

2024 Community Housing Workforce Survey –

2025 CHIA Vic conference 1 April 2025

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2024 Community housing workforce survey

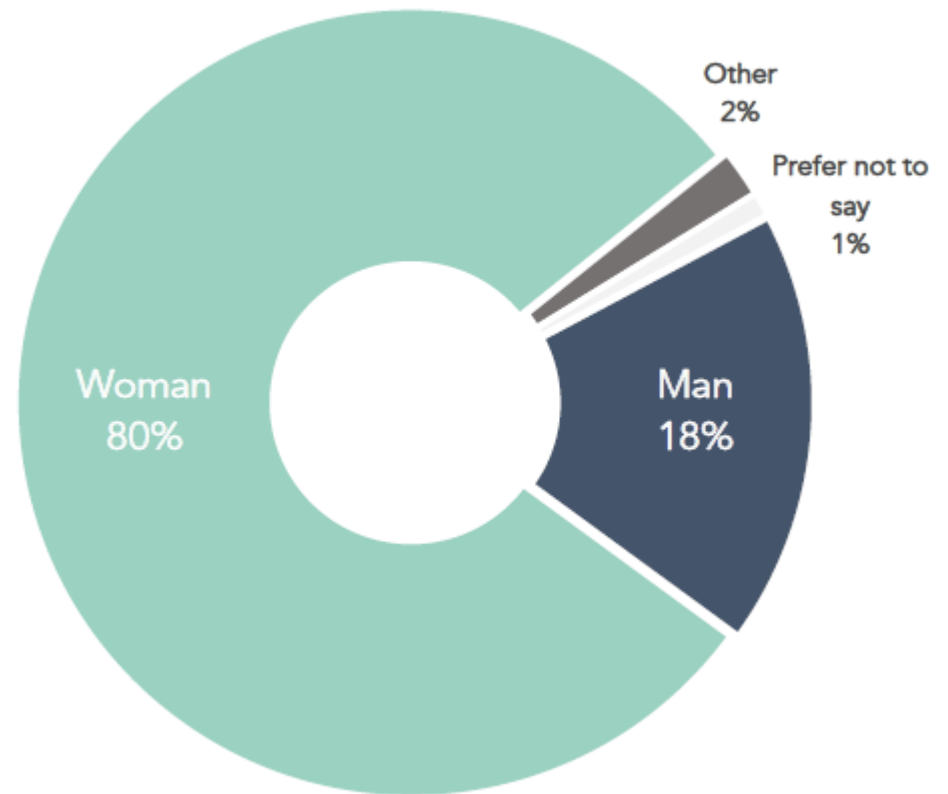
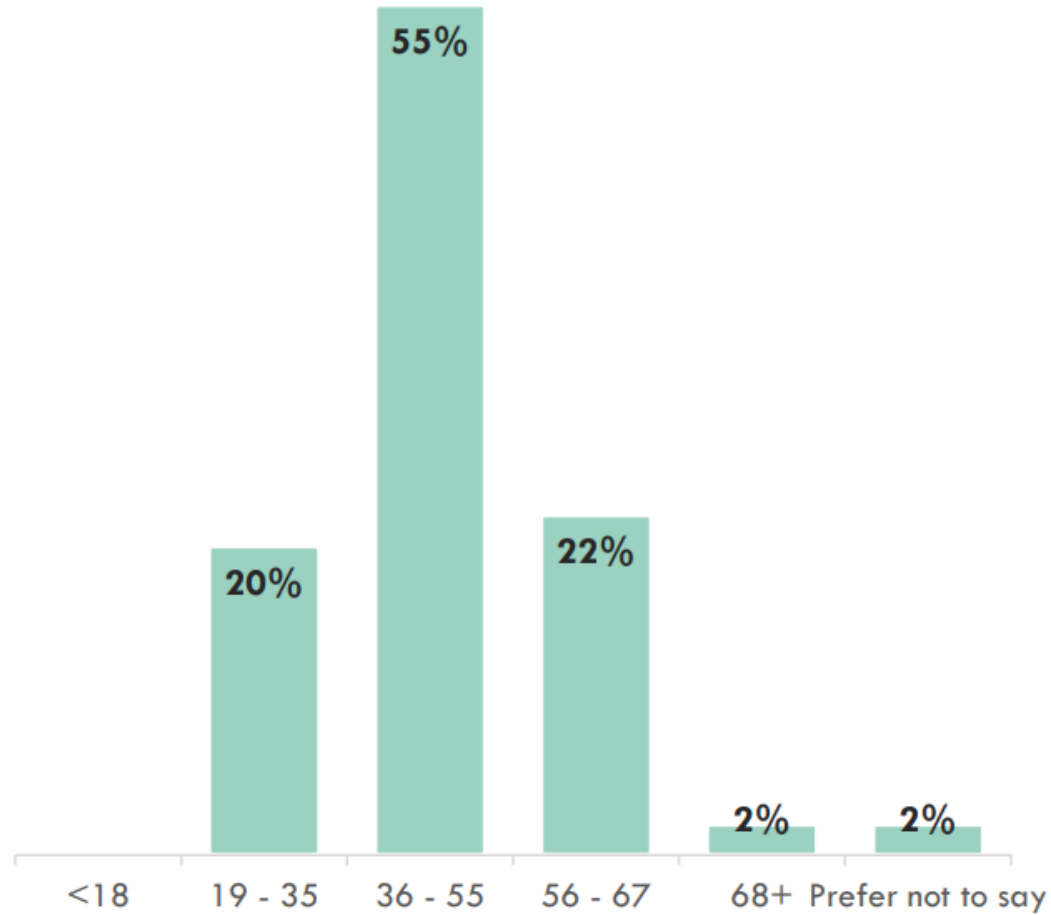
- **In June 2024 CHIA Vic ran a workforce survey of its members**
- **Aim - gather workforce data to examine workforce characteristics and issues**
- The survey ran between 5 June and 22 June 2024

124 responses from individuals

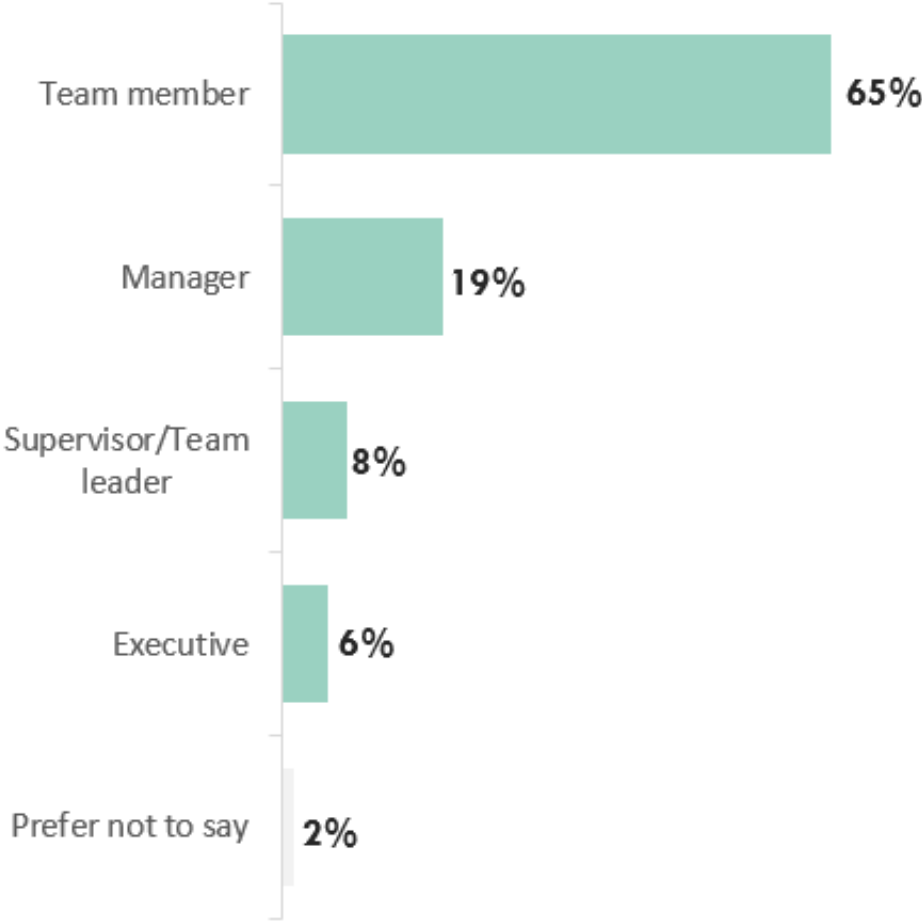
19 responses from organisations



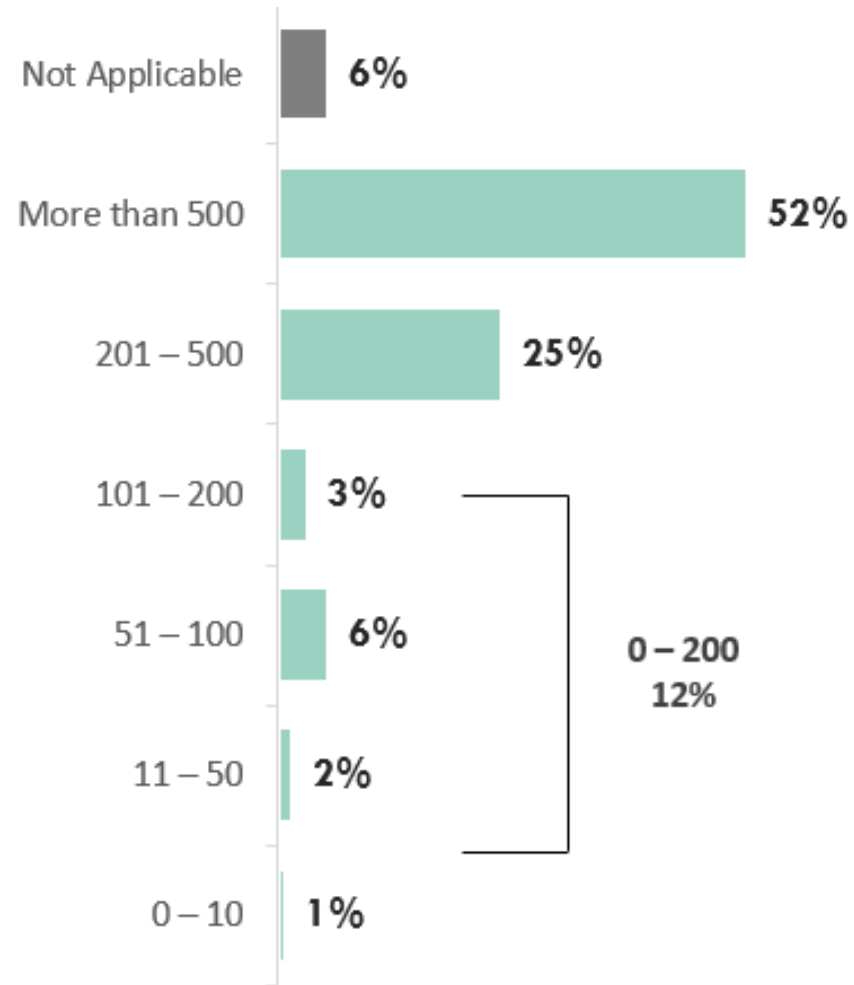
Age and gender



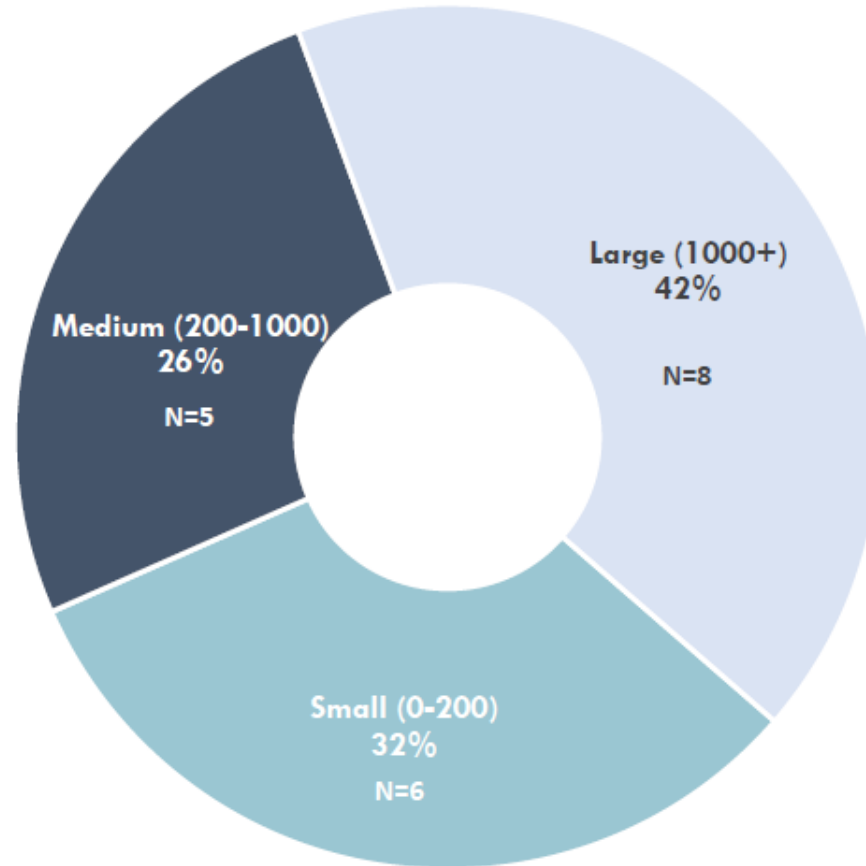
Job level of respondents



Employer size (employee responses)



Organisation size (org responses)



Key insights from the survey

- Reasons for working in the community housing sector
- Plans to stay working in the sector
- Job satisfaction
- Previous work background or source of recruits
- Reasons why staff leave
- Where do staff go next?



Main reasons for working in sector

- **75%** of individual respondents said ‘socially impactful work’ is their **primary reason for working in the Community Housing sector**.
- **95%** of organisations reported that ‘socially impactful work’ was the **most important factor** for attracting workers to community housing



Other reasons for working in sector

Other reasons for working in the sector included

- 'employee benefits' (38%) – includes flexible working conditions
- 'culture' (32%)
- 'financial benefits'(28%)



Planning to stay in the sector

- **41%** of employee respondents expect to remain working in the sector for 5 or more years.
- **64%** see a future career in community housing
 - 37% with current employer
 - 27% with another employer in the sector
 - 24% don't know



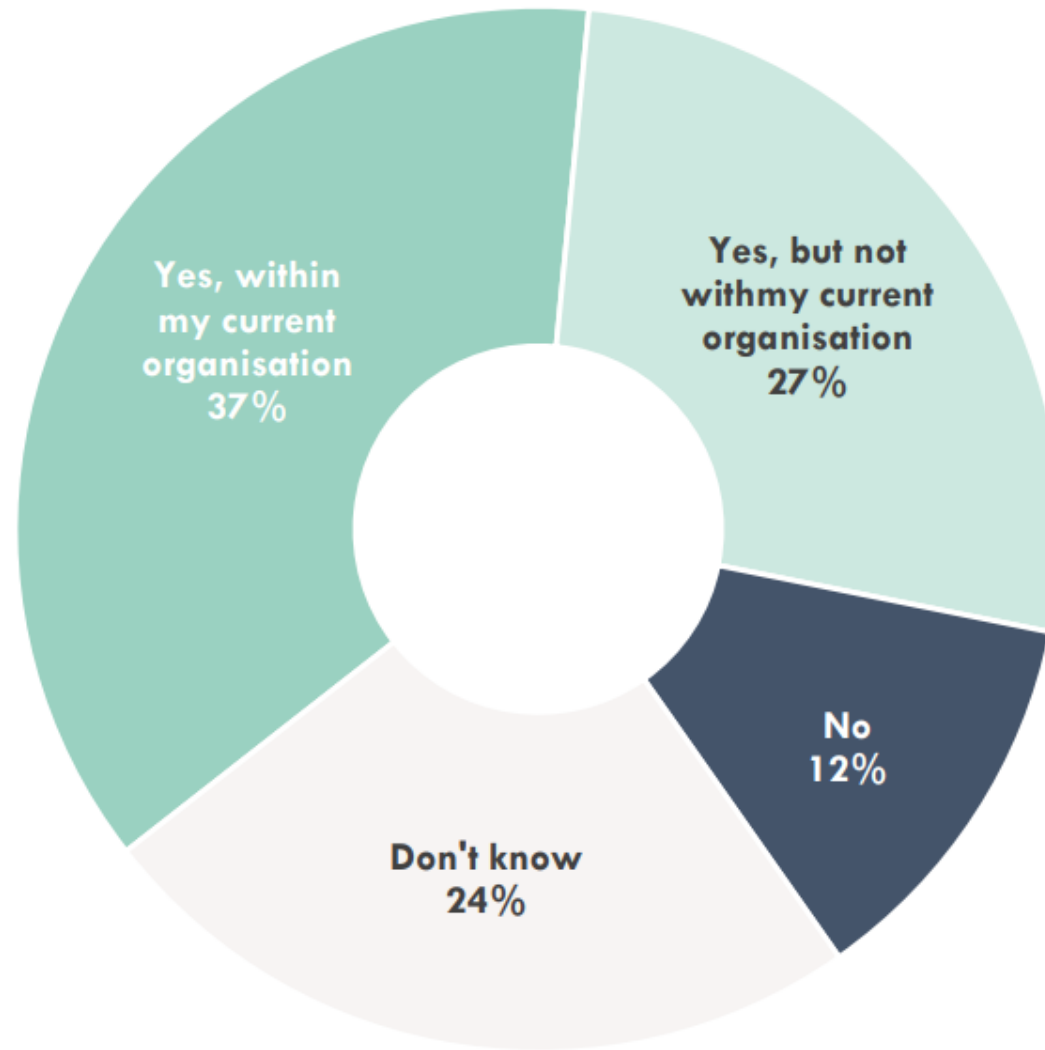
Planning to stay in the sector

Reasons for staying:

- Meaningful work
- Positive work environment
- Values aligned organisation
- Opportunities in a growing organization



Future career in sector?

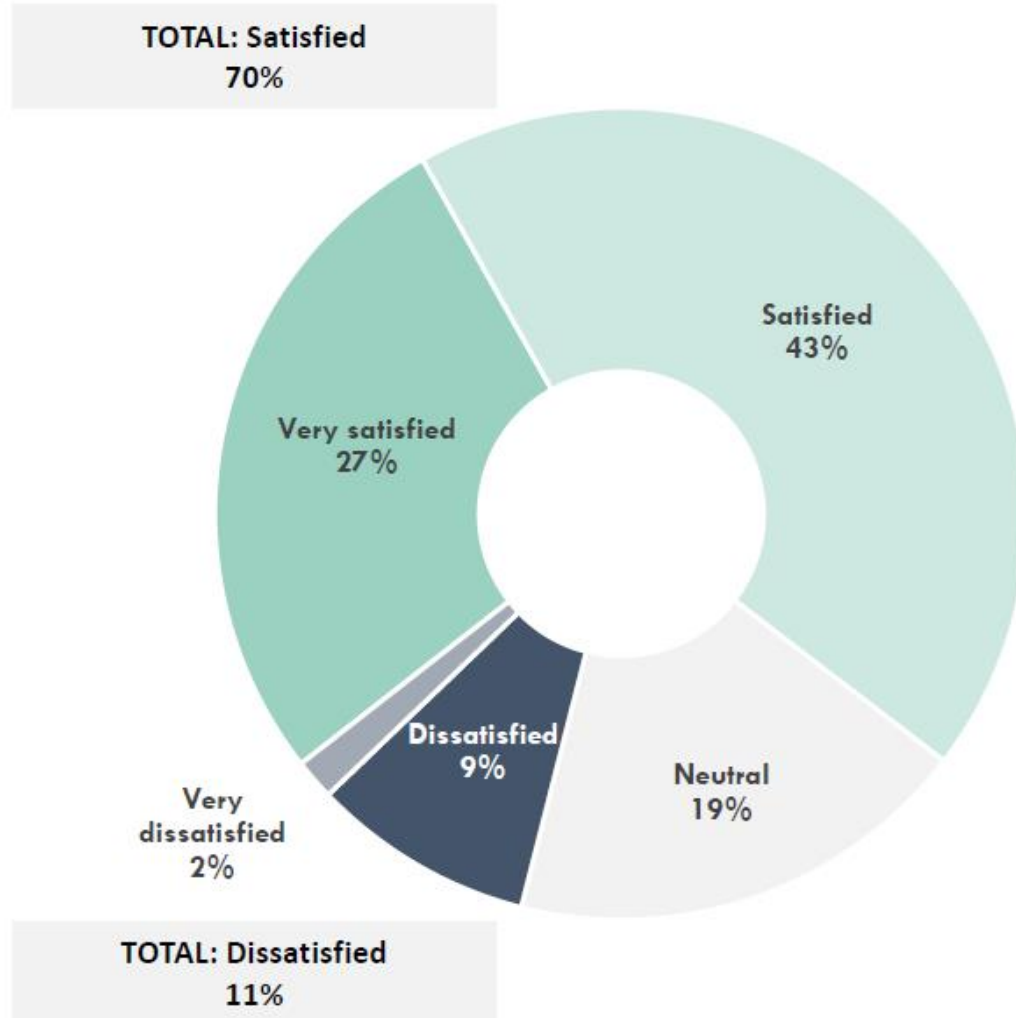


Job satisfaction

- **70%** are satisfied in their current role – 27% are very satisfied
- **9%** are dissatisfied



Job satisfaction



Job satisfaction - reasons

Main reasons for feeling **satisfied**:

- I can use my skills and knowledge (81%)
- I feel my work matters (79%)

Main reasons for feeling **dissatisfied**:

- Workload (40%)
- Organisation culture (27%)



Previous work background (employee responses)

- **25%** had worked in real estate
- **31%** had worked in other private/corporate sector roles
- **28%** had worked in state government
- **26%** had worked in care/support services

Note: for questions where respondents were able to select multiple responses percentages will not equal 100%



Where staff come from (org responses)

- **47%** reported mainly from real estate
- **21%** reported mainly from care/support services
- **11%** reported mainly from other private/corporate sector roles
- **5%** reported mainly from specialist homelessness services

Note: for questions where respondents were able to select multiple responses percentages will not equal 100%

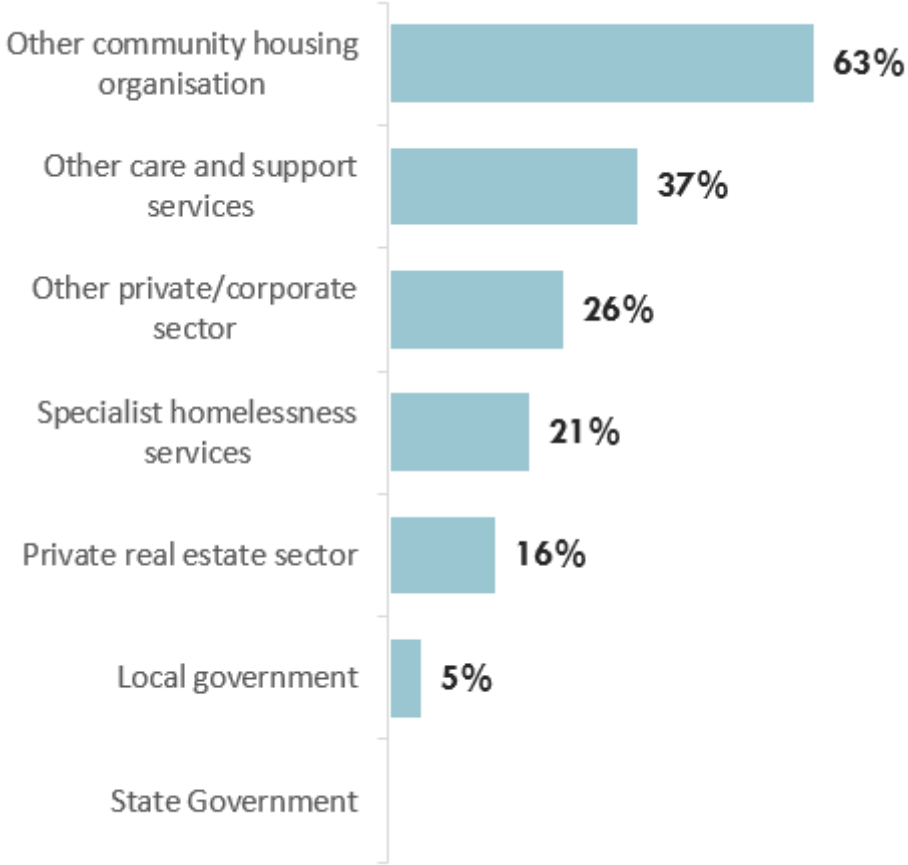


Factors driving employee separation (org responses)

- **42%** stated stress/burnout
- **32%** stated career progression
- **16%** stated improved remuneration offer
- **5%** stated lack of professional development
- **5%** stated dissatisfaction with current role



Where do staff go?



Note: for questions where respondents were able to select multiple responses percentages will not equal 100%



So?

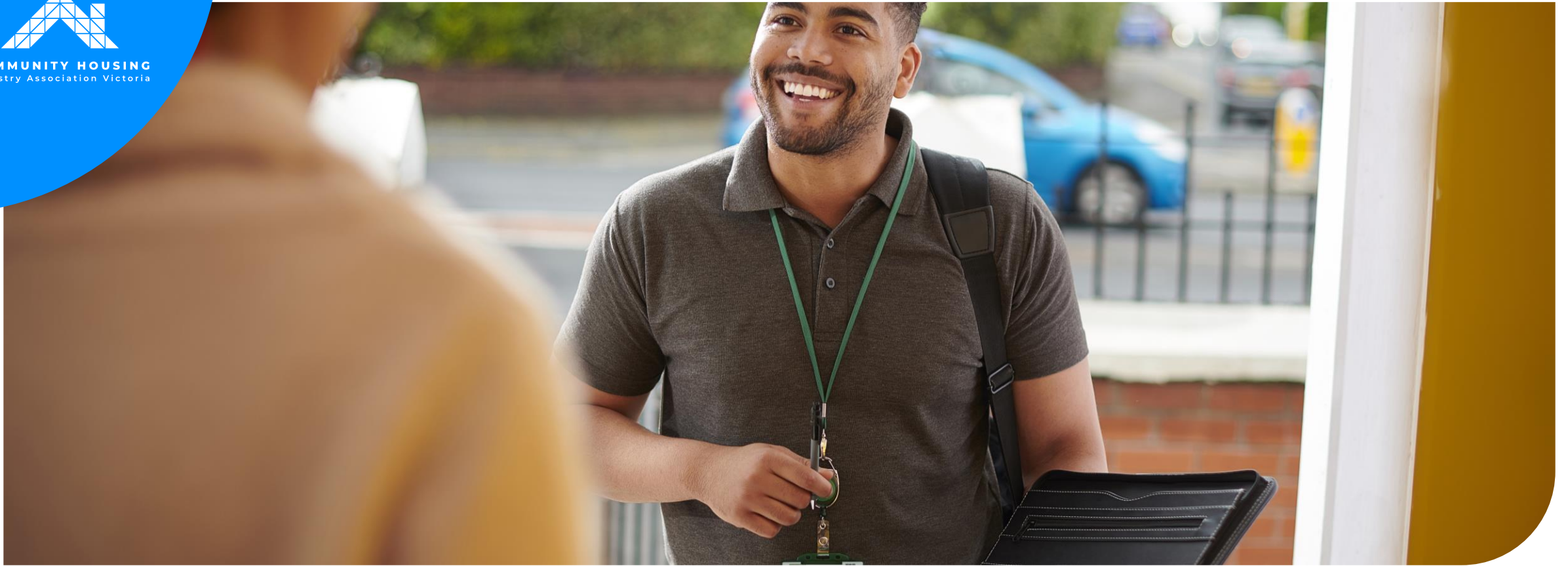
The insights from the survey results leaves questions to consider:

- How can we better promote the social impact of our work in attracting talent?
- How can we better support staff who want to stay within the sector?
- What might limit longer term retention of staff within sector? Are there clear career paths?





COMMUNITY HOUSING
Industry Association Victoria



Thank you

Community Housing Industry Association Victoria

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Let's talk together about our community housing careers

How did you find your way into a community housing job?

- Where did you start in community housing? What was your first role?
- How long ago?
- Did you understand what community housing was about when you applied for that first job?
- What was your motivation?
- What keeps you in the sector?

Ideas for explain and selling a career in the community housing sector?

- What should we be promoting about working in community housing?



Community & social services Graduate Program

- 12-month graduate learning and development program for new and recent graduates
- Targeted to graduates from community and social services disciplines – degree or diploma level
- Successful applicants matched to community sector employers in suitable entry level roles (12 month positions)
- Supported with a comprehensive professional learning program
- Participating employers are funded to provide supervision and support professional development (\$8000)
- Opportunity to recruit from an assessed talent pool motivated to work in community services
- Next application round for graduates opens this month, to start in October
- Find out more from CHIA Vic and VCOSS

