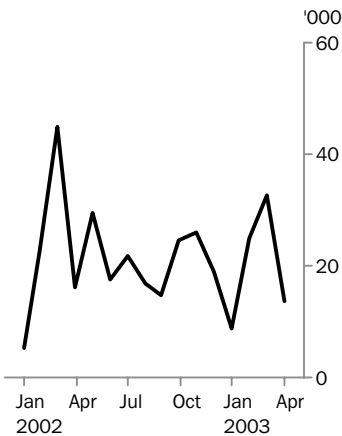


INDUSTRIAL DISPUTES AUSTRALIA

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APRIL KEY FIGURES

Working days lost



	Mar 2003	Apr 2003	12 months ended Apr 2003
Number of disputes	73	48	735
Number of employees ('000)	r 18.2	10.0	137.5
Working days lost ('000)	32.5	13.8	250.1
Working days lost per thousand employees	31

APRIL KEY POINTS

MONTHLY ESTIMATES

- During April 2003, there were 48 disputes, 25 less than March 2003.
- There were 13,800 working days lost due to industrial disputation in April 2003, a decrease of 18,700 from March 2003.
- The number of employees involved in industrial disputes decreased from 18,200 in March 2003 to 10,000 in April 2003.
- The Construction industry accounted for 5,700 (41%) of the total number of working days lost in April 2003.
- In April 2003, New South Wales accounted for 4,900 (36%) of working days lost.

ANNUAL ESTIMATES

- During the twelve months ended April 2003, there were 735 disputes, 69 more than in the twelve months ended April 2002.
- During the twelve months ended April 2003, there were 250,100 working days lost, 131,900 less than in the twelve months ended April 2002.
- The Coal mining industry accounted for the highest number of working days lost per thousand employees (399) in the twelve months ended April 2003.
- Victoria accounted for the highest number of working days lost per thousand employees (42) in the twelve months ended April 2003. This was slightly higher than the rates recorded for Western Australia (41) and Queensland (40).

INQUIRIES

- For further information about these and related statistics, contact Peta Sheehan on Perth 08 9360 5159, or the National Information and Referral Service on 1300 135 070.

NOTES

FORTHCOMING ISSUES

<i>ISSUE</i>	<i>RELEASE DATE</i>
May 2003	14 August 2003
June 2003	18 September 2003
July 2003	16 October 2003
August 2003	13 November 2003
September 2003	18 December 2003
October 2003	30 January 2004

CHANGES IN THIS ISSUE

Revisions have been made to the monthly series as the result of disputes being identified after the release of the previous publication.

SYMBOLS AND OTHER USAGES

..	not available
n.p.	not available for publication but included in totals where applicable, unless otherwise indicated
r	revised

Dennis Trewin
Australian Statistician

1

INDUSTRIAL DISPUTES WHICH OCCURRED DURING THE PERIOD

Period	NUMBER OF DISPUTES.....		EMPLOYEES INVOLVED.....		Working days lost '000
	Commenced in period	Total	Newly involved	Total	
	no.	no.	'000	'000	
2000	686	698	324.4	325.4	469.1
2001	665	675	223.9	225.7	393.1
2002	755	766	157.6	159.7	259.0
2002					
February	55	72	13.5	18.3	22.7
March	82	102	26.5	34.2	44.9
April	63	79	13.3	14.9	16.3
May	72	91	17.6	20.1	29.5
June	53	78	8.9	11.6	17.6
July	79	100	11.2	16.5	21.9
August	65	83	12.5	16.9	16.9
September	74	83	11.8	13.1	14.6
October	73	87	10.2	13.6	24.6
November	63	85	12.1	13.9	25.9
December	45	53	15.4	17.9	19.1
2003					
January	32	40	3.8	4.7	8.7
February	67	78	11.3	15.8	25.0
March	54	73	14.1	18.2	32.5
April	35	48	6.0	10.0	13.8
Twelve months ended					
April 2001	698	719	235.6	272.0	380.9
April 2002	653	666	223.4	229.1	382.0
April 2003	712	735	135.0	137.5	250.1

WORKING DAYS LOST, Industry

Period	MINING.....		MANUFACTURING..						
	Coal	Other	<i>Metal product; Machinery and equipment</i>		Const- ruction	<i>Transport and storage; Commun- ication services</i>	<i>Education; Health and community services</i>	Other industries	All industries
			'000	'000					
2000	37.3	3.8	68.2	78.0	108.8	26.2	110.1	36.6	469.1
2001	19.2	1.9	100.9	94.5	120.6	13.8	11.5	30.7	393.1
2002	6.9	1.2	34.9	52.9	101.7	18.3	4.9	38.3	259.0
2002									
February	0.4	0.2	3.9	6.2	5.9	4.3	0.1	1.7	22.7
March	0.4	—	5.3	6.0	17.5	8.9	1.8	5.0	44.9
April	0.3	—	3.9	0.8	8.2	0.2	0.2	2.7	16.3
May	0.8	—	6.5	10.0	10.6	0.1	0.2	1.2	29.5
June	0.4	0.1	3.8	6.0	5.4	0.1	1.2	0.5	17.6
July	0.2	0.1	1.5	7.1	8.6	0.4	1.0	3.0	21.9
August	0.9	0.2	2.1	2.8	5.1	2.7	—	3.1	16.9
September	0.7	—	1.6	3.1	5.3	0.2	0.1	3.6	14.6
October	1.1	—	1.5	4.7	14.9	0.6	—	1.7	24.6
November	0.1	0.1	1.4	4.3	13.6	0.1	0.2	5.9	25.9
December	1.5	—	0.6	1.4	6.2	0.3	—	9.2	19.1
2003									
January	0.6	—	0.8	0.1	5.1	1.2	—	0.9	8.7
February	1.0	—	1.6	0.5	14.5	4.2	0.2	3.1	25.0
March	0.3	0.4	2.7	2.1	23.2	1.2	2.1	0.6	32.5
April	0.3	0.2	5.1	1.0	5.7	0.1	0.2	1.2	13.8
Twelve months ended									
April 2001	46.3	1.3	66.6	61.5	86.5	11.3	75.5	31.8	380.9
April 2002	3.1	2.3	89.6	98.4	117.6	23.8	13.2	33.9	382.0
April 2003	7.9	1.0	29.2	43.2	118.3	11.2	5.3	33.9	250.1

— nil or rounded to zero (including null cells)

WORKING DAYS LOST, States and territories

	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory	Australia
Period	'000	'000	'000	'000	'000	'000	'000	'000	'000
2000	166.8	139.8	89.9	15.7	53.6	1.2	0.7	1.4	469.1
2001	165.1	131.1	54.6	15.5	25.0	1.2	0.1	0.4	393.1
2002	73.4	94.6	43.1	10.5	32.2	3.5	0.8	1.0	259.0
2002									
February	7.8	7.5	4.9	0.7	1.6	—	0.2	—	22.7
March	18.8	16.9	3.5	0.6	3.0	1.8	—	0.2	44.9
April	4.4	8.2	1.3	1.7	0.7	—	—	—	16.3
May	7.4	14.4	3.4	1.0	3.0	0.1	0.2	—	29.5
June	1.4	4.8	8.3	0.4	2.6	0.1	—	—	17.6
July	4.2	7.9	6.6	1.7	1.4	0.1	—	—	21.9
August	4.7	5.2	3.4	1.3	2.2	0.1	—	—	16.9
September	1.4	5.8	2.4	0.2	4.7	—	—	—	14.6
October	3.8	11.4	1.5	1.0	6.3	—	0.2	0.3	24.6
November	11.5	6.9	3.0	0.6	3.7	0.1	—	0.1	25.9
December	6.0	4.2	4.7	0.5	2.1	1.2	0.1	0.5	19.1
2003									
January	2.3	2.0	1.4	0.8	0.4	—	1.7	—	8.7
February	3.7	9.5	9.6	0.3	1.9	—	—	—	25.0
March	3.3	10.9	13.9	1.0	2.7	—	—	0.6	32.5
April	4.9	4.4	1.4	0.6	2.2	—	0.2	—	13.8
Twelve months ended									
April 2001	147.6	113.8	83.5	5.3	27.9	0.7	0.7	1.4	380.9
April 2002	157.8	133.6	43.9	18.1	24.9	3.0	0.4	0.4	382.0
April 2003	54.5	87.5	59.7	9.3	33.4	1.7	2.5	1.5	250.1

— nil or rounded to zero (including null cells)

4

WORKING DAYS LOST PER THOUSAND EMPLOYEES, Industry—12 months ended

Twelve months ended	MINING.....		MANUFACTURING...						
	Coal	Other	Metal product; Machinery and equipment	Other	Const-ruction	Transport and storage; Commu-nication services	Education; Health and community services	Other industries	All industries
2002									
February	866	44	234	152	265	34	8	7	49
March	388	41	229	155	279	50	9	8	50
April	153	40	230	156	259	47	9	8	48
May	158	36	219	158	265	45	9	7	48
June	175	38	188	132	234	45	6	7	41
July	186	38	165	111	230	45	6	6	38
August	215	36	125	107	211	50	5	6	35
September	239	36	119	108	211	36	5	7	34
October	290	34	105	105	202	37	3	7	33
November	282	35	94	84	209	36	3	7	31
December	357	20	88	83	220	37	3	9	32
2003									
January	382	10	83	82	227	39	3	9	33
February	412	7	77	73	245	38	3	9	33
March	409	13	70	67	257	23	4	8	31
April	399	16	73	67	252	23	4	8	31
April 1999	2 248	34	85	102	518	97	70	9	73
April 2000	1 364	67	323	132	382	76	161	7	93
April 2001	2 553	22	165	94	194	22	53	7	49

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WORKING DAYS LOST PER THOUSAND EMPLOYEES, States and territories—12 months ended

Twelve months ended	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory	Australia
2002									
February	60	62	40	29	31	7	4	3	49
March	65	64	34	29	33	18	4	2	50
April	59	66	30	31	31	17	4	2	48
May	56	66	31	32	34	18	6	2	48
June	40	63	31	33	35	18	6	2	41
July	35	59	29	31	32	18	6	2	38
August	32	55	29	19	31	18	6	2	35
September	28	56	28	18	36	18	6	2	34
October	26	50	28	18	41	18	8	3	33
November	26	46	27	17	39	19	8	4	31
December	27	46	30	18	40	20	8	7	32
2003									
January	27	46	30	18	39	20	27	7	33
February	26	47	33	17	40	20	25	7	33
March	20	44	40	18	39	10	25	9	31
April	20	42	40	16	41	10	28	9	31
April 1999	81	95	53	33	78	16	8	34	73
April 2000	126	122	39	43	86	5	4	29	93
April 2001	56	57	59	9	36	4	8	9	49

INDUSTRIAL DISPUTES WHICH ENDED DURING THE 12 MONTHS TO APRIL 2003

	<i>Number of disputes</i>	<i>Employees involved</i>	<i>Working days lost</i>
	<i>no.</i>	<i>'000</i>	<i>'000</i>

CAUSE OF DISPUTE

Wages	51	4.4	5.2
Leave, pensions, compensation	10	1.0	1.7
Managerial policy	403	72.0	130.9
Physical working conditions	184	25.9	35.3
Trade unionism	43	5.3	15.1
Hours of work	14	1.4	1.0
Other	17	14.9	11.8
Total	722	124.9	201.1

DURATION OF DISPUTE

Up to and including 1 day	397	78.5	49.2
Over 1 and up to and including 2 days	176	29.3	43.0
Over 2 and less than 5 days	83	9.8	29.8
5 and less than 10 days	36	4.4	27.1
10 and less than 20 days	24	2.5	37.5
20 days and over	6	0.4	14.4
Total	722	124.9	201.1

METHOD OF SETTLEMENT

Negotiation	177	22.2	56.3
State legislation	86	16.5	20.8
Federal and joint Federal-State legislation	83	11.7	27.7
Resumption without negotiation	354	72.4	81.2
Other methods	22	2.2	15.1
Total	722	124.9	201.1

EXPLANATORY NOTES

INTRODUCTION

1 The statistics in this publication relate to disputes which involved stoppages of work of ten working days or more at the establishments where the stoppages occurred. Ten working days is equivalent to the amount of ordinary time worked by ten people in one day. For example, 3,000 workers on strike for 2 hours would be counted as 750 working days lost (assuming they usually work an 8 hour day).

2 The statistics of working days lost relate to the losses due to industrial disputes only (see the definition of 'Disputes' in the Glossary). Effects of disputes on other establishments, such as stand-downs because of lack of materials, disruption of transport services and power cuts, are not included.

CONCEPTS, SOURCES AND METHODS

3 These statistics on industrial disputes are based on all disputes identified which occurred during the period. Disputes are identified through a range of sources, including newspaper and Internet reports, listings obtained from industrial relations commissions, contact with government, businesses, employer organisations and trade unions. Although every attempt is made to identify all disputes that occurred in a period, some small disputes may not have been identified through the sources available.

4 Once a dispute is identified, additional information is obtained, usually from employers, on the nature and extent of the dispute. Particulars of some stoppages, e.g. working days lost in a particular strike, may have been imputed. Due to the limitations of identifying disputes and imputation procedures, the statistics in this publication should not be regarded as an exact measure of the extent of industrial dispute.

5 Measures of industrial disputes are based on concepts and definitions outlined in international guidelines adopted by the 1993 International Conference of Labour Statisticians. Descriptions of the underlying concepts of Australia's industrial disputes statistics, and the sources and methods used in compiling these estimates, are presented in *Labour Statistics: Concepts, Sources and Methods* (cat. no. 6102.0), which is also available on the ABS web site.

TYPE OF DISPUTE

6 The following types of industrial disputes are included:

- unauthorised stopwork meetings;
- unofficial strikes;
- sympathetic strikes (e.g. strikes in support of a group of workers already on strike);
- political or protest strikes;
- general strikes;
- work stoppages initiated by employers (e.g. lockouts); and
- rotating or revolving strikes (i.e. strikes which occur when workers at different locations take turns to stop work).

Excluded from these statistics are work-to-rules, go-slows, bans (e.g. overtime bans) and sit-ins. In addition, industrial disputes in which all employees resign are deemed to have been resolved. Statistics on those disputes will cease to be collected from the date of the employees' resignations.

CHANGE IN METHODOLOGY

7 The basis for the calculation of working days lost per thousand employees was changed in the January 1995 edition of this publication to use estimates of employees taken from the ABS Labour Force Survey only. Estimates have been recalculated on this basis for each 12 month period back to December 1990 and are available on request. For the January 1987 to December 1994 editions of this publication, estimates of employees were taken predominantly from the ABS Survey of Employment and Earnings.

EXPLANATORY NOTES

- CHANGE IN METHODOLOGY *continued* **8** The basis for the calculation of the number of disputes was changed in the November 1992 publication and the series revised back to September 1991. Before September 1991, disputes affecting more than one industry and/or State were counted as a separate dispute in each industry and State and in the Australian total. From September 1991 onwards, a dispute affecting more than one industry and/or State is counted once in each industry and/or State, but only once at the broader industry and Australia level. The reason for the change was to align the method of counting the number of industrial disputes with the International Labour Organisation guidelines. This change does not affect the estimates of employees involved or working days lost.
- INDUSTRY CLASSIFICATION **9** Industry information on a monthly basis from January 1994 and on an annual basis from December 1994 is classified according to the Australian and New Zealand Standard Industrial Classification (ANZSIC)—for more details refer to *Australian and New Zealand Standard Industrial Classification, 1993* (cat. no. 1292.0) available from the ABS web site <<http://www.abs.gov.au>>. It replaces the Australian Standard Industrial Classification (ASIC) which had been in use for many years. Data for periods prior to January 1994 for monthly data and December 1994 for annual data have been classified only according to ASIC.
- RELIABILITY OF ESTIMATES **10** Inaccuracies may occur because of imperfections in information provided by respondents or in processing by the ABS. Although considerable care is taken in questionnaire design, in the instructions given to respondents, and in editing the returns, these inaccuracies may occur in any enumeration, regardless of the collection method.
- RELATED PUBLICATIONS **11** Users may also wish to refer to the following publications which are available from ABS Bookshops:
- Employee Earnings, Benefits and Trade Union Membership*,
cat. no. 6310.0—issued annually
- Employee Earnings and Hours, Australia*, cat. no. 6306.0—issued biennially
- Employment Arrangements and Superannuation, Australia*, cat. no. 6361.0
- Labour Force, Australia*, cat. no. 6202.0—issued monthly
- Australian Labour Market Statistics*, cat. no. 6105.0—issued quarterly
- Labour Statistics: Concepts, Sources and Methods, 2001*, cat. no. 6102.0—available from the ABS web site <<http://www.abs.gov.au>>.
- 12** Current publications and other products released by the ABS are listed in the *Catalogue of Publications and Products* (cat. no. 1101.0). The Catalogue is available from any ABS office or the ABS web site <<http://www.abs.gov.au>>. The ABS also issues a daily Release Advice on the web site which details products to be released in the week ahead.
- ABS DATA AVAILABLE ON REQUEST **13** As well as the statistics included in this and related publications, the ABS may have other relevant data available on request. Inquiries should be made to the National Information and Referral Service on 1300 135 070.
- ROUNDING **14** Where estimates have been rounded, discrepancies may occur between sums of the component items and totals.

GLOSSARY

Cause of dispute The statistics for cause of industrial disputes relate to the reported main cause of stoppage of work and not necessarily all causes that may have been responsible for the stoppage of work. For these reasons, the statistics do not reflect the relative importance of all causes of disputes as perceived by both employers and employees. The causes are classified from information supplied by employers and according to standards determined by the International Labour Organisation. The classification of causes is as follows:

Wages. Claims involving general principles relating to wages e.g. increase (decrease) in wages; variation in method of payment, or combined claims relating to wages, hours or conditions of work in which the claim about wages is deemed to be the most important. Combined claims in which the other claims are deemed to be the most important are included under the relevant cause. Disputes over award restructuring are included under managerial policy.

Leave, pensions, compensation. Claims involving general principles relating to holidays and leave provisions; pension and retirement provisions; workers' compensation provisions; insertion of penal clause provisions in awards.

Managerial policy. Disputes concerning the exercise of managerial control by employers, e.g. terms and conditions of employment (other than disputes specifically about wages and hours); new awards and agreements; award restructuring; enterprise bargaining (including disputes over wages, leave, hours of work etc. where they are part of enterprise bargaining); work practices; principles of promotion or deployment of staff, including roster complaints and retrenchments; disciplinary matters including alleged victimisation of union officials; employment of particular persons; disagreement with managerial decisions.

Physical working conditions. Disputes concerning physical working conditions and safety issues, e.g. protective clothing and equipment; first aid services; uncomfortable working conditions; lack of, or the poor condition of, amenities; claims for assistance; shortage or poor distribution of equipment or material; condition of equipment; new production methods and equipment; arduous physical tasks.

Trade unionism. Disputes concerning employment of non-unionists, inter-union and intra-union disputes; sympathy stoppages in support of employees in another industry; recognition of union activities.

Hours of work. Claims involving general principles relating to hours of work, e.g. decrease (increase) in hours, distribution of hours.

Other. Disputes concerning protests directed against persons or situations other than those relating to the employer/employee relationship, e.g. political matters; fining and gaoling of persons; lack of work; lack of adequate transport; non-award public holidays; accidents and attendance at funerals. Stoppages for which no reason is given are also included in this category.

G L O S S A R Y

Disputes	<p>For these statistics, an <i>industrial dispute</i> is defined as a withdrawal from work by a group of employees, or a refusal by an employer or a number of employers to permit some or all of their employees to work, each withdrawal or refusal being made in order to enforce a demand, to resist a demand, or to express a grievance.</p> <p>A dispute affecting several establishments is counted as a single dispute if it is organised or directed by one person or organisation; otherwise it is counted as a separate dispute at each establishment (in each State or Territory) and in each industry in which it occurred.</p> <p>A dispute affecting more than one industry and/or State is counted once in each industry and/or State but only once at the broader industry and Australia level. Before September 1991 disputes covering more than one industry and/or State were counted differently (refer to paragraph 8 of the Explanatory Notes for details).</p> <p>When there is a return to work between stoppages over the same issue, and the return to work is for less than two complete months, the stoppages are counted as a single dispute. When the return to work is for two or more months, the dispute is considered to have ended at the time of the return to work. Should a subsequent stoppage occur, it is counted as a new dispute.</p>
Disputes which ended during the year	<p><i>Disputes which ended during the year</i> encompasses those disputes which:</p> <ul style="list-style-type: none">▪ started in a previous year and ended in the reference year; or▪ began and ended in the reference year.
Disputes which occurred during the period	<p><i>Disputes which occurred during the period</i> encompasses those disputes which:</p> <ul style="list-style-type: none">▪ started in a previous month or year and ended in the reference period; or▪ began and ended in the reference period;▪ began in the reference period and continued into the next period; or▪ started prior to the reference month or year, continued through the reference period and into the next period.
Duration of dispute	<p>The <i>duration</i> of a dispute is the average number of working days lost per employee involved in the dispute. The duration of the dispute is calculated by dividing the number of working days lost in the dispute by the number of employees involved (both directly and indirectly).</p>
Employees	<p><i>Employees</i> refers to wage and salary earners only. Excluded are persons who are self-employed (e.g. building sub-contractors, owner-drivers of trucks) and employers.</p> <p><i>Employees directly involved</i> are those who actually participated in the dispute in order to enforce or resist a demand or to express a grievance.</p> <p><i>Employees indirectly involved</i> are those who ceased work at the establishment where the stoppages occurred, but who were not themselves parties to the dispute. Employees who ceased work at establishments other than those where the stoppages occurred are excluded (see paragraph 2 of the Explanatory Notes).</p>

G L O S S A R Y

Employees continued *Employees newly involved* are those who are involved in the dispute for the first time during a dispute. Total employees comprises newly involved employees and employees involved for a second period in the same dispute.

Total employees involved for any period of time are obtained by adding together the number of employees involved in each dispute in the period. For any period of time the figures may include details of the same employees involved in more than one dispute. The longer the period of reference, the more chance there is of some double counting in the number of employees involved. Where there are varying numbers of employees involved during the progress of a dispute, the figures involved relate to the largest number of individual employees involved on any one day. Generally, the total number of employees involved for each year will equal the sum of the total number of employees involved in the first month of a year plus the number of employees newly involved in subsequent months. Differences between monthly and annual totals can occur due to the temporary cessation of stoppages which resume in subsequent months. Employees re-involved in this type of dispute are not classified as employees newly involved in stoppages in the second period in which the dispute occurs.

Industry *Industry* is classified according to the Australian and New Zealand Standard Industrial Classification 1993 (see paragraph 9 of the Explanatory Notes).

Method of Settlement Statistics for the *method of settlement* of industrial disputes relate to the method directly responsible for ending the stoppage of work as reported and not necessarily to the method (or methods) responsible for settling all matters in dispute. For these reasons, they do not reflect the relative importance of the work of various industrial tribunals operating under State and Federal legislation. The classification of method of settlement is as follows:

Negotiation. Private negotiation between the parties involved, or their representatives, without the intervention or assistance of authorities constituted under State or Federal industrial legislation.

State legislation. Intervention or assistance of an industrial authority or authorities created by or constituted under State conciliation and arbitration or wages board legislation, or reference to such authorities or compulsory or voluntary conference. Intervention, assistance or advice of State government officials or inspectors.

Federal and joint Federal–State legislation. Compulsory or voluntary conference or by intervention or assistance of, or reference to, the industrial relations commissions created by or constituted under the Industrial Relations Act, Coal Industry Acts, Stevedoring Industry Act; and other acts such as the Navigation Act and Public Service Arbitration Act. Intervention, assistance or advice of Federal government officials or inspectors.

GLOSSARY

Method of Settlement <i>continued</i>	<p><i>Resumption without negotiation.</i> This category may include some disputes which are settled subject to subsequent negotiation of a formal nature, such as industrial court hearings. Stop-work meetings are included, and this category may also include disputes settled by 'resumption' as stated, but about which no further information is available.</p> <p><i>Other methods.</i> Mediation; filling places of employees on strike or locked out; closing establishments permanently; dismissal or resignation of employees.</p>
Other industries	<p><i>Other industries</i> comprises those industries not included in the specified industry groupings. Other industries comprises Agriculture, forestry and fishing; Electricity, gas and water supply; Wholesale trade; Retail trade; Accommodation, cafes and restaurants; Finance and insurance; Property and business services; Government administration and defence; Cultural and recreational services and Personal and other services.</p>
Working days lost	<p><i>Working days lost</i> refers to working days lost by employees directly and indirectly involved in the dispute and figures are generally as reported by parties to the dispute. For some disputes working days lost are estimated on the basis of the number of employees involved and the duration of the dispute.</p>
Working days lost per thousand employees	<p><i>Working days lost per thousand employees</i> are calculated for the twelve month period by dividing the total number of working days lost by the total number of employees and multiplying by 1,000. The number of employees is obtained from the ABS Labour Force Survey, and is averaged over the twelve month period. Refer to paragraph 7 of the Explanatory Notes for further information.</p>

ABS DATA AVAILABLE ON REQUEST

INTRODUCTION

A range of other more detailed monthly and annual data from this collection can be provided on request and tailored to your individual requirements. The classifications, data items and ratios available are listed below.

A CUSTOMISED APPROACH

We can supply you with your requested information in a variety of formats to best suit your needs:

- printed tables;
- spreadsheets in a range of formats compatible with your software package.

DATA AVAILABLE

The following variables are available from this collection (the more variables included in any one tabulation, the more likely it is that confidentiality provisions associated with the data will be invoked and some data suppressed).

- Classifications:
 - State and Territory
 - Industry
 - Cause of dispute
 - Duration of dispute
 - Method of settlement
 - Distribution of employees involved
 - Distribution of working days lost
- Data items:
 - Number of disputes (commenced in the period, and total number of disputes)
 - Employees involved (newly involved and total number involved)
 - Working days lost
- Ratios:
 - Working days lost per thousand employees
 - Working days lost per dispute
 - Working days lost per employee involved
 - Employees per dispute

MORE INFORMATION

Please contact Peta Sheehan on Perth 08 9360 5159 to enquire about the information from this collection or to order your special data requirements.

For information about the wider range of ABS data, see contact details on the back cover of this publication.

FOR MORE INFORMATION...

- INTERNET* **www.abs.gov.au** the ABS web site is the best place to start for access to summary data from our latest publications, information about the ABS, advice about upcoming releases, our catalogue, and Australia Now—a statistical profile.
- LIBRARY* A range of ABS publications is available from public and tertiary libraries Australia-wide. Contact your nearest library to determine whether it has the ABS statistics you require, or visit our web site for a list of libraries.
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- DIAL-A-STATISTIC* For the latest figures for National Accounts, Balance of Payments, Labour Force, Average Weekly Earnings, Estimated Resident Population and the Consumer Price Index call 1900 986 400 (call cost 77c per minute).

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Data which have been published and can be provided within five minutes are free of charge. Our information consultants can also help you to access the full range of ABS information—ABS user-pays services can be tailored to your needs, time frame and budget. Publications may be purchased. Specialists are on hand to help you with analytical or methodological advice.

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