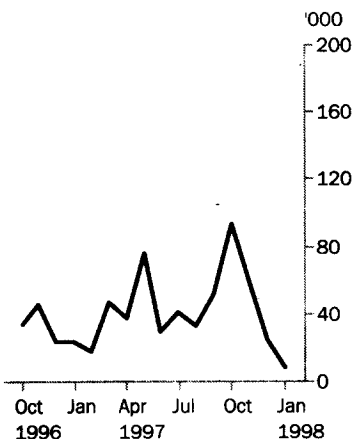


# INDUSTRIAL DISPUTES AUSTRALIA

EMBARGO: 11:30AM (CANBERRA TIME) WED 22 APR 1998

## Working days lost



## JANUARY KEY FIGURES

	Dec 97	Jan 98	12 months ended Jan 98
Number of disputes	39	27	443
Number of employees ('000)	22.6	4.6	313.2
Working days lost ('000)	24.3	8.6	519.3
Working days lost per thousand employees	..	..	73

## JANUARY KEY POINTS

### MONTHLY ESTIMATES

- In January a total of 8,600 working days were lost through industrial disputation, a decrease of 15,700 from December (24,300). This is the lowest number of working days lost for any month since January 1994 (5,400).
- The industry recording the highest level of disputation was Coal mining with 3,200 days lost, representing 37% of working days lost in Australia.
- On a State basis, New South Wales recorded the highest number of working days lost (3,300) which represented 38% of the Australian total.

### ANNUAL ESTIMATES

- The number of working days lost for the 12 months ended January 1998 was 519,300 a decrease of 412,700 (44%) from the previous 12 months.
- Industries which recorded the highest level of disputation for the 12 months ended January 1998 were Construction with 97,100 working days lost, Coal mining (95,600), and Education; Health and community services (94,000).
- The Coal mining industry had the highest rate of working days lost per thousand employees with 3,991, followed by the Construction industry (257).
- On a State basis, Victoria recorded the highest rate of working days lost per thousand employees with 118, followed by Queensland (70), Western Australia (66), and New South Wales (64).
- Disputes relating to managerial policy accounted for 45% of working days lost in Australia (54% of total disputes) in the 12 months ended January 1998. Of the method directly responsible for ending each stoppage of work, 304 disputes (69%) were ended through resumption without negotiation, 16% by negotiation, while 14% were ended by either State or Federal legislation or joint Federal-State legislation.

## INQUIRIES

- For further information about these and related statistics, contact Paula Sutherland on 03 9615 7556, or any ABS Office.

# NOTES

## FORTHCOMING ISSUES

<i>ISSUE</i>	<i>RELEASE DATE</i>
February 1998	20 May 1998
March 1998	17 June 1998
April 1998	22 July 1998

.....

## CHANGES IN THIS ISSUE

Revisions have been made to the monthly series as the result of additional disputes, and additional information about existing disputes, which were identified after the release of the previous publication.

.....

W. McLennan  
Australian Statistician

## INDUSTRIAL DISPUTES WHICH OCCURRED DURING THE PERIOD, Australia

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

Period	Commenced in period	Total	Newly involved(a)	Total	Working days lost
	no.	no.	'000	'000	'000
<b>1995</b>	635	643	335.4	344.3	547.6
<b>1996</b>	539	543	575.9	577.7	928.5
<b>1997</b>	444	447	315.1	315.4	534.2
<b>1996</b>					
November	47	53	45.7	46.3	46.0
December	44	49	9.3	20.8	23.0
<b>1997</b>					
January	29	31	6.7	7.1	23.5
February	33	37	16.4	17.4	17.9
March	33	35	33.3	34.8	47.1
April	40	42	30.9	31.3	37.7
May	42	46	49.3	57.2	76.6
June	42	55	10.5	19.5	29.7
July	42	49	25.0	26.1	40.8
August	34	43	9.6	13.1	32.5
September	42	51	20.2	31.3	51.9
October	36	41	78.1	80.0	93.5
November	44	53	28.9	54.4	58.7
December	27	39	6.4	22.6	24.3
<b>1998</b>					
January	24	27	4.0	4.6	8.6
Twelve months ended -					
January 1996	625	633	336.3	341.3	554.5
January 1997	547	553	576.4	577.7	932.0
January 1998	439	443	312.4	313.2	519.3

(a) Comprises employees involved in disputes which commenced during the month and employees newly involved in disputes which continued from the previous month.

## 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(a)	All industries
	'000	'000							
<b>1995</b>	111.1	78.0	54.8	105.1	42.7	38.6	70.9	46.3	547.6
<b>1996</b>	160.8	4.4	58.6	44.8	334.8	20.4	239.8	64.9	928.5
<b>1997</b>	95.7	1.1	76.9	68.7	107.8	47.7	94.0	42.1	534.2
<b>1996</b>									
November	19.1	0.0	5.7	0.7	1.0	1.2	10.5	7.7	46.0
December	16.2	0.0	0.4	1.0	1.2	1.1	2.0	1.1	23.0
<b>1997</b>									
January	3.3	0.0	0.2	6.1	13.7	0.0	0.0	0.1	23.5
February	2.8	0.0	1.0	0.2	5.3	0.2	8.1	0.3	17.9
March	2.5	0.0	2.0	0.0	3.0	5.4	33.6	0.6	47.1
April	4.0	0.3	7.9	5.7	6.6	1.8	8.6	2.7	37.7
May	14.0	0.6	15.8	6.4	5.8	1.9	21.9	10.3	76.6
June	16.6	0.1	2.2	3.0	2.5	0.8	1.3	3.3	29.7
July	13.3	0.0	1.1	1.8	9.0	5.8	3.6	6.1	40.8
August	3.7	0.0	3.1	1.2	17.5	5.0	0.4	1.8	32.5
September	11.8	0.0	8.2	6.2	1.3	9.8	0.1	14.4	51.9
October	14.0	0.0	19.6	23.0	25.0	9.3	1.2	1.4	93.5
November	5.9	0.0	10.1	10.7	13.7	2.1	15.2	1.1	58.7
December	3.8	0.0	5.9	4.3	4.5	5.7	0.0	0.0	24.3
<b>1998</b>									
January	3.2	0.0	0.3	1.8	3.0	0.3	0.0	0.1	8.6
Twelve months ended -									
January 1996	110.7	76.9	52.8	103.9	53.5	34.2	71.5	50.8	554.5
January 1997	161.8	4.4	58.7	50.9	337.7	20.3	238.4	59.8	932.0
January 1998	95.6	1.1	77.1	64.4	97.1	47.9	94.0	42.1	519.3

(a) 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.



## WORKING DAYS LOST

Period	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory	Australia
	'000	'000	'000	'000	'000	'000	'000	'000	'000
<b>1995</b>	113.6	126.1	182.7	15.3	101.6	3.5	3.6	1.2	547.6
<b>1996</b>	377.9	218.1	205.4	41.6	47.3	13.0	4.4	20.9	928.5
<b>1997</b>	153.7	212.1	92.0	8.0	60.1	5.7	0.5	2.1	534.2
<b>1996</b>									
November	22.0	13.9	7.1	0.8	0.8	0.3	0.0	1.0	46.0
December	12.2	3.9	6.3	0.1	0.0	0.1	0.4	0.0	23.0
<b>1997</b>									
January	3.2	1.1	1.7	1.9	15.5	0.0	0.1	0.0	23.5
February	3.2	10.7	1.3	0.3	2.4	0.0	0.0	0.0	17.9
March	16.3	8.1	22.5	0.0	0.1	0.0	0.0	0.0	47.1
April	2.6	11.2	2.3	1.1	20.2	0.0	0.0	0.3	37.7
May	13.2	16.5	33.0	1.6	9.8	1.4	0.1	1.1	76.6
June	10.8	7.4	7.4	0.2	3.7	0.0	0.0	0.3	29.7
July	18.5	10.0	7.4	0.2	0.9	3.7	0.0	0.1	40.8
August	22.1	5.4	3.8	0.0	1.2	0.0	0.0	0.1	32.5
September	23.0	18.3	7.1	1.2	1.6	0.3	0.2	0.2	51.9
October	28.0	60.1	3.6	0.7	1.0	0.1	0.0	0.1	93.5
November	8.1	46.0	0.5	0.4	3.4	0.1	0.1	0.0	58.7
December	4.8	17.3	1.3	0.4	0.4	0.0	0.0	0.0	24.3
<b>1998</b>									
January	3.3	1.5	1.1	0.3	2.3	0.0	0.0	0.0	8.6
Twelve months ended -									
January 1996	113.5	124.5	180.1	15.3	112.3	3.9	3.5	1.4	554.5
January 1997	378.5	218.1	204.4	43.2	50.4	12.2	4.5	20.8	932.0
January 1998	153.8	212.5	91.4	6.4	46.9	5.7	0.5	2.1	519.3

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- ication services	Education; Health and community services	Other industries(a)	All industries
<b>1996</b>									
November	6 625	95	150	69	890	42	186	17	130
December	7 171	73	146	70	892	43	187	17	131
<b>1997</b>									
January	7 369	71	145	80	899	42	186	16	132
February	7 095	37	142	76	905	38	179	14	128
March	6 833	26	146	74	907	38	157	12	122
April	6 568	20	165	81	921	42	126	11	117
May	6 934	30	199	87	677	42	102	13	105
June	7 245	32	203	86	405	42	91	14	90
July	6 269	32	197	82	263	49	84	9	75
August	5 150	18	111	64	248	52	73	9	63
September	5 522	18	129	54	215	70	70	13	65
October	5 332	19	165	86	247	89	71	13	73
November	4 750	19	175	102	281	91	74	11	75
December	4 206	19	189	107	290	101	73	11	75
<b>1998</b>									
January	3 991	20	190	101	257	102	73	11	73
January 1994	2 792	260	426	122	41	34	106	41	99
January 1995	6 381	330	120	123	57	143	63	15	76
January 1996	4 484	1 343	137	159	144	74	57	14	80

(a) 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.

## 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>1996</b>									
November	155	121	160	77	69	79	54	148	130
December	158	122	162	77	68	78	59	148	131
<b>1997</b>									
January	158	121	161	80	72	73	60	148	132
February	150	123	158	74	70	73	41	129	128
March	132	121	172	55	69	73	37	129	122
April	108	125	171	56	95	73	35	130	117
May	86	117	162	39	95	81	13	122	105
June	70	107	133	30	94	79	13	95	90
July	58	84	117	25	93	75	10	40	75
August	59	60	94	15	82	43	9	22	63
September	64	63	93	14	82	36	12	21	65
October	73	92	80	15	81	36	11	21	73
November	67	110	75	14	84	35	12	15	75
December	64	118	71	15	85	35	7	15	75
<b>1998</b>									
January	64	118	70	12	66	35	6	15	73
January 1994	83	157	115	49	48	28	31	75	99
January 1995	98	53	117	35	44	31	101	8	76
January 1996	48	71	145	28	166	24	48	10	80

## INDUSTRIAL DISPUTES, Australia-12 months ended January 1998(a)

	<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	53	23.4	102.9
Leave, pensions, compensation	12	2.4	4.3
Managerial policy	239	153.0	239.1
Physical working conditions	54	11.2	14.3
Trade unionism	50	7.8	7.7
Hours of work	8	3.7	4.0
Other	24	111.6	155.8
Total	440	313.2	528.1

## DURATION OF DISPUTE

Up to and including 1 day	276	159.2	120.4
Over 1 and up to and including 2 days	83	125.9	187.0
Over 2 and less than 5 days	43	11.9	38.9
5 and less than 10 days	24	11.8	84.1
10 and less than 20 days	9	2.5	39.6
20 days and over	5	2.0	58.0
Total	440	313.2	528.1

## METHOD OF SETTLEMENT

Negotiation	70	16.5	68.9
State legislation	24	8.0	31.2
Federal and joint Federal-State legislation	36	19.9	90.8
Resumption without negotiation	304	268.3	335.6
Other methods	6	0.4	1.6
Total	440	313.2	528.1

(a) Includes only industrial disputes which ended during the year, but may have commenced outside the reference period.



# 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 (*Employed Wage and Salary Earners* (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, (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>Industrial Disputes, Australia</i>, 1996 (6322.0) — issued annually</li><li>▪ <i>Labour Statistics, Australia</i>, 1997 (6101.0) — issued irregularly</li><li>▪ <i>Labour Force, Australia</i> (6203.0) — issued monthly</li><li>▪ <i>Trade Union Statistics, Australia</i>, 1996 (6323.0) — discontinued</li><li>▪ <i>Trade Union Members, Australia</i>, August 1996 (6325.0) — issued biennially</li><li>▪ <i>Weekly Earnings of Employees (Distribution), Australia</i>, August 1997 (6310.0) — issued annually</li><li>▪ <i>Working Arrangements, Australia</i>, August 1997 (6342.0) — issued triennially</li><li>▪ <i>Employment Benefits, Australia</i>, August 1994 (6334.0.40.001) — standard data service — 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> (1101.0). The ABS also issues, on Tuesdays and Fridays, a <i>Release Advice</i> (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 Paula Sutherland on 03 9615 7556.</p>
ROUNDING	<p><b>12</b> Where estimates have been rounded, discrepancies may occur between sums of the component items and totals.</p>
SYMBOLS AND OTHER USAGES	<p>.. not applicable n.p. not available for publication but included in totals where applicable, unless otherwise indicated.</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

---

- Disputes** For these statistics, an *industrial dispute* 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.
- 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.
- 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).
- 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.
- Disputes which occurred during the period** *Disputes which occurred during the period* encompasses those disputes which:
- started in a previous month or year and ended in the reference period, or
  - began and ended in the reference period, or
  - 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** The *duration* 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).
- Employees** *Employees* 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.
- Employees directly involved* are those who actually participated in the dispute in order to enforce or resist a demand or to express a grievance.
- Employees indirectly involved* 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).

## GLOSSARY

**Employees continued** *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 of employees 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.

**Method of Settlement** Statistics of 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 relation 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.

*Resumption without negotiation.* 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.

*Other methods.* Mediation; filling places of employees on strike or locked out; closing establishments permanently; dismissal or resignation of employees.

**Working days lost** *Working days lost* 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.

## GLOSSARY

---

**Working days lost per  
thousand employees**

*Working days lost per thousand employees* are calculated for the 12 month period from working days lost and estimates of employees obtained from the ABS Labour Force Survey. Refer to paragraph 5 of the Explanatory Notes for details of the way in which these measures are calculated, and the change in the method of calculation from the January 1995 edition of this publication.





## FOR MORE INFORMATION

The ABS publishes a wide range of information on Australia's economic and social conditions. A catalogue of publications and products is available from any of our offices (see below).

### INFORMATION CONSULTANCY SERVICES

Information tailored to special needs of clients can be obtained from the Information Consultancy Service available at ABS Offices (see below).

### ABS PRODUCTS

A large number of ABS products is available from the ABS Bookshops (see below). The ABS also provides a subscription service – you can telephone the ABS Subscription Service Australia wide toll free on 1300 3663 23.

### ELECTRONIC SERVICES

A large range of data is available via on-line services, diskette, magnetic tape, tape cartridge and CD ROM. For more details about our electronic data services, contact any ABS office (see below) or e-mail us at:

- [client.services@abs.gov.au](mailto:client.services@abs.gov.au)

### GENERAL SALES AND INQUIRIES

- Sydney 02 9268 4611
- Melbourne 03 9615 7755
- Brisbane 07 3222 6351
- Perth 08 9360 5140
- Adelaide 08 8237 7100
- Hobart 03 6222 5800
- Darwin 08 8943 2111
- Canberra 02 6252 6627

- Information Services, ABS  
PO Box 10, Belconnen ACT 2616



2632100001984

ISSN 1031-0347

RRP \$15.50