



**Local Jobs
Program**

Local Jobs Plan

Sydney East Metro

New South Wales

June 2022

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The Department of Employment and Workplace Relations acknowledges the traditional owners. We acknowledge that the Darug and all Indigenous people were the original custodians of the land we represent in this plan. "We pay our respects to Elders past, present and future, and acknowledge the Aboriginal people for their custodianship of this land." "We will work together for a united city that respects this land and values the contribution to our community and culture of all people of Aboriginal and Torres Strait Islander heritage."

The Local Jobs Program

As part of supporting Australia's economic recovery from the COVID-19 pandemic, the Australian Government's Local Jobs Program (LJP) brings together expertise, resources and access to funding at the local level to accelerate reskilling upskilling and employment pathways in 51 Employment Regions.

Recognising the importance of local knowledge in getting people back into jobs quickly, the LJP includes the following critical elements in each region:

- a local Employment Facilitator
- a Local Jobs and Skills Taskforce
- a Local Jobs Plan
- a Local Recovery Fund to support small scale activities
- access to the National Priority Funding Pool.

The Taskforces, each chaired by the respective region's Employment Facilitator, develop and update a Local Jobs Plan for their region that identifies vital employment and training priorities and provides a framework for driving employment outcomes in the context of the local labour market.

This Local Jobs Plan for the Sydney East Metro (SEM) Employment Region (ER) identifies the key LJP priorities focusing on creating employment opportunities, actively upskilling or reskilling local participants and meeting local employer demands.

Essential Employment and training priorities

Priority One – Hospitality and Tourism

Support the post-pandemic recovery of the region's hospitality and tourism sector and assist businesses to meet the growing workforce demand by creating sector-specific solutions and pathways to employment.

Priority Two – Community Care (Aged, Disability and Childcare)

Meet growing workforce demand by creating sector-specific solutions and pathways to employment within the Healthcare sector, specifically across Aged and Disability Care, considering other care industries, supporting industries, and supply chains.

Priority Three – Construction and Infrastructure

Address growing workforce demand and current skills gaps across the construction sector to support the growth in infrastructure projects in the region. A focus on removing barriers to employment for participants is required, specifically around access to public transport or obtaining driver's licences

and own mode of transport. Along with supporting participants to obtain qualifications/training required to commence employment in the construction sector e.g. White Card.

Priority Four – ICT

Develop and implement local strategies to prepare participants for immediate and longer-term employment opportunities in the ICT sector through collaborative projects with key stakeholders in the region.

Priority Five – Youth

Build clearer pathways to employment and training opportunities for youth participants and provide integrated support to individuals over the longer term. Ensure young participants are considered in the design of activities developed to meet LJP priorities related to specific industries.

A full description of these key priorities, the strategies to address these, and a list of key stakeholders can be found in **Attachment A**.

Employment Region overview

The Sydney East Metro Employment Region (ER) covers an area of approximately 578 square kilometres. It is a diverse metropolitan region, extending from the southern shore of Sydney Harbour/Parramatta River to Waterfall in the Sutherland Shire and Garie Beach in the Royal National Park and from the eastern seaboard to Rhodes, Strathfield, Punchbowl, Riverwood, Lugarno and Menai on its western boundary. The ER includes Sydney's Central Business District (CBD) and important industrial and commercial centres, such as Mascot (Sydney International Airport) and Port Botany. The Sydney CBD draws workers from across the region, including metropolitan Sydney, the Illawarra, Blue Mountains, Southern Highlands, Central Coast and Lower Hunter. There are also many pockets of light industrial, commercial and retail activity.

The region includes Local Government Areas (LGAs):

- Bayside
- Burwood
- Canada Bay
- City of Sydney
- Georges River
- Inner West
- Randwick
- Strathfield
- Sutherland Shire
- Waverley
- Woollahra
- Canterbury side of Canterbury Bankstown

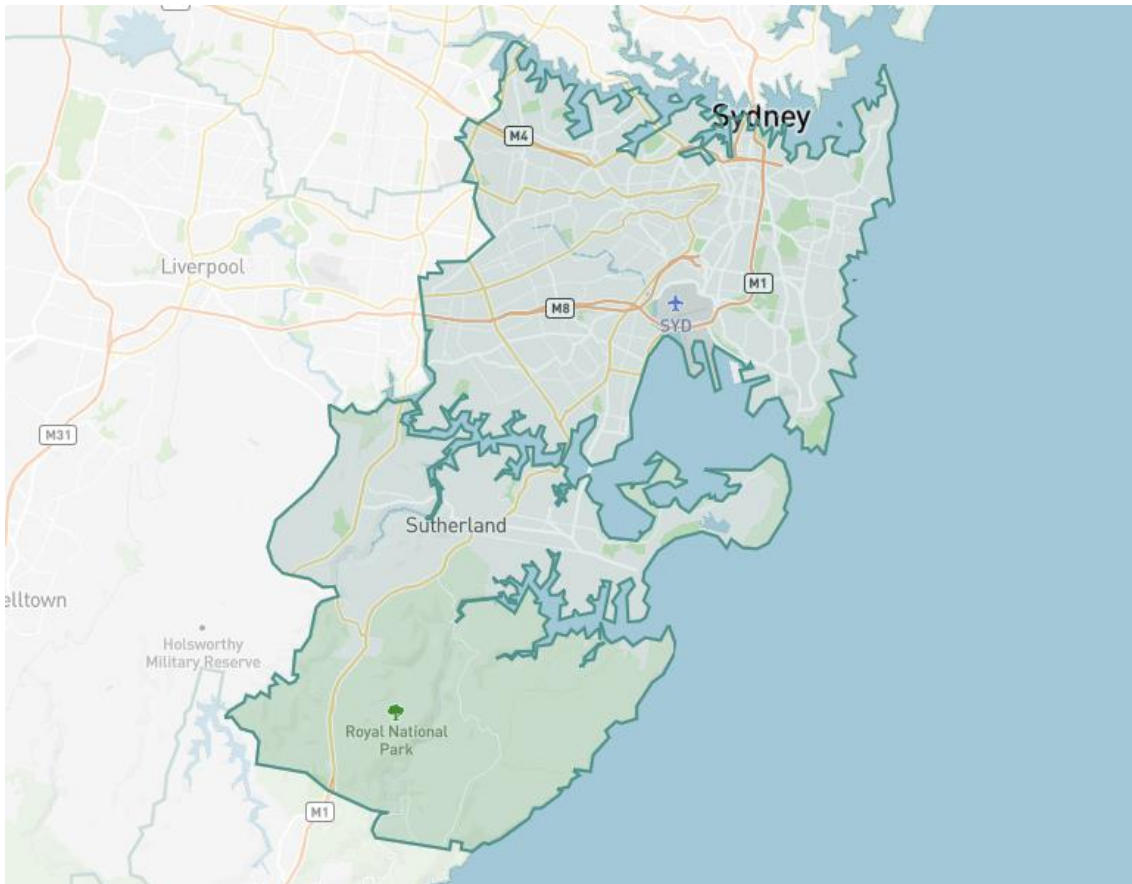


Figure 1 Map of Sydney East Metro Employment Region

The region has several distinct labour markets and differing degrees of disadvantage. The eastern suburbs and Sutherland Shire are characterised by lower unemployment rates and higher incomes. Canterbury and parts of the inner west have relatively high unemployment rates and higher concentrations of culturally and linguistically diverse participants. The region includes significant Indigenous communities at Redfern and La Perouse.

The primary employment industries for residents differ across the various smaller labour market areas within the ER. The overall industry distribution reflects the high proportion of workers within the Sydney CBD. The CBD is predominantly a commercial area, with the addition of mixed entertainment, maritime, cultural and community precincts. Retail is prominent in the city centre, and locations such as Circular Quay, the Opera House, Darling Harbour, the Sydney Harbour Bridge and the Rocks are all major tourist areas. Hospitality is a significant employer in this area with many hotels, bars, clubs and restaurants.

At the 2016 Census, around 21 per cent of all employment in Sydney was in the City of Sydney LGA. Overall, approximately 42 per cent of employment in Sydney is located within the Sydney East Metro ER, with its share of employment being exceptionally high for Finance and Insurance Services (around 70 per cent), Professional, Scientific and Technical Services (approximately 55 per cent), Information Media and Telecommunications (53 per cent) and Arts and Recreation Service (also 53 per cent).

The region is generally well serviced by public transport but is focused on movement from the suburbs into the CBD. This includes trains from the eastern suburbs, western, south western and Illawarra lines converging on the Sydney CBD and the Sydney inner western and eastern light rail

lines. Numerous bus services operate across the ER, and ferry services from the eastern suburbs, inner west, North Shore and northern beaches to Circular Quay. Private vehicles remain popular with commuters, including trades related workers, using the M4/CityWest Link and M5 East/M8 motorways and major arterial roads such as Parramatta Road, Victoria the Princes Highway, Anzac Parade and New South Head Road. Stage 2 of the North West Rail Link will open in 2024, linking north western Sydney and the lower North Shore to Bankstown via the Sydney CBD.

See **Attachment A** for detailed labour market data.

Key challenges in Sydney East Metro Employment Region

Industries that saw significant declines in employment during the COVID-19 pandemic have been slow to recover despite the easing of restrictions and reopening of state and international borders. These industries include Construction, Accommodation and Food Services, Information Media, Telecommunications, Administrative and Support Services and Retail Trade.

The decline in employment and the slow recovery of these industries are the basis for the critical employment and training priorities for the SEM ER, with a particular focus on the youth participants due to recent data showing the unemployment rate for this cohort at 8.6 per cent when compared with the NSW rate for young people of 9.4 per cent and the National youth unemployment 8.8 per cent (June 2022).

The key challenges faced by participants and employers in the Sydney East Metro ER because of the ongoing COVID-19 pandemic form the basis for identifying the critical priorities for the ER. These challenges include:

- High levels of unmet demand for entry-level workers in growth employment areas such as hospitality, aged and disability care.
- Known and predicted skills gaps in high-value sectors characterised by projected growth, including manufacturing, wholesale trade, accommodation and food services, ITC and administration and support, and aged care.
- Significant pandemic employment impacts mature aged and young people, representing both sizable participant cohorts within the ER.
- Heightened risk of further entrenchment in labour market disadvantage for traditionally disadvantaged cohorts, including Indigenous participants and disengaged young people within the ER.
- Fragmented awareness and delivery mechanisms for available skills training and employment support options designed to aid economic recovery resulting in potentially diminished access and benefit for local participants and employers.

Labour Market Information data for the Sydney East Metro ER can be found on the Labour Market Information Portal link below or at Attachment A.

<https://lmip.gov.au/default.aspx?LMIP/EmploymentRegion/NewSouthWalesACT/SydneyEastMetro>

Local stakeholders and opportunities

Some Major Employers in Sydney East Metro

- Contributors to the region are NSW State Government, Transport NSW, NSW Department of Health Sydney, and South Eastern Sydney Local Health Districts, including St Vincent's, Royal

Prince Alfred, Balmain, Concord, Prince of Wales, Canterbury, St George, and Sutherland Hospitals.

- Local Government, including the City of Sydney, Bayside, Burwood, Canterbury Bankstown, Georges River, Inner West, Randwick, Strathfield, Sutherland, Waverly, and Woollahra.
- Major shopping centres include Westfield Sydney, Bondi Junction, Burwood, Hurstville, Eastgardens, and Miranda.
- Educational institutions, including several major universities, government and non-government schools, TAFE campuses, and private higher education providers.
- Sydney Airport and Port Botany precincts provide significant employment in transport and distribution and sectors such as retail and security.
- Banking, finance, hospitality, and tourism sectors are prominent features and employers in the Sydney East Metro region.

Some Major Infrastructure and Development Projects in Sydney East Metro

Project	LGA	Description	Value	Jobs	Proponent
Powering Sydney's Future	Various	To enable and ensure a safe, reliable, and affordable electricity supply for Sydney's CBD and surrounding areas.	\$285m	70	Trans Grid
Doncaster Avenue Student Accommodation	Randwick	Extension/adaptive reuse of two heritage dwellings provides student accommodation (259 beds), landscaping and public domain works and car, motorcycle, and bicycle parking.	\$24m	86	Blue Sky Commercial
Sydney Fish Market Stage 2 Works	City of Sydney	Construction of the new Sydney Fish Markets comprising: a new 3-storey building, pier and boating facilities for fishing fleet servicing, a multi-purpose wharf and the capacity for a private-operated ferry stop, retail premises for shops, markets and food and drink premises, business and office premises, multi-functional spaces and areas for exhibitions, events, and functions and 417 below ground car parking spaces.	\$749m	1,400	INSW

Project	LGA	Description	Value	Jobs	Proponent
Eastlakes (MOD 4)	Bayside	An additional 65 apartments across the site, increase building height on southern site from 2-6 storeys to 4-10 storeys, increase basement parking from 2 to 4 levels, redesign landscaping and public domain areas and design refinements to northern site and internal changes to apartments and retail areas.	\$200m	200	The Trustee for State Land East Unit Trust
UTS Blackfriars Precinct Research Building Stage 2	City of Sydney	Construction of the UTS Blackfriars Precinct Research Building, consisting of a five-storey building (plus two basement levels and roof plant) with a maximum 6,000sqm of gross floor area for educational (research and development) and commercial uses.	\$42.4m	626	University of Technology, Sydney
Royal Randwick Racecourse – Leger Lawn Development	Randwick	Supporting the tourism sector with the construction of a two-storey multipurpose building at this world-class racing facility.	\$41.9m	65	Australian Turf Club
Kyeemagh Public School	Bayside	Significant redevelopment of Kyeemagh Public School to provide increased capacity from 42 students to 500 students to cater for the growing community.	\$21.7m	106	Department of Education
Botany Rail Duplication	Bayside	Increased freight rail capacity to Port Botany.	\$273m	270	ARTC
Kensington and Kingsford Town Centres	Randwick	A planning proposal to increase the building height and floor space ratio controls and introduce new local provisions for the Kensington and Kingsford Town Centres under Randwick LEP 2012.	\$384m	770	Randwick City Council

Project	LGA	Description	Value	Jobs	Proponent
Sydney Gateway	City of Sydney, Inner West, Bayside	Provides improved freight access to Port Botany, offering transport, access and economic benefits for Sydney Airport, Port Botany, and local businesses. A new direct high-capacity road connection links WestConnex to Sydney Airport and its surrounds. The potential benefit for communities in Mascot and Botany with fewer heavy vehicles using local roads.	\$2.45b	1,000	Transport for NSW
13-23 Gibbons Street – Student Accommodation	City of Sydney	Demolition of existing structures and construction of an 18-storey mixed-use student accommodation development to provide 488 student accommodation rooms for the University of Sydney and reduce pressure on the rental housing market; provide ongoing employment for 245 people and improve pedestrian amenity and circulation for William Lane.	\$62.3m	245	CW Strategic Planning
Fort Street Public School	City of Sydney	Redevelopment of an existing primary school to provide improved learning facilities and increase capacity from 220 to 550 students. This will include improvements to existing teaching and learning facilities and open space and refurbishing heritage items, including the Fort Street Public School building, Bureau of Meteorology Building, and Messenger’s cottage.	\$53.9m	249	Department of Education

Table 1 Some Major Infrastructure and Development Projects in Sydney East Metro

Key Local Stakeholders in Sydney East Metro

Stakeholder Group	Stakeholder
NSW State Government	<ul style="list-style-type: none"> • Training Services NSW • Transport NSW • NSW Health
Local Government	<ul style="list-style-type: none"> • Bayside • Burwood • Canada Bay • City of Sydney • Georges River • Inner West • Randwick • Strathfield • Sutherland Shire • Waverley • Woollahra • Canterbury side of Canterbury Bankstown
Employers and Industry Bodies	<ul style="list-style-type: none"> • Local Chambers of Commerce • Hospitality Association • Tourism and Accommodation Association of Australia • Australian Hotels Associations • Small Business • Besix Watpac • John Holland group • BLCW • Sydney Airport • Qantas
Education and Training Providers	<ul style="list-style-type: none"> • Universities (incl., USYD, UNSW, UTS, ACU, and Notre Dame) • TAFE NSW (8 campuses) • Department of Education and Training • Numerous private languages, vocational and higher education colleges
Indigenous and Community Organisations	<ul style="list-style-type: none"> • Aboriginal Employment Strategy • Aboriginal Disability Network • Aboriginal Legal Services • Aboriginal Medical Services Cooperative (Redfern) • Project Youth • YARPA NSW Indigenous Employment and Business Hub

Table 2 Some Key Local Stakeholders in Sydney East Metro

Employment Service Providers in Sydney East Metro

Employment Service Providers	Organisation delivering services
Enhanced Services - Generalist	<ul style="list-style-type: none"> • APM Employment Services • Asuria People Service • AtWork Australia • MTC
Transition to Work (TTW) specialists	<ul style="list-style-type: none"> • 2 Connect Youth and Community • Workskil
ParentsNext specialists	<ul style="list-style-type: none"> • Asuria People Service • Mission Australia • Settlement Services International • Wesley Employment and Training
Enhanced Services - Ex-Offenders specialist	<ul style="list-style-type: none"> • Max Employment
Self Employment Assistance specialists	<ul style="list-style-type: none"> • APM Employment Services • Asuria People Service • MTC Australia • Sydney Business
Employability Skills Training specialists	<ul style="list-style-type: none"> • Australian Employment and Training Solutions (AETS) • IntoWork Australia • MTC • Signature Training
Career Transition Assistance specialists	<ul style="list-style-type: none"> • APM Employment Services • Australian Employment & Training Solutions (AETS)

Table 3 Employment Service Providers in Sydney East Metro

Attachment A – Key employment and training priorities: strategies and stakeholders

Priority 1: Hospitality and Tourism

Supporting the hospitality and tourism sector in the SEM ER with employment opportunities through the recruitment process by connecting them to the ESP and community organisations in the region for candidate referrals, upskilling and reskilling training opportunities that will meet the needs of the individual employer.

The hospitality and tourism sector of the SEM ER was significantly affected during the COVID-19 border closures and lockdowns. This region hosts Sydney Airport and White Bay Cruise Terminal at Rozelle and the Overseas Passenger Terminal at Circular Quay. In June 2019, 609,700 travellers entered NSW, border closures in June of 2020 saw 11,600 travellers enter NSW, May of 2020 increased to 42,300, and in June 2021, 40,610, giving an overall reduction to tourism and hospitality saw a drastic decline of -93.3%. This has impacted the SEM ER reliant on tourism for economic growth. With international borders only opening on 21 February 2022, this sector is still in an economic recovery phase.

Strategies	Stakeholders
<ul style="list-style-type: none">• Collaborate with hospitality and tourism stakeholders to raise awareness of employment opportunities in the sector, which seeks to build the profile of the industry as an in-demand industry for participants.• Coordinate the range of training options (full qualification, short course, micro-credential) directly linked to current labour demand in the region to provide recently displaced participants with a single, streamlined pathway to upskilling and reskilling information.• Develop and implement overarching industry-specific recruitment models in areas of regional skills shortages that expedite employer and participant connections to be tailored to individual employer needs and enable employer collaboration across the industry.• Support local participants and businesses to build entrepreneurial capability and innovate in response to new and emerging economic opportunities in the region.	<ul style="list-style-type: none">• Relevant Australian Government agencies• Relevant NSW Government agencies• Local Government• Local SEM businesses• Education providers and Registered Training Organisations• Employment Services Providers

Priority 2: Community Care (Aged, Disability and Childcare)

Supporting the aged care industry in the SEM ER with employment opportunities through the recruitment process by connecting them to the ESP and community organisations in the region for candidate referrals, upskilling and reskilling training opportunities that will meet the needs of the individual employer.

COVID-19 saw an already struggling Aged Care workforce fall further into crisis. The country faces the challenge of an ageing population. Over the next 40 years is estimated that 1.2 million people will require care and assistance with daily living, a significant proportion of whom will require higher levels of care due to complex medical conditions. The Federal Government have consistently addressed historical and current issues in this sector and the SEM LJP looks to support this by implementing solutions that can bring significant, ongoing change for future workforce retention.

Strategies	Stakeholders
<ul style="list-style-type: none">• Coordinate the range of training options (full qualification, short course, micro-credential) directly linked to current labour demand in the region to provide recently displaced participants with a single, streamlined pathway to upskilling and reskilling information.• Develop and implement overarching industry-specific recruitment models in areas of regional skills shortages (e.g. Health Care and Social Assistance) that expedite employer and participant connections to be tailored to individual employer needs and enable employer collaboration across the industry.• Support local participants and businesses to build entrepreneurial capability and innovate in response to new and emerging economic opportunities in the region.• Convene an Aged Care Working Group to support the sector with a potential LRF project.	<ul style="list-style-type: none">• Relevant Australian Government agencies• Relevant NSW Government agencies• Local Government• Local SEM businesses• Education providers and Registered Training Organisations• Employment Services Providers

Priority 3: Construction and Infrastructure

Priority 3 supports the Construction and Infrastructure industry to effectively meet recruitment needs and deliver significant infrastructure and development projects in the SEM ER, including projects fast-tracked by the government as part of economic recovery measures. SEM LJP connects to ESP and community organisations in the region for candidate referrals and upskilling and reskilling training opportunities to meet the individual employer's needs.

With the impacts of COVID on the construction sector with shutdowns in the industry and the shortage of materials, and the recent flooding further adding to material shortages, there is a significant demand for the Construction and Infrastructure sector in the SEM region. With civil construction of the WestConnex project and Sydney Metro West rail project. There are extensive opportunities for employment from tier 1, tier 2, and general contractors to ensure all phases of these projects are completed on time.

Strategies	Stakeholders
<ul style="list-style-type: none">• Develop a regional register of current and pending infrastructure and development projects to identify recruitment needs, required skills and timelines.• Undertake a skills mapping exercise to align identified skills in demand with the skills profiles of participant caseloads in the region.• Develop and deliver recruitment solutions informed by regional skills mapping. These may include:<ul style="list-style-type: none">– direct recruitment– short course upskilling to support skills transferability into the construction industry– Pre-employment programs comprising employability and industry-specific skills training as preparation for entry-level traineeships.• Convene a Construction and Infrastructure Working Group to support the sector with a potential LRF project, also providing network connections to activities and programs that support the industry.	<ul style="list-style-type: none">• Relevant Australian Government agencies• Relevant NSW Government agencies• Local Government• Local SEM businesses• Education providers and Registered Training Organisations• Employment Services Providers

Priority 4: ICT

Supporting the ICT sector in the SEM ER with employment opportunities through the recruitment process by connecting them to the ESP and community organisations in the region for candidate referrals, upskilling and reskilling training opportunities that will meet the individual employer's needs.

The region has identified that the ICT sector is in high demand and there are significant skill shortages in this industry. With this sector identified as a growth industry, it is in danger of being impacted by ongoing skill shortages. The SEM LJP aims to support the industry to mitigate future skill shortages through projects and initiatives established in the region.

Strategies	Stakeholders
<ul style="list-style-type: none">• Coordinate the range of training options (full qualification, short course, micro-credential) directly linked to current labour demand in the region to provide recently displaced participants with a single, streamlined pathway to upskilling and reskilling information.• Develop and implement overarching industry-specific recruitment models in areas of regional skills shortages that expedite employer and participant connections to be tailored to individual employer needs and enable employer collaboration across the industry.• Support local participants and businesses to build entrepreneurial capability and innovate in response to new and emerging economic opportunities in the region.• Convene an ICT working group to support the sector with a potential LRF project, providing network connections to activities and programs supporting the industry.	<ul style="list-style-type: none">• Relevant Australian Government agencies• Relevant NSW Government agencies• Local Government• Local SEM businesses• Education providers and Registered Training Organisations• Employment Services Providers

Priority 5: Youth

Develop and implement local strategies to support youth to connect with education and training pathways linked to available jobs, focusing on disengaged youth.

Supporting youth at the inception phase of their careers will ensure their future success in the workforce. This contributes significantly to regional economic growth and development through proper support and guidance in the projects and initiatives that the SEM LJP will establish in the region. Young Australians were disproportionately impacted by the COVID-19 pandemic, young people make up 14% of the workforce but bore 55% of the job losses during the 2021 lockdowns. This crisis has compounded decades of high youth unemployment and underemployment. This cohort is showing a change, with the national unemployment rates at an all-time low for youth. Ensuring there are support processes in place to address the post-pandemic change now is the time for long-term policies to help and protect young people in the labour market.

Strategies	Stakeholders
<ul style="list-style-type: none">• Develop a consolidated picture of locally available youth services, programs, and initiatives to effectively inform the streamlined design of potential education, training and employment pathways to address local needs.• Design and deliver industry-specific preparatory programs to support young people to engage with and develop the required capability to take up apprenticeship and traineeship opportunities in growth areas.• Identify opportunities and create skills development pathways aligned with growth economies to support youth entrepreneurship.• Convene a Youth Working Group to help the sector with a potential LRF project and provide network connections to activities and programs that support Youth.• Collaborate with local government to enact Youth careers and employment expos in their respective areas, ensuring ongoing support for the youth cohort.	<ul style="list-style-type: none">• Relevant Australian Government agencies• Relevant NSW Government agencies• Local Government• Local SEM businesses• Education providers and Registered Training Organisations• Employment Services Providers

Sydney East Metro Latest Employment data (as of 23 June 2022)



Sydney East Metro Employment Region New South Wales

Labour Market Data Dashboard

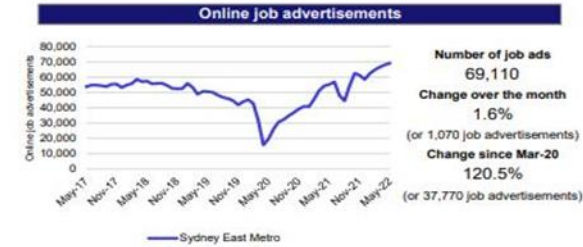
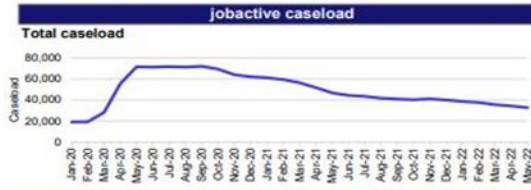
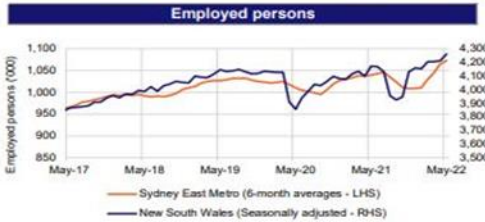
Data current as at 23 June 2022

Refer to source notes for data reference periods

	Labour market summary table											
	Employment			Unemployment			Unemployment rate		Participation rate		Youth unemployment rate	
	May-22 ('000)	Mar-20 ('000)	Change (%)	May-22 ('000)	Mar-20 ('000)	Change (%)	May-22 (%)	Mar-20 (%)	May-22 (%)	Mar-20 (%)	May-22 (%)	Mar-20 (%)
Sydney East Metro	1,072.8	1,025.2	4.6	36.5	40.0	-8.7	3.3	3.8	70.6	68.2	8.6	7.4
New South Wales	4,260.8	4,126.9	3.2	177.5	213.8	-17.0	4.0	4.9	66.2	65.4	9.4	10.5
Australia	13,510.9	13,002.2	3.9	548.1	719.4	-23.8	3.9	5.2	66.7	65.9	8.8	11.6

This Labour Market Data Dashboard provides key indicators for the labour market by Employment Region and is updated monthly.

Source: ABS, Labour Force Survey, May-22. Employment Region data are 6-month averages of original estimates, except for the youth unemployment rate, which is a 12-month average of original estimates. State youth unemployment rates are 12-month averages of original estimates. Remaining data are seasonally adjusted.

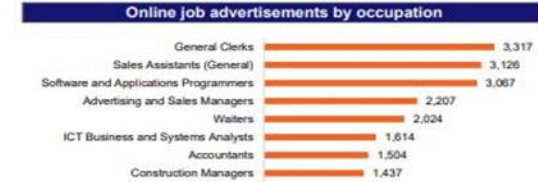


Source: ABS, Labour Force Survey, Apr-22

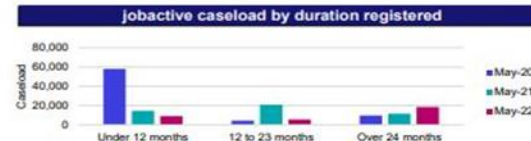
Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted, May-22



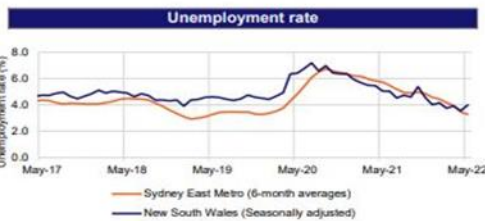
	Sydney East Metro	New South Wales
Caseload - Feb 2020	19,337	169,325
Caseload - May 2022	32,732	232,891
Change from Feb 2020 to May 2022	13,395 (69%)	63,566 (38%)



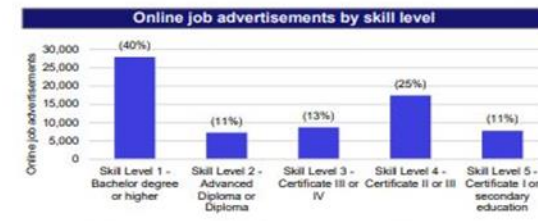
Source: ABS, Labour Force Survey, Detailed, four quarter averages, May-22 quarter



Source: National Skills Commission, Internet Vacancy Index, 3 month average of original data, May-22



Local Government Area (LGA)	Mar-22 (%)	Mar-21 (%)
Canterbury-Bankstown	8.4	9.2
Inner West	4.7	7.9
Bayside (NSW)	4.6	6.1
Burwood	4.4	7.9
Sydney	4.1	6.6



Source: ABS, Labour Force Survey, May-22

For more insights, access SALM data via imp.gov.au. Source: National Skills Commission, Small Area Labour Markets, four quarter averages, Mar-22 quarter

Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted, May-22

Note: Data are not readily available for all sources by Employment Region. ABS Labour Force Survey data are based on the combined SAAs of Sydney - City and Inner South; Sydney - Eastern Suburbs; Sydney - Inner South West; Sydney - Inner West; and Sydney - Sutherland. The Internet Vacancy Index (IVI) uses a unique geographical approach. For this region, the IVI Sydney region has been used. jobactive caseload reports at the Employment Region level and includes participants receiving both digital and provider servicing (it excludes other programs, such as ParentsNext or Transition to Work (TTW)). For caseload data, the Employment Region is based on (1) the location of the provider for jobactive provider serviced participants; (2) where the participant resides for Online Employment Services (OES) participants; (3) the NEST Employment Regions of Adelaide South or Mid North Coast for NEST participants. jobactive caseload by duration registered is based on the participant's time registered in employment services. Caseload data are based on current methodology which has been retrospectively applied to historical jobactive caseload dates. As such, the data may not align with earlier figures. For any enquiries related to the data in this dashboard, please contact EmploymentPathwaysAnalysis@skillscommission.gov.au.