes
Career Planning	<ul style="list-style-type: none"> • ASENZ meets need plus one staff member qualified • ASENZ • In house x3 • Through VASS funding as and when required • SAMS, ASENZ and in house • Met • Currently in house in conjunction with personal planning, performance reviews and supervision/coaching sessions with staff; but would be good to have modules in the Certificate and Diploma. • Not met • Completed internally (2 staff are CPANZ members) • Yes • In house and use of local specialists/resources for all these

Personal Plans	<ul style="list-style-type: none"> • SAMS training • ASENZ • Yes, not met • In house x4 • Through VASS funding as and when required • SAMS and in house • Not met • In house through Centre for Learning (CFL). Personal Planning Facilitators through SAMS. • N/A • Dealt with internally • Currently met by ASENZ • Yes
Marketing Supported Employment	<ul style="list-style-type: none"> • ASENZ X4 • Yes, not met • Through VASS funding as and when required • In house • ASENZ and in house • Met • Not met • Through ASENZ valuable training • Needed as a good support to consultants • Use expertise of current staff • Yes
Strategic Business Planning	<ul style="list-style-type: none"> • Internal organizational training • In house x4 • Not met • Available through MED Business in the Community Centres • Through Auck uni • Dealt with internally • Use expertise of current Board and management team
Building Team Culture	<ul style="list-style-type: none"> • External training from other trainers. Something ASENZ could develop. • In house x3 • Yes, not met • In house and external • Not interested at this stage • In house CFL • Not met • Would like ASENZ to offer this • Through EMA • Dealt with internally • Currently completed internally
Culture and Values	<ul style="list-style-type: none"> • Internal • In house x4 • Interested • CFL • Not met • In house build into degrees of staff • Dealt with internally • Possible training would be useful • Yes

Disability Awareness	<ul style="list-style-type: none"> • Done internally by organization • Sector • Yes, partially • In house x3 • Interested • CFL • Not met • In house and above • Dealt with internally • Ongoing in house training with various disability agencies • Yes
Job Coaching	<ul style="list-style-type: none"> • Something that the sector needs and ASENZ could develop • ASENZ • This would be useful to attend • n/a • In house x3 • Not interested at this stage • Currently senior managers undertake this in house, but would be useful to have a package if this was geared towards supporting people with an intellectual disability where job coaching may be ongoing. • Training module for coaches and E/C's so they can manage a coach and identify what they want to achieve • Not met
Small Team Management	<ul style="list-style-type: none"> • Accessed externally • In house x2 • Met x2 • In house through senior management • Not met • Would like ASENZ to offer this • Unitec • Dealt with internally • Training may be useful in this
First Aid Training	<ul style="list-style-type: none"> • Accessed externally • St John Red Cross • Through Red Cross • Met • External St Johns x4 • Not met x2 • Outsourced through St John/Action Survival • Covered well by existing providers • Dealt with internally • Yes
Stress management	<ul style="list-style-type: none"> • Done internally • In house x3 • Yes, not met • In house and external counseling • Met • CFL – in house • Not met • Would like ASENZ to offer this • MIT and in house • Dealt with internally • Training may be useful in this

Computer Skills	<ul style="list-style-type: none"> • Done internally • In house x4 • Met x2 • Assistance provided by umbrella organization • Covered well by external providers • Unitec and manukau tech • Dealt with internally • Currently completed internally • Yes
Employment Law	<ul style="list-style-type: none"> • Done externally • ASENZ • Yes, not met • This would be useful to attend • Through VASS or Dept of Labour funding as and when required • Met x2 • In house • Some courses available through Canterbury Law for South Island Staff. Vocational managers have knowledge in this area with back up from Area Managers, Service Advisors and HR team • Free via Community Law Centres, DOL website, Govt sites • Covered by lunch time seminars and membership of EMA • Ema • Able to get through other associations • In house using DOL, EMA, Employment Solicitor • Yes • Local specialist
Human Rights Awareness	<ul style="list-style-type: none"> • Done through HRC and HDC • Sector • Met • In house x 3 • Not met x 3 • In house – some further courses available through Canterbury Law for S.I. staff • Auck uni • Yes
Performance Review Methods	<ul style="list-style-type: none"> • Could be an area for development • In house x5 • Not interested at this stage • In house – some HR input and through senior management team • Not met • In house as developed by board of trustees • Dealt with internally • EMA • Yes
Professional Supervision	<ul style="list-style-type: none"> • ASENZ and external • In house x 4 • External • As required • Not interested at this stage • Could be useful for vocational managers supporting people with practicums for Diploma in Employment support • Would like ASENZ to offer an affordable external supervision service • Massey

Please add additional training needs...	
Blindness and Low Vision	• RNZFB
Sighted Guiding	• RNZFB
Deaf/Blindness	• RNZFB
RNZFB Induction	• RNZFB
Treaty and Cultural Awareness	• RNZFB
Bi Cultural	• Kaumatua and in house
Governance	• Training on roles and expectations of Board Members

8. Our current staff have the following years of Supported Employment Experience

Number of years	Number of staff			
<1 year	28			
1-2 years	17			
2-3 years	23			
3-4 years	16			
5-6 years	20			
7-8 years	3			
9-10 years				
+10 years	12			
		% May 2004	% May 2006	% May 2008
0-2 years		54.6%	45.6%	37.8%
2-4 years		23.4%	29.8%	32.8%
4-6 years		6.2%	9.6%	16.8%
6-8 years		6.1%	6.1%	2.5%
8-10 years		4.6%	0.8%	0%
10+ Years		4.6%	7.9%	8.4%

9 We want to gain a measure or overall staff retention in the Supported Employment industry. To calculate this consistently, please consider how many staff left your organisation in the last 12 months, and divide this number by your total number of staff to gain your percentage. Eg: if 2 staff out of 10 left, you have a total of 20% staff turnover.

If the last 12 months was not typical of your turnover, use the previous 12 months period. Better still, if you have staff turnover records for a number of years, calculate the average % yearly staff turnover to give a truly accurate picture.

Our organisation's annual staff turnover is

	% May 2004	% May 2006	% May 2008
Average:	14%	25.3%	22.86%
Range:	0-62.5%	0-50%	0-56%

10 Please rate the following reasons staff give for resigning, Number 1 being the most common reason.

Staff have given the following reason for leaving the employment of their Supported Employment Agency. They are listed in the order of **most to least** common reason

1. Career Development
2. Financial Package
3. Health Reasons
4. Offered job with employer they met through SE
5. Stress
6. Further Training
7. Family Responsibility
8. Insufficient Funds to retain
9. Moved town
10. Unable to perform job to required standard
11. Job too difficult

Service Delivery

1. The average caseload size as carried out by our employment consultants are:

In 2004, the sample showed an average caseload of 29 people with a range of 16-45 people. In 2006, the sample showed an average caseload of 31 people with a range of 20-42 people.

	Average	Range
All respondents	27	22-64
Caseloads by Agency Size		
1-3 staff	36	25-64
4-6 staff	31	22-50
7-10 staff	32.5	25-45
10+ staff	28.65	25-36

2. On average, the number of people we support in work require each _____ hours of support per year to maintain their employment. Please check an answer:

17 respondents to this question.
 5 respondents include travel time
 9 respondents do not include travel time
 3 respondents did not indicate travel

	Average hours per person per year
All respondents	429.03 hours
1-3	47.75 hours
4-6	468.4 hours
7-10	925.1 hours
10+	45.0 hours

3. Our organisation has _____ people waiting to access our service i.e. on our waiting list.

12 respondents to this question

- 11 agencies indicated they had 0 people waiting for service. Of these 11, 1 agency indicated they don't operate waiting list as it doesn't fit within their goals and vision, and 4 never answered. These 5 respondents have been removed from the calculation below.
- As the numbers below may not give a true indication of people being unable to access service, as some clients may choose not to register if there is a significant waiting time.

	Average	Range
All respondents – waiting list size	22.5 people	0-100 people
All respondents – waiting list time	9 months	6 weeks – 2 years

4. What is the job retention rate for clients supported in employment by your organization?

- 11 respondents printed in full to allow benchmarking with agencies with 'similar' job seeker groups
- Agency size and location had no significant bearing on results, therefore was excluded to preserve anonymity.
- One successful agency working only with unemployed people in a large metropolitan area was added for your comparison.

3 month job retention %	6 month job retention %
Range 3-98%	Range 0.78-95%
Average 63.21%	Average 64.34%
Median 80%	Median 75%

END OF SURVEY RESULTS