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This document supports the *Service Skills Australia 2011 Environmental Scan*.  
For information on trends in other service industries, see our Environmental Scan findings for:  
- Community Pharmacy  
- Funeral Services  
- Hairdressing and Beauty Services  
- Retail, Wholesale and Floristry  
- Sport, Fitness, Community and Outdoor Recreation  

All of these documents can be viewed and downloaded from our website, [www.serviceskills.com.au](http://www.serviceskills.com.au)  

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