FY23/24

INDUSTRY BENCHMARK SURVEY

MASTER ELECTRICIANS AUSTRALIA

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This report contains aggregated data and historical trends, all data has been de-identified. Contractors must set their own prices, MEA does not authorise the data or provide a recommended pricing schedule.

Executive summary

Industry Benchmark Survey including Charge Out Rates 2023 National Report

The Industry Benchmark Survey 2023, conducted by Master Electricians Australia (MEA), gathered comprehensive data from over 420 respondents to analyse trends and practices across various sectors. This report consolidates aggregated and de-identified data on charge-out rates, service fees, business profiles, and challenges faced by the industry. It aims to provide an authoritative reference on industry trends and practices, supporting businesses in setting competitive and sustainable pricing strategies. It also highlights critical areas of focus for improving operational efficiency and financial management within the industry.
Please note contractors must set their own prices, Master Electricians Australia does not authorise the data or provide a recommended pricing schedule.

In the past year, the economic landscape has been marked by significant fluctuations. Rising inflation, increasing fuel costs, and supply chain disruptions have collectively impacted the operational costs for businesses in the electrical industry. These economic conditions have necessitated adjustments in pricing strategies and operational practices to maintain profitability and ensure sustainability.

The business profile of survey respondents indicates that a significant portion, 58%, are from businesses with five or fewer employees, and 76% have no more than ten employees. The survey highlights that Domestic, Commercial, and Service/Maintenance remain the most common types of work undertaken by these businesses. Despite the economic challenges, the industry has seen an average increase in charge-out rates of 12%. This increase reflects adjustments to maintain profit margins amidst rising wages and overheads. The importance of setting competitive yet sustainable pricing strategies has been underscored, given that wages and overhead costs remain the primary determinants of charge-out rates.

Transparency in pricing has become a growing concern. The survey reveals a notable 8% decrease in businesses willing to disclose their charge-out rates to customers when invoicing or quoting. This trend points to an increasing need for clarity and customer communication to maintain trust and competitiveness.

Business challenges have evolved, with controlling finances emerging as the most critical issue, surpassing previous years' concerns over cash flow. Safety continues to be a top priority, reflecting the industry's ongoing commitment to maintaining high standards of workplace health and safety. Economic conditions and the rising cost of fuel have also significantly impacted business operations, reflecting broader economic trends since 2022. These factors have compounded the challenges faced by businesses, highlighting the importance of effective financial management and operational efficiency.

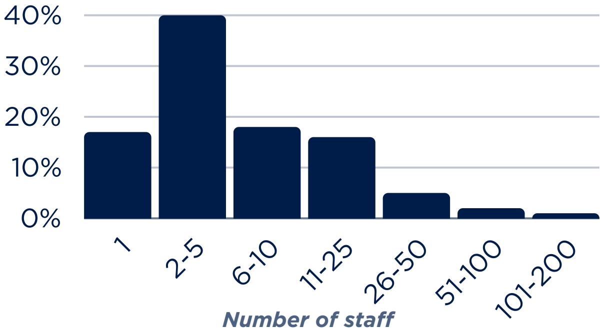
Charge-out rates have increased across all sectors and roles, with the highest growth observed in administration/clerical roles at 17.9%, and team/apprentice categories at 16.7%. Specific work types such as new residential and data communications have seen notable increases of 14.8% each, indicating a robust demand and the need for specialised skills in these areas.

The business challenges identified in the survey underscore the complexity of operating in the current economic climate. Safety, controlling finances, and cash flow remain the top three challenges for businesses, irrespective of their years of operation. Economic conditions, including inflation and supply chain issues, have further strained business resources. The difficulty in finding skilled labour has compounded these challenges, making workforce management a critical focus area.

Part 1 - Business profile

Company size

The percentage of respondents by business size is as follows:



40% **of respondents have 2-5 staff**

17% **of respondents are sole traders**

24% **of respondents have over 10 members of staff**

The distribution of respondents by business size reveals key industry trends:

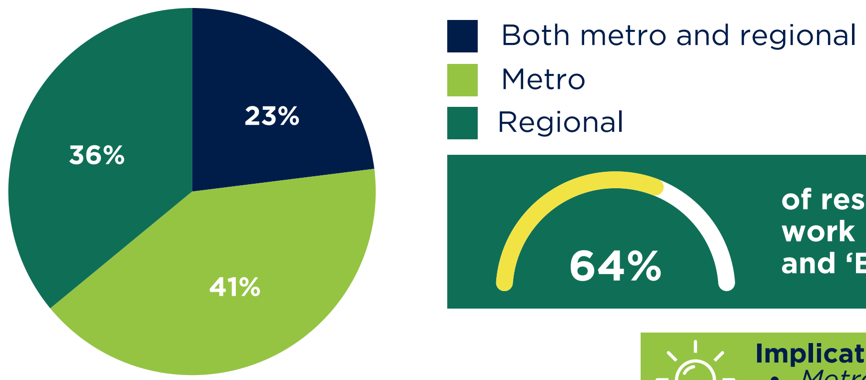
- The number of sole traders has decreased by 6% compared to 2022, indicating possible consolidation or growth among smaller firms.
- Businesses with 2-5 staff have also seen a 4% decrease, suggesting similar trends of consolidation or expansion.
- Notably, there is a 9% increase in companies with over 10 staff members, reflecting a shift towards larger operational scales within the industry.
- 64% of respondents are based in metro zones (‘Metro’ and ‘Both metro and regional’), highlighting the dominance of urban markets.
- 40% of respondents have 2-5 staff, while 17% are single staff businesses, and 24% have over 10 staff.

Implications and recommendations:

- *Small businesses (1-5 staff):* Enhance services with advanced training and technology. Build strong client relationships and leverage referrals for growth.
- *Larger businesses (10+ staff):* Maintain scalable systems and efficient management. Implement project management tools and foster a strong company culture to manage growth effectively.

Business location

The percentage of respondents located in a metro or regional area is as follows:



64% **of respondents indicated they work in a metro zone (‘Metro’ and ‘Both metro and regional’).**

The geographical distribution of respondents highlights key market dynamics:

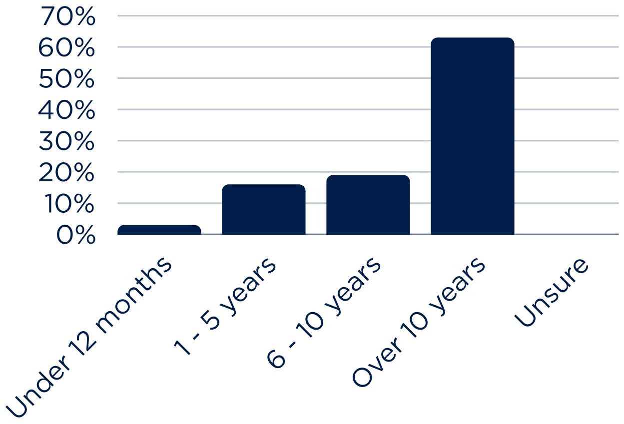
- 41% of respondents operate in metro areas.
- 23% of respondents are based in regional areas.
- 36% of respondents serve both metro and regional areas, showing a trend towards geographical diversification.
- The slight decrease in businesses solely in metro locations, with a corresponding increase in dual-location operations, suggests a strategic move to tap into new markets and customer bases.

Implications and recommendations:

- *Metro-based businesses:* Prioritise digital marketing and exceptional customer service. Differentiate with innovative solutions and strong branding.
- *Regional-based businesses*: Grow by offering tailored services and building local relationships. Emphasise community involvement and reliability.
- *Businesses in dual locations:* Invest in robust logistics and flexible operations. Maintain consistent quality and service across all locations to uphold your reputation.

Length of business operation

The percentage of respondents by length of business operation is as follows:



63% **of respondents have been in business for over 10 years**

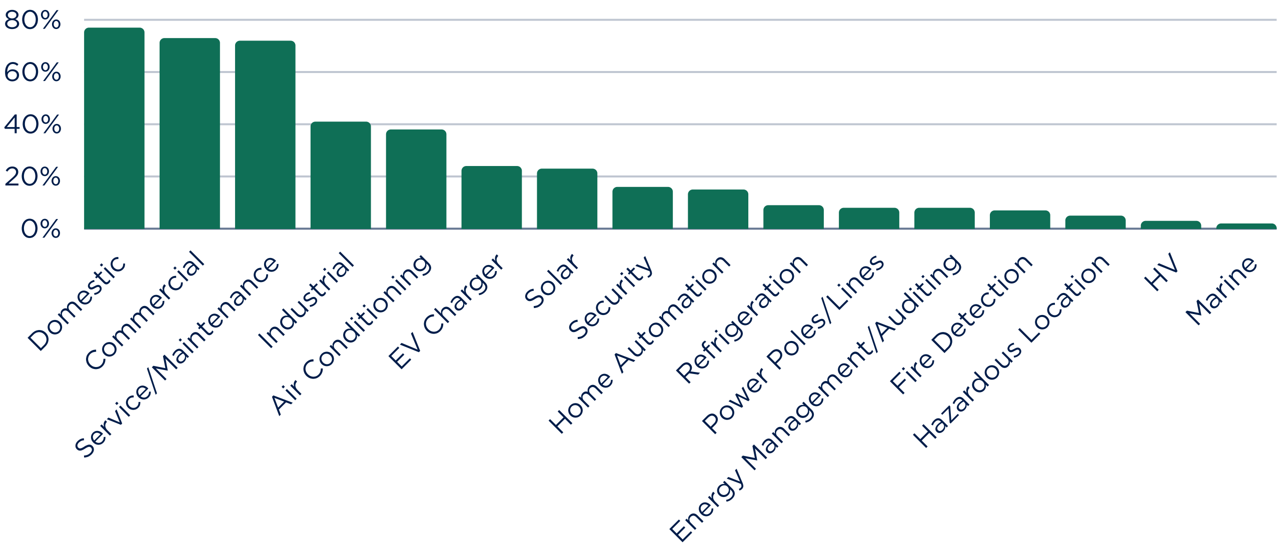
The high percentage of businesses operating for over 10 years (63%) indicates strong survival rates in the electrical contracting industry. This suggests that once businesses overcome initial challenges, they tend to establish a stable footing and continue to thrive.

Implications and recommendations:

- *New businesses (Under 12 months):* Focus on innovative practices, branding, marketing, and building a strong reputation through excellent customer service.
- *Growing businesses (1-5 years):* Invest in training, technology, and expanding service offerings. Balance growth with maintaining service quality.
- *Established businesses (6-10 years):* Streamline operations, diversify into new services, and focus on customer retention. Explore opportunities for innovation.
- *Veteran businesses (Over 10 years):* Continue innovating and adapting to new technologies. Form strategic partnerships, mentor newer businesses, and maintain industry leadership.

Type of work

The percentage of respondents operating in the following types of work is:



The distribution of work types is similar to 2022, with Domestic, Commercial, Service/Maintenance, and Industrial being the most common. The top 10 segments remain consistent with previous years.

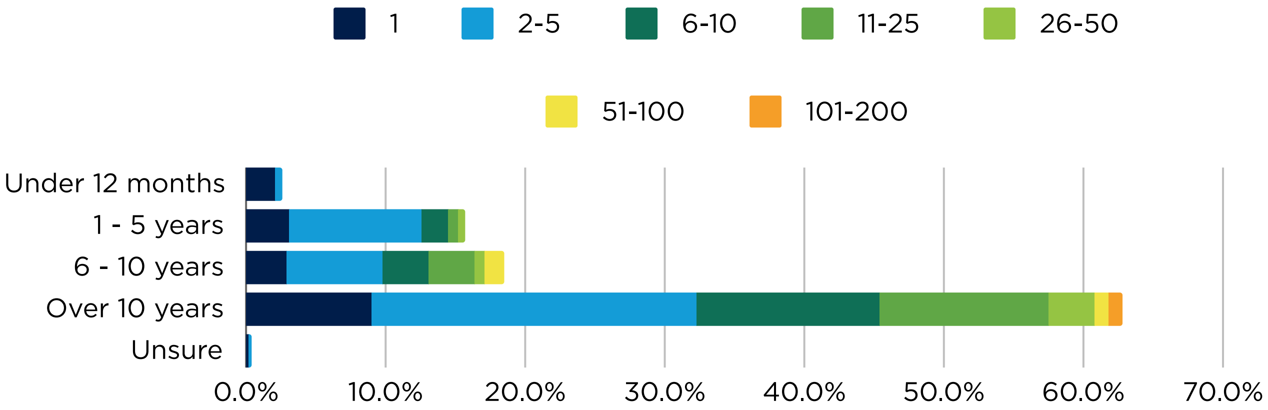
On average, respondents operate in 4.23 types of work, indicating a high level of versatility and diversification.

Implications and recommendations:

- *For more common work types:* Maintain high service standards and efficient operations. Focus on strong customer relationships to retain market share.
- *For emerging markets (EV Charger, Home Automation):* Embrace new technologies and industry trends to lead in these growing fields.
- *For specialised work types*: Invest in specialised training and certifications to command higher rates and secure niche contracts.

Length of business operation vs company size

The percentage comparison of business operation against reported company sizes:



The correlation between business longevity and size reveals:

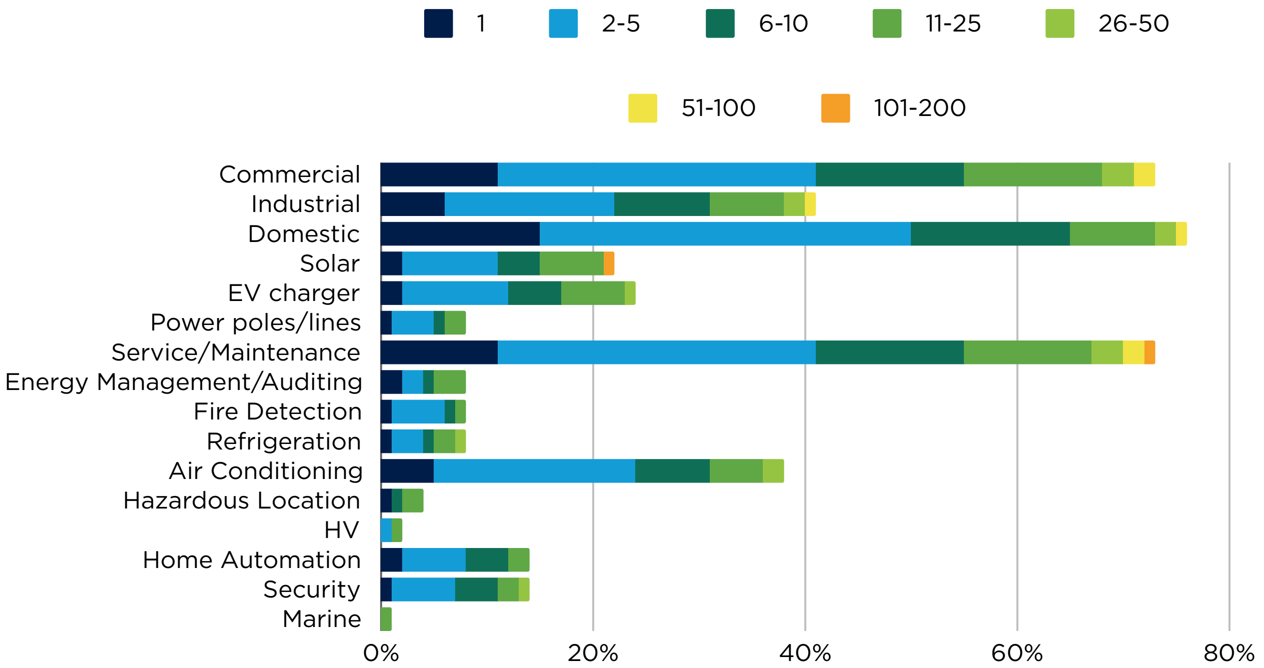
- 82% of businesses less than 12 months old are sole traders.
- 28% of businesses operating for over 10 years have more than 10 employees.
- The data indicates a natural progression where successful businesses expand their workforce as they mature.

Implications and recommendations:

- *New businesses (Under 12 months)*: Focus on building a strong foundation, acquiring customers, and refining services.
- *Growing businesses (1-5 years):* Scale operations and expand the team. Invest in technology and training for improved efficiency.
- *Established businesses (6-10 years):* Streamline operations and diversify services. Implement advanced project management tools.
- *Veteran businesses (Over 10 years):* Continue innovating and explore new markets. Form strategic partnerships and mentor newer businesses.

Company size vs type of work

The percentage comparison of company size against reported types of work:



The correlation between company size and types of work indicates:

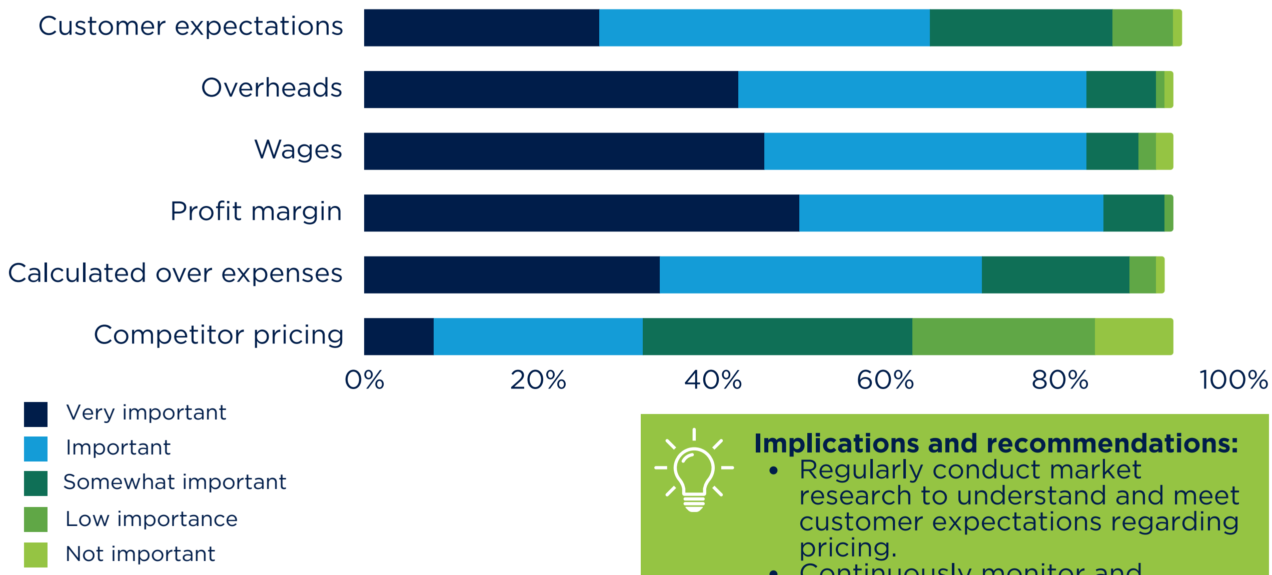
- 54% of businesses with 2-5 staff operate in 'Domestic', 'Commercial', and 'Service/Maintenance' sectors.
- 34% of businesses in the 'Solar' sector have more than 10 staff.

Implications and recommendations:

- *Small businesses (1-5 staff):* Focus on high-quality service in core sectors to build a strong reputation and secure repeat business.
- *Medium to large businesses (10+ staff):* Leverage larger workforce to pursue complex projects. Invest in specialised training and equipment for high-demand areas like 'Solar'.
- Small businesses can gradually diversify services by training and upskilling staff.

Part 2 - Charges and fees

Respondents identified the level of importance of the six following factors as below:



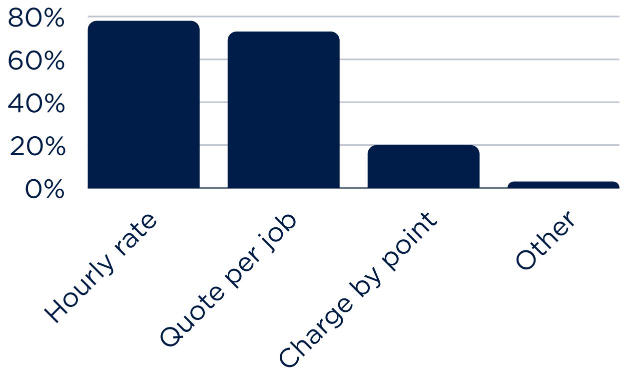
- Wages: Increased in importance by 8% compared to 2022, highlighting the need to attract and retain skilled employees.
- Overheads: Increased in importance by 10% compared to 2022, reflecting rising operational costs.
- Profit margin: Increased in importance by 7% compared to 2022, indicating a focus on sustainable growth and reinvestment.
- Competitor pricing: Although the least important factor, it saw a 3% increase in importance, showing growing awareness of market competition.

Implications and recommendations:

- Regularly conduct market research to understand and meet customer expectations regarding pricing.
- Continuously monitor and manage overhead costs to maintain efficiency and profitability.
- Ensure competitive wages to attract and retain talent.
- Set a profit margin that supports business growth and reinvestment.
- Use comprehensive expense calculations to inform pricing strategies.
- Stay aware of industry pricing trends to remain competitive while ensuring profitability.

Charge per hour or quote per job

The number of respondents who charge by the hour or quote per job is:



78% **of respondents indicated the use of an hourly rate**

Respondents' billing preferences are as follows:

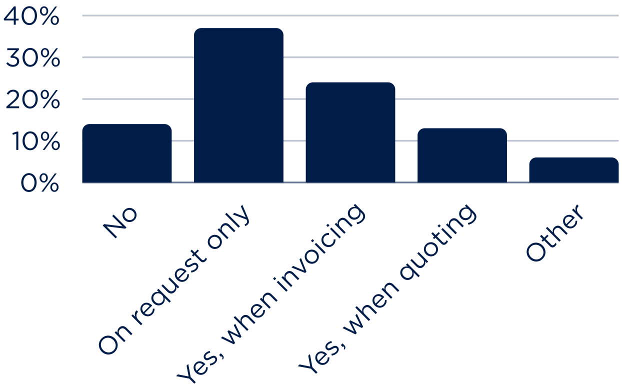
- 78% use an hourly rate.
- The percentage of businesses charging per hour has remained consistent with 2022.
- Businesses quoting by job increased by 3% compared to 2022. The 3% increase in quoting by job indicates a trend towards fixed pricing. This method appeals to clients who prefer knowing the total cost upfront.

Implications and recommendations:

- *For hourly billing:* Maintain transparency in billing and provide detailed estimates to help clients anticipate costs.
- *For quoting by job:* Ensure accurate project assessments and clear communication with clients about the scope and inclusions of the quoted price. Strong project management is key to staying within budget and maintaining profitability.

Identifying charge out rates to customers

The percentage of respondents who identify their charge out rate to their customers is:



Respondents' practices regarding disclosing charge out rates:

- 37% provide charge out rates to customers on request only.
- In 2023, businesses are more reluctant to disclose charge out rates, with an 8% decrease in those who do so when invoicing or quoting compared to 2022.

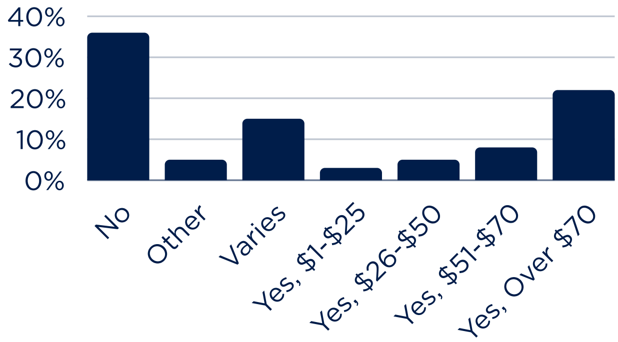
37% of respondents provide charge out rates to customers on request only

Implications and recommendations:

- Clear communication about pricing builds trust and avoids misunderstandings. Explain the factors influencing charges, such as labour, materials, and overheads, even if exact rates are not disclosed upfront.
- Not confident of the total end cost? Offer a range or estimate to give clients a ballpark figure without committing to a specific rate. This balances transparency with competitive strategy.
- Confident of the total price? Use clear communication as a differentiator. Explain how rates are calculated and the value provided, building trust and setting your business apart from competitors.

Service fee

The percentage of respondents who charge a service fee, in addition to hourly rates is:



Respondents' practices regarding charging service fees, in addition to hourly rates:

- 36% of respondents do not charge a service fee.
- There has been a 15% increase in businesses not charging service fees, indicating a trend towards all-inclusive pricing.

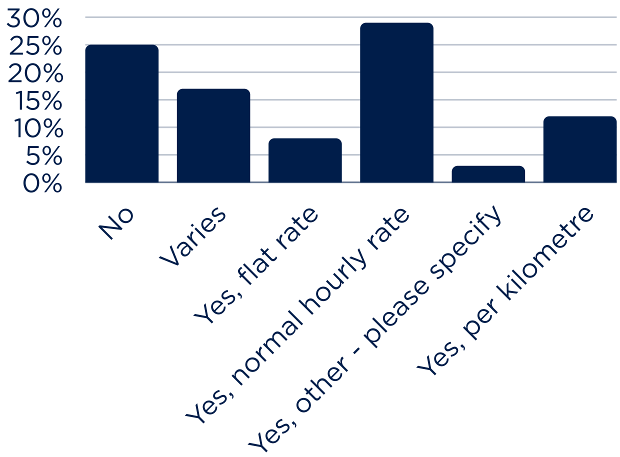
36% of respondents do not charge a service fee

Implications and recommendations:

- *For businesses charging service fees:* Communicate the purpose and breakdown of the service fee clearly to customers to justify the charge and maintain trust.
- *For businesses not charging service fees:* Ensure all costs are covered within hourly rates or job quotes. Consider adopting an all-inclusive pricing model to appeal to customers who prefer straightforward pricing.

Travel fee

The percentage of respondents who charge a service fee, in addition to hourly rates is:



69% of respondents indicated that they charge an additional fee for travel

Implications and recommendations:

- *For businesses charging travel fees:* Clearly explain travel fees to clients. Choose between a flat fee or a distance-based fee. Bundle travel fees with other charges for simpler billing.
- *For businesses not charging travel fees:* Ensure travel costs are covered in hourly rates or quotes. Consider waiving travel fees for large projects or repeat clients.

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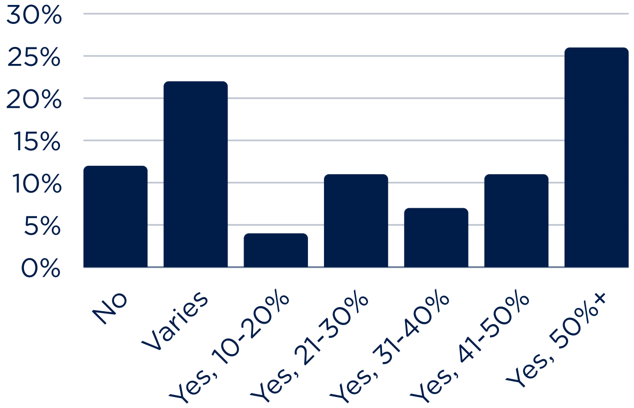
Loading for after hours and emergency callouts

The percentage of respondents who charge an additional fee for after hours or emergency callouts is:



81% **of respondents charge an additional fee for after-hours or emergency callouts**

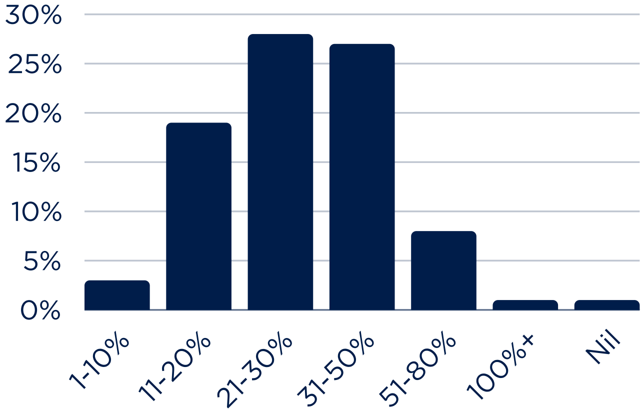
Compared to 2022, there has been a 5% decrease in businesses charging an after hours or emergency call out fee,

Implications and recommendations:

- *For businesses charging after-hours fees:* Clearly explain the additional charges and benefits to clients.
- *For businesses not charging after-hours fees:* Ensure costs are covered by standard rates and assess the impact on employee satisfaction and business sustainability.

Control panel

Respondents indicated the following mark-up percentage on the trade price of materials:



73% **of respondents indicated a mark-up percentage between 11% and 50%**

- 73% of respondents apply a mark-up between 11% and 50% on the trade price of materials.
- Overall, the average mark-up percentage on trade price materials saw a reduction.
- The number of respondents with no mark-up or adding 1-10% has reduced to 4%.
- Mark-ups in the 31-50% to 100%+ range remained steady compared to 2022.
- The decrease in respondents applying no mark-up or a 1-10% mark-up to just 4% suggests a shift towards higher mark-ups.
- Mark-ups in the 31-50% to 100%+ range have remained consistent, indicating a standard practice among many businesses.

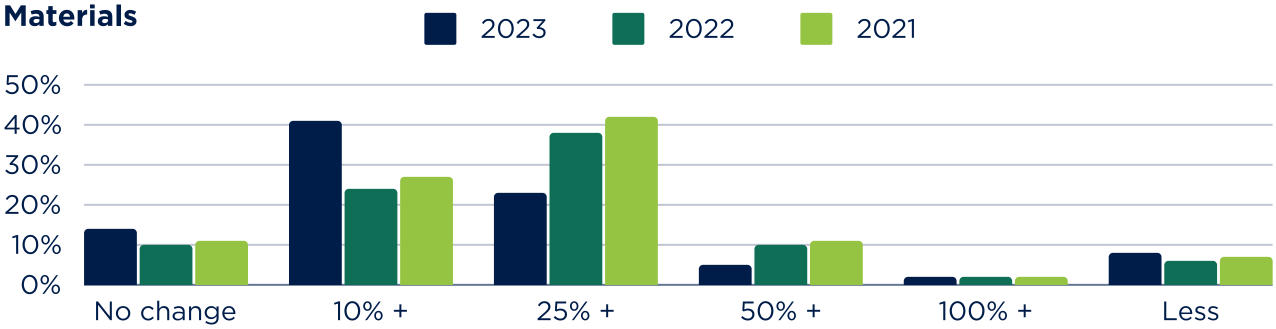
Implications and recommendations:

- *When determining mark-ups:* ensure an appropriate proportion of overhead costs are included, look at your last tax statement to help in working out your overhead costs.
- Periodically review and adjust mark-up percentages based on changes in material costs and market conditions to ensure competitiveness and profitability.
- Consider bundling mark-ups with value-added services, such as faster delivery or extended warranties, to enhance perceived value.
- Regularly monitor competitor pricing to ensure your mark-up rates are competitive while still covering costs and generating profit.

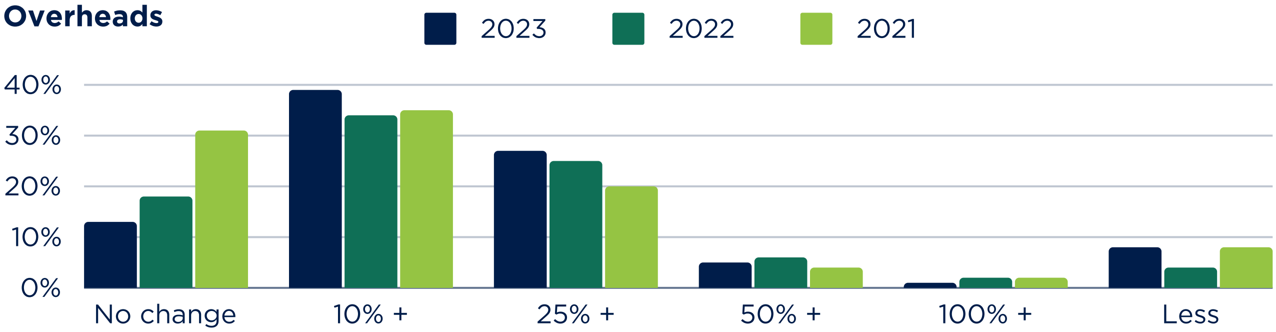
Expenditure

The percentage of respondents whose expenditure on the following areas has changed compared to 12 and 24 months ago is:

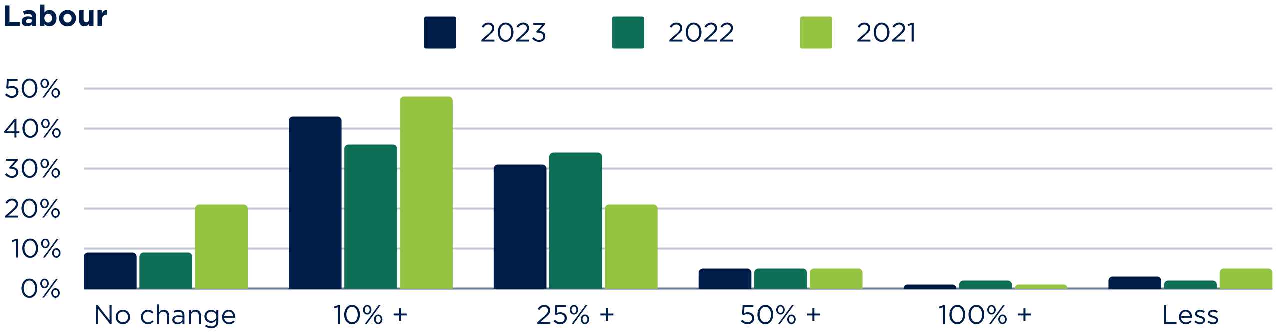
Materials



Overheads



Labour



- *Materials:* A 2% increase in the 10%+ - 25%+ range indicates rising costs for materials. This trend could be due to supply chain issues, increased demand, or inflation.
- *Labour:* A 7% increase in the 10%+ - 25%+ range for labour costs suggests rising wages and benefits, reflecting the need to attract and retain skilled workers.
- *Overheads:* With an 80% increase, overheads have seen the most significant rise. This could include costs related to rent, utilities, administrative expenses, and other fixed costs.

Implications and recommendations:

- *For businesses with increasing expenditures:* Regularly review and adjust pricing strategies to reflect rising costs of materials, labour, and overheads. Ensure prices cover all increased expenses to maintain profitability. Highlight the value customers receive despite price increases, such as improved service quality, faster response times, and the use of higher-quality materials.
- *Cost management strategies:* Identify and implement efficiencies to reduce waste and streamline processes. Improving project management practices can lower operational costs. Negotiate better rates with suppliers to offset rising material costs. Secure long-term contracts for more favourable pricing and stable supply.
- *Financial planning and budgeting:* Implement strong budgeting and forecasting practices to anticipate future costs and revenue. Proactive adjustments to pricing and spending ensure financial stability. Conduct regular cost analyses to identify areas where expenditures can be reduced without compromising service quality. Benchmarking against industry standards can provide insights for efficiency improvements.
- *Monitor market conditions:* Regularly monitor competitor pricing to ensure your rates are competitive while covering costs and generating profit. Periodically review and adjust mark-up percentages based on changes in material costs and market conditions to remain competitive and profitable.

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Charge out rates

Note: All prices are inclusive of GST.

2023	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
Domestic	$119.24	$130.84	$120.41	$ 80.19	$ 64.05	$ 70.50	$ 79.33	$ 92.27	$178.40	$ 76.91
New residential	$117.87	$126.32	$115.77	$ 80.43	$ 67.17	$ 72.91	$ 79.67	$ 92.10	$177.66	$ 76.96
Commercial	$124.87	$132.17	$120.02	$ 85.48	$ 67.61	$ 73.24	$ 80.69	$ 92.06	$185.12	$ 79.81
Industrial maintenance	$124.29	$132.05	$122.38	$ 88.69	$ 69.26	$ 74.58	$ 82.75	$ 92.22	$183.58	$ 85.36
Airconditioning and refrigeration	$117.95	$121.57	$121.96	$ 79.93	$ 64.19	$ 71.47	$ 79.28	$ 92.60	$180.83	$ 81.63
Data and communications	$127.96	$133.33	$124.11	$ 85.82	$ 65.47	$ 72.00	$ 81.45	$ 94.09	$189.72	$ 92.47
Appliance	$115.59	$116.20	$119.01	$ 80.05	$ 63.30	$ 70.62	$ 76.34	$ 93.55	$173.26	$ 79.93

% Change (Compared to 2022)

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
Domestic	8.0%	13.1%	10.4%	10.8%	14.2%	11.1%	12.7%	14.2%	7.6%	20.1%
New residential	9.3%	19.8%	10.7%	13.8%	20.8%	16.4%	13.4%	15.1%	13.9%	14.9%
Commercial	8.8%	12.8%	8.1%	13.2%	16.2%	12.3%	10.8%	11.7%	14.5%	16.2%
Industrial maintenance	5.2%	8.1%	7.1%	14.9%	21.5%	13.2%	13.4%	10.6%	17.7%	12.5%
Airconditioning and refrigeration	9.2%	6.3%	10.4%	17.4%	14.2%	13.9%	8.1%	7.3%	20.0%	14.9%
Data and communications	13.9%	13.3%	12.1%	17.7%	12.5%	9.5%	12.7%	14.3%	19.0%	22.6%
Appliance	9.6%	*-0.2%	6.5%	*27.8%	11.8%	13.2%	6.4%	7.4%	24.0%	*24.4%

**Denotes low number of survey responses*

2022	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
Domestic	$110.45	$115.70	$109.03	$72.38	$56.06	$63.43	$70.38	$80.82	$165.86	$64.02
New residential	$107.82	$105.40	$104.61	$70.67	$55.60	$62.66	$70.25	$80.04	$155.91	$67.00
Commercial	$114.76	$117.14	$111.07	$75.53	$58.18	$65.24	$72.85	$82.42	$161.66	$68.70
Industrial maintenance	$118.20	$122.19	$114.23	$77.16	$56.99	$65.91	$73.00	$83.39	$155.91	$75.91
Airconditioning and refrigeration	$107.99	$114.33	$110.48	$68.09	$56.23	$62.76	$73.31	$86.30	$150.73	$71.04
Data and communications	$112.37	$117.68	$110.73	$72.92	$58.18	$65.76	$72.26	$82.29	$159.46	$75.45
Appliance	$105.50	$116.41	$111.76	$62.64	$56.61	$62.39	$71.74	$87.13	$139.73	$64.25

All work types

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$111.67	$115.46	$110.08	$ 72.77	$ 56.89	$ 64.28	$ 71.84	$ 82.35	$158.91	$ 69.48
2023	$121.12	$127.37	$120.29	$ 82.43	$ 65.31	$ 71.84	$ 79.70	$ 92.02	$182.41	$ 81.88
Change	8.5%	10.3%	9.3%	13.3%	14.8%	11.8%	10.9%	11.7%	14.8%	17.9%

Reported annual charge out rates grew strongly across most sectors and job roles

12.3% Average growth across all work types and job roles.

Highest growth / % change from 2022

Lowest growth / % change from 2022

Work type	Average growth / change from 2022
New residential	14.8%
Data and communications	14.8%
Appliance	13.1%
Commercial	12.4%
Industrial maintenance	12.4%
Domestic	12.2%
Airconditioning and refrigeration	12.2%

Role type	Average growth / change from 2022
Administration / Clerical	17.9%
Team / Apprentice + Trades	16.7%
Trades Assistant	16.5%
1st Year Apprentice	15.9%
2nd Year Apprentice	12.8%
4th Year Apprentice	11.5%
3rd Year Apprentice	11.1%
Supervisor / Manager	10.5%
Tradesperson	9.3%
Sole Trader / Partner	9.1%

Implications and recommendations:

- Update charge out rates to reflect industry trends and cover rising costs.
- Enhance training programs for apprentices and administrative staff to leverage their growing value.
- Focus on high-growth areas like New Residential and Data & Communications to increase profitability.

The overall average growth of 12.3% across work types and job roles indicates a strong upward trend in charge out rates. This growth likely reflects increased operational costs, higher demand for skilled labour, and inflation.

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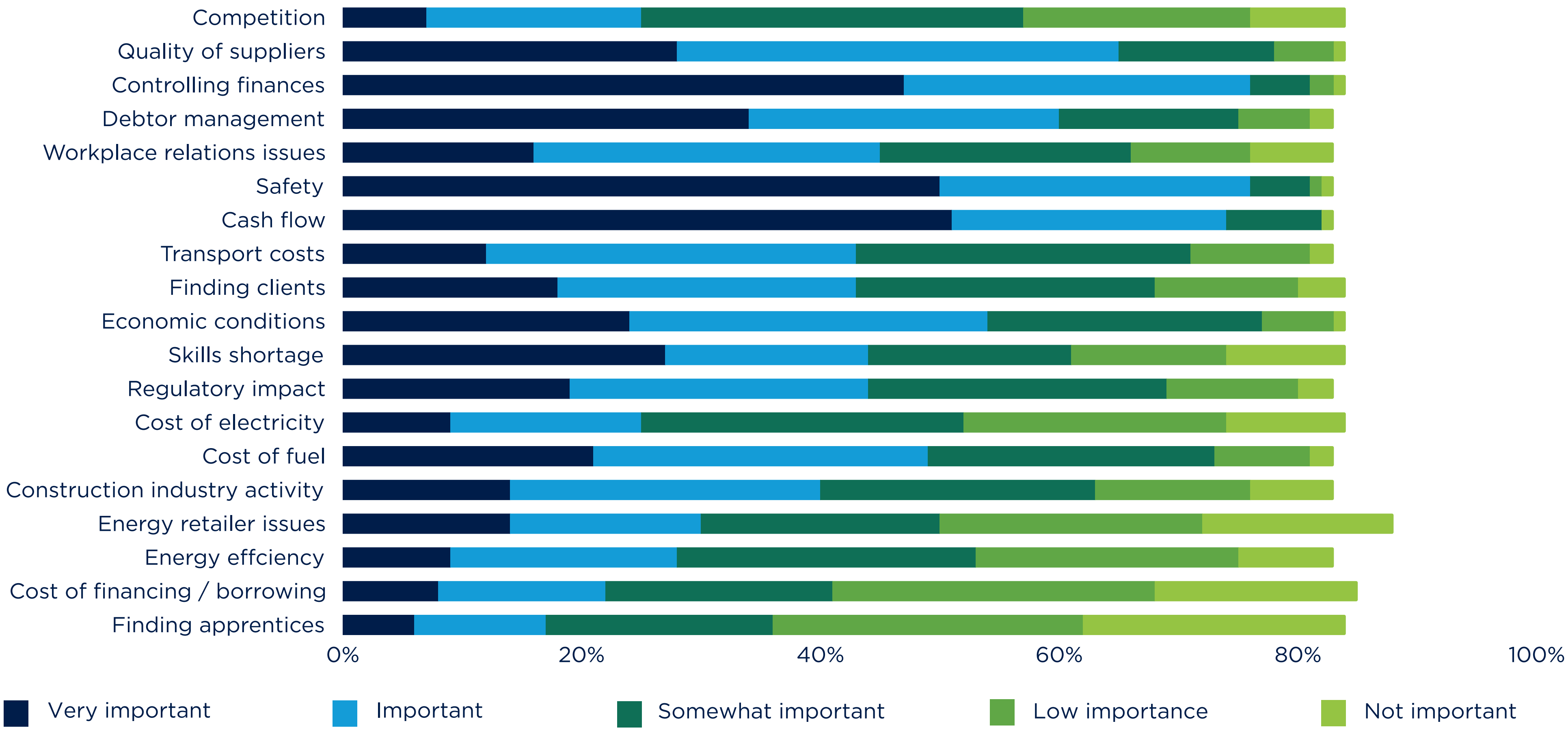
Part 5 - Business challenges

Respondents have indicated the level of importance of business challenges over the next 12 months.



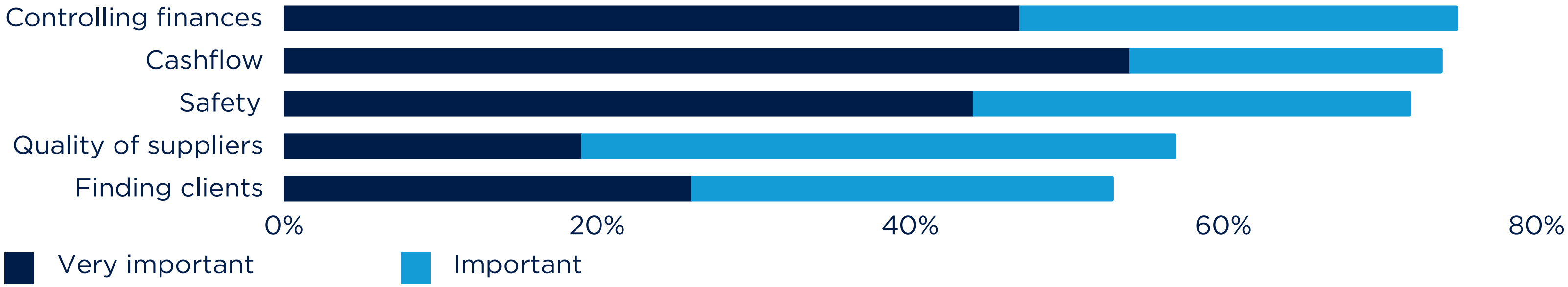
- The most important challenges with the highest importance (ranked as 'Very important' or 'Important') were Safety (76%), Controlling finances (76%) and Cash flow (74%).
- The least important challenges with the lowest or no importance (ranked as 'Low importance' or 'Not important') were Finding apprentices (48%), Cost of financing / borrowing (43%) and Energy retailer issues (38%).

Implications and recommendations:

- *Safety:* Ensure workplace safety through regular training and compliance audits to prevent accidents and reduce costs.
- *Controlling finances:* Implement robust financial management practices, including budgeting, cost control, and financial forecasting.
- *Cash flow:* Improve cash flow by optimizing invoicing, managing receivables, and maintaining a cash reserve.

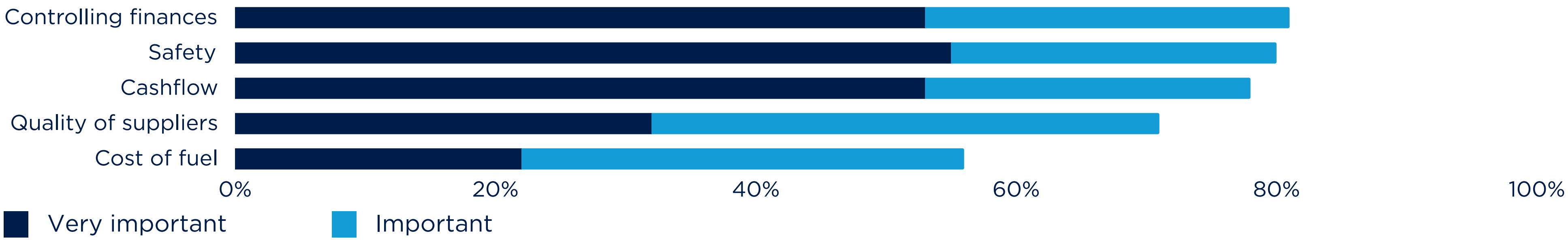
Top 5 most important business challenges businesses under 5 years

Respondents indicated the following challenges were either 'Very important' or 'Important'.



Top 5 most important business challenges businesses over 5 years

Respondents indicated the following challenges were either 'Very important' or 'Important'.



- *Controlling finances:* Essential for both new and established businesses, effective financial management ensures sustainability and supports growth. This includes budgeting, cost control, and financial planning.
- *Cash flow management:* Critical for maintaining liquidity and ensuring that businesses can meet their financial obligations. Both new and established businesses must optimise invoicing, manage receivables, and maintain cash reserves.
- *Safety:* Prioritising workplace safety is crucial for compliance, employee well-being, and reputation management. Regular safety training and compliance audits are necessary.
- *Quality of suppliers:* Reliable suppliers are vital for ensuring the quality and timeliness of services. Both new and established businesses need to build and maintain strong supplier relationships.
- *Finding clients vs. cost of fuel:* **Under 5 years:** Finding clients is a top priority for newer businesses as they work to establish a stable customer base. **Over 5 years:** Established businesses highlight the cost of fuel as a significant concern, likely due to their larger operational scale and greater reliance on transportation.

Implications and recommendations:

- Regularly review financial statements, implement cost control measures, and plan for future growth.
- Streamline invoicing processes, ensure timely payments, and keep a cash reserve for emergencies.
- Conduct ongoing safety training and regular audits to ensure compliance and employee well-being.
- Maintain strong, reliable supplier partnerships to ensure quality and timeliness.
- *Businesses under 5 years old:* Focus on effective marketing and building strong customer relationships to attract and retain clients.
- *Businesses over 5 years old:* Implement strategies to manage and reduce fuel costs, such as optimising routes, using fuel-efficient vehicles, and exploring alternative energy sources.

Appendix 1 – Charge out rates by work type

Work type: Domestic

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$110.45	$115.70	$109.03	$ 72.38	$ 56.06	$ 63.43	$ 70.38	$ 80.82	$165.86	$ 64.02
2023	$119.24	$130.84	$120.41	$ 80.19	$ 64.05	$ 70.50	$ 79.33	$ 92.27	$178.40	$ 76.91
Change	8.0%	13.1%	10.4%	10.8%	14.2%	11.1%	12.7%	14.2%	7.6%	20.1%

Work type: New residential

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$107.82	$105.40	$104.61	$ 70.67	$ 55.60	$ 62.66	$ 70.25	$ 80.04	$155.91	$ 67.00
2023	$117.87	$126.32	$115.77	$ 80.43	$ 67.17	$ 72.91	$ 79.67	$ 92.10	$177.66	$ 76.96
Change	9.3%	19.8%	10.7%	13.8%	20.8%	16.4%	13.4%	15.1%	13.9%	14.9%

Work type: Commercial

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$114.76	$117.14	$111.07	$ 75.53	$ 58.18	$ 65.24	$ 72.85	$ 82.42	$161.66	$ 68.70
2023	$124.87	$132.17	$120.02	$ 85.48	$ 67.61	$ 73.24	$ 80.69	$ 92.06	$185.12	$ 79.81
Change	8.8%	12.8%	8.1%	13.2%	16.2%	12.3%	10.8%	11.7%	14.5%	16.2%

Work type: Industrial maintenance

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$118.20	$122.19	$114.23	$ 77.16	$ 56.99	$ 65.91	$ 73.00	$ 83.39	$155.91	$ 75.91
2023	$124.29	$132.05	$122.38	$ 88.69	$ 69.26	$ 74.58	$ 82.75	$ 92.22	$183.58	$ 85.36
Change	5.2%	8.1%	7.1%	14.9%	21.5%	13.2%	13.4%	10.6%	17.7%	12.5%

Work type: Airconditioning and refrigeration

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$107.99	$114.33	$110.48	$ 68.09	$ 56.23	$ 62.76	$ 73.31	$ 86.30	$150.73	$ 71.04
2023	$117.95	$121.57	$121.96	$ 79.93	$ 64.19	$ 71.47	$ 79.28	$ 92.60	$180.83	$ 81.63
Change	9.2%	6.3%	10.4%	17.4%	14.2%	13.9%	8.1%	7.3%	20.0%	14.9%

Work type: Data and communications

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$112.37	$117.68	$110.73	$ 72.92	$ 58.18	$ 65.76	$ 72.26	$ 82.29	$159.46	$ 75.45
2023	$127.96	$133.33	$124.11	$ 85.82	$ 65.47	$ 72.00	$ 81.45	$ 94.09	$189.72	$ 92.47
Change	13.9%	13.3%	12.1%	17.7%	12.5%	9.5%	12.7%	14.3%	19.0%	22.6%

Work type: Appliance

	Sole Trader / Partner	Supervisor / Manager	Trades-person	Trades Assistant	1st Year Apprentice	2nd Year Apprentice	3rd Year Apprentice	4th Year Apprentice	Team / Apprentices + Trades	Admin / Clerical
2022	$105.50	$116.41	$111.76	$ 62.64	$ 56.61	$ 62.39	$ 71.74	$ 87.13	$139.73	$ 64.25
2023	$115.59	$116.20	$119.01	$ 80.05	$ 63.30	$ 70.62	$ 76.34	$ 93.55	$173.26	$ 79.93
Change	9.6%	-0.2%	6.5%	27.8%	11.8%	13.2%	6.4%	7.4%	24.0%	24.4%

Appendix 2 – Charge out rates by job classification

Role type: Sole Trader / Partner

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$119.24	$117.87	$124.87	$124.29	$117.95	$127.96	$115.59
2022	$110.45	$107.82	$114.76	$118.20	$107.99	$112.37	$105.50
Change	8.0%	9.3%	8.8%	5.2%	9.2%	13.9%	9.6%

Role type: Supervisor / Manager

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$130.84	$126.32	$132.17	$132.05	$121.57	$133.33	$116.20
2022	$115.70	$105.40	$117.14	$122.19	$114.33	$117.68	$116.41
Change	13.1%	19.8%	12.8%	8.1%	6.3%	13.3%	-0.2%

Role type: Tradesperson

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$120.41	$115.77	$120.02	$122.38	$121.96	$124.11	$119.01
2022	$109.03	$104.61	$111.07	$114.23	$110.48	$110.73	$111.76
Change	10.4%	10.7%	8.1%	7.1%	10.4%	12.1%	6.5%

Role type: Trades Assistant

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 80.19	$ 80.43	$ 85.48	$ 88.69	$ 79.93	$ 85.82	$ 80.05
2022	$ 72.38	$ 70.67	$ 75.53	$ 77.16	$ 68.09	$ 72.92	$ 62.64
Change	10.8%	13.8%	13.2%	14.9%	17.4%	17.7%	27.8%

Role type: 1st Year Apprentice

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 64.05	$ 67.17	$ 67.61	$ 69.26	$ 64.19	$ 65.47	$ 63.30
2022	$ 56.06	$ 55.60	$ 58.18	$ 56.99	$ 56.23	$ 58.18	$ 56.61
Change	14.2%	20.8%	16.2%	21.5%	14.2%	12.5%	11.8%

Role type: 2nd Year Apprentice

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 70.50	$ 72.91	$ 73.24	$ 74.58	$ 71.47	$ 72.00	$ 70.62
2022	$ 63.43	$ 62.66	$ 65.24	$ 65.91	$ 62.76	$ 65.76	$ 62.39
Change	11.1%	16.4%	12.3%	13.2%	13.9%	9.5%	13.2%

Role type: 3rd Year Apprentice

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 79.33	$ 79.67	$ 80.69	$ 82.75	$ 79.28	$ 81.45	$ 76.34
2022	$ 70.38	$ 70.25	$ 72.85	$ 73.00	$ 73.31	$ 72.26	$ 71.74
Change	12.7%	13.4%	10.8%	13.4%	8.1%	12.7%	6.4%

Role type: 4th Year Apprentice

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 92.27	$ 92.10	$ 92.06	$ 92.22	$ 92.60	$ 94.09	$ 93.55
2022	$ 80.82	$ 80.04	$ 82.42	$ 83.39	$ 86.30	$ 82.29	$ 87.13
Change	14.2%	15.1%	11.7%	10.6%	7.3%	14.3%	7.4%

Role type: Team / Apprentices + Trades

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$178.40	$177.66	$185.12	$183.58	$180.83	$189.72	$173.26
2022	$165.86	$155.91	$161.66	$155.91	$150.73	$159.46	$139.73
Change	7.6%	13.9%	14.5%	17.7%	20.0%	19.0%	24.0%

Role type: Administration / Clerical

	Domestic	New residential	Commercial	Industrial maintenance	Airconditioning and refrigeration	Data and communications	Appliance
2023	$ 76.91	$ 76.96	$ 79.81	$ 85.36	$ 81.63	$ 92.47	$ 79.93
2022	$ 64.02	$ 67.00	$ 68.70	$ 75.91	$ 71.04	$ 75.45	$ 64.25
Change	20.1%	14.9%	16.2%	12.5%	14.9%	22.6%	24.4%