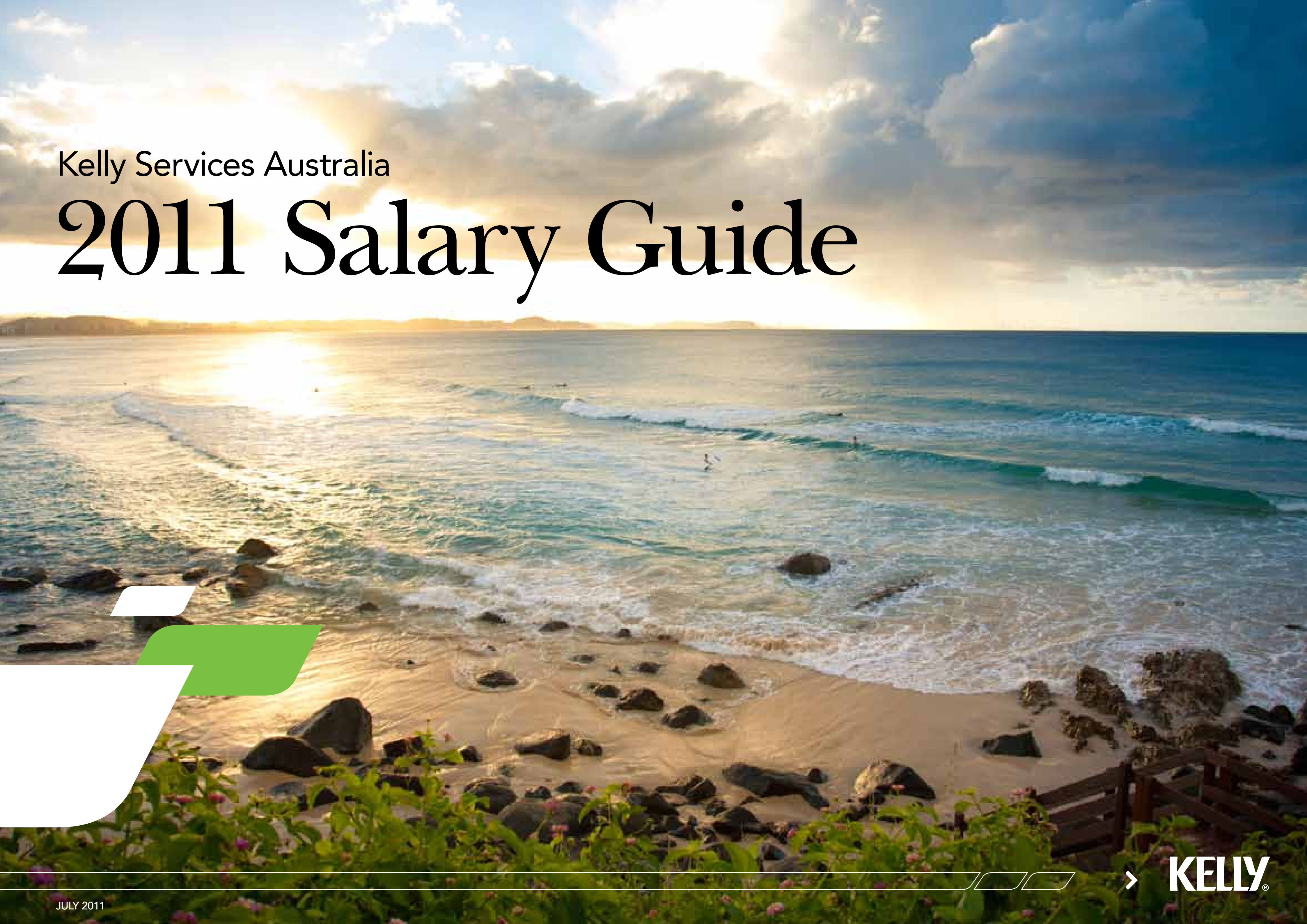

Kelly Services Australia

2011 Salary Guide

JULY 2011

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METHODOLOGY

Salary figures included in the 2011 Kelly Services Salary Guide are derived by combining the expert market knowledge of senior recruitment professionals within the Kelly Australia network with input from clients and job placement data recorded on the Kelly Services database between 1 January and 31 March 2011.

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INTRODUCTION

THE AUSTRALIAN EMPLOYMENT MARKET IS UNDERGOING A FUNDAMENTAL SHIFT AT PRESENT, WITH BOTH EMPLOYEES AND EMPLOYERS SHOWING A PREFERENCE FOR PART-TIME EMPLOYMENT OVER FULL-TIME ROLES. THE EXTENT OF THE CHANGE AND THE UNDERLYING VULNERABILITY THAT IT IS CREATING, IS BEING MASKED BY A STEADY UNEMPLOYMENT RATE. THIS MEANS FOR MANY ORGANISATIONS THE SHIFT IS NOT EVEN ON THE RADAR.

Rising living costs are forcing the baby boomer population to take up part-time work and stay in the workforce longer, younger workers are proactively looking for a better work/life balance and ongoing policy uncertainty surrounding Australia's mining and resources activity is creating a difficult period for both resource companies and the business community as a whole.

These factors are combining to change the nature of the Australian labour force as we know it and create new challenges for employers.

Although overall hiring intentions have slowed this year compared to 2010, many employers are still looking to hire. For those employers, identifying and attracting high quality candidates in a talent short market continues to be one of the major issues.

This means that candidates remain in the position of power with the ability to be selective about the roles they consider and more demanding about base salaries and other financial benefits.

To assist both employers and jobseekers manage their way through the challenges of the recruitment process, this guide reports on salary ranges for a wide scope of roles and provides commentary on each individual State employment market.

While identifying and attracting talent may be the most pressing issue for some organisations in today's market, the fact is salary remains a key element of the job search process.

I hope the information enclosed in the following pages can be used to provide a greater depth of vision regarding salary based decisions during the remainder of 2011.

Penelope O'Reilly

PENNY O'REILLY
General Manager Kelly Services

NATIONAL OVERVIEW

The robust recovery and growth evident in the Australian economy during the last half of 2010 has settled during the first half of 2011, with many business leaders taking the opportunity to reassess their long-term strategies in light of changing employee attitudes and policy uncertainty at a national level.

Despite Australia's mining boom continuing to forge ahead, a lack of long term certainty created by the pending carbon tax and falling consumer sentiment has allowed a level of pessimism to creep back into the business community.

Employers are once again choosing to take a defensive approach to hiring, shying away from full-time hires, choosing to hire part-time or temporary employees as a stop-gap while they assess the changing market.

The Australian Bureau of Statistics national unemployment figures between April and June demonstrates this shift showing that more than 10,000 full-time jobs were lost to the economy across April, May and June while 21,100 part-time jobs were created.

Also supporting the notion that employers are reverting to the 'wait and see' approach they took during the Global Financial Crisis (GFC), is the Dun & Bradstreet Business Expectations survey released in June 2011 which revealed more executives expect employment levels in their businesses to fall in the three months leading to September. This was the first time the Dun & Bradstreet survey has returned a negative net balance for employment expectations since 2009.

It is expected that certainty and confidence will begin returning to the market over the last quarter of 2011 and the first half of 2012, during which time Kelly expects demand for permanent hiring to increase sharply as most employers shift back to a more traditional business structure that relies more heavily on permanent staff than temporary staff.

Source: www.dnb.com.au; www.abs.gov.au

AUSTRALIAN CAPITAL TERRITORY

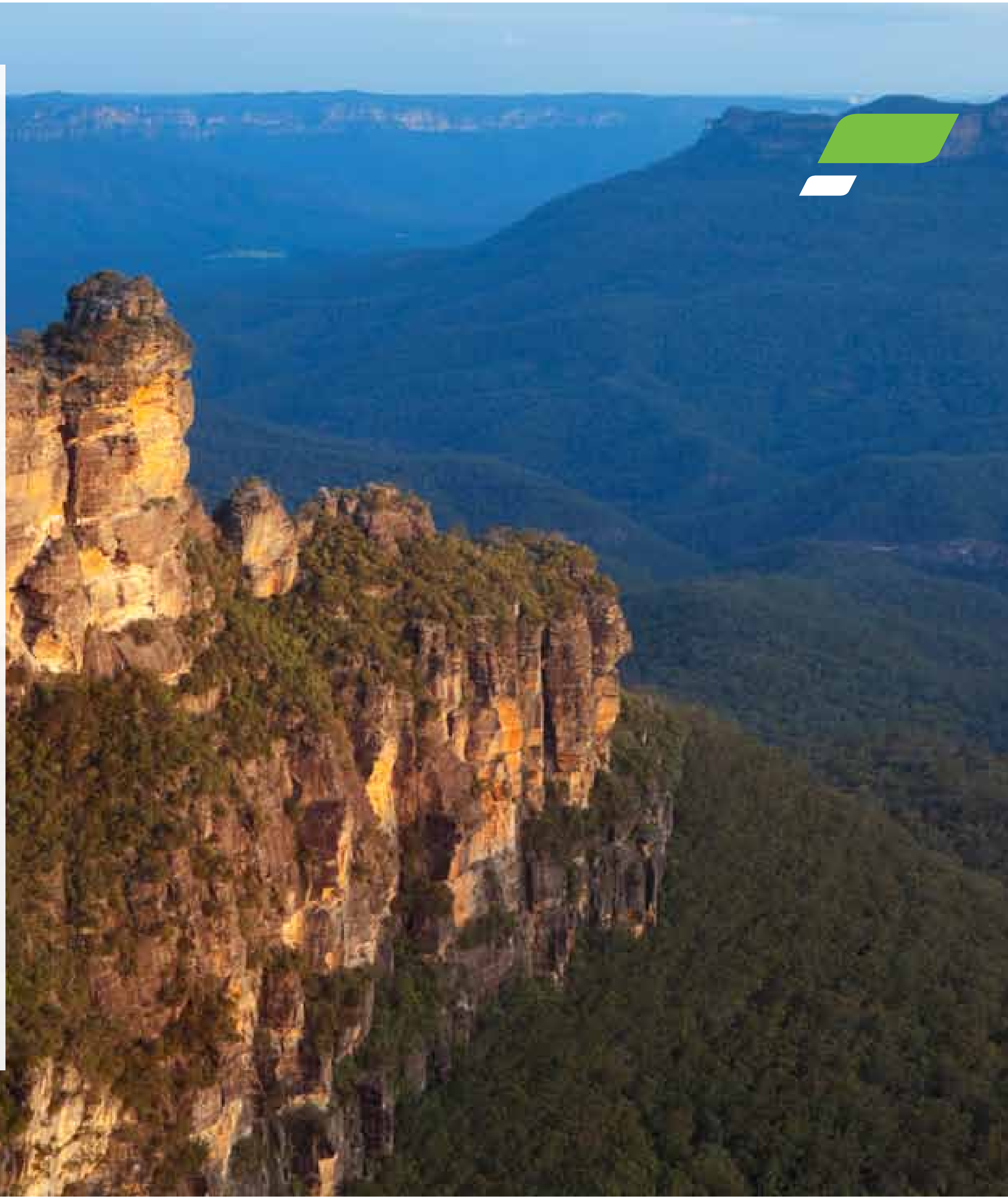
Business confidence in the ACT is remarkably high, evidenced by the robust and bullish hiring attitudes seen in the first quarter of 2011.

As always, the public sector heavily underpins the strength of the employment market in the ACT, however we expect to see higher than usual activity levels within the private sector this coming year as employers prepare for a predicted growth phase, especially within areas such as IT, accounting and finance.

The increase in private sector activity in the ACT is predicted to drive the shortage of IT, accounting and administration professionals within the public sector even higher, as public sector talent looks to move into the private arena.

While the public sector is working hard to streamline employment and promotion processes in a bid to compete with private organisations on the attraction and retention front, talent shortage still continues to loom as a major issue for Government.

2011 salaries have been inflated slightly this year as a result of the influx of private sector activity.



NEW SOUTH WALES

Despite its traditional standing as one of the leading markets in Australia, the NSW employment market spent the first quarter of 2011 in decline, after bullish growth in 2010.

As the banking and finance hub of Australia, NSW was one of the hardest hit states during the GFC.

While confidence, along with high level hiring activity returned to the financial sector during 2010, it seems in early 2011 NSW employers have shifted to take a more cautious approach to hiring.

The NSW unemployment rate jumped from 4.4 per cent in January 2011 to 4.6 per cent in April 2011. In May 2011, in the first positive sign for the year the unemployment rate dropped to 4.2 per cent.

The ABS figures show that NSW is the only state to have reduced net job numbers since January 2011, with some 15,700 full-time jobs removed from the NSW economy during the first five months of the year.

With confidence expected to return to construction, mining and resources on a national scale during the last quarter of 2011, Kelly Services believes the NSW employment market is in a position to regain its traditional strength. State based sectors including banking and finance, engineering, construction, property and IT will respond strongly to renewed confidence at a national level.

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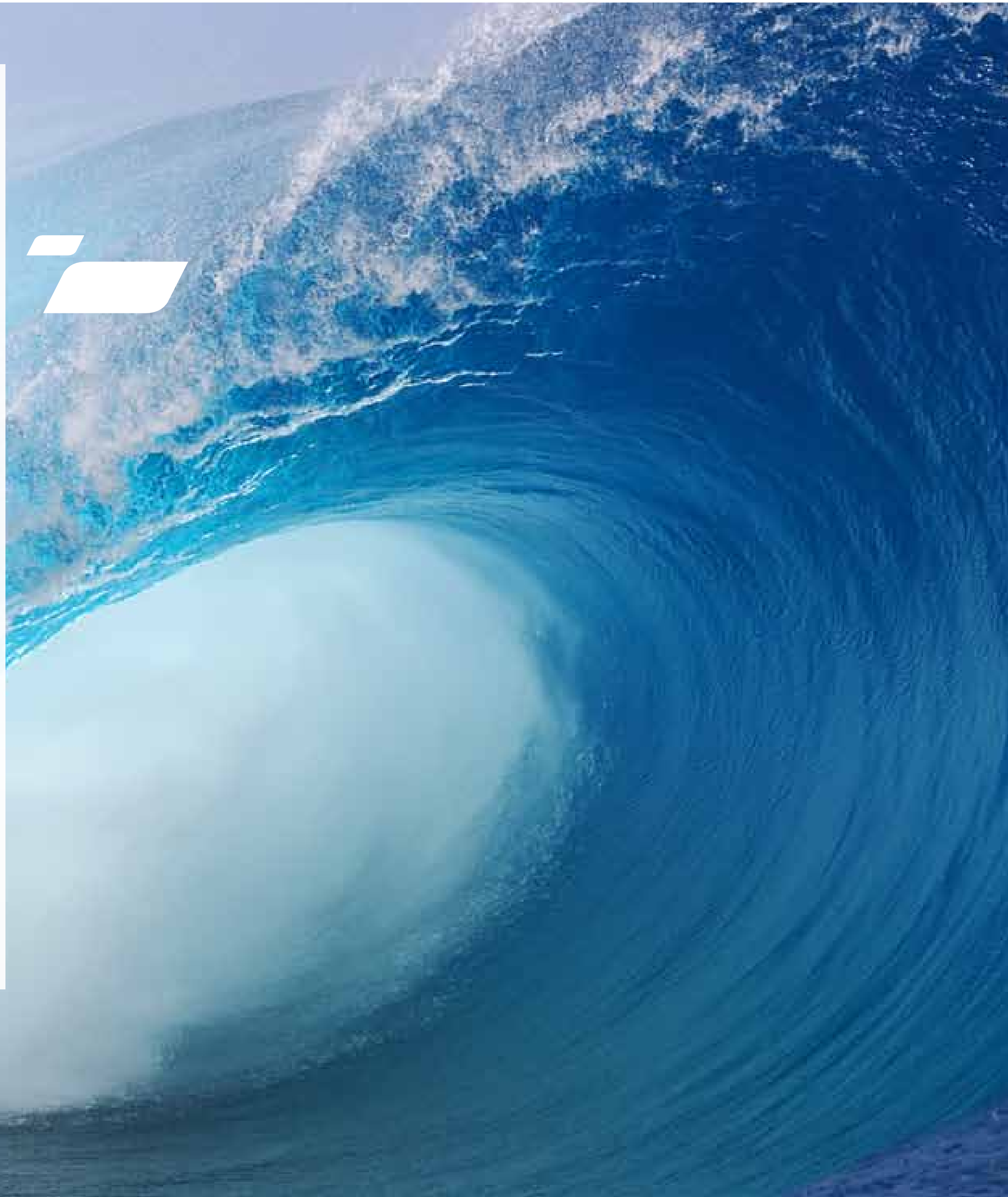
QUEENSLAND

Without doubt the catastrophic weather events that hit Queensland during the first two months of 2011 had a tremendous impact on the state.

The Queensland floods, which devastated North Queensland and closed down the Brisbane CBD for the best part of a week during January 2011, coupled with Cyclone Yasi which followed just a few weeks later resulted in the permanent hiring market in Queensland stalling for a period of time. During this period employers focused 100 per cent of their attention on the rebuild process. In most cases this meant a return to the same defensive, temporary hiring mode employers demonstrated during the GFC.

Understandably, engineering and construction experts, trades people (of all types) and project managers will continue to be in demand throughout Queensland.

While during the second half of 2011 we expect some level of normality to surface in areas of the Queensland market not as severely impacted by the weather (professional services, financial services and IT), it is widely accepted the full recovery process (including industries such as mining, resources and tourism) will not be complete until well into 2012.



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SOUTH AUSTRALIA

The South Australian labour market performed solidly during 2010 and that positivity has flowed over into 2011, with both full-time job numbers and total employment trending upwards during the first half of 2011.

The make-up of the South Australian employment market is changing with South Australia no longer reliant on the manufacturing industry to underpin its employment strength. Growth in other industries has seen the manufacturing industry drop to third in terms of employment market share behind healthcare and retail and only just ahead of construction.

This change is part of a wider growth trend within South Australia that has seen business activity and demand for talent increase across IT, professional services, construction, and engineering.

Employers in South Australia appear to be taking a cautiously optimistic approach with demand increasing for temporary employees as employers look to meet growth aspirations without the commitment of long-term, permanent employment contracts.

Business confidence levels as well as hiring activity levels are expected to continue growing in South Australian during 2011, with high growth industries such as healthcare and construction expected to dominate the South Australian market for the remainder of 2011.

VICTORIA

Coming off the back of an outstanding 2010, all the predictions for the Victorian employment market in 2011 were positive and the actual result early in the year is not disappointing.

Business confidence remains high in Victoria with a number of significant and major infrastructure projects scheduled to start and hiring activity levels within the construction, professional services and scientific industries showing signs of continued improvement.

Despite the ongoing confidence, Victorian employers look to be maintaining a focus on short-term, temporary and contract hiring, especially in the banking and finance area. This is predicted to shift to a more permanent focus during the course of 2011 as the long-term visibility available to employers becomes apparent.

The drive for business growth coupled with above average hiring activity within Victoria is expected to continue during 2011, underpinned by high levels of business activity in the financial and professional services sectors, which in turn will increase demand for IT and administrative talent.

WESTERN AUSTRALIA

Western Australia continues to be the main driver and overall powerhouse of positivity in the Australian employment market, with significant growth continuing to be recognised across the mining and resources sector.

The undeniable strength and continued growth of the WA resources sector has resulted in flow-on demand for talent in the construction and engineering industry as well as the professional services, financial services, and IT industries as new mines are established and require infrastructure and support.

Although the WA economy continues to gain momentum, the skills shortage continues to bite at exacerbated levels given the State's geographical isolation and the volume of multi-billion dollar construction projects currently underway.

WA wages are predicted to spike sharply again during 2011 with wage growth predictions sitting anywhere between 5 per cent and 20 per cent, depending on the specifics of the role and industry.

Despite WA-based employers being accustomed to sourcing talent from interstate or overseas, in many cases the talent shortage is the only factor stifling higher activity levels. That being the case, it is expected that employers will continue to offer well above market average financial incentives and remuneration in order to attract quality talent to the West.

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SALARIES: OFFICE SUPPORT

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
ADMINISTRATION	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Administration Assistant	38	38	35	35	38	36	55	60	50	50	60	56	45	42	45	45	45	48
Data Entry Operator	38	32	33	35	35	38	55	50	42	43	45	45	45	38	38	40	40	42
Executive Assistant (EA)	40	50	55	48	60	60	85	85	85	65	90	87	60	70	65	55	70	72
Human Resources Assistant	45	50	45	43	50	45	70	65	60	53	65	55	56	55	55	48	55	53
Human Resources Co-ordinator	50	48	45	65	55	50	80	55	60	90	70	65	65	50	55	80	60	60
Marketing Assistant	50	45	45	40	40	45	60	55	60	48	60	55	55	50	50	45	50	48
Marketing Co-ordinator	50	42	48	60	45	55	65	60	60	95	65	68	68	45	55	85	58	62
Office Manager	40	50	50	48	55	55	70	70	70	80	70	72	50	65	60	65	70	64
Personal Assistant (PA)	40	50	55	40	55	60	70	70	80	60	75	80	60	60	65	45	60	66
Project Administration	40	45	45	45	50	58	55	70	90	60	70	80	45	52	55	55	55	69
Project Co-ordinator	40	42	50	65	70	60	70	90	90	95	90	85	45	48	60	80	80	76
Receptionist	40	35	38	35	40	40	50	60	55	43	60	58	40	44	45	40	50	53
Secretary – General	45	45	45	36	40	50	60	55	55	45	55	65	50	48	50	43	45	60
Secretary – Senior	60	50	50	45	55	59	80	70	60	60	75	72	60	55	55	53	60	68
Switchboard Operator	35	35	35	35	45	50	45	45	48	44	50	56	40	40	42	41	45	52
Team Co-ordinator	35	42	45	45	45	53	55	55	55	55	55	63	45	45	50	50	55	58
WP Operator	38	38	40	38	38	40	55	50	50	46	55	60	45	40	45	44	42	50

Figures are base salary not including superannuation.

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SALARIES: PROFESSIONAL SUPPORT

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
ACCOUNTING AND FINANCIAL	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Accountant (Non Qualified)	45	50	50	44	45	55	70	70	70	60	70	76	50	65	60	55	60	64
Accounts Clerk	40	35	40	40	38	47	58	55	50	50	55	61	45	40	45	45	48	55
Accounts Payable (0-2 yrs)	40	43	40	41	38	45	55	55	45	48	55	48	45	50	43	44	45	47
Accounts Payable (3-6+ yrs)	50	45	45	43	48	50	63	60	50	65	65	58	54	55	48	55	55	52
Accounts Receivable (0-2 yrs)	40	42	40	41	38	45	55	55	45	48	55	52	45	48	43	45	50	50
Accounts Receivable (3-6+ yrs)	50	45	45	43	48	52	63	65	55	65	70	64	55	55	48	55	60	60
Accounts Supervisor	50	50	45	52	65	55	75	75	58	80	85	65	60	58	53	65	75	62
Assistant Accountant	50	45	40	55	38	55	70	70	50	85	70	76	55	60	45	75	60	64
Bookkeeper	40	50	45	50	48	55	55	70	60	65	70	75	44	55	53	55	65	64
Business/Financial Analyst (0-2 yrs)	45	50	50	55	45	62	60	70	85	70	70	75	55	62	60	62	60	68
Business/Financial Analyst (3-6+ yrs)	80	65	65	80	60	80	100	100	80	110	100	125	90	75	75	95	100	100
Chief Financial Officer/Finance Director	110	100	100	120	130	130	200	210	210	210	210	450	150	150	150	180	200	220
Collections Officer	40	46	40	48	40	50	55	65	60	65	65	60	45	50	48	55	50	56
Company Accountant	70	80	80	80	80	70	110	120	120	130	140	120	85	90	90	100	110	95
Corporate Accountant	70	90	90	70	80	80	110	130	130	115	130	130	85	110	110	90	110	105
Credit Controller	45	50	55	45	45	52	60	65	70	62	70	64	50	58	60	58	60	60
Credit Manager	50	65	60	62	55	65	80	80	80	100	85	80	70	75	70	85	70	72
Credit Officer	45	48	50	42	40	52	55	60	65	55	65	65	50	52	60	48	55	60
Credit Supervisor	50	55	55	55	60	58	70	70	70	70	80	70	60	65	65	63	65	63
Credit/Billings Manager	65	60	60	60	70	50	85	90	90	90	100	70	75	75	75	80	80	90
Data Entry Clerk	35	38	38	38	38	38	44	50	45	46	50	45	38	40	40	42	45	42

Figures are base salary not including superannuation.

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SALARIES: PROFESSIONAL SUPPORT CONTINUED

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
ACCOUNTING AND FINANCIAL continued	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Divisional Accountant	65	80	80	80	80	80	110	120	120	115	120	130	85	95	95	90	95	105
Finance Manager	75	75	75	85	95	100	120	140	140	150	160	150	95	110	110	120	125	125
Financial Accountant	65	80	80	65	60	80	110	120	120	120	110	130	85	95	95	80	85	105
Financial Analyst	75	80	80	80	65	80	95	120	120	110	150	130	85	95	95	95	110	105
Financial Controller	85	90	90	95	110	100	130	180	180	180	180	180	105	130	130	130	135	140
Fund Accountant	65	65	65	55	65	90	100	100	100	110	110	140	80	80	80	75	90	115
Graduate Accountant	55	37	37	40	38	70	70	50	50	50	50	100	60	45	45	45	42	85
Group Accountant	65	80	80	85	90	90	110	120	120	135	120	150	85	100	100	100	115	120
Management Accountant	70	80	80	70	65	80	120	110	110	125	125	130	95	95	95	85	90	105
Payroll Manager	60	60	50	75	75	70	85	120	70	120	110	120	70	80	60	90	85	90
Payroll Officer	45	45	45	48	45	50	60	65	65	65	75	62	55	50	55	58	60	55
Payroll Supervisor	55	50	48	55	60	58	70	85	68	85	90	70	60	65	60	75	75	68
Procurement/Purchasing Officer	50	46	40	50	50	55	65	70	60	70	70	65	55	54	48	58	60	62
Reconciliations Officer	45	45	40	50	42	48	60	60	50	75	60	55	56	52	45	60	55	52
Tax Accountant	60	75	75	65	65	90	110	130	130	110	135	140	80	100	100	90	100	115
Tax Manager	75	145	145	100	135	100	130	220	220	150	200	160	95	160	160	125	160	130

Figures are base salary not including superannuation.

SALARIES: CALL CENTRE

CALL CENTRE	LOW $'000s ACT	NSW	QLD	SA	VIC	WA	HIGH $'000s ACT	NSW	QLD	SA	VIC	WA	AVERAGE $'000s ACT	NSW	QLD	SA	VIC	WA
Call Centre Manager	45	60	50	44	75	75	90	120	130	80	140	140	50	75	75	65	100	90
Customer Service Rep – inbound	35	30	35	35	36	38	45	45	50	44	45	48	40	39	43	41	42	45
Customer Service Rep – outbound	35	30	40	36	38	45	50	60	55	46	60	55	40	40	45	42	45	52
Helpdesk Level 1	40	34	45	40	50	52	50	60	60	50	60	58	42	40	50	45	55	53
Team Leader/Manager	45	55	45	50	55	58	55	85	90	70	75	84	50	65	55	55	60	70
Workforce Analyst	50	50	50	55	45	60	85	85	75	75	75	80	65	65	60	65	65	65
Workforce Planner	48	48	50	55	45	60	100	100	110	75	100	100	70	70	70	65	65	65

Figures are base salary not including superannuation.

SALARIES: INDUSTRIAL

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
INDUSTRIAL – OPERATIONS	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Dispatch/Receiving Supervisor	45	45	40	45	50	44	55	55	70	65	65	55	50	50	50	55	55	49
Inventory Controller	45	45	45	45	50	50	60	60	65	55	65	60	55	55	55	52	55	57
Logistics Manager	85	85	50	60	80	70	120	120	70	95	120	250	100	100	60	80	90	95
Maintenance Manager	75	75	70	65	80	75	120	120	110	100	120	150	85	85	80	90	90	95
Manufacturing Manager	80	80	70	65	80	70	130	130	110	105	150	150	100	100	80	85	110	95
Operations Manager	90	90	65	60	75	65	150	150	130	95	120	140	120	120	90	85	90	80
Procurement Manager	85	85	65	65	85	80	150	150	90	95	150	260	110	110	75	85	110	120
Production Manager	70	70	65	60	65	75	100	100	110	120	100	150	80	80	80	95	85	100
Production Supervisor	50	50	45	50	55	55	70	70	65	70	85	82	60	60	50	65	75	72
Quality Assurance Manager	50	50	50	70	50	60	80	80	90	95	80	90	60	60	70	80	60	75
Quality Assurance Representative	40	40	45	52	40	56	60	60	60	72	60	63	45	45	50	60	45	59
Storeperson	36	36	38	35	35	32	50	50	48	47	48	48	42	42	43	42	41	40
Transport Allocator	55	55	45	45	45	42	65	65	60	58	60	60	60	60	50	48	55	50
Transport Manager	70	70	55	60	75	56	100	100	80	90	95	85	85	85	65	75	85	66
Warehouse Manager	60	60	50	55	60	62	90	90	90	85	100	85	75	75	65	72	80	70
Warehouse Supervisor	45	45	45	47	55	53	65	65	70	58	75	66	55	55	50	55	65	58

Figures are base salary not including superannuation.

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SALARIES: INDUSTRIAL CONTINUED

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
INDUSTRIAL – TRADES	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Boiler Maker	50	50	50	45	50	52	70	70	100	80	75	94	62	62	80	60	65	63
Diesel Plant Fitter	60	60	50	45	60	63	80	80	100	75	90	120	68	68	80	58	75	75
Electrical Fitter	60	60	55	52	55	62	90	90	100	85	80	92	70	70	75	60	70	75
Electrician 'A' Class	60	60	50	46	70	65	90	90	90	72	100	110	70	70	65	60	80	80
Electrician Special Class	60	60	80	56	80	75	90	90	120	85	120	110	70	70	70	73	100	82
HVAC Refrigeration Technician	55	55	55	60	60	50	70	70	70	85	90	65	60	60	60	73	70	58
Maintenance/Mechanical Fitter	50	50	50	45	60	56	80	80	100	72	85	100	65	65	70	56	75	63
Service Manager	55	55	55	60	55	63	70	70	80	95	80	96	65	65	65	82	65	72
Service/Field Technician	55	55	45	55	55	45	75	75	80	80	70	85	65	65	60	66	62	52
Trades Assistant	38	38	40	37	45	42	60	60	70	48	60	80	42	42	50	41	51	46
Welder/Fabricator	40	40	50	44	45	48	50	50	85	68	65	86	45	45	70	52	55	60

Figures are base salary not including superannuation.

	LOW $'000s						HIGH $'000s						AVERAGE $'000s					
INDUSTRIAL – CONSTRUCTION	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA	ACT	NSW	QLD	SA	VIC	WA
Construction Supervisor	90	100	100	90	90	100	130	150	150	150	150	200	110	125	125	160	120	150
Contracts Administrator	55	60	60	80	80	90	85	120	120	120	120	130	70	90	90	90	100	110
Estimator	110	80	80	80	90	100	180	170	170	130	150	200	145	120	120	110	130	150
Leading Hand	65	65	65	70	80	80	100	95	95	110	110	120	80	80	80	90	100	100
Project Engineer	110	65	65	90	90	110	140	150	125	180	200	150	125	95	95	140	130	130
Site/Project Manager	120	90	90	110	110	120	180	180	180	250	180	200	150	135	135	150	130	160
Site Manager	120	100	100	90	100	120	160	140	140	160	180	200	140	120	120	130	150	160
Site Supervisor/Foreman	80	85	85	80	80	100	120	120	120	140	120	150	100	105	105	110	110	125

Figures are base salary not including superannuation.

ABOUT THE KELLY SERVICES SALARY GUIDE

The *Kelly Services 2011 Salary Guide* is designed to provide both employers and job seekers with salary information on a wide range of roles, providing the ability to benchmark a role or an individual against other areas of expertise or against the same role in another area of the country.

The *Kelly Services 2011 Salary Guide* covers both qualified and non-qualified roles in both the professional and industrial sectors and is broken down by areas of specialisation found within Kelly Services (Office Support, Professional Support, Call Centre and Industrial). The guide also provides a state by state overview of Australia's diverse employment market.

ABOUT KELLY SERVICES

Kelly Services is a recognised provider of world-class workforce solutions, offering an array of outsourcing and consulting services as well as staffing on a temporary, contract and permanent placement basis. Kelly Services has been leading the recruitment industry for over 60 years, setting the industry benchmark with unique and innovative recruitment and retention strategies. Headquartered in Troy, Michigan, US, Kelly serves clients in all major markets throughout the world, including more than 90 percent of the Fortune 500®.

In Australia, Kelly Services is a formidable player in the local recruitment market. An in-depth understanding of local talent issues and business needs, allows Kelly Services to tailor workforce solutions in accordance with client requirements. Kelly Australia operates from over 20 strategic locations specialising in the Office Support, Professional Support, Call Centre, Industrial, Executive, Banking & Finance, Engineering, Scientific and IT&T markets. Kelly Services holds an enviable reputation having been voted as Australia's favourite recruitment company for the past eight years in a row by job seekers at the Seek Annual Recruitment Awards (SARAs). In 2010 Kelly was once again voted as Best Specialist Large Recruiter. Kelly has been recognised as a SARA Legend for longstanding excellence in the recruitment industry.