



# Employment Outlook for Administrative and Support Services



## Contents

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<b>CONTENTS</b> .....	<b>2</b>
<b>INTRODUCTION</b> .....	<b>3</b>
<b>EMPLOYMENT GROWTH</b> .....	<b>4</b>
<b>EMPLOYMENT PROSPECTS</b> .....	<b>6</b>
<b>WORKFORCE AGEING</b> .....	<b>8</b>
<b>EMPLOYMENT BY GENDER AND FULL-TIME/PART-TIME</b> .....	<b>11</b>
<b>HOURS WORKED</b> .....	<b>13</b>
<b>EMPLOYMENT CHARACTERISTICS</b> .....	<b>14</b>
Educational Profile.....	14
Median Weekly Earnings.....	15
Main Employing Regions.....	15
Main Employing Occupations.....	16

## Introduction

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The Administrative and Support Services industry is a smaller medium-sized industry in the Australian economy, employing 349 600 people (or 3.2 per cent of the total workforce) as at February 2009.

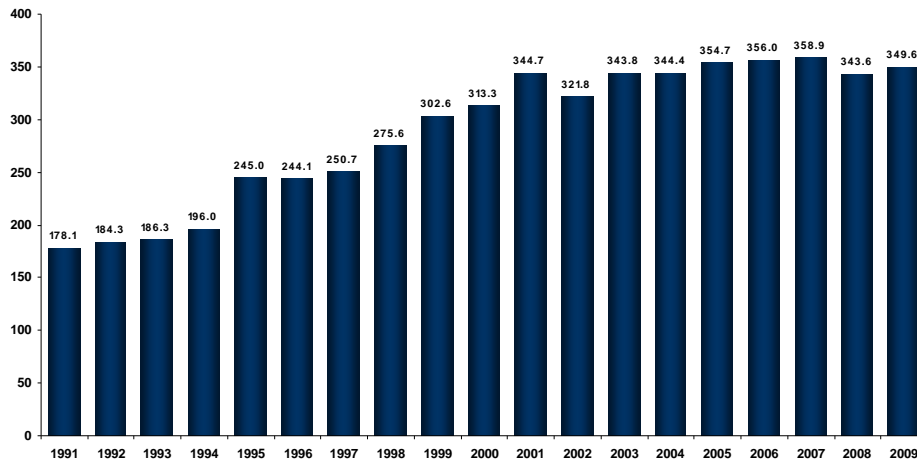
The industry is divided into five (albeit wide ranging) sectors: Packaging Services, Travel Agency and Tour Arrangement Services, Employment Services, Building Cleaning, Pest Control and Gardening Services and Other Administrative Services.

The discussion below focuses on employment characteristics, trends and prospects in the Administrative and Support Services industry, and highlights sectors where job growth is strongest. The analysis of characteristics includes workforce ageing, employment share by gender, educational profile, weekly earnings, average hours worked, regional and occupational employment.

## Employment Growth

In the ten years to February 2009, employment in Administrative and Support Services increased by 47 000 (or 15.5 per cent) to 349 600 (see Figure 1). This equates to an increase, on average, of 1.5 per cent per year.

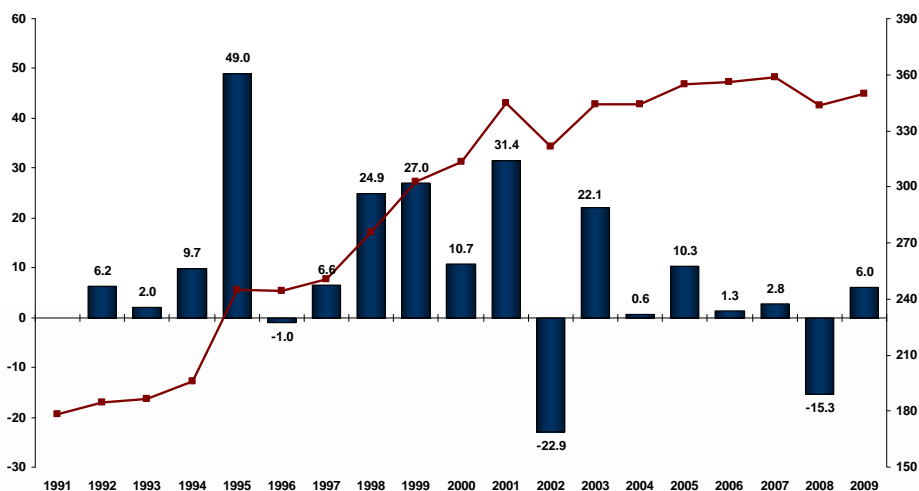
**Figure 1: Employment Level ('000) February 1991 to February 2009**



Source: ABS Labour Force Survey (DEEWR trend data)

Employment in Administrative and Support Services has trended upwards since 1990. However, it has also experienced some volatility over this period (see Figure 2). In the year to February 2001 employment increased (up by 31 400) but this was immediately followed by a decline of 22 900 in the year to February 2002. This variability occurred also in the year to February 2007, with an increase in employment of 2800 followed by a decline of 15 300 in the following year. Due to the breadth of the industry, employment levels within Administrative and Support Services tend to be subject to flow on effects from private consumption both nationally (in areas such as Employment Services) and internationally (in areas such as Travel Agency and Tour Arrangement Services).

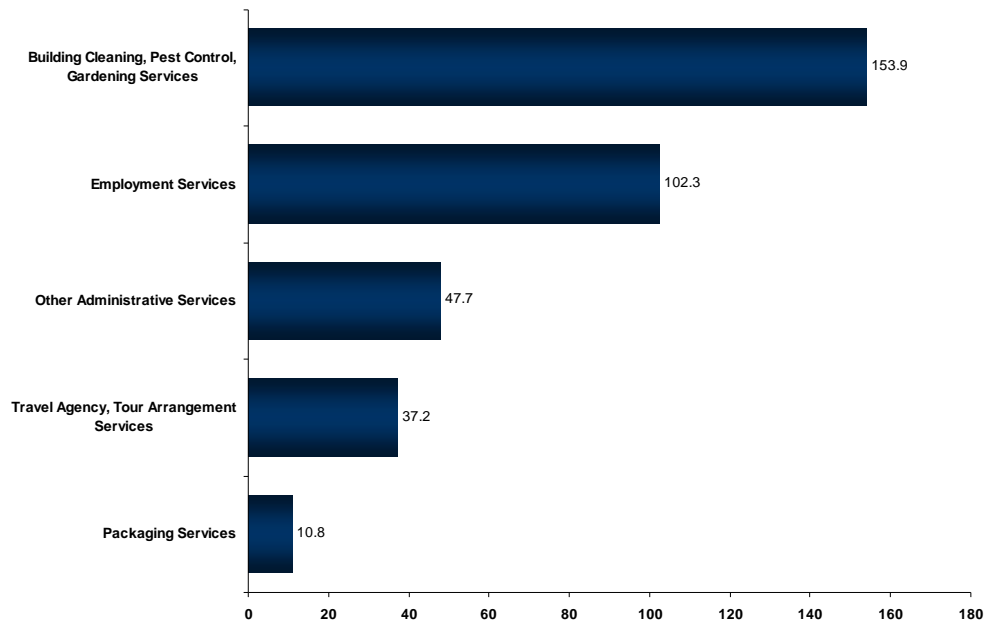
**Figure 2: Employment Level (line RHS) and Annual Change ('000) in year to February (cols LHS)**



Source: ABS Labour Force Survey (DEEWR trend data)

When employment growth in the industry is broken down into sectors, the main contributors to employment can be identified. In February 2009, 153 900 workers (or 43.7 per cent of workers employed in the industry) were employed in Building Cleaning, Pest Control and Gardening Services (see Figure 3), followed by 102 300 (or 29.1 per cent) in Employment Services and 47 700 (or 13.6 per cent) in Other Administrative Services. Only a small number of workers were employed in Packaging Services (10 800 or 3.1 per cent).

**Figure 3: Administrative and Support Services Sectors – Employment Levels ('000) February 2009**



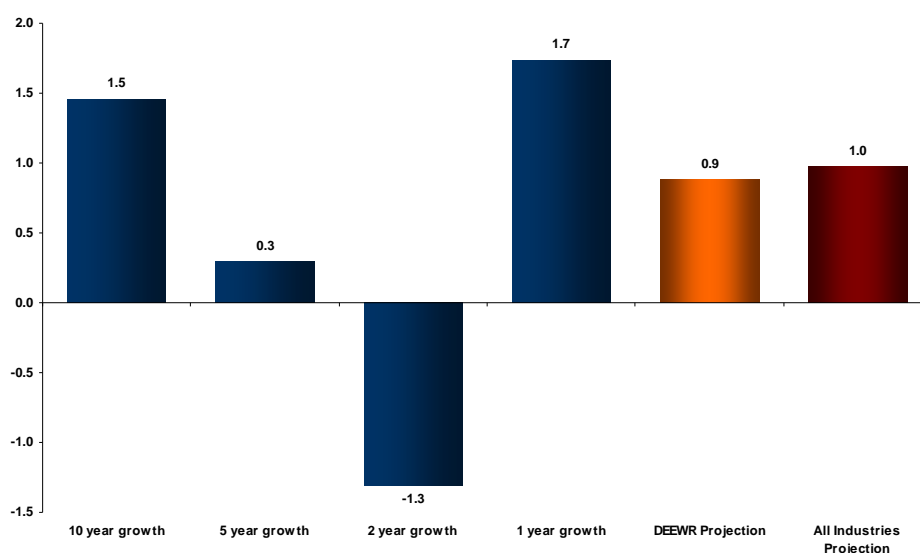
Source: ABS Labour Force Survey (DEEWR trend data)

## Employment Prospects

The Department of Education, Employment and Workplace Relations (DEEWR) prepares annual updates of employment projections for industries for the next five years. These are based in part on the Monash model developed by the Centre of Policy Studies at Monash University, but also take into account recent employment trends and prospective industry developments. It should be noted that a certain degree of risk is attached to these employment projections, especially for sectors within the broader Administrative and Support Services industry.

Projected job growth for Administrative and Support Services is lower than past employment growth (see Figure 4). Growth was particularly evident over the year to February 2009 (1.7 per cent). In the five years to 2013-14, employment in the industry is expected to increase at an average rate of 0.9 per cent per annum, which equates to a gain of around 15 700 jobs. This compares with an annual average growth rate of 1.0 per cent across all industries.

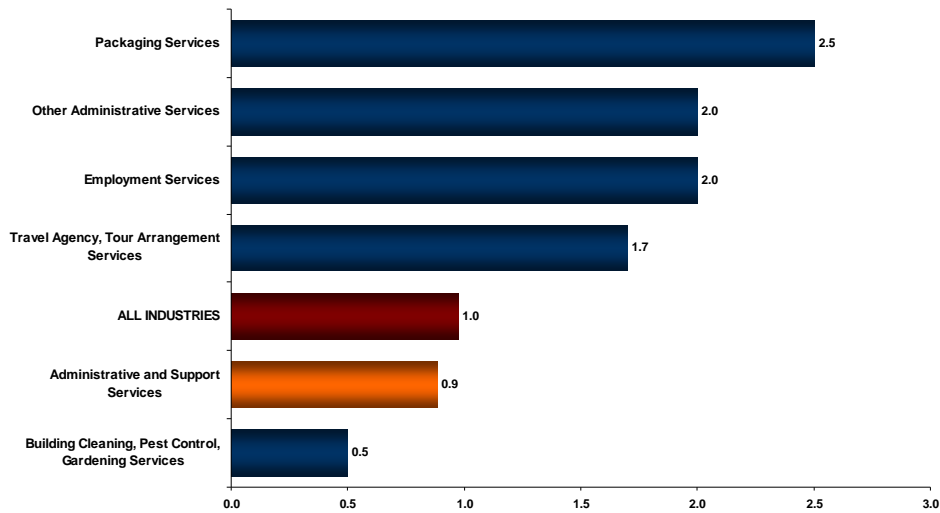
**Figure 4: Recent and Projected Employment Growth (% pa) to February 2009 (past) and 5 years to 2013-2014 (projected)**



Source: ABS Labour Force Survey (DEEWR trend data); DEEWR projections

In the five years to 2013-14, employment is expected to increase in all five sectors within Administrative and Support Services (see Figure 5). The strongest growth is projected for Packaging Services (up by 2.5 per cent), followed by Other Administrative Services (2.0 per cent) and Employment Services (2.0 per cent). The only sector with a projected growth rate which is below the average for all industries (1.0 per cent) is Building Cleaning, Pest Control and Gardening Services (up by 0.5 per cent).

**Figure 5: Administrative and Support Services Sectors - Projected Employment Growth (% pa) to 2013-2014**

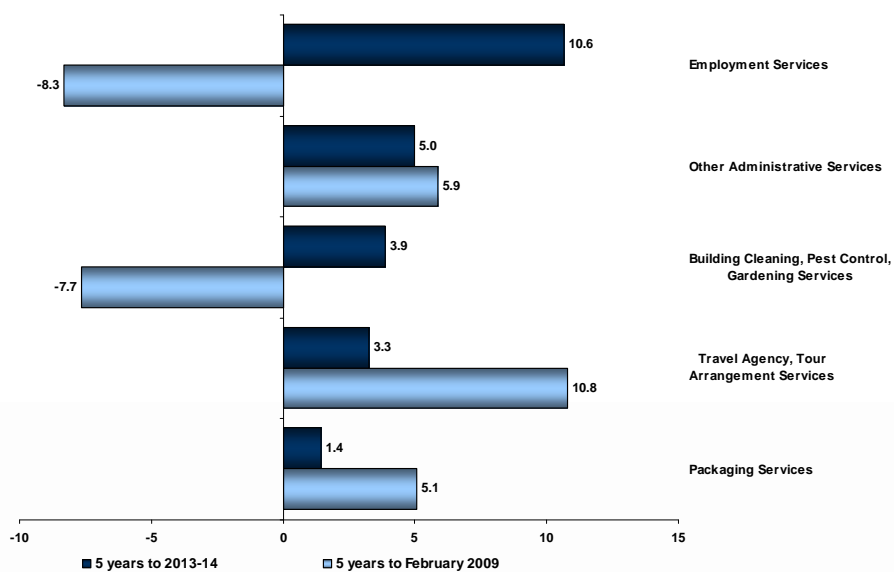


Source: DEEWR projections

Recent and projected employment growth figures vary across the five Administrative and Support Services sectors (see Figure 6). In the five years to February 2009, Travel Agency and Tour Arrangement Services have gained by far the largest number of jobs (up by 10 800). This was followed by Other Administrative Services (5900) and Packaging Services (5100). Negative employment growth occurred in Employment Services (down by 8300) and in Building Cleaning, Pest Control and Gardening Services (7700).

Looking ahead, in the five years to 2013-14, all of the five Administrative and Support Services sectors are expected to experience employment growth. The main contributor to future growth in the industry is projected to be Employment Services (up by 10 600), followed by Other Administrative Services (5000) and Building Cleaning, Pest Control and Gardening Services (3900). Job gains are projected to be fairly small in Packaging Services (up by 1400).

**Figure 6: Administrative and Support Services Sectors – Recent and Future Employment Growth ('000) 5 years to February 2009 (past) and to 2013-14 (projected)**

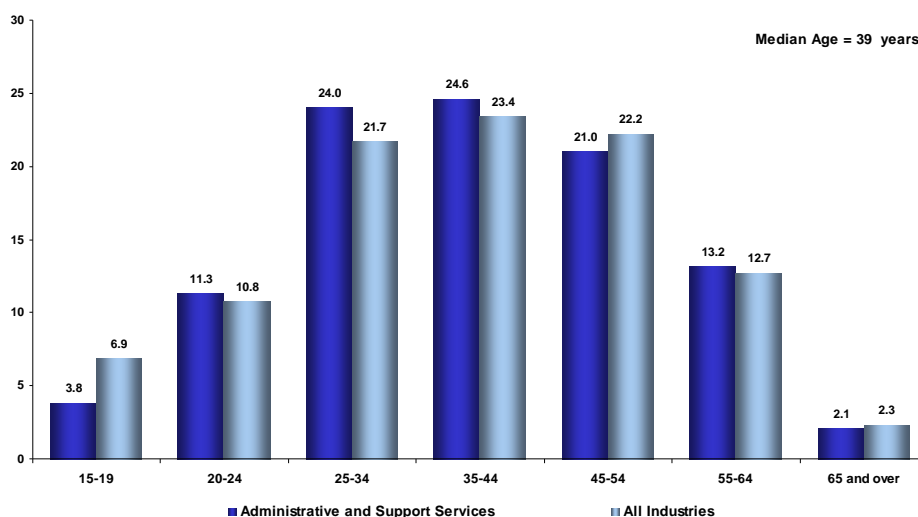


Source: ABS Labour Force Survey (DEEWR trend data); DEEWR projections

## Workforce Ageing

The age profile of the Administrative and Support Services industry is comparable to that for all industries (see Figure 7), with a low proportion of workers aged 55 to 64 years (13.2 per cent) and 65 years and over (2.1 per cent) and a large share of workers aged 35 to 44 years (24.6 per cent) and 25 to 34 years (24.0 per cent). The largest difference compared to the all industries average was recorded for workers aged 15 to 19 years (3.8 per cent compared to 6.9 per cent for all industries).

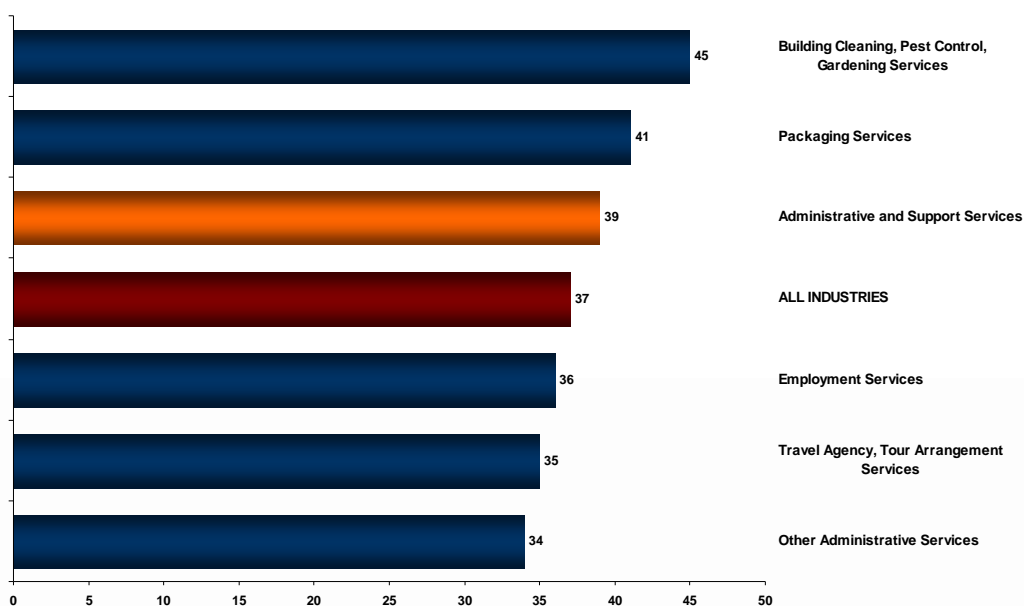
**Figure 7: Employed by Age compared with All Industries (% share of employment) – 2008**



Source: ABS Labour Force Survey

In 2008, the median age for Administrative and Support Services was 39, however three of the five industry sectors had a median age which was below that of all industries (37 years). Other Administrative Services had the lowest median age of 34 years, followed by Travel Agency and Tour Arrangement Services (35 years) and Employment Services (36 years). The median age was high in Building Cleaning, Pest Control and Gardening Services (45 years) and in Packaging Services (41 years).

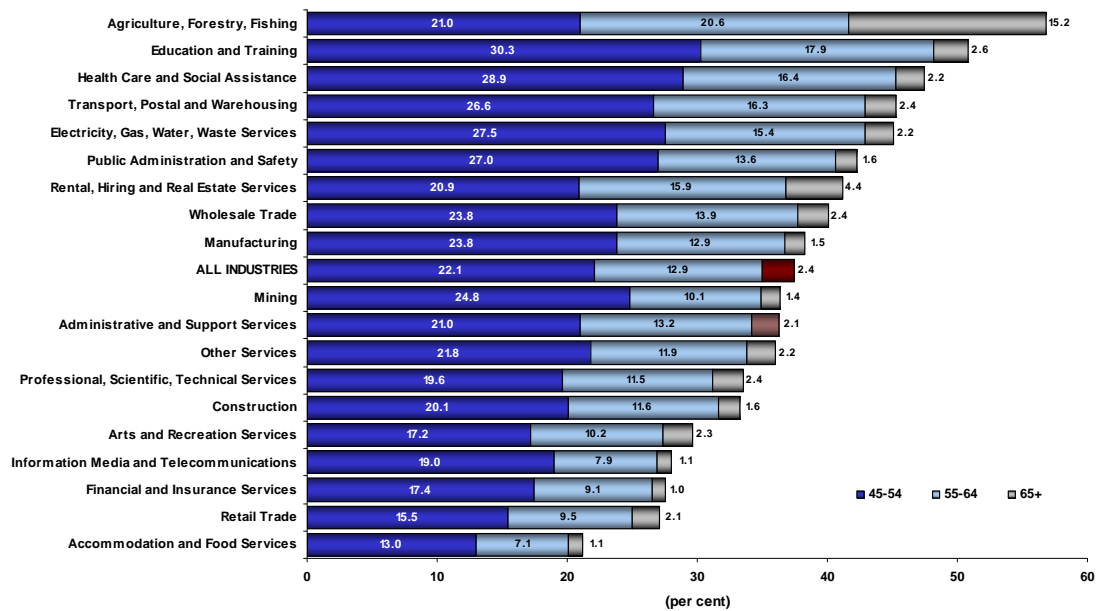
**Figure 8: Administrative and Support Services Sectors – Median Age in 2008 (years)**



Source: ABS Labour Force Survey

The share of mature age workers in Administrative and Support Services is close to the average of all industries. In particular, the percentages of workers aged 45 to 54 years and 55 to 64 years (21.0 per cent and 13.2 per cent respectively) were in line with the all industries averages for these age groups (22.1 per cent and 12.9 per cent respectively).

**Figure 9: Mature Age workers (45+ years) % share of employment – 2008**

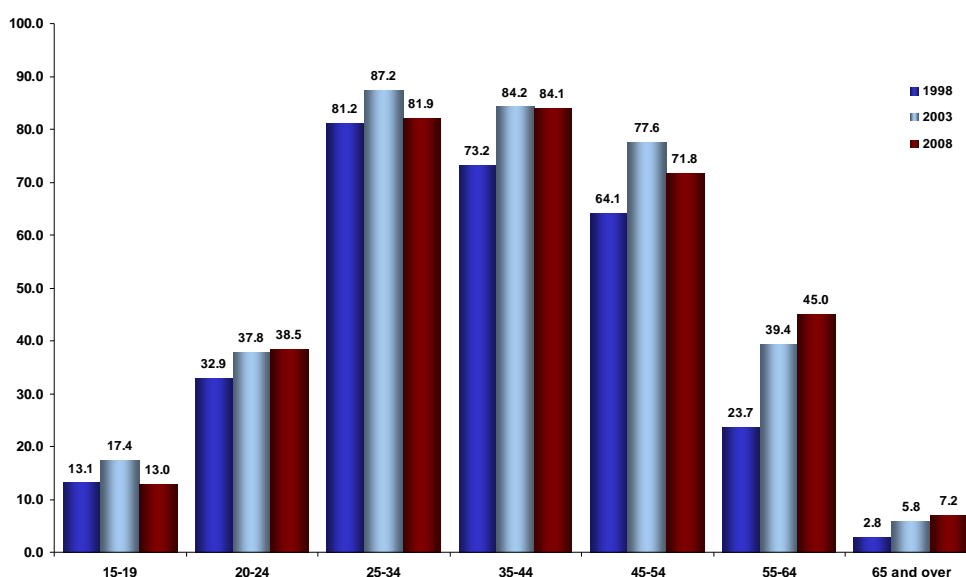


Source: ABS Labour Force Survey

Figure 10 shows employment by age group for three calendar years: 1998, 2003 and 2008. This provides a guide to changes in the employment mix by age group in the industry. As the Australian workforce experiences an increase in the median age of the population, it is important that there is a supply of prime age and mature age workers entering the workforce. Over the past decade, increases in mature age employment have been the main driver of industry employment growth.

Growth has been strongest in the 55 to 64 years category, with an increase of 21 300 workers over the past 10 years, followed by workers in the 35 to 44 years age group (up by 10 900) and workers in the 45 to 54 years age group (7700). Workers aged 65 years and over held the highest percentage growth rate (157.1 per cent) over the same time period, although it should be noted that in 1998 workers in this age group had a low share of total employment in the industry. Employment for workers in the younger age groups has been fairly steady, with an employment gain for workers aged 20 to 24 years (up by 5600) and a slight decline for workers aged 15 to 19 years (down by 100) and for workers aged 25 to 34 years (300).

**Figure 10: Employment by Age ('000) - 1998, 2003 and 2008**

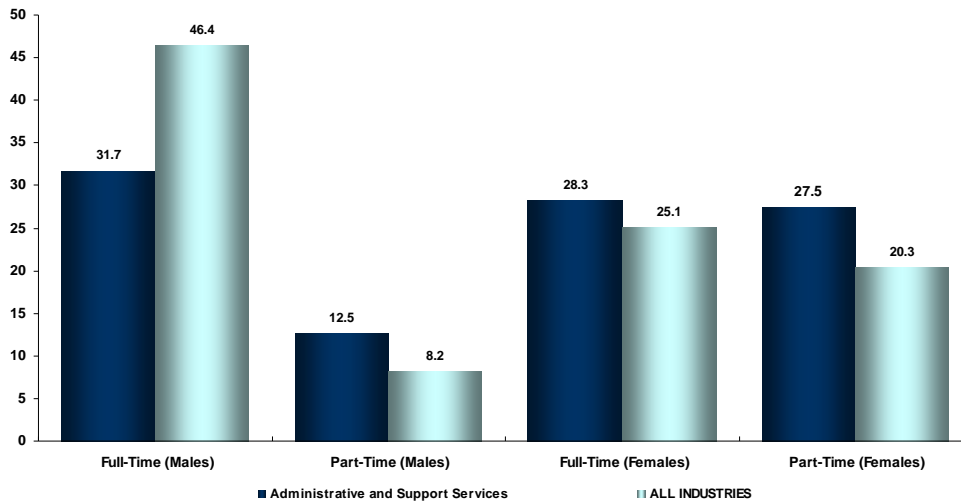


Source: ABS Labour Force Survey

## Employment by Gender and Full-time/Part-time

In the year to February 2009, the shares of male full-time workers (31.7 per cent) and female full-time (28.3 per cent) and part-time workers (27.5 per cent) in Administrative and Support Services were fairly similar. The share of male part-time workers in this industry was considerably lower (12.5 per cent), but higher than the corresponding share in all industries (8.2 per cent).

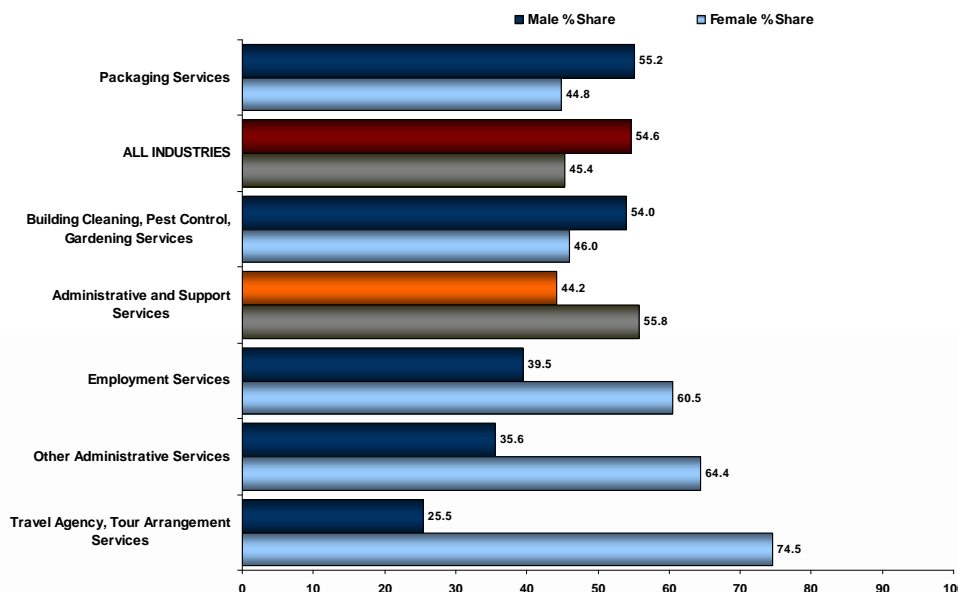
**Figure 11: Employment by Gender and Full-Time/Part-time – year to February 2009**



Source: ABS Labour Force Survey

Figure 12 shows that the female share of workers was considerably higher than the male share of workers in Travel Agency and Tour Arrangement Services (74.5 per cent), Other Administrative Services (64.4 per cent) and Employment Services (60.5 per cent) while male workers had the majority share in Packaging Services (55.2 per cent) and Building Cleaning, Pest Control and Gardening Services (54.0 per cent).

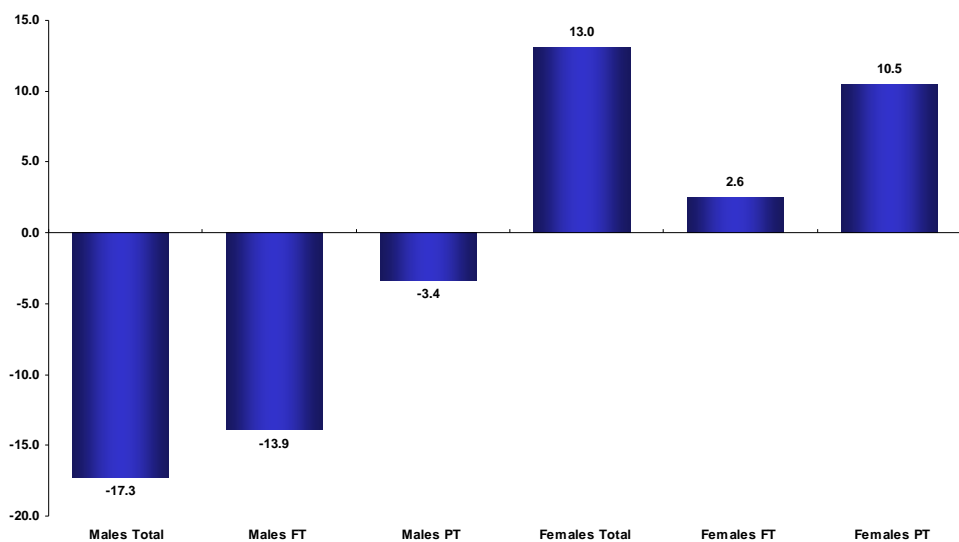
**Figure 12: Administrative and Support Services Sectors - Employment by Gender (% share) year to February 2009**



Source: ABS Labour Force Survey

In the five years to February 2009, employment for female workers has risen strongly (up by 13 000), with the majority of this growth attributed to an increase of female full-time workers (10 500). There has been a decrease in employment levels for male workers over the same period (down by 17 300), largely as a result of a decline in male full-time workers (13 900).

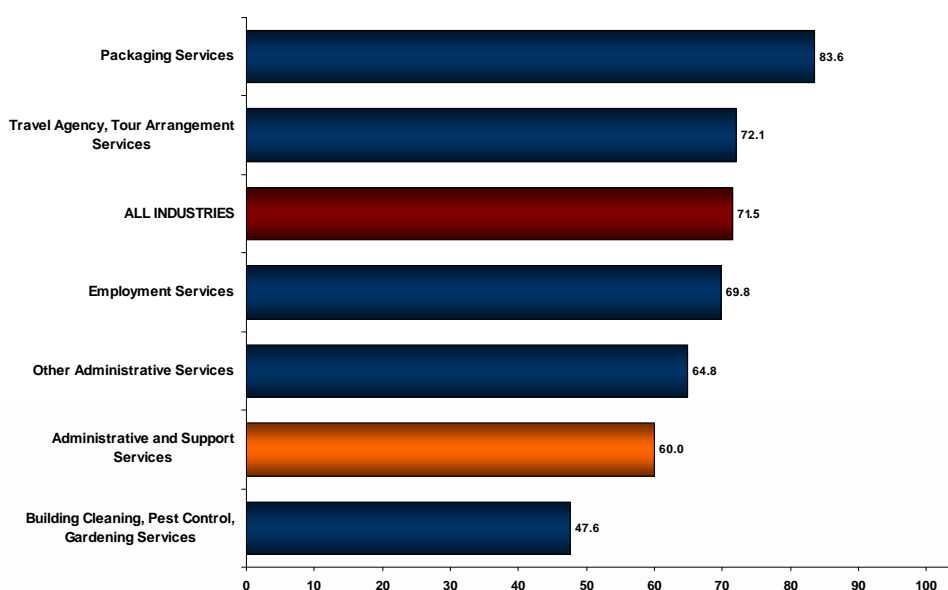
**Figure 13: Employment Growth by Gender  
(5 years) Full-Time – Part-Time, year to February 2009 ('000)**



Source: ABS Labour Force Survey

Packaging Services (83.6 per cent, see Figure 14) and Travel Agency and Tour Arrangement Services (72.1 per cent) had a higher full-time employment share than all industries (71.5 per cent). The Building Cleaning, Pest Control and Gardening Services sector had the lowest full-time employment share (47.6 per cent) as at February 2009.

**Figure 14: Administrative and Support Services Sectors - % working full-time, year to February 2009**

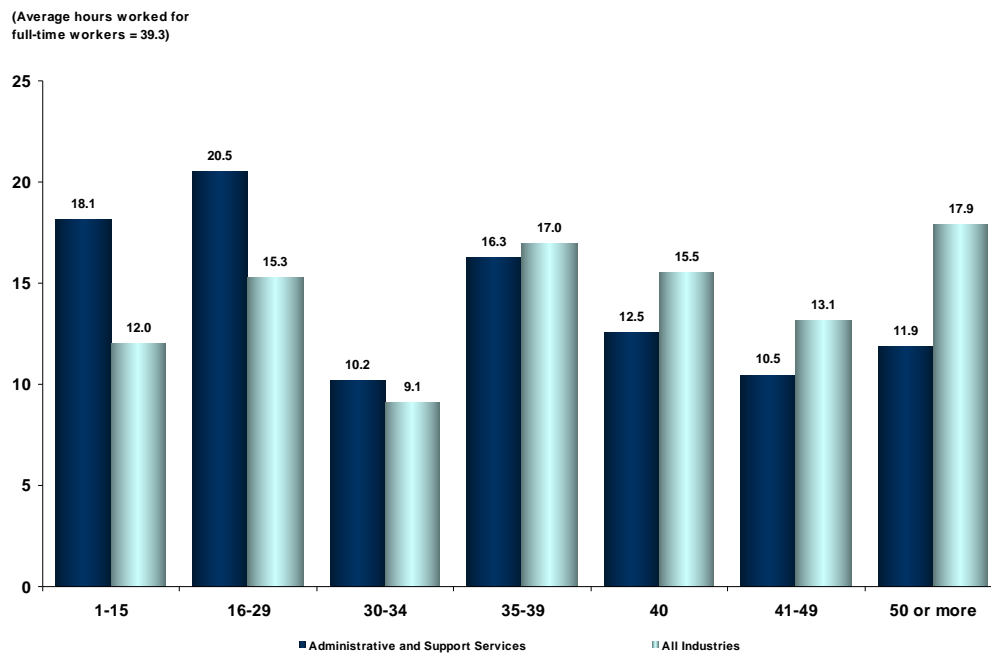


Source: ABS Labour Force Survey

## Hours Worked

The Administrative and Support Services industry has a lower average of weekly hours for full-time workers (39.3 hours) in comparison with that for all industries (41.3 hours). The highest shares of workers in the industry were recorded in the 16 to 29 hours and 1 to 15 hours categories (20.5 per cent and 18.1 per cent respectively). Those working 35 hours or more were below the shares for all industries, especially in the 50 hours or more category (11.9 per cent compared to 17.9 per cent for all industries).

*Figure 15: Hours of Work, year to February 2009 (% share)*



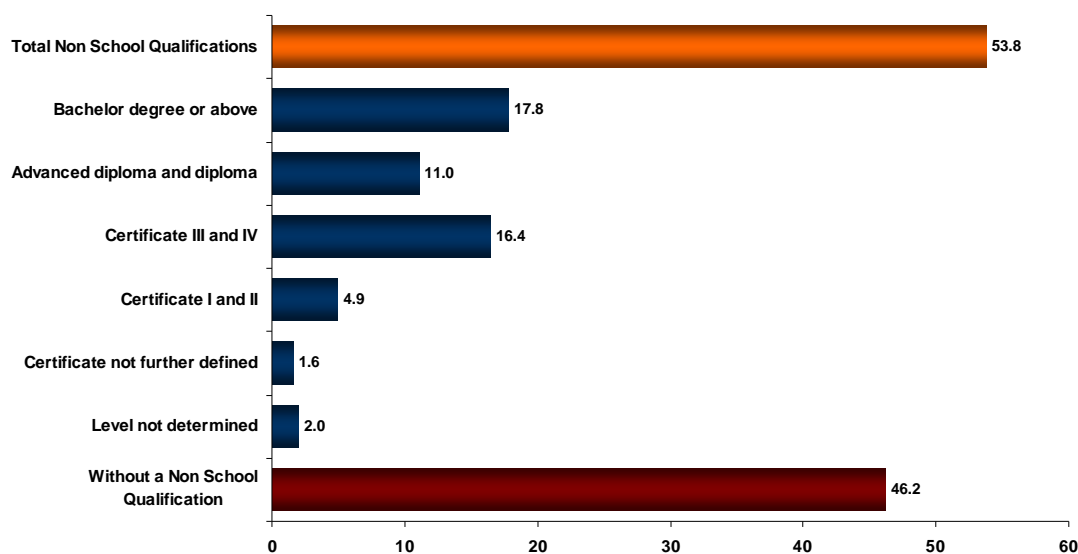
Source: ABS Labour Force Survey

## Employment Characteristics

### Educational Profile

Administrative and Support Services play a vital role in providing job opportunities at all educational and skill levels through new jobs and through job turnover. In May 2008, about half of the workers (53.8 per cent) within the Administrative and Support Services industry had a non-school qualification. This compares with 60.2 per cent for all industries. The most prevalent non-school qualification in the industry was a Bachelor Degree or above (17.8 per cent), closely followed by a Certificate III or IV (16.4 per cent). While formal education is important in the industry, there was also a large share of workers without a non-school qualification (46.2 per cent).

**Figure 16: Educational Attainment (% share of employment) – May 2008**

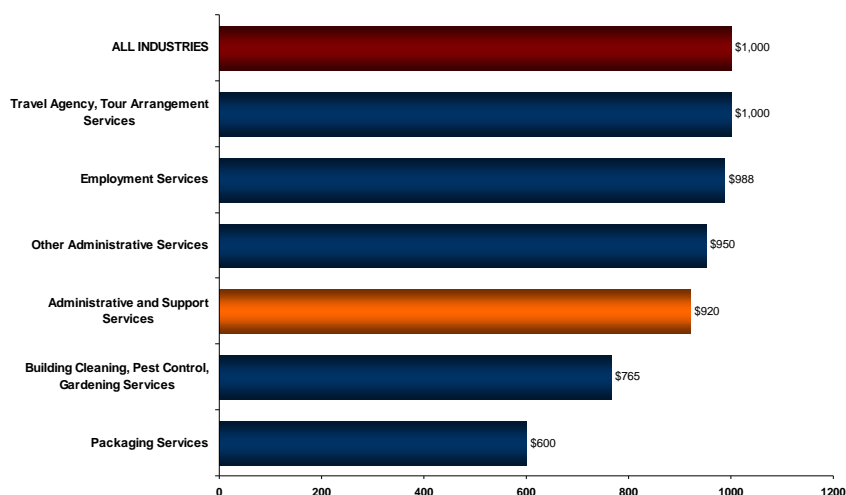


Source: ABS Education and Work, cat. no. 6227.0

## Median Weekly Earnings

Median weekly full-time earnings in Administrative and Support Services in 2008 (\$920) were lower than earnings for all industries (\$1000) as shown in Figure 17. The highest earnings were recorded in Travel Agency and Tour Arrangement Services (\$1000), followed by Employment Services (\$988) and Other Administrative Services (\$950). The lowest earning sector in the industry was Packaging Services (\$600). The broad range in earnings in Administrative and Support Services can be attributed in part to the diversity of skill requirements of occupations within the industry.

**Figure 17: Administrative and Support Services Sectors - Median weekly earnings (full-time and before tax) - August 2008**

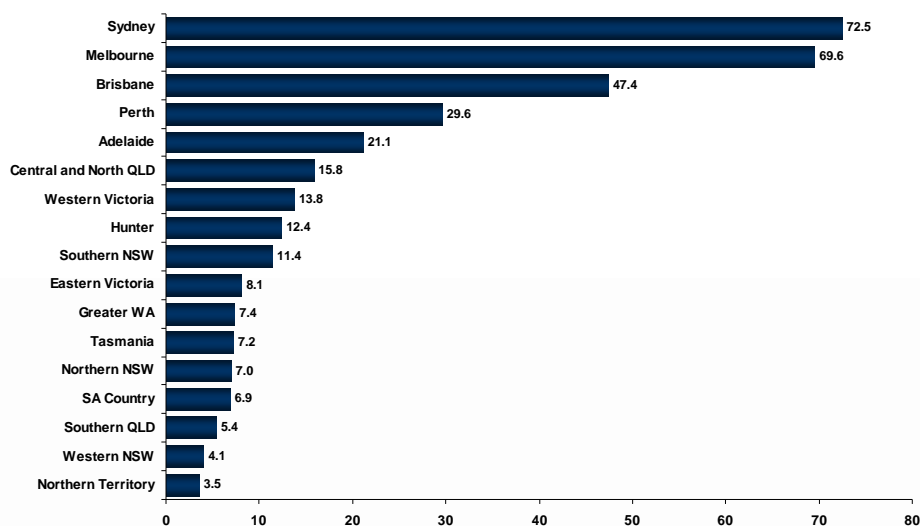


Source: ABS Employee Earnings, Benefits and Trade Union Membership, cat. no. 6310.0

## Main Employing Regions

As shown in Figure 18, the largest number of workers in Administrative and Support Services is employed in Sydney (72 500), followed by Melbourne (69 600) and Brisbane (47 400). The industry is largely based in highly populated metropolitan areas, with few workers in smaller and more remote locations such as the Northern Territory (3500), Western New South Wales (4100) and Southern Queensland (5400).

**Figure 18: Main Employing Regions ('000) – year to February 2009**

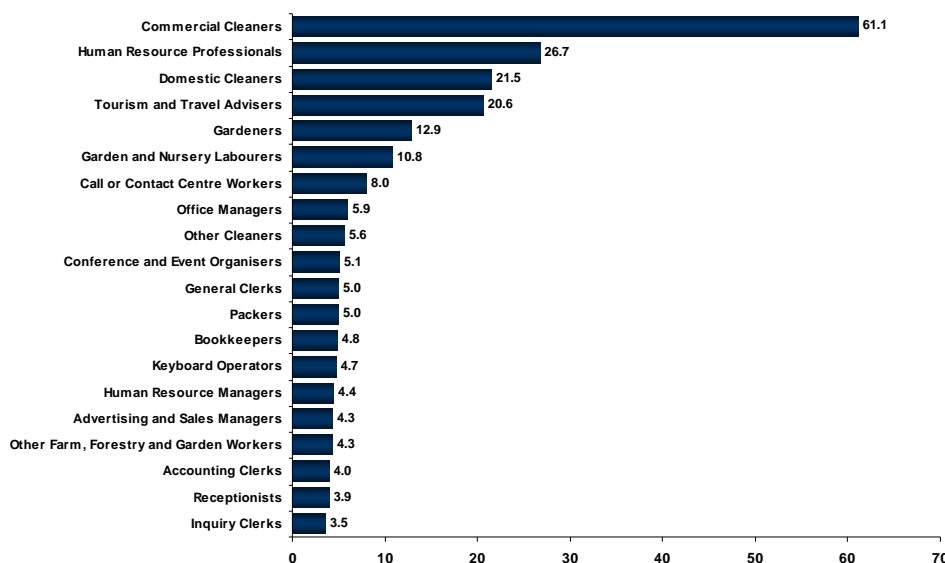


Source: ABS Labour Force Survey

## Main Employing Occupations

It is useful for job seeking and career advice, to identify key occupations within an industry. Occupations are generally spread across a variety of industries and may not normally be associated with particular industries. In 2008, the largest employing occupations in Administrative and Support Services were Commercial Cleaners (61 100), followed by Human Resource Professionals (26 700), Domestic Cleaners (21 500) and Tourism and Travel Advisers (20 600) (see Figure 19). The number of employees working as Inquiry Clerks (3500), Receptionists (3900) and Accounting Clerks (4000) was relatively low.

**Figure 19: Top 20 Employing Occupations ('000) –2008**



Source: ABS Labour Force Survey

Further information on occupations is available on the Job Outlook website ([www.joboutlook.gov.au](http://www.joboutlook.gov.au))

For further information on the Administrative and Support Services industry (or other industries), visit the SkillsInfo website at [skillsinfo.gov.au](http://skillsinfo.gov.au). SkillsInfo provides a range of skills related information for industries and regions. The website offers a broad range of information on employment, careers, education and training and skills issues – including workforce ageing, skills in demand, labour force data, ICT and employability skills, as well as quick links to skills information. Data are sourced mainly from the ABS Labour Force Survey.

SkillsInfo also brings together a large collection of links to external industry and skills related websites.

