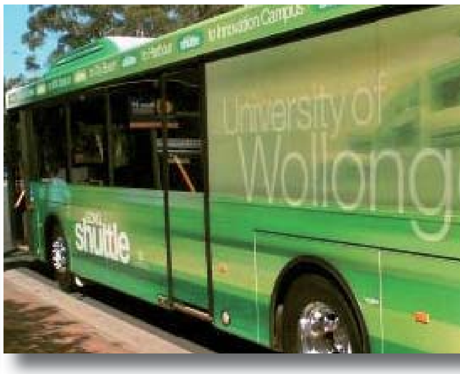
IRIS RESEARCH

Insight for Business & Government

MARCH 2012

PROFILE ILLAWARRA



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State of the Region

Highlights

- » For the Wollongong Statistical District (WSD) during the year to December, the median house price was steady at $430,000 with a total of 3,464 sales (up 2.9%). The median unit price was down a slight 0.9% to $335,000 for 1,487 total sales (down 3.6%). There were 378 land lots sold (down 33.5%), as the median price climbed 3.5% to $270,000.
- » In the Illawarra SD, residential building approvals increased by 52.3% for the December quarter to stand at 472, with unit approvals leading the way (up 145.5%). The largest increase in the number of dwellings being approved was in the Wollongong LGA.
- » The *Illawarra Consumer Sentiment Index* decreased to 77 pts for the March 2012 quarter, a decline of 2 pts. In contrast, the *Australian Consumer Sentiment Index* increased by 1 pt to 96 pts.
- » The average unemployment rate for the year to December 2011 fell to 6.4%, from 6.7% in the year to December 2010. Average yearly youth unemployment rose to stand at 15.0%, up 1.1% pts.
- » The total number of job advertisements in the Illawarra Mercury grew 7.7% in the year to December 2011 to 6,090. Over the same period, there was a 31.3% decline in the number of managerial jobs advertised to 233 and plant operator job advertisements rose to 657, up 35.7%.
- » Average employment at mines across the Illawarra region increased for the year to December to 3,813, up 19.9%. Production rose to 15.0 Million tonnes, up 6.8%.
- » Exports at Port Kembla increased 12.4% for the year to December 2011, to 20.3 Million tonnes. Imports fell 13.6% to 12.6 Million tonnes.
- » International visitor nights to the Illawarra region saw an increase of 11.1% to 1.8 Million for the twelve months to December 2011. Domestic visitor nights on the other hand decreased 6.1% to 2.2 Million.
- » Spending by domestic daytrippers in the WSD amounted to $274.5 Million, up 14.5% on the previous year. Meanwhile, total tourist expenditure in the region rose 5.1% to $695.6 Million.
- » Takings from accommodation in the Wollongong Statistical District was steady for the year to December 2011 amounting to $42.9 Million.
- » The value of non-residential building approvals across the Illawarra recorded a decline in the 2011 calendar year, down 19.3% to $214.3 Million. For the three months to December non-residential building approvals fell 61.7% relative to the September quarter result.

Trade

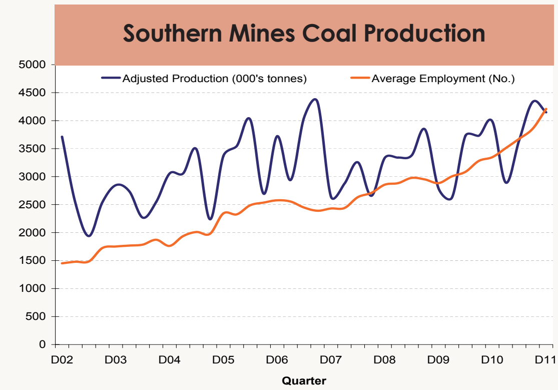
Southern Mines Coal Production

The production of coal and the number of employees in mines across the Illawarra region increased during the year to December 2011:

- Coal production reached 15.0 Million tonnes, up 6.8% from 14.1 Million tonnes in the previous year.
- Average employment grew 19.9% to 3,813 persons and thus productivity weakened by 10.9% to 3.9 Thousand tonnes per employee.

There was a rise in employee numbers at Southern Mines during the three months to December 2011:

- Employment grew 9.2% to 4,210 persons.
- Productivity was down 12.3% to 1.0 Million tonnes per person for the quarter, with 4.1 Million tonnes of coal produced (down 4.3% relative to the September quarter).



Source: Coal Services

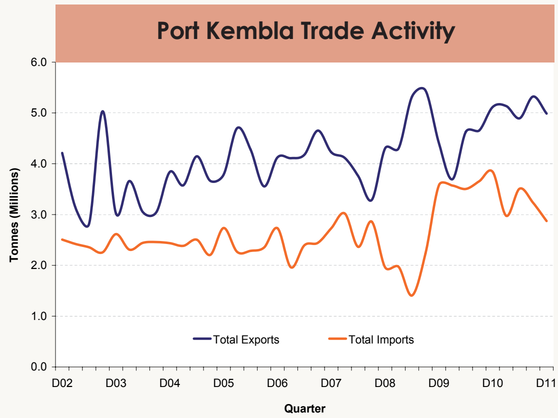
Port Kembla Trade

Export tonnage out of Port Kembla strengthened in the twelve months to December 2011:

- Export levels increased to 20.3 Million tonnes, up 12.4% on the 18.1 Million tonnes reported in the previous year.
- Overseas exports was the strong contributor, growing by 15.4% over this period, whilst interstate and intrastate both fell by 7.6% and 12.8% respectively.
- There was a decline in import tonnage to 12.6 Million tonnes, a fall of 13.6% from 14.6 Million tonnes.

Activity slowed over the December 2011 quarter:

- Exports declined 6.3% to 5.0 Million tonnes compared to the September quarter figure of 5.3 Million tonnes.
- The volume of imports decreased to 2.9 Million tonnes, which is down 11.1% from 3.2 Million tonnes in the previous three months.



Source: Port Kembla Port Corporation

Consumer Sentiment & Business Conditions

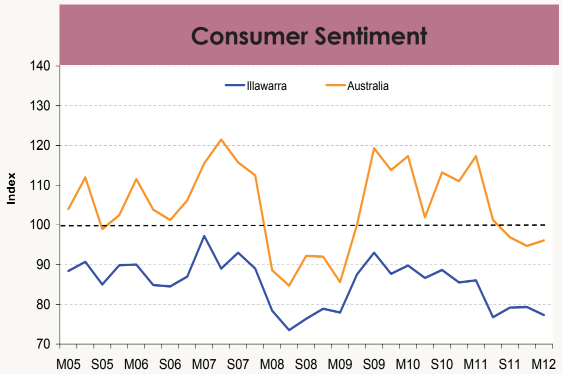
Consumer Sentiment

Consumer confidence in the Illawarra waned during the three months to March 2012:

- The *Illawarra Consumer Sentiment Index* deteriorated by 2 pts to 77 pts.
- This index is 11 pts weaker than the long term March quarter average of 88 pts.

Across the country, consumer confidence improved marginally over the review period:

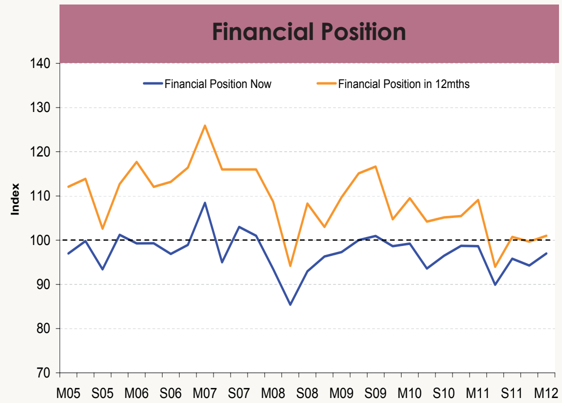
- Westpac's *Australian Consumer Sentiment Index* increased to 96 pts, up 1 pt compared to the December 2011 figure.
- However, this result is still 10 pts below the March average of 106 pts.



Financial Position

The perceived financial position of local households recovered in the March quarter:

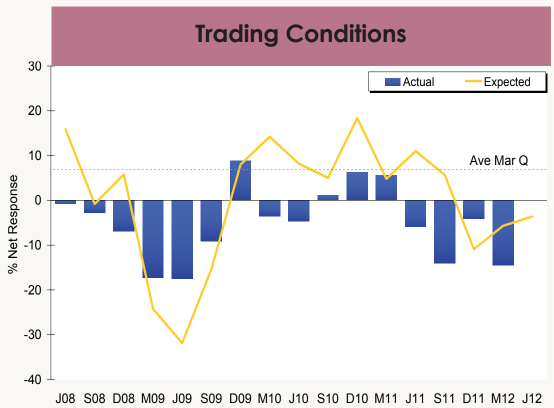
- The *Current Financial Position Index* gained 3 pts to 97 pts. This is 2 pts weaker than the long term average for a March quarter of 99 pts.
- The *Future Financial Position Index* grew by 1 pt to 101 pts, relatively lower than the average level of the *Future Financial Position Index* during a March quarter of 113 pts.
- A net 5.6% of surveyed respondents reported that they had more debt, up 5.2% pts compared to the December 2011 quarter.



Trading Conditions

Businesses in the Illawarra felt a downhill slide in trading during the March 2012 quarter:

- A net 14.5% of businesses experienced slower trading conditions as the *Trading Conditions Index* fell 10.4% pts on the preceding quarter. This is 21.7% pts below the long term March quarter average.
- An improvement is forecast for the future, with a smaller net 3.6% of businesses expecting poorer trading conditions in the three months to June 2012.
- The *Trading Conditions Index* increased for the Finance, Property & Business Services sector with businesses experiencing healthier trading activity during the March quarter. At the same time, the Retail & Recreation, Construction & Transport and Manufacturing industries reported slower trade activity.



Labour Market

Labour Market Statistics

The final quarter of 2011 showed mixed results with less people working or looking for work:

- Average quarterly employment fell 4.7% to 183,300 persons, in line with a fall in the participation rate of 3.0% pts to 53.7%.
- The average number of unemployment benefit recipients remained steady at 5,960 (down 0.3%).
- The quarterly unemployment rate fell to an average of 6.2% (down from 6.5%) and the average youth unemployment rate continued to improve, down from 16.0% to 12.2%.

There were signs of improvement in the Illawarra's employment situation as a whole. For the year to December 2011:

- An average of 191,400 persons were employed, which is an increase of 2.0% compared to the year to December 2010.
- The average yearly unemployment rate was 6.4% (down from 6.7%), while youth unemployment worsened to an average of 15.0% for the year, up from 13.9%.
- An average of 6,188 people received unemployment benefits, which is a 13.5% drop from 7,154 in the year to December 2010.
- The average yearly labour force participation rate was generally steady at 56.4%.

Job Advertisements

The volume of local job advertisements published in the Saturday edition of the Illawarra Mercury over the December 2011 quarter saw a decline:

- There were a total of 1,178 advertised jobs in the region, a drop of 22.3% since September. Full time job ads were down by 4.4% to 902, while ads for part time positions halved to 294 (down 49.4%).

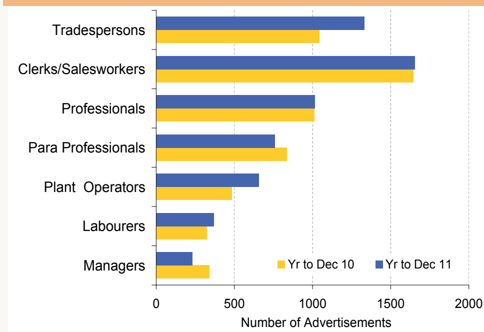
In comparison, job ads for the twelve months to December were much brighter:

- 2011 saw 6,090 jobs advertised, an increase of 7.7%. Mostly due to a strong 28.5% surge in part-time employment to 2,164 with full time ads reasonably steady at 3,955.
- The number of positions advertised for plant operators grew strongly, rising by 35.7% to 657. There were also increases in the number of job ads for tradespersons (up 27.7% to 1,333), labourers (up 13.9% to 368), and clerks/salesworkers (up 0.5% to 1,655).
- Professional job ads remained steady at 1,014.
- Managerial job advertisements declined by 31.3% to 233 and ads for para professionals were down 9.3% to 759.

	Yr to D10 (Ave.)	Yr to D11 (Ave.)
ISD Labour Market Statistics		
Employment (000's)	187.6	191.4
Unemployment Rate (%)	6.7	6.4
Participation Rate (%)	56.4	56.5
Youth Unemployment Rate (%)	13.9	15.0
Unemp. Benefit Recipients (No.)	7154	6188

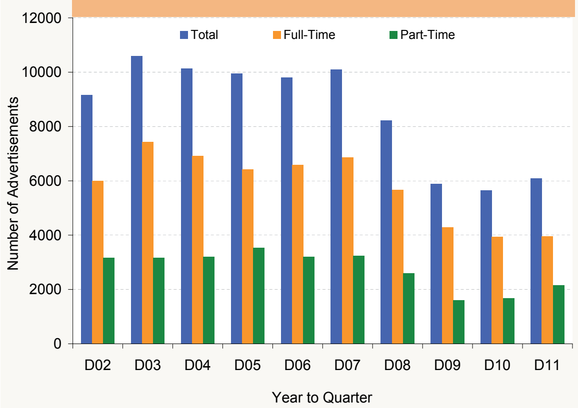
Source: ABS Labour Force Survey

Job Ads By Occupational Category



Source: IRIS /Illawarra Mercury Job Advertisements Series

Volume of Job Advertisements



Source: IRIS /Illawarra Mercury Job Advertisements Series

Property

Property Market (WSD)

Median property prices across the Wollongong Statistical District (WSD) were mixed for the 2011 calendar year:

- For the WSD, the median house price was steady at $430,000 with 3,464 total sales (up 2.9%). The median unit price was down a slight 0.9% to $335,000, with 1,487 unit sales. Meanwhile, 378 land lots were sold (down 33.5%), and the median price climbed 3.5% to $270,000.
- Sales volumes were up 3.1% for Wollongong to 2,229 and reached 884 in Shellharbour (up 5.1%). Kiama's median house price was the only one to fall, dropping 2.7% to $535,000 with 351 sales.
- Shellharbour LGA recorded 231 units sold during the year, up 21.6%. Wollongong LGA and Kiama LGA both recorded a lower amount of units sold relative to the year to December 2010, with 1,177 (down 5.8%) and 79 (down 23.3%) respectively.

The total number of houses and medium density properties sold increased during the three months to December 2011:

- For the WSD collectively, the median unit price increased to $329,950 (up 3.5%), while there was a 13.6% rise in sales to 434. There were 1,000 house sales (up 18.6%), with a median of $420,000. The median price paid for land dropped to $245,000, (down 16.9%) for 92 sales.
- The median house price weakened in Wollongong LGA by 1.4% to $425,000, however sales numbers rose to 646 (up 25.2%). The median price in Shellharbour LGA rose by 1.1% to $375,000 and Kiama LGA was down by 5.4% to $530,000.
- Shellharbour LGA recorded a median unit sale price of $302,475 (down 0.7%), Wollongong LGA $333,500 (up 4.5%) and Kiama LGA recorded $310,000 (down 13.3%). Median land prices decreased for all LGAs.

MEDIAN PROPERTY VALUES	Year to Dec 10 ($)	Year to Dec 11 ($)	Yearly Change (%)
HOUSES			
Wollongong Statistical District	430,000	430,000	*0.0*
Wollongong LGA	440,000	442,500	*0.6*
Shellharbour LGA	370,000	380,000	*2.7*
Kiama LGA	550,000	535,000	*-2.7*
UNITS/TOWNHOUSES			
Wollongong Statistical District	338,000	335,000	*-0.9*
Wollongong LGA	342,000	337,500	*-1.3*
Shellharbour LGA	299,000	310,000	*3.7*
Kiama LGA	362,000	370,000	*2.2*
LAND			
Wollongong Statistical District	260,750	270,000	*3.5*
Wollongong LGA	294,000	255,750	*-13.0*
Shellharbour LGA	245,000	270,000	*10.2*
Kiama LGA	297,500	279,000	*-6.2*

Source: IRIS/Valuer General's Land and Housing Database

Rental Market

The year to December 2011 saw mixed results for rental listings:

- The average number of rental listings increased by 7.7% for houses to 28 per week, but fell by 5.4% for units to 53 per week.
- The median advertised rental price for houses was $400 per week, an increase of 5.3% and the median price for flats and units was steady at $300 per week.

During the final three months of 2011, the rental market eased:

- The number of properties listed for rent each week grew, with an average of 33 houses (up 26.9%) and 60 units (up 17.6%).
- The median rental price for houses in the WSD remained on par with the previous quarter at $400 per week, while the median rental price for flats and units fell 7.8%, to $295 per week.

RENTAL MARKET VALUES	Year to Dec 10 ($)	Year to Dec 11 ($)	Yearly Change (%)
HOUSES			
Median Weekly Rental ($)	380	400	*5.3*
Average Weekly Listings (No.)	26	28	*7.7*
UNITS - 1 Bedroom			
Median Weekly Rental ($)	185	200	*8.1*
Average Weekly Listings (No.)	9	10	*11.1*
UNITS - 2 Bedroom			
Median Weekly Rental ($)	295	300	*1.7*
Average Weekly Listings (No.)	30	28	*-6.7*
UNITS - Total			
Median Weekly Rental ($)	300	300	*0.0*
Average Weekly Listings (No.)	56	53	*-5.4*

Source: Derived from the 'To Let' Section of Saturday Edition of the Illawarra Mercury

Building Approvals

Dwelling Approvals

The volume of dwelling approivals in the Illawarra Statistical District (ISD) declined in yearly terms:

- Total approvals dropped by 23.5% to 1,501, due mostly to unit approvals halving to 418 (down 48.5%). House approvals were down 5.8% to 1,083.
- The Wollongong LGA saw a slight 1.9% decline in approvals to 613, and Kiama LGA was down 7.3% to 38. Approvals in Shellharbour dropped from 301 in 2010 to 246 in 2011 (down 18.3%).
- Shoalhaven LGA recorded 473 residential building approvals, a deterioration of 41.3% and Wingecarribee had 131 (down 30.7%).

In contrast there was strong growth for the final quarter of 2011:

- Overall, dwelling approvals in the Illawarra SD increased by 52.8% to 472.
- Unit approvals, grew from 77 to 189, up 145.5%. House approvals strengthened by 22.0% to 283.
- The Wollongong LGA saw the biggest increase with dwelling approvals up 173.9% to 252. Shellharbour approvals climbed to 72 (up 56.5%) and Kiama rose from 8 in the September quarter to 14 for December.
- Shoalhaven was down 14.5% with 106 dwellings approved and Wingecarribee fell to 28, a 28.2% deterioration.

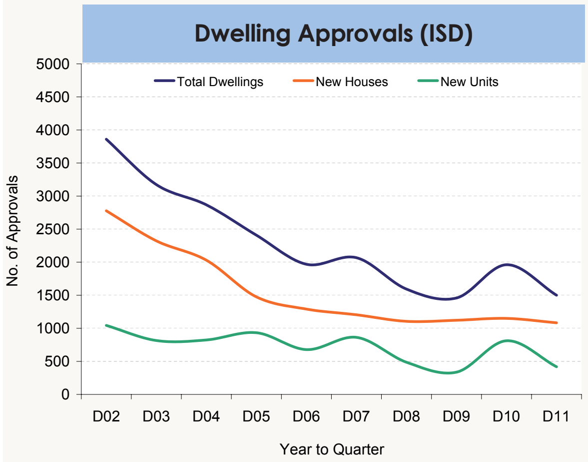
Non-Residential Building Approvals

Commercial investment in non-residential building across the Illawarra region decreased during the year to December 2011:

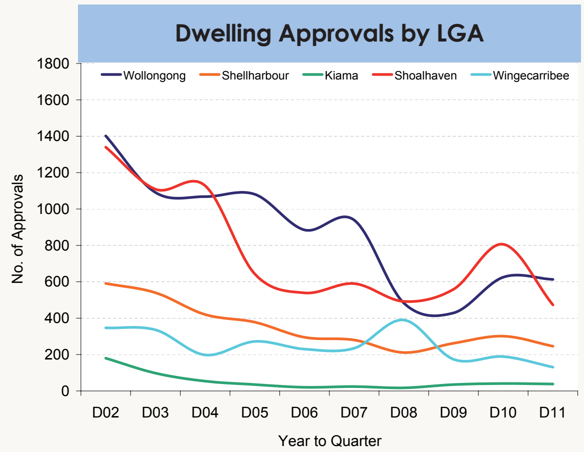
- There was a 19.3% decline in the value of non-residential construction approvals in the Illawarra SD to $214.3 Million. In this district, private investment fell by 29.2% to $112.9 Million, while public investment saw a decrease of 4.4% to $101.4 Million.
- NSW recorded $5.7 Billion worth of approvals, a rise of 10.8%. Private and public approvals both increased by 9.0% and 18.9% respectively.

During the December 2011 quarter:

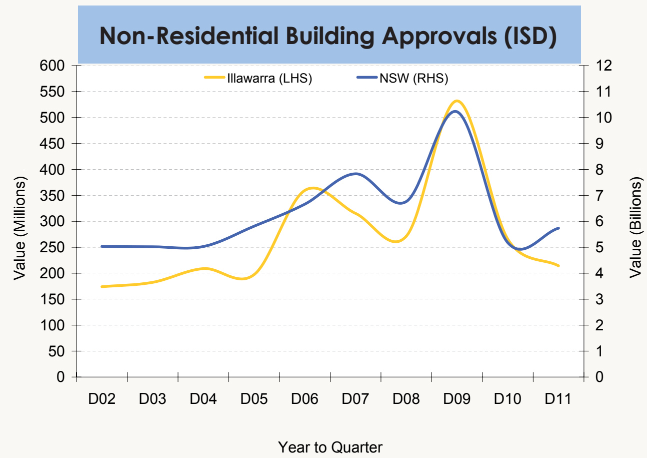
- In the Illawarra, the value of non-residential approvals decreased by 61.7% to $41.5 Million. Public investment fell substantially to $30.1 Million (down 43.3%) and private approvals dwindled to 11.4 Million, a 79.4% decrease.
- The Wollongong Statistical District saw non-residential building approvals halve to $37.0 Million (down 50.6%).



Source: ABS Building Approvals Statistics



Source: ABS Building Approvals Statistics



Source: ABS Building Approvals Statistics

Tourism

Tourism Activity (WSD)

The number of visitors to the Wollongong SD increased during the year to December 2011, according to Tourism NSW figures:

- The number of international visitors grew 5.4% to 57,000.
- 1.8 Million nights were spent in the WSD by international travellers, an 11.1% increase compared to the previous year.
- There were 3.2 Million domestic daytrips to the WSD, representing 9.8% of all regional NSW daytrips (up 0.2% pts on the previous year).
- Domestic overnight visitors to the region increased to 870,000 (up 0.2%), however the nights these domestic travellers stayed decreased 6.1% to 2.2 Million. 38.6% of visitors stayed the night at the property of friends or relatives.
- 'Holiday or leisure' was the most common purpose for visiting among domestic overnight visitors (45.6%) and domestic daytrip travellers (52.4%).

Total tourist expenditure in the Wollongong SD improved by 5.1% to $695.6 Million, compared to $661.8 Million in the previous year. This was due to increased domestic daytrippers and international visitors:

- Domestic daytrippers spent $86 per trip on average, with total expenditure up 14.5% to $274.5 Million. Eating out at restaurants was the most popular activity with 45.4% of daytrippers experiencing the Illawarra hospitality scene.
- International overnight visitors spent an average of $80 per ight (up 2.6%) and overall expenditure grew to $140.2 Million (up 13.9%).
- Domestic overnight travellers spent an average of $125 per night. Total expenditure by these visitors was $280.9 Million, a fall of 6.1% on the previous year.

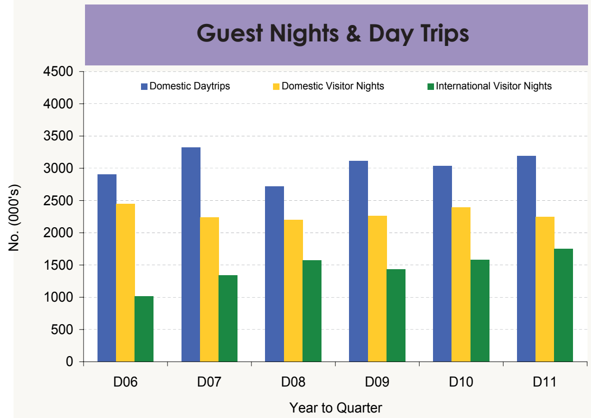
Accommodation Takings (ISD)

Revenue from hotel, motel and serviced apartment accommodation weakened for the year to December 2011:

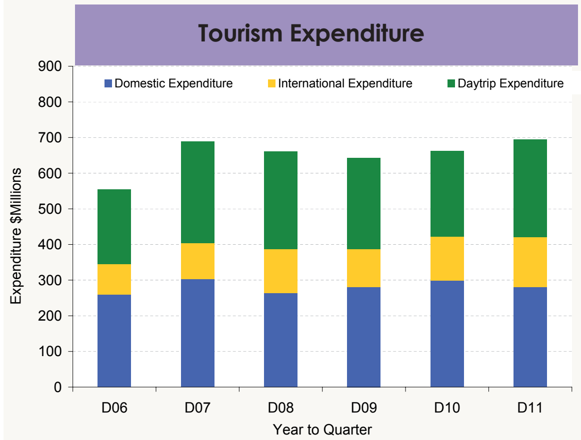
- Takings in the Illawarra SD fell 2.2% to $79.6 Million. Wollongong SD was steady at 42.9 Million, with Wingecarribee (down 6.1%) and Shoalhaven (down 3.3%) contributing to the decline.

The three months to December saw an overall decrease in accommodation takings:

- Wingecarribee takings worsened by 16.0% to $4.2 Million, the WSD was up 4.9% to $11.1 Million and Shoalhaven recorded a 1.8% decrease to $5.1 Million.
- Overall the ISD recorded a total of $20.4 Million, down 6.7%.



Source: Tourism NSW (2011), Travel To Illawarra



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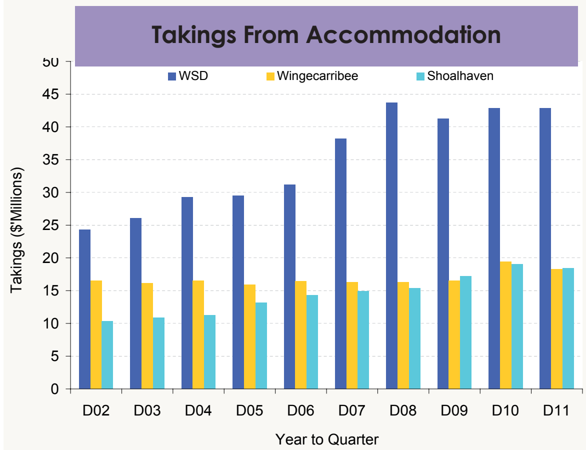


Source: ABS Survey of Tourist Accommodation

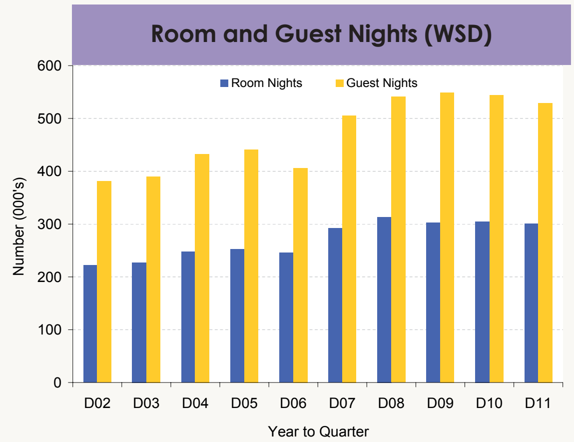
Wollongong Statistical District

For the Wollongong Statistical District during the twelve months to December 2011:

- Room nights in hotels, motels and serviced apartments dropped by 1.3% to 300,853.
- The number of guest nights in 2011 also declined to 529,371, a fall of 2.6% relative to 2010.

Results for the quarter showed a decrease:

- Room nights equated to 75,662, down 4.3% compared to the December 2010 result of 79,046.
- Guest nights fell 4.0% on the same time last year, down to 138,265.



Source: ABS Survey of Tourist Accommodation

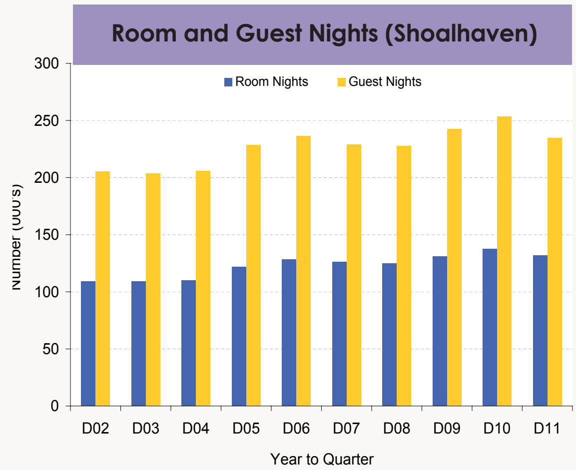
Shoalhaven

Results for the year to December 2011 show less people staying overnight in hotel, motel and serviced apartment accommodation in the Shoalhaven, relative to 2010:

- The number of room nights decreased to 131,741, down 4.1% compared to the twelve months to December 2010.
- Guest nights dropped by 7.5% to 234,543 nights.

The results for the December quarter show an decline in figures:

- Total room nights for the last three months of 2011 stood at 35,269, a fall of 5.6% relative to the December 2010 quarter.
- There was a 7.9% drop in guest nights to 64,369, down from 69,905 in the final quarter of 2010.



Source: ABS Survey of Tourist Accommodation

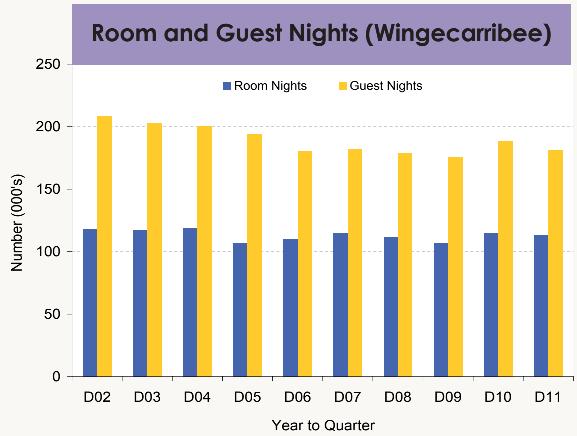
Wingecarribee

For the Wingecarribee LGA accommodation industry during the year to December 2011:

- Room nights in hotels, motels and serviced apartments decreased by 1.4% to 112,851, down from 114,409 nights in the year to December 2010.
- Guest nights were down more to 181,584, a drop of 3.6%.

The December quarter also showed a decrease relative to the same time last year:

- There were 45,817 guest nights, a drop of 6.1%.
- The three months to December 2011 saw room nights down 3.7% on the December 2010 quarter to 28,025.



Source: ABS Survey of Tourist Accommodation

Investment

The following list represents the majority of large developments ($1M and over) taking place in the region up to the date of publishing. Those developments that have been approved to be built are indicated by an 'A', a project which has been completed in the current quarter is indicated by a 'C' and those currently under construction or have had their construction certificates approved are indicated by a 'U/C'. (A full list of current and recently completed projects is available by contacting IRIS Research).

Infrastructure and Public Utilities

Organisation	Development	Status	Value
NSW Public Works	Wollongong - WIN Stadium Western Grandstand	U/C	$20.8M
	Wollongong - North Beach Bathers Pavilion	U/C	$11.5M
	Shellharbour - Shellharbour Hospital Non Acute Mental Health Unit	U/C	$4.8M
The University Of Wollongong	Sustainable Buildings Research Centre	U/C	$70.0M
	Student Accommodation - Kooloobong extension	A	$35.4M
	Building 19 refurbishment	U/C	$4.0M
	Batemans Bay extension/refurbishment	U/C	$2.0M
	Bowral - Highlands Development (five 4 bedroom townhouses)	U/C	$2.0M
Roads and Maritime Services	South Nowra - Upgrade of the Princess Hwy from Kinghorne St to Forest Rd	U/C	$62.0M
	Bega Bypass - Realignment of the Princes Hwy to bypass Bega	U/C	$60.0M
	Picton Road - Road Safety Strategy - a range of projects to upgrade the 27kms of Picton Rd	U/C	$47.3M
	Victoria Creek - Upgrade of the Princess Hwy at Victoria Creek	U/C	$45.0M
	Figtree - Major intersection improvements on the Princes Highway	U/C	$15.0M
	Curve realignment on the Kings Highway at Rotary Drive	U/C	$3.0M
	Princes Highway - Construction of heavy vehicle rest areas at Jerrawangala, Dummets and Broulee Road, Malabar Creek and Christopher's Road	U/C	$8.7M
	Gerringong Upgrade - Princess Hwy upgrade between Mount Pleasant and Toolijooa Road	A	$310.0M
	Foxground & Berry Bypass - Princess Hwy upgrade between Toolijooa Road and Schofields Road	On Display	$9.5M
	Berry to Bomaderry upgrade - Princes Highway upgrade	On Display	$1.0M
Department of Housing	Mount Warrigal - 12 dwellings - general housing (1-5 Chapman Avenue)	C	$4.0M
	Towradgi - 17 dwellings - seniors housing (1-5 Sturdee Street)	U/C	$4.5M
	Tarrawanna - 13 dwellings - general housing (8-12 Henry Street)	U/C	$3.3M
Illawarra Retirement Trust	Unanderra - IRT Catering Extension	A	$1.8M

Industrial and Commercial

Area	Development	Status	Value
Wollongong LGA	Wollongong - GPT West Keira Development	U/C	$200.0M
	Wollongong - Construction of a 5 storey commercial/retail building with 2 levels of basement parking	U/C	$12.5M
	Wollongong - Construction of mixed use development	A	$45.0M
	Wollongong - Demolition of existing commercial building and construction of a multi-storey commercial/residential building and land subdivision	A	$29.9M
	Unanderra - Alterations and additions to Cordeaux Lodge Hostel and Marco Polo Nursing Home	A	$14.1M
	Wollongong - Change of use of St Francis Xavier school buildings to offices and meeting rooms	A	$2.5M
	Unanderra - Construction of 4 unit industrial development with individual offices and amenities	A	$2.4M
	Coniston - Commercial carpark station	A	$2.0M
Shellharbour LGA	Shellharbour City Centre - Shellharbour Square expansion	U/C	$300.0M
	Shell Cove - Landscaped mound to screen Pioneer Quarry	U/C	$3.1M
	Shellharbour City Centre - Church and hall (including associated site facilities)	U/C	$3.0M
	Albion Park - Refurbishment of existing club and outdoor dinning area	U/C	$2.0M
	Shellharbour City Centre - Hotel	U/C	$2.0M
	Shellharbour City Centre - Alterations and additions to existing Aldi store and signage	U/C	$1.1M
Shoalhaven LGA	Ulladulla - Aquaculture facility	U/C	$4.9M
	Bomaderry - School gymnasium	U/C	$2.6M
	Nowra - 2 storey hostel for short term accommodation	A	$15.0M
Wingecarribee LGA	Burradoo - 7 new classrooms in Oxley College	C	$1.2M
	Braemar - Factory extension to Tyree Industries	U/C	$2.5M

Residential

Area	Development	Status	Value
Wollongong LGA	North Wollongong - Demolition of existing structures and construction of multi-unit residential flat building comprising of 4 x 3 bedroom, 23 x 2 bedroom, 9 x 1 bedroom apartments and car spaces	U/C	$6.7M
	Wollongong - Demolition of buildings & construction of 21 unit flat building & 33 basement car spaces	U/C	$3.8M
	Fairy Meadow - Construction of 2 showrooms, 34 x 2 bed apartments & 47 basement car spaces	U/C	$2.6M
	Wollongong - Construction of 2 residential flat buildings and 6 shops with basement carparking	A	$22.0M
	Fairy Meadow - Modification to unit complex Broad Beach	A	$10.0M
	Horsley - Construction of 28 dwellings and a 4 unit multi-dwelling housing development	A	$6.9M
	Warrawong - Seniors residential accommodation - residential care facilities	A	$3.3M
	Fairy Meadow - Multi-dwelling housing	A	$7.0M
	Helensburgh - 14 residential units, 3 commercial spaces and 32 basement car spaces	A	$3.0M
Shellharbour LGA	Shell Cove - 71 residential lots, 4 super lots, 3 public reserve lots and wetland construction	U/C	$7.5M
	Shell Cove - 40 residential lots, 5 residue lots and public roads (extension of Cove Boulevarde)	A	$9.5M
	Warrilla - Demolish existing and construct 52 villas with garages and 53 lot torrens title subdivision	A	$10.6M
	Lake Illawarra - Demolish church hall, construct 125 bed aged care facility with respite centre	A	$10.5M
	Albion Park - 4 townhouses with garages, 26 villas with garages and 30 lot strata subdivision	A	$3.3M
	Barrack Heights - 18 units with basement parking	A	$3.0M
Shoalhaven LGA	Worrigee - 15 unit medium density development & community title subdivision	U/C	$1.7M
	Milton - Masterplan for a seniors living development	A	$93.0M
Wingecarribee LGA	Bowral - Mixed use development, 44 residential units, 4 retail units & basement car parking	U/C	$11.0M

About IRIS

Profile Illawarra

Profile Illawarra is a quarterly economic review of the Illawarra region providing an up to date summary of economic performance and development in the region.

Real Estate Report

A quarterly report on market activity in the Wollongong, Shellharbour, Kiama, Shoalhaven and Wingecarribee areas.

Consumer Sentiment Monitor

A quarterly update of consumer sentiment and spending patterns in the Illawarra Region.

Illawarra Business Survey

A quarterly report on performance and expectations of local business for the coming quarter. Analysis is presented by organisational size and industry.

Statistical Guide to the Illawarra

Updated annually, this is an easy to use, pocket sized pamphlet that covers a wide variety of interesting data.

When we commenced operations in 1980, IRIS was Australia's first computer based information service. Since that time we have developed a number of sophisticated research techniques and services that permit us to provide the highest level of information quality and research to business, government and community organisations. Our diverse range of research capabilities and specialisations include:

Capabilities

- Computer aided telephone interviewing incorporating audio facilities
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Specialisations

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- Customer satisfaction
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- Local government
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- Finance and banking
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- Health and medical
- Service and program evaluation

Further information & enquiries:

Simon Pomfret, Executive Director, or

Melissa Dabinett, Research Analyst

Phone: (02) 4285 4446 Fax: (02) 4285 4448

Web: http://www.iris.org.au Email: research@iris.org.au

Postal: University of Wollongong, Northfields Avenue, Wollongong, NSW 2522

Office: Level 1, iC Central, Innovation Campus, Squires Way, North Wollongong, NSW 2500

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Report Notes

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