

rebuilding futures



State of our Community Report
ACT-Queanbeyan

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Who are we?

Who is Campbell Page?

Campbell Page provides employment, rehabilitation, training, and community services to a diverse range of people including those most disadvantaged. We are an Australian, secular, not-for-profit organisation operating from 110 locations throughout New South Wales, Victoria, Queensland, South Australia, Tasmania, the Northern Territory and the Australian Capital Territory

We are located in the heart of the communities we serve and help over 70,000 Australians each year. We are committed to the delivery of sustainable, quality services to communities in need.

In 2010 we celebrated our 25th anniversary.

The Campbell Page *State of Our Community* research project

The *State of Our Community* research project has three core goals:

1. to develop an understanding of key social issues affecting clients within our communities;
2. to examine how well these issues are addressed by government and community service providers within each region; and
3. to explore how well-equipped community organisations feel about their ability to meet community needs.

Results from this project have been published as 25 separate community profile reports, one for each of the regions where we provide employment services. The *State of Our Community* reports are intended as a resource for community service organisations, NGOs, employers, governments and other stakeholder groups. Our aim is to engage key stakeholders in an ongoing discussion about how we can work together to reduce disadvantage and build more socially inclusive communities.



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Executive summary

This report presents the findings of Campbell Page's *State of Our Community* research project for the ACT-Queanbeyan Employment Service Area (ESA). This project is part of our long-term research agenda to engage with communities and employ local solutions to local problems, as well as develop evidence-based policies and practices.

The research project was undertaken by members of the Campbell Page research team, with the assistance of an independent research consultancy. The first phase of this project has involved the production of *State of Our Community* reports for each of the 25 Employment Service Areas (ESAs) that we work in. To develop these community profiles we analysed existing national datasets such as ABS Census data, and engaged in a process of primary data collection and analysis. Specifically, we surveyed three key stakeholder groups to develop a holistic understanding of the needs of local jobseekers and the services and supports available to them within their local community. Survey participants comprised managers at Campbell Page employment offices (hereafter called Community Employment Hubs); staff at local community service organisations; and staff from key industry groups such as local employers, recruitment agencies, and training organisations. Due to small numbers of respondent staff from industry groups, we report findings for the Industry Employment Outlook Survey at the national level only.

Key findings

Key findings for the *State of Our Community* research project are summarised below. We first report national findings from the Industry Employment Outlook Survey:

- Respondents to the Industry Employment Outlook Survey indicated that job placement for entry level positions had been active in the third quarter of 2010. Almost one third of employers also stated that they intended to increase the total number of entry level positions within their organisation during the last quarter of 2010.
- Employers and recruitment agencies were asked to rate the relative importance of four characteristics when choosing a candidate for an entry level position: formal qualifications (e.g. trade certificate, forklift licence), work experience, driver's license, and personal attributes. Employers rated the personal attributes of a jobseeker as the most important characteristic and formal qualifications as the least important. Representatives from recruitment agencies rated all four considerations as of fairly equal importance, with formal qualifications slightly higher.
- Responses from representatives of recruitment agencies differed according to location. Recruitment agencies in regional areas considered a driver's licence as the most important characteristic, whereas respondents from metropolitan locations valued personal attributes above all others.
- Respondents from training organisations indicated that the most commonly provided courses for people looking for entry level positions were Certificate II or III in Business Studies, Hospitality and Retail.

- Respondents from training organisations reported that approximately one in five jobseekers do not complete training courses. Reasons most commonly provided for an early exit were a lack of motivation or a poor attitude on the part of the jobseeker, transport difficulties, and/or family pressures. Financial pressures and learning difficulties associated with poor literacy and numeracy were also highlighted as significant barriers to course completion.

Findings related to community needs within the ACT-Queanbeyan ESA are summarised below:

- Community Employment Hub managers in ACT-Queanbeyan identified a lack of access to public transport and other transport options, mental health issues, housing insecurity and homelessness, and drug and alcohol dependency as the most significant barriers facing jobseekers in the region.
- Community groups surveyed in the ACT-Queanbeyan ESA ranked housing insecurity and homelessness; mental health issues; and transport for accessing services and employment as the three most serious areas of concern in the region.
- Housing insecurity and homelessness was identified as the most significant of these problems for the ACT-Queanbeyan region, nominated by 65 per cent of local community organisations. This was considerably more than the 51 per cent of community groups who nominated it nationally.
- Twice as many ACT-Queanbeyan community service organisations ranked mental health issues as a serious issue within the region than nationally (40 per cent of local groups compared to 21 per cent nationally).
- Between the 2001 and 2006 Censuses, the fastest growing industries were the public service, accommodation and food, and health and social care. Over this period, the industries where the most jobs were lost were retail trade, arts and recreation and manufacturing.
- Research for this report has highlighted the importance of collaboration between community service organisations working to help people overcome issues that lead to disadvantage and social exclusion. In the ACT-Queanbeyan ESA, collaboration is especially important around issues of housing insecurity and homelessness; legal issues; mental health; drug and alcohol dependency; cultural issues; and health service referrals and training.

1 Introduction

Campbell Page provides employment, rehabilitation, training, and community services to a diverse range of people including those most disadvantaged. We are an Australian, secular, not-for-profit organisation operating from 110 locations throughout New South Wales, Victoria, Queensland, South Australia, Tasmania, the Northern Territory and the Australian Capital Territory.

We are located in the heart of the communities we serve and help over 70,000 Australians each year. We are committed to the delivery of sustainable quality services to communities in need.

In 2010 we celebrated our 25th anniversary.

1.1 The Campbell Page *State of Our Community* research project

In 2009 Campbell Page began an ambitious and long-term research agenda focused on providing multiple stakeholders with reliable, evidence-based information to enhance understanding of the communities we work in. The first step of this research agenda was to provide community profile reports for each of our Employment Service Areas (ESAs)¹. The subsequent production of 25 research reports honours this commitment, and reflects our desire to strengthen communities and provide quality services as a way of reducing disadvantage. In this way our research work corresponds with the Australian Government's Social Inclusion Agenda which seeks a more just society through the greater participation of disadvantaged people in learning, employment, and/or community activities.

The Campbell Page *State of Our Community* research project has three core goals:

1. to develop an understanding of key social issues affecting clients within our communities;
2. to examine how well these issues are addressed by government and community service providers within each region; and
3. to explore how well-equipped community organisations feel about their ability to meet community needs.

Results from this project have been published as 25 separate *State of Our Community* reports, one for each of the ESAs where we provide employment services. These reports are intended as a resource for community service organisations, NGOs, employers, governments and other stakeholder groups. Our aim is to engage key stakeholders in an ongoing discussion about how we can work together to reduce disadvantage and build more socially inclusive communities.

¹ Employment Service Areas (ESAs) are areas defined by the Australian Government's Department of Education, Employment and Workplace Relations (DEEWR) for the purposes of providing new employment services under the Job Services Australia (JSA) program which commenced on 1 July 2010. There are 63 ESAs throughout Australia. Campbell Page provide employment services in 25 ESAs.

1.2 Report structure

This report is divided into five chapters. The first chapter introduces Campbell Page and our developing research agenda. This agenda seeks to build evidence which can inform our policy and practice, and engage key stakeholders in solution oriented action.

Chapter 2 outlines the research methodology.

Chapter 3 briefly outlines key national findings from the first round of primary data collection. Given the small sample sizes of some industry groups (specifically large employers, recruitment agencies, and training organisations) we report findings from the Industry Employment Outlook Survey at the national level only. This chapter also contains national results for surveys conducted with Campbell Page managers and representatives from community organisations across Australia.

Chapter 4 presents research findings for the ACT-Queanbeyan ESA. This chapter commences with a geographic, demographic and economic overview of the ACT-Queanbeyan ESA. This description, which draws on existing national data sets such as Census and Small Area Labour Market data, helps to contextualise survey findings. The findings of the Campbell Page Employment Hub Manager Survey and the Community Needs Survey undertaken with representatives from local community organisations are presented separately.

Chapter 5 contains a concluding discussion that highlights key findings for the ACT-Queanbeyan ESA. This section also introduces the Campbell Page Research Agenda.

2 Research methodology

Each *State of Our Community* report contains a community profile for a specific Employment Service Area (ESA). To develop these profiles we analysed existing national datasets, and engaged in a process of primary data collection and analysis.

2.1 Data sources

The primary data was collected via telephone surveys with three stakeholder groups² within each ESA:

- management staff at Campbell Page employment offices (called Community Employment Hubs). This survey is called the ‘Campbell Page Employment Hub Manager Survey’;
- staff at other community service organisations. This survey is called the ‘Community Needs Survey’; and
- staff from key industry groups including local employers, training organisations, and recruitment firms. This survey is called the ‘Industry Employment Outlook Survey’.

The collected data was analysed thematically, to identify key issues. Given the small sample sizes, when data is disaggregated by ESA and survey type, we report main findings only. The reports are based on the findings from the three surveys and further qualitative research conducted into issues of significance for each ESA. Results from this additional qualitative research are reported as case studies.

The surveys were conducted nationally in regions where Campbell Page delivers employment services (New South Wales, Queensland, Victoria, ACT, Tasmania and South Australia). The bulk of each *State of Our Community* report (Chapter 4 of this report) is made up of local findings related to the ESA. The findings from the Industry Employment Outlook Survey are only available nationally and are briefly summarised in Chapter 3 of this report.

The Campbell Page Employment Hub Manager Survey was conducted by Campbell Page research staff and the Community Needs and Industry Employment Outlook surveys were conducted by an independent research company.

Other data sources include the National Regional Profile 2005-2009 (ABS, 2010); the Census of Population and Housing (ABS, 2006); and the Small Area Labour Market Data (DEEWR, 2010).

2.2 Survey responses

Across Australia, representatives from 145 employers, 24 labour hire and recruitment agencies and 32 training organisations participated in the Industry Employment Outlook Survey.

² Campbell Page would like to acknowledge and thank all those who participated in surveys and/or interviews as part of this research project.

The Community Needs Survey had 434 respondents from community organisations nationwide. Of these, 20 respondents were from the ACT-Queanbeyan ESA.

Sixty-four Campbell Page Employment Hub managers completed the Hub survey across Australia. All four Hubs in the ACT-Queanbeyan ESA were represented.

2.3 Data analysis

The collected data was analysed thematically to identify key issues. Given the small sample sizes, when data is disaggregated by ESA and survey type we report main findings only. No statistical analysis has been conducted due to the small sample sizes in each area.

2.4 Qualitative analysis

The qualitative research has been written up as case studies (Section 4.4) in order to bring out the complexity of the issues raised in the surveys and to highlight interrelationships between areas of need.

3 National findings

This chapter presents a summary of national findings from the primary data collected for the *State of Our Community* research project. Key findings are presented in relation to issues which create barriers to social inclusion as identified by Campbell Page Employment Hub Managers and by staff at community service organisations. Also summarised here are the findings from the Industry Employment Outlook Survey which was undertaken with key industry representatives. Due to small sample sizes, analysis of this data is only reported at the national level.

3.1 Employment outlook

The Industry Employment Outlook Survey was designed to collect information from employers, recruitment agencies and training organisations about recruitment strategies, training issues, and employment opportunities for jobseekers. The questions focussed on three areas: recruitment activity in the preceding three months; recruitment intent in the coming three months; and factors that influence candidate selection. The survey was conducted in September 2010. Representatives from 145 employers participated, 57 (39 per cent) of whom were located in regional areas. We also surveyed representatives from 24 recruitment agencies and 32 training organisations across Australia.

Of the employers surveyed, almost three quarters of respondents (101 employers or 72 per cent) said that they had hired at least one person for an entry level position (that is, those requiring low to moderate skill levels) in the three months prior to the survey. All respondents from recruitment agencies also indicated that they had placed people in entry level positions recently. The most common positions that low skilled jobseekers were placed or employed in were as labourers, as factory/process workers, and as kitchen or housekeeping staff. These results indicate that job placement activity at the low to moderate skill level has been active in the third quarter of 2010 amongst industry respondents.

Employers were also asked about their hiring intentions for entry level positions over the next three months. Of the 145 employers surveyed, 30 per cent said they intended to increase the total number of entry level positions in their organisation, 66 per cent anticipated no change, and four per cent said they expected a decrease.

During the survey we asked respondents from employers and recruitment agencies to rate the relative importance of four characteristics when choosing a candidate for an entry level position: formal qualifications (e.g. trade certificate, forklift licence), work experience, driver's license, and personal attributes. As shown in Table 3.1, responses differed between employers and recruitment agencies. Employers rated the personal attributes of a jobseeker as most important when selecting someone for a vacant entry level position. In contrast, respondents from recruitment agencies rated all characteristics of fairly equal importance, with formal qualifications slightly higher than others. Formal qualifications were rated of least importance among respondent employers for entry level jobs. The following table shows the results for both respondent groups.

Table 3.1: Employer and recruitment agency rating of entry level jobseeker characteristics

Characteristic	Employers average score	Recruitment agency average score
Formal qualifications	1.8	2.7
Experience	2.4	2.5
Drivers licence	2.0	2.4
Personal attributes	3.8	2.4
Note: Ten points in total available for allocation to the four characteristics combined; results show average score amongst respondents Employers: N = 145, Recruitment agencies: N = 24		

When this data was further analysed by respondent location it became evident that there are differences in the characteristics valued by metropolitan and regional based recruitment agencies. Recruitment agency respondents in regional areas considered a driver’s license as the most important characteristic, whereas their metropolitan counterparts rated this as least important. Conversely, respondents from metropolitan agencies considered personal attributes as the most important factor, while regional agencies were more likely to regard it as the least important. These disparities will be explored in future research; however, the data indicates the importance of mobility for jobseekers in regional locations.

3.2 Training for jobseekers

We surveyed 32 training organisations across Australia to develop a better understanding about the types of courses they regularly provide to assist people to gain entry level positions. As shown in Table 3.2, the majority of respondents identified Certificate II or III in Business Studies as the most commonly provided courses, with courses in Hospitality and Retail (Certificate II and III) following.

Table 3.2: Most common types of training provided to jobseekers

Course type	Number of training organisations	Percentage of training organisations
Business (Certificate II, III)	19	59
Hospitality	11	34
Retail (Cert III)	8	25
Construction	5	16
Other training	13	41
Training organisations: N = 32, multiple response		

The survey also collected data on course completion rates and perceived barriers that may prevent jobseekers from completing a course. Respondents estimated that approximately one in five people that begin job training courses do not complete the course. The three most commonly reported barriers to course completion were a lack of motivation or a poor attitude on the part of the jobseeker, transport difficulties, and family pressures such as caring responsibilities. Financial pressures and learning difficulties associated with poor literacy and numeracy were also highlighted as significant barriers to course completion.

Respondents from regional areas were much more likely than those from metropolitan locations to indicate jobseekers’ poor literacy and numeracy skills and/or learning difficulties as barriers to course completion. In contrast, respondents from

metropolitan training organisations were more likely to indicate a lack of confidence and a lack of support from job services providers as barriers to jobseekers completing job-training courses.

3.3 Barriers to employment for Campbell Page jobseekers

Campbell Page Employment Hub managers were asked to identify the most common issues that their clients needed help with in their search for a job. Table 3.3 presents the national results. As shown, the four most commonly cited issues of concern across Australia were mental health, a lack of access to transport, housing insecurity and homelessness, and drug and alcohol dependency.

Table 3.3: Most serious jobseeker issues, Hub managers nationally

Issue	Number of respondents	Percentage of respondents
Mental health	61	95
Transport	55	86
Drug and alcohol	54	84
Housing / homelessness	54	84
Cultural	41	64
Training	37	58
Current legal issues / Ex-offenders	34	53
Geographic isolation	31	48
Family violence	29	45
Community violence	18	28
Campbell Page Hub managers N = 64, multiple response		

3.4 Community needs

Campbell Page Employment Hub managers felt that the serious barriers to workforce participation such as mental health issues, homelessness and drug and alcohol dependency should be addressed in an integrated manner with multiple support services. To this end, we conducted a Community Needs Survey of 434 representatives from a variety of community service organisations. Respondents were asked to identify key issues of concern within local communities; the extent to which they felt community problems were being addressed; and the extent to which they collaborated with other support services in meeting community needs.

Table 3.4 indicates what staff from community organisations nationally felt were the main issues facing their local communities. As shown, the issues identified as of most concern were housing insecurity and homelessness, unemployment, a lack of access to transport, drug and alcohol dependency and mental health. These are the same issues of concern identified by the Campbell Page Employment Hub managers.

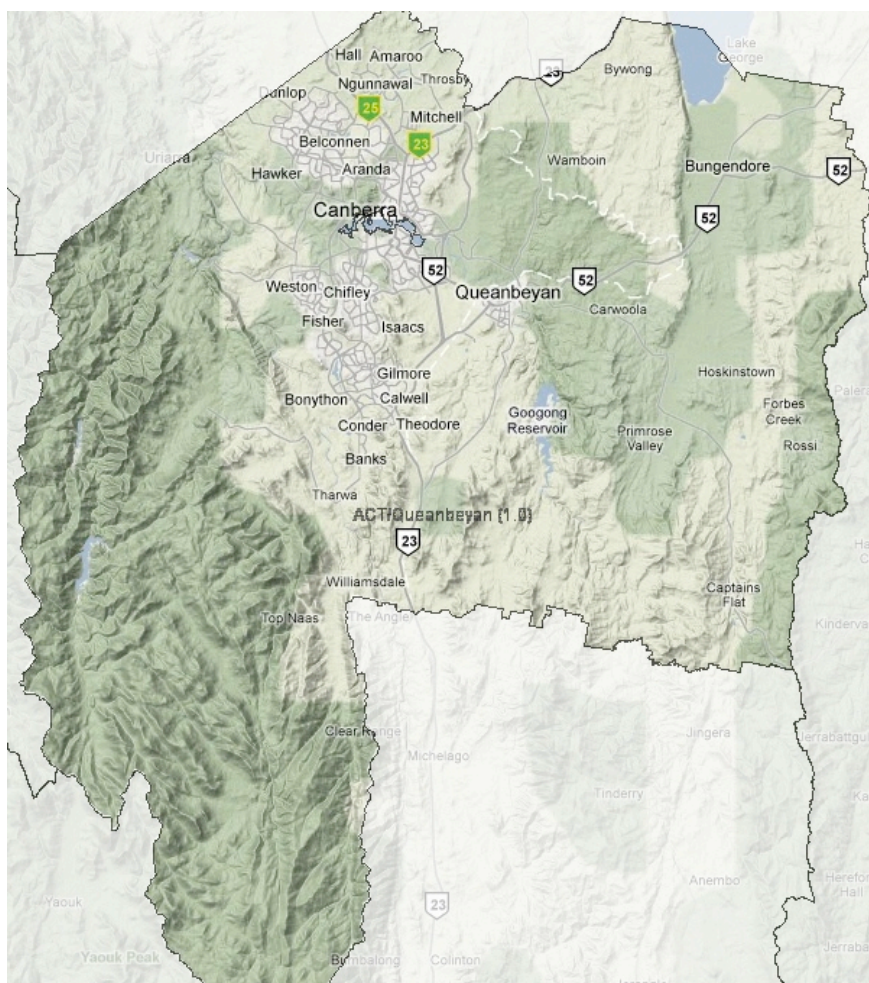
Table 3.4: Most serious community issues, community organisations nationally

Issue	Number of respondents	Percentage of respondents
Housing / homelessness	221	51
Unemployment	126	29
Transport	122	28
Drug and alcohol	100	23
Mental health	91	21
Financial strain / poverty	61	14
General youth issues	56	13
General health issues	56	13
Lack of funding for community services	52	12
Cultural	39	9
Community violence	35	8
Family violence	30	7
Community organisations N = 434, multiple response		

Organisations were asked whether they worked collaboratively with other organisations, and, if they did, were asked to identify on which issues they would collaborate to help deliver services to their clients. Of the 434 organisations surveyed nationally, 84 per cent reported that they often collaborated with other organisations to help their clients, while a further 12 per cent reported they sometimes collaborated. The issues that respondents most commonly collaborated with other organisations to resolve were housing insecurity and homelessness (79 per cent), mental health issues (77 per cent), drug and alcohol dependency (73 per cent), health service referrals (65 per cent), and family and domestic violence (61 per cent).

4 The ACT-Queanbeyan Employment Service Area

The ACT-Queanbeyan Employment Service Area (ESA) is unusual in that it straddles a state/territory divide and combines all of Canberra and the ACT, as well as the neighbouring city (just 15 minutes' drive from Canberra's city centre) of Queanbeyan and its surrounds in NSW. It has a combined population of approximately 385,000 (June 2008), of which some 345,000 people reside in the ACT and the remaining 40,000 in Queanbeyan. Canberra's major industries include the public service and defence, while Queanbeyan's are construction, manufacturing and retail.



The demographic description of the area presented below has been sourced from the Census of Population and Housing (ABS, 2006)³; the National Regional Profile 2005-2009 (ABS, 2010); and the Small Area Labour Market Data (DEEWR, 2010). These national datasets necessarily collect broad level data that often fails to capture the diversity within regional areas such as differences between closely located towns. This is one reason why we have supplemented existing data with primary data collection.

³ Unless otherwise indicated, statistical data in section 4.1 is from the 2006 Census.

4.1 About the ACT-Queanbeyan ESA

Canberra is divided into regions or town centres, around which suburbs are based. These include Canberra City (or “Civic” as it is known locally), Woden Valley, Belconnen, Weston Creek, Tuggeranong (although its town centre is also referred to as Greenway); and the newest development in Gungahlin. Other small townships and communities located outside the ACT’s urban area include Williamsdale, Naas, Uriarra, Tharwa and Hall.

As the centre of the national government, the largest industry in Canberra is the public service, although the proportion of the government workforce has decreased during recent decades as private and other infrastructure has grown in the national capital. Other major industries in Canberra include health and social services, retail and, as home to two major universities and the Canberra Institute of TAFE, education and training is also significant.

Queanbeyan is the largest city in south-east NSW and located just 15 minutes drive from Canberra’s city centre. With its population growing at around three per cent each year, Queanbeyan is also NSW’s fastest growing inland city. Queanbeyan’s major industries include construction, manufacturing, and retail trade. The local region also supports many agricultural activities.

The ACT-Queanbeyan ESA demographic profile

At an average age of 36.1 years, the ACT-Queanbeyan’s population is 2.1 years younger than the NSW state average. The region’s population is proportionally greater than the state average in each age group from 15 to 49 years and, conversely, there are fewer people in every age range above 60 years. The ACT-Queanbeyan’s average workforce is younger than that of NSW by more than one year, with a relatively higher proportion of workers below 30 years of age.

In terms of cultural diversity, 21 per cent of the ACT-Queanbeyan region’s residents were born overseas, less than the NSW figure of almost 24 per cent. Of those born overseas, the majority hail from English-speaking countries. The largest sources of residents who were born in non-English speaking countries are from China (one per cent), India (0.8 per cent), Germany, Italy and Vietnam (all 0.7 per cent).

Some 81 per cent of the region’s residents report speaking only English at home (74 per cent in NSW). The other main languages cited are Italian (1.1 per cent), Mandarin (1 per cent), Vietnamese (0.9 per cent), Cantonese, Croatian and Greek (all 0.8 per cent), as well as Spanish (0.7 per cent).

At the 2006 census the region had just over 4,800 Indigenous residents (1.3 per cent of the population, compared to 2.1 per cent in NSW), with an average age of 24.2 years. The average age of non-Indigenous residents in 2006 was 35.1 years.

Useful indicators of a community’s social cohesion include the length of time that people have lived in a region and volunteering rates, as both are likely to facilitate greater engagement with the broader community. Some 53 per cent of ACT-Queanbeyan residents have lived in the region for more than five years. This suggests a more mobile population than in NSW, where 64 per cent of the population have

lived locally for more than five years. However, variations within the region range from 52 per cent in the ACT up to 60 per cent in Queanbeyan.

In 2006, 22 per cent of the ACT- Queanbeyan population aged 15 years and over said they had participated in volunteering activities in the past year. This is higher than the NSW average of 17 per cent.

Education is a strong determinant of income and social status. Sixty-one per cent of ACT-Queanbeyan residents above the age of 15 years report having a tertiary qualification, compared to NSW at 54 per cent. Regional variations were evident, in that a significantly larger proportion of Canberra residents had a higher level of tertiary qualifications such as bachelor and postgraduate degrees, whereas Queanbeyan residents had a higher proportion of Certificate III and IV qualifications.

Correspondingly, the average income of ACT-Queanbeyan residents is \$862 per week, 23 per cent (or \$201 per week) higher than for NSW. While the average income was less for Queanbeyan residents (\$782 per week), the figure was still 15 per cent higher than for the whole of NSW.

A range of indicators suggest that the region's overall socioeconomic status is significantly higher than for NSW, including the SEIFA index which is 1066 for the ACT and 1035.3 for Queanbeyan (compared to 1003 in NSW). However, 21 per cent of adults in the region are classified as low income (that is, those earning less than \$250 per week⁴), compared to NSW at 29 per cent. Only 3.3 per cent of the region's residents report needing assistance due to disability; this is 1.2 per cent less than the NSW state average.

Equivalent to the rest of NSW, 30 per cent of the region's households rent their homes. Only 29 per cent in the region's residents fully own their homes, compared with 35 per cent across NSW. ACT-Queanbeyan ESA has a greater proportion of public housing rentals (eight per cent compared to five per cent in NSW).

The ACT-Queanbeyan ESA workforce

In 2006 the total labour force for the ACT-Queanbeyan ESA was 201,948. The total labour force participation was significantly higher than the state wide figure (70 per cent in comparison to 63 per cent in NSW).

In 2006 a larger proportion of ACT-Queanbeyan residents were employed full time (67 per cent compared to 65 per cent across NSW), whereas a smaller proportion were employed on a part time basis (26 per cent in comparison to 29 per cent across NSW).

In September 2010 DEEWR estimated the region's labour force at 223,060, an increase of 5,489 over the previous twelve months. During this same period DEEWR estimated that the number of unemployed people grew from 6,572 to 7,806 and the

⁴ In this report, low income is defined as less than 30 per cent of average national earning. For the 2006 Census, this was \$250 a week, which was roughly the level of the single pension at the time.

unemployment rate increased from 3 per cent to 3.5 per cent. The NSW unemployment rate in September 2010 was 5.2 per cent.⁵

As an indicator of the local demand for labour, the region appears stable with 195,175 working residents and 195,610 local workers or jobs. Thus, the region is a net importer of 435 workers (equivalent to less than one per cent of the working resident population). However, Queanbeyan is a net exporter of 9,330 workers, or 49 per cent of the working resident population – most of which will be explained by the ACT's close proximity and greater range of employment opportunities

Local industry in the ACT-Queanbeyan ESA

The largest industries across the region are: the public service (59,846 jobs or 31 per cent of the workforce), technical services (18,858 jobs or 10 per cent), health and social care (17,244 jobs or 9 per cent), education and training (17,124 jobs or 9 per cent); and retail trade (16,992 jobs or 9 per cent). It should be noted that these industries are largely ACT-centric, and differ from the largest in Queanbeyan, which are manufacturing, retail, construction and the public service respectively.

Industries that are noticeably smaller in the region compared to NSW include: manufacturing (7 per cent less), wholesale trade (3 per cent less); and finance and insurance (3 per cent less).

The largest occupational groups are: professionals (56,575 workers or 29 per cent of all jobs), clerical/ administrative workers (38,275 jobs or 20 per cent); and managers (30,884 workers or 16 per cent). Again, these groups more closely reflect the ACT's much larger employment base, as Queanbeyan's dominant occupational groups are technicians and trade workers (19 per cent), clerical / administrative workers (16 per cent) and professionals (15 per cent).

In terms of the fastest growing industries and occupations between the 2001 and 2006 Censuses, the industries which grew most in employment terms were: the public service (16,569 more workers), accommodation and food (2,348 more workers); and health and social care (2,310 more workers). Meanwhile, the industries where the most jobs were lost between 2001 and 2006 included: retail trade (5,280 fewer workers), arts and recreation (2,895 fewer workers) and manufacturing (903 fewer workers).

The fastest-growing occupations in the region between 2001 and 2006 were: business and information professionals; social, arts and other professionals; specialist managers and business/administration associates. While the occupations that underwent the biggest declines in the region during the same period were construction tradespersons; elementary sales workers; professionals (though their expertise was not defined in the Census); cleaners; and road and rail transport drivers.

⁵ September 2010: Small Area Labour Market data smoothed estimates, Department of Education, Employment and Workplace Relations.

4.2 Campbell Page Employment Hub Manager Survey

This section presents findings from survey data collected from managing staff at Campbell Page Community Employment Hubs in the ACT-Queanbeyan ESA.

About the survey

Campbell Page Community Employment Hub managers were surveyed to identify the most common issues (besides unemployment) jobseekers needed assistance with, and the extent to which these issues were being addressed through locally available services. The survey also sought information on the skill-requirements of employers in the area and the degree to which the skill-sets of the Hubs' jobseekers were matched to employers' needs. Finally, the managers were asked to comment on the training courses required to equip their jobseekers for local employment opportunities and the accessibility of these training courses.

Campbell Page jobseeker issues in the ACT-Queanbeyan ESA

Campbell Page has Community Employment Hubs in the following locations in the ACT-Queanbeyan ESA: Belconnen, Canberra Civic and Greenway in the ACT and Queanbeyan in NSW. The Hubs identified the following jobseeker groups as constituting significant proportions of their client base: people with mental health issues; ex-offenders and Indigenous people. The Belconnen and Greenway Hubs reported that the numbers of Indigenous jobseekers are increasing. Each of the three ACT Hubs identified youth as a notable proportion of their client base.

The central issues that all Hubs identified as being of concern to their jobseekers were: access to transport; mental health issues; drug and alcohol dependency; and housing insecurity and homelessness.

Access to public transport was cited as the most significant problem not being met by existing services in the region, especially for jobseekers living in outlying areas. The Hub manager in Queanbeyan said 60 per cent of their jobseekers don't drive and that public transport options, where they exist, can be infrequent, inconvenient, unreliable and costly. While there are reasonable bus networks in certain areas, the Hub managers said these services are much less frequent in outlying areas especially outside normal weekday business hours. They are also relatively expensive for those on low incomes.

As Bowers and Mottram (2007) have pointed out, not having access to transport is a particular issue of social exclusion for people living in rural and regional centres and urban fringe areas. They argued that a lack of access to transport can inhibit education, training and work opportunities, and linked transport disadvantage to a wide range of adverse health outcomes, including mental health issues, suicide and general poor health.

In the ACT-Queanbeyan ESA, mental health is a significant issue for jobseekers, especially Stream 4 clients (those identified by Centrelink as having severe barriers to employment). Mental health issues were noted by all Hubs as a serious issue for those seeking employment, especially in Greenway and Canberra Civic. According to the Greenway Hub manager, more than half of their Stream 4 jobseekers have a mental health issue which affects their job readiness and employment prospects. The manager at Canberra Civic Hub also raised the seriousness of mental health issues,

estimating that around 50 per cent of the Hub's Stream 4 jobseekers struggled with this significant barrier to employment. According to the Australian Institute of Health and Welfare (2010), mental illness is an important health issue in Australia with an estimated 20 per cent of Australians experiencing symptoms of a mental disorder each year.

Drug and alcohol dependency is also a serious issue for jobseekers across the ACT-Queanbeyan ESA; especially for those accessing Greenway and Canberra Civic Hubs. The Greenway Hub manager estimated that 60 per cent of their Stream 4 jobseekers have drug and alcohol dependency issues. In Canberra Civic the Hub manager said half of their Stream 4 jobseekers are impacted by drug and alcohol dependency issues. In its submission to the Senate Inquiry into Poverty, the Victorian Drug and Alcohol Association stated that problematic alcohol and drug use was "strongly associated with difficulties in gaining and retaining full employment" (VAADA, 2003). It argued that people with long-term alcohol and drug problems often experienced difficulty in entering or re-entering the employment market. They can also experience difficulties gaining an education, and this can further hamper their ability to secure adequately-paid employment.

Similarly, housing insecurity and homelessness was considered an issue by all Hub managers, with one saying it was easily dealt with by the referral process. Another referred to it as a "big issue" for those with mental health and/or drug and alcohol dependency issues.

According to *Counting the homeless 2006: Australian Capital Territory*⁶, 42 people in every 10,000 across the ACT are homeless. However in Queanbeyan the rate of those impacted by homelessness is significantly higher. The Housing NSW's *Regional Homelessness Action Plan 2010-2014: South East*⁷ states that in 2006, there were 65 homeless persons per 10,000 in NSW's south-east region where Queanbeyan is located.

Hub managers in Belconnen, Canberra Civic and Queanbeyan identified family and community violence as a serious issue for their jobseekers.

Industry skill requirements in the ACT-Queanbeyan ESA

The ACT-Queanbeyan ESA can be divided almost clearly in two when it comes to Hub managers' responses to the skills requirements of local employers and degree to which their jobseekers' skill-sets are a match for these need

For Canberra Civic and Greenway Hubs, a lack of skilled workers is a serious problem for numerous industries and vocations. These include: retail, administration/clerical, cleaning, trades, truck driving, human resources, warehouse and logistics work; and aged care. Finding trained hospitality jobseekers was also noted as a problem in Canberra Civic. The Greenway Hub manager explained that

⁶ Chamberlain C, MacKenzie D. 2009. *Counting the homeless: Australian Capital Territory*. Cat. No. HOU 207. Canberra: AIHW.

⁷ DHS Housing NSW. 2010. *Regional Homelessness Action Plan 2010-2014: South East*. Department of Human Services Housing NSW.

while training was available, employers wanted workers with experience as well as relevant qualifications.

In Belconnen and Queanbeyan, Hub managers said skill-sets 'mostly' match their job vacancies, with bus driver and apprenticeship vacancies the exceptions. In both of these Hubs, employers sourcing workers from outside of the area were seen as a hindrance to their jobseekers obtaining employment. The Queanbeyan Hub manager said jobseekers wearing unsuitable attire to job interviews in an attempt to “sabotage” their chances, and those without private transport or a licence, were hardest to find employment for.

Strategies in use by Campbell Page Hubs to make jobseekers more employable

Employment Hub managers in the Queanbeyan-ACT ESA reported that their Hubs improved the employment prospects of their jobseekers in the following ways: through training courses; help with attaining motor vehicle licences, especially in Canberra Civic, Belconnen and Queanbeyan. Belconnen and Queanbeyan Hubs also said they assist in paying for car repairs; while the Greenway and Canberra Civic Hub managers said they often focus on improving jobseekers’ literacy and numeracy skills.

4.3 Community Needs Survey

This section presents findings from survey data collected from staff at community service organisations in the ACT-Queanbeyan ESA.

About the survey

Staff from community service organisations within the ACT-Queanbeyan ESA were surveyed to identify what they felt were the main issues of concern currently faced by members of their local community, how well these community workers felt their communities were equipped to deal with the issues, and whether these workers collaborated with other organisations to deliver services to clients. In the ACT-Queanbeyan ESA, 20 respondents from the same number of organisations participated in the survey. Sixty per cent of participating organisations had been operating in the ACT-Queanbeyan ESA for longer than ten years.

Community issues

The most serious issues facing the ACT-Queanbeyan ESA community as identified by staff at community organisations were housing insecurity and homelessness; mental health issues; and transport for accessing services and employment.

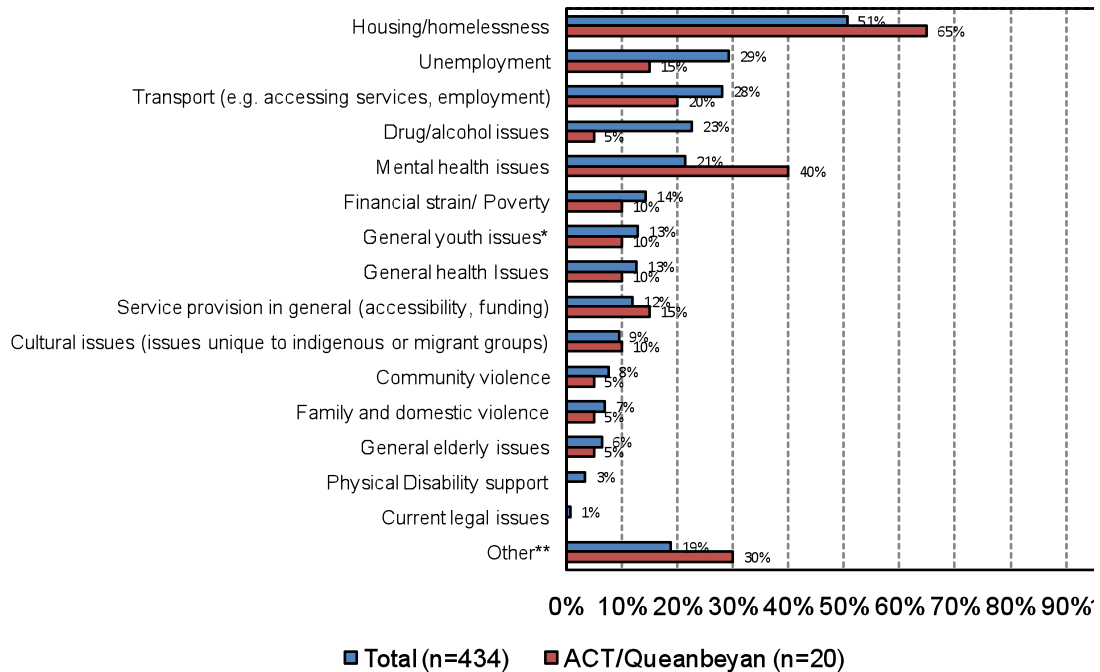
The most serious issue identified was housing insecurity and homelessness. Sixty-five per cent of local organisations raised it as one of the most serious issues for their region, compared to 51 per cent of organisations nationally. Similarly, twice as many ACT-Queanbeyan organisations (40 per cent) ranked mental health as one of the most serious issues within their local community, compared to 21 per cent of organisations nationally.

Transport issues were considered serious for the ACT-Queanbeyan by one in five local community organisations surveyed, a slightly smaller proportion than was the case nationally (28 per cent).

A high proportion of ACT-Queanbeyan organisations (30 per cent, compared to 19 per cent nationally) identified ‘other’ issues as very significant within their community. This category includes concerns such as a lack of social inclusion, social isolation, negative stereotyping, social hardships, and a lack of general support after a family breakdown.

Perception of the most serious issues or problems currently faced by the local community

Percentage of respondents, multiple response)



Drug and alcohol dependency issues were perceived as significantly less of a problem for the ACT-Queanbeyan community (five per cent) than for all respondents nationally (23 per cent). Physical disability support and current legal issues were not considered as serious by any community by ACT-Queanbeyan community respondents. Other results more closely reflect the combined results of all 434 survey respondents.

Community capacity to deal with identified community issues

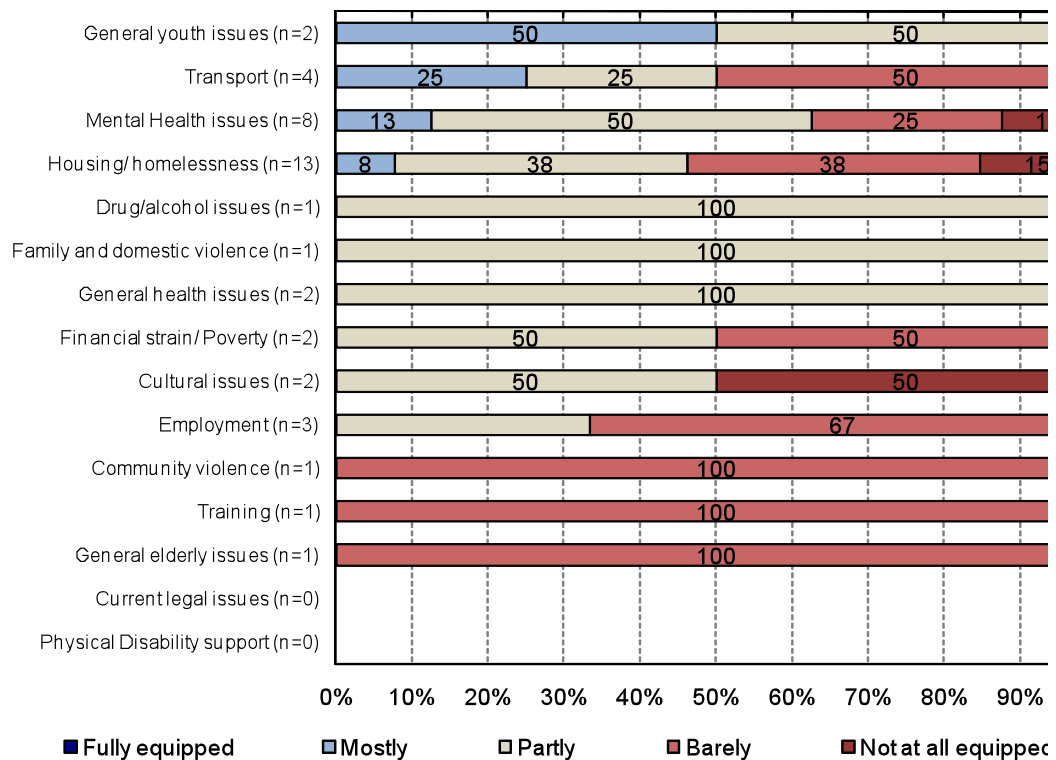
The Community Needs Survey also asked respondents how well they thought their community was equipped to deal with each of the three issues they had identified as the most serious. When rating the community’s capacity to deal with a particular issue, respondents were asked to choose between the following: fully equipped, mostly, partly, barely and not at all equipped.

Respondents perceived the ACT-Queanbeyan community’s capacity to deal with the issues facing the community as generally limited. None of the 20 local organisations rated their community as fully equipped to deal with any of the significant issues identified.

Of the 13 ACT-Queanbeyan community organisation respondents who identified housing insecurity and homelessness as the most serious problem for their community, only one (eight per cent) rated the community as mostly equipped to deal with this issue. Seven respondents said the community was either barely or not at all equipped while the remaining five felt the community was partly equipped.

Perception of the local community’s capability to deal with the most serious issues or problems

(Percentage of respondents who indicated the issues as one of the three most serious issues faced by local community)



ACT-Queanbeyan respondents from community organisations showed a similar lack of confidence in their community’s capacity to deal with mental health issues. Half of the eight respondents who said mental health was a serious issue for the ACT-Queanbeyan region perceived the community as only partly equipped to cope with this issue. Three respondents thought the community was barely or not at all equipped. One respondent was more positive, saying the community was mostly equipped to deal with mental health issues.

Transport was identified by four respondents as one of the most serious issues affecting the community. Half of these respondents felt the community was barely equipped to deal with this issue, while the other half was evenly divided between believing it was partly or mostly equipped to handle it.

Community organisations' capacity to deal with identified community issues

Respondents were also asked to identify the amount of resources their community organisations devoted to addressing a range of community issues. Choices offered were: a large amount, a moderate amount, a small amount and none. For each issue where a respondent chose 'a large amount', they were asked to say how well they believed their organisation was equipped to deal with that issue.

While respondents assessed their community's capacity to deal with the most serious issues facing them as generally poor, they were fairly confident about their own organisation's capacity to deal with the issues to which they devoted a large amount of their resources. Not one ACT-Queanbeyan organisation rated their organisation's capacity as not at all equipped to deal with the issues they focused on, with most organisations believing they were partly, mostly or fully equipped to deal with them.

In the ACT-Queanbeyan ESA, community organisation respondents felt housing insecurity and homelessness was the most serious issue faced by their community. Of those surveyed, thirteen respondents said their organisation devoted a large amount of resources towards assisting people impacted by housing insecurity and homelessness. Seven of these 13 (54 per cent) indicated they were fully or mostly equipped to deal with this issue. Of the remaining respondents, four (31 per cent) felt their organisation was partly equipped, while two (15 per cent) believed their organisation was barely equipped.

Of the 11 community respondents that identified mental health as one of their major assistance areas most were positive about their organisations ability to assist their clients; five respondents (45 per cent) said they were fully or mostly equipped, and five felt their organisation was partly equipped. Only one respondent (9 per cent) believed their organisation was barely equipped to deal with this issue.

Of the six respondents in the ACT-Queanbeyan area who indicated that their organisation devotes a large amount of resources to family and domestic violence issues, four believed their organisation was either fully or mostly equipped to assist these clients. The remaining two respondents felt their organisation was partly equipped.

Of the 20 Community Needs Survey respondents, six said their organisation spends a large amount of resources on helping clients with drug and alcohol dependency. Five of these respondents felt their organisations were only partly equipped to assist with these issues, while the remaining respondent felt their organisation was fully equipped.

The role of collaboration in resolving community issues

Organisations were asked whether they worked collaboratively with other organisations, and if they did, on which issues they collaborate to help deliver services to their clients.

Of the organisations surveyed in ACT-Queanbeyan, almost all respondents (95 per cent) reported that they often collaborated with other organisations to help their clients, while the remaining five per cent reported that they sometimes collaborated with other organisations to serve their clients.

The issues on which respondents most commonly collaborated with other organisations to resolve were: housing insecurity and homelessness (90 per cent), current legal issues (90 per cent), mental health issues (80 per cent), drug and alcohol dependency (60 per cent), cultural issues (60 per cent); and health services (60 per cent).

4.4 Case studies

Some staff and jobseekers of Campbell Page Employment Hubs and local community organisations were also interviewed to develop the following case studies. The two stories presented below highlight issues of importance for jobseekers and community service organisations within the ACT-Queanbeyan ESA

Homeless in the nation's capital

For Tom, a 53-year-old jobseeker, living in his car was an easy decision:

It was a choice of renting and not eating and not doing anything, or moving out and being able to eat and be healthy and presentable.

A telecommunications installation maintenance technician, Tom lost his job 18 months ago and has found it hard to find another one. After 12 months being homeless around Canberra, Tom found work in Bathurst. He moved four months ago but the position wasn't what he had hoped. He's tried to get other work in Bathurst, but it has been difficult.

I've spent the last eight weeks constantly applying for anything and everything I'd be remotely qualified for in the telecommunications sector. I even got knocked back for a job mowing lawns.

Tom is now preparing to leave Bathurst and return to Canberra:

If I don't do it now with a certain degree of financial comfort, I'll have to do it in a couple of months with much less financial stability. And towards Christmas, the jobs dry up.

Tom's 'financial comfort' is relative. He is still likely to spend Christmas in his car. Sadly his story is not unique. While the homeless rate for the ACT is below the national average, each night the region's shelters are turning away homeless people, including couples with children. All Campbell Page Hubs in the region are affected and one Hub manager said the issue impacts a quarter of their Stream 4 jobseekers.

Homelessness Australia's Policy and Research Officer, Travis Gilbert said that even with the progress provided by The Home Options and Pathways to Employment (HOPE) Project, established by Homelessness Australia and the National Employment Services Association, it is still unclear whether employment or a home should come first for people like Tom:

We can say, though, not having a home makes it extremely hard to get ready for interviews and to be work-ready generally. And those people who experience homelessness for more than a few months are more likely to suffer from low self esteem and mental health issues such as depression and anxiety. Therefore, they are at a distinct disadvantage compared to others trying to find work.

Travis says that future solutions are geared around longer-term accommodation:

In addition to the crisis and temporary accommodation options already available, the focus for future funding is on longer-term accommodation so some people can move into something more permanent. It aims to connect people to the support services they need and we hope employment services providers are able to use the Employment Pathway Fund for non-vocational purposes, in order to give these people the ability to get job-ready.

Access to transport, work and services in the ACT-Queanbeyan

Transport is one of the major barriers to getting a job in the ACT-Queanbeyan region. Just ask Dave, a jobseeker who lives 26 kilometres from Queanbeyan town centre.

One trip to town and back can see Dave, who has been out of work for seven years, use four different modes of transport. The 60-year-old will usually ride his bike to the nearest train station, three kilometres away. He then catches one of only two daily trains to Queanbeyan and when he arrives, he walks to wherever he's going. By the time he's ready to return in the afternoon, trains aren't an option. So Dave often walks almost three kilometres to the highway and hitchhikes home; or as close to home as he can get. Dave has three cars, but no money to register or fix them.

Having my licence or vehicles isn't the issue; it's having cash flow, especially for someone in debt. Sometimes I drive an unregistered vehicle.

Shane, a jobseeker in Belconnen, is also frustrated by the limitations of public transport. The 39-year-old says it has hampered his efforts to find work in his chosen fields.

You really need a car for cleaning jobs when you're going house to house. Aged care, too, to get to the clients' places.

Shane says while the transport system where he lives in Kaleen is “not too bad,” it still makes it tricky to get around. Since getting his learner's driving permit in November 2009, Shane is less reliant on public transport. With the assistance of Campbell Page and his partner, he's been taking driving lessons. Shane's partner is also unemployed so it's been hard to meet the car payments.

I have a car now, it's just not registered. My partner has a car, but it runs out of rego on Thursday.

University of Canberra's Assistant Professor at the School of Business and Government, Gesa Ruge, says there needs to be more and faster transport options

As the regional centres are growing, so should the transport options and sustainability of those transport modes. We need to develop an effective plan and delivery for Canberra and its regions in order to attract Federal funding for a range of transport solutions. Government and stakeholders across the regions need to talk to each other with the aim to ensure the best environmental, economic and community returns.

She says because representative bodies are not working towards a common ACT and regional plan, funding opportunities to date have been thwarted. However, Assistant Professor Ruge notes there are initiatives already in place, including the ACT Sustainable Transport Strategy and the ACT Chief Minister's 'Time to Talk' program.

5 Conclusion

As evidenced throughout this report, Campbell Page's *State of Our Community* Research Project is providing important new information about local communities across Australia. The preliminary work undertaken to date highlights key issues of concern that impact on people's ability to gain and sustain employment, and explores the ability of communities to address these issues through integrated service delivery.

This chapter draws together key findings from data collected from management staff at Campbell Page Community Employment Hubs; and from staff at community service organisations.

5.1 Key community issues

According to the managers of all Campbell Page Community Employment Hubs in ACT-Queanbeyan the issues of access to transport; mental health; housing insecurity and homelessness; and drug and alcohol dependency are the most significant barriers facing jobseekers in the region.

Access to public transport and transport was highlighted by all Hub managers as the most overwhelming community need not being met in the region, especially for those jobseekers who live in outlying areas. In Queanbeyan, 60 per cent of Campbell Page jobseekers don't drive and public transport options can be infrequent, unreliable and even non-existent.

Mental health issues were also identified by all Hub managers in the ACT-Queanbeyan ESA, with Greenway Hub revealing the issue impacts three quarters of their Stream 4 jobseekers, while Canberra Civic said the issue impacts half of their Stream 4 jobseekers.

In the Act-Queanbeyan ESA, the number of jobseekers affected by drug and alcohol dependency was also very high. This issue affects half of Canberra Civic's Stream 4 jobseekers and 60 per cent of those in Greenway.

The issues most commonly identified by representatives of community service organisations as "serious" for the ACT-Queanbeyan community were housing insecurity and homelessness; mental health; and transport for accessing services and employment.

Housing insecurity and homelessness was identified as the most serious problem faced by the ACT-Queanbeyan region, nominated by 65 per cent of local community service respondents. This was significantly more than the 51 per cent of national community respondents who identified it as a serious issue.

Twice as many ACT-Queanbeyan organisations ranked mental health issues as a serious issue within their region than community groups nationally (40 per cent of ACT-Queanbeyan groups as opposed to 21 per cent nationally).

On the whole, respondent staff from ACT-Queanbeyan community service organisations felt the community's capacity to deal with the serious problems identified was generally limited. They were, however, more optimistic about their

own organisations' abilities to deal with those serious issues to which they devoted a good deal of their resources.

5.2 Availability of services

In general, community survey respondents felt that services within the ACT-Queanbeyan ESA were not well equipped to meet the demands of the region's most serious issues. None of the 20 local groups rated their community as fully equipped to deal with any significant issues identified.

On the issue of housing insecurity and homelessness, more than half of the respondents who rated this issue as serious felt the community as not at all or barely equipped to deal with it.

Mental health service provision was also seen to be lacking. Half of the eight respondents who said mental health was a serious issue for the ACT-Queanbeyan region perceived the community as only partly equipped to cope with this issue. Three respondents thought the community was barely or not at all equipped.

Campbell Page Hub managers identified a lack of public transport services, especially in outlying areas, as significantly hampering their jobseekers' chances at finding and maintaining work.

5.3 The importance of collaboration

The research highlighted the importance of collaboration between the different community service organisations working to help people overcome issues which lead to disadvantage and social exclusion. In the ACT-Queanbeyan ESA, collaboration is especially important around issues of housing insecurity and homelessness; legal issues; mental health; drug and alcohol dependency; cultural issues; and health service referrals and training.

5.4 Further research

Research with multiple stakeholders in the ACT-Queanbeyan ESA area has highlighted the need for further research into the region's housing insecurity and homelessness. With 60 per cent of community organisations nominating it as the most serious issue for the area, it is clear it needs to be an area of focus when looking into disadvantage in the ACT and Queanbeyan.

Further research into transport options and their adequacy in the region is also required. As one of the most significant issues hampering jobseekers in the area, as identified by Hub managers, it is important to look more closely at this issue.

The responses from community-service staff to questions about the community's capacity to deal with an issue were generally more negative than their responses to questions about their own organisation's capacity to deal with the same issue. This occurred across the whole range of significant issues, and this disparity in response also requires further research.

5.5 Introducing the Campbell Page Research Agenda

The *State of Our Community* research project has highlighted the need for further research into multiple content areas and with many stakeholder groups. To enable us to undertake this work in a strategic and comprehensive manner, we are currently developing a long-term research agenda that will outline core goals. These will include:

- identifying key research questions that will drive the organisation's research agenda including priority areas for action;
- identifying successful local services and/or initiatives that may benefit from increased funding;
- outlining a methodology that will engage communities and key stakeholders in identifying solutions to local problems; and
- determining a training program that will enhance the capacity of Campbell Page staff to engage in quality research practices that can provide timely and accurate information in a manner that respects the rights of all participants.

Campbell Page has begun this ambitious project. The Campbell Page Research Agenda will be publicly available via our website when complete.

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7 Appendices

7.1 Glossary of terms and abbreviations used in this report

ABS	Australian Bureau of Statistics
Client streams	DEEWR classifications of an individual client’s level of capacity for employment (or “job readiness”) under the Job Services Australia program: Stream 1 – Is ready for employment now Stream 2 – Has moderate barriers to employment Stream 3 – Has significant barriers to employment Stream 4 – Has severe barriers to employment
DEEWR	Department of Education, Employment and Workplace Relations
ESA	Employment Service Area—a DEEWR construct of a region for the purposes of delivering the Job Services Australia program under the DEEWR 2009–2012 Employment Services contract.
JSA	Job Services Australia—the Australian Government’s national employment services system, managed by DEEWR. Job Services Australia is focused on meeting both job seeker and employer needs, and is the gateway for job seekers to access one-on-one assistance and tailored employment services.
LGA	Local Government Area
SEIFA	Socio-Economic Indexes for Areas—a construct of the Australian Bureau of Statistics from the 2006 Census of Population and Housing data. These indexes allow comparison of the social and economic conditions across Australia. SEIFA index values are derived from multiple-weighted variables, with the reference value for the whole of Australia set to 1,000. Lower values indicate lower socioeconomic status.

7.2 Social inclusion and disadvantage

The global context

The Australian Social Inclusion Agenda falls within a well-established international context. In *Analysing and Measuring Social Inclusion in a Global Context*⁸, the United Nations states:

negative social conditions, such as widening disparities and marginalization of certain groups and/or communities ... can increase social tensions and create groups that don't share in economic progress or access to wealth. These barriers can create critical, social and political tensions within communities in entrenching powerlessness in disadvantaged groups such as ethnic minorities.

In the European Union and the United Kingdom social inclusion agendas have been actively pursued since 1995.

In Australia

Since 2008 the Australian Government has actively worked towards a more socially inclusive society in which all Australians have the opportunity to participate fully in the life of our society⁹. The Australian Social Inclusion Board was established in 2008 to guide the Social Inclusion Agenda. The then Deputy Prime Minister, the Hon Julia Gillard MP, chaired the first Social Inclusion Ministers' meeting in Adelaide on 18 September 2009.

Social inclusion means that everybody has the resources, opportunities and capability to:

- learn by participating in education and training;
- work by participating in employment or voluntary work, including family and carer responsibilities;
- engage by connecting with people, using local services and participating in local civic, cultural and recreational activities; and
- have a voice in influencing decisions that affect them.

The Government's Social Inclusion Agenda seeks ways to overcome the processes leading to, and the consequences of, social exclusion.

In setting out the priorities for its Social Inclusion Agenda, the Government noted that Australians generally have a good standard of living compared to other countries. But there are still about five per cent of those aged 15 years and older who experience multiple disadvantages that are likely to affect their ability to learn, work, engage and have a voice. Disadvantage and social exclusion tends to be higher amongst certain groups of people and the Australian Government has identified priority areas around disadvantage: children at risk, jobless families, locations of greatest disadvantage, disability, mental health, homelessness and Indigenous Australians. These are detailed on the government's Social Inclusion website: www.socialinclusion.gov.au

⁸ *Analysing and Measuring Social Inclusion in a Global Context*, United Nations New York 2010.
www.un.org/esa/socdev/publications/measuring-social-inclusion.pdf

⁹ Australian Government website, www.socialinclusion.gov.au

7.3 Job Services Australia and Campbell Page client demographics

A fundamental requirement for social inclusion is the opportunity to participate in the workforce. This includes education and training.

In the ACT-Queanbeyan ESA Employment Services Area there are 6,397 people looking for work and registered as JSA clients, 1,837 of whom are Campbell Page clients. The following tables provide information on both these groups

Customer populations by allowance

	JSA count of jobseekers	count of JSA jobseekers	CP percentage of jobseekers
Disability Support Pension	101	33	33%
Newstart Allowance	3,999	1,230	31%
Parenting Payment Partnered	49	14	29%
Parenting Payment Single	713	220	31%
Youth Allowance	647	236	36%
Other	888	104	12%
Total	6,397	1,837	29%

Customer populations by age group

	JSA count of jobseekers	CP count of JSA jobseekers	CP percentage of jobseekers
Under 20	730	193	26%
20 to 24	1,114	313	28%
25 to 34	1,587	448	28%
35 to 44	1,440	420	29%
45 to 54	1,005	304	30%
55 and over	521	159	31%
Total	6,397	1,837	29%

Customer populations by length of unemployment

	JSA count of jobseekers	CP count of JSA jobseekers	CP percentage of jobseekers
Less than 6 months	2,203	559	25%
6 Months to less than 12 months	1,136	279	25%
12 Months to less than 24 months	1,268	402	32%
24 Months to less than 36 months	610	186	30%
36 Months or greater	1,180	411	35%
Total	6,397	1,837	29%

7.4 Analysis of Census, National Regional Profile and Small Area Labour Market Data for the ACT-Queanbeyan ESA Employment Service Area

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The residents of ACT | Queanbeyan

Population and growth

At 30 June, 2008, ACT Queanbeyan had an estimated resident population of 385,154, with an average age around 36.1 years and a gender ratio of 1.01 females per male.

The age tree graph shows the age-sex profile in ACT Queanbeyan, with the darker bars representing the proportion of men and women in each age group in 2008. The lighter background bars show the proportions in 2004 for comparison.

The average age in ACT Queanbeyan was 2.1 years younger than in New South Wales. There were larger proportions in ACT Queanbeyan aged 20 to 24 years, 25 to 29 years and 30 to 34 years, and smaller proportions aged 75 to 79 years, 70 to 74 years and 65 to 69 years.

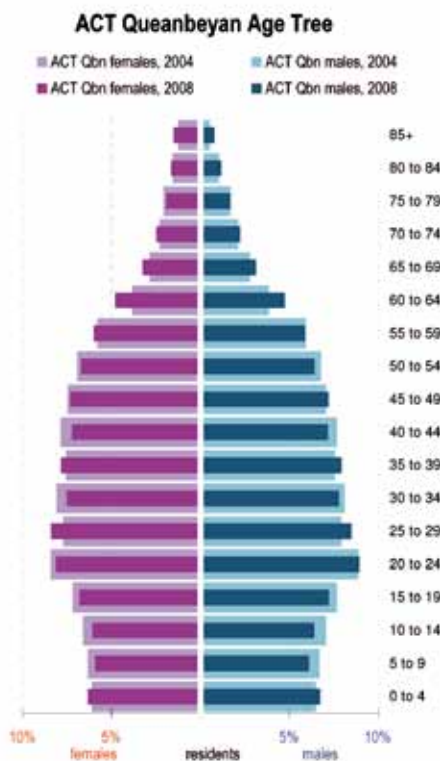
Over 2004 to 2008, the population rose by 21,294, an annual rate of 1.4%.

The age groups whose numbers increased fastest over 2004 to 2008 were:

- 85+ years (up 8.1% a year)
- 60 to 64 years (up 7.0% a year)
- 65 to 69 years (up 4.5% a year)

The age groups whose numbers fell fastest were:

- 10 to 14 years (down 0.9% a year)
- 5 to 9 years (down 0.6% a year)
- 40 to 44 years (down 0.5% a year)



Estimated population	ACT Queanbeyan in 2008				% of residents of each age in 2008			Change 2004 – 2008		
	males	females	residents	gender ratio	ACT Qbn	NSW	difference	no. in 2004	change	% pa
0 to 4 years	12,928	12,311	25,239	1.05 M:F	6.6%	6.3%	0.3% more	22,918	2,321	up 2.4%
5 to 9 years	11,694	11,464	23,158	1.02 M:F	6.0%	6.3%	0.3% less	23,727	(569)	dn 0.6%
10 to 14 years	12,227	11,791	24,018	1.04 M:F	6.2%	6.5%	0.2% less	24,869	(851)	dn 0.9%
15 to 19 years	13,846	13,219	27,065	1.05 M:F	7.0%	6.8%	0.2% more	27,080	(15)	dn 0.0%
20 to 24 years	17,096	15,785	32,881	1.08 M:F	8.5%	7.0%	1.6% more	31,457	1,424	up 1.1%
25 to 29 years	16,280	16,280	32,540	1.00 F:M	8.4%	7.1%	1.4% more	28,529	4,011	up 3.3%
30 to 34 years	14,892	14,574	29,466	1.02 M:F	7.7%	6.9%	0.7% more	29,532	(66)	dn 0.1%
35 to 39 years	15,181	15,183	30,364	1.00 F:M	7.9%	7.4%	0.5% more	27,522	2,842	up 2.5%
40 to 44 years	13,728	14,029	27,757	1.02 F:M	7.2%	7.0%	0.3% more	28,273	(516)	dn 0.5%
45 to 49 years	13,820	14,248	28,068	1.03 F:M	7.3%	7.2%	0.1% more	26,491	1,577	up 1.5%
50 to 54 years	12,253	13,030	25,283	1.06 F:M	6.6%	6.6%	0.0% more	24,970	313	up 0.3%
55 to 59 years	11,218	11,602	22,820	1.03 F:M	5.9%	5.9%	0.0% less	21,353	1,467	up 1.7%
60 to 64 years	9,090	9,308	18,398	1.02 F:M	4.8%	5.3%	0.5% less	14,021	4,377	up 7.0%
65 to 69 years	5,958	6,287	12,245	1.06 F:M	3.2%	3.9%	0.8% less	10,281	1,964	up 4.5%
70 to 74 years	4,270	4,802	9,072	1.12 F:M	2.4%	3.2%	0.9% less	8,004	1,068	up 3.2%
75 to 79 years	3,200	3,719	6,919	1.16 F:M	1.8%	2.7%	0.9% less	6,826	93	up 0.3%
80 to 84 years	2,210	3,226	5,436	1.46 F:M	1.4%	2.1%	0.7% less	4,767	669	up 3.3%
85+ years	1,489	2,936	4,425	1.97 F:M	1.1%	1.8%	0.7% less	3,240	1,185	up 8.1%
Total	191,360	193,794	385,154	1.01 F:M	100%	100%		363,860	21,294	up 1.4%
average age:	35.4 yrs	36.9 yrs	36.1 yrs		36.1 yrs	38.2 yrs	2.1 less	35.4 yrs	0.8 more	

Source: ABS National Regional Profile Table 2.

Table notes: In this and later tables, the gender ratio is either the number of males divided by the number of females if more males (shown in blue as 1.25 M:F), OR the number of females divided by the number of males if more females, shown in red as 1.25 F:M). In columns, extreme high or low results are printed in bold. Differences between areas are by subtraction, so 6% v 2% is '2% more'.

Life stages

When planning for communities and their services, understanding changes in the numbers of people in key life stages is important. Four broad age groups—children, youth, adults and retirees—can each be divided into two life-stages, giving eight in all. They are pre-school and primary children, secondary and tertiary-age young people, birthing and prime-age adults, and retiring and the oldest people.

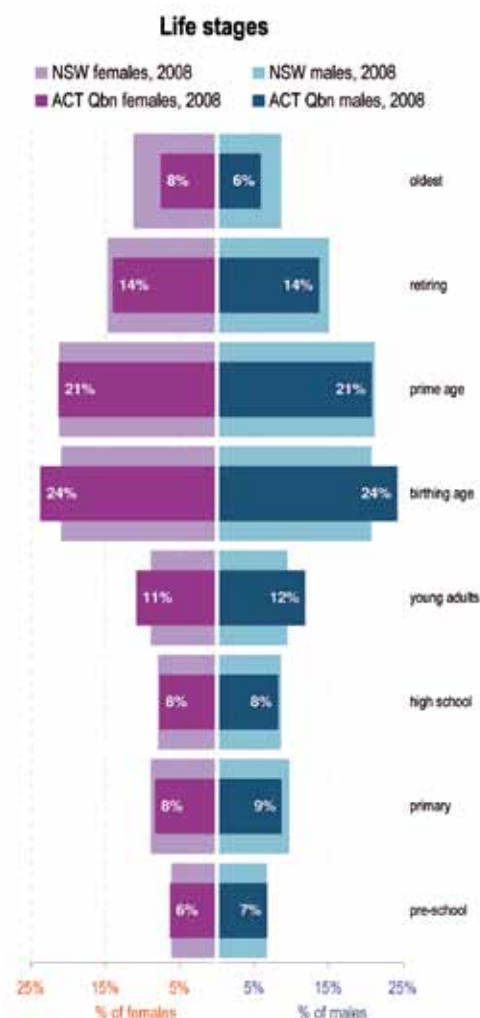
Compared with New South Wales, ACT Queanbeyan's life stages that were proportionally larger in 2008 were the birthing age (25–39 years), which had 2.6% more of the population, and young adult (18–24 years), with 1.7% more.

ACT Queanbeyan had relatively fewer people in the oldest (70+ years) stage of life, with 3.1% fewer, and in the retiring (55–69 years) stage, with 1.3% fewer.

Over 2001 to 2008, the retiring (55–69 years) age group grew most, as a proportion of ACT Queanbeyan's residents, gaining another 2.9% of the population, with the oldest (70+ years) group also growing, up by 0.7%. Offsetting this were declines in the relative size of other life stages, such as the primary school (5–11 years) group, down by 1.5%, and the prime age (40–54 years) group down by 1.3%.

For most communities with reasonably large populations, the gender ratio is under 1.05 (i.e. number of males and females is within about 5% of each other). For ACT Queanbeyan in 2008, the male:female ratio was 1.01 females per male, reaching 1.31 females per male among those aged 70 or more.

In younger life stages, the gender ratio ranged from 1.07 males per female among those in the young adult (18–24 years) stage to 1.04 females per male in the prime age (40–54 years) stage.



Life stages	ACT Qbn 2008		ACT Qbn's difference from NSW		ACT Queanbeyan, 2008			ACT Qbn in Census		
	residents	percent	% in NSW	from NSW	males	females	gender ratio	2006	2001	change 2001–2008
pre-school (0–4 years)	25,239	6.6%	6.3%	0.3% more	6.8%	6.4%	1.05 M:F	6.3%	6.7%	0.2% less
primary school (5–11 years)	32,765	8.5%	8.9%	0.4% less	8.7%	8.3%	1.02 M:F	9.0%	10.0%	1.5% less
high school (12–17 years)	30,650	8.0%	8.0%	0.0% less	8.2%	7.7%	1.04 M:F	8.2%	8.8%	0.6% less
young adult (18–24 years)	43,707	11.3%	9.7%	1.7% more	11.8%	10.9%	1.07 M:F	11.4%	11.4%	0.0% less
birthing age (25–39 years)	92,370	24.0%	21.4%	2.6% more	24.2%	23.8%	1.01 M:F	23.2%	23.8%	0.2% more
prime age (40–54 years)	81,108	21.1%	20.7%	0.3% more	20.8%	21.3%	1.04 F:M	21.8%	22.4%	1.3% less
retiring (55–69 years)	53,463	13.9%	15.2%	1.3% less	13.7%	14.0%	1.04 F:M	13.4%	11.0%	2.9% more
oldest (70+ years)	25,852	6.7%	9.8%	3.1% less	5.8%	7.6%	1.31 F:M	6.7%	6.0%	0.7% more
residents	385,154	100%	100%		100%	100%	1.01 F:M	100%	100%	

Source: The data for 2008 is the Estimated Resident Population (ERP) from ABS National Regional Profile Table 2; 2001 and 2006 data is from Census profiles (BCP 2006 Table B04 and URP 2001 Table U04). The male:female ratio is the ratio of their numbers, not their



Generations

People are grouped into generations according to when they were born. Generations tend to have different aspirations and values, influenced by major events in their different lifetimes. The relative sizes and changes in the generations in a community affect its overall culture. With no incoming population, older generations with higher mortality rates will decline proportionally; younger generations will become a larger proportion of the population and have more influence on community culture.

Statistically, generations are counted as 15 years long (three Censuses). The first 'named' generation, the Baby-boomer, was born between 1946 and 1961, followed by Generation X, born 1961 to 1976, and Generation Y, born 1976 to 1991. Before these were the 'Wartime' generation (1931-1946) and the 'Veterans' (pre-1931). The most recent generation, Generation Z was born between 1991 and 2006, so a third were not yet born at the 2001 Census.

Since 2001, ACT Queanbeyan has been undergoing noticeable generational change with Generation Z and Generation Y increasing their share of the population, mostly at the cost of Baby-boomer, and to a lesser extent, Veterans residents.

The size of the Veterans generation, aged over 79 in 2010, is shrinking as age takes its toll. In ACT Queanbeyan, their proportion of the population fell by 2% to 4% over 2001–2008. There were 1.49 females per male, because women tend to live longer.

The Wartime generation, aged 64 to 78 in 2010, grew up through World War 2 then raised their baby-boom children. Their population share decreased by 2% from 2001 to 2008 to 9%. The gender ratio was 1.07 females per male.

Baby-boomers, aged 49 to 63 in 2010, were the third largest generation in ACT Queanbeyan with 72,303 residents, 19% of the population. Their share of the population decreased by 3.6% over 2001–2008. There were 1.04 females per male.

Generation X, aged 34–48 in 2010, was the second largest generation. Their population share decreased by 1.2% since 2001 to 23%, while their gender ratio was reasonably balanced, with 1.01 females per male.

The youngest full generation in 2001, Gen Y, were aged 19 to 33 by 2010, and numbered 93,446 in 2008. Their share of the population had risen by 1.2% since 2001 to 24% in 2008, which was 3.3% larger than in New South Wales. This generation had 1.04 males per female.

Over 2001–2008, the number in Generation Z rose strongly as the last of this generation were born. Their proportion of the population rose by 3.9% since 2001 to 18%, and was similar to New South Wales.



Generations	ACT Qbn 2008		% in NSW, 2008	ACT Qbn's difference	ACT Qbn ERP, 2008			ACT Qbn in Census change 2001-2008		
	residents	percent			males	females	ratio	2006	2001	change 2001-2008
Veterans (pre '31)	14,012	4%	6%	1.9% less	3%	4%	1.49 F:M	4%	6%	2.4% less
Wartime ('31-46')	35,123	9%	11%	2.3% less	9%	9%	1.07 F:M	10%	11%	1.9% less
Baby-boomer ('46-61)	72,303	19%	19%	0.2% less	18%	19%	1.04 F:M	20%	22%	3.6% less
Generation X ('61-76)	87,028	23%	21%	1.2% more	23%	23%	1.01 F:M	23%	24%	1.2% less
Generation Y ('76-91)	93,446	24%	21%	3.3% more	25%	24%	1.04 M:F	23%	23%	1.2% more
Generation Z ('91-06)	68,098	18%	18%	0.3% less	18%	17%	1.03 M:F	19%	14%	3.9% more
residents	370,011	96%	96%		96%	96%	1.02 F:M	100%	100%	

Source: The data labelled ERP is of the Estimated Resident Population from ABS National Regional Profile Table 2 for 2008; other data is the resident population from Census profiles (BCP 2006 Table B04 and URP 2001 Table U04). The male:female ratio is the ratio of their numbers, not their proportions. The 2008 population excludes those aged under 2, who are in the next (unnamed) generation, so does not add to 100% of the population.

Households

Households are the fundamental unit of a community, with three broad types—families, single person, and shared households. The Australian trend is towards more single person households, but locally the types of households are often a reflection of the size of dwellings available.

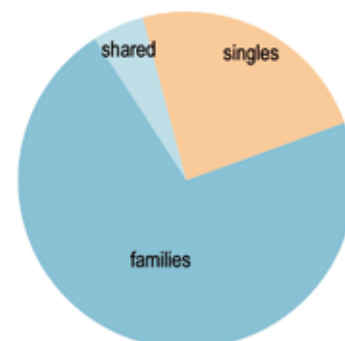
In 2006, ACT Queanbeyan's residents lived in 130,045 households, of which 71% were family households, 24% were single persons and 5% were shared households. Across New South Wales, 72% of households held families, with 24% being singles.

In the Census, people reported the number of residents who usually lived in their household, even if some were away on Census night. Across ACT Queanbeyan, they reported an average of 2.6 residents per household, including single person households. Family households averaged 3.2 residents, similar to New South Wales' 3.2.

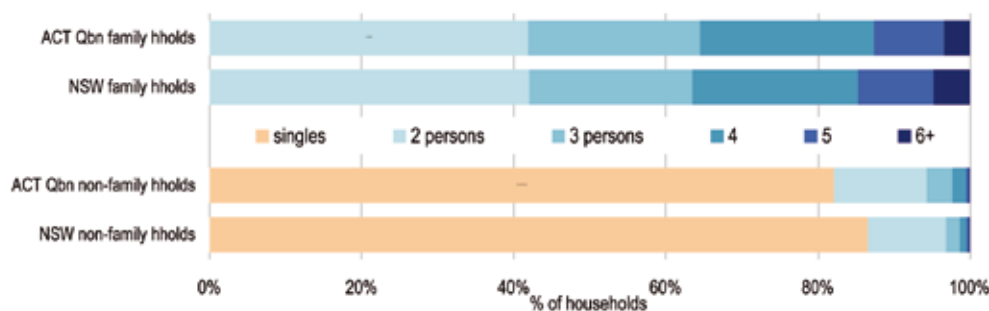
Of the 92,680 family households, 42% had two members (who would be mainly couples), while 23% had three members and 36% had four or more members. By way of comparison, New South Wales' family households had 42% with two members (similar), 21% with three (1% fewer), and 37% with four or more members (similar).

Of the other, non-family households in ACT Queanbeyan, 30,690 or 82% reported just one usual resident (87% in New South Wales). The rest were shared or group housing, with almost seven in every ten of these having two 'flat-mates' and two in every ten having three members.

Types of households



Sizes of households



Usual sizes of households	Number of households (dwellings) of each usual size						total dwellings	est. total residents	av. h'hold size	
	singles	2 persons	3 persons	4 persons	5 persons	6 or more			ACT Qbn	NSW
family households		38,770	20,984	21,220	8,539	3,167	92,680	293,403	3.17	3.24
non-family households	30,690	4,537	1,282	656	161	39	37,365	47,351	1.27	1.19
all occupied dwellings 2006	30,690	43,307	22,266	21,876	8,700	3,206	130,045	340,754	2.62	2.66
% of family hhs in ACT Qbn		42%	23%	23%	9%	3%	100%	av. in 6+ person dwgs:	8.0 persons	
% of family hhs in NSW		42%	21%	22%	10%	5%	100%			
% of non-family hhs in ACT Qbn	82%	12%	3%	2%	0%	0%	100%			
% of non-fam hhs in NSW	87%	10%	2%	1%	0%	0%	100%			

The total of residents is from multiplying the number of households by their sizes, assuming 8 persons per household for those with '6 or more'. This assumption can be varied. The population so calculated will not exactly equal the Census count due to data complexities. Source: ABS Census 2006 Table B31



Community cultures

Birthplaces

In 2006, 73% of ACT Queanbeyan’s residents were born in Australia and 21% were born overseas (in 34 of the 35 places listed in the Census table), with 6% not saying. The proportion born in Australia was 4% more than New South Wales, and 1% lower than in 2001.

The main overseas birthplaces, and the number and proportion of residents born there, were:

- United Kingdom – 17,380 or 4.8%
- New Zealand – 4,456 or 1.2%
- China – 3,645 or 1.0%
- India – 2,841 or 0.8%
- Germany – 2,633 or 0.7%
- Italy – 2,621 or 0.7%

The birthplace that increased most as a proportion of the population over the previous five years was China, up 0.4%, with India up 0.2%. The birthplaces that decreased most were Australia, United Kingdom and SE Europe.

The birthplace which was significantly more common in ACT Queanbeyan than in New South Wales was United Kingdom with 0.8% more of the population. The USA was also larger (0.3% more), as was Germany (0.3% more) and Croatia (0.2% more).

In ACT Queanbeyan, birthplaces whose males most outnumbered females included India with 1.1 males per female and Italy with 1.1 males per female, while there were 1.9 females per male born in the Philippines and 1.2 females per male born in China.

Main birthplaces of residents	ACT Qbn 2006		ACT Qbn's		ACT Queanbeyan 2006			ACT Qbn in	change from
	people	percent	% in NSW	difference	males	females	ratio	2001	2001
Australia	263,669	73.2%	69.0%	4.2% more	130,104	133,565	1.0 F:M	74.0%	dn 0.8%
United Kingdom	17,380	4.8%	4.1%	0.8% more	8,795	8,585	1.0 M:F	5.4%	dn 0.6%
New Zealand	4,456	1.2%	1.6%	0.4% less	2,291	2,165	1.1 M:F	1.3%	dn 0.1%
China	3,645	1.0%	1.7%	0.7% less	1,640	2,005	1.2 F:M	0.6%	up 0.4%
India	2,841	0.8%	0.9%	0.1% less	1,506	1,335	1.1 M:F	0.5%	up 0.2%
Germany	2,633	0.7%	0.5%	0.3% more	1,251	1,382	1.1 F:M	0.8%	dn 0.1%
Italy	2,621	0.7%	0.8%	0.1% less	1,388	1,233	1.1 M:F	0.8%	dn 0.1%
Vietnam	2,427	0.7%	1.0%	0.3% less	1,130	1,297	1.1 F:M	0.7%	up 0.0%
the USA	2,141	0.6%	0.3%	0.3% more	1,034	1,107	1.1 F:M	0.6%	up 0.0%
Malaysia	1,919	0.5%	0.4%	0.2% more	894	1,025	1.1 F:M	0.5%	up 0.1%
the Philippines	1,867	0.5%	0.9%	0.4% less	647	1,220	1.9 F:M	0.4%	up 0.1%
not stated	19,841	5.5%	7.2%	1.7% less	10,319	9,522	1.1 M:F	4.7%	up 0.6%
overseas born	76,497	21.2%	23.8%	35 places	37,193	39,304	1.06 F:M	21.3%	dn 0.1%

Not all birthplaces can be shown in this table due to space constrictions, smaller birthplaces are in an appendix. 'All smaller birthplaces' are those not shown in the table. Source: ABS Census 2006 Table B12; 2001 Table U16

Languages

In 2006, 81% of ACT Queanbeyan's residents spoke English at home, which was 1% fewer than in 2001, and 7% higher than in New South Wales. While 5% did not say what they spoke, 14% spoke another language at home (6% fewer than in New South Wales), speaking 32 of the 35 most common languages reported in the Census.

The main non-English languages spoken in ACT Queanbeyan homes, and the number and proportion of residents speaking them, were:

- Italian – 4,061 or 1.1%
- Mandarin – 3,748 or 1.0%
- Vietnamese – 3,145 or 0.9%
- Cantonese – 2,946 or 0.8%
- Croatian – 2,807 or 0.8%

The main language whose use increased most between 2001 and 2006 was Mandarin, up by 0.4% of the population; then Polish, up 0.1%; Hindi, up 0.1%.

The language spoken proportionally more in ACT Queanbeyan than in New South Wales was Croatian (spoken by 0.4% more of the population) with German spoken by 0.2% more; to a lesser extent, Polish

In ACT Queanbeyan, males outnumbered females most among speakers of Arabic, with 1.1 males per female while there were 1.2 females per male speaking Spanish and 1.1 females per male speaking Mandarin.

Main languages spoken at home	ACT Qbn 2006			ACT Qbn's difference	ACT Queanbeyan 2006			ACT Qbn in 2001	change from 2001
	people	percent	% in NSW		males	females	ratio		
English only	291,709	81.0%	74.0%	7.0% more	143,790	147,919	1.0 F:M	82.4%	dn 1.4%
another language	51,709	14.4%	20.1%	5.7% less	24,935	26,774	1.1 F:M	13.6%	up 0.7%
not stated	16,592	4.6%	5.9%	1.3% less	8,889	7,703	1.2 M:F	4.0%	up 0.6%
residents	360,010	100%	100%	32 langs	177,614	182,396	1.0 F:M	100%	
Italian	4,061	1.1%	1.3%	0.2% less	2,045	2,016	1.0 M:F	1.3%	dn 0.2%
Mandarin	3,748	1.0%	1.5%	0.5% less	1,756	1,992	1.1 F:M	0.6%	up 0.4%
Vietnamese	3,145	0.9%	1.1%	0.3% less	1,504	1,641	1.1 F:M	0.8%	up 0.1%
Cantonese	2,946	0.8%	2.0%	1.2% less	1,436	1,510	1.1 F:M	0.7%	up 0.1%
Croatian	2,807	0.8%	0.4%	0.4% more	1,373	1,434	1.0 F:M	0.9%	n.a.
Greek	2,804	0.8%	1.3%	0.5% less	1,411	1,393	1.0 M:F	0.9%	dn 0.1%
Spanish	2,608	0.7%	0.8%	0.0% less	1,202	1,406	1.2 F:M	0.8%	dn 0.0%
German	1,969	0.5%	0.3%	0.2% more	935	1,034	1.1 F:M	0.6%	dn 0.0%
Macedonian	1,545	0.4%	0.4%	0.0% less	782	763	1.0 M:F	0.5%	dn 0.1%
Arabic	1,452	0.4%	2.5%	2.1% less	775	677	1.1 M:F	0.4%	up 0.0%
all smaller languages	24,399	6.8%	8.2%	1.4% less	11,607	12,792	1.1 F:M	5.6%	up 1.1%
Total	51,709	14.4%	20.1%	5.7% less	24,935	26,774	1.1 F:M		up 14.4%

Not all languages can be shown in this table due to space constrictions, smaller languages are in an appendix. 'All smaller languages' are those not shown in the table. Source: ABS Census 2006 Table B13; 2001 Table U17



Indigenous residents

In 2006, ACT Queanbeyan had 4,806 Indigenous residents, with 4,494 identifying as Aboriginal; 194 identifying as Torres Strait Islanders (TSI); and 118 identifying as both. Indigenous people were 1.3% of ACT Queanbeyan’s residents; they were 2.1% of New South Wales residents.

The median (mid-point) age of local Indigenous people was 20–24 and the average was about 24 years. By comparison, non-Indigenous residents had an average age of about 35 and a median age of 30–34.

The age structure of an Indigenous community is usually quite different from the non-indigenous residents, due to larger families and higher mortality rates. Young people form a larger share of the Indigenous population, so the Indigenous Age Tree has longer lower branches and shorter upper branches than for non-indigenous people.

For example, 5–9 year-olds made up 12% of Indigenous residents but just 6% of non-indigenous residents. Another 12% of Indigenous residents were 0–4 years old (against 6%), and 12% were 10–14 year-olds (7%). However, there were far fewer Indigenous people aged 65 or older (2% v. 10%).

In 2001, the median age of ACT Queanbeyan’s Indigenous people was 20–24 and the average was about 23 years, so the average age in 2006 was up about 1.4 years.

An increase in the proportion of Indigenous people in older age groups could indicate that life expectancy is increasing locally. In ACT Queanbeyan, the age groups that grew most over 2001 to 2006 were 50–54, 20–24, and 55–59; offsetting these were falling proportions aged 25–29, 5–9, and 0–4.



Indigenous people	ACT Qbn, 2006				ACT Queanbeyan 2006			ACT Qbn in 2001	change from 2001
	number	% residents	% in NSW	ACT Qbn's difference	males	females	ratio		
Aboriginal	4,494	1.2%	2.0%	0.7% less	2,212	2,282	1.03 F:M	4,049	up 445
Torres Strait Islander (TSI)	194	0.1%	0.1%	0.0% less	107	87	1.23 M:F	175	up 19
Aboriginal and TSI	118	0.0%	0.0%	0.0% less	59	59	=	134	dn 16
Indigenous	4,806	1.3%	2.1%	0.8% less	2,378	2,428	1.02 F:M	4,358	up 448
non-Indigenous residents	355,202	98.7%	97.9%	0.8% more	175,238	179,964	1.03 F:M	336,877	up 18,325
residents	360,008	100%	100%		177,616	182,392	1.03 F:M	341,235	

Ages of Indigenous people	ACT Queanbeyan 2006				ACT Qbn Indigenous, 2006			% Indig in ACT Qbn, 2006	% Indig in ACT Qbn, 2001	change in share, 2001–06
	Indigenous	% of Indig.	% non-Indig.	Indig. diff.	males	females	ratio			
0–4	587	12%	6%	6% more	287	300	1.0 F:M	12%	13%	dn 1.1%
5–9	596	12%	6%	6% more	292	304	1.0 F:M	13%	14%	dn 1.3%
10–14	580	12%	7%	5% more	323	257	1.3 M:F	13%	11%	up 0.6%
15–19	500	10%	7%	3% more	265	235	1.1 M:F	11%	11%	dn 0.6%
20–24	467	10%	8%	1% more	230	237	1.0 F:M	8%	9%	up 1.0%
25–29	352	7%	8%	0% less	166	186	1.1 F:M	6%	9%	dn 1.3%
30–34	354	7%	8%	0% less	187	167	1.1 M:F	6%	8%	dn 1.1%
35–39	354	7%	8%	0% less	153	201	1.3 F:M	7%	7%	up 0.5%
40–44	300	6%	8%	1% less	142	158	1.1 F:M	6%	7%	dn 0.3%
45–49	234	5%	7%	3% less	96	138	1.4 F:M	5%	5%	up 0.2%
50–54	209	4%	7%	2% less	106	103	1.0 M:F	4%	3%	up 1.8%
55–59	129	3%	6%	4% less	63	66	1.0 F:M	3%	2%	up 0.7%
60–64	75	2%	4%	3% less	37	38	1.0 F:M	2%	1%	up 0.7%
65+	73	2%	10%	8% less	34	39	1.1 F:M	4%	1%	up 0.3%
residents	4,810	100%	100%		2,381	2,429	1.0 F:M	100%	100%	
average age		24.2 yrs	35.1 yrs	-10.9 yrs	23.7 yrs	24.8 yrs		25.0 yrs	22.8 yrs	up 1.4 yrs

Source: ABS Census 2006 Table B:07 2001 Table U05

Religious beliefs

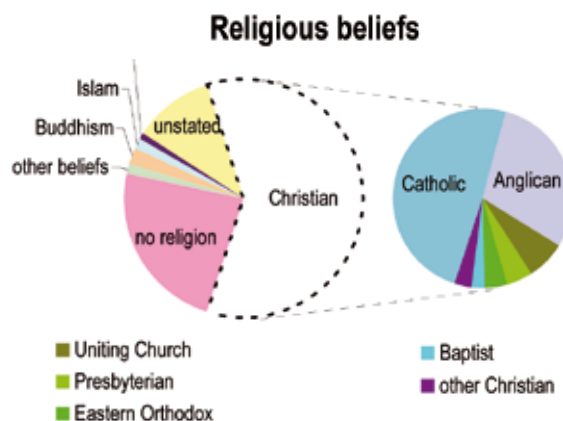
The range of religious beliefs held within a community is a good indicator of cultural diversity, although nearly everywhere in Australia the majority is Christian. ACT Queanbeyan is no exception, with 61% of residents being Christian in 2006 (6% fewer than in New South Wales). Another 22% had no religion and 10% did not state their religion on the Census form.

The main non-Christian beliefs in ACT Queanbeyan in 2006, and the number and proportion of residents with these, were:

- Buddhism – 7,413 or 2.1%
- Islam – 4,589 or 1.3%
- Hinduism – 3,381 or 0.9%
- Judaism – 598 or 0.2%

The fastest growing belief system over 2001 to 2006 was 'no religion' with 3.6% more of the population, followed by 'other beliefs' with 0.8% more.

There were falls in the proportion who believed in Christianity (down by 3.8% of the population).



The ratio of male to female believers varied amongst the beliefs. Among Christians generally in ACT Queanbeyan, there were 1.1 women per man, while there were 1.1 men per woman among those who did not have a religion. The gender ratio ranged from 1.3 men per woman among followers of other beliefs to 1.3 women per man among followers of Uniting Church.

Religious beliefs	ACT Qbn 2006		% in NSW	ACT Qbn's difference	ACT Queanbeyan 2006			2001 % ACT Qbn	change from 2001
	people	percent			males	females	ratio		
Christianity	221,087	61%	68%	6% less	104,440	116,647	1.1 F:M	65%	dn 4%
no religion	80,980	22%	14%	8% more	43,098	37,882	1.1 M:F	19%	up 4%
Buddhism	7,413	2%	3%	1% less	3,488	3,925	1.1 F:M	2%	up 0%
Islam	4,589	1%	3%	1% less	2,425	2,164	1.1 M:F	1%	up 0%
Hinduism	3,381	1%	1%	0% less	1,705	1,676	1.0 M:F	1%	up 0%
Judaism	598	0%	1%	0% less	310	288	1.1 M:F	0%	up 0%
Aboriginal faiths	41	0%	0%	0% more	20	21	1.1 F:M	0%	dn 0%
other beliefs	5,023	1%	1%	0% more	2,872	2,151	1.3 M:F	1%	up 1%
unstated beliefs	36,898	10%	10%	0% more	19,260	17,638	1.1 M:F	12%	dn 1%
total residents	360,010	100%	100%		177,618	182,392	1.0 F:M	100%	
Christians							=		
Catholic	102,587	28%	28%	0% more	49,268	53,319	1.1 F:M	30%	dn 1%
Anglican	61,992	17%	22%	5% less	28,940	33,052	1.1 F:M	19%	dn 2%
Uniting Church	14,401	4%	5%	1% less	6,374	8,027	1.3 F:M	5%	dn 1%
Presbyterian	9,950	3%	3%	1% less	4,657	5,293	1.1 F:M	3%	dn 0%
Eastern Orthodox	8,318	2%	3%	1% less	4,141	4,177	1.0 F:M		up 2%
Baptist	4,610	1%	1%	0% less	2,124	2,486	1.2 F:M	1%	up 0%
Lutheran	4,136	1%	1%	1% more	1,933	2,203	1.1 F:M	1%	dn 0%
Pentecostal	3,444	1%	1%	0% less	1,605	1,839	1.1 F:M	1%	up 0%
Salvation Army	1,067	0%	0%	0% less	467	600	1.3 F:M	0%	dn 0%
other Protestant	918	0%	0%	0% less	432	486	1.1 F:M	0%	up 0%
Jehovah's Witnesses	836	0%	0%	0% less	346	490	1.4 F:M	0%	dn 0%
Latter Day Saints	722	0%	0%	0% less	332	390	1.2 F:M	0%	dn 0%
Seventh-day Adventist	584	0%	0%	0% less	260	324	1.2 F:M	0%	up 0%
Churches of Christ	478	0%	0%	0% less	235	243	1.0 F:M	0%	dn 0%
Oriental Orthodox	236	0%	0%	0% less	124	112	1.1 M:F	0%	up 0%
Brethren	186	0%	0%	0% less	93	93	=	0%	up 0%
Assyrian Apostolic	5	0%	0%	0% less	0	5	F		n.a.
other Christian	6,617	2%	1%	0% more	3,109	3,508	1.1 F:M	2%	dn 0%
all other Christian	19,229	5%	5%	0% more	8,936	10,293	1.2 F:M	5%	dn 0%
total Christians	221,087	61%	68%	6% less	104,440	116,647	1.1 F:M	65%	dn 4%

Source: ABS Census 2006 Table B13.



Community resources

Stability

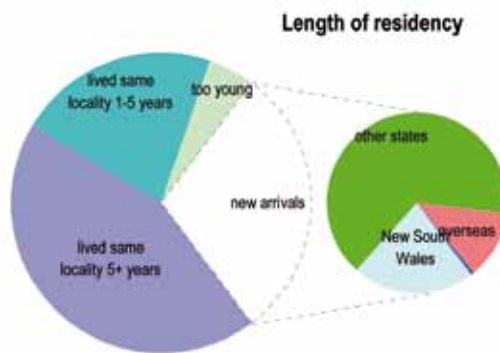
The time that residents have lived in a community affects the extent to which they develop relationships and networks with other residents, and build social capital. The longer that more residents have lived in a place, the stronger their community networks are likely to be. The Census provides valuable indicators of community stability by asking people where they lived one and five years ago.

In 2006, 49% of ACT Queanbeyan's residents had lived in the same house for at least 5 years (51% in New South Wales), suggesting that stability here was lower than across New South Wales. Another 28% of residents had been in their home for 1 to 5 years (27% for New South Wales).

Possibly a better indicator of community stability is the proportion of residents who have stayed in the same locality, not just the same house, as this counts those who stayed in the area even if they changed their dwelling. The locality measured by the Census is the Statistical Local Area, which is a small Local Government Area, or several suburbs of a large Council area (to town size).

Altogether, 53% of ACT Queanbeyan's residents had lived here for more than 5 years, which was 11% lower than the average across New South Wales. Between 2001 to 2006, the proportion who had lived here over 5 years rose by 3.4%, suggesting a more stable community, ageing in place.

New residents, who had lived in this locality for at least a year, made up 15% of residents; the average across New South Wales was 8%. The proportion of newcomers fell by 0.6% since 2001.



Residential stability	ACT Qbn 2006			ACT Qbn's difference	ACT Queanbeyan 2006			ACT Qbn in 2001	proportion change from 2001
	people	percent	% in NSW		males	females	ratio		
lived same home 5+ years	176,609	49%	51%	2% less	48%	50%	1.0 F:M	45%	up 3.6%
lived same home 1-5 years	101,320	28%	27%	1% more	28%	28%	1.0 M:F	28%	up 0.4%
lived same home <1 year	60,383	17%	14%	3% more	17%	17%	1.0 M:F	18%	dn 0.9%
not stated / too young	21,696	6%	7%	1% less	7%	6%	1.2 M:F	9%	dn 3.0%
residents	360,008	100%	100%		100%	100%		100%	
lived same locality 5+ years	190,881	53%	64%	11% less	52%	54%	1.0 F:M	50%	up 3.4%
lived same locality 1-5 years	94,101	26%	21%	6% more	26%	26%	1.0 M:F	26%	up 0.2%
lived same locality <1 year	53,330	15%	8%	6% more	15%	15%	1.0 M:F	15%	dn 0.6%
too young	21,696	6%	7%	1% less	7%	6%	1.2 M:F	9%	dn 3.0%

New residents	ACT Queanbeyan 2006		% in NSW	ACT Qbn's difference	ACT Queanbeyan 2006			ACT Qbn in 2001	% change from 2001
	people	residents			males	females	ratio		
Came last year from ...									
New South Wales	10,277	2.9%	5.9%	3.1% less	2.9%	2.8%	1.0 M:F	2.9%	dn 0.0%
other states	36,518	10.1%	1.0%	9.2% more	10.2%	10.1%	1.0 M:F	11.0%	dn 0.8%
overseas	6,112	1.7%	1.4%	0.3% more	1.7%	1.7%	1.0 F:M	1.4%	up 0.2%
unstated	423	0.1%	0.1%	0.0% less	0.1%	0.1%	1.1 M:F	0.1%	up 0.0%
new residents last year	53,330	14.8%	8.4%	6.4% more	14.9%	14.7%	1.0 M:F	15.4%	dn 0.6%
Came in last 5 years, from ...									
New South Wales	27,984	7.8%	16.1%	8.4% less	7.7%	7.8%	1.0 F:M	8.0%	dn 0.2%
other states	82,908	23.0%	2.5%	20.5% more	23.1%	22.9%	1.0 M:F	24.0%	dn 1.0%
overseas	15,609	4.3%	4.2%	0.1% more	4.2%	4.4%	1.0 F:M	3.7%	up 0.7%
unstated origins	653	0.2%	0.4%	0.2% less	0.2%	0.2%	1.1 M:F	0.4%	dn 0.2%
newish residents, last 5 years	127,154	35.3%	23.3%	12.1% more	35.3%	35.3%	1.0 F:M	36.1%	dn 0.7%

Source: ABS Census 2006 Table B37, B38; 2001 Table U05

Voluntary work

For the first time, the 2006 Census asked people (if aged 15+) whether they did any voluntary work for a group or organisation in the past year. In ACT Queanbeyan, 63,176 residents, or 22%, said that they did volunteer; 206,967 said that they did not (71%), and 20,081 or 7% did not answer. The proportion who volunteered was 5% above New South Wales' average volunteering rate of 17%. Put another way, the rate of volunteering was 1.3 times the average across New South Wales.

Volunteering tends to be highest amongst middle-aged people, and seems to only decline with incapacity as old age sets in. In ACT Queanbeyan, the rate of volunteering was highest amongst those aged 65-74 years where 26% volunteered, and next highest in the 55-64 years and 45-54 years age groups, with 26% and 25% volunteering, respectively.

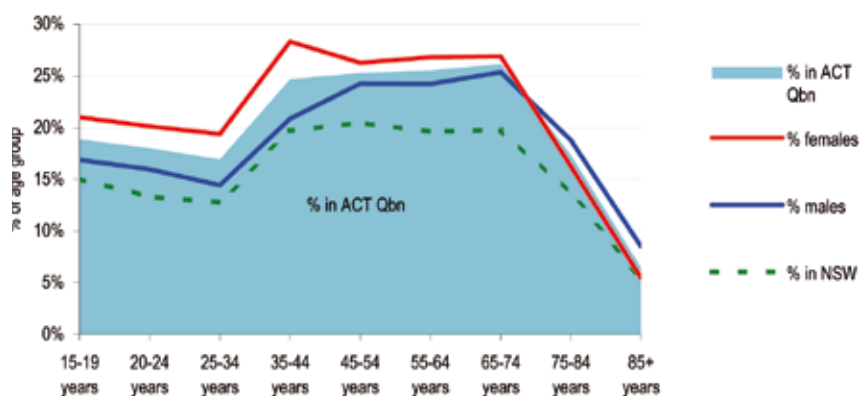
In terms of numbers, the largest age groups for volunteers were 35-44 years with 13,599 volunteers, 45-54 years with 12,933 and 55-64 years with 9,586.

Women tend to volunteer more than men at most ages. While this could be because women have more time due to lower labour force participation, women tend to spend more time doing housework and child care than men. Women's greater commitment of time to community organisations may indicate stronger community spirit or greater value placed on community services.

In 2006, there were 34,964 women and 28,212 men volunteering in ACT Queanbeyan. Some 24% of women and 20% of men were volunteers, meaning that women were 19% more likely to volunteer.

The gender difference in volunteering was highest amongst those aged 35-44 years, when women were 1.4 times more likely to volunteer than men (28% to 21%). Among those aged 25-34 years, they were 1.3 times more likely to volunteer (19% to 14%). Local men's best volunteer performance relative to women was when aged 85+ years when they were 1.6 times more likely to volunteer (9% to 5%).

Volunteering, by age and sex



Volunteering, by age	ACT Qbn 2006				Volunteers in ACT Queanbeyan 2006				
	number volunteers	% of age group	% in NSW	ACT Qbn's difference	males	females	% males	% females	ratio M% : F%
15-19 years	4,914	19%	15%	4% more	2,274	2,640	17%	21%	1.2 F:M
20-24 years	5,422	18%	13%	5% more	2,453	2,969	16%	20%	1.3 F:M
25-34 years	9,406	17%	13%	4% more	3,949	5,457	14%	19%	1.3 F:M
35-44 years	13,599	25%	20%	5% more	5,635	7,964	21%	28%	1.4 F:M
45-54 years	12,933	25%	20%	5% more	6,001	6,932	24%	26%	1.1 F:M
55-64 years	9,586	26%	20%	6% more	4,512	5,074	24%	27%	1.1 F:M
65-74 years	4,986	26%	20%	6% more	2,311	2,675	25%	27%	1.1 F:M
75-84 years	2,084	17%	14%	4% more	970	1,114	19%	16%	1.2 M:F
85+ years	246	6%	5%	1% more	107	139	9%	5%	1.6 M:F
residents aged 15+	63,176	22%	17%	5% more	28,212	34,964	20%	24%	1.2 F:M

Source: ABS Census 2006 Table B18



Qualifications

Education is a strong determinant of income and social status. A useful indicator of a community's capacities is the proportion of adults (aged 15+) with post-school qualifications. In ACT Queanbeyan in the 2006 Census, 61% of residents aged 15+ said they had a tertiary qualification, while 39% said they did not. The proportion without qualifications was 6% lower than in New South Wales.

The most common highest qualification was a bachelor degree, held by 19% of adults (aged 15+). Another 11% held a certificate III or IV and 10% held a postgraduate degree; 10% gave no details on their qualification.

The proportion of people without qualifications tends to increase with age, as older people generally had less education. Here, 28% of 25 to 34 year-olds had no post-school qualification but 36% of 55 to 64 year-olds had none. Among these younger residents, 29% had a bachelor degree and 13% had a certificate III or IV, while among the older, the proportions with these qualifications were 18% and 11%.

Some 10% of residents had the highest level of qualification, postgraduate, which was 5% higher than in New South Wales, with the highest proportions in the 45-54 age group, 15%, and the 35-44 age group, 14%.

Another 19% had a bachelor degree, 7% higher than in New South Wales, including 29% of those aged 25-34 and 22% of those aged 35-44.

Qualifications of residents, by age	age groups of ACT-Queanbeyan residents							in NSW		
	15-24	25-34	35-44	45-54	55-64	65-74	75+	adults	adults	diff.
postgraduate degree/diploma	0%	9%	15%	18%	16%	10%	7%	11%	5%	6% more
bachelor degree	8%	26%	21%	20%	19%	15%	14%	18%	11%	7% more
diploma or advanced diploma	3%	8%	9%	9%	8%	7%	7%	7%	6%	1% more
certificate III or IV	7%	17%	18%	17%	17%	20%	17%	15%	21%	5% less
certificate I or II	2%	2%	2%	2%	2%	2%	1%	2%	2%	0% less
unknown or unstated	10%	9%	8%	8%	9%	13%	20%	10%	13%	4% less
none	69%	29%	27%	26%	29%	33%	35%	37%	42%	5% less
total males	28,816	27,348	26,983	24,753	18,616	9,116	6,413	142,045	2,560,864	
postgraduate degree/diploma	1%	11%	13%	13%	11%	5%	2%	9%	4%	5% more
bachelor degree	11%	32%	23%	21%	16%	11%	6%	20%	13%	7% more
diploma or advanced diploma	4%	10%	11%	11%	11%	10%	7%	9%	8%	1% more
certificate III or IV	6%	9%	7%	6%	4%	3%	2%	6%	7%	1% less
certificate I or II	3%	5%	4%	4%	4%	3%	2%	4%	4%	0% less
unknown or unstated	9%	7%	8%	9%	11%	16%	24%	10%	14%	4% less
none	66%	26%	33%	35%	42%	53%	56%	42%	49%	7% less
total females	27,305	28,161	28,104	26,374	18,919	9,939	9,376	148,178	2,689,393	
postgraduate degree/diploma	1%	10%	14%	15%	13%	7%	4%	10%	4%	5% more
bachelor degree	10%	29%	22%	21%	18%	13%	9%	19%	12%	7% more
diploma or advanced diploma	4%	9%	10%	10%	10%	8%	7%	8%	7%	1% more
certificate III or IV	6%	13%	12%	11%	11%	11%	8%	11%	14%	3% less
certificate I or II	3%	3%	3%	3%	3%	2%	2%	3%	3%	0% less
unknown or unstated	9%	8%	8%	9%	10%	15%	22%	10%	14%	4% less
none	68%	28%	31%	30%	36%	43%	47%	39%	46%	6% less
total adults	56,121	55,509	55,087	51,127	37,535	19,055	15,789	290,223	5,250,257	

Source: 2006 Census Table W18; 2001 Census Table W07.

Income

In mid-2006, the average income from all sources of adults (aged 15+) in ACT Queanbeyan was around \$862 a week, which was \$201 higher than the \$661 average for New South Wales. The average income of local women was \$710 and the average of local men was \$1,022 (44% more than women's). Half of all adults got less than the median income of \$679 a week (\$461 across New South Wales).

From 2001 to 2006, while average weekly earnings rose 24% across Australia, the average income in ACT Queanbeyan rose by about the same (up 27%), suggesting that most incomes are wages.

Male average incomes went from \$832 in 2001 to \$1,022 in 2006, up by 23%; women's from \$537 in 2001 to \$710 in 2006, up by 32%.

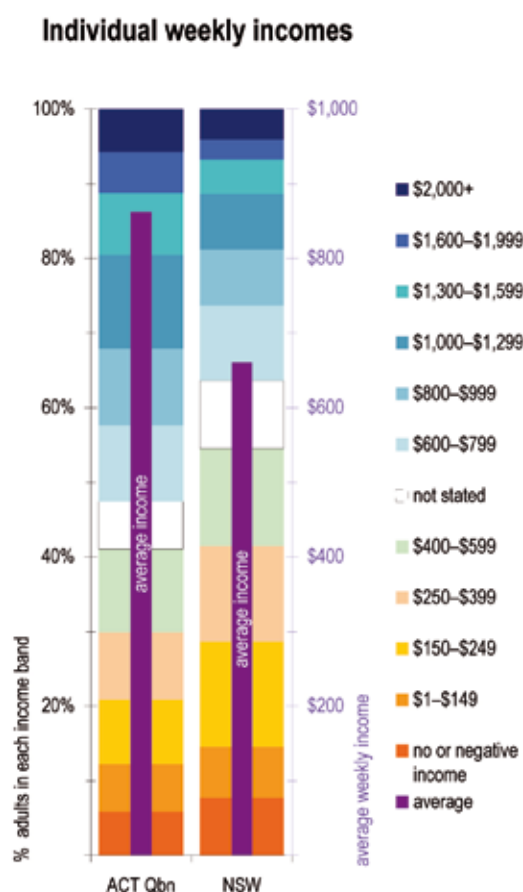
In 2006, 21% of adults in ACT Queanbeyan received low-incomes, defined as less than 30% of average earnings, or \$250 a week (roughly the single pension). Across New South Wales, 29% received low incomes.

Another 20% had middle-incomes, up to 70% of average earnings (\$250 to \$600 pw) and 33% had high-incomes, from 70% to 155% of the average (\$600-\$1299 pw). Some 20% were in the highest income group, getting over \$1,300 a week.

ACT Queanbeyan had 8% more in the highest income band than New South Wales, and 8% fewer in the low income band.

Almost without exception, there are more men than women in the higher income bands, and more women than men in the lower. In ACT Queanbeyan, the sex ratio ranges from 3.3 men per woman earning \$2,000+ to 1.9 women per man earning \$1-\$149.

The total value of personal incomes in ACT Queanbeyan in 2006 was about \$12,175 million.



Incomes of people aged 15+ yrs	ACT Qbn 2006				ACT Queanbeyan 2006			% of age 15+ yrs, ACT Qbn, 2001	ACT Qbn's change from 2001
	no. aged 15+ yrs	% aged 15+ yrs	% in NSW	ACT Qbn's difference	males 15+ yrs	females 15+ yrs	ratio		
no or negative income	17,053	6%	8%	2% less	7,422	9,631	1.3 F:M	6%	up 0.1%
\$1-\$149	18,552	6%	7%	0% less	6,474	12,078	1.9 F:M	10%	dn 3.3%
\$150-\$249	24,971	9%	14%	6% less	9,749	15,222	1.6 F:M	11%	dn 2.2%
\$250-\$399	26,339	9%	13%	4% less	9,311	17,028	1.8 F:M	11%	dn 2.3%
\$400-\$599	32,142	11%	13%	2% less	13,574	18,568	1.4 F:M	14%	dn 3.3%
\$600-\$799	29,541	10%	10%	0% more	14,502	15,039	1.0 F:M	13%	dn 3.1%
\$800-\$999	29,877	10%	7%	3% more	14,972	14,905	1.0 M:F	10%	dn 0.1%
\$1,000-\$1,299	36,469	13%	7%	5% more	19,090	17,379	1.1 M:F	7%	up 5.3%
\$1,300-\$1,599	24,062	8%	5%	4% more	13,867	10,195	1.4 M:F	6%	up 2.7%
\$1,600-\$1,999	15,887	5%	3%	3% more	10,426	5,461	1.9 M:F	3%	up 2.8%
\$2,000+	16,705	6%	4%	2% more	12,802	3,903	3.3 M:F	3%	up 2.4%
not stated	18,626	6%	9%	3% less	9,858	8,768	1.1 M:F	5%	up 1.0%
total	290,224	100%	100%	S.Dev: 3.3%	142,047	148,177	1.0 F:M	100%	S.Dev: 2.9%
average weekly income		\$862	\$661	23% more	\$1,022	\$710	1.4 M:F		\$681 up 27%

The average weekly income is calculated by multiplying the mid-point of each income range by the number of people in that range, using \$3,000 for the \$2000+ range, and dividing by the number who stated their income. The 2001 average is calculated in the same way; the 2001 percentages are by apportioning the numbers from the 2001 income ranges to the From August 2001 to August 2006, the average Australian adult total earnings increased from \$673 to \$837, by 24%. Men's earnings rose 25% from \$801 to \$1003, while women's rose 22% from \$535 to \$654.



Community needs

Dwelling tenures

The Census asks whether each occupied dwelling is owned, being bought (under a mortgage) or rented (under various landlords). The balance between these three forms of housing tenure gives some indications about the permanency, age and wealth of a community.

Overall, 29% of ACT Queanbeyan’s occupied dwellings were fully owned, which was 5% lower than New South Wales. Generally, more fully-owned dwellings indicates an older, longer-settled population.

Another 39% of ACT Queanbeyan’s dwellings were being purchased, 7% more than New South Wales. Generally, more dwellings being purchased indicates an influx of newer residents.

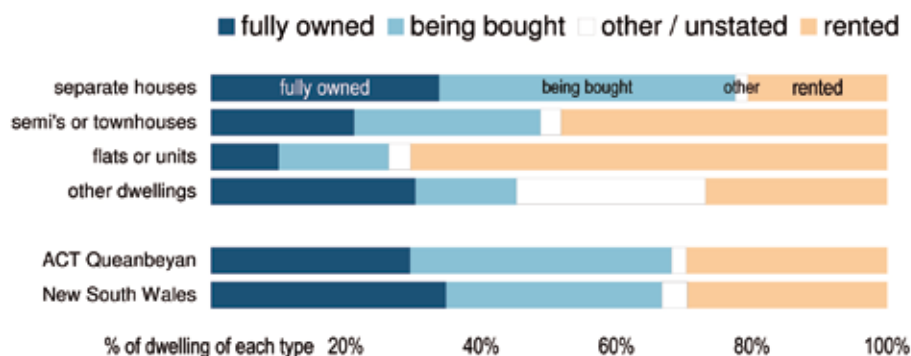
Most of the remaining dwellings were rented (30%), which was quite similar to New South Wales. Rental tenure is most common among lower income people, and also suits those who are transient.

Tenures tend to vary with dwelling types, with people more likely to rent flats or units but to own houses. In ACT Queanbeyan, 70% of the flats or units were rented (compared with 62% in New South Wales) as were 48% of the semi’s or townhouses. Conversely, 34% of houses were fully owned, when only 10% of the flats or units were.

Even though mortgages could be over 20 years old, a high proportion of dwellings being bought can indicate a youthful or growing population. In ACT Queanbeyan, 44% of separate houses were being purchased, as were 28% of the semi’s or townhouses.

Of the 30% of occupied dwellings that were rented, 13% were managed by real estate agents and 7% by individuals (e.g. small investors); 2% had other private landlords. Another 8% of dwellings were public housing, 9,884 occupied homes in all. Of these, 5,744 were separate houses, 1,983 were semi’s or townhouses, and 2,153 were flats or units.

Tenures of ACT Queanbeyan dwellings



Tenures of ACT Qbn dwellings	% of dwelling type in each tenure				% of dwellings under different landlords				% rented in NSW	ACT Qbn diff. from NSW
	fully owned	being bought	rented	other / unstated	estate agent	owner investor	public housing	co-op / other		
separate houses	34%	44%	21%	2%	7%	5%	6%	2%	19%	1% more
semi's or townhouses	21%	28%	48%	3%	22%	11%	11%	3%	44%	4% more
flats or units	10%	16%	70%	3%	37%	15%	15%	2%	62%	8% more
other dwellings	30%	15%	27%	28%	1%	7%	2%	12%	35%	9% less
ACT Queanbeyan	29%	39%	30%	2%	13%	7%	8%	2%	30%	0% more
New South Wales	35%	32%	30%	4%	17%	6%	5%	2%		
Dwelling numbers										
separate houses	33,166	43,103	20,226	1,852	7,233	5,288	5,744	1,589		
semi's or townhouses	3,682	4,775	8,362	538	3,901	1,881	1,983	488		
flats or units	1,409	2,290	9,891	451	5,263	2,039	2,153	335		
other dwellings	79	39	70	73	3	19	4	31		
not stated	11	3	7	17	-	3	-	4		
Total	38,347	50,210	38,556	2,931	16,400	9,230	9,884	2,447		

Source: ABS Census 2006 Table B32.

Need for disability assistance

The 2006 Census asked for the first time whether people needed assistance in their daily life with self-care, movement or communication, and the reasons for needing help. People who did need assistance due to a disability or health condition lasting over six months or old age are defined as having a chronic (long lasting) and severe disability.

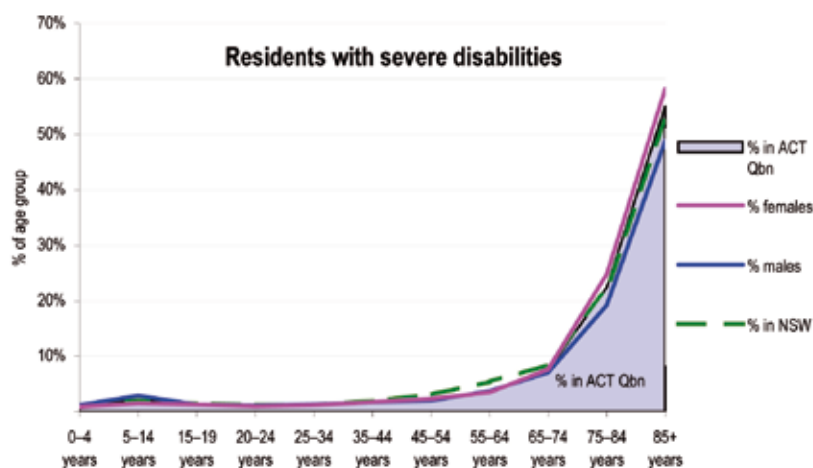
In ACT Queanbeyan, 3.3% of the population had such a disability, which was 1.2% lower than New South Wales.

The chart below shows, with the shaded area, how the proportion of people with a chronic, severe disability rises slowly from around 1% of infants to about half of the oldest people. In ACT Queanbeyan, the disability rate peaked among those aged 85+ years when 55% had a severe disability. Disability was next highest among residents aged 75–84 years, of whom 22% had a severe disability.

Differences in average disability rates between places are strongly affected by the communities' age structures. Because disability increases significantly with old age, an older population will generally have a higher average disability rate. Disability rates here were highest relative to New South Wales among those aged 85+ years (when 3% more reported a disability). They were lowest relative to NSW among those aged 55–64 years with 2% fewer having a severe disability.

Males tend to have higher disability rates from birth than females, and this trend continues through adulthood due to their having more disabling accidents. With ageing, women's disability rates rise faster, until they exceed the men's rates. Here, 3.0% of males and 3.7% of females reported a severe or profound disability requiring assistance, meaning the rate of female disability was 21% higher than for males.

In ACT Queanbeyan, the gender imbalance in disability rates across age groups is most biased towards women in the 75–84 years age group, who are 29% more likely to need assistance than men their age; those aged 85+ years are 19% more likely. Conversely, males aged 5–14 years are 192% more likely than females their age to have a disability; those aged 0–4 years are 43% more so.



Residents with severe disabilities	ACT Qbn, 2006			ACT Qbn's difference	ACT Queanbeyan, 2006				ratio of disability rates
	number	% age gp	% in NSW		males	females	% males	% females	
0–4 years	213	1.0%	1.0%	0.0% more	128	85	1.2%	0.8%	1.43 M:F
5–14 years	983	2.2%	2.0%	0.2% more	654	329	2.9%	1.5%	1.92 M:F
15–19 years	319	1.3%	1.5%	0.2% less	164	155	1.3%	1.3%	1.00 F:M
20–24 years	282	1.0%	1.2%	0.2% less	155	127	1.1%	0.9%	1.18 M:F
25–34 years	646	1.2%	1.3%	0.0% less	338	308	1.3%	1.2%	1.15 M:F
35–44 years	876	1.7%	1.9%	0.2% less	417	459	1.6%	1.7%	1.04 F:M
45–54 years	1,053	2.2%	3.1%	0.9% less	466	587	2.0%	2.3%	1.17 F:M
55–64 years	1,280	3.6%	5.3%	1.8% less	651	629	3.7%	3.4%	1.06 M:F
65–74 years	1,330	7.4%	8.4%	1.1% less	607	723	7.1%	7.6%	1.08 F:M
75–84 years	2,520	22.4%	22.1%	0.3% more	929	1,591	19.2%	24.8%	1.29 F:M
85+ years	1,915	55.1%	52.6%	2.5% more	559	1,356	48.8%	58.2%	1.19 F:M
residents	11,417	3%	5%	1.2% less	5,068	6,349	3.0%	3.7%	1.21 F:M

Source: ABS Census 2006 Table B17.



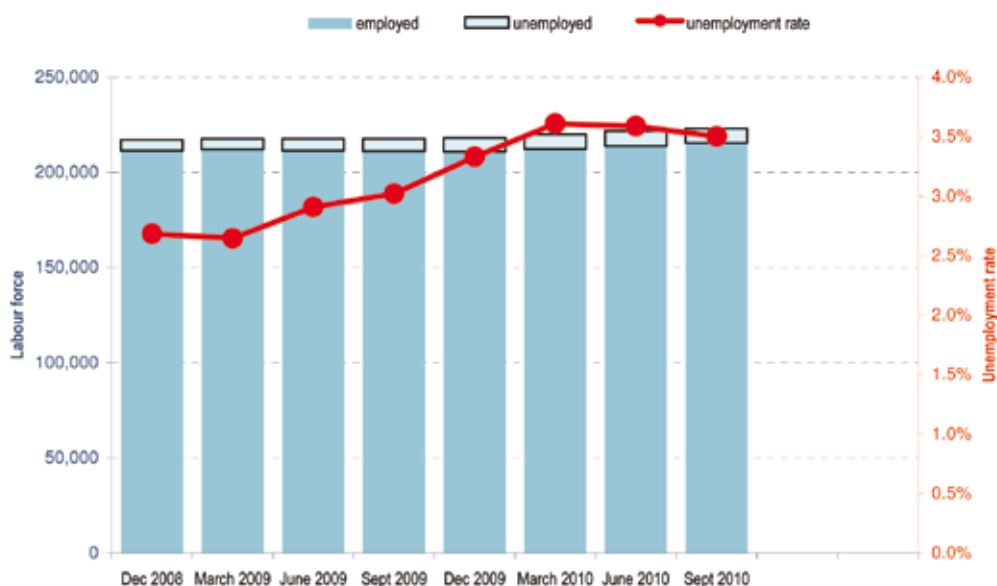
Employment of residents

In the 2006 Census, 201,948 residents of the ACT-Queanbeyan ESA reported they were in the labour force, out of 290,234 residents aged 15+. This means the labour force participation rate was 70%. There were 195,175 employed residents (67% of the adults), while 6,773 residents were unemployed and looking for work, giving an unemployment rate of 3.4%. Allowing for those not completing the Census, and allocating the unstated responses proportionally, suggests there would have been around 212,045 residents in the labour force in August 2006.

The Department of Education, Employment and Workplace Relations (DEEWR) estimates that in September 2010 the labour force was 223,060. The labour force had increased by 5,489 over the previous twelve months. During this period, the annualised labour force growth rate ranged from +0.9% p.a. in the December 2009 quarter to +2.5% p.a. in the September 2010 quarter.

ACT-Queanbeyan's unemployment was estimated at 7,806 in September 2010, a rate of 3.5%. The estimated number of unemployed residents had increased by 1,234 over the previous twelve months, while the unemployment rate increased from 3.0% to 3.5%.

Unemployment trends in ACT-Q



Unemployment trends in ACT-Q		Dec 2008	March 2009	June 2009	Sept 2009	Dec 2009	March 2010	June 2010	Sept 2010
employed		211,242	211,922	211,343	210,999	210,780	212,023	213,728	215,254
unemployed		5,822	5,756	6,327	6,572	7,258	7,938	7,953	7,806
labour force		217,064	217,678	217,670	217,571	218,038	219,961	221,681	223,060
unemployment rate		2.7%	2.6%	2.9%	3.0%	3.3%	3.6%	3.6%	3.5%
labour force growth p.a.			1.1%	0.0%	-0.2%	0.9%	3.5%	3.1%	2.5%

Source: Small Area Labour Market data smoothed estimates, Department of Education, Employment and Workplace Relations, DEEWR.

The economy of ACT | Queanbeyan

In the Census, completed by about 96% of Australians, people provide information on where they work, as well as where they live. From their responses, the ABS publishes sets of tables on the workforce of each locality in Australia – those who had jobs there. These tables, called the Working Population Profile, provide a great deal of information about local economies, for they reveal features and changes among local industries in 2001 and 2006.

These statistics are supplemented here by more recent data from the Australian Taxation Office, published by the ABS in its National Regional Profile data series. This gives information up to 2008.

In ACT Queanbeyan in 2006, the Census counted 195,610 employed workers in the local workforce. This is the number of filled jobs there were here. Allowing for people not completing the Census, there were probably around 205,391 jobs (or people working) in ACT Queanbeyan in mid-2006.

The types of industries

Industries are classified into 19 main groups. In ACT Queanbeyan, the largest industries by employment in 2006, with their size and share of the workforce, were:

- public service, with 59,846 jobs (31%)
- technical services, with 18,858 jobs (10%)
- health & social care, with 17,244 jobs (9%)
- education & training, with 17,124 jobs (9%)
- retail trade, with 16,992 jobs (9%)

The next largest industries were

- accommodation & food, with 10,930 jobs (6%)
- construction, with 10,558 jobs (5%)
- other services, with 6,812 jobs (3%)
- manufacturing, with 5,923 jobs (3%)
- transport, post & storage, with 4,873 jobs (2%)

Compared with New South Wales, the industry that was proportionally larger in ACT Queanbeyan was public service with 25% more of the workforce.

Other locally-significant industries were:

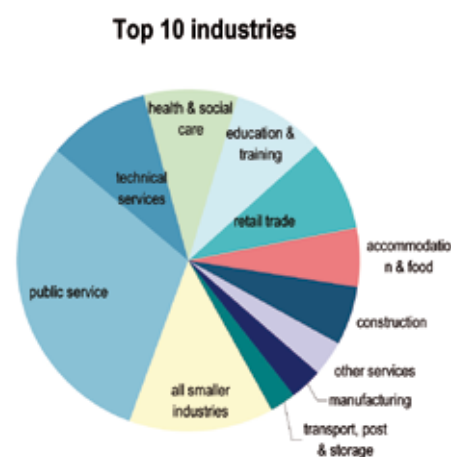
- technical services with 2% more
- little else

The industries that were noticeably smaller compared to New South Wales were manufacturing with 7% less of the workforce; wholesale trade, 3% less; and finance and insurance, 3% less.

Most industries are very gender-biased and have a preponderance of either male or female workers. In ACT Queanbeyan, the most male-dominated of the larger industries were construction with 6.9 men per woman; transport, post & storage with 3.3; and manufacturing with 3.2.

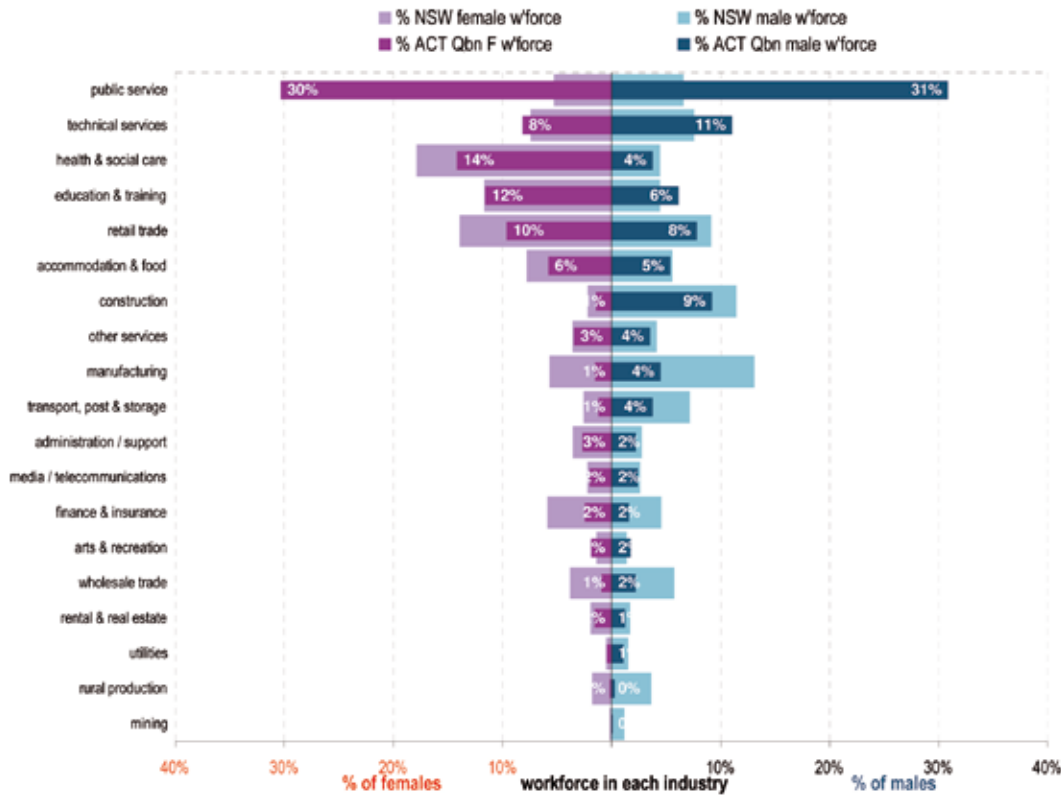
The most female-dominated of the larger industries in ACT Queanbeyan were health and social care with 3.6 women per man; education & training with 1.8; and finance and insurance with 1.4.

The following graph and table shows the number of men and women employed in each industry sector in ACT Queanbeyan in August 2006, compared with proportions in New South Wales. The table shows the gender ratio in each industry sector.





Main Industries in ACT Queanbeyan



Main Industries in ACT Queanbeyan	abbrev	Employment in industries, ACT Qbn, 2006				% ACT Qbn workforce	% NSW workforce	ACT Qbn diff. from NSW	% ACT Qbn male w/force	% ACT Qbn female w/force
		workers	males	females	gender ratio					
public service	PS	59,846	31,003	28,843	1.1 M:F	31%	6%	25% more	31%	30%
technical services	Tec	18,858	11,099	7,759	1.4 M:F	10%	8%	2% more	11%	8%
health & social care	H&S	17,244	3,756	13,488	3.6 F:M	9%	11%	2% less	4%	14%
education & training	Edu	17,124	6,143	10,981	1.8 F:M	9%	8%	1% more	6%	12%
retail trade	Ret	16,992	7,854	9,138	1.2 F:M	9%	11%	3% less	8%	10%
accommodation & food	A&F	10,930	5,421	5,509	1.0 F:M	6%	7%	1% less	5%	6%
construction	Con	10,558	9,219	1,339	6.9 M:F	5%	7%	2% less	9%	1%
other services	Oth	6,812	3,537	3,275	1.1 M:F	3%	4%	0% less	4%	3%
manufacturing	Man	5,923	4,501	1,422	3.2 M:F	3%	10%	7% less	4%	1%
transport, post & storage	Tran	4,873	3,750	1,123	3.3 M:F	2%	5%	3% less	4%	1%
administration / support	Adm	4,794	2,245	2,549	1.1 F:M	2%	3%	1% less	2%	3%
media / telecommunications	Info	4,276	2,383	1,893	1.3 M:F	2%	2%	0% less	2%	2%
finance & insurance	F&I	3,913	1,601	2,312	1.4 F:M	2%	5%	3% less	2%	2%
arts & recreation	A&R	3,522	1,732	1,790	1.0 F:M	2%	1%	0% more	2%	2%
wholesale trade	WS	3,100	2,216	884	2.5 M:F	2%	5%	3% less	2%	1%
rental & real estate	RRE	2,712	1,238	1,474	1.2 F:M	1%	2%	0% less	1%	2%
utilities	Util	1,480	1,074	406	2.6 M:F	1%	1%	0% less	1%	0%
rural production	Agr	447	314	133	2.4 M:F	0%	3%	3% less	0%	0%
mining	Min	72	65	7	9.3 M:F	0%	1%	1% less	0%	0%
not known		2,133	1,331	802	1.7 M:F	1%	1%	0% less	1%	1%
all smaller industries (not top 10)		26,449	14,199	12,250	1.2 M:F	14%	24%	11% less	14%	13%
All industries		195,609	100,482	95,127	1.1 M:F	100%	100%		100%	100%

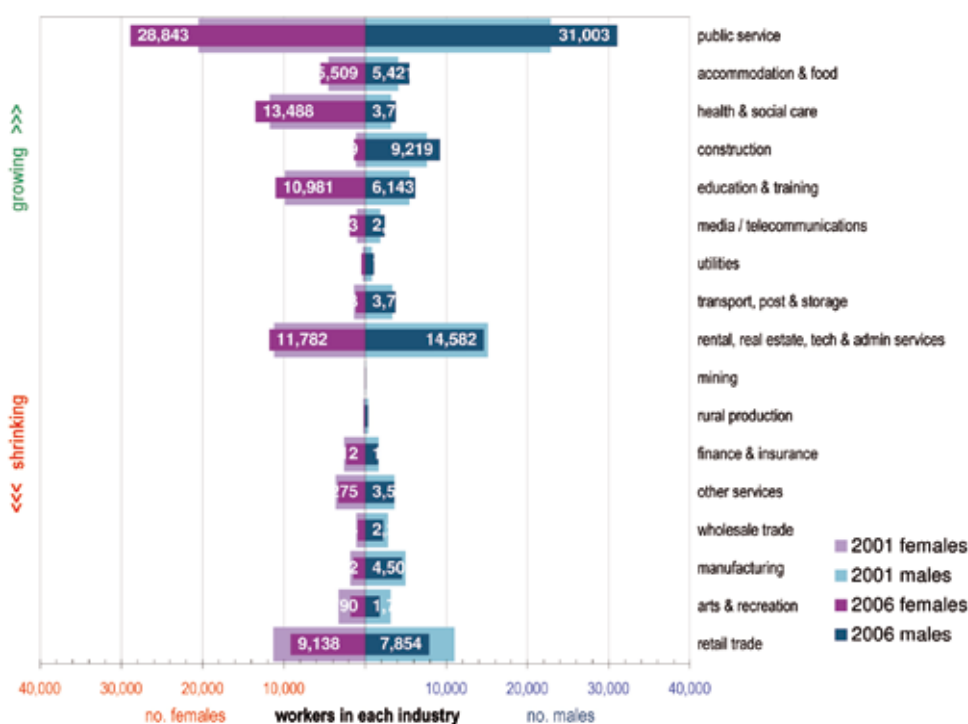
Source: ABS Census 2006 Table W11.

The changing sizes of industries

Over the five years 2001 to 2006, the industry which grew most in employment terms in ACT Queanbeyan was public service with 16,569 more workers (8,232 more men and 8,337 more women), which was a 6.4% larger share of the workforce than in 2001. This was followed by accommodation and food with 2,348 more workers (a 0.8% larger share), and health & social care with 2,310 more workers (a 0.5% larger share).

Over this period, the industries where the most jobs were lost in ACT Queanbeyan were retail trade with 5,280 fewer workers (3,159 fewer men and 2,121 fewer women, equivalent to 3.8% of the workforce), arts & recreation with 2,895 fewer workers (1.8% of the workforce) and manufacturing with 903 fewer (0.8%).

Workforce size, by industry, 2006 and 2001



Industry changes in ACT Qbn 2001–06, in growth order	workers in 2001			change in workers 2001–2006			changed share of workers 01–06		
	adults	males	females	number	males	females	adults	males	females
public service	43,277	22,771	20,506	16,569	8,232	8,337	up 6.4%	up 6.3%	up 6.5%
accommodation & food	8,582	4,076	4,506	2,348	1,345	1,003	up 0.8%	up 1.0%	up 0.6%
health & social care	14,934	3,228	11,706	2,310	528	1,782	up 0.5%	up 0.3%	up 0.6%
construction	8,687	7,595	1,092	1,871	1,624	247	up 0.5%	up 1.0%	up 0.1%
education & training	15,261	5,435	9,826	1,863	708	1,155	up 0.2%	up 0.3%	up 0.1%
media / telecommunications	2,866	1,874	992	1,410	509	901	up 0.6%	up 0.4%	up 0.8%
utilities	1,083	805	278	397	269	128	up 0.2%	up 0.2%	up 0.1%
transport, post & storage	4,675	3,336	1,339	198	414	-216	dn 0.1%	up 0.1%	dn 0.4%
rental, real estate, tech & admin services	26,267	15,081	11,186	97	-499	596	dn 1.2%	dn 1.7%	dn 0.6%
mining	72	63	9	0	2	-2	dn 0.0%	dn 0.0%	dn 0.0%
rural production	584	382	202	-137	-68	-69	dn 0.1%	dn 0.1%	dn 0.1%
finance & insurance	4,219	1,666	2,553	-306	-65	-241	dn 0.4%	dn 0.2%	dn 0.5%
other services	7,216	3,577	3,639	-404	-40	-364	dn 0.6%	dn 0.3%	dn 0.8%
wholesale trade	3,873	2,812	1,061	-773	-596	-177	dn 0.6%	dn 0.8%	dn 0.3%
manufacturing	6,826	4,988	1,838	-903	-487	-416	dn 0.8%	dn 0.9%	dn 0.6%
arts & recreation	6,417	3,153	3,264	-2,895	-1,421	-1,474	dn 1.8%	dn 1.7%	dn 1.9%
retail trade	22,272	11,013	11,259	-5,280	-3,159	-2,121	dn 3.8%	dn 4.0%	dn 3.5%
not known	1,762	970	792	371	361	10	up 0.1%	up 0.3%	dn 0.1%
All industries	178,873	92,825	86,048	16,736	7,657	9,079	S.Dev: 1.9%	S.Dev: 2.0%	S.Dev: 1.9%

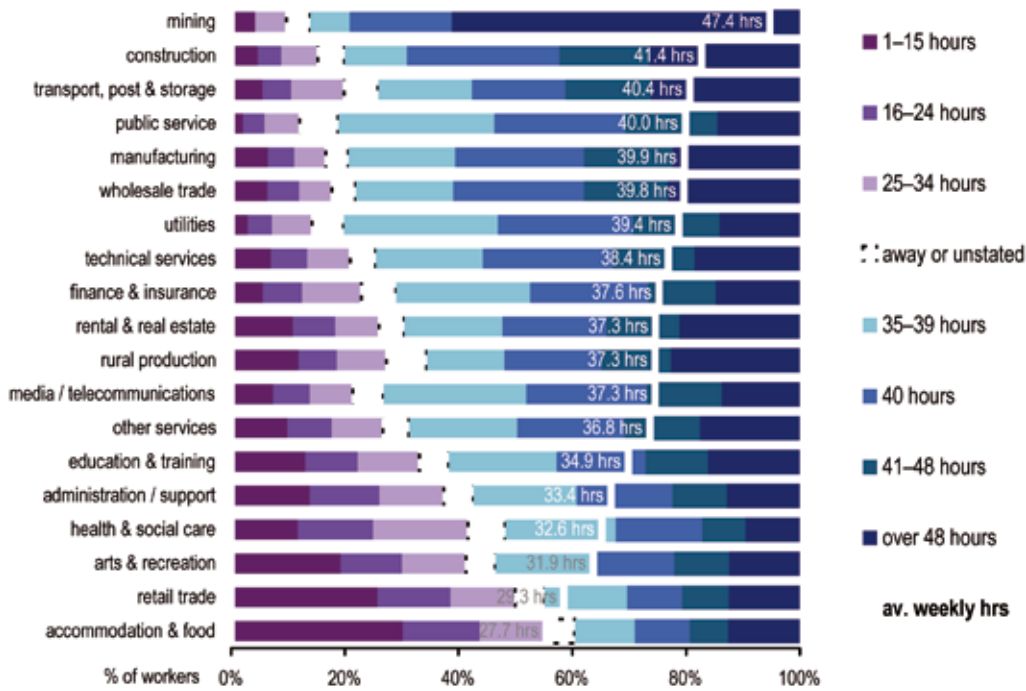
Note that classification changes between 2001 and 2006 make these comparisons imprecise, particularly for the aggregate 'rental, real estate, technical & admin services' which approximates the 2001 'property and business services'. Source: WPP 2006 Table W11; WPP



Working patterns across industries

This chart shows the pattern of working hours for all workers in each industry sector in ACT Queanbeyan in 2006, with the average written and marked on each bar. Industries with more part-time workers have longer purple-shaded sections to the left; those with more full-time workers have longer blue sections to the right.

% of all workers working each hours, per industry



Working hours, % of workers by industry	% of all workers working each hours, per industry								unstated hours	av. weekly hrs
	none, away from work	1-15 hours	16-24 hours	25-34 hours	35-39 hours	40 hours	41-48 hours	over 48 hours		
mining	4%	4%	0%	6%	7%	18%	0%	61%	0%	47 hrs
construction	3%	5%	4%	6%	11%	27%	16%	26%	2%	41 hrs
transport, post & storage	4%	5%	5%	9%	16%	16%	15%	26%	2%	40 hrs
public service	6%	2%	4%	6%	27%	23%	16%	14%	1%	40 hrs
manufacturing	2%	6%	5%	6%	19%	23%	16%	22%	2%	40 hrs
wholesale trade	3%	6%	6%	6%	17%	23%	15%	23%	1%	40 hrs
utilities	4%	3%	4%	7%	27%	24%	15%	14%	2%	39 hrs
technical services	4%	7%	6%	8%	19%	23%	14%	18%	1%	38 hrs
finance & insurance	5%	6%	7%	10%	24%	21%	12%	15%	1%	38 hrs
rental & real estate	3%	11%	7%	8%	17%	18%	13%	21%	1%	37 hrs
rural production	6%	12%	7%	9%	14%	17%	12%	23%	2%	37 hrs
media / telecommunications	4%	7%	6%	8%	25%	21%	13%	14%	1%	37 hrs
other services	3%	10%	8%	9%	19%	19%	13%	18%	2%	37 hrs
education & training	4%	13%	9%	11%	19%	16%	11%	16%	1%	35 hrs
administration / support	3%	14%	12%	11%	18%	17%	10%	13%	2%	33 hrs
health & social care	5%	12%	13%	17%	19%	15%	8%	9%	1%	33 hrs
arts & recreation	4%	19%	11%	11%	17%	14%	10%	12%	1%	32 hrs
retail trade	3%	26%	13%	11%	15%	10%	8%	12%	2%	29 hrs
accommodation & food	3%	30%	14%	12%	11%	10%	7%	13%	2%	28 hrs
not known	4%	11%	7%	9%	16%	20%	12%	16%	5%	36 hrs
All industries	4%	10%	7%	9%	20%	19%	13%	16%	1%	37 hrs
st dev'n	1%	7%	4%	3%	5%	5%	4%	11%	1%	4 hrs

The table shows the percentage of workers in each industry working the hours shown for the column, in the week prior to the Census, August 2006. Unusually large or small proportions in a column are in bold and shaded green if high or orange if low. The 'average hours' is calculated by multiplying the mid-point of each range in table above by the % in the range, ignoring 'none or unstated', and using 55 hours as the average for those working 48+ hours. Source WPP 2006 Table W11.

Number of businesses

Actively trading businesses are recorded in the Australian Business Register (ABR), maintained by the Australian Taxation Office. The ABS uses this information to construct its Business Register (ABSBR) as a source of data on business activity at the local level. This Register includes all registered active businesses, whether employing staff or not, but excludes non-trading entities such as clubs, charities, government agencies, and inactive businesses.

In ACT Queanbeyan, 27,090 businesses were recorded in June 2007, with 15,252 or 56% being non-employed (e.g. sole trader, holding company) while 7,119 or 26% employed under 5 people and 4,719 or 17% employed 5 or more.

The number of businesses fluctuates as enterprises come and go. From June 2004 to June 2007 the following changes occurred among businesses in the ACT and Queanbeyan:

- the number of businesses in ACT Queanbeyan grew by 660 or 2% from 26,430 to 27,090
- the number of non-employed businesses fell by 1,602 or 11%
- the number of businesses employing less than five workers grew by 1,824 or 26%
- the number of businesses employing 5 or more grew by 438 or 9%.

The 2006 Census counted 21,640 owner-managers in ACT Queanbeyan's workforce, so there was an average of 1.3 registered businesses per owner-manager.

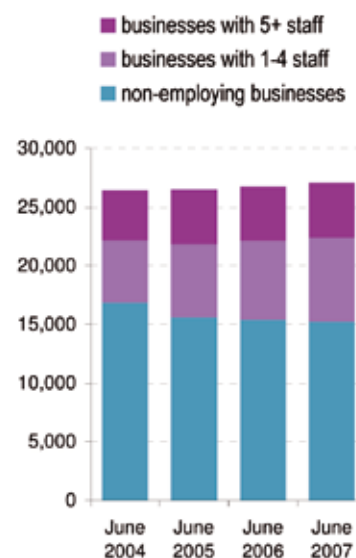
Businesses in ACT Queanbeyan	June 2004	June 2005	June 2006	June 2007
non-employed businesses	16,854	15,609	15,387	15,252
businesses with 1-4 staff	5,295	6,225	6,738	7,119
businesses with 5+ staff	4,281	4,662	4,626	4,719
Total businesses	26,430	26,496	26,751	27,090

Source: National Regional Profile Table 1; data is @ 30 June of year.

Change in business numbers, ACT Qbn	2003-2004	2004-2005	2005-2006	2006-2007	2003-2007
non-employed businesses					
number @ start year	17,922	16,854	15,609	15,387	17,973
entries	3,405	3,060	2,715	2,982	12,162
exits	(4,473)	(4,278)	(3,060)	(3,168)	(14,979)
changed from employing	n.a.	(27)	123		96
number @ end year	16,854	15,609	15,387	15,252	15,252
employing businesses					
number @ start year	8,472	9,642	10,917	11,250	8,538
entries	1,260	1,494	1,467	1,725	5,946
exits	(156)	(249)	(1,020)	(1,137)	(2,562)
changed from non-employed		30	(114)		(84)
number @ end year	9,576	10,887	11,364	11,838	11,838

Source: National Regional Profile Table 1

Number of businesses



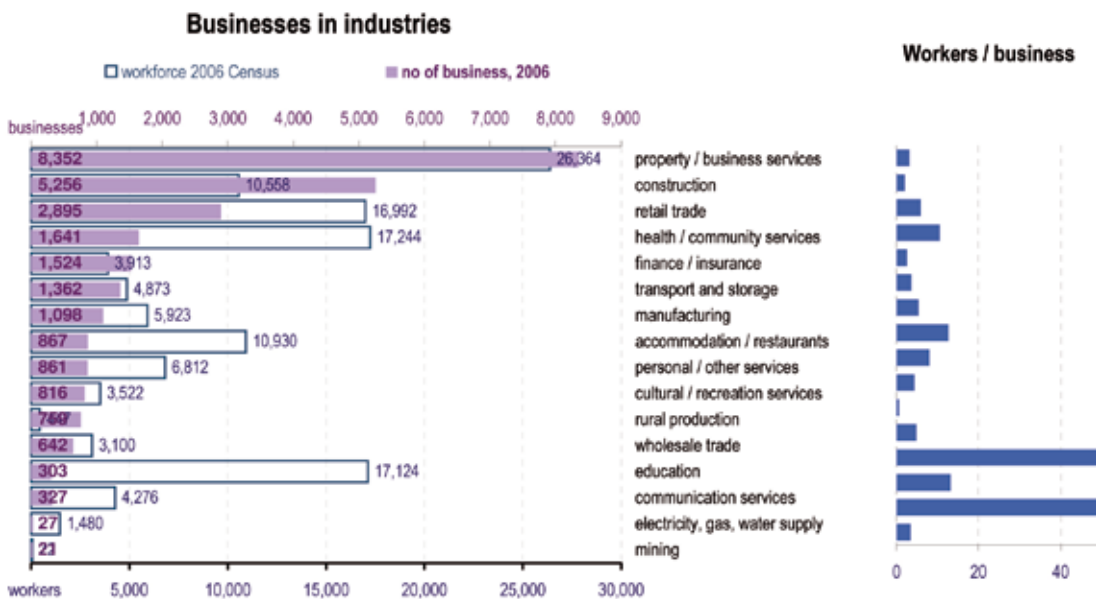


Businesses in industries

Australian Tax Office (ATO) data shows the number of active businesses in ACT Queanbeyan according to their industry. These are shown below, listed in order from the industry with the largest number of businesses in ACT Queanbeyan (property / business services, with 8,409 businesses), down to the smallest (mining, with 27 businesses).

An indication of the average sizes of businesses in each industry is given by dividing the workforce of each industry by the number of businesses. This is only an approximation, but a useful guide. The business numbers from the ATO use the old (2001) industry classification; the worker numbers are from 2006 Census, which uses a slightly different classification. Also, not all workers are in private firms.

The left graph shows the number of businesses and workers in each industry. The right graph shows the rough average size of businesses in each industry.



The table below shows the number of businesses registered in ACT Queanbeyan from 2004 to 2007, and the change over those four years. The biggest absolute increases were in property/business services with 177 more businesses, retail trade with 114 more, and construction with 108 more. There were 42 fewer businesses in transport and storage; 39 fewer in manufacturing and 36 fewer in wholesale trade.

Businesses in industries	number of active businesses				change 2004-2007		workforce 2006 Census	average workers / business
	June 2004	June 2005	June 2006	June 2007	number	% of 2004		
property / business services	8,232	8,220	8,352	8,409	177	up 2%	26,364	3
construction	5,322	5,232	5,256	5,430	108	up 2%	10,558	2
retail trade	2,817	2,853	2,895	2,931	114	up 4%	16,992	6
health / community services	1,617	1,635	1,641	1,647	30	up 2%	17,244	11
finance / insurance	1,440	1,515	1,524	1,548	108	up 8%	3,913	3
transport and storage	1,401	1,368	1,362	1,359	(42)	dn 3%	4,873	4
manufacturing	1,107	1,116	1,098	1,068	(39)	dn 4%	5,923	5
accommodation / restaurants	873	894	867	930	57	up 7%	10,930	13
personal / other services	801	825	861	885	84	up 10%	6,812	8
cultural / recreation services	789	795	816	813	24	up 3%	3,522	4
rural production	684	723	759	756	72	up 11%	447	1
wholesale trade	627	657	642	591	(36)	dn 6%	3,100	5
education	339	291	303	342	3	up 1%	17,124	57
communication services	333	321	327	327	(6)	dn 2%	4,276	13
electricity, gas, water supply	21	27	27	27	6	up 28%	1,480	55
mining	27	24	21	27	-	same	72	3
Total businesses	26,430	26,496	26,751	27,090	660	up 2%	195,609	7

Source: Australian Taxation Office, from the ABS National Regional Profile Table 1; 2006 Census Table W11.

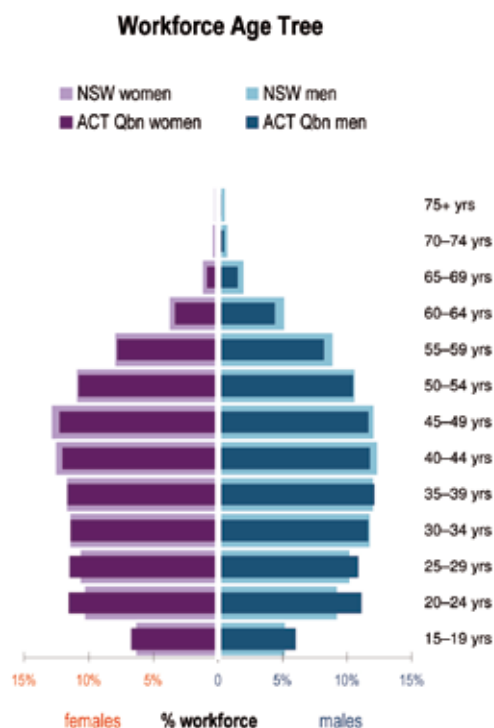
ACT | Queanbeyan's workforce

Workforce age-sex profile

The 2006 Census gives the most detailed picture of ACT Queanbeyan's workforce, with 195,610 adults aged 15+ saying they worked here. About 96% of people complete the Census, so the workforce may have been about 4% larger than counted, or around 203,434.

The age profile of ACT Queanbeyan's workforce is illustrated in the Workforce Age Tree, compared with New South Wales. The darker branches show the proportion of ACT Queanbeyan's workforce in each age group (males right, females left) against the lighter background age profile of the New South Wales workforce.

The common workforce age profile is apple-shaped, widest around the mid-40s when workforce participation is high and mortality is low. The largest age groups in ACT Queanbeyan's workforce in 2006 were 45–49 yrs, 40–44 yrs and 35–39 yrs. The average age of workers was 38.8 years (39.2 for men and 38.4 for women).



Relative to the New South Wales workforce, ACT Queanbeyan's workforce was one year and one month younger. Age groups that were proportionally larger included 20–24 yrs, 25–29 yrs and 15–19 yrs; those that were smaller included 60–64 yrs, 40–44 yrs and 45–49 yrs.

In generational terms, ACT Queanbeyan's workforce consisted of 35% Generation X, 30% Baby-boomers and 29% Generation Y, with 5% from the Wartime generation (aged 60–74), and just 0.2% who were Veterans.

Ages of workers, 2006	workers in ACT Qbn			% of ACT Qbn workers			% of NSW workforce	difference from NSW	Gender ratio	
	males	females	adults	% males	% females	% workers			ACT Qbn	NSW
15–19 years	6,000	6,369	12,369	6%	7%	6%	6%	1% more	1.1 F:M	1.1 F:M
20–24 years	11,122	10,991	22,113	11%	12%	11%	10%	2% more	1.0 M:F	1.0 M:F
25–29 years	10,887	10,904	21,791	11%	11%	11%	10%	1% more	1.0 F:M	1.1 M:F
Generation Y	28,009	28,264	56,273	28%	30%	29%	26%	3% more	1.0 F:M	
30–34 years	11,636	10,824	22,460	12%	11%	11%	12%	0% less	1.1 M:F	1.2 M:F
35–39 years	12,139	11,058	23,197	12%	12%	12%	12%	0% more	1.1 M:F	1.2 M:F
40–44 years	11,790	11,438	23,228	12%	12%	12%	12%	1% less	1.0 M:F	1.1 M:F
Generation X	35,565	33,320	68,885	35%	35%	35%	36%	1% less	1.1 M:F	
45–49 years	11,647	11,643	23,290	12%	12%	12%	12%	0% less	1.0 M:F	1.1 M:F
50–54 years	10,454	10,239	20,693	10%	11%	11%	11%	0% less	1.0 M:F	1.1 M:F
55–59 years	8,218	7,382	15,600	8%	8%	8%	8%	0% less	1.1 M:F	1.3 M:F
Baby-boomers	30,319	29,264	59,583	30%	31%	30%	32%	1% less	1.0 M:F	
60–64 years	4,391	3,131	7,522	4%	3%	4%	4%	1% less	1.4 M:F	1.6 M:F
65–69 years	1,494	818	2,312	1%	1%	1%	2%	0% less	1.8 M:F	1.9 M:F
70–74 years	459	204	663	0%	0%	0%	1%	0% less	2.3 M:F	2.1 M:F
Wartime	6,344	4,153	10,497	6%	4%	5%	7%	1% less	1.5 M:F	
Veterans: 75+	246	126	372	0%	0%	0%	0%	0% less	2.0 M:F	2.1 M:F
all workers	100,483	95,127	195,610	100%	100%	100%	100%		1.1 M:F	1.2 M:F
average age	39.2 yrs	38.4 yrs	38.8 yrs				39.9 yrs	-1.1 yrs		

Gender ratio: Male majority shown in blue as M:F = [no. males] ÷ [no. females]; Female majority shown in red as F:M = [no. females] ÷ [no. males]. Extreme results are in bold; 'M' = all males; 'F' = all females. Source: ABS Working Population Profile (WPP) 2006, Table W01.



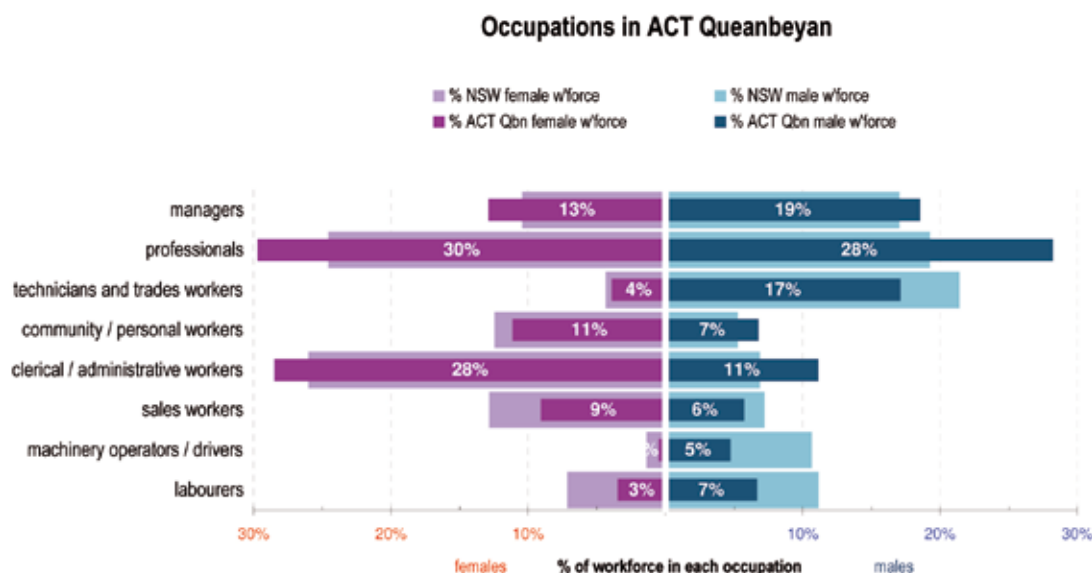
Occupations in the workforce

The chart below shows the proportions of the male and female workforce in each of the eight broad occupational groups, with ACT Queanbeyan in dark bars against the background of New South Wales. Where the darker bar is longer than the background, that occupation is proportionally larger in ACT Queanbeyan than in New South Wales.

The largest occupational group in ACT Queanbeyan's workforce in 2006 was professionals with 56,575 counted in the 2006 Census, 29% of the local workforce. The next largest occupation groups were clerical/administrative workers (38,275 workers or 20%), managers (30,884 or 16%), and technicians and trades workers (20,886 workers or 11%). Managers include farm and small business managers.

The occupations that were more common here than in New South Wales included professionals with 7% more of the workforce and clerical/administrative workers with 4% more. Offsetting this, there were fewer working as labourers with 4% less of the workforce, or as machinery operators / drivers with 4% less.

Many occupations are very gender-biased. In ACT Queanbeyan, the most male-dominated occupations were machinery operators/drivers with 10.1 men per woman, technicians and trades workers with 4.6 men per woman, and labourers with 2.0 men per woman. The most female-dominated were clerical/administrative workers with 2.4 women per man, community/personal workers with 1.6 women per man, and sales workers with 1.5 women per man.



Occupations in ACT Queanbeyan	Workers / jobs in ACT Queanbeyan				% workforce					
	number	males	females	gender ratio	ACT Qbn	NSW	difference	% ACT Qbn males	% ACT Qbn females	
managers	30,884	18,614	12,270	1.5 M:F	16%	14%	2% more	19%	13%	
professionals	56,575	28,321	28,254	1.0 M:F	29%	22%	7% more	28%	30%	
technicians and trades workers	20,886	17,172	3,714	4.6 M:F	11%	14%	3% less	17%	4%	
community / personal workers	17,393	6,805	10,588	1.6 F:M	9%	9%	0% more	7%	11%	
clerical / administrative workers	38,275	11,178	27,097	2.4 F:M	20%	16%	4% more	11%	28%	
sales workers	14,362	5,723	8,639	1.5 F:M	7%	10%	2% less	6%	9%	
machinery operators / drivers	5,207	4,737	470	10.1 M:F	3%	6%	4% less	5%	0%	
labourers	9,991	6,681	3,310	2.0 M:F	5%	9%	4% less	7%	3%	
inadequately described / not stated	2,038	1,254	784	1.6 M:F	1%	1%	0% less	1%	1%	
total workforce	195,611	100,485	95,126	1.1 M:F	100%	100%		100%	100%	

Larger results are in bold. Source: WPP 2006 Table W13.

Specific occupations

The table below and the graph overleaf show the relative size of more specific occupations in ACT Queanbeyan's workforce, listed in descending order of size from the largest, specialist managers, who constitute 103 in every 1000 workers (120 in every 1000 males and 85 in every 1000 female workers). Then come business/staff/marketing professionals with 93 per 1000 workers, sales assistants and salespersons and so on.

The columns of the table show the number of men and women working in ACT Queanbeyan in each occupation, and the gender ratio. The proportion of ACT Queanbeyan workers per 1,000 in each occupation is shown, compared with New South Wales, and the difference per 1000 workers is calculated by subtraction. The last two columns show the proportion of men and women in each occupation, per 1000 workers.

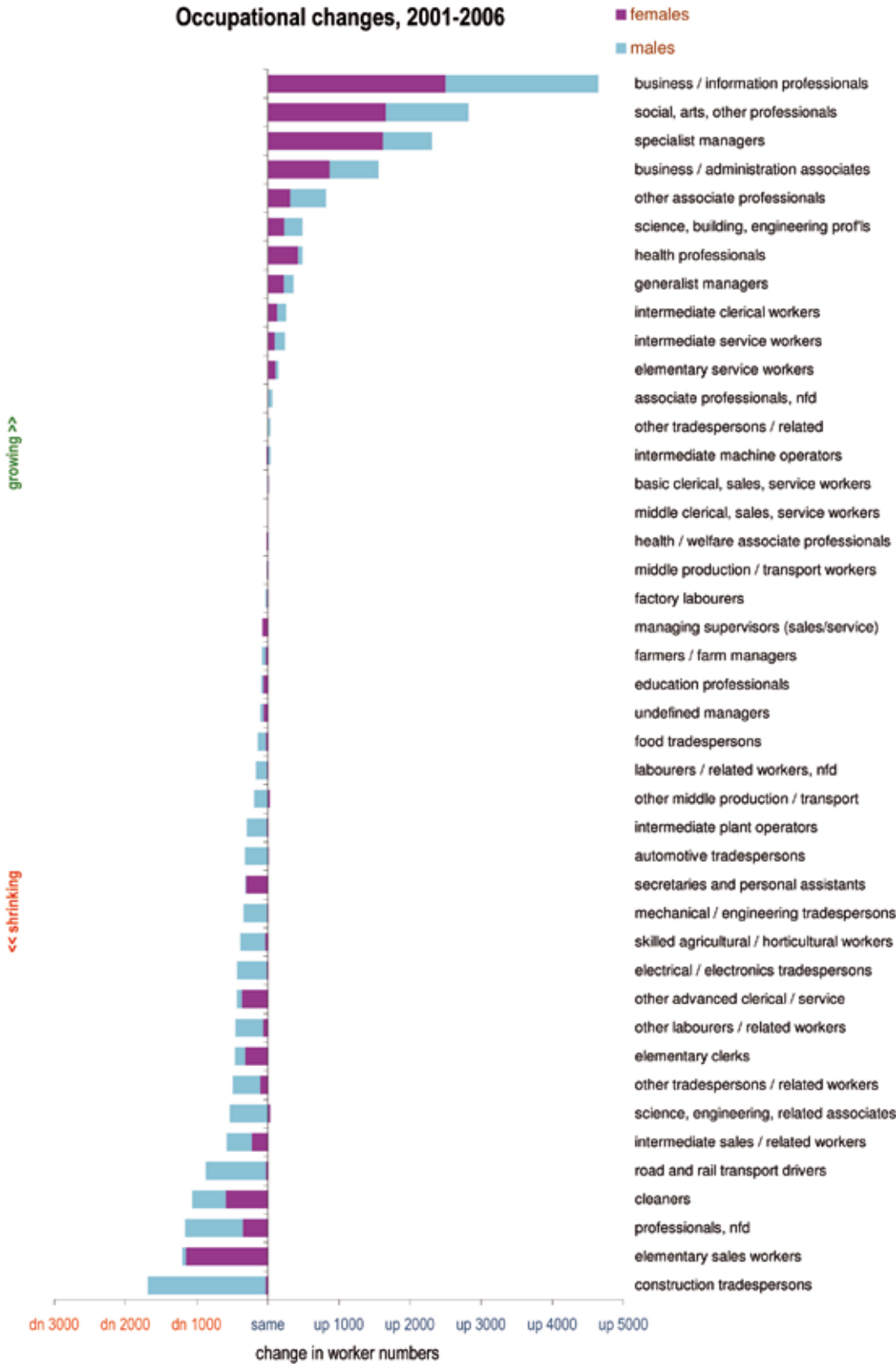
Specific occupations in ACT Queanbeyan	Workers in ACT Queanbeyan				per 1000 workers	NSW workers		rate /1000, ACT Qbn	
	total	men	women	gender ratio		workers	ACT Qbn diff.	men	women
Specialist managers	20,187	12,077	8,110	1 M:F	103	62	42 more	120	85
Business / staff / marketing professionals	18,226	8,622	9,604	1 F:M	93	57	36 more	86	101
Sales assistants and salespersons	10,259	4,010	6,249	2 F:M	52	63	11 fewer	40	66
Information Technology professionals	9,643	7,608	2,035	4 M:F	49	19	30 more	76	21
General clerical workers	9,492	2,661	6,831	3 F:M	49	29	19 more	26	72
Education professionals	8,804	2,902	5,902	2 F:M	45	47	2 fewer	29	62
Office managers and program administrators	8,665	2,871	5,794	2 F:M	44	20	25 more	29	61
Hospitality, retail & service managers	6,860	3,839	3,021	1 M:F	35	43	8 fewer	38	32
Health professionals	6,189	1,519	4,670	3 F:M	32	39	8 fewer	15	49
Design / engineering/ science professionals	5,894	4,042	1,852	2 M:F	30	27	4 more	40	19
Carers and aides	5,490	829	4,661	6 F:M	28	29	1 fewer	8	49
Numerical clerks	5,184	1,312	3,872	3 F:M	27	35	8 fewer	13	41
Engineering / science technicians	4,685	3,343	1,342	2 M:F	24	18	6 more	33	14
Other clerical and administrative workers	4,663	2,108	2,555	1 F:M	24	22	2 more	21	27
Legal and social professionals	4,380	1,838	2,542	1 F:M	22	16	6 more	18	27
Inquiry clerks and receptionists	4,219	791	3,428	4 F:M	22	22	1 fewer	8	36
Construction trades workers	4,205	4,148	57	73 M:F	21	27	5 fewer	41	1
Hospitality workers	4,088	1,551	2,537	2 F:M	21	21	0 fewer	15	27
Protective service workers	3,823	3,055	768	4 M:F	20	13	7 more	30	8
Personal assistants and secretaries	3,492	166	3,326	20 F:M	18	19	1 fewer	2	35
Cleaners and laundry workers	3,198	1,380	1,818	1 F:M	16	22	5 fewer	14	19
Road and rail drivers	3,017	2,846	171	17 M:F	15	26	11 fewer	28	2
Electronic/ telecom workers	2,895	2,776	119	23 M:F	15	18	4 fewer	28	1
Chief executives and legislators	2,743	1,968	775	=	14	11	3 more	20	8
Automotive / engineering trades	2,569	2,535	34	75 M:F	13	30	17 fewer	25	0
Other labourers	2,411	1,933	478	4 M:F	12	18	6 fewer	19	5
Clerical and office support workers	2,361	1,197	1,164	1 M:F	12	10	2 more	12	12
Sports / personal service workers	2,267	859	1,408	2 F:M	12	13	1 fewer	9	15
Sales support workers	2,140	601	1,539	3 F:M	11	15	4 fewer	6	16
Food trades workers	2,076	1,626	450	4 M:F	11	14	4 fewer	16	5
Sales representatives and agents	1,913	1,098	815	1 M:F	10	20	10 fewer	11	9
Arts and media professionals	1,824	964	860	1 M:F	9	9	0 fewer	10	9
Food preparation assistants	1,749	1,043	706	1 M:F	9	12	3 fewer	10	7
Health and welfare support workers	1,687	490	1,197	2 F:M	9	10	1 fewer	5	13
Skilled animal / horticultural workers	1,494	1,092	402	3 M:F	8	9	1 fewer	11	4
Construction and mining labourers	1,407	1,385	22	63 M:F	7	11	4 fewer	14	0
Storepersons	795	689	106	7 M:F	4	11	7 fewer	7	1
Machine and stationary plant operators	793	621	172	4 M:F	4	16	12 fewer	6	2
Factory process workers	708	513	195	3 M:F	4	19	16 fewer	5	2
Mobile plant operators	535	517	18	29 M:F	3	9	7 fewer	5	0
Farm, forestry and garden workers	346	278	68	4 M:F	2	9	7 fewer	3	1
Farmers and farm managers	145	103	42	2 M:F	1	18	17 fewer	1	0
Workers included	187,521	95,806	91,715	1.0 M:F	959	957	S.Dev: 13	953	964

Source: WPP 2006 Table W13



Occupational Changes, 2001 to 2006

The graph below and table overleaf show the changes in occupations from 2001 to 2006 using the occupational classification that applied in 2001, so the data is comparable. Occupations are shown in order of total growth, and each bar shows the change in the number of male and female workers. ('nfd' occupations are not fully defined).



Occupational changes, 2001-2006	ACT-Q w/force, 2001			ACT-Q w/force, 2006			change, 2001 to 2006			
	males	females	workers	males	females	workers	males	females	workers	% w/ 2006
professionals	23,545	22,175	45,720	26,321	26,592	52,913	2,776	4,417	7,193	4.0% more
managers and administrators	13,076	7,052	20,128	13,799	8,811	22,610	723	1,759	2,482	1.4% more
associate professionals	13,665	12,203	25,868	14,377	13,343	27,720	712	1,140	1,852	1.0% more
middle clerical, sales, service workers	10,083	22,498	32,581	9,993	22,516	32,509	-90	18	-72	0.0% less
advanced clerical and service workers	715	5,351	6,066	623	4,679	5,302	-92	-672	-764	0.4% less
middle production / transport workers	6,130	792	6,922	4,834	755	5,589	-1,296	-37	-1,333	0.7% less
basic clerical, sales, service workers	6,381	10,519	16,900	6,231	9,168	15,399	-150	-1,351	-1,501	0.8% less
labourers and related workers	4,720	2,579	7,299	3,684	1,905	5,589	-1,036	-674	-1,710	0.9% less
tradespersons and related workers	13,043	1,790	14,833	9,505	1,586	11,091	-3,538	-204	-3,742	2.1% less
inadequately described	1,467	1,108	2,575	1,140	731	1,871	-327	-377	-704	0.4% less
Total	92,825	86,067	178,892	90,507	90,086	180,593	-2,318	4,019	1,701	0.9% more
Specific occupational changes										
business / information professionals	11,653	7,604	19,257	13,798	10,105	23,903	2,145	2,501	4,646	2.6% more
social, arts, other professionals	3,326	3,269	6,595	4,481	4,932	9,413	1,155	1,663	2,818	1.6% more
specialist managers	9,757	5,886	15,643	10,444	7,507	17,951	687	1,621	2,308	1.3% more
business / administration associates	5,380	7,116	12,496	6,064	7,987	14,051	684	871	1,555	0.9% more
other associate professionals	1,837	862	2,699	2,337	1,179	3,516	500	317	817	0.5% more
science, building, engineering profs	2,915	876	3,791	3,171	1,110	4,281	256	234	490	0.3% more
health professionals	1,329	3,821	5,150	1,387	4,251	5,638	58	430	488	0.3% more
generalist managers	2,552	747	3,299	2,687	972	3,659	135	225	360	0.2% more
intermediate clerical workers	6,132	14,348	20,480	6,259	14,482	20,741	127	134	261	0.1% more
intermediate service workers	2,461	7,392	9,853	2,599	7,496	10,095	138	104	242	0.1% more
elementary service workers	1,576	940	2,516	1,619	1,049	2,668	43	109	152	0.1% more
associate professionals, nfd	53	40	93	107	50	157	54	10	64	0.0% more
other tradespersons / related	127	4	131	160	7	167	33	3	36	0.0% more
intermediate machine operators	160	131	291	200	113	313	40	-18	22	0.0% more
basic clerical, sales, service workers	11	19	30	9	27	36	-2	8	6	0.0% more
middle clerical, sales, service workers	24	37	61	24	39	63	0	2	2	0.0% more
health / welfare associate professionals	366	754	1,120	374	737	1,111	8	-17	-9	0.0% less
middle production / transport workers	44	8	52	35	0	35	-9	-8	-17	0.0% less
factory labourers	405	182	587	385	174	559	-20	-8	-28	0.0% less
managing supervisors (sales/service)	3,880	2,742	6,622	3,881	2,670	6,551	1	-72	-71	0.0% less
farmers / farm managers	118	52	170	65	24	89	-53	-28	-81	0.0% less
education professionals	2,794	5,548	8,342	2,767	5,486	8,253	-27	-62	-89	0.0% less
undefined managers	649	367	1,016	603	308	911	-46	-59	-105	0.1% less
food tradespersons	947	299	1,246	834	276	1,110	-113	-23	-136	0.1% less
labourers / related workers, nfd	242	17	259	89	6	95	-153	-11	-164	0.1% less
other middle production / transport	1,876	406	2,282	1,681	430	2,111	-195	24	-171	0.1% less
intermediate plant operators	823	35	858	541	23	564	-282	-12	-294	0.2% less
automotive tradespersons	1,707	11	1,718	1,387	19	1,406	-320	8	-312	0.2% less
secretaries and personal assistants	167	3,504	3,671	156	3,200	3,356	-11	-304	-315	0.2% less
mechanical / engineering tradespersons	1,036	21	1,057	703	16	719	-333	-5	-338	0.2% less
skilled agricultural / horticultural workers	1,099	131	1,230	749	96	845	-350	-35	-385	0.2% less
electrical / electronics tradespersons	2,413	80	2,493	1,998	67	2,065	-415	-13	-428	0.2% less
other advanced clerical / service	538	1,840	2,378	467	1,479	1,946	-71	-361	-432	0.2% less
other labourers / related workers	2,673	829	3,502	2,283	763	3,046	-390	-66	-456	0.3% less
elementary clerks	918	1,283	2,201	778	965	1,743	-140	-318	-458	0.3% less
other tradespersons / related workers	2,057	1,177	3,234	1,672	1,068	2,740	-385	-109	-494	0.3% less
science, engineering, related associates	2,149	689	2,838	1,614	720	2,334	-535	31	-504	0.3% less
intermediate sales / related workers	1,466	721	2,187	1,111	499	1,610	-355	-222	-577	0.3% less
road and rail transport drivers	3,227	212	3,439	2,377	189	2,566	-850	-23	-873	0.5% less
cleaners	1,400	1,551	2,951	927	962	1,889	-473	-589	-1,062	0.6% less
professionals, nfd	1,528	1,057	2,585	717	708	1,425	-811	-349	-1,160	0.6% less
elementary sales workers	3,876	8,277	12,153	3,825	7,127	10,952	-51	-1,150	-1,201	0.7% less
construction tradespersons	3,657	67	3,724	2,002	37	2,039	-1,655	-30	-1,685	0.9% less
inadequately described	1,343	1,013	2,356	1,072	670	1,742	-271	-343	-614	0.3% less
not stated	124	95	219	68	61	129	-56	-34	-90	0.0% less
Total	92,815	86,060	178,875	90,507	90,086	180,593	-2,308	4,026	1,718	1.0% more

Source: ABS Working Population Profile 2001 Table W13; ABS Tablebuilder for 2006 data.

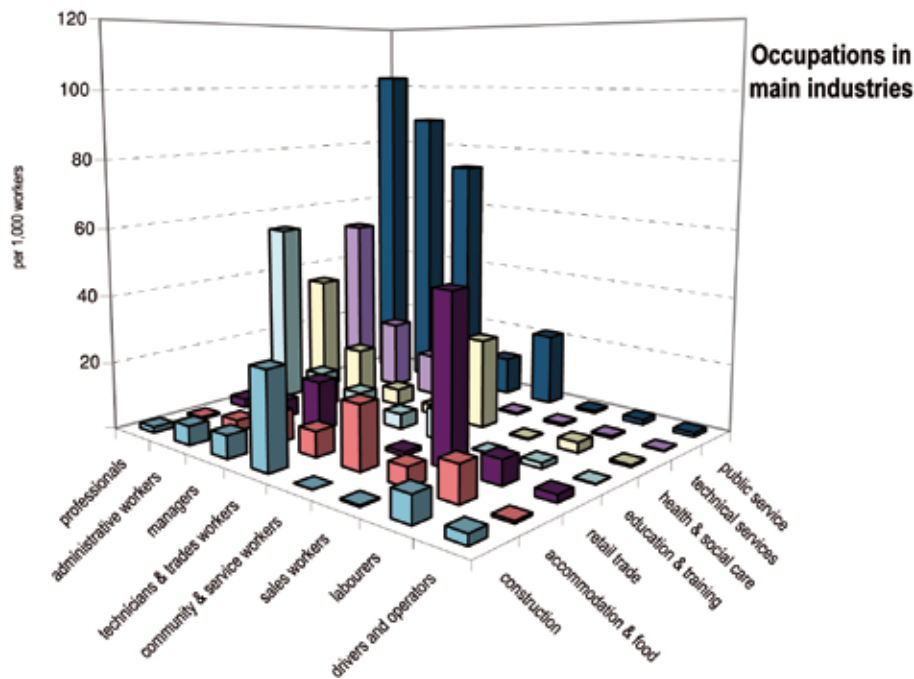


Occupations across industries

The graph below shows, by the height of the blocks, the number of workers per 1,000 in the main occupations in the main industries. The tallest column, for example, represents the largest occupation–industry combination, professionals in public service with 103 in every 1000 workers.

Other large concentrations of occupations in industries were:

- administrative workers in public service (89 of every 1000 workers)
- managers in public service (73 per 1000)
- professionals in education and training (55 per 1000)
- professionals in technical services (52 per 1000)
- sales workers in retail trade (49 per 1000).



Rate /1,000 workers, industry x occup'n	Occupations								Total	
	professionals	administrative workers	managers	technicians & trades workers	community & service workers	sales workers	labourers	drivers and operators		
public service	103	89	73	11	21	1	2	1	5	306
technical services	52	20	12	8	0	1	1	0	1	96
health & social care	35	15	5	3	26	0	3	1	0	88
education & training	55	10	7	4	9	0	2	0	0	88
retail trade	3	5	14	5	1	49	7	2	0	87
accommodation & food	1	3	9	7	19	6	11	1	0	56
construction	2	6	7	28	0	0	8	3	0	54
other services	5	5	4	14	3	1	3	0	0	35
manufacturing	3	3	4	10	0	3	3	3	0	30
transport, post & storage	2	7	2	1	0	1	1	10	0	25
administration / support	4	5	2	2	2	0	8	0	0	24
media / telecommunications	9	5	3	4	0	1	0	0	0	22
finance & insurance	6	10	3	0	0	1	0	0	0	20
arts & recreation	5	3	3	1	5	1	1	0	0	18
wholesale trade	2	3	3	2	0	3	1	2	0	16
rental & real estate	2	3	2	0	0	6	0	0	0	14
utilities	1	2	1	2	0	0	0	1	0	8
rural production	0	0	1	0	0	0	0	0	0	2
mining	0	0	0	0	-	-	0	0	-	0
unclear	2	3	1	2	0	0	1	0	1	11
All industries	289	196	158	107	89	73	51	27	10	1,000

The most common occupations among the industries are in bold and shaded (top 10 darkest). Source: 2006 Census Table W12.

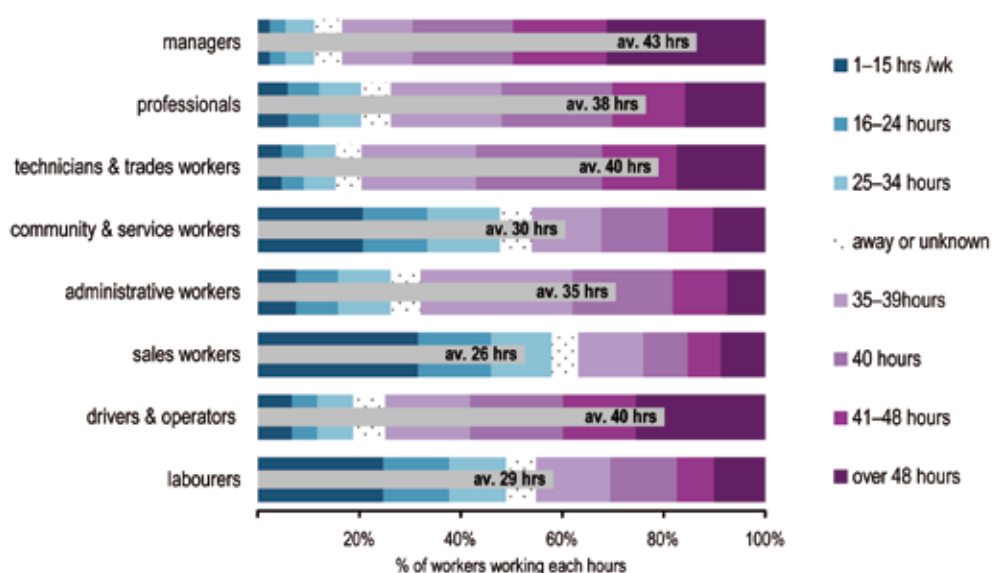
Working hours across occupations

Working hours varied considerably among occupational groups, ranging from managers who averaged 43.2 hours a week to sales workers who averaged 26.3 hours. This is shown in the graph, where each occupation is represented by a bar. The shaded segments on the bars represent the proportion working in each hourly range, with the shorter working week being in blue colours to the left. The grey box within each bar shows the average number of hours per week, which is written on the box.

The occupations where more people worked over 48 hours a week (shown by the dark right ends of the bars) were managers (31% of whom worked over 48 hours), drivers and operators (25%) and technicians and trades workers (17%).

Occupations where part-time work was more common (shown by the blue left ends of the bars) included sales workers (where 32% worked under 16 hours or two days a week), labourers (25%) and community and service workers (21%).

Working hours by occupation, ACT Queanbeyan



Working hours by occupation, ACT Qbn	% of workforce of ACT Queanbeyan working these hours								unstated hours	average pw, all workers
	none, away work	1-15 hrs /wk	16-24 hours	25-34 hours	35-39hours	40 hours	41-48 hours	over 48 hours		
managers	4%	2%	3%	6%	14%	20%	18%	31%	1%	43.2 hrs
professionals	5%	6%	6%	8%	22%	22%	14%	16%	1%	38.2 hrs
technicians & trades workers	3%	5%	4%	6%	23%	25%	15%	17%	2%	39.5 hrs
community & service workers	4%	21%	13%	14%	14%	13%	9%	10%	2%	30.3 hrs
administrative workers	5%	8%	8%	10%	30%	20%	11%	7%	1%	35.3 hrs
sales workers	3%	32%	14%	12%	13%	9%	7%	9%	2%	26.3 hrs
drivers & operators	4%	7%	5%	7%	17%	18%	14%	25%	2%	40.0 hrs
labourers	3%	25%	13%	11%	15%	13%	7%	10%	3%	29.1 hrs
not clear	6%	7%	5%	7%	22%	21%	10%	18%	3%	38.3 hrs
all occupations	4%	10%	7%	9%	20%	19%	13%	16%	1%	36.6 hrs
std dev'n	1%	11%	4%	3%	6%	5%	4%	9%	1%	6.1 hrs

Working hours where the percentage of workers is unusually high are in bold and shaded green; where results are low, they are shaded lighter orange. Source: WPP 2006 Table W17.



Labour demand and supply

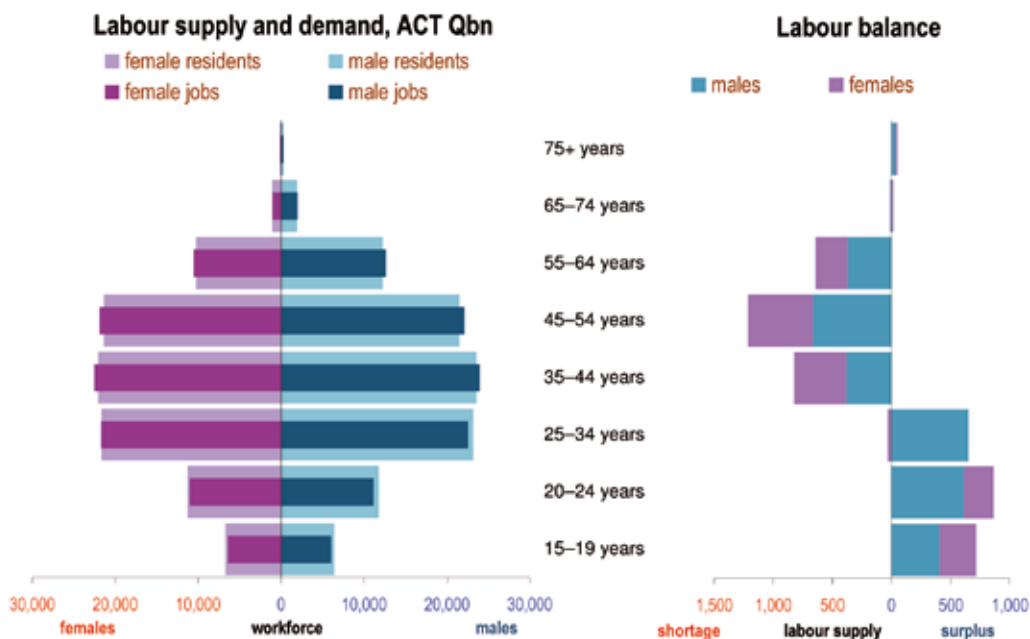
Labour balance by age

The balance between local labour supply (working residents) and demand (local jobs) is a useful indicator of where job opportunities might lie. A surplus labour supply means that some residents have to work outside the locality; a labour deficit means that workers come into the area to fill local jobs.

In ACT Queanbeyan in 2006, there were 195,175 working residents and 195,610 local workers (jobs). While many residents worked within ACT Queanbeyan, the difference means that ACT Queanbeyan has a net deficit of 435 workers, equivalent to none of the local jobs.

ACT Queanbeyan's labour supply and demand is illustrated in the left graph, by the age of workers. The narrow solid bars represent the number of local workers (jobs); the wider background bars represent the working residents. If the darker 'jobs' bar is shorter than the lighter 'workers' bar, there is a labour surplus – labour supply from working residents exceeds labour demand from local jobs. A longer dark bar means a labour deficit, with more local jobs than working residents.

The net labour balance is illustrated in the right graph for people of different ages. Here, bars to the right mean a labour surplus, bars to the left mean a jobs surplus. The longest bar to the right, for example, shows there was a labour surplus of 863 among those aged 20–24 years, with 610 too many males and 253 too many females for the number of local jobs. The longest bar to the left, for example, shows there was a job surplus of 1,211 among those aged 45–54 years with 664 too many male-filled jobs and 547 too many female-filled jobs for the number of local workers.



Ages of workers & employed residents	ACT Qbn employed residents			ACT Qbn workforce			labour surplus / (shortage)			working residents as % workforce
	males	females	workers	males	females	workers	males	females	workers	
15–19 years	6,406	6,675	13,081	6,000	6,369	12,369	406	306	712	106%
20–24 years	11,732	11,244	22,976	11,122	10,991	22,113	610	253	863	104%
25–34 years	23,171	21,697	44,868	22,523	21,728	44,251	648	(31)	617	101%
35–44 years	23,545	22,056	45,601	23,929	22,496	46,425	(384)	(440)	(824)	98%
45–54 years	21,437	21,335	42,772	22,101	21,882	43,983	(664)	(547)	(1,211)	97%
55–64 years	12,238	10,241	22,479	12,609	10,513	23,122	(371)	(272)	(643)	97%
65–74 years	1,940	1,036	2,976	1,953	1,022	2,975	(13)	14	1	100%
75+ years	276	146	422	246	126	372	30	20	50	113%
all workers	100,745	94,430	195,175	100,483	95,127	195,610	262	(697)	(435)	100%

Source: WPP 2006 Table 01; BCP 2006 Table B41.

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Our Services & Programs





ACT-Qeanbeyan

Belconnen

G9, G10, G11
Northpoint Plaza Chandler St
Belconnen ACT 2617
Ph: (02) 6209 4822

Civic

GPO Box 177
Level 1, 131 City Walk
Canberra ACT 2600
Ph: (02) 6212 5222

Greenway

Shop 7 & 8 Ground Floor
205 Anketell Street
Greenway ACT 2900
Ph: (02) 6208 6410

Queanbeyan

Grd Floor Unit 2
Morriset House
7-9 Morriset Street
Queanbeyan NSW 2620
Ph: (02) 6128 3688

Head Office

Batemans Bay

Research Department
Cnr Orient Street & Museum Place
Batemans Bay NSW 2536
Ph: (02) 4475 3555
Email: research@campbellpage.org.au