



The Challenge of Sustainability:

Queensland's Not-for-profit Sector and the Impact of Growing Financial Pressure

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A few things...

– Nature of the data:

- Key financial, service delivery, staffing and other data from 2019, 2020 and 2021
- Only 12 organisations provided data out of the targeted 32
- This reduces the value of the data and the analysis dramatically
- We took a case analysis view

– Cases we analysed:

- Advocacy
- Aged Care
- Disability Services
- Counselling
- Homelessness and Housing



Findings...

- Reinforced previous pre-COVID findings
- Job quality likely impacting service delivery and increasing recruitment & retention costs
- ERO and PLSL likely impacting sustainability
- Quasi-market costs increasing – Marketing ↑ 44% between 2019 and 2021
- Quality control and compliance costs ↑ 21%
- General Insurance Cost ↑ 30%
- Auditing ↑ 29%
- Change of business rules around IT: Costs ↑



Commentary:

- Labour: Experience & Skills Capacity ↓?
- Labour: Retention and Development Cost ↑?
- Infrastructure Costs ↑?
- Quality Control & Compliance ↑?
- ICT Investment & Operations Significant Costs



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