

Wages Survey 2018

The Out of School Care Network (OSCN) regularly collects data from the OSCAR sector in order to monitor trends in sector costs and affordability.

In reporting this information, we are aware that it may have an impact on sector costs. Please note that OUR SURVEYS ATTRACT A RELATIVELY SMALL RESPONSE RATE. These figures provide a snapshot of sector financials and should not be treated as an accurate statistical sample.

In some instances adjusted range figures have also been given, as an indication of how many 'outlier' figures (very high or very low) feature in the responses.

Key Terms: In the survey we asked that answers be matched as best as possible to these 2 levels, regardless of actual job titles used.	
Programme supervisor	senior person on-site and in charge of the daily programme operation
Programme assistant	other staff members working regularly in the programme

Overview of respondents Total responses: 110

Location	
Auckland	38
North Island – Out of Ak.	63
South Island	9

Number of sites operated	
1 site	80
2-5	25
6 or more	5

Supervisor hours and duties

Supervisor hours	Number of responses	Range	Adjusted range	Median
ASC	98	10 hours - 45 hours	12.5 to 22.5 hours (90% of responses)	15 hours
ASC non-contact	98	0-54 hours (11 zero)	2 to 20 hours (76% of responses) 5 to 15 hours (40% of responses)	5 hours
BSC	61	1-20 hours	2.5 to 12.5 hours (87% of responses)	7.5 hours
HP	92	3-60 hours	30 to 55 hours (88% of responses)	45 hours
HP non-contact (PER TERM)	85	0-100 (11 zero))	10 to 60 hours (50% of responses)	10 hours

OSCN Wages Survey 2018 (cont.)

Duties carried out by supervisor	
Total responses: 109	
Duties (ranked highest to lowest)	
Programme planning	96
Staff induction	81
Parent inquiries and enrolment	80
Purchasing resources and consumables	79
Staff rosters / relievers	68
Updating rolls / registers	68
Completing Work and Income Fee Subsidy forms	63
Maintaining staff records, time sheets, leave etc.	59
Staff recruitment	52
Collecting fees	43
Transportation of children (driving)	41
Issuing invoices for fees	35
Other duties mentioned in comments: marketing, social media, health and safety.	

Number of the listed duties performed by supervisor	
None from the list	5
1-3 duties from the list	20
4-6 duties from the list	26
7-11 duties from the list	46
12 duties from the list	12

COMMENTS: feedback was often that these roles were shared with more senior staff or a separate admin person or team. The various roles might also be shared between different HP and ASC staff and/or with the assistant supervisor. 2 comments mentioned electronic management systems that helped with these tasks.

A few comments highlighted that the “supervisor” only had a hands on programme role and a senior manager or co-ordinator did many of these tasks – often the programme owner. Some hands-on supervisors also had sizable management roles:

“I am the programme supervisor responsible for everything under management of school principal/bot school programme. I also work at the school during the day so non-contact time/afternoon tea/programme prep/admin etc. is spread throughout my day, where I can fit it in. I work with school admin once a week for invoicing. Internet payments are ideal but both myself and school admin can receive cash payments. Admin ultimately receives and receipts cash. I started the programme from scratch and have been head supervisor for 5 years.”

Wage rate figures

NOTE: the survey does not separate wage rate figures for HP & ASC. In past surveys there was no significant difference. OSCN’s policy is to keep surveys and other feedback requests as short and simple as possible, out of respect for the workload that sector people often manage.

Wage Rates	Average	Range	Median
PROGRAMME SUPERVISOR	\$21.30	\$17.75 - \$30.00	\$20.50
21C (30 RESPONSES)	\$19.50	\$17.30 – \$24.40	\$19.00
PROGRAMME ASSISTANT	Starting rate \$16.70 Max rate \$18.00	\$15.75 – \$21.00	Starting \$16.50 Max \$18.00

OSCN Wages Survey 2018 (cont.)

The responses received don't show any strong link between hourly rates and number of duties undertaken. When the wage rates are compared against the list of duties, of the supervisors who had 10 or more of the listed duties (34 responses), 23 were paid above the average hourly rate.

Based on the comments received, the actual duties undertaken was one of several factors that contributed to determining rates of pay for staff.

"I have an induction manual which has 5 stations - these determine the pay levels. So level one is the basic rate for the first station, once the next 2 stations are complete then the pay rate jumps up to assistant level, then the last 2 stations gives them the top level of pay which can be increased each year (by .50c) depending on their performance review."

"The higher rates of pay are determined by how much workload the Assistant Supervisor has taken on to support the Supervisor."

"Individual rates are negotiated at the job offer interview."

"Programme Assistants are high school students which have always had huge benefits for having them as part of the team and for them as first time employees - but I have huge issue with paying high school students the minimum wage as it takes a long time to train them to a level and standard required and we are required to pay them the minimum wage :("

"Staff are increasingly difficult to attract. Not many with initiative despite paying fairly well."

"Our Supervisor has been employed by us for almost 4 years, so her pay rate has gone up each year during that time..... For new permanent staff members a 50c/hour minimum pay increase annually based on a successful performance appraisal. It is becoming harder to make this a financially viable service.... based on the amount we can realistically charge families..."

Monitoring Affordability

At recent network forums in Auckland and Wellington it was clear that the impact of wages on programme affordability was of major concern and that across the sector there are very different circumstances to be found e.g. instances where staff had not received a wage increment for more than five years; other situations where employers seemed to be over-committed to permanent staff.

At OSCN, our modelling of programme finances indicates that any operator needs to pay close attention to the proportion of their fee income that is spent on wages 1) to establish the total wage bill that is "affordable" for the programme 2) apportion that wisely amongst staff, (usually with priority to permanent staff) and 3) monitor fee income against wages paid to ensure that the "affordability" of wages is maintained.

Feedback from providers and our own modelling would suggest that, for many services, wages usually sit at around 60-70% of programme income. With factors like level of venue rental (widely variable, as indicated in our last rentals survey) having some impact on this proportion. BUT EVERY INDIVIDUAL PROGRAMME HAS ITS OWN PARTICULAR FINANCIAL FACTORS TO WORK WITH. Regular monitoring of the affordability of wages in relation to fee income will help any service set their own benchmark. For more advice OSCN is available to assist.