

# Community Services Jobs Compact



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[dcj.nsw.gov.au/service-providers/secure-jobs-and-funding-certainty-for-community-services/jobs-compact](https://dcj.nsw.gov.au/service-providers/secure-jobs-and-funding-certainty-for-community-services/jobs-compact)



## Jobs Compact between the NSW Government, the Australian Services Union (ASU) and the Sector Peak Representatives of the Secure Jobs and Funding Certainty Leadership Group.

The Community Services Jobs Compact aims to strengthen the community services sector in NSW, with a focus on employees and the communities they support. Meeting the minimum labour standards, promoting stable jobs and ensuring diversity will provide a supportive and inclusive environment for the sector. This will help community service providers attract and keep skilled staff, improve services, and meet the needs of Aboriginal communities and other diverse groups. Working together under this agreement ensures everyone is committed to these shared goals, leading to better outcomes for all.



# NSW Government foreword

It is my privilege to release the Community Services Job Compact, delivering on a commitment the Minns Labor Government made to frontline workers and the community service sector. Together we are building stronger community services to drive better outcomes for the people of New South Wales by supporting the workforce who do this difficult work.

Every day across New South Wales, thousands of workers deliver community services that support people during the most difficult moments in their lives. They work to provide safety and hope for families escaping violence, stability for children who need care and consistency, housing for people facing homelessness and they build the connections that bind communities.

For too long that work has been built on insecurity. Short-term contracts and unpredictable government funding cycles has caused uncertainty for community service workers who support some of the most vulnerable people in New South Wales.

The Jobs Compact is a key part of our Secure Jobs and Funding Certainty commitment. It recognises that quality community services depend on a stable and skilled workforce. The Compact is the first agreement of its kind for community service workers in Australia; setting out a clear direction for the sector where jobs are more stable and funding is reliable so services can deliver positive outcomes.

Our government will work closely with the community service sector to put the Compact and the other components of the Secure Jobs and Funding Certainty commitment into action.

I am grateful to everyone who contributed to the development of this Compact and look forward to continuing this important work together. Together, we are building a fairer, stronger New South Wales.



**The Hon. Kate Washington MP**  
Minister for Families and Communities  
Minister for Disability Inclusion

# ASU foreword

The Community Services Jobs Compact will provide greater stability and certainty for the thousands of dedicated workers in the NSW Government-funded community sector.

The Compact sets clear expectations that the sector provides good secure jobs to its workforce as a result of the longer-term funding being provided by the NSW Government.

As the union for NGO community sector workers, the ASU welcome this initiative. We look forward to supporting its implementation across the sector for the benefit of workers and the communities they support.



# NSW Government funded community service providers foreword

As peak bodies representing NSW Government-funded community service providers, we welcome the Community Services Jobs Compact and its focus on building a more secure, capable and resilient workforce.

The development of the Compact reflects the voices and experiences of the sector. We look forward to continuing efforts with government and other stakeholders to ensure community services remain strong, responsive and inclusive for all people in New South Wales.



# Purpose

The Community Services Jobs Compact is a key commitment under the Secure Jobs and Funding Certainty Roadmap and aligns with the Community Services Funding Framework. The purpose of the Compact is to reflect how longer-term funding arrangements under the Secure Jobs and Funding Certainty Roadmap will support funding certainty and more secure employment.

The Compact requires the joint commitment of the ASU, the NSW Government and NSW Government-funded community service providers to work together to apply agreed principles to:

- promote secure employment and job security
- fund community services
- support a skilled workforce that is reflective of diverse communities.

# Shared responsibility

The Compact describes shared responsibilities between the NSW Government, NSW Government-funded community service providers and the ASU.

The success of the commitment requires all parties to agree to work together and uphold the principles of transparency, consultation, timeliness, flexibility and consistency. By signing this Compact, the NSW Government and the ASU agree in good faith that the Compact will remain ongoing and actively supported through a process of cooperation. This expectation is extended to the NSW Government-funded community service providers within the scope of the SJFC commitment.



# Promoting secure employment and job security

**Principle 1:** The NSW Government and NSW Government-funded community sector providers will foster an environment that promotes secure employment and job security for the community services workforce.

The NSW Government contracts and contracting framework:

- assumes that 5-year terms work well for many funding contracts
- expects service providers to maximise opportunities to engage staff in more secure employment.
- This Compact is consistent with the Community Services Funding Framework, which underscores the importance of supporting a stable workforce and industry. This recognises that:
  - contract details (including roles and responsibilities, performance and reporting) will be discussed when the contract is negotiated and clearly documented
  - contracts will explain what happens when they end. The NSW Government and funded community service providers may work together to avoid disrupting jobs and services as much as possible. The ASU will be included in these discussions, where appropriate
  - there will be regular reporting and contract meetings, based on how big, complex and risky the program and contracts are
  - community service providers will advise the NSW Government as part of contract negotiations how many long-term and permanent employee appointments will be made as a result of that contract. If the service is mainly for Aboriginal clients, they will also report the number of Aboriginal staff.



# Funding Community Services

**Principle 2:** Community service providers funded by the NSW Government must give their staff at least the minimum labour standards and conditions set by law and relevant awards, including the Social, Community, Home Care and Disability Services Award 2010 (the Award). They must also follow the terms agreed in their contract with the NSW Government.

- The NSW Government will consider any associated costs of service delivery in consultation with NSW Government-funded community service providers when setting the price for its funded community services. This recognises that:
  - costs for funded programs, including staffing costs, must be reasonable and efficient compared to the services provided and included in the contract
  - community service providers funded by the NSW Government are expected to pay their staff the correct award rate and give them at least the minimum labour standards and conditions, in accordance with the services agreed within contracts.



# Skilled workforce reflective of diverse communities

**Principle 3:** In funding community services, the NSW Government and the community services sector will foster a stable and supported workforce that reflects the diversity of the communities it serves.

- When setting the contracting approach for the community services it funds, the NSW Government, guided by the market, will consider the associated costs in consultation with the community service providers.
- Recognising the importance of Aboriginal self-determination, culturally responsive contracting may involve co-designing programs with Aboriginal Community Controlled Organisations (ACCOs). In line with the Aboriginal Affairs NSW's Prioritisation Policy, when services are mainly for Aboriginal clients, ACCOs will be prioritised, especially if the workforce includes people who understand and share the cultural background.
- Many community service provider contracts' with 5-year terms will be for longer terms than before, and costs will be agreed up front. This will give community service providers more certainty about future cashflow and help them build, train and maintain their workforces across the state.
- This Compact aligns with the Community Services Funding Framework to support community service providers through contracts that enable a stable and supported workforce. Longer term contractual arrangements for community service providers should support:
  - staff access to training required for delivering the contracted services and working with the target client groups for those contracted services, including cultural responsiveness and trauma-informed practice
  - supervision processes to support the health of staff working with individuals and communities
  - training to relevant representatives as required under work health and safety legislation and Fair Work legislation.



