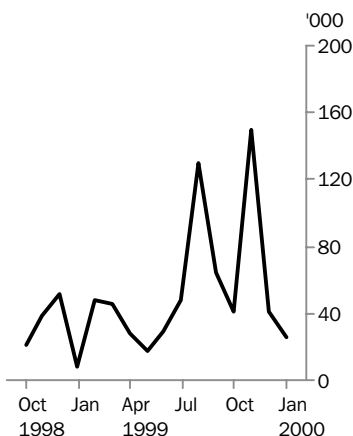




# INDUSTRIAL DISPUTES AUSTRALIA

EMBARGO: 11:30AM (CANBERRA TIME) THURS 20 APR 2000

## Working days lost



## JANUARY KEY FIGURES

	Dec 1999	Jan 2000	12 months ended Jan 2000
Number of disputes	r 70	67	765
Number of employees ('000)	r 49.7	17.4	474.6
Working days lost ('000)	r 41.1	25.6	667.7
Working days lost per thousand employees	..	..	89

## JANUARY KEY POINTS

### MONTHLY ESTIMATES

- There were 25,600 working days lost due to industrial disputation in January 2000, the highest number of working days lost for the month of January since 1990 (33,900).
- The number of employees involved in industrial disputes in January 2000 was 17,400, the highest number of employees involved for the month of January since January 1989 (28,400).
- The Mining (other than Coal) industry reported 2,500 working days lost, the highest number for this industry since October 1995 (5,200).
- During January 2000, New South Wales and Western Australia each accounted for 29% (7,500) of all working days lost. Victoria accounted for 28% (7,100).

### ANNUAL ESTIMATES

- There were 765 disputes during the 12 months ended January 2000, the highest number since the 12 months ended August 1992 (775).
- There were 474,600 employees involved in industrial disputes in the 12 months ended January 2000, 36% more (126,500) than in the 12 months ended January 1999. The number of working days lost also increased over this period (up 27%).
- Compared to the 12 month period ended January 1999, New South Wales recorded the largest increase in the number of working days lost (up 133,400 to 321,300).
- There were 89 working days lost per thousand employees in the 12 months ended January 2000, the highest rate since the 12 months ended June 1997 (90). New South Wales and Victoria (127 and 116 respectively) were significantly above the Australian figure.

- For further information about these and related statistics, contact Margaret Livingston on Melbourne 03 9615 7329, or the National Information Service on 1300 135 070.

# NOTES

## FORTHCOMING ISSUES

<i>ISSUE</i>	<i>RELEASE DATE</i>
February 2000	19 May 2000
March 2000	19 June 2000
April 2000	19 July 2000
May 2000	17 August 2000
June 2000	18 September 2000
July 2000	17 October 2000



## CHANGES IN THIS ISSUE

Revisions have been made to some figures for August to December 1999 inclusive as the result of disputes which were 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

W. McLennan  
Australian Statistician

## INDUSTRIAL DISPUTES WHICH OCCURRED DURING THE PERIOD, Australia

NUMBER OF DISPUTES... EMPLOYEES INVOLVED.....

Period	Commenced in period		Newly involved		Working days lost
	no.	Total	'000	Total	
<b>1997</b>	444	447	315.0	315.4	534.2
<b>1998</b>	516	519	347.8	348.4	526.3
<b>1999</b>	r 725	r 729	r 460.5	460.9	r 650.4
<b>1998</b>					
November	72	77	26.5	27.2	38.4
December	53	60	53.5	58.7	51.0
<b>1999</b>					
January	22	26	3.6	3.9	8.3
February	64	69	44.5	45.8	47.9
March	72	78	14.4	15.0	45.6
April	42	49	17.2	18.2	28.2
May	71	74	12.6	12.9	17.1
June	60	71	20.5	23.0	28.7
July	69	84	34.6	36.4	48.0
August	r77	r89	r 166.8	r 168.1	r 130.2
September	69	74	61.9	62.2	64.9
October	r62	r72	19.4	52.8	r40.4
November	r63	r72	r51.0	r83.4	r 150.1
December	r55	r70	r14.1	r49.7	r41.1
<b>2000</b>					
January	57	67	16.4	17.4	25.6
Twelve months ended					
January 1998	439	443	312.3	313.2	519.3
January 1999	r 514	r 519	r 347.4	r 348.1	r 526.0
January 2000	760	765	473.4	474.6	667.7

## WORKING DAYS LOST, By Industry—Australia

Period	MINING.....		MANUFACTURING.....						
	Coal	Other	Metal product; Machinery and equipment	Other	Const- ruction	Transport and storage; Commun- ication services	Education; Health and community services	Other industries	All industries
	'000	'000	'000	'000	'000	'000	'000	'000	'000
<b>1997</b>	95.7	1.1	76.9	68.7	107.8	47.7	94.0	42.1	534.2
<b>1998</b>	60.4	1.4	27.5	67.7	210.9	52.8	75.8	29.8	526.3
<b>1999</b>	26.0	2.0	r 104.2	r80.3	r 165.1	20.3	224.1	28.4	r 650.4
<b>1998</b>									
November	2.8	0.8	1.4	10.6	7.4	0.1	10.3	5.1	38.4
December	20.1	0.1	3.8	4.4	5.9	1.1	12.4	3.2	51.0
<b>1999</b>									
January	2.2	0.0	1.1	1.6	2.0	0.1	0.0	1.1	8.3
February	3.4	0.0	1.4	1.5	2.6	0.4	35.4	3.2	47.9
March	1.7	0.2	2.0	8.7	26.2	0.7	3.1	3.0	45.6
April	0.7	0.5	3.5	5.1	16.6	0.1	0.0	1.6	28.2
May	0.9	0.1	3.4	7.2	3.0	1.1	0.3	1.1	17.1
June	1.4	0.0	10.3	6.1	7.2	1.8	0.8	1.1	28.7
July	1.5	0.2	9.5	8.4	22.5	0.4	2.4	3.0	48.0
August	8.3	0.5	27.6	27.4	r24.2	5.7	29.9	6.6	r 130.2
September	1.1	0.0	29.9	4.8	10.1	3.6	13.4	2.0	64.9
October	0.8	0.0	r2.5	1.4	20.4	2.5	12.2	0.5	r40.4
November	2.0	0.0	6.2	4.1	r27.7	2.8	104.1	3.3	r 150.1
December	2.0	0.5	6.7	r3.9	r2.7	1.1	22.5	1.8	r41.1
<b>2000</b>									
January	3.5	2.5	4.4	5.4	7.0	1.7	0.2	1.0	25.6
Twelve months ended									
January 1998	95.6	1.1	77.1	64.4	97.1	47.9	94.0	42.1	519.3
January 1999	59.5	1.4	r28.4	r67.6	209.9	52.7	r75.8	30.9	r 526.0
January 2000	27.3	4.5	107.4	84.0	170.1	21.8	224.3	28.3	667.7

## 3

## WORKING DAYS LOST

	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
<b>1997</b>	153.7	212.1	92.0	8.0	60.1	5.7	0.5	2.1	534.2
<b>1998</b>	188.5	200.0	51.6	16.1	61.2	3.1	0.7	5.1	526.3
<b>1999</b>	316.5	r 218.2	52.2	15.0	43.4	0.3	0.3	4.3	r 650.4
<b>1998</b>									
November	10.6	17.4	2.4	1.6	5.7	0.3	0.0	0.3	38.4
December	28.8	5.5	7.2	4.6	4.4	0.2	0.0	0.3	51.0
<b>1999</b>									
January	2.7	4.3	0.1	0.0	1.2	0.0	0.0	0.0	8.3
February	40.3	4.7	0.3	0.9	1.8	0.0	0.0	0.0	47.9
March	7.8	9.6	22.8	1.8	3.4	0.0	0.0	0.2	45.6
April	2.1	21.9	1.5	0.1	2.6	0.0	0.0	0.0	28.2
May	3.1	8.8	1.2	0.9	2.9	0.1	0.0	0.0	17.1
June	3.9	15.6	2.7	1.7	4.7	0.0	0.0	0.2	28.7
July	23.4	19.6	1.4	0.3	3.2	0.0	0.0	0.1	48.0
August	32.2	r67.9	10.9	7.0	8.5	0.1	0.1	3.6	r 130.2
September	33.8	24.0	3.7	0.1	3.2	0.0	0.0	0.1	64.9
October	16.7	r8.0	6.4	0.4	8.7	0.0	0.0	0.1	r40.4
November	121.4	r25.4	0.6	1.1	1.6	0.0	0.0	0.0	r 150.1
December	29.1	r8.4	0.5	1.0	1.8	0.0	0.2	0.1	r41.1
<b>2000</b>									
January	7.5	7.1	2.9	0.6	7.5	0.1	0.0	0.0	25.6
Twelve months ended									
January 1998	153.8	212.5	91.4	6.4	46.9	5.7	0.5	2.1	519.3
January 1999	r 187.9	202.8	r50.6	15.9	60.1	3.1	0.7	5.0	r 526.0
January 2000	321.3	221.0	54.9	15.6	49.7	0.4	0.3	4.4	667.7

## WORKING DAYS LOST PER THOUSAND EMPLOYEES, By Industry: Australia—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
<b>1998</b>									
November	1 995	21	77	106	521	124	48	7	69
December	2 732	23	71	106	524	114	57	7	72
<b>1999</b>									
January	2 961	22	75	106	515	112	57	8	72
February	2 688	22	77	97	513	103	72	8	73
March	2 043	25	78	103	525	100	71	9	72
April	2 248	34	85	102	518	97	70	9	73
May	2 202	36	78	98	377	97	59	9	62
June	2 200	37	103	104	269	97	50	9	56
July	2 300	40	114	114	308	95	51	8	59
August	2 708	42	187	154	r 336	40	72	8	69
September	2 668	42	259	138	318	32	80	8	r72
October	2 503	43	261	130	341	36	89	8	r74
November	2 454	29	274	121	r 388	42	158	7	88
December	1 445	35	282	120	r 381	42	165	7	87
<b>2000</b>									
January	1 448	72	285	126	383	45	166	7	89
January 1996	4 484	1 343	137	159	144	74	57	14	80
January 1997	7 369	71	145	80	899	42	186	16	132
January 1998	3 991	20	190	101	257	102	73	11	73

## WORKING DAYS LOST PER THOUSAND EMPLOYEES—12 months ended

Twelve months ended	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory	Australia
<b>1998</b>									
November	68	114	34	22	78	18	8	34	69
December	78	108	38	30	83	19	8	36	72
<b>1999</b>									
January	77	109	37	29	81	19	8	35	72
February	90	97	37	30	82	19	8	33	73
March	85	88	53	33	81	19	8	34	72
April	81	95	53	33	78	16	8	34	73
May	71	72	47	31	79	15	8	24	62
June	60	70	40	33	77	14	8	10	56
July	65	77	38	31	80	14	8	11	59
August	69	107	40	40	76	6	2	34	69
September	80	108	41	37	62	5	3	33	r72
October	82	110	44	35	66	5	2	34	r74
November	126	114	43	34	61	3	2	32	88
December	126	116	38	27	57	2	3	30	87
<b>2000</b>									
January	127	116	40	28	65	3	4	30	89
January 1996	48	71	145	28	166	24	48	10	80
January 1997	158	121	161	80	72	73	60	148	132
January 1998	64	118	70	12	66	35	6	15	73

	<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	56	44.9	43.4
Leave, pensions, compensation	27	23.6	38.1
Managerial policy	442	195.0	402.6
Physical working conditions	115	22.5	36.1
Trade unionism	75	10.2	7.3
Hours of work	9	0.7	1.2
Other	27	175.2	136.1
Total	751	472.0	664.8

## DURATION OF DISPUTE

Up to and including 1 day	432	332.5	234.6
Over 1 and up to and including 2 days	142	60.2	88.2
Over 2 and less than 5 days	124	72.5	226.2
5 and less than 10 days	37	3.3	20.7
10 and less than 20 days	11	1.9	27.9
20 days and over	5	1.6	67.3
Total	751	472.0	664.8

## METHOD OF SETTLEMENT

Negotiation	196	28.9	57.1
State legislation	54	10.8	42.3
Federal and joint Federal-State legislation	109	29.2	118.3
Resumption without negotiation	379	401.5	442.0
Other methods	13	1.6	5.1
Total	751	472.0	664.8



## 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, regardless of the length of the stoppage, for example, 3,000 workers on strike for 2 hours would be counted as 750 working days lost (assuming they 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 on other establishments, such as stand-downs because of lack of materials, disruption of transport services, power cuts, etc. are not included.

**3** The statistics of industrial disputes are compiled mainly from data obtained from employers (both private and public sector), from trade unions and from reports of government authorities. Particulars of some stoppages, e.g. State or Australia wide general strikes may have been estimated and the statistics therefore should be regarded as giving only a broad measure of the extent of industrial disputes as defined above.

### TYPE OF DISPUTE

**4** Included in these statistics are the following types of industrial disputes:

- 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 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

**5** 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 monthly 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 (*Wage and Salary Earners* (Cat. no. 6248.0)).

**6** 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. Prior to 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.

## EXPLANATORY NOTES

INDUSTRY CLASSIFICATION	<p><b>7</b> 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 <i>Australian and New Zealand Standard Industrial Classification</i>, 1993, (Cat. no. 1292.0). 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.</p>
RELIABILITY OF ESTIMATES	<p><b>8</b> 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, whether it be a full count or a sample.</p>
RELATED PUBLICATIONS	<p><b>9</b> Users may also wish to refer to the following publications and standard data services which are available from ABS Bookshops:</p> <ul style="list-style-type: none"><li>▪ <i>Employees Earnings, Benefits and Trade Union Membership</i> (Cat. no. 6310.0)—issued annually</li><li>▪ <i>Industrial Disputes, Australia</i>, (Cat. no. 6322.0)—issued annually</li><li>▪ <i>Labour Force, Australia</i> (Cat. no. 6203.0)—issued monthly</li><li>▪ <i>Labour Statistics, Australia</i>, (Cat. no. 6101.0)</li><li>▪ <i>Working Arrangements, Australia</i>, (Cat. no. 6342.0)—issued irregularly</li></ul> <p><b>10</b> Current publications and other products produced by the ABS are listed in the <i>Catalogue of Publications and Products, Australia</i> (Cat. no. 1101.0). The ABS also issues, on Tuesdays and Fridays, a <i>Release Advice</i> (Cat. no. 1105.0) which lists products to be released in the next few days. The Catalogue and Release Advice are available from any ABS office, are available by subscription and can also be accessed through the ABS Internet Homepage (<a href="http://www.abs.gov.au">http://www.abs.gov.au</a>).</p>
UNPUBLISHED STATISTICS	<p><b>11</b> A range of unpublished data is also available on request including dispute details at more detailed industry levels, cross-classified by State/Territory, and finer cause of dispute and method of settlement categories than those published. Considerable time series exist for most variables. Inquiries regarding data availability and the associated charges should be directed to Margaret Livingston on 03 9615 7329.</p>
ROUNDING	<p><b>12</b> Where estimates have been rounded, discrepancies may occur between sums of the component items and totals.</p>

## 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 clause. 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; 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 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 jailing 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.

## GLOSSARY

.....

<b>Disputes</b>	<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 State but only once at the broader industry and Australia level. Prior to September 1991 disputes covering more than one industry and/or State were counted differently (refer to paragraph 6 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>
<b>Disputes which occurred during the period</b>	<p><i>Disputes which occurred during the period</i> encompasses those disputes which:</p> <ul style="list-style-type: none"><li>▪ started in a previous month or year and ended in the reference period, or</li><li>▪ began and ended in the reference period, or</li><li>▪ began in the reference period and continued into the next period, or</li><li>▪ started prior to the reference month or year, continued through the reference period and into the next period.</li></ul>
<b>Duration of dispute</b>	<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>
<b>Employees</b>	<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 are 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>

## GLOSSARY

.....

<b>Employees continued</b>	<p><i>Employees newly involved</i> are those who are involved in the dispute for the first time during a dispute. Total employees comprises <i>newly</i> involved employees and employees involved for a second period in the same dispute.</p> <p><i>Total employees involved</i> 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 of employees involved relate to the largest number of individual employees involved on any one day. Generally, the <i>total</i> 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 <i>newly</i> 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 <i>newly</i> involved in stoppages in the second period in which the dispute occurs.</p>
<b>Industry</b>	Industry is classified according to the Australian and New Zealand Standard Industrial Classification 1993 (see paragraph 7 of the Explanatory Notes).
<b>Method of Settlement</b>	<p>Statistics of the <i>method of settlement</i> 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:</p> <p><i>Negotiation.</i> Private negotiation between the parties involved, or their representatives, without the intervention or assistance of authorities constituted under State or Federal industrial legislation.</p> <p><i>State legislation.</i> 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.</p> <p><i>Federal and joint Federal–State legislation.</i> 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; Public Service Arbitration Act. Intervention, assistance or advice of Federal government officials or inspectors.</p>

.....

## GLOSSARY

---

<b>Method of Settlement</b> <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>
<b>Other industries</b>	Other industries 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; Personal and other services.
<b>Working days lost</b>	<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.
<b>Working days lost per thousand employees</b>	<i>Working days lost per thousand employees</i> are calculated for the 12 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 12 month period. Refer to paragraph 5 of the Explanatory Notes for further information.



## 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.
- CPI INFOLINE* For current and historical Consumer Price Index data, call 1902 981 074 (call cost 75c per minute).
- 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 75c per minute).

### INFORMATION SERVICE

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.

- PHONE* **1300 135 070**
- EMAIL* **client.services@abs.gov.au**
- FAX* 1300 135 211
- POST* Client Services, ABS, GPO Box 796, Sydney 1041

## WHY NOT SUBSCRIBE?

ABS subscription services provide regular, convenient and prompt deliveries of ABS publications and products as they are released. Email delivery of monthly and quarterly publications is available.

- PHONE* 1300 366 323
- EMAIL* subscriptions@abs.gov.au
- FAX* 03 9615 7848
- POST* Subscription Services, ABS, GPO Box 2796Y, Melbourne 3001



2632100001007  
ISSN 1031-0347

RRP \$15.50

© Commonwealth of Australia 2000

Produced by the Australian Bureau of Statistics