The Administrative and Support Services Division includes units mainly engaged in performing routine support activities for the day-to-day operations of other businesses or organisations.

Units providing administrative support services are mainly engaged in activities such as office administration; hiring and placing personnel for others; preparing documents; taking orders for clients by telephone; providing credit reporting or collecting services; arranging travel and travel tours.

Units providing other types of support services are mainly engaged in activities such as building and other cleaning services; pest control services; gardening services; and packaging products for others.

The activities undertaken by units in this division are often integral parts of the activities of units found in all sectors of the economy. Recent trends have moved more towards the outsourcing of such non-core activities. The units classified in this division specialise in one or more of these activities and can, therefore, provide services to a variety of clients.
721

**EMPLOYMENT SERVICES**

7211

**Employment Placement and Recruitment Services**

This class consists of units mainly engaged in listing employment vacancies and in referring or placing applicants for employment in any field. The services are provided to either employers or potential employees, and include the formulation of job descriptions, the screening and testing of applicants and the investigation of references. Also included in this class are units that provide executive search services.

*Primary activities*

- Casting agency operation
- Employment agency operation
- Employment recruitment service
- Employment registry operation
- Executive placement service

*Exclusions/References*

Units mainly engaged in

- supplying their own employees to client's businesses on a fee or contract basis are included in Class 7212 Labour Supply Services; and
- providing human resource management services to clients or managing public figures are included in Class 6962 Management Advice and Related Consulting Services.

7212

**Labour Supply Services**

This class consists of units mainly engaged in supplying their own employees to clients' businesses on a fee or contract basis. Assignments are usually temporary and performed under the supervision of staff of the client unit, at the client's work site.

*Primary activities*

- Contract labour service
- Labour on-hiring service
- Labour staffing service
- Labour supply service
- Temporary labour hire service

*Exclusions/References*

Units mainly engaged in

- providing specialised activities on own account (sole trader) are classified based on the nature of those activities;
- providing the entire workforce, including the supervisory staff to others, are classified according to the activity being undertaken;
- listing employment vacancies and referring or placing applicants for permanent employment are included in Class 7211 Employment Placement and Recruitment Services; and
- providing human resource management services to clients or managing public figures are included in Class 6962 Management Advice and Related Consulting Services.
### Travel Agency and Tour Arrangement Services

#### 722

**7220 Travel Agency and Tour Arrangement Services**

This class consists of units mainly engaged in acting as agents in selling travel, tour and accommodation services as well as units providing travel arrangement and reservation services for airlines, cars, hotels and restaurants. Also included are units mainly engaged in arranging, assembling, wholesaling and retailing tours.

**Primary activities**

- Arranging and assembling tours
- Booking service (accommodation)
- Booking service (travel)
- Inbound tour operator service
- Travel agency operation
- Travel ticket agency operation
- Tour arrangement service
- Tour operator service (arranging and assembling tours)
- Tour retailing service
- Tour wholesaling service

**Exclusions/References**

Units mainly engaged in

- operating transport equipment to provide recreation and entertainment are included in Class 5010 Scenic and Sightseeing Transport; and
- operating tourist information centres are included in Class 7299 Other Administrative Services n.e.c.

### Other Administrative Services

#### 729

**7291 Office Administrative Services**

This class consists of units mainly engaged in providing a range of day-to-day office administrative services such as clerical, billing and record-keeping, and payroll services on a contract or fee basis. These units support the operation of a business but do not provide operating staff to carry out the complete operations of an organisation.

**Primary activities**

- Billing and record-keeping service
- Business administrative service
- Clerical service
- Office administrative service n.e.c.
- Payroll processing
- Reception service

**Exclusions/References**

Units mainly engaged in

- undertaking head office functions such as overseeing and managing; exercising operational control; and/or undertaking the strategic or organisational planning and decision-making roles of related units are included in Class 6961 Corporate Head Office Management Services;
- providing specialised document preparation services are included in Class 7292 Document Preparation Services; and
Office Administrative Services continued

- providing human resource management services to clients are included in Class 6962
  Management Advice and Related Consulting Services.

7292 Document Preparation Services

This class consists of units mainly engaged in providing document preparation services that
include typing and word processing; letter or resume writing, document editing or
proofreading; and stenographic, transcription and other document preparation services. Also
included in this class are units that provide desktop publishing services.

Primary activities

- Desktop publishing (document preparation service)
- Document editing or proofreading service
- Letter writing service
- Resume writing service
- Stenographic service
- Transcription service
- Typing service
- Word processing service

Exclusions/References

Units mainly engaged in

- providing copying, photocopying or similar mass reproduction of documents are included
  in the appropriate classes of Division C Manufacturing; and
- providing data processing services are included in the appropriate classes of Division J
  Information Media and Telecommunications.

7293 Credit Reporting and Debt Collection Services

This class consists of units mainly engaged in compiling information such as a vehicle’s legal
status and credit or employment histories on individuals or businesses. Also included in this
class are units mainly engaged in collecting payments for claims, remitting payments collected
to their clients and providing repossession services.

Primary activities

- Account collection service
- Bill collection service
- Collection agency operation
- Consumer credit reporting service
- Credit bureau or agency operation
- Credit investigation service
- Credit rating service
- Debt collection service
- Mercantile credit reporting service
- Repossession service
Other Administrative Services n.e.c.

This class consists of units mainly engaged in providing administrative services not elsewhere classified.

Primary activities
- Administrative service n.e.c.
- Event management service
- Sports ticketing service
- Sport, art and similar event promotion service (without facilities)
- Theatre and concert booking service
- Tourist information centre operation

Exclusions/References
Units mainly engaged in providing sports, arts and similar event promotion services (with facilities) are included in the appropriate classes of Division R Arts and Recreation Services.
731  BUILDING CLEANING, PEST CONTROL AND GARDENING SERVICES

7311  Building and Other Industrial Cleaning Services
This class consists of units mainly engaged in the interior cleaning of buildings or transportation equipment, and the exterior cleaning of buildings (except steam, sand and other abrasive blasting). Also included are units mainly engaged in providing other industrial cleaning services such as street cleaning or road sweeping.

Primary activities
- Bathroom/toilet cleaning
- Building exterior cleaning (except sand blasting or steam cleaning)
- Building interior cleaning
- Chimney cleaning
- Duct cleaning
- Gutter cleaning
- Janitorial service (including transport equipment)
- Residential building cleaning
- Road sweeping
- Street cleaning
- Swimming pool cleaning
- Transport equipment cleaning
- Window cleaning

Exclusions/References
Units mainly engaged in
- sand blasting or steam cleaning of building exteriors are included in Class 3299 Other Construction Services n.e.c.; and
- providing laundry and dry-cleaning services are included in Class 9531 Laundry and Dry-Cleaning Services.

7312  Building Pest Control Services
This class consists of units mainly engaged in providing commercial and domestic pest control services. Such services include exterminating and controlling mosquitoes, birds, rodents, termites and other insects and pests (except agricultural or forestry pest control services). Also included in this class are units providing fumigation and weed control services (except agricultural and forestry).

Primary activities
- Exterminating service (except agricultural and forestry)
- Fumigating service (except crop fumigating)
- Insect control service (except agricultural and forestry)
- Pest control service (except agricultural and forestry)
- Termite control service (except agricultural and forestry)
- Weed control service (except agricultural and forestry)
Packaging Services

This class consists of units mainly engaged in packing goods in bottles, cans, cartons, collapsible tubes, plastic sachets, plastic film or bags or other containers or materials on a contract or fee basis.

Primary activities
- Apparel and textile folding and packaging service
- Bottling drinking liquid
- Bottling or rebottling wine or spirits
- Bottling other liquid
- Contract packing or filling
- Crating service
- Kit assembling and packaging service
- Packing fresh fruit and vegetables
- Packing pharmaceutical and medical products
- Shrink wrapping service

Exclusions/References
- Units mainly engaged in blending wine or spirits are included in the appropriate classes of Group 121 Beverage Manufacturing.

732

PACKAGING SERVICES

7320

Packaging Services

This class consists of units mainly engaged in packing goods in bottles, cans, cartons, collapsible tubes, plastic sachets, plastic film or bags or other containers or materials on a contract or fee basis.

Primary activities
- Apparel and textile folding and packaging service
- Bottling drinking liquid
- Bottling or rebottling wine or spirits
- Bottling other liquid
- Contract packing or filling
- Crating service
- Kit assembling and packaging service
- Packing fresh fruit and vegetables
- Packing pharmaceutical and medical products
- Shrink wrapping service

Exclusions/References
- Units mainly engaged in blending wine or spirits are included in the appropriate classes of Group 121 Beverage Manufacturing.
Packaging Services continued

- manufacturing drinking liquids are included in the appropriate classes of Division C Manufacturing; and
- manufacturing pharmaceutical and medical products are included in Class 1841 Human Pharmaceutical and Medicinal Product Manufacturing.