

# **JOB**S for **WOMEN**

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## Introduction

Job creation is critical for economic prosperity and for the wellbeing of individuals and communities. It is necessary to have strategies that recognise the various positions of women and men in the labour market, and the reasons for them. These strategies can both improve prospects and rewards for women and contribute to economic development in communities and regions. To develop effective strategies for improving women's employment, there needs to be recognition of the factors affecting women's capacity to supply labour and those affecting demand for that labour. Where there are opportunities for the women who want to work do so, the economy is strengthened, child and family poverty is reduced and women's economic welfare is improved. The more people use their skills, the greater the return to them and to the community on their investments in education, training and work experience. Maximising and developing all the skills available in the community is increasingly important for competitiveness in globalised markets. The economy needs a flexible labour market, responsive to the needs of workers and rapidly changing markets. Flexible work arrangements can improve productivity, reduce turnover and absenteeism. Providing conditions that allow increased workforce participation helps bridge the skills deficits that limit economic development and opportunities.

Women's greater share of household and family work affects the time women can contribute to paid work and can also affect willingness to undertake education and training and to seek higher level jobs. Women now take briefer absences from paid work for maternity and childcare. That has been accompanied by increased workforce participation, with the increased opportunities for gaining experience, skills, and higher level jobs. The aforementioned trends in reduced maternity leave are related to the strong relationship between time in paid work and earnings. Earnings increase for additional years of experience; and earnings are negatively affected by being out of the labour market or looking for work.<sup>1</sup>

Specific features of women's labour market position include:

- Lower workforce participation – women are less likely to be in the paid workforce and more likely to have discontinuous employment; more likely to be in part time or casual or part-year work
- Concentration in particular occupations, industries and workplaces
- Lower levels and different kinds of post-school qualifications
- Lower levels of earnings and benefits from employment.

A well-developed appreciation of factors affecting supply and demand for women's work can support sound strategies to improve the operations of the labour market in specific areas and ways. Labour market weaknesses can occur where inadequate or inaccurate information about particular jobs is limiting supply of suitable skills. An example of that might be the under-representation of girls and women in Information and Technology (IT) courses and jobs. Another example might be women's lesser awareness of information and services to support the running and expanding of a small business (including developing viable business models for e-commerce).

Historically girls disproportionately have entered occupations with poorer income and opportunities. Teenagers' fairly limited knowledge of available job options is influenced by family and friends. Boys have found a wider range of possible jobs – and often better jobs – because their circle of family and friends provide better role models for men than women. Improving the vocational information girls and women have and providing better

opportunities to move from one occupation to another (through cross-training, skills recognition and so on) help to broaden options for jobs for women and girls while improving the quality and size of recruitment pools in the labour market.

The development of labour and product markets can also be held back by lack of appropriate skills and knowledge to support particular production techniques. An example is developing value-added small-scale specialist agricultural products. Another type of market weakness is in areas where buyers and sellers of products and services (including labour) find it difficult to locate each other, perhaps because of the specialised nature and small size of the market. An example is the market for remotely provided IT-based services.

Strategies that provide models of successful workforce participation for members of groups that have been discriminated against have improved overall productivity of the economy. Strategies that redress disadvantage of particular groups, which includes targeting education, training and employment opportunities, similarly contribute to both economic development and social equity. A high level of social inequality can hold back the development of an efficient level of human capital and the most productive deployment of it. Where people have poor access to transport, housing and education, the competitive operation of the labour market is inhibited. There can be underinvestment in human capital since financial markets tend to discriminate against people with sound income prospects but poor collateral. Over time, human capital is eroded as people who are worse off are unable to enhance or update their skills.

Effective employment strategies ensure that employment regulation and arrangements facilitate and enable workforce participation by women. Some key strategies are ensuring a regulatory framework that does not penalise women for maternity and family care; and providing information for employers about approaches to flexible employment arrangements.

Employment strategies can also address the social implications of the nature and type of market operations. In some cases enterprises that may be barely viable commercially might be worth developing for the benefits they can provide to communities and individuals. The “social entrepreneur” role can mobilise local markets and resources for production (including community resources of land, buildings, facilities as well as access to capital) and supply and development of appropriately skilled labour.

Information on the NSW Government action on women’s employment, outlined in the NSW Government’s *Action Plan for Women 2002-2004*, is available from the DFW website <http://www.women.nsw.gov.au>

Key work-related themes are:

- Promoting women's economic rights and independence, including access to employment, appropriate working conditions and control over economic resources.
- Facilitating women's equal access to resources, employment, markets and trade.
- Strengthening women's economic capacity and commercial networks.
- Eliminating occupational segregation and all forms of employment discrimination
- Promoting harmonisation of work and family responsibilities for women and men.

The 2003 update will be published by the end of 2003.

**Lower levels of workforce participation is directly linked to family and work issues as well as discriminatory workplace practices.**

Much of the information below is from the DFW work and family paper which provides more detail on the position of women in employment ([www.women.nsw.gov.au](http://www.women.nsw.gov.au))

Women's workforce experience and job duration are lower than men's, but some differences in job mobility are falling.<sup>2</sup> Women continue to experience discrimination in the workforce especially in relation to pregnancy, maternity leave and gender-based discrimination that help produce absences from paid work.

Lack of flexibility and insufficient leave entitlements mean more women opt for part-time or casual work and this affects their earnings, job mobility and employment conditions. In 2003, 42% of employed women in NSW were working part-time and women make up 70.8% of total part-time workers in the state.<sup>3</sup>

Australia wide, full-time employees are more likely to receive overall entitlements to employment conditions and benefits than part-timers (97% compared with 68%). More men than women are entitled to all kinds of leave including superannuation, paid holiday leave, paid sick leave and paid long service leave with the only exception being paid maternity and/or parental leave.<sup>4</sup> In August 2002, 30.3% of women and 18.8% of men were entitled to paid maternity and/or parental leave.

While unpaid maternity leave has assisted many women in returning to employment, the low levels of paid maternity and parental leave still affect the duration of absence and ease of women's workforce re-entry.<sup>5</sup> The table below outlines some major gender differences in leave entitlements for the birth and care of children.

## EMPLOYEES (a), Type of break taken when youngest child was born—November 1998

	MALES		FEMALES		PERSONS	
	'000	%	'000	%	'000	%
Paid leave only	347.0	81.5	42.9	16.1	390.0	56.3
Parental leave only	44.3	10.4	36.2	13.6	80.5	11.6
Recreation or holiday	285.2	67.0	*4.7	1.7	289.9	41.9
Sick or carer's	11.8	2.8	*1.0	0.4	12.8	1.9
Long service	*5.7	1.3	*1.0	0.4	*6.7	1.0
Unpaid leave only	45.4	10.7	115.2	43.3	160.7	23.2
Parental leave only	19.0	4.5	86.2	32.4	105.2	15.2
Leave without pay	26.4	6.2	29.0	10.9	55.4	8.0
Combination of leave types or other arrangements	32.0	7.5	61.1	23.0	93.1	13.4
Ceased work	*1.5	0.3	47.0	17.7	48.5	7.0
<b>Total</b>	<b>425.9</b>	<b>100.0</b>	<b>266.4</b>	<b>100.0</b>	<b>692.2</b>	<b>100.0</b>

\* estimate is subject to sampling variability too high for most practical purposes

(a) Current employees with children under six years of age who took a break when their youngest child was born. Excludes persons currently away from work.

Source: Career Experience, Australia (cat. no. 6254.0).

These statistics reveal that women are more likely than men to take unpaid leave (43% compared with 11%). The proportion of men taking paid leave only is much higher than the proportion of women taking paid leave only (82% compared with 16%). Also, women are more likely than men to cease work because of caring responsibilities (18% compared with less than 0.5%). The majority of women who took leave for more than six months took unpaid leave or ceased work (56%) while men mostly took leave of six weeks or less (96%).<sup>6</sup>

An ABS survey revealed that around 5% of women aged 18-59 with children under age 15 resigned from a job in the last 5 years because sufficient maternity leave was not available. It also showed that 29% of women in NSW who became self employed did so because of their caring responsibilities.<sup>7</sup> Of the 154 900 adult women who opted for maternity leave within the five years, 124 900 (81%) took more than 4 weeks unpaid maternity leave during their most recent pregnancy. As more women do return to work after maternity leave, more experience problems in returning on an equitable basis. This is reflected in the growing number of discrimination complaints relating to return to work after maternity leave.<sup>8</sup> However, this increase may also be due to better education about pregnancy related discrimination, which encourages women to speak out.

For many women, balancing work and family responsibilities can lead to stress, worry and tiredness, long hours and more limited career and job opportunities. In 2001 in NSW there were almost 2 million adult carers - 46% of women and 37% of men had caring responsibilities. Half were also in paid employment, 48% of women used flexible work arrangements to cater for caring responsibilities compared to 38% men. In general 117 800 wanted more flexible work arrangements with over a third believing they had limited flexible work arrangements.<sup>9</sup> Men are doing more childcare but women still do much more of the

unpaid home and family work. Men's contribution to childcare increased by 85 minutes per week during 1992 - 1997 (if this continued, men and women would be spending the same time on childcare in 25 years time). Women still spend double the time men do on housework, and triple the time men spend looking after children.<sup>10</sup>

There has been some increase in flexible employment arrangements and flexible hours including in contract work and small business, and in part time and casual work. Some of this flexibility does not necessarily support women's participation and progress in the workforce as it is employer driven flexibility rather than flexibility facilitating better work / family fit. For many women, the most important thing is predictable hours with sufficient flexibility to respond to unexpected events. While many women need to work reduced hours some women working part-time would like to work more hours. In September 2002, there were 2,625,000 part-time workers. Of these, 22% wanted to work more hours, a decrease of two percentage points since September 2001. The proportion of part-time workers wanting more hours was higher for men (30%) than for women (19%). A similar pattern occurred in previous years.<sup>11</sup> These trends point to a great need to re-structure work times to suit working mothers and fathers better.

Despite these obstacles there have been some significant improvements in women's labour market position. Women have increased their workforce participation from 36% in 1966 to 55.6% in February 2003. Women are now 44.2% of the workforce.<sup>12</sup> There is now almost no difference between workforce participation rates for married women and all women. In 2002, approximately 50.4% of women with children aged 0-4 were in the workforce.<sup>13</sup> It is now well accepted that women have a legitimate place in the paid workforce. Over two thirds of people believe that both men and women should contribute to household earnings, and only a quarter said it is the husband's job to earn the money. Paid employment of mothers is the biggest factor in reducing child poverty according to the National Centre for Social and Economic Modelling (NATSEM).<sup>14</sup> Legislative protection against discrimination has improved and there have been some major cases on employment issues.<sup>15</sup> Awareness of and complaints about sexual harassment have increased substantially. There have now been three equal remuneration cases in the federal jurisdiction (HPM (Print P9210; 4/3/98); The Age (C 32261 of 1999); and the Victorian local government childcare case (C2002/2620 Re Victorian Local Authorities Award 2001)). All resulted in significant increases for women as did the first NSW equal remuneration case for librarians (Re [2002] NSWIRComm 55).

### **Concentration in occupations, industries and workplaces**

The increasing importance of service industries has reduced the labour market disadvantage women often faced in traditionally male dominated industries such as manufacturing, agriculture, mining and construction. In 2000-2001 women in NSW were 75.1% of all workers in services industries.<sup>16</sup> Service industries accounted for 85% of employment increases in Sydney (86% in NSW and 87% in Non-Sydney NSW) 1996-2001. Improvements in communication technologies have also reduced the labour market disadvantages of women, in particular of those living outside major industrial centres. Mechanisation and computerisation have increased possible job choices for women.

Differences in occupational distribution by gender are still marked, although falling for unmarried full timers (for whom the segregation index fell from .30 to .24 between 1978 and 1998).<sup>17</sup> Just over a quarter of men are in occupations that are 80% or more men-dominated, while around 30% of women are in occupations that are 80% or more women-dominated (calculated from unpublished labour force survey data). In February 2003, 90.6% of the 187

000 nursing professionals and 72.65% of the 292 100 school teachers in Australia were women.

Gender-based discrimination (especially direct discrimination) is increasingly unacceptable. Few jobs are out of bounds for women. There has been a decline in men-only workplaces. At the same time, women are quite underrepresented in the increasingly important IT and telecommunications industries. 66.3% of workers in IT are men and 62.6% of telecommunications workers are men<sup>18</sup>. Girls and young women are increasingly under-represented in IT education and training.

Employment of Indigenous women is more concentrated in government and community services while non-Indigenous women are more concentrated in the private sector. However, this difference in distribution is only slight. The main industries in which Indigenous women are employed are health and community services (20.6%), retail trade (13.9%), education (13.5%), and government administration and defence (9%), accounting for approximately 57% of Indigenous women's employment. The main industries in which non-Indigenous women are employed are retail (16.4%), health and community services (16.2%), property and business services (12.6%), and education (10.4%) accounting for approximately 56% of non-Indigenous women's employment.<sup>19</sup>

### **Lower levels and different kinds of education**

Generally, there has been a significant improvement in women's education levels particularly in secondary studies. Women and men aged 15-64 have identical participation rates in education overall, with 18% attending educational institutions.<sup>20</sup> However, women still have lower levels of post school qualification. Unemployment rates for those without post school qualifications are twice those for people who have post school qualifications, and unemployment rates for those with vocational qualifications are 60% greater than those with higher education qualifications. There are significantly more women than men with poor English proficiency among the 18.2% of people who speak a language other than English at home - 3.7% had poor spoken English skills.<sup>21</sup> There were 12,200 women with disabilities in vocational education and training, which was 3.9% of the total number of women.<sup>22</sup>

From a total of 231 561 students in higher education in NSW in 2001, 126 886 (54.8%) were women.<sup>23</sup> Young women's participation (aged 15-19 years) in NSW schools has steadily increased from 46.7% in 1989 to 51.4% in 2002.<sup>24</sup> The school retention rate for girls in 2002 was around 10.9% higher than for boys.<sup>25</sup>

The proportion of those with post school qualifications increased from 26% of women and 38% of men in 1982 to 47.5% of women and 52% of men in 2002.<sup>26</sup> The main difference is in the 35-44 age groups, where more women are actually enrolled in higher levels of degree-level qualifications than men. In the last decade the relative increase of women who have post school qualifications was larger than that of men (annual growth rate for women is 6.8% and for men is 5.2%). In all areas of vocational education and training, women made up just over half (51.1%) of all students. This represents a 4% increase over the last decade.<sup>27</sup>

As in the labour market, segregation along gender lines occurs in education. In 2001 only 8.5% of engineering students were women, whereas women made up 78.9% of veterinary science students. Trade apprenticeships continue to show an under-representation of women. In NSW in 2001, 5 440 women were in training in a trade occupation, comprising only 14% of this group. This represents a slight increase from the 1995 - 1999 rate of around 12% over

this period. By contrast, the number of women undertaking general traineeships has decreased - in 1995 58% of all people undertaking traineeships in NSW were women compared to only 31.2% in early 2002.<sup>28</sup>

Apprenticeship statistics in 1999 show that women were 0.8% of those in training in the automotive group, 1.2% of building and construction, 8.15% of communication, 89.7% of community services and health, 22.8% of food industry, 3.7% of furnishing, light manufacturing, textiles, clothing and footwear, 2.1% of manufacturing engineering, 7.7% of primary industry, 90% of retail and wholesale (hairdressing and beauty therapy) and 13% of utilities and electro-technology.<sup>29</sup>

Indigenous women continue to be an underrepresented group within the education system in general. In 2001, 24% of all Indigenous women had year 11 or year 12 as the highest level of schooling completed, compared to 45% of non-Indigenous women. In 2001, of all women vocational education and training students 8,600 (2.8%) were Aboriginal or Torres Strait Islanders. A total of 7.4% of all Indigenous women were attending university or vocational education and training. This is slightly lower than non-Indigenous women at 8.2% but higher than non-Indigenous men at 5.5%.<sup>30</sup>

Within the Indigenous population women have higher education levels than men. According to the 2001 Census, 2.8% of Indigenous men were attending a technical or further education institution compared to 3.3% of Indigenous women. Furthermore, 1.2% of Indigenous men were attending university or some other tertiary institution compared to 2.2% Indigenous women, and 0.5% of Indigenous men were attending some other form of educational institution compared to 0.7% of Indigenous women.<sup>31</sup>

By 1999 there were 183 500 immigrants who obtained a post school qualification while in Australia. The proportion of all women migrants who have gained post school qualifications in Australia is 14.8%, compared to 16.8% of all male migrants. Furthermore 53.1% of women had no post school qualification on arrival to Australia, compared to only 37.4% of men.<sup>32</sup>

### **Lower levels of earnings and benefits from employment**

Overall, the earnings gap between women and men has been fairly static since the early 90s - indeed there has not been much movement since the early 80s. In NSW full-time women workers earn on average 82% of men's wages.<sup>33</sup> In November 2002, the average weekly earnings of all women in the NSW workforce (including part-time and casual workers) were approximately 64.8% of those of all men.<sup>34</sup> Part timers also get less training and have lower job discretion.<sup>35</sup>

Generally in Australia, very young women and mature aged women are the lowest paid full-timers and part-timers. In 2002, full-time working women born in Australia earned slightly more than women born in non English-speaking countries.<sup>36</sup> Studies in 1999 found that lifetime earnings are 28% lower for a woman who has a child compared to one who does not.<sup>37</sup> Foregone earnings have fallen by as much as half over the decade since the previous study.

Research has found that recent women graduates in professions now get the same returns for measured human capital (for example, experience and education) in all professions except teaching.<sup>38</sup> Generally, women still get lower returns for measured human capital. A wide range of regression studies analysing the relationships of various factors (including education,

experience and others) to men's and women's earnings was presented during the NSW Equal Remuneration Principles Case (IRC 1841 of 1999) by Professors Wooden and Lewis, showing women's lower returns.

Earnings gaps between men's and women's earnings are less on average in management jobs than non-management jobs. However, the Australian Institute of Management Survey (NSW) in 2000 found that women in key managerial jobs are receiving in some cases only two thirds of the pay men are receiving for the same job.

### **Industries and occupations dominated by women workers provide some of the lowest paid jobs and less entitlement benefits**

The highest paying industries for women workers are mining and electricity, gas and water supply. However these industries have the lowest women's participation. The lowest paying industries for women are retail and accommodation, cafes and restaurants, which have a much higher level of women's participation. In the retail industry only about 78% of women are granted leave benefits, reflecting the high proportion of casuals.

The occupation where women receive the highest earnings is managers and administrators, which is a job category that has relatively low women's participation. In 2002, 96% of women who worked as managers and administrators had leave entitlements. The lowest paying occupations for women are defined by ABS as elementary clerical, sales and service workers, a category with a relatively high women's participation rate. About 76% of women who work as elementary clerical, sales and service workers had leave entitlements.

The public sector provides higher earning jobs for both men and women and has a smaller earnings gap between women and men. In 2002, women working in the public sector received almost \$200 per week more than women working in the private sector. Furthermore, 98% of all women employed in the public sector are entitled to leave benefits compared with 89% for the private sector. These rates are similar for men, except that men who work in the private sector are entitled to slightly more leave benefits than women. Public sector jobs tend to require on average higher levels of education and to have higher levels of professional employment.

Women employed in locations where there are more than 100 people earn much more than women in smaller workplaces. However large workplaces also have the greatest disparity between and women and men workers, as men earn almost \$300 a week more than women.

### **Work and trade union membership**

ABS statistics show that union membership is favourable to women's earnings and working conditions (including access to leave entitlements). In NSW women trade union members earn more than women who are not members in the majority of industries and in all occupations. In 2002 in NSW about 24% of all workers are members of a trade union. Australia wide about 22% of women and 24% of workers were members of a trade union. About 42% of all public sector women workers were members. Of all full-timers, about 24% of women were members while among part-timers 18% of women were members. Only 3% of women union members had no standard employment benefits, while 43% of women who have maternity leave are union members.

The retail industry has 18% women's union membership which is lower than the state average. About 52% of the over one million retail trade workers in Australia are women and about 52% of women retail workers have no paid leave entitlements. In comparison, women in education (41% unionised) have only 19% of women with no paid leave entitlements. In 2002, the proportion of women union members by occupation in descending order were: professionals, intermediate clerical, sales and service workers and labourers and related workers. Higher earning professional women with paid leave entitlements were 40% unionised. Women with lower earnings, in the elementary clerical, sales and services worker category were 35% unionised and had paid entitlements.<sup>39</sup>

### **Lower retirement income**

Women still have lower but improved levels of superannuation - around 9/10 women employees now have superannuation and retirement income.<sup>40</sup> However there is a great disparity in superannuation levels between men and women. In 2000, the median superannuation balance for Australian women employees aged 15-64 was \$7,000, compared to \$14,800 for employed men between 15 and 64. Men's retirement incomes are 50% higher than women on the same income because of women's time out of paid work. In the median income group, a woman who works from the age of 20 to the age of 60 with a five year break in her late 20s would retire on 1.5 times the age pension while a man working from 20 to 60 would retire on three times the age pension.<sup>41</sup>

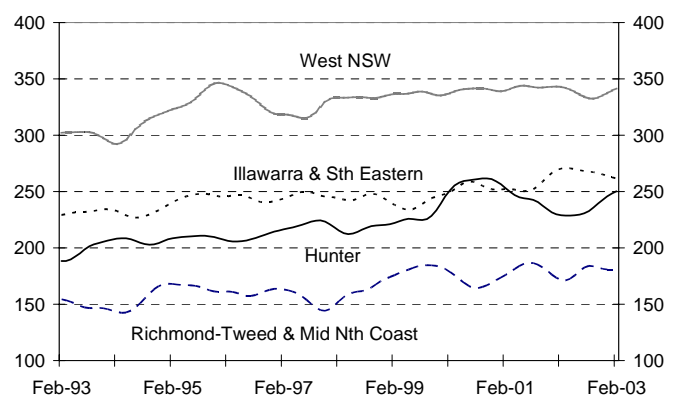
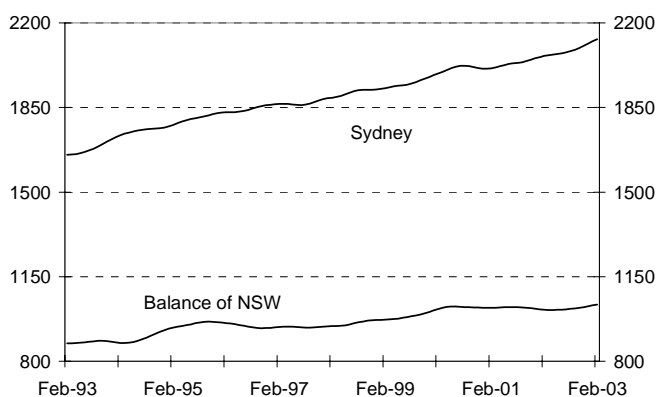
## Section One: Trends in Women's employment

### Women's unemployment

Overall unemployment in NSW has declined since the late 90s but has experienced some growth in the last two years. Women's unemployment level in NSW in March 2003 was 6.0% compared to 5.8% for men. The proportion of women who are long term unemployed (12 months or longer) is around 43.5% compared with around 88.3% for men. Women have a greater propensity than men to withdraw from the labour force after prolonged job search. People from culturally and linguistically diverse backgrounds and indigenous people are substantially over-represented among the long-term unemployed.

### Employment Trends in NSW February 1993 – February 2003<sup>42</sup>

#### Employment (000s)



### Sydney, rural and regional

Women in the Inner Sydney region have the highest labour force participation rate of 64.3%. Women's employment has steadily increased in Sydney's eastern suburbs to 58.7%.<sup>43</sup> Women's labour market participation rates are lowest in the Fairfield Liverpool region (45.6%), Canterbury / Bankstown (43.6%) and Central Western Sydney (45.9%).

In February 2003 the overall unemployment rate in Sydney was 5.1%, down from 5.2% in 2002. In the year 2002-2003 unemployment decreased in the Fairfield-Liverpool and Outer Western Sydney areas and rose in Central Western Sydney, St. George – Sutherland and the Northern Beaches.

All rural regions have a higher women's unemployment rate than the State average with the exception of the Murray-Murrumbidgee region where the women's unemployment rate is 4.8%. Women's unemployment rate is 7.6% in Richmond-Tweed and Mid North Coast region, 8.5% in the Illawarra and Southeast region and 8.2% in the Hunter Region. The ratio of unemployment to population aged 15+ fell in the Hunter (by 21%, associated with a decline in labour force participation), and in Sydney and Richmond Tweed/Mid North Coast and rose elsewhere (including 15% in Illawarra/South Eastern).

While women's workforce participation rate in Sydney is close to the national average, women's overall workforce participation rate in NSW (55.6%) is lower than the national average (56.8%). This partly reflects the high concentration of population and overall

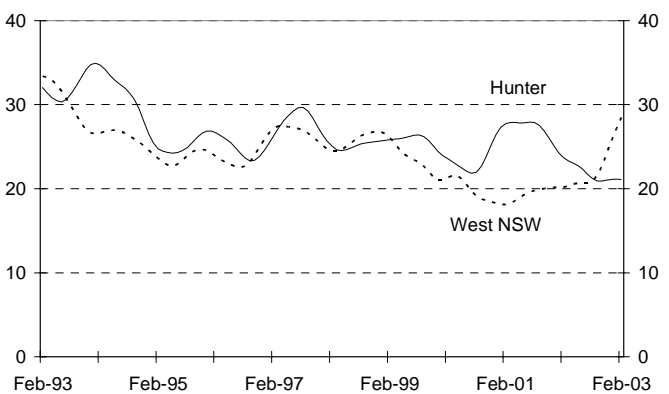
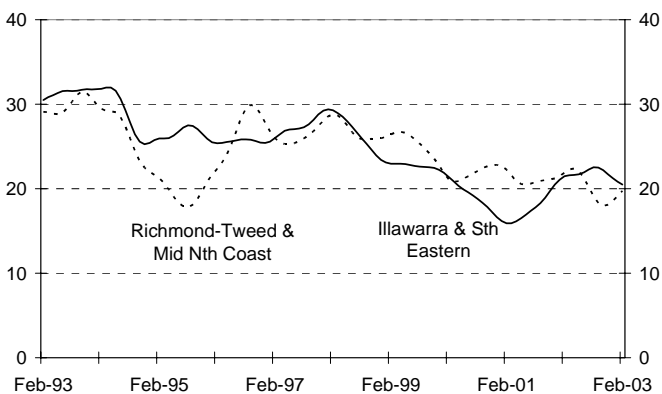
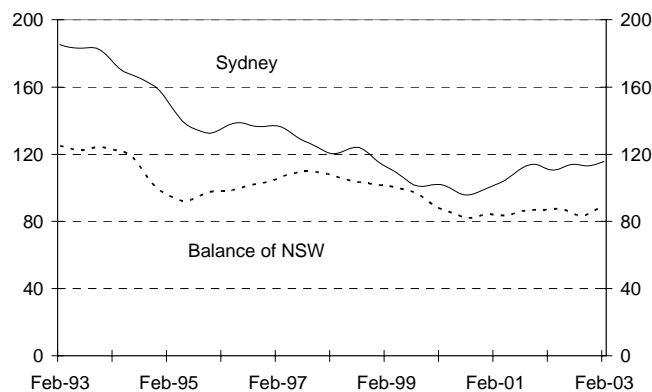
employment in the Sydney-Newcastle-Wollongong strip and especially the history of limited employment opportunities for women in the men-dominated industries in the Hunter and Illawarra regions. Only 16.6% of women in the workforce in NSW are employed outside the coastal strip.

Rural NSW contributes approximately 30% of the State's economy from a primarily agricultural base. Women represent 32% of Australia's farm workforce,<sup>44</sup> and have contributed to the positive trends of diversification in agriculture as well as introducing new businesses and industries to their towns and regions.

Women's highest labour force participation rate in rural NSW is in the Murray-Murrumbidgee Region (59.3%). Women's lowest labour force market participation rates in rural regions are in the Northern, Far Western and Central West regions (45.6%) and the Hunter Region (47.6%).

The table above shows that trend employment is currently rising in Sydney, the Hunter and West NSW (which comprises the ABS regions of Northern, Far West, North Western, Central West and Murray-Murrumbidgee) and trending down elsewhere.

**Regional unemployment rates from February 1993 to February 2003 by 000s<sup>45</sup>**



## Indigenous women

Australia wide, the workforce participation rate for indigenous women was 42.6%, and the unemployment rate was 14.9%, compared with the participation rate of 64% for indigenous men and unemployment rate of 19.6%. This means that the participation rate for indigenous women is almost 15% lower than non-indigenous women and more than 20% lower than non-indigenous men. The unemployment rate is almost double that for all NSW women, but almost 5% lower than for Indigenous men.<sup>46</sup>

## Age

In the 15-19 age bracket, unemployment is 3.7% for the female labour force compared to 4.7% of the male labour force. 19.7% of men and 11.9% of women in this age group work full time, 6% of men and 8% of women work part time, and 66.4% of young men and 72% of young women are in full time education (many of them are working part time).

In the 20-24 age group, 55.1% of men and 42% of women are in full time work, 9% of men and 12.8% of women in part time work and 7.5% of men and 5.5% of women unemployed. The remaining 5.4% of men and 12.8% of women were not in the labour force. Nearly half the women not in the labour force said they did not want to work, mostly for homecare or childcare reasons. Unemployment rates for girls who did not complete secondary school are 14.7%, compared with 6.3% for those who did complete<sup>47</sup>.

After rising sharply in the 1980s from 30% to 37%, the full time employment to population ratio for 25-54 age working women has now stabilised at around 40%. There has been a noticeable increase in the full time employment levels of women over 55.<sup>48</sup>

## Section Two: Industry employment trends in NSW

Women's employment opportunities reflect industry and regional employment trends. Women's workforce participation has been relatively low in regions such as the Illawarra and the Hunter where the labour market has been heavily based on traditionally male-dominated industries (manufacturing and mining). The industry mix in those regions has become more diverse, with increasing employment in areas such as tourism, finance and business services (including call centres). It is therefore likely that women's workforce participation in those regions will increase. In overall terms, the industries in which women's employment is concentrated, especially some service industries have good employment growth prospects. The occupational mix in various industries and changes in that mix also affect levels of women's employment.

The education level required for many occupations continues to increase. There has been a long term trend of increasing workforce participation of women in Sydney's northern and eastern suburbs, reflecting rising levels of education and women's increasing share of professional employment.

### Top Five Employing Industries<sup>49</sup>

Sydney	Non-Sydney NSW	NSW
Property & busn servs	Retail	Retail
Retail	Health & comm servs	Property & busn servs
Manufacturing	Manufacturing	Manufacturing
Health & comm servs	Agriculture	Health & comm servs
Construction	Property & busn servs	Construction

The table above demonstrate that Sydney's industry structure is similar to that of NSW with the same top five employing industries. Three of these five industries were service industries. Service industries comprised 79% of employment in Sydney, 76% in NSW and 71% in Non-Sydney NSW. In Sydney the top five industries accounted for 74% of employment increases for all of NSW. Between 1996 and 2001 property and business services was the fastest growing industry in Sydney at 24%, followed by construction (17%) and accommodation, cafes and restaurants (16%). From 1996 to 2001, the fastest occupational growth in Sydney was in professions, at 17%, followed by managers and administrators (16%) and associate professionals (14%). (See Appendix Four for statistics on the occupational composition, average earnings and gender composition of employment in NSW industries).

Outsourcing of non-core activities by large corporations and government enterprises has been a significant source of growth in business services. Accounting, legal and computer services previously done in-house used to be included within the industry in which they were employed (for example manufacturing). However, if a specialist accounting company does these services, they are recorded as business services employment.

In summary, NSW employment trends indicate recent job growth in the service sector, construction and retail.

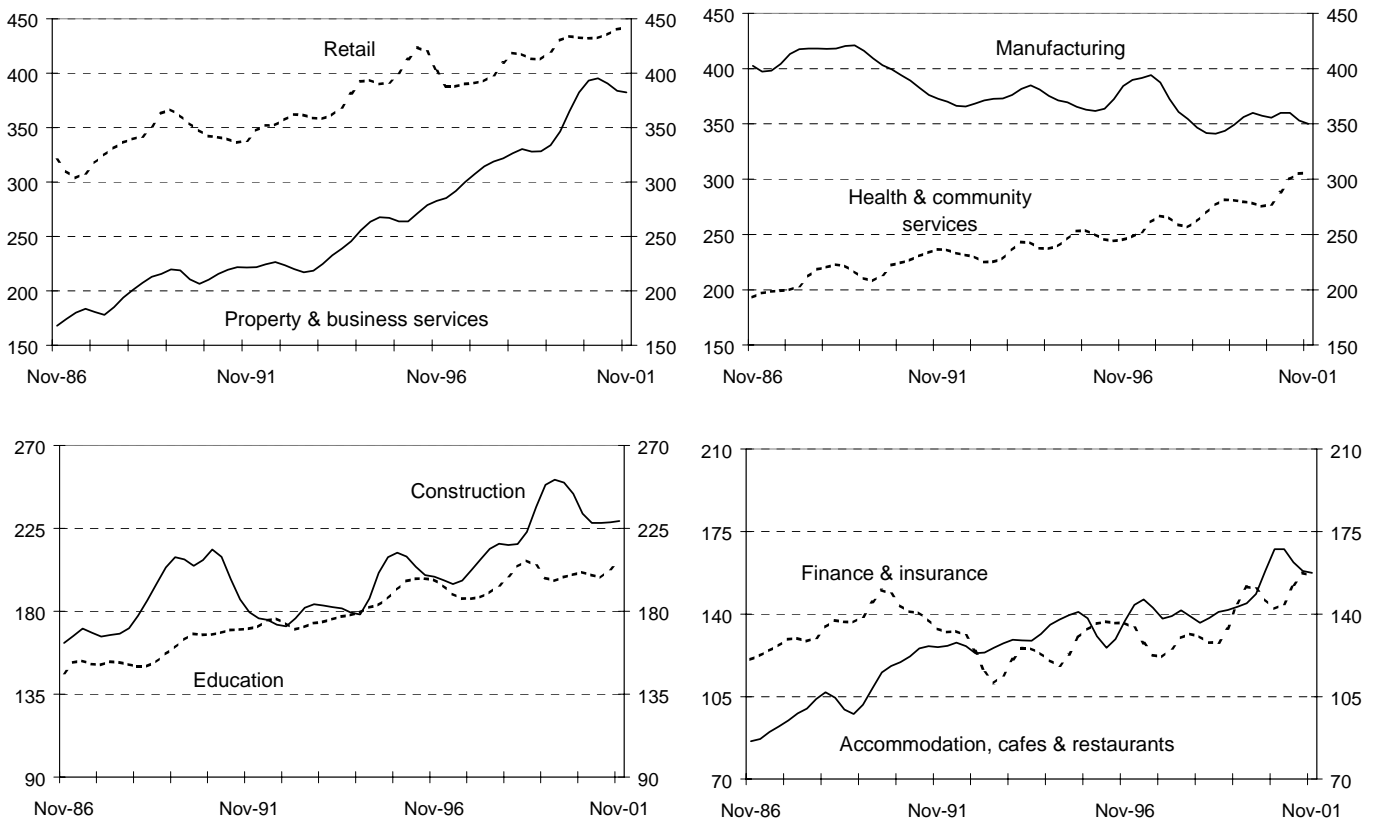
### Industries Recording Largest Employment Increases\* 1996-2001

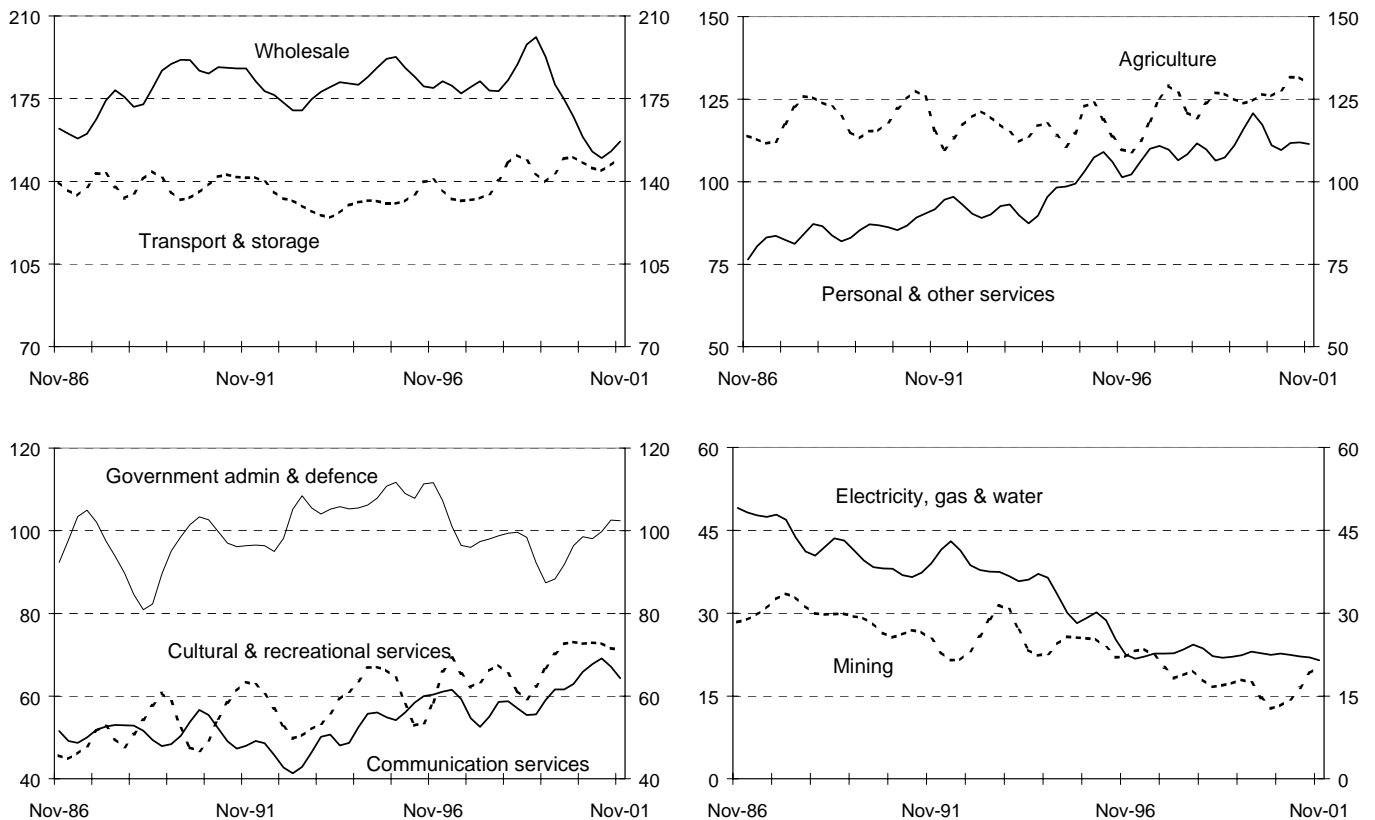
Sydney	Non-Sydney NSW	NSW
Property & busn servs	Retail	Property & busn servs
Retail	Property & busn servs	Retail
Construction	Health & comm servs	Construction
Accmdtn, cafes & restrnts	Construction	Health & comm servs
Finance & insurance	Education	Accmdtn, cafes & restrnts

\*Based on numerical (not percentage) increases

Up until 2001, employment fell in electricity gas and water, mining (slightly), wholesale trade, and in manufacturing. Employment rose in retail, education, finance and insurance, accommodation, cafes and restaurants, transport and storage (slightly), health and community services, property and business services, cultural and recreational services, finance and insurance, mining, agriculture, construction, communication services, government administration and defence (slightly), and personal and other services.<sup>50</sup>

**NSW Industry Employment Trends (000s)**  
(shown in terms of size - from largest to smallest)





Source: ABS Labour Force Survey data which has been seasonally adjusted and averaged by the NSW Labour Economics Office DEWR.

## Occupations in demand

There are two dominant trends in future job growth. Jobs created over the next decade are likely to require a more skilled workforce, while employment in service sector industries (property/business services, retail, accommodation, cafes and restaurants, health, hospitality, cooking) will continue to expand. During the second half of the 90s demand for professionals rose 50%, computing professionals and accounting professionals showing the strongest growth. Furthermore, demand for associate professionals grew by 77%, with the strongest rises being for chefs and building and engineering associates. By 2001, in Sydney and Non-Sydney NSW, professional, managers and administrators and associate professionals were some of the fastest growing occupations. In February 2003 the Department of Employment and Workplace Relations NSW Labour Economics Office released a list of professional occupations in shortage in NSW. (Refer to Appendix Two for more detail on job category and explanatory notes).

- childcare coordinator and childcare worker
- civil engineer and electronics engineer
- accountant
- nurses of almost every category
- registered midwife
- pharmacist
- occupational therapist
- physiotherapist
- speech pathologist
- diagnostic radiographer

- radiation therapist
- nuclear medicine technologist
- sonographer
- secondary teachers

Shortages in trade occupations, released December 2002.

- engineering trades
- vehicle trades
- electrical/electronics
- construction
- food trades
- printing trades
- wood trades
- hairdressers
- furniture upholsterers

ICT skills shortages, surveyed late 2002.

- database
- general application development / software engineering
- Internet / Networking / LAN / VAN
- client / server application
- system software support
- operating systems
- communications
- e-commerce, eg: business, financial management, analysis and customer services
- security, eg: network security
- other specializations such as GIS and Mapinfo

### **Section Three: Jobs for the Future and employment prospects and opportunities for women**

The NSW Budget 2002-03 outlines government proposals for industry and job development for the coming years. Before the Sydney Olympics the State government carried out many projects and initiatives for job growth in urban redevelopment, rail and road construction, tourism developments and others as part of the Jobs for the Future plan. The *Beyond 2000* initiative included public and private sector investment in projects in Sydney and regional NSW. Examples of these were urban redevelopment in Sydney's west and rebuilding of country roads, both of which provided long term and direct or indirect jobs.

In 2001-02 there was a slowdown in NSW that was particularly reflected in the tourism, finance, and ICT industries. However gains were made with solid private consumption and an upturn in the dwelling and construction sectors predicted to increase by 9% in 2002-03. This helped boost employment and output in related manufacturing and service industries. The agricultural and related sectors will be considerably weaker as NSW farmers bear the brunt of the current drought. According to the latest budget assessments, 80 000 rural jobs were lost over the past year, and that reduced rural activity is likely to dampen employment gains in the near future.

Government program investments have been dominated by capital works projects in transport and in health, education, corrective services, police, Sydney Water, public housing and electricity. There will be additional NSW government spending in health, education, transport and community services outlined in the State budget in 2002-03. These increases will include:

- Additional costs to tackle bushfires and drought of around \$126 million
- Salary increases for teachers and nurses on top of funds for infrastructural development. Overall, the provision for spending on health is \$8.856m, an increase of 6.7% over the previous year. The majority of this funding is being used to run 206 general hospitals, 280 community health centres and 500 early childhood centres. As well as redevelopment of the Royal North Shore Hospital and other upgrading and construction, the budget provides some new funding for rural health initiatives, extra mental health beds, additional dental health and podiatry services, and medical indemnity insurance for doctors treating public patients in public hospitals.
- \$115 million for public transport including accelerated maintenance of the metropolitan rail network and a higher proportion of the costs of the Parramatta Rail Link being borne by the SRA rather than the Rail Infrastructure Corporation, which sits outside the general government sector.
- \$83 million for community services to provide more children with foster care, employ more child protection caseworkers and provide a pay rise for the community workers providing welfare services on behalf of the State and Federal governments.

Government policies and programs contribute to targeted development and support of particular industries and regions and to the overall climate for economic development. Public sector involvement in generating jobs occurs through:

- labour market development (through training programs to supply necessary skills)
- specific assistance schemes including grants, awarding government contracts, tax concessions
- provision of public infrastructure including transport (road, rail, bus, ports etc.)
- provision of community infrastructure (hospitals, schools, national parks, tourist facilities etc.)

- government employment (and its strategic location)
  - coordination and inter-government coordination and planning
  - regional economic promotion
  - brokering and building strategic alliances in particular areas
  - regulatory, planning and fiscal arrangements that facilitate business development
- Most employment creation occurs through private sector investment to meet the demands of particular product and service markets without any specific government involvement.

Appendix Three provides details of reported employment developments by regions. Information on employment and industry trends in this section is sourced from the reports by the NSW Labour economics office of DEWR.

Throughout NSW, recent labour market developments are mostly in re-development of infrastructure such as residential accommodation, offices, shopping centres and other commercial stores, hospitals and clinics, parks, hotels and other forms of accommodation, tourism complexes, railway and roads and also mining. These provide mostly construction work but can produce vacancies in various other positions such as retail, management and related services of each industry. Employment growth will be mostly in the construction, retail and tourism industries. Some of the most affected industries facing job loss are agriculture (because of the drought) and travel services (because of international instability and the threat of SARS). By the end of June 2003 Qantas cut up to 1,700 full-time jobs as passenger numbers declined. Job cuts in all areas from management and sales to pilots and baggage handlers will include 1,000 redundancies, 400 cuts by natural attrition and 300 conversions of jobs from full-time to part-time. The redundancies are on top of 3,000 full-time equivalent positions to be cut through forced leave and a hiring freeze. Most recently Qantas announced plans to casualise around one quarter of their staff.

The large amount of public works and re-development programs (both state and privately funded) will provide temporary and long term work for men and women. Some of the state initiatives include plans to decentralise government offices, to create employment in regional NSW. Other state funded projects include plans to restructure and relocate mining sites, manufacturing and processing plants in regional NSW. Transport projects that received funds in the last year include the upgrading of Windsor/Old Windsor Roads, construction of the Western Sydney Orbital link, the Liverpool to Parramatta Transitway, upgrading of the Pacific Highway and connecting roads, restoration works at Walsh Bay and Eden, rail and train construction as well as CityRail station upgrades.

While building and construction jobs generally go to men rather than to women, many of the community facilities constructed (especially hospitals and schools) both improve services for the community and generate and support employment in areas in which many women work. For example, about 200 jobs were projected from the third stage of the redevelopment of the Tweed Heads Hospital, as hospital services expand to include renal dialysis, inpatient mental health services, cancer services, orthopaedics, urology and general surgery services. New jobs include nursing, administration, cleaning and support services.

Funds have also gone towards redevelopment of health facilities including \$20 million for the redevelopment of Royal North Shore Hospital, \$9.6 million for rural hospitals and health service facilities at Bourke, Hay, Kyogle and Henty and \$58 million for the continuation of the redevelopment of Wyong and Gosford hospitals. Other allocations included funds for upgrading education facilities, construction of gaols at Kempsey, Parklea and South Windsor,

relocation of Sydney Police Headquarters to Parramatta, Sydney Water works, construction of public and community housing and network growth and renewal of electricity infrastructure.

Large scale tourist developments are mostly in regional NSW. For example, a Crown Plaza Resort comprising a 150 room holiday/country club and 175 villas will be built opposite Cessnock Airport. Construction began in late 2002 creating up to 400 jobs including 160-180 permanent staff. Similar projects were started in Gloucester and Port Stephens and other localities in the central coast.

Retail job growth has been stimulated by the construction of shopping centres, supermarkets and the expansion of chain stores in regional NSW. The warehouse-style discount supermarket chain Aldi has opened 25 stores in NSW including in the western suburbs of Sydney, Central West NSW, Newcastle and Wollongong. The German-based retailer has secured nearly 1% of the market after opening in Australia in January 2001. Industry analysts predict Aldi could capture 3% of the national market by 2004. Expansion along the east coast remains a priority, but the company has also secured distribution sites in Victoria, Queensland and the ACT.

Attracting regional headquarters to NSW generates jobs in diverse industries including medical research, credit and finance, data processing and analysis, and electronics. HSCBC's new Exchange Centre branch in the Sydney CBD could create 300 jobs in the next five years. The regional operating centre for Western Union (the US financial services corporation) located in Sydney is expected to create 120 direct jobs over five years.

There were 160,000 workers in call centres nationally in 2000 – 4000 call centres, with an annual growth rate of 25% since 1995. In 1999, call centre jobs accounted for almost half of new private sector employment, and it was estimated that the Australian call centre industry was worth more than \$1.8 billion. Australian growth forecasts are for growth of 20-25% a year. In 1999, Australian business conducted two thirds of commercial transactions over the telephone, and this figure is expected to rise to 75%. Call centres are becoming popular in regional areas including Cooma, Tweed Heads, Albury, Lithgow and Dubbo. Most industries now have call centres, with over a third of the centres in finance and insurance, 15.7% in transport, storage and airlines, 5% in communication services, and 10.4% in manufacturing. Call centres remain as one of the more promising sectors within this industry. Call centres have opened up in Wagga Wagga, Newcastle, Gosford, and Cooma.

Call centres in NSW already employ about half the 160 000 call centre workers in Australia. Most of the employees are women and many live in regional areas. The average age of employees is 23 and more than half the workforce is under 34. Around 60% of call centre employees have high school qualifications and 30% have tertiary qualifications. The average length of service in a call centre job is two and a half years. It has been estimated the 68% of call centre employees work full time, 7.8% permanent part time and 12% casual or temporary. Almost half work a five day week between seven and nine hours a day (*Discussion paper: On the line*, ACTU Call Centre Unions, [www.vtown.com.au/vunions/callcentral](http://www.vtown.com.au/vunions/callcentral)). Further expansion of call centres (especially in regional areas) is planned, to double the number of call centre workers in NSW by the end of 2003. Plans are being prepared for each of the 13 economic regions in NSW to attract call centres. The expansion of the centres has brought a need for training programs in telemarketing that is being met by TAFE. Key strategies are industry liaison, databases providing regional information, marketing of regions as call centre sites. The NSW Police Service Call Centre established at Tuggerah in 1999 generated around

120 full time positions. Impulse Airlines Newcastle call centre received funding assistance from the State government on the basis of providing an initial 70 full time and part time jobs from April 2000 and a further 150 jobs within a year. The telecommunications services industry is expected to grow by 1.65% a year (Monash Employment Forecasts 2002).

The dip in IT employment following the dot.com crash was compounded by the post Y2K wash-up, GST preparation and the Olympics. There has also been less ICT work available in Australia because of the growth of outsourcing, often to overseas countries. While there has been slowing in demand for ICT skills over the last couple of years, considerable levels of employment exist and employment growth can be expected. The Monash Employment Forecasts 2002 report that the IT industry increased in size by 270% over the past decade, the largest growth of any industry. There are skills and labour shortages in some ICT occupations. Ongoing improvement of ICT education and training and carefully focused programs for particular groups can help to improve the supply of skilled labour on which expansion of ICT and telecommunications jobs depends.

ICT skills are an asset in a diverse range of occupations, and increased participation in IT education and training and increased levels of skill would increase women's employability substantially. There is a continuing strong demand for e-commerce skills in accounting and banking. The IT Skills Hub Market Monitor report (May 2003 [www.itskillshub.com.au](http://www.itskillshub.com.au)) found that the number of technical skills being required in job ads had risen from 10.9 to 12.2 over the previous year. There were 379 more graduate IT skills advertised compared to the 2002 report. There are currently 4,188 "active" skill attributes in the IT industry. At the same time, 32.3% of workers in IT have no formal post-school qualifications, compared with 40.5% in telecommunications and 51% of all workers.

Research Company CSi ([www.classalinfo.com.au](http://www.classalinfo.com.au)) says that the rate of attrition among permanent IT staff has fallen to 5.8% (down from 6.7% in March 2003), with 3.7% leaving voluntarily. The Australian Computer Society's ([www.acs.org.au](http://www.acs.org.au)) annual remuneration survey found that in the year to April, salaries grew by 3.1%, below the CPI. However, the average ICT salary (\$74 560) was still around \$30 000 higher in 2003 than average salary for the workforce.

The TMP/Hudson Global Resources Job Index Survey (July-September 2003), [http://www.hudsonresourcing.com.au/knowledge/job\\_index\\_survey/july\\_september\\_2003analysis.pdf](http://www.hudsonresourcing.com.au/knowledge/job_index_survey/july_september_2003analysis.pdf)) reports that the highest job growth indicated by NSW employers is in sales (+8.8%), accounting/finance (+7.8%) and computer/IT (+5.9%). Growth was also expected in office support (+4.6%), marketing (+4.2%) and engineering (3.7%) and to a lesser extent in retail, call centre/customer service, construction and lawyers. Increasingly services rely on the internet and computer technology for sales in the global market. As the service industry grows there will be strong demand for IT professionals. The three fastest growing areas in IT over the next five years are expected to be internet services and support, multimedia content development and services consulting.

The NSW Government's Information and Communications Technology Skills Action Plan, *Skilling people for an information society*, recognises the importance of action to improve participation of women in ICT education and employment. Particular projects include programs to equip women to move into ICT areas; and research investigating the reasons for girls' low and declining participation in ICT subjects (details below). The merging of two

major ICT skills training organisations (IT Skills Hub and IT&Titab) will contribute to eliminating gaps in skills provision.

Electronic commerce can assist existing small and medium businesses to expand, and provide conditions for new ones to succeed especially in regional and rural areas. The operating costs of some kinds of businesses can be reduced; others can find new markets and/or compete more effectively in existing ones. The Department of State and Regional Development provides workshops to assist women in identifying e-commerce opportunities for small business (<http://www.srd.nsw.gov.au>).

New jobs have been created in the federal and state public sectors. The Department of Corrective Services has been recruiting 500 new prison officers across Sydney jails including Emu Plains, Silverwater, Metropolitan Remand and Reception, Mulawa, Industrial Training Centre at Long Bay, Malabar Special Programs Centre at Long Bay, Parramatta and Long Bay Hospital and 100 additional jobs throughout regional and rural NSW are being created over the next couple of years (for expanded court security and escort services). New Centrelink services are being established under the Rural Outreach Program (at Bellingen, Braidwood, Cobar, Gilgandra, Grenfell, Lockhart, Nyngan, Oberon, Quirindi, Tenterfield, Walcha and Yass). 92 new NPWS jobs are being established in the South Coast and Tumut to help manage new reserves

Strategic public service job relocations can both improve government services and build resources in rural and regional communities. The NSW Government's strategy *Staying in town* outlines initiatives providing jobs and services that contribute to the long term viability of country NSW. Job relocations have included 251 jobs in the Department of Land and Water Conservation to regional and rural NSW; 150 jobs in the Police Infringement Bureau to Maitland; 50 jobs in the Police Firearms Registry to Tweed Heads; 70 jobs to Lithgow and 170 jobs to Tuggerah in the Police Assistance Line; 300 jobs in the Superannuation Administration Authority to Wollongong; 70 jobs in the Department of Local Government to Nowra; 30 jobs in the Cooperatives Registry to Bathurst, and 350 jobs in the WorkCover Authority to Gosford.

New jobs will be created in the accommodation, cafes and restaurants sector including takeaway food franchises and clubs. Investment in new tourist facilities and promotion of tourism (including conventions and in regional centres) generates jobs in tourism occupations, in which many women work.

Retail industry jobs will be created, while some are lost and others relocated. Urban and regional employment is also generated indirectly and directly through transport projects (freight, warehousing, ports, bus transitways, roads), and through construction of the gas pipeline, dams, and residential construction, and supermarket, retail and commercial centre redevelopments (outlined in Appendix Three).

#### **Section Four: Department for Women employment initiatives**

The initiatives outlined below have employment implications through results such as economic development, business development and expansion, training for work readiness and skills development or through provision of support to increase women's workforce participation and retention.

Improving skills can contribute to employment prospects for more disadvantaged groups, widen job opportunities for those groups and for women generally, and improve the quality of labour supply. In appropriate contexts, improving skills can support expansion of existing businesses and creation of new ones. Higher skill levels can facilitate businesses in diversifying and adding value to products to capitalise on alternative industry opportunities. New jobs are especially likely to be generated where the focus is on finding new markets then identifying and/or developing appropriate labour and other business resources.

Improving employment arrangements for balancing work and family commitments can improve the prospects of women being able to enter and remain in a wider variety of jobs. That can contribute to better functioning labour markets, more viable household finances, higher levels of economic activity and development in communities, and improving women's longer-term economic capacities including opportunities for career progression and retirement income. Measures to retain women in paid work allow women and the community generally to maximise the benefits of women's education and training and the use of community infrastructure.

DFW's work on jobs for women is through:

- Staff and consultancy work in particular regions (Orange, Kempsey, Western Sydney, Nowra/South Coast, Dareton, Miller) to consult with communities and work with other agencies and organisations on jobs and training
- Grants to support local business and employment and training initiatives, especially in the ICT field and in small business
- Projects on ICT education and training for women and girls
- Information resources and workshops to support business development and employment
- Policies and projects to improve retention of women in employment

All these activities are undertaken in partnership with other agencies and/or non-government organisations.

DFW has placed a high priority on initiatives to promote women's participation in and use of IT, in employment, as users of government and other services and as providers of services. DFW has produced an **Information Technology Framework 2002**, which sets out the context and priorities for the Department's work in the area of IT ([www.women.nsw.gov.au](http://www.women.nsw.gov.au)). DFW's work has particularly focused on improving the employment prospects of Aboriginal women, women from non-English speaking backgrounds and women in regional and rural NSW who experience particular labour market disadvantages. A strong focus of DFW's employment-related initiatives is to make it easier for women to identify and access government and non-government programs and services relevant for development of enterprises, employment and skills.

It is NSW government policy that start-up finance for small businesses should be sourced from the private sector (from financial institutions etc.). If viable small business proposals are

developed, advice on business planning, approaching banks for money, marketing, e-commerce and so on is available. Business Enterprise Centres (BECs) provide advice about business planning and so on (which assists in assessing viability) and State and Regional Development has a scheme providing technical/professional assistance in expanding existing small businesses.

An important aspect of DFW's work on economic and community development in regions is in supporting formulation and articulation of business concepts and facilitating access to and linkage with government services that can assist in starting a business. This often involves extensive consultation with disadvantaged communities to identify community skills and capacities and obtain some information on possible local markets. It also can involve investigation and liaison with other agencies to identify available local and other resources including land, premises, equipment and so on. The main issue in developing small business in regions often is finding appropriate markets for the goods and services rather than labour supply, as labour demands often are very limited while supply of labour is abundant.

### **The NSW Women's Grants Program**

The Department annually funds projects that contribute to the Government's social justice objectives of equity, access, rights and participation. Grants are open to non-government organisations or groups in NSW undertaking projects that will benefit women in NSW. Information about the program is at [www.women.nsw.gov.au](http://www.women.nsw.gov.au). Details of current projects are at Appendix four.

### **Other current initiatives promoting women's economic independence**

The Department provides \$100,000 annually to the NSW Working Women's Centre to provide a core information and advisory service to women throughout the state on industrial relations and employment related issues in the NSW industrial relations jurisdiction. This helps to increase women workers' understanding of rights and obligations under industrial relations and anti-discrimination legislation, and their awareness of the benefits of union membership. This program is specially directed at women from disadvantaged groups less likely to be exposed to information and assistance of trade unions and advocacy groups - particularly women from culturally and linguistically diverse backgrounds and indigenous women. The WWC provides advocacy services to directly redress unfair or discriminatory treatment in the workplace, or referral to the relevant union, a legal advice service or government agency. Community relations programs and specific industry projects to assist in addressing identified needs are also conducted.

In 2001/2002 the WWC was involved in a community education program, in partnership with TAFE Outreach, local government and community organisations, to deliver workshops and seminars for service providers including community legal centres, unions, chambers of commerce, local government and community based organisations. Specific seminars on bullying and harassment and paid maternity leave were held. The WWC receives around 400 queries a quarter, mostly regarding dismissal/redundancy, remuneration, conditions of employment and maternity entitlements, and manages ongoing cases.

In 1997 – 98 DFW provided \$80,000 to the Working Women's Centre to promote equitable, safe and responsive workplaces for indigenous women. A booklet providing basic information on sound employment practices for community organisations, highlighting issues such as industrial awards and agreements, recruitment of staff, equal employment opportunity and

discrimination, occupational, health and safety and family-friendly work practices was developed. Models developed from recent indigenous women's employment projects and analysis of issues round indigenous women's employment in the current labour market context will inform policy development in this area by government agencies including the DFW's Aboriginal and Torres Strait Islander Women's Unit.

The office of the Director of Equal Opportunity in Public Employment (ODEOPE) coordinates the *Employment and Career Development Program*, which gives indigenous people the opportunity to gain tertiary qualifications and enter careers in the public service, thus providing the service with qualified indigenous people to fill policy, professional service delivery and leadership roles. This five-year partnership between Premier's Department and the federal Departments of Employment and Workplace Relations (DEWR), and Education, Science and Training, funded with \$1.3 million from DEWR, has a target of 100 cadetships in its first 3 years. Of the 30 first round recruits to cadetship positions in 13 NSW Government agencies now in tertiary study, 40% are women. In 2003, the program will cover technical as well as professional occupations, and 30 more cadetships will be available. Further details are available on ODEOPE's website [www.eeo.nsw.gov.au](http://www.eeo.nsw.gov.au).

The DFW provided \$41,150 to the NSW Federation of Housing Associations for an innovative project to retain more women in senior positions in the community housing sector. The *Executive Officer Management Short Course* focused on change management skills for managers of not-for-profit community services organisations with volunteer boards of management. Fifteen women managers of community housing organisations attended the interactive course, which included case studies drawn from housing associations. Participants appreciated networking and knowledge sharing during the course, and ongoing peer support networks were established.

### **Migrant women**

In 2002 the Griffith Adult Learning Association received \$19,980 to undertake a project to help women from migrant communities wanting to re-enter the workforce to recognise and document prior learning and existing skills and gain new workforce-related skills. The *Skills Development for Migrant Women* project identified needs and provided training in resume writing, job seeking skills and use of computers and the Internet. A support network was established and participants were referred to appropriate employers or employment agencies. Social interactions and cohesion between women from diverse backgrounds were increased, and participants gained a better awareness of the Australian labour market and workforce and how to identify and access relevant training to increase their employability. One participant got a job in a child care centre and started her diploma course in Child Care Studies on completion of her first aid course.

There were also successful outcomes from the \$18,690 St George & Sutherland Community College project, *English for Living*, which developed and ran a 20-week work-related training course for unemployed women from non-English speaking backgrounds. Work experience placements were obtained, and a mentoring scheme was run in partnership with the Australian Federation of University Women, Southern Suburbs Group. *English for Living* participants were paired with retired, university trained professional women who acted as career development advisors, helped with the selection of suitable academic courses and in some cases developed lasting contact. Ten of the original 16 women completed the full 20-week course. Four women found employment before completing the course (two as a direct result

of successful work experience placements) and two left to continue their English studies at the University of NSW.

The ODEOPE runs the Migrant Career Development Program to increase opportunities for people with qualifications and skills from non-English speaking countries to find careers in the NSW Public Service. NSW government agencies are given an incentive payment of \$5,000 to provide six month work experience placements for skilled migrants from outside the public sector. In 2001/2002, there were 260 applicants for the program, 41% of them women, and 53% of the 34 placements made are women.

In 2001 DFW provided \$20,268 to the Western Sydney Community Forum for the *Western Sydney Migrant Women Food and Business Project* to develop a business proposal to apply for GROW funding for a training and small business "incubator" for culturally and linguistically diverse women in Western Sydney. The Forum is carrying out initial research and a feasibility study into establishing catering for small business, identifying necessary skills and training including small business skills, and investigating business opportunities available. Useful resources currently available in the community are being identified, and a partnership formed with TAFE to enlist women participants and design and deliver appropriate training.

### **Women with disabilities**

OPEOPE runs a program providing traineeships in NSW public sector agencies to people with a disability. Program sponsors include the NSW Office of the Public Trustee, the NSW Motor Accidents Authority, the NSW Department of Education and Training, the NSW Board of Vocational Education and Training and DEWR. The program fully funds host employers for the award wage and allowances for the traineeship. Trainees enter into a training contract with the employer and undertake training that leads to a nationally recognised qualification. In 2002, 21 of the 38 traineeships (55%) offered were to women with disabilities.

Despite an 11% disability employment benchmark in NSW Government departments, very few departments have met this objective. The Department for Women has initiated a project to discover why the employment of women with a disability is so low. The project will initially focus on visual impairment. In this project, 20-40 visually impaired women will be interviewed to identify their employment needs and experiences. Disability employment providers will be interviewed about their services, and the responses to these interviews will be analysed to identify any gaps in information and service provision.

### **Young women**

From March 1999, DFW worked with Creative Brands (manufacturers of Australis cosmetics) and individual high schools throughout the state to run workshops encouraging girls and young women to achieve economic self-sufficiency. The *Australis Self-made Girl Program* for girls and young women aged 15-18 in regional, rural and remote NSW, was designed to increase access to educational and leadership programs in rural and regional areas, and build links between younger and older women within communities.

### **Girl\$avvy**

DFW working with the Business and Professional Women's Associations (BPW), the YWCA, Guides NSW and the Department for Education and Training has developed Girl\$avvy for the young women of NSW. Girl\$avvy is designed to help young women focus on the concept of economic empowerment and to motivate them towards financial

independence, through fun and activities, working alongside successful businesswomen from a range of industries. The day takes place in a business setting - girls dress in business clothes and interact in a professional environment.

### **Jobs for the Girls and Wizegirls**

While girls outperform boys at school, their longer term work outcomes are not as good. In 2000/2001 DFW worked with Northern Sydney Institute of TAFE, Women in Vocational Education, the Women's Electoral Lobby and ODEOPE to highlight this problem with educators and produce accessible employment-related resources for lower-achieving girls leaving school. With funding from the Australian National Training Authority, the successful *Jobs for the Girls: the Realities for Young Women* conference for educators was held in mid 2000, and an employment-focused "teen" magazine for young women, *Wizegirls*, profiling a number of young women in different jobs and offering useful and realistic advice to assist in job seeking, was developed by Streetwize Comics. A classroom-learning guide to accompany the magazine was also developed.

*Wizegirls* was launched at Crows Nest Campus, Northern Sydney Institute of TAFE, on Wednesday 7 March 2001. Speakers included Rachel Gully, DFW staff member at Orange and NSW Trainee of the Year for 2000, also featured as a case study in the magazine. The magazine was launched again at Coonamble High School by Neita Scott of the Premier's Council for Women during the Women on Wheels (WOW) tour in May 2001, and distributed to girls in rural schools as part of WOW Tours in 2001 and 2002. Overall, 80,000 copies were distributed through school, TAFE and community networks.

### **Women working in the arts**

Under its 2002 Cultural Grants Program, the NSW Ministry for the Arts has funded a number of initiatives supporting women working in the arts. \$2,600 was provided to the Sydney Improvised Music Association Inc. (SIMA) for the Sandy Evans Workshops for Year 11 and 12 girls considering becoming jazz musicians and auditioning for the NSW Conservatorium's Jazz Studies Program. The workshops are a trial program to improve the gender imbalance in the cohort of Jazz Studies students and women taking up jazz as a career. Ongoing funding would enhance career opportunities for women jazz musicians and young women wishing to become jazz and improvising musicians, in line with the Government's policy commitment to give priority to supporting training, development and workshop programs for young women entering the popular music industry.

Since 1992, the Ministry for the Arts has given \$209,983 through its grants program to Playworks, the National Centre for Women Performance Artists, a national network supporting women writing for theatre and performance. Playworks offers a range of services including script development, mentorships, forums and publications for women writers and workshops offering opportunities to engage with other practitioners and explore approaches to writing. In 2002 Playworks received \$23,000, and auspiced funding for two projects: \$1,800 for *Rood Screen* by Donna Abela and \$4,700 to Much Ado Productions towards *Kokoschka's Doll*. Further information on the Cultural Grants Program is available at: <http://www.arts.nsw.gov.au/Guidelines/guidelines.htm>

The Ministry for the Arts has funded the biennial Women and Arts Fellowship, awarded to assist a woman with her professional development as an artist, since 1985. The Fellowship, available to eligible women resident in NSW, has been increased to \$30,000, exceeding both the Writers Fellowship and the History Fellowship. The Fellowship recognises the valuable

contribution of women artists and celebrates their creativity. Imaginative and innovative proposals are encouraged and the guidelines are flexible with regard to the nature of the proposal for which the fellowship may be granted. The Fellowship may be used for professional research, to undertake a particular arts project to benefit the professional development of the applicant or put towards further study or training, particularly for courses not readily available in Australia or where expertise gained might benefit other women working in the arts in this State. Twenty women have benefited from the award to date, and the next Fellowship is being offered in 2003. Further information on the Fellowship is available through <http://www.arts.nsw.gov.au/Guidelines/Fellowships> .

In Brewarrina, the Northern Star Aboriginal Corporation used Women's Grants Program funding on a successful community project called *Images of Murdi Women in Bre'*. This project involved collection and collation of photographic images of Aboriginal women in Brewarrina by working with six Community Development Employment Program participants over 25 years old. The women involved in the 10-12 month project received training in photography, developing creative skills, working collaboratively with a team of photographers, culminating in an exhibition. The final photographic exhibition *Mukatinj Ngari (Women: now in time, here in place)* was held at Brewarrina's local gallery and the photographs exhibited during NAIDOC week. The community photographic archive will also be extended and the opportunity to create a small business developed.

### **Women in rural and regional NSW**

Building on earlier DFW work with the Central West Community College to develop women's employment opportunities in the Central Western region of NSW, the Premier's Department Western Regional Co-ordination Program received \$33,828 under the *Regional Service Delivery Plan* for an intensive six month Women's Employment Project in the first half of 2002 in two communities in the Central West, Oberon and Kelso, a suburb of Bathurst. The project involves work with young women 'at risk' in the 15-24 years age group who are not employed or actively involved in their community, to develop strategies for employment and a model framework for other communities to use to strengthen support mechanisms and improve service delivery to help young women to be more actively involved in their communities.

Sixteen young women attended a specially tailored three hours per week course conducted by Western Institute of TAFE at Oberon High School covering basic computing, self-esteem and completion of job applications. The Kelso course, with an enrolment of 12 young single mothers, was designed to teach them about computers in a relaxed, non-conventional way, to increase confidence and commitment and encourage them to enrol in future courses. The Bathurst Police and Community Youth Club provided free transport, and free childcare was provided. Due to the project's effectiveness the Western Institute of TAFE ran a three hours per week program at Kelso Public School until the end of the 2002 school year.

In 2001 DFW provided \$12, 607 under to the Hunter Community Program for a Women and Work project at Windale, to provide community peer support and small group training opportunities for women to improve opportunities for employment, individual and family health, community participation and family support. Training in Confidence Building for Job Searching and Decision Making (including learning to learn, time management, learning strategies, collaborative goal setting) was provided for two hours a week over a ten-week period

With funding of \$19,618 the Umbrella Group (TUG), a project conducted by the Armidale and District Women's Centre Program explored alternative work opportunities, developing databases of participating employers and women seeking alternative work opportunities. Participants received information and advice and a start-up fund to develop their own ideas for alternative work opportunities. A number of successful micro-business ventures resulted, and a strong ongoing network was formed amongst participants. A booklet describing the project, including a guide to identifying, developing and implementing alternative work opportunities, has been developed and distributed.

With funding of \$51,350, the Broken Hill Multicultural Women's Resource and Information Centre worked with the Far West Regional Council of Adult and Community Education to conduct a Vocational Guidance and Career Planning Course for local women from culturally and linguistically diverse backgrounds, to improve their chances of gaining employment in the Far West NSW region. Training covering computers, office procedures, resume writing, first aid, and basic aged care and child care skills, was provided for two days a week over a 12 month period. When the 16 women graduated from the program (Broken Hill's first vocational training course for multicultural women) in November 2001, several had already found jobs.

In 2000 the Armidale Development Corporation, in partnership with New England Institute of TAFE, the University of New England, women's organisations across the region and the New England Women Linking in New Communities (NEWLinC) obtained \$99,840 from DFW to establish a virtual community and training forum for rural and regional women. The project provided training in basic ICT tools including email, discussion boards, on-line forums and chat to improve access to information and services and conduct of skills workshops in networking and build 'virtual communities' among rural/remote women using communications software on the web. As well as training women in rural and regional areas to use the internet, the NewLinC project has focused on e-business needs, identified aspects of ICT women need to know more about, and set about establishing a network to provide these services.

In 2000, Barnardos Penrith and Family Centre Cranebrook received \$15,071 to establish an Internet Café for isolated disadvantaged women. Working with TAFE and local businesses, the project provided training in computer and Internet use, to help the women to access the Internet for information, communication, bill paying and job networks. Training was also provided in operating espresso coffee machines and cash registers to increase employability, and work experience placements arranged. Employability was also enhanced by involvement in managing the community based Internet Café, launched in December 2001. Childcare was provided through the neighbouring childcare centre, and participants were also able to participate in supported playgroups to increase parenting skills and self-esteem, and to learn to organise and conduct playgroups. Eight women were trained to operate playgroups, and the three playgroups established are now operating independently.

In 2001 a pilot project was undertaken by Metroscreen in Western Sydney in partnership with Hawkesbury Skills, Artsnet, Western Sydney ITEC and Wesley Mission, with funding of \$89,750 from DFW. It focused on skills development and work placements to increase employment opportunities in digital media and ICT areas and to generate self-employment opportunities. Participants (including young unemployed women, migrant women, and older women returning to the workforce) were trained in digital media and business studies for five

hours a day over a 20-week period. The program was structured to suit women with family commitments, with provision made for childcare for pre-school aged children.

The NSW Dental Assistants Professional Association received \$30,000 from DFW in 2001 to provide accredited Dental Assistant Certificate Level III training, with support and follow-up for women in metropolitan and regional areas through the Internet and a 1800 number. The project targeted indigenous women, women of culturally and linguistically diverse backgrounds and socio-economically disadvantaged women. Basic training was completed in February 2002, a two-day Infection Control workshop was held in Sydney in March 2002 and Certificate III training concluded in December 2002. The project has delivered real employment outcomes, with 75% of women participants now employed in dental surgeries in the Sydney Metropolitan area.

### **Mature women**

The Women's Equity Bureau of the Office of Industrial Relations is currently scoping an initiative to extend policy options regarding mature age workers, retirement options and workforce issues faced by the ageing workforce over the next 10 years. Initial literature searching has been undertaken, and consultations with other relevant agencies and academics will be undertaken.

### **Assistants in nursing**

Corporate Partners for Change is a unique partnership between the NSW Office of Western Sydney, industry, unions and the community to help unemployed people in Western Sydney make the transition into the workforce. While it has a strong focus on young people it has been particularly successful in creating skilled jobs and career paths for women returning to the workforce, particularly in southwest Sydney. The prevocational Assistants in Nursing training course has been run four times, and 44 women who have completed Assistants in Nursing Certificates II and III (a 96% success rate), are now either in traineeships or in casual positions in the aged care industry. A further course is currently underway with 16 participants.

## Outworkers

Behind the Label is a three-year, \$4 million campaign by the NSW government to address the problems facing outworkers by promoting greater awareness and cooperation between the industry, unions and the community. The 1998 Pay Equity Inquiry called for Government to address the needs of exploited clothing outworkers. In February 1999, Premier Carr announced the Government's commitment to put an end to this exploitation. Following extensive consultation with clothing retailers, manufacturers and outworkers, as well as community organisations working to improve the situation of outworkers, the Strategy was announced by the Premier in July 2001. The main elements of this strategy are:

- Legal provisions through the Industrial Relations (Ethical Clothing Trades) Act 2002,
- Establishment of an Ethical Clothing Trades Council that among other functions will enhance and promote the Home Workers Code of Practice.
- Recruitment of four new bilingual inspector/advisers to the Behind the Label Unit to work within the Vietnamese, Chinese and other communities and a clothing outworker entitlements task force
- A supply chain management improvement project to identify savings and efficiency improvements in the flow and management of work, and to demonstrate the benefits that can be achieved to the broader clothing industry.
- Labour adjustment through establishment of education and retraining programs for outworkers
- Community based programs to support and assist outworkers to access and participate in training and other opportunities are being developed.
- Education and retraining program for outworkers, which will recognise their existing skills and facilitate alternatives for outworkers wishing to leave the industry.

More information on the Strategy is available in DIR Annual Report

<http://www.dir.nsw.gov.au/about/annual/> and on the Behind the Label website -

<http://www.dir.nsw.gov.au/behindthelabel/>. Information about related community information campaigns can be found at [www.awatw.org.au/fairwear](http://www.awatw.org.au/fairwear).

## Occupational health and safety

### Nail Technicians

In 2001, DFW, WorkCover, NSW Health and the Australian Professional Fingernail Association produced the **Nail Technicians' Kit**, containing information and advice about occupational health and safety, particularly about use and application of chemicals in the industry. The Kit was launched at the International Beauty Expo in November 2000, and included as a supplement in *Australian Beauty Therapist Magazine*. Almost all of the 1000 copies produced were distributed. Because of the Kit's success, a revised and updated version, addressing recent changes to legislation and industry practice, was produced in 2002. WorkCover is also working to increase Nail Technicians' understanding of industry regulations and occupational health and safety.

### Market gardeners

Following a pilot Pesticide Training Program conducted during June/July 2001 (SMARTtrain AQF3), an Information Day was held at Kemps Creek in August 2001 for Chinese speaking women market gardeners and their families. The day was planned and implemented by the South Western Sydney Working Group of the Chinese Market Garden Project and funded by

NSW Women's Health at Work - Western Sydney Area Health Service. Information was provided on safe use of pesticides, health and community services and relevant training opportunities, certificates were presented to SMARTtrain program graduates and training and community needs assessed. The participants included NSW Police, Ethnic Aged Care, Macarthur Area Health Service, Karitane, Granville/Liverpool District Department of Education & Training, Nepean Migrant Access, Centrelink, Breast screen Western, Outreach Campbelltown College of TAFE Diabetes Australia NSW, Camden Council, FPA Health Multicultural Services, Macarthur Migrant Resource Centre, and South Western Sydney Area Health Service Interpreter Service. The project is strengthening community connections (including developing a playgroup) and improving participation of women in education and training. Women's Health at Work is continuing its involvement with the other participants in this work.

**The University of Western Sydney was given \$85,000 in 2001** for a project in partnership with other service providers to address the occupational health and safety training needs of women from Chinese, Cambodian, Vietnamese, Lebanese, Italian and Maltese market gardening communities. The first of the four workshops was held in March 2002 and delivered basic occupational health and safety information, including safe pesticide use, basic first aid and women's health screening information to ten families of Cambodian background. Flexible delivery strategies were used to reach isolated women who cannot leave the farms as well as those who can attend workshops. The project is increasing agencies' knowledge of the needs of this group of women, and develop their links with local service providers.

### **Sex workers**

The Sex Workers Outreach Project (SWOP), a NSW Health funded community-based organisation supporting women, men and transgender sex workers, received \$164,390 from the WorkCover NSW Injury Prevention, Education and Research Grants Scheme for a project to build capacity for effective occupational health and safety systems in the sex industry, minimising the spread of sexually transmittable diseases and HIV, and to improve occupational health and safety practice in the industry generally. WorkCover has revised and updated the 1997 *Health and Safety Guidelines for Brothels*, developed in cooperation with NSW Health after introduction of *The Disorderly Houses Amendment Act 1995* enabled brothels to operate legally within certain parameters and requirements. Resources developed include a training module on occupational health and safety for sex workers and employers, a guidebook and 15-minute video on implementing occupational health and safety management systems in the sex industry and copies of the revised *Health and Safety Guidelines for Brothels*, in Chinese, Thai and Korean as well as English.

The General Manager of WorkCover launched the Guidelines and other resources in January 2002, and training workshops were conducted at 37 metropolitan and rural venues. The Guidelines are available through the WorkCover website, <http://www.workcover.nsw.gov.au/> and through NSW Health and SWOP, and the video is available from SWOP.

### **Contract cleaning**

WorkCover is working with the contract cleaning industry to develop occupational health and safety guidance material for key people in the industry, such as property owners and managers, cleaning employers and contractors. Up to \$10 000 has been allocated to publish and distribute the guidance material. A working party with representation from both the property management and contract cleaning industries has been established, and draft

guidance material has been developed to be published in 2003. Further information about this material is available through the WorkCover website <http://www.workcover.nsw.gov.au/>

### **Facilitating women's equal access to resources, employment, markets and trade**

DFW developed a short workshop on *Economic Opportunities for Women* for rural women returning to the workforce during the first Women on Wheels Tour in 2001. The workshop covered issues such as recognising and recording existing skills, looking for jobs including telework, access to further education and training or retraining, and developing employment and small business opportunities, and included a takeaway participant workbook to help women identify existing skills. It was designed and run to maximise input from successful local businesswomen and local service providers such as TAFE colleges, Community Technology and Internet Centres and Business Enterprise Centres. The workshop was successfully conducted in Coonamble in 2001 (with approximately 45 participants) and in Coonabarabran in 2002 (with approximately 40 participants) and formed the basis for a useful discussion amongst employment/business service providers in Armidale in 2002. The workbook has been utilised by participants and some organisations to assist women to recognise existing skills.

DFW undertook a statistical and literature-based research on the profile of women in small business in NSW. Presentations of this were made to women in business gatherings in the North Coast and Northwest regions during the 2002 Women on Wheels (WOW) trip. DFW also organised a Round Table discussion of around 40 service providers and other stakeholders in 2002 to discuss the research findings and their implications for the programs and activities available for women in small business. There will be further work in building networks with women in small business during WOW 2003.

The Department of State and Regional Development (DSRD)'s Women in Business Mentor Program improves women's business skills and confidence, fostering networking and promoting business growth, enhancing the success of growth-oriented firms by providing assistance in the formative stage of the business. Early intervention is regarded as essential to help newer business owners to identify viable growth paths. The Program helps emerging women business owners with around one or two years' experience to build their business by linking them with experienced businesspeople with at least five years experience. The Program uses a combination of mentoring and practical business training sessions, providing a total of 50 hours contact over a six month period, including 20 hours of business skills workshops (on managing and leading a business, business planning, marketing and financial management), 10 hours of business roundtables (on topics based on participant preferences) and 20 hours of one-on-one mentoring. More information and application forms for the Women in Business Mentor Program are available through <http://www.smallbiz.nsw.gov.au> .

Building on the experience and success of the pilot program, DSRD introduced the *Regional Women in Business Program*, combining business skills training workshops, networking events and smaller group mentoring sessions. In 2002, \$40,000 was allocated for two Regional Women in Business Programs based on this format to be run by contracted local service providers, one in the Lismore/Ballina region between May and July, and another in the South Coast/Bateman's Bay region from August 2002. Fifty businesswomen (38 participants with 12 mentors) participated in the Lismore program, with similar numbers anticipated in the South Coast/Bateman's Bay program. Information on the Women in Business Regional Program is available through on <http://www.smallbiz.nsw.gov.au>.

The Workplace Advice Unit of the OIR is contributing to the Program by running information sessions about employment and industrial law. Nine Programs were run in 2000/2001 - five in Sydney and four in regional areas (Newcastle, Coffs Harbour, and two at Port Macquarie) with a total of 300 participants, 150 of them emerging business owners. In 2001/2002, a further nine programs were run, five in Sydney and four in regional NSW (Tamworth, Albury, Coffs Harbour and Armidale) with over 280 participants.

The RIRDC NSW Rural Women's Award is funded by the Rural Industries Research and Development Corporation and coordinated by NSW Agriculture's Rural Women's Network. The Award is designed to recognise and, more importantly, encourage the vital contribution women make to agriculture and resource management. It aims to celebrate and acknowledge women's contributions to the industry by increasing their opportunities to participate through financially supporting and resourcing their skills, learning or project ideas. A \$20,000 bursary is awarded to the winner and leadership training provided to the three finalists. Funding has been committed for the Award until 2004, which has aroused much interest since its implementation. Information about the Award is available on the Rural Women's network website <http://www.agric.nsw.gov.au/rwn>.

## **Equal employment opportunity and anti-discrimination initiatives**

### **Pregnancy discrimination**

WorkCover has published *Pregnancy and Work: a Guide*, developed in consultation with the Department of Industrial Relations (DIR), the Anti-Discrimination Board (ADB) and DFW, the NSW Labor Council and Australian Business Limited. The *Guide* provides practical advice for employers and contractors to help them develop safe systems of work for pregnant women and provide a workplace free from discrimination, protecting the health, safety and welfare of pregnant or breastfeeding working women, or women who may become pregnant. It integrates requirements of relevant industrial relations, anti-discrimination and occupational health and safety legislation. It provides a systematic approach to ensuring that work and workplaces are safe, fair and consistent with the entitlements of pregnant women and new mothers to continue in paid work. Information is provided on relevant work hazards to pregnant and breastfeeding women and the risk assessment approach outlined will help employers decide about eliminating or reducing risks arising from these hazards.

The *Guide* helps employers in all industries to meet the legal requirements of the *Occupational Health and Safety Act 2000* to ensure the welfare (including both physiological and psychological welfare) of their employees. It clarifies correct procedures, reduces the likelihood of harm and the employer's liability for harm, and helps to provide a more harmonious and productive work environment in which employees obtain their entitlements. Specific occupation and industry leaflets are now being produced, drawing on the *Guide*.

### **Pay Equity**

The Pay Equity Inquiry recommended establishment of a new Equal Remuneration Principle in NSW to provide guidance to the Commission and industrial parties in addressing and rectifying the complex factors leading to undervaluation of women's work within NSW awards. The Industrial Commission conducted hearings and submissions from industrial parties including the Crown group of agencies (the Department of Industrial Relations, the Department for Women, the Office of the Director of Equal Opportunity in Public Employment, the Anti-Discrimination Board, the Department of Education and Training,

NSW Treasury and the Public Sector Management Office). In June 2000, the Commission established the new *Equal Remuneration and Other Conditions Principle*, allowing comparison of the value of work across occupations using the Commission's work value criteria in a gender-inclusive way.

### **The Librarians' Case**

The first decision handed down by the NSW Industrial Relations Commission under the newly created *Equal Remuneration and Other Conditions Principle* was in response to an application by the NSW Public Service Association on behalf of public sector library and archives workers, of whom around 70% are women. The decision resulted in (on average) 16% pay increases, and recognition that librarians and archivists should receive equivalent recognition with other professions.

### **Providing business services, training and access to markets, information and technology, particularly to low-income women**

The Department of State and Regional Development's Home-Based Business Program (HBB) provides tailored business development support services and information resources to help HBB owner/operators build their business networks, enhance business and management skills, develop growth strategies and gain improved access to business information. It also recognises specific challenges facing women operators in managing and growing their business, including managing business and family responsibilities and operating in isolation with little direct contact with other people.

In March 2002, a three-month program for HBBs in the Lower Hunter region was commenced to increase skill levels and foster networking and growth-strategy development. The Lower Hunter HBB Program provided practical business workshops and smaller cluster group sessions on business themes, ICT training and online chat sessions. Of 27 local HBBs participating in the program, 14 are women. A program run for Sydney-based HBBs in the creative media sector in early 2002 included four *Equipped for Business* seminars in April and May 2002. Sessions were developed in partnership with industry associations and each seminar attracted up to 110 participants.

The extensive online HomeBiz Kit addresses all stages of the business life cycle including planning, starting up, managing and growing a business - [www.smallbiz.nsw.gov.au](http://www.smallbiz.nsw.gov.au) .

The Department of State and Regional Development Business Advisory Service Program provides information and advice to people who wish to start a business or who own or manage an existing small business through Small Business Advisory Service Centres in 50 locations throughout regional and metropolitan NSW. Services include business guidance, information and referral, training in business topics and self-help diagnostic and business tools such as fact sheets and software. In 2000/2001, 58,250 (47%) of the Service's clients were women; in the first three quarters of 2001/2002, there were 55,587 women clients (47% of total clients), giving an estimated total for the year of 74,116, an increase of 15,866. The Service provides invaluable information to microbusiness about establishing and operating a profitable enterprise, and creates thousands of small business opportunities including developing exports, replacing imports and promoting local employment initiatives.

Since November 2001, DSRD has provided an Indigenous Business Advisory Service with free business guidance and access to trained business facilitators for Aboriginal people seeking to start a business, or who already own or manage a business. The Service is

delivered by the Parkes/Forbes Business Enterprise Centre (covering the Binaal Billa and Murdi Paaki ATSI regions in Western NSW), and by three 'mobile' business development managers employed by the Department, in Sydney, Northern (Ballina) and Southern NSW (Goulburn). More information about the Service is available through [www.smallbiz.nsw.gov.au](http://www.smallbiz.nsw.gov.au)

In 2002, the Office of Western Sydney and DFW provided free four hour Business Workshops for Women in Industry to encourage and support women's participation in the economic development of Western Sydney, beginning in the Macarthur region and moving on to other areas of Western Sydney. The workshops gave participants an opportunity to develop skills in Information Technology, Marketing, Human Resources and Networking.

### **Strengthening women's economic capacity and commercial networks**

The Department of State and Regional Development introduced free Women in Business Growth Strategy Workshops in 1999 to help develop business skills and growth strategies. In 2000/01, 13 workshops were delivered in Sydney and three in regional areas at Orange, Coffs Harbour and Gosford, in all attended by 666 women. Topics included exporting, marketing, intellectual property, cash-flow management, selling, networking, business systems, Internet as a business tool, e-commerce and customer skills.

In 2001/02, \$30,000 was allocated for expanded workshops covering technology options, capitalisation planning, building business relationships, legal issues, marketing, risk management, financial management, sales systems, self promotion, strategic alliances and exporting. Seven were delivered in Sydney and nine in regional NSW at Wollongong, Dubbo, Kogarah, Armidale, Kurri Kurri, Newcastle, Coffs Harbour, Mudgee and Lithgow. In total, there were 514 participants. The workshops address relevant business themes to help women enhance their business management skills and knowledge levels in key areas, and to develop growth strategies in their businesses, as well as providing an opportunity for women running their own businesses to network. More than 85% of participants so far indicate that they expect to implement in their business what they learnt at the sessions.

### **Indigenous women**

DFW began working with the local community in Kempsey in 1998 to increase local Aboriginal women's capacity to contribute to sustainable economic, social and cultural development of the region. In 1999 the \$80,000 Kempsey Community Economic Renewal Project (KCERP) partnership project with the local community placed an Aboriginal Project Officer in Kempsey and raised community awareness of issues affecting Aboriginal women and increased their input into development of the region.

The Kempsey women identified culturally appropriate training to give them the skills and confidence to manage their own enterprises. Guri Wa Ngundagar Aboriginal Corporation (GWNAC) received \$20,000 to work with Aboriginal community organisations and Aboriginal women to develop and pilot appropriate training, and to set up a mentoring program, women's network and other necessary support structures.

DFW is working with Emerge Australia in Redfern on a \$100,000 project using Micro Enterprise Development (MED) principles to increase economic development opportunities for women. The Redfern Micro Enterprise Partnership Project, a pilot of the MED approach to determine its applicability in Australian indigenous communities, is to increase indigenous women's self-sufficiency by building their personal capacity to manage and develop an

enterprise idea. The project encourages community collaboration and works to build the social capital of the Redfern community through integrating economic and cultural objectives.

Emerge is working with about ten women from Redfern and surrounding areas, providing initial training with a focus on empowerment, identifying enterprise possibilities, development of business plans, and skills in implementing and managing their enterprise idea. Participants will receive micro loans to finance the initial stages of operation, and have access to training and mentoring, and help in building their ability to access and manage credit. Participants complete a program of small business training, building skills in the area of their enterprise, and gaining necessary skills for self-sufficiency and self-employment, while regularly repaying business loans and identifying resources needed for expansion. A group of five women is working on enterprise ideas, participating in motivation and leadership discussions and learning budgeting and record-keeping skills. Two other Aboriginal women are being helped on an individual basis with their business ideas, including connections to business buddies, and possible financial assistance. A library has been established and resource packs of information on issues such as starting a business and GST are being produced as part of the training package. The project is providing valuable information on applicability of the MED model in an urban indigenous community. Initial indications are that such projects work best in the Australian context through adopting a brokerage role, supporting and linking women to existing services and resources for assistance with their business ideas and training needs.

### **Eliminating occupation segregation and all forms of employment discrimination**

DFW and the Department for Industrial Relations (DIR) worked with the Australian Bureau of Statistics (ABS) throughout 2000 to develop and test the survey on work and caring responsibilities. The publication, *Managing Caring Responsibilities and Paid Employment* (ABS No. 4903.1), released on 25 May 2001, contains valuable information to inform the Strategy and other NSW policy development on balancing work and caring responsibilities. The *NSW Work and Family Strategy 2001-2003: Making It Work* is available on OIR's website [www.dir.nsw.gov.au](http://www.dir.nsw.gov.au). Other relevant material on the website includes papers from the Review workshop conducted by DIR in 1999.

*Making It Work* reflects a new phase of government work focused on developing practical and affordable ways for specific industries and organisations to combine work and family commitments, meeting needs of both employers and employees, and improving employer knowledge of and compliance with statutory obligations. It is an industry-based approach where consultation with stakeholders is integral, and includes a commitment to review the adequacy of existing entitlements for workers with family responsibilities. A key achievement under the Strategy is the publication *Time to Care: Good Family Friendly Ideas for Small Business*, produced by the Women's Equity Bureau of the DIR and the NSW State Chamber of Commerce, and launched in 2001. *Time to Care* provides answers to questions about implementing and managing family friendly arrangements and complying with all legal requirements in a practical, step-by-step format, easily accessible to small and medium sized businesses, which often lack the resources to gather this information on their own. It outlines the features of a family friendly work culture and provides advice on how to implement specific family friendly work practices such as part-time work, flexible working hours and working from home. It draws on 'real life' examples from small to medium sized businesses in metropolitan and regional locations in NSW, ranging from three to 84 employees.

### **Residential aged care**

The OIR and DFW have been working with employer and union groups in the residential aged care sector on a project to encourage good practice in rostering in residential aged care in NSW, by identifying ways in which improved rostering arrangements, sensitive to work and family needs, might help staff recruitment and retention and reduce casualisation in the sector. Directors of Nursing and Roster Managers at seven nursing homes in metropolitan and regional NSW were interviewed, and focus groups conducted with nursing and general staff. The project has been completed and guidelines for effective rostering for work and family balance in the residential aged care sector are currently being published.

In 2002, the Office of the Status of Women coordinated a one-day scoping seminar to identify and discuss possible future directions for work and family strategies in Australasia, in view of slow progress nationally on this issue. The seminar, hosted in Sydney by the NSW DFW, was attended by more than 80 participants including academic and other experts on work and family issues, officials from all States, the Commonwealth and New Zealand, and representatives of trade unions, relevant community groups and industry. It focused on infrastructure and supports, part-time and non-standard hours, work and family projects in action; and economic disadvantage/ paid maternity leave.

### **Carers' responsibilities**

The Anti-Discrimination Board (ADB) *Issues Paper* ([www.agd.nsw.gov.au/adb](http://www.agd.nsw.gov.au/adb)) focuses on developing a legal and policy framework to illustrate the changing nature of the workforce. In particular the increasing numbers of women in paid work, and debates about the responsibilities of government, the role of employers and the rights of workers are considered.

The ADB also provides training for employers on the carers' responsibilities provisions. A comprehensive in-house trainers' guide to cases and materials on interpreting the carers' responsibilities provisions of the Act is currently being developed so that information given to employers and employees is informed by up-to-date and comprehensive analysis of the legislation and related case law.

### **Promoting women's use of ICT**

The Department works with other government and community sector agencies to ensure that ICT initiatives build community capacity and promote sustainability. Through partnerships with community based organisations the Department develops services, which are efficient and effective and are customised to women's/girls' needs.

DFW and the Premier's Council for Women (PCW) provided \$10 000 to sponsor the Western Sydney ICT Cluster Women in ICT Award 2002. The Western Sydney IT Startup Award for Women, *IT Woman of the Future*, is one of a series of knowledge-region initiatives designed by the Office of Western Sydney and the Western Sydney IT Cluster to accelerate growth of high-tech knowledge-intensive industries in Western Sydney. It is supported by the Western Sydney IT Steering Committee, including the ICT industry associations and the NSW Department of Information Technology and Management. The Award aims to attract more women to the ICT industry and, more generally, to build ICT sector employment to enhance in the economic development of Western Sydney. It is made to a woman entrepreneur in Western Sydney to start up a new ICT business venture, and encourages commercialisation of promising new ideas and technologies and promotes innovation and entrepreneurship. The inaugural *IT Woman of the Future* Award of \$10,000 was presented to Kim Aubrey in August 2002.

Since 1998 DFW has worked in partnerships with the Office of Western Sydney to improve women's access to and use of IT by funding and undertaking programs to improve woman's access and skills in IT. For example, in 2002 the Department provided a grant for a pilot program called **Hands On**, run by the Local Community Services Association. This program increased access to information for older women from CLD backgrounds in Western Sydney. Various other community based IT projects were undertaken with DFW funds and collaboration. These included workshops for highschool girls to improve their involvement in IT, and initiatives to improve older women's IT skills.

DFW has produced the Women's Gateway website, a key web resource for women, and has demonstrated the use of the internet and the portal to women in remote/rural areas during the Women on Wheels Tours. The content is now being enhanced through the **Women's Lives Online project** which provides important information around significant life events such as pregnancy, separation, and returning to work.

## Conclusions

There are many factors and processes at work in the NSW economy that are likely to generate future employment for women. The industry growth patterns favour increased employment for women (especially in call centres, finance, property and business services, health care (including hospitals and nursing homes), accommodation, retail, and clubs) as do projected occupational demands (especially in childcare occupations and health and education professions, and in hospitality occupations). Regional diversification in some areas and ongoing development of service industries in some regions will support increased employment growth for women.

While the overall strength of the NSW economy and the relatively buoyant labour market mean that employment prospects for women are fairly good, in some growth areas women are not well positioned (especially in information and communication technology occupations, particularly in accounting and related work). Small business is another area of the labour market where there is room for growth prospects to be more fully utilised by women. Women are still under-represented at the management levels of most occupations including those in which they occupy a substantial proportion of the “feeder” jobs at lower levels. Occupational and industrial segregation are still constraining employment and economic opportunities for women, and efforts to open up the full range of labour market choices to girls and boys, women and men, can still contribute to economic development and better prospects for individuals, their families and households, and their communities.

Increasing skills and education requirements for employment make it important that broad initial education and continuing education and training are accessible to everyone including women who leave the paid workforce for family care for a period. If initial education is not broad enough and/or ongoing education and training opportunities are not accessible, existing occupational segregation – including segregation of women into the lowest level jobs – is likely to continue, and may be exacerbated as the pace of change of knowledge and skill requirements accelerates. These challenges are especially significant in information and communications technologies areas.

Making the most of NSW opportunities depends on recognising the situations of women and men in the labour market and considering the need for particular programs and initiatives to support and enhance participation in employment and in business development.

## **Appendices and links**

**Appendix One:** Labour market report NSW Aug 2003 DEWR NSW Labour Economics Office <http://www.workplace.gov.au/WP/Content/Files/WP/WP2/LmrAug2003.pdf>

**Appendix Two:** Occupations in shortage  
<http://www.workplace.gov.au/WP/CDA/Files/WP/skills%20shortages%20list%202002.pdf>

**Appendix Three:** NSW regional development  
[http://www.workplace.gov.au/WP/Content/Files/WP/WP3/Regional%20briefings%20for%20the%20Internet%20\(Jul%202003\).PDF](http://www.workplace.gov.au/WP/Content/Files/WP/WP3/Regional%20briefings%20for%20the%20Internet%20(Jul%202003).PDF)

**Appendix Four:** Women's Grants Program Funded Projects 2002

**Appendix Five:** NSW Industry trends  
[http://www.workplace.gov.au/WP/Content/Files/WP/WP2/Industry%20report%20\(May%202003\).doc](http://www.workplace.gov.au/WP/Content/Files/WP/WP2/Industry%20report%20(May%202003).doc)

## **Appendix Four: Women's Grant Program Funded Projects 2002**

### **Streetwise Comics**

Project aims to raise awareness amongst young women on the subject of sexual harassment and safety issues. Research will be undertaken in schools and youth centres in regional and metropolitan NSW to explore what aspects of these issues are currently most pressing for young women. A new resource (visually based) will be developed to address them.

### **Gambling Impact Society**

Using the More to Life (Women and Gambling) model, this project aims to develop and deliver a 10-session program of psycho-education and self-help skills within a group setting on problem gambling in the Nowra, Ulladulla and Bay & Basin areas. A comprehensive resource information pack will be developed and distributed through existing networks and will be made available on their web site.

### **Network of Community Activities**

This project aims to provide training to increase work opportunities for women in Walgett, Bourke & Brewarrina (and to some extent Coonamble & Moree) who work in vacation and OOSH care. Short courses based on units of competency from Cert IV in OOSHC, Community Services (Children's Services) Cert II, and Cert IV Workplace Trainer & Assessor will be provided, and women will be empowered through increased participation in planning programs, running own staff development courses, and contributing to local capacity building.

### **The Early Childhood Training and Resource Centre**

This project will enable up to 45 women in rural regional and remote areas across NSW to undertake training to Cert III level in Community Services (Children's Services) through distance education, with regular phone and email support and an online forum.

### **Northern Rivers Regional Business Enterprise Centre**

The project will deliver skills training and time management workshops to Women Home Based Business Operators. Sole parent and Indigenous women home based operators will be encouraged to participate. Project will provide four 3-hr workshops in Ballina, Byron, Lower Clarence Valley and Tweed Heads for up to 18 participants in each, and will focus on IT applications.

### **Partners of Veterans Association**

Project aims to increase capacity of Partners of Veterans Association of Australia by establishing a support group for veterans' partners in regional, rural and remote NSW. Field Officers will inform, assist and support the women to establish local sub-branch support groups and maintain a network of groups and members to enhance the quality of life by fostering self esteem, participation, education and integration.

### **Fact Tree Youth Service**

The program aims to help young mothers identify and access the skills and information required to address both their own and their children's needs and gain a NSW Learner Drivers Licence which will then assist in overcoming unemployment, and in gaining access to services. Project focuses on raising self esteem, parenting skills, domestic violence and healthy eating.

### **St George Migrant Resource Centre**

The project aims to train up to 20 South Pacific Islander women to become focal points in the community that can provide access to welfare information and services, facilitate community education and develop into leaders. A support network would be developed.

### **RUSH – Rigorous Ultimate Survival Haven**

A creative 8 week group work program for disadvantaged adolescent women who are at risk of developing mental health problems. Facilitated by a Psychologist and Youth Support Worker it will provide problem solving and coping strategies to increase resilience to problems and difficulties.

### **Rotary Club of Tamworth**

This project aims to provide a 6 week training course for young mothers between 25-35 in the Tamworth area to build self-esteem, skills and employability. Training will be provided by the Tamworth Small Business Centre, and participants will have 1 week work placement at the conclusion of training.

### **Bellingen Adult and Community Education**

This project aims to provide comprehensive computer, internet and book-keeping training for geographically isolated Filipina women living in the Dorrigo and Nymboida Shires.

### **Yinnar Aboriginal Health & Wellbeing Group**

This project is to provide a two day workshop for Aboriginal women, on health and well being that will further enhance the “grass roots” initiatives of the fortnightly meetings of the “Yinnar” Group whose core business is “Health and Wellbeing of Aboriginal women.

### **Tuggerah Lakes Community Leisure Learning & Training Centre**

This project aims to provide computer-based training opportunities (2 units of competency for Cert II in IT) personal development and career opportunities for young women between 15-24. Project will provide mentoring on an individual basis and child care for participants as necessary.

### **Bathurst Action Against Sexual Assault Working Party**

Statewide educational campaign in association with CAMS, Motor Racing Authority using high profile racing drivers to promote anti-violence message and support the right of women to safe public environments. Launch of Bathurst Women’s Safety proposal at 2002 Mt Panorama V8 race weekend. Development and implementation of Pubsafe project – production of a safety audit manual and forms for safety audits of licensed premises which will be conducted annually.

### **The Women’s Shelter Armidale**

Project aims to provide a ten session program providing Interpersonal skills, Protective Behaviours and Self Esteem training to a group of young women with a developmental disability, who have experienced or are at risk of experiencing abuse in a relationship. A “Feeling Safe” resource will be developed.

### **Port Macquarie College of Adult Education**

This project will provide training and work experience for women across four vocational areas - Information Technology, Business Administration, Hospitality and Tourism with added personal development skills including resume writing, personal presentation and

communication skills. Project targets women between 25 - 40 who are not eligible for financial assistance or job seeking support.

### Eden Access Centre

Project aims to provide free access to accredited courses in word processing, spreadsheets and internet for local women to increase career opportunities and social interaction.

### Nowra Tenants Support

Project aims to build sense of social responsibility, decrease isolation, and provide a link with services in the East Nowra Housing Estate. Encourage public housing tenants to participate in community activities and social gatherings and improve the physical living environments for all tenants.

### Kelso Community Network

Project aims to deliver short courses for young women on low incomes, who may be at risk of domestic violence, or sole parents below 20 years of age and housing department tenants on self-esteem, health issues, computer skills, parenting, communication, personal care, and living skills.

<sup>1</sup> Australian Bureau of Statistics, *Dynamics of Earned Income in Australia*, Cat. 6293.0, ABS, Canberra, 2001

<sup>2</sup> Australian Bureau of Statistics, *Labour mobility*, Cat. 6209.0, ABS, Canberra, February 2002

<sup>3</sup> Australian Bureau of Statistics, *Labour Force Australia*, Cat. 6203.0, ABS, Canberra, February 2003

<sup>4</sup> Australian Bureau of Statistics, *Australian Labour Market Statistics*, Cat. 6105.0, ABS, Canberra, April 2003

<sup>5</sup> Australian Bureau of Statistics, *Labour Force Australia*, Cat. 6203.0, ABS, Canberra, August 2002

<sup>6</sup> Australian Bureau of Statistics, *Australian Labour Market Statistics*, Cat. 6105.0, ABS, Canberra, April 2003

<sup>7</sup> Australian Bureau of Statistics, *Managing Caring Responsibilities and Paid Employment*, Cat. 4903.1, ABS, Canberra, October 2002

<sup>8</sup> Human Rights and Equal Opportunity Commission Inquiry into Pregnancy Discrimination (1999) *Pregnant and Productive*, HREOC, Sydney

<sup>9</sup> Australian Bureau of Statistics, *Managing Caring Responsibilities and Paid Employment*, Cat. 4903.1, ABS, Canberra, October 2002. Barbara Pocock's book *The work/life collision* (2003) Federation press Sydney provides an excellent account of important trends and issues affecting employees' abilities to maintain paid work and caring responsibilities.

<sup>10</sup> Australian Bureau of Statistics, *How Australians Use Their Time*, Cat. 4153.0, ABS, Canberra, 1992 and 1997

<sup>11</sup> Australian Bureau of Statistics, *Underemployed Workers*, Cat. 6265.0, ABS, Canberra, September 1999

<sup>12</sup> Australian Bureau of Statistics, *Labour Force Australia*, Cat. 6203.0, ABS, Canberra, February 2003

<sup>13</sup> Australian Bureau of Statistics, *Labour Force Australia*, Cat. 6203.0, ABS, Canberra, February 2002

<sup>14</sup> NATSEM, [www.natsem.canberra.edu.au](http://www.natsem.canberra.edu.au)

<sup>15</sup> Horne, MacIntosh, Djokic and Hickie, *The Commonwealth Bank Case Styles*; and many others. See Chris Ronalds, *Discrimination Law and Practice*, Federation Press

<sup>16</sup> Australian Bureau of Statistics, *Australian Social Trends*, Cat. 4102.0, ABS, Canberra, 2002

<sup>17</sup> Labour Market Alternatives (1998) *Trends in the Gender Segmentation of the Australian Labour Market*, p39

<sup>18</sup> National VET Plan, Information Technology and Telecommunications, March 2003, p.11, [www.ittitab.com.au](http://www.ittitab.com.au)

<sup>19</sup> Australian Bureau of Statistics, *Census 2001* – unpublished data

<sup>20</sup> Australian Bureau of Statistics, *Education and Work*, Cat. 6227.0, ABS, Canberra, May 2002

<sup>21</sup> Department of Immigration and Multicultural Affairs, *English Proficiency 1996 Census Statistical Report*, No. 30, DIMA, 2001, p5

<sup>22</sup> National Centre for Vocational Education and Training Research, *New South Wales in detail statistics 2001*

<sup>23</sup> Department of Education, Science and Training, *Students 2001: Selected Higher Education Statistics*, DEST, Canberra, 2002, p61

<sup>24</sup> Australian Bureau of Statistics, *Schools Australia*, Cat. 4221.0, ABS, Canberra, 2002

<sup>25</sup> Australian Bureau of Statistics, *Schools Australia*, Cat. 4221.0, ABS, Canberra, 2002

<sup>26</sup> Australian Bureau of Statistics, *Education and Work*, Cat. 6227.0, ABS, Canberra, May 2002

<sup>27</sup> National Centre for Vocational Education and Training Research, *New South Wales in Detail Statistics*, 2001

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- <sup>28</sup> National Centre for Vocational Education and Training Research, *Vocational Education and Training Statistics*, New Apprentices in training for NSW 2001 based on June 2002 estimates and unpublished data 1995-1999, 2002
- <sup>29</sup> Department of Education and Training, Unpublished Apprenticeship Data
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- <sup>33</sup> Australian Bureau of Statistics, *Employee Earnings, Benefits and Trade Union Membership*, Cat. 6310.0, August 2002
- <sup>34</sup> Australian Bureau of Statistics, *Average Weekly Earnings, Australia, November 2002*, Cat. 6302.0, ABS, Canberra, 2002
- <sup>35</sup> Australian Bureau of Statistics, *Employee Earnings, Benefits and Trade Union Membership*, Cat. 6310.0 August 2001
- <sup>36</sup> Australian Bureau of Statistics, *Employee Earnings, Benefits and Trade Union Membership*, Cat. 6310.0 August 2001
- <sup>37</sup> Bruce Chapman, Yvonne Dunlop, Matthew Gray, Amy Liu and Deborah Mitchell, *The Foregone Earnings from Child Rearing Revisited*, Australian National University, 1999
- <sup>38</sup> Crockett, G. (1997), "Factors Influencing Earnings Between Men and Women Recent Graduates", *Journal of Industrial Relations*, 39(4), December, 478-498
- <sup>39</sup> Australian Bureau of Statistics, *Employee Earnings, Benefits and Trade Union Membership*, Cat. 6310.0, ABS, Canberra, August, 2002
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- <sup>42</sup> Department of Employment and Workplace Relations, *NSW/ACT Monthly Labour Market Report*, February 2003
- <sup>43</sup> Australian Bureau of Statistics, *The Labour Force, Selected Summary Tables*, Cat. 6291, ABS, Canberra, February 2003
- <sup>44</sup> Department of Employment and Workplace Relations, *NSW/ACT Monthly Labour Market Report*, April 2003
- <sup>45</sup> Department of Employment and Workplace Relations, *NSW/ACT Monthly Labour Market Report*, February 2003
- <sup>46</sup> Australian Bureau of Statistics, *2000 Census Indigenous Profile NSW*
- <sup>47</sup> Dusseldorp Skills Forum (2003) How young people are faring, [www.dsf.org.au](http://www.dsf.org.au).
- <sup>48</sup> Reserve Bank of Australia (2002) The changing composition of the Australian workforce, [www.rba.gov.au/Publications And Research](http://www.rba.gov.au/Publications%20and%20Research)
- <sup>49</sup> Department of Employment and Workplace Relations, *NSW Labour Economics Office NSW Industry Trends 2003*, DEWR, Canberra, 2003
- <sup>50</sup> Department of Employment and Workplace Relations, *NSW Labour Economics Office NSW Industry Trends 2003*, DEWR, Canberra