

ANTICIPATING FUTURE SKILLS



Administrative and support services



The administrative and support services industry engages in performing routine support activities for the day-to-day operations of other businesses. These activities include office administration, employment and travel services, call centres, building cleaning, pest control, gardening and packaging services.

By 2027-28, it is projected* that there will be:

96,960 people employed in administrative and support services in Queensland

+2,831 additional people employed since 2023-24

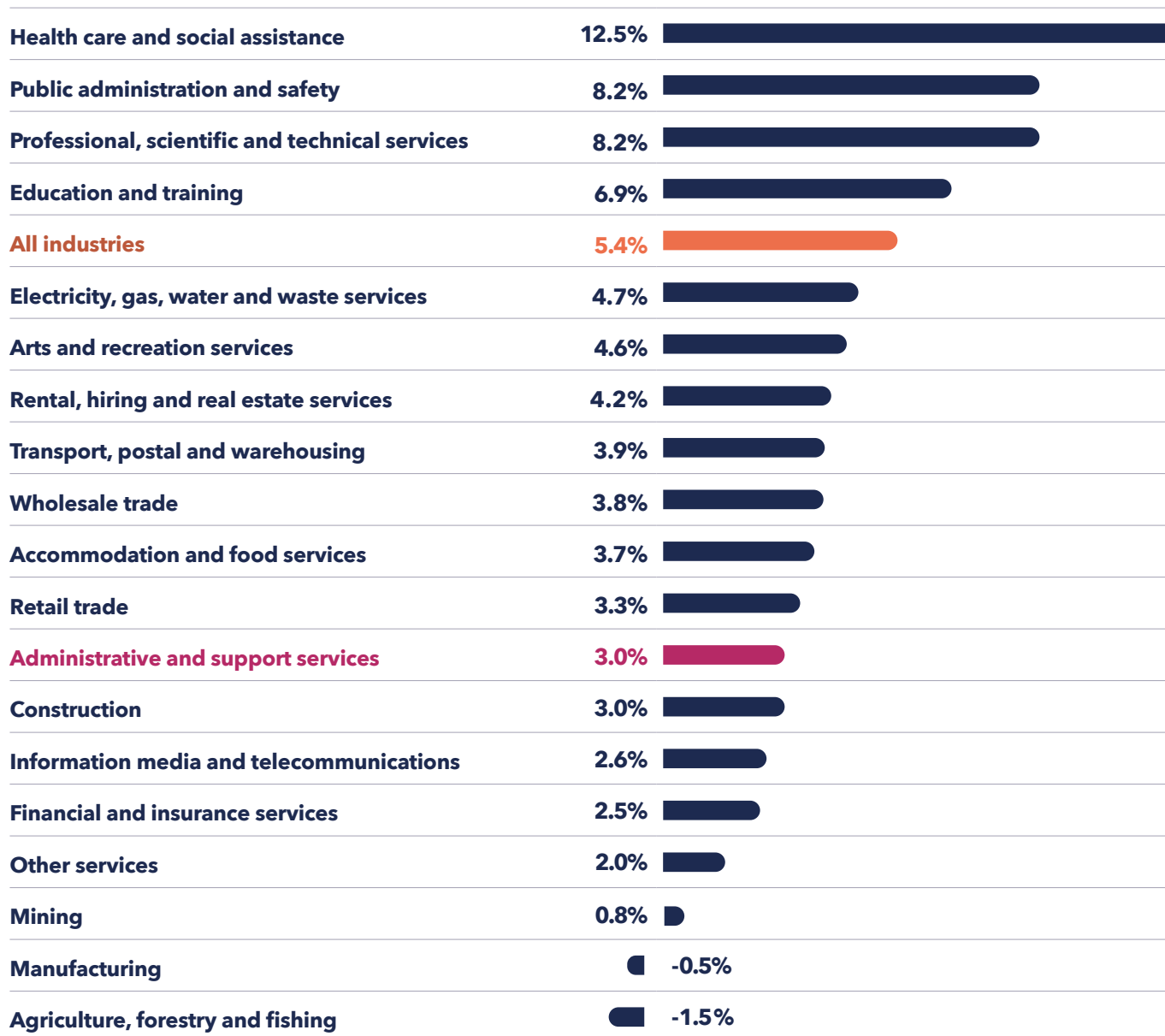


By 2027-28, the four largest administrative and support services groups will be:

Building cleaning, pest control and gardening services	Employment services	Other administrative services	Travel agency and tour arrangement services
People employed	People employed	People employed	People employed
50,926 52.5% of industry's workforce	23,174 23.9% of industry's workforce	12,759 13.2% of industry's workforce	9,148 9.4% of industry's workforce
+1.8% change from 2024 (+ 910 people)	+5.8% change from 2024 (+ 1,278 people)	+3.2% change from 2024 (+398 people)	+3.1% change from 2024 (+279 people)
Largest occupations	Largest occupations	Largest occupations	Largest occupations
<ul style="list-style-type: none"> Commercial Cleaners Domestic Cleaners Gardeners 	<ul style="list-style-type: none"> Human Resource Professionals Human Resource Managers General Clerks 	<ul style="list-style-type: none"> Conference and Event Organisers General Clerks Call or Contact Centre Workers 	<ul style="list-style-type: none"> Tourism and Travel Advisers Retail Managers Advertising, Public Relations and Sales Managers

*Projections are based on the 2024-25 State Budget and are not directly comparable to subsequent Budget Update forecasts for aggregate employment growth. As these projections are high level, indicative and subject to change, it is recommended that the focus be on employment trends rather than the numbers in isolation.

By 2027-28, employment in administrative and support services is projected to have the twelfth-fastest growth of all industries in Queensland.



Employment in this industry tends to be strongest in regions with significant tourism.

Region	New jobs 2027-28	% of regional workforce	Region	New jobs 2027-28	% of regional workforce
Brisbane	917	3.1%	Darling Downs - Maranoa	26	2.2%
Cairns	471	4.7%	Toowoomba	26	3.2%
Sunshine Coast	383	3.7%	Moreton Bay - North	24	3.0%
Gold Coast	327	3.2%	Mackay - Isaac - Whitsunday	22	2.9%
Logan - Beaudesert	225	3.8%	Outback - North	20	2.0%
Ipswich	129	2.8%	Outback - Far North	14	2.4%
Moreton Bay - South	97	3.6%	Outback - South	4	2.7%
Townsville	83	2.5%	Central Queensland	-12	2.8%
Wide Bay	77	3.0%			

For more detailed analysis and to access interactive data tools, visit www.jobsqueensland.qld.gov.au/afs

