



Voices from Working Australia

Findings from the ACTU Working Australia Census 2011



Australian Unions

Working for a
better life.



THE ACTU

The Australian Council of Trade Unions is the nation's peak body for organised labour, representing Australian workers and their families.

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THE WORKING AUSTRALIA PAPERS

The Working Australia Papers are an initiative of the ACTU to give working people a stronger voice about social and economic policy. Although low and middle income Australians ultimately bear the costs of poor policy decisions made in relation to tax, infrastructure, retirement incomes, welfare and services, their voice is too often absent from national debates about these issues.

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Foreword

In her address to the National Press Club in October 2010, ACTU President Ged Kearney announced that:

“... the ACTU will be commissioning the biggest ever census of union members in the Australian workplace ... to give each and every union member a chance to have their say on issues that matter to them and contribute to the movement’s agenda over the next ten years.”

This report, the first in what will be a series released using data from the *Working Australia Census 2011*, contains the key findings from the largest survey of workers that Australian unions have ever conducted. It also contains comparisons with a data set provided by a benchmark public opinion poll of the same questions.

This project reflects the determination of the ACTU and Australian unions to give ordinary working people a stronger voice about social and economic issues – particularly about their experiences of work, their key concerns, and about the way policies impact their work and family life. The Census is one way of having a conversation with rank and file union members about their concerns and priorities. The aim was very specifically not to simply replicate work that is already done by pollsters and academics on attitudes and issues.

It’s clear from the strong participation in the Census (which involved completing 60 questions and a significant investment of time by individuals) that Australian workers want a strong voice, and want the issues they care about to be the focus of attention. The fact that a large number of the participants who completed the ‘open ended’ responses chose to record their appreciation for being given opportunity to have their voice heard was particularly encouraging.

When work issues make an appearance in national debates it’s usually in fairly abstract terms – as legal issues or as a discussion of concepts like “flexibility” and “productivity”. These matters are important, but can only have real meaning in the context of the actual experience of the Australian workplace.

Far from being abstract, the Census results are grounded in the everyday experiences of Australians. The questions gave union members the chance to tell their stories about what it’s like to go to work (or to try and get a job) and balancing the competing demands of work and family.

These stories are individually and collectively powerful. Australian workers are committed to their jobs and proud of their work, but are feeling increasingly stretched. For many of us extra (often unpaid) hours are the norm to get the job done, and work is increasingly invading home life, with a large majority of respondents being contacted by or about work outside working hours. The results also reveal a sleeper issue in relation to the productivity debate – many workers have a high degree of scepticism about both the competence and interest in real workplace issues of the senior management of their organisation.

The report confirms that members want the key focus from of their unions to be on wages and conditions and the issues around job security, and the public poll reveals very strong public (including non-member) support for union campaigning on these issues.

The *Voices from Working Australia* we record in the pages that follow have important things to say. Their messages deserve to be heard and demand to be acted on. Over the coming months, the ACTU and unions will use the data from the *Working Australia Census* to inform decision making on policy and campaigning.

Finally, on behalf of the ACTU and Australian unions I would like to thank all of the over 40,000 workers who completed the Census, we appreciate you making your voices heard.

TIM LYONS

ACTU Assistant Secretary

September 2011

Key Findings

The *Working Australia Census* was an enormous undertaking and this report only touches the surface of the valuable information that has been collected from over 40,000 Australian workers.

The Census is the largest survey of workers that Australian unions have ever conducted and is around thirty times larger than the standard national opinion polls used by the media and political parties.

Census respondents were overwhelmingly union members, and the results show that these respondents are committed to their work and to their communities:

- Nearly half (48.3%) had spent time doing voluntary work in the last 12 months compared to the ABS figure of 34% for the overall population.
- A third (38.2%) said they remained in their current job because they felt it allowed them to positively contribute to the community.

The Census results also show that in comparison with the Public poll, those in the majority union sample are more likely to be satisfied with and have better working conditions:

- 70.3% of Census respondents said they were *satisfied* with their conditions at work compared to 61.9% for the Public sample.
- Over a quarter (27.9%) of Census respondents said that having good conditions was a key reason they remained in their current job.

The results also show that many workers are feeling squeezed, often working additional hours in order to cope with high workloads and not enough resources:

- 61.3% of the Census respondents regularly worked additional hours, compared to 43.1% of the Public sample.
- Close to half (47.0%) of the Census respondents working additional hours did so without receiving any additional compensation such as TOIL, Flex or overtime pay.
- The main reasons identified by Census respondents for working additional hours were *so they could get all their work done* (54.5%) and *so they could get their work done to a proper standard* (47.6%).
- One in ten (10.0%) Census respondents working additional hours received TOIL or flex time but were unable to take it because of workload pressures.
- Census respondents at the top and bottom of the income scale were the most likely to be working additional hours without any compensation.

This demanding workload flows through to the attitudes of Census respondents towards senior management:

- Over a third (33.8%) of Census respondents said that the senior management of their organisation does not take a genuine interest in improving conditions at work.
- Over a third (32.7%) also disagree with the statement *senior management is competent and has a plan for the future*.

The Census results also show that for many workers job security and having insecure work arrangements are a concern:

- 22.3% of Census respondents ranked job security as one of their top two industrial issues.
- One in seven (14.3%) of employed Census respondents were in a form of non-permanent work arrangement.
- One in six (16.5%) in non-permanent work part time arrangements because they cannot find full time work.

Being able to balance work and family and the intrusion of work into personal life and time was another significant issue for many Census respondents:

- 73.4% of Census respondents said they were contacted outside of work hours about work matters, 41.0% of these respondents said that this contact was at least once a week.
- Half (50.9%) of Census respondents had attended work while sick or while someone they care for was sick because they had too much work to do.
- One in four (25.1%) of Census respondents indicated that they did not feel comfortable taking time off to meet their caring responsibilities.

Making ends meet financially was at the forefront of many Census respondents minds:

- Nearly a quarter (23.6%) of the Census respondents said they were finding it *difficult* or *very difficult* to get by on their current household income.
- One in five (21.6%) of Census respondents said they *regularly* or *fairly often* used their credit card to meet normal household expenses.
- One in seven Census respondents also said that they *regularly* or *fairly often* put off getting dental treatment to meet regular household expenses.

Respondents were asked to identify what in their opinion were the big issues facing them and the country:

- The most important issue facing respondents and in their opinion the country was *housing affordability and cost of living* (41.7% Census and 48.2% Public)
- One in five of Census and Public respondents (19.0% and 22.1% respectively) said that having *good secure jobs* was one of the issues they ranked as important to them and the country.
- For Census respondents *managing the economy to maintain a budget surplus* was the least important issue (6.4% nominating this as important).

Finally respondents were asked what they supported the union movement campaigning on:

- An overwhelming majority, 96.6% of the Census sample and 78.5% of the Public sample support unions campaigning for wages and conditions for workers.
- A strong majority of both samples also agreed unions should be campaigning on managing the economy in the interests of working people (84.0% Census and 69.0% Public)

The *Voices from Working Australia* report also includes case studies of three different groups from the Census respondents. All groups are struggling in different ways to balance the pressure of work, family and finances:

- **The Sandwich Generation;**
 - This is a group of women who have caring responsibilities for children and parents while also continuing to work full time.
 - The single biggest thing they said would improve their work life was having the flexibility to balance work and family (61.5%).
- **The Forgotten Blokes;**
 - Are men aged between 45-64 who say they are currently not working but are looking for work and having difficulty.
 - Half (52.2%) said they couldn't find work because *employers thought I was too old*.
- **The Insecure Youth;**
 - Are workers are under the age of 25, employed and living out of home and facing labour market and financial stress.
 - 27.7% said that they were finding it difficult or very difficult to get by on their current household income.

Project Overview

The aim of the *Working Australia Census 2011* was to be one of the biggest surveys of workers in Australian history, the purpose was to engage with Australian workers and give them a chance to make their voice heard.

The project was first announced by Ged Kearney at the National Press Club in late 2010. The *Working Australia Census* was a massive undertaking and was achieved through a collaboration between the ACTU its affiliates and service providers Essential Media Communications and Your Source.

This report is the first of a series of reports to be produced. With such a large and varied dataset the ACTU is planning to release a number of reports over the course of the next 12 months, including:

- Demographic reports (Women, Youth, and Indigenous).
- Insecure Work report – exploring the responses of those respondents who said that they were in forms of non-permanent or ‘insecure’ work.
- Industry and union specific reports – this will determined by the level of respondents received by various sectors.

Methodology

Development

The development of the Census questions was done through a series of consultations between the ACTU and Essential Media Communications (EMC) and the ACTU and its affiliates.

When developing the questions a particular focus was given to ensuring that where possible the data was collected to match up with existing datasets to facilitate comparisons being made in the subsequent analysis of the results.

The questions were chosen in order to collect information on how people are working, why they working and how they feel about their work and also what they see as the big issues facing them and the country. As the Census was open to all people not only those currently employed, some questions were only asked to those who indicated that they were currently employed, while other questions were posed to the entire sample regardless of employment status.

Census Period

The *Working Australia Census* was launched by ACTU President Ged Kearney on 2 May 2011 at the May Day Celebrations in Brisbane. The Census was open for completion until 1 July 2011 for all Australians of working age to complete.

The Census was primarily an online survey, with the questions being hosted on a temporary website www.workingaustralia.org.au. A paper version of the Census questions was prepared and made available to those not able to complete the survey online. A small number of paper completions were received; these were entered in to the data in the week immediately following the close of the online survey.

The promotion of the Census was focused through individual unions, with unions communicating to their members via email and also union journals and encouraging them to participate. In addition to this the ACTU also promoted the Census through its website, blogs, social media and email lists. Other organisations whose membership includes large numbers of union members also participated, through their email lists and other contact.

Analysis of Results

A total of 42,085 responses were received. Following the completion of the survey and the data entry of the paper versions the data was cleaned to remove duplicates.

There were a number of respondents who appeared to have completed the Census twice, this was potentially caused by individuals receiving a number of different invitations to complete the Census from different organisations. To maintain the integrity of the data the first completed response was retained and the second was removed, a small number of respondents had completed the Census more than twice and these responses were removed completely. This resulted in the removal of approximately 500 responses and leaving a final Census sample of 41,584. This is the dataset analysed for this report.

An initial top line report was produced by EMC for the ACTU for internal purposes. A weighted dataset was also produced, correcting the skew in the industry distribution in the Census sample towards the *education and training* and *healthcare and social assistance* industries. This weighting did not have a significant impact on the overall Census results and a decision was made to not use it, and to present the unweighted results in this report to clearly communicate the experiences of those workers that took the time to complete the Census.

The Census results are intended to be a discrete study and do not constitute a random sample of either the trade union membership or the overall working population. The results have not been used in a way to claim to be a representative sample, however the results still represent a large sample of workers who are primarily union members which allows this analysis to make some observations about the working life of union members.

In order to maintain consistency all figures appear to one decimal place, in some cases this may result in percentage totals of either 99% or 101%. Where the total far exceeds 100%, the question was a multiple response (MR) question and will be labelled, if there was a single response (SR) option within that question it will also be labelled.

The online hosting and initial data cleaning were performed by research company Your Source, and consulting and top line analyses were provided by Essential Media Communications. At the ACTU Rhiannon Carter, Strategic Research Officer, had lead responsibility for the Census project and the preparation and authoring of this report.

Public Sample

In conjunction with the Census, the ACTU also commissioned a public poll conducted by EMC where the Census questions were posed to a representative sample of approximately 1000 Australians using an online public pool of people. The public poll was intended to be a benchmark and a point of comparison to the Census results.

The results of the representative sample poll are presented alongside the Census results in this report to provide not only a comparison point and also to illustrate some of the similarities between both sets of results.

Prize Draw

As further encouragement to participate in the Census, three prizes worth \$1000 each were on offer, to those respondents who completed the survey, were union members and over the age 18. The winners were drawn on 20 July 2011.

Survey Findings

The findings are an analysis of the 41,584 valid completions of the ACTU *Working Australia Census*. The respondents were a diverse group of people from every state and territory, age group, education and industry.

As outlined in the methodology the same questions were also asked to a Public sample of Australians to serve as a comparison point for the Census results and to help explore the difference between wider Public opinion and what would predominately be a union membership biased sample.

Although the Census is not a representative sample, it is the largest union survey of its kind, over four times larger than other similar union surveys. This allows for this report to draw some qualified commentary about the experiences of union members in the Australian workforce.

Unions

Summary

- The overwhelming majority, 98.1%, of the Census respondents were union members.
- 91.2% of union members in the Census sample say the union is important to them. One in five (19.0%) said they would get involved in union campaigns.
- 48.1% of union members have done voluntary work in the last 12 months. This is higher than the ABS figure of 34% for the overall population.

Union Membership and Participation

The Census was open to all Australians of working age to complete, however the promotion was focused around reaching out to working Australians through their unions and their workplaces. Unsurprisingly the overwhelming majority of Census respondents were union members (91.8%). This was not the case in the Public poll where 13.9% of respondents were union members.

The proportion of Union members amongst employed respondents is higher with 92.9% of employed Census respondents indicating they were union members and 20.0% of the Public sample. This puts the public sample in line with the most recent Australian Bureau of Statistics data from the *Employee Earnings, Benefits and Trade Union Membership*¹ which reports that there are currently 1.8 million union members in Australia, representing 19.1% of the workforce.

Table 1: Union Membership (%)

	Census (Total) n=41584	Public (Total) n=1020	Census (Employed) n=40113	Public (Employed) n=606
Yes	91.8	13.9	92.9	20.0
No	8.2	86.1	7.1	80.0
Total	100	100	100	100

Those respondents who indicated that they were currently union members were asked about their level of involvement with the union movement. The majority (91.2%) of the Census respondents said that the union was important to them, with one in five (19.0%) indicating that they like to get involved in union campaigns and nearly a third (30.4%) saying that they would consider helping out on occasion.

¹ ABS *Employee Earnings, Benefits and Trade Union Membership* - 6310.0, Australia, August 2010

A majority of the Public sample respondents who indicated that they were union members also indicated that the union was important to them (Table 2).

Table 2: Union Involvement (%)

	Census n=38193	Public n=142
The union is really important to me and I like to get involved in union campaigns or help out the union in some way.	19.0	12.0
The union is important to me and I would consider helping out on occasion.	30.4	21.1
The union is important to me but I prefer not to get directly involved in union campaigns.	41.8	44.4
The union is not really important to me and I do not have any interest in campaigns or activities run by the union.	4.3	15.5
None of the above.	4.4	7.0
Total	100	100

Comments on Union Activity

Union members were asked to share their views on what they thought unions and union members could do to improve the conditions of working people. Here is a small selection of their comments:

“ *Strength career paths for part time workers, eg those who choose to work part time and care for their children. Higher level positions are always full time!*

Continue to speak out and seek justification from employers about pay and work conditions available to staff. In relation to the last question, time is an issue in terms of becoming involved in union activity.

We need to get better at demanding better treatment from government across the board - and at taking up policy positions beyond industrial ones. Unions should be demanding govt does better at funding public services, like schools and universities, healthcare, welfare services, etc., and trying to rebuild a credible civil society voice.

”

Volunteering

All respondents were asked if they had done any volunteer work in the previous 12 months, nearly half the Census sample indicated that they had, compared to a third (34.6%) of the Public sample. According to the ABS *Voluntary Work*² data in 2006 34% of the Australian population aged 18 years and over participated in voluntary work. The Public sample aligns with this data, but the Census sample with its majority union member make up is well over this figure at 48.3%, and for the Census respondents who were unions members the figure is 48.1% suggesting that union members are significantly more likely to be involved in voluntary work than the broader public.

Table 3: Voluntary Work in the Last 12 Months (%)

	Census n=41584	Public n=1020
Yes	48.3	34.6
No	51.7	65.4
Total	100	100

² ABS *Voluntary Work* – 4441.0, Australia, 2006

General Demographics

Summary

- 64.3% of Census respondents were women.
 - The majority (60.3%) of Census respondents were aged over 45 years.
 - Half (51.9%) of Census respondents had a mortgage, compared to 35% of the general population.
 - Amongst the Census respondents women were far more likely to have a bachelor degree than men, 40.0% compared to 28.5%.
 - The Census respondents were more likely to have dependent children than the Public sample, 37.2% compared to 28.7%.
 - Women were more likely than men to have caring responsibilities, 68.4% compared to 31.6%.
-

Age, Gender and Residence

The majority (60.3%) of Census respondents were aged 45 years of age and over. With a third (33.9%) aged between 45-54 years of age. The results of the Public sample differ with 51.3% of respondents aged 45 years and over, and more respondents aged 18-24 years and over 65. In comparison with the Public poll the Census sample is overrepresented in the 45-54 age group (Chart 1 and Chart 2).

Charts 1 and 2 also show the gender split in the Census and Public results, it clearly shows that women are over-represented in the Census results, with nearly two thirds (64.3%) of respondents being women. This is significantly different from the Public results, where the majority (54.8%) of respondents were men.

This difference can be attributed to the strong participation rates from a number of female dominated unions in the healthcare and education industries and the public sector. It can also be partly attributed to the online nature of the survey and these unions having a membership with regular access to the internet and a membership already accustomed with communicating with their unions online. The strong female participation is also a reflection of the growing numbers of women who are union members. In 2010 female union density was higher than male union density for the first time³.

The Census respondents came from every state and territory in Australia (Chart 1). In comparison to the Public sample, the Census had a greater representation of respondents in the Australian Capital Territory, at more than double the Public sample, 4.4% compared to 2.0%, while South Australia was underrepresented.

³ ABS *Employee Earnings, Benefits and Trade Union Membership* - 6310.0, Australia, August 2010

Chart 1: Age, Gender and State of Respondents (Census) (%)

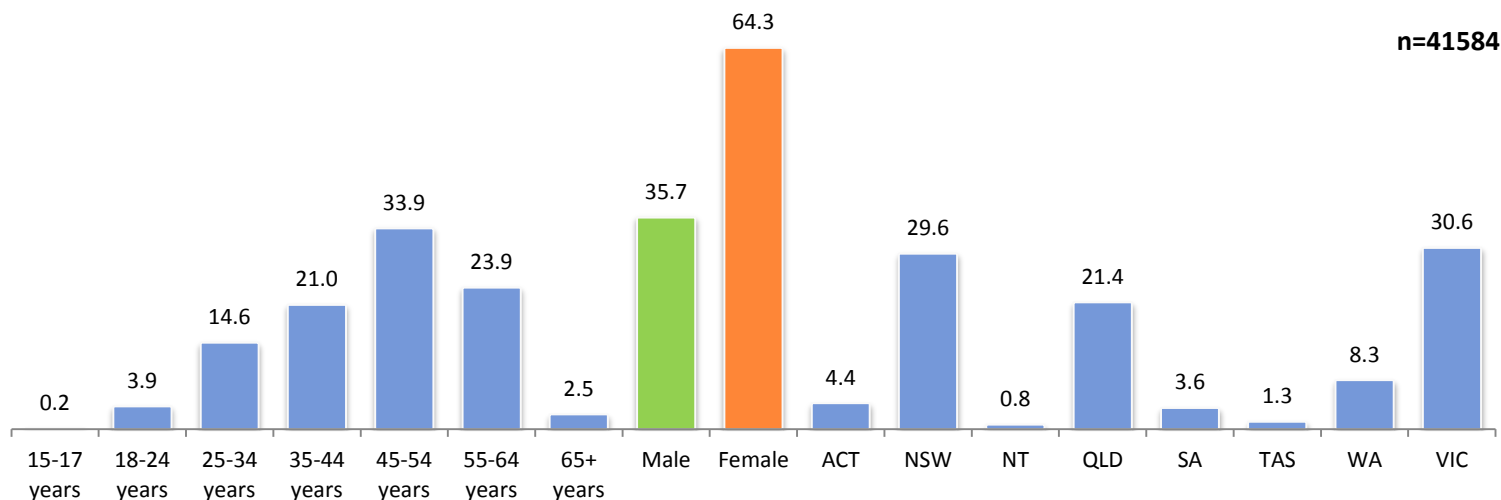
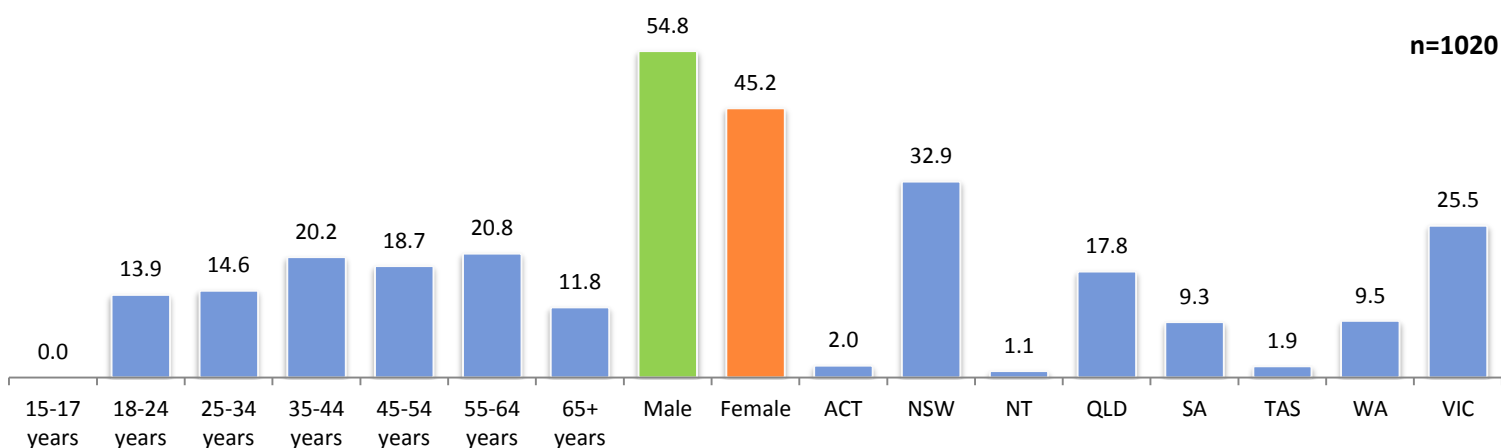


Chart 2: Age, Gender and State of Respondents (Public)



As home ownership and housing affordability are issues that attract much attention, with interest rates and increasing rents often the source of much debate and concern, the Census asked respondents the status of their primary place of residence, that is did they own, rent or have a mortgage.

Just over half (51.9%) of the Census respondents had a mortgage, compared to only 30.7% of the Public poll and 35% of the overall Australian population⁴. This difference may be attributed to a range of factors, for example that there may be relationship between home ownership and the higher proportion of the Census sample who are in permanent forms of work and also the older age profile of the Census respondents.

⁴ ABS Year Book – 1301, Australia, 2009-10

Table 4: Primary Place of Residence (%)

	Census n=41584	Public n=1020
Own it outright (no loan)	21.6	28.9
Rent alone or with a spouse/partner	15.2	19.1
Rent with another adult or adults	5.1	8.1
Have a mortgage	51.9	30.7
Live with parents	4.1	10.4
Other	2.1	2.6
Total	100	100

Education and Background

The level of educational attainment amongst respondents is outlined in Table 5. The most common qualifications for the Census respondents to have was a Certificate or Diploma (26.8%) or a Bachelor degree (35.9%). This was also the case for the Public sample with Certificate or Diploma qualification for 29.7% of respondents and a Bachelor Degree for 24.0% of respondents. However the Census sample had a higher overall proportion of respondents who had a higher degree, 16.6% compared to 6.6%.

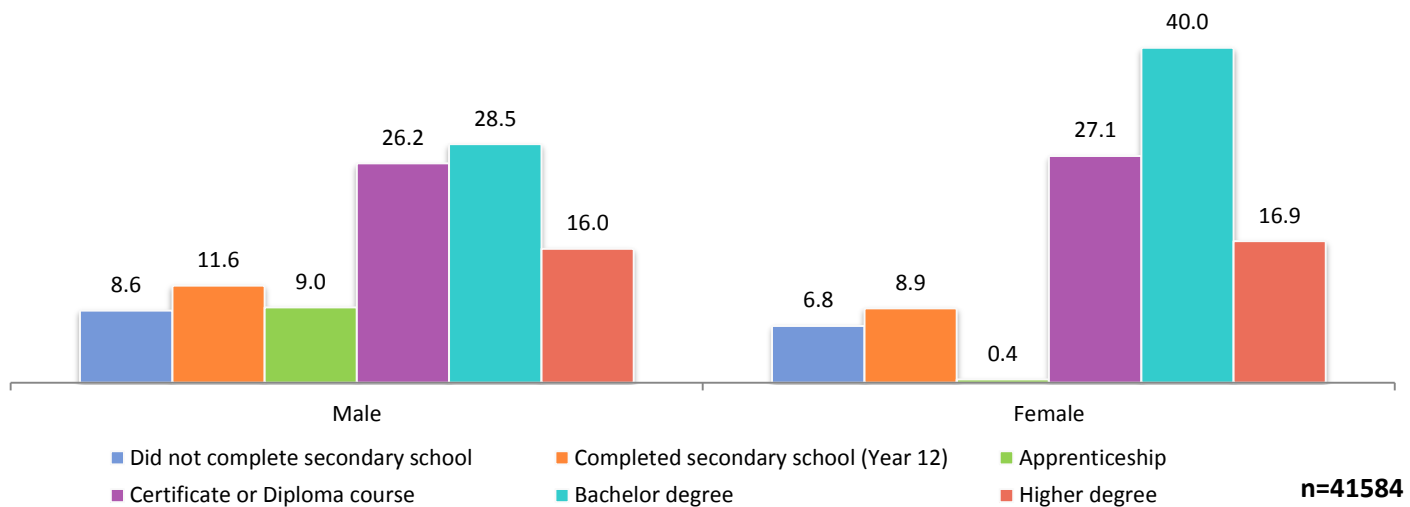
The Public sample had more than double the proportion of respondents with a high school graduation qualification (22.7% compared to 9.9%). This variance may be linked to the differing age breakdowns for the samples, as close to a third (31.5%) of those Public respondents with a secondary school graduation qualification was aged 18-24 and the Public sample having three times the number of respondents aged 18-24, compared to the Census sample.

Table 5: Educational Attainment (%)

	Census n=41584	Public n=1020
Did not complete secondary school	7.4	11.2
Completed secondary school (Year 12)	9.9	22.7
Apprenticeship	3.5	5.8
Certificate or Diploma course	26.8	29.7
Bachelor degree	35.9	24.0
Higher degree (such as Masters or Doctorate)	16.6	6.6
Total	100	100

When the Census results are analysed by gender (Chart 3), women were far more likely than men to have a Bachelor degree (40.0% compared to 28.5%). Men were far more likely to have an Apprenticeship qualification (9.0% compared to 0.4%). Men were also more likely to have not completed secondary school or to have a Year 12 level qualification.

Chart 3: Educational Attainment by Gender (Census) (%)



Census respondents were less likely than Public sample respondents (17.5% and 25.0% respectively) to identify as being born or having parents born in a non-English speaking country, however they were more likely to identify as Aboriginal and/or Torres Strait Islander, 1.2% compared to 0.9% (Table 6).

Table 6: Ethnic Background (%)

	Census n=41584	Public n=1020
I was born in a non-English speaking country	7.7	10.6
I was born in Australia but at least one of my parents was born in a non-English speaking country	9.8	14.4
I identify as Aboriginal and/or Torres Strait Islander	1.2	0.9
None of the above	81.3	74.1
Total	100	100

The top two countries other than Australia that the Census respondents identified having being born in were India (9.4%) and Germany (7.1%), while the two most common countries for respondents to indicate that one or both parents were born in were Italy (28.4%) and the Netherlands (16.0%).

Marital Status and Caring Responsibilities

Respondents were asked their marital status, the majority (70.7%) were married or had a partner, which is a larger proportion than the Public sample (65.1%). The Census respondents were less likely to be single and more likely to be divorced or separated. This could be attributed to the differing age breakdowns of the two groups and the greater likelihood that Census respondents were older. Three quarters (77.8%) of Census respondents who indicated they were divorced were aged between 45 and 65, while two thirds (69.9%) of single respondents were aged 45 or below (Table 7).

Table 7: Marital Status (%)

	Census n=41584	Public n=1020
Single	18.0	26.8
Married/ de facto / partnered	70.7	65.1
Divorced / Separated	11.4	8.1
Total	100	100

The number of respondents who had dependent children is shown below in Table 8, the Census respondents were more likely to have dependent children than the Public sample (37.2% opposed to 28.7%). This is consistent with ABS statistics, that state that a third (37%) of private income households have dependent children⁵. Unsurprisingly, two in five (42.5%) of the Census respondents with dependent children were aged between 45-54 years, a further third (36.6%) were aged 35-44 years.

Table 8: Dependent Children (%)

	Census n=41584	Public n=1020
Yes	37.2	28.7
No	62.8	71.3
Total	100	100

Respondents were asked if they were the primary carer for relatives or friends, 61.7% of the Census said that they did not have primary caring responsibilities, while 66.1% of the Public sample said they did not (Table 9).

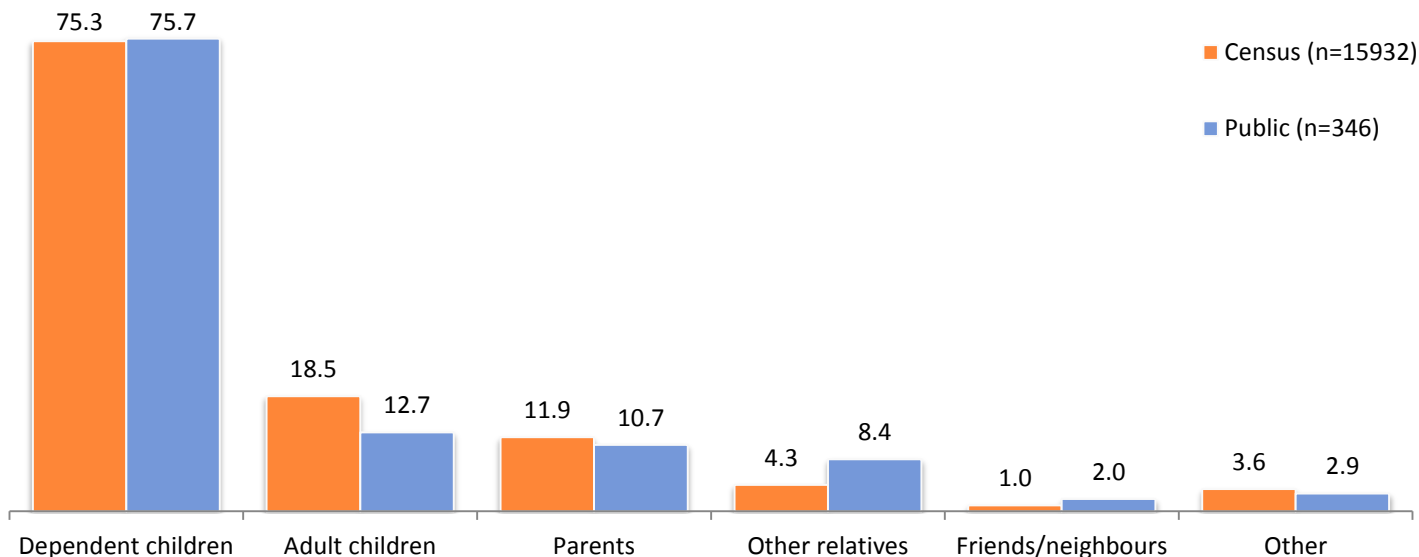
Table 9: Primary Caregiver (SR) (%)

	Census n=41584	Public n=1020
I am not a primary caregiver	61.7	66.1

Of the remaining respondents, Chart 4 shows the groups that respondents most commonly had caring responsibilities for. This question was a multiple response (MR) question, which allowed respondents to select more than one group they might have caring responsibilities for. For both the Census and the Public samples dependent children were the main group being cared for, followed by adult children and then parents.

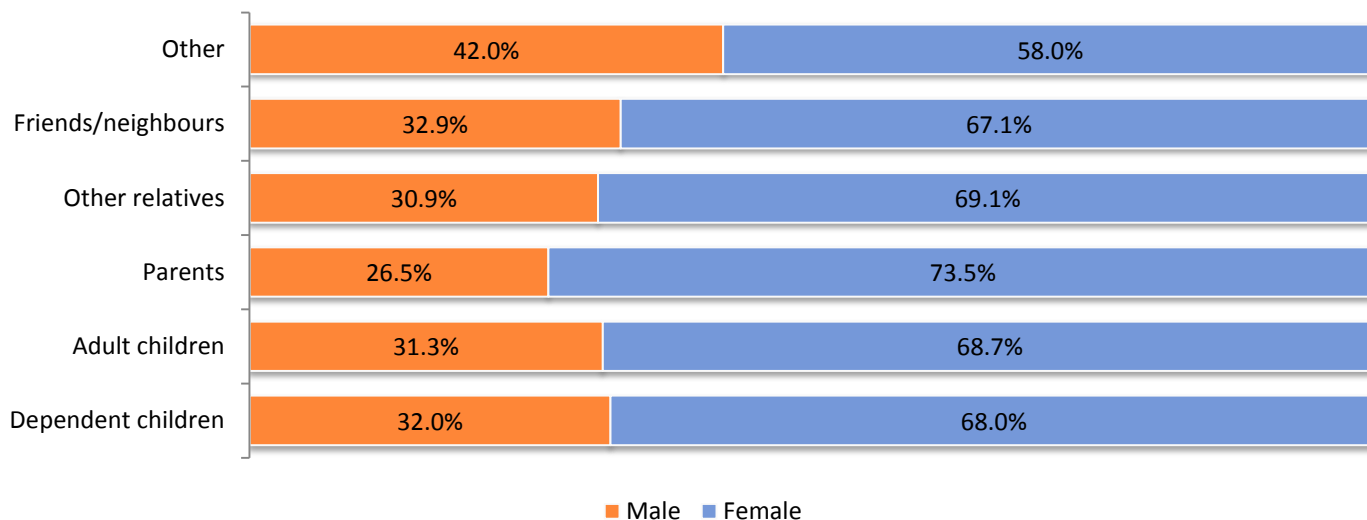
⁵ ABS *Household Income and Income Distribution* – 6523.0, Australia, 2009-10

Chart 4: Primary Caregiver (MR) (%)



Those with caring responsibilities were more likely to be women, 68.4% compared to 31.6% of men. Women were also far more likely to be caring for certain groups, with close to three quarters (73.5%) of those caring for parents being women (Chart 5).

Chart 5: Caring Responsibilities by Gender (Census) (%)



Of those women who indicated that they had caring responsibilities for their parents, a quarter (28.5%) also said they had caring responsibilities for dependent children, of this group the majority said that they were working full time (60.5%). This group can be categorised as a ‘sandwich generation’ women being squeezed between work and family commitments.

The Sandwich Generation

Women caring for children, parents and themselves

The 'sandwich generation' is a group of women who have caring responsibilities for children and parents while also continuing to work fulltime. The Census sample had 239 women who fitted into this group.

The majority (56.1%) of these women were aged between 45-54 years and three quarters (75.3%) said they were married or partnered. A majority (63.2%) of them indicated that they were the primary income earner and over a significant third (39.7%) said that their household had a single income.

These women are hard workers, not only at home and work but also in their communities:

- Over one in six (18.0%) said that they were currently working two or more jobs.
- Three quarters (74.9%) of them said they regularly worked additional hours;
 - Nearly half (48.0%) do so without any additional compensation.
 - While 18.4% said that they received TOIL or flex time but because of workload were unable to take it.
- The main reasons for working additional hours were;
 - *So I can get all my work done* (63.1%).
 - *So I can get my work done to a proper standard* (56.4%).
- Over three quarters (79.5%) were contacted outside of work hours about work related matters, for nearly half (48.4%) this contact was at least once a week.
- Over half (55.6%) said that they had done voluntary work in the past 12 months.

Why do they continue to stay in these demanding jobs?

- The main reasons these women identified why they continued to stay in their jobs were;
 - *I feel like I can contribute positively to the community in this job* (39.9%).
 - *The work is interesting and enjoyable* (33.8%).
- The main industries that these women worked in were education and healthcare (63.6%).
- The overwhelming majority (78.3%) were also satisfied with the work itself.

Despite enjoying their work and being able to contribute positively to their community, their jobs sometimes left them feeling less than satisfied:

- Nearly half said they were dissatisfied with their workload (45.6%).
- 46.8% said they were dissatisfied with their work/life balance.
- 50.2% were dissatisfied with their opportunities for advancement.

And they also felt that sometimes their workplace wasn't always a supportive environment:

- Over two in five (44.4%) said they did not feel comfortable taking time out to meet their caring responsibilities.
- A similar number (43.1%) said they did not feel comfortable speaking out if they were unhappy with their conditions at work.
- A third (32.2%) believe that employees who worked extra hours were more likely to get ahead.
- Also the majority (89.5%) had attended work while sick or while someone they cared for was sick in the past 12 months. The most common reasons why were;
 - *You had too much work* (86.4%).
 - *You couldn't make it to a doctor's appointment during the clinic's opening hours* (61.2%).
 - *You felt pressured by your boss to go to work* (53.7%).

For many, making ends meet was a concern:

- Nearly half (45.6%) said that they were finding it difficult to get by on their current household income.
- The expenses they were most concerned about over the next 12 months were;
 - Gas and electricity costs (54.8%).
 - Mortgage repayments and/or rental (49.0%).
 - Petrol and transport costs (37.2%).
- Two in five (42.3%) said they *regularly* or *fairly often* used a credit card to meet regular household expenses.
- A quarter (28.4%) said they *regularly* or *fairly often* miss or delay payment of a bill to meet expenses a similar number (24.3%) transfer money from savings accounts to meet regular household expenses.

What do they regard as the most important issues to them and the country?

- Housing affordability and the cost of living (54.4%).
- The quality of education, including adequate funding for public schools (41.0%).
- Funding to and the quality of healthcare (36.0%).
- Managing the economy in the interests of working people (25.9%).

What do they want the union movement campaigning around?

- The core industrial issues of:
 - Wages and conditions for workers (98.0%).
 - Workers' Rights (95.4%).
 - Good secure jobs (95.0%).
- These women also saw a place for unions to be campaigning around the broader issues:
 - Funding to and the quality of healthcare (89.1%).
 - Managing the economy in the interests of working people (84.9%).
 - The quality of education, including adequate funding for public schools (84.1%).

The single biggest thing they said would improve their work life was having the flexibility to balance work and family (61.5%). A number of respondents took the opportunity to comment further about their experiences, wants and difficulties, below is a selection of their comments:



I would like to see more flexibility in my job to deal with family matters as they arise and to assist with care of elderly parents and disabled children.

More flexibility with working hours to accommodate carers' responsibilities

Change will occur whether we like it or not, certainly life is getting harder and the family unit is struggling more and more.

Getting good working conditions, even in a good workplace is luck of the draw, how much you need the income and how much stamina you have to cope with being beaten down.

More personal leave to care for dependents/parents/children...Recognition of female sacrifice (time out of workforce to care for children/elderly (loss of \$income/financial independence and \$superannuation) Lack of respect from peers if choice is not to have family.

Being a carer for my elderly mother I need to take time off regularly. I find employers say they understand but in the long term they just see you as a burden.



I have never worked so hard for so little.

Employment Situation

Summary

- Over one in ten (13.2%) of Census respondents said they are currently working two or more jobs.
- The union sample was more likely to be employed on a permanent basis, 84.8% of Census respondents compared with 57.3% of the Public sample.
- One in seven (14.3%) of employed Census respondents were in a form of non-permanent work arrangement.
- Census respondents in non-permanent work were four times more likely to be *dissatisfied* with their job security and three times more likely to rank *greater job security* as one of their key issues to improving their conditions at work.
- The gender split for the *manager* occupation amongst Census respondents was far more even than the overall gender split, indicating that men are more likely than women to be in a manager position.
- The union Census sample was less likely to be looking for work compared to the Public sample, 16.0% compared to 22.5%
- A quarter (27.1%) of Census respondents had experienced difficulty getting a job in the past five years.
- 36.4% of Census respondents who are not working and looking for work say they have trouble finding a job because employers thought they were too old, a quarter (27.1%) say they have difficulty because of ill health or disability.

Employment Status and Hours of Work

The overwhelming majority (96.5%) of the Census respondents were employed, compared with 59.4% of the Public respondents. This is primarily the result of the Census being promoted through unions and workplaces, and the public sample being chosen a representative sample of the wider Australian community (Table 10).

Table 10: Employment Status (%)

	Census n=41584	Public n=1020
Employed	96.5	59.4
Unemployed / Not Working	2.0	17.5
Retired	1.5	23.0
Total	100	100

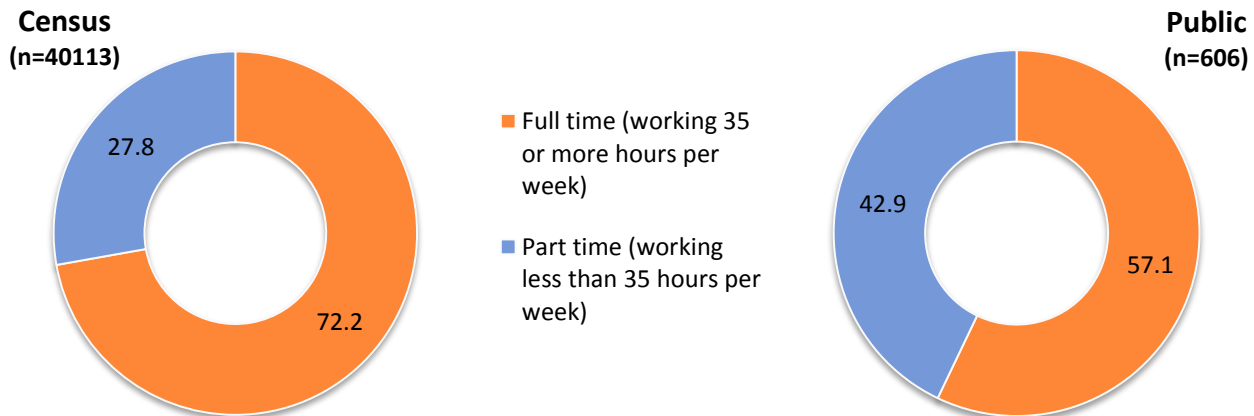
Respondents who indicated that they were employed were asked to indicate how many jobs they were currently working. The majority of Census and Public respondents were working one job (86.8% and 84.7% respectively), however over one in ten indicated that they were working two jobs, 11.3% of the census sample and 12.7% of the Public respondents (Table 11).

Table 11: Number of Jobs Currently Working (%)

	Census n=40113	Public n=606
1	86.8	84.7
2	11.3	12.7
3	1.4	2.1
More than 3	0.5	0.5
Total	100	100

Of the 40,113 Census respondents who indicated that they were employed, close to three quarters (72.2%) said that they worked on a full time basis. This is a greater proportion than the Public results, where 57.1% of employed respondents said that they worked on a full time basis.

Chart 6: Full time or part time (%)



Employment Arrangements

One of the aims of the Census was to collect information on the arrangements under which workers are currently being employed in order to understand the changes that are occurring within the Australian labour market and workers views of them.

The Census results show that while permanent positions are still the majority of positions at 84.8% of respondents, over one in ten (13.3%) of respondents were either on casual or fixed term contract arrangements, neither of which provide for long term job security.

This finding is even more pronounced in the Public sample with a quarter (24.9%) of respondents indicating that they were in casual arrangements and a further 4.6% on a fixed term contract (Table 12).

Table 12: Employment Arrangements (%)

	Census n=40113	Public n=606
Permanent employee	84.8	57.3
Casual employee	6.2	24.9
Fixed term contract employee	7.1	4.6
Temporary/ Labour-hire employee	0.7	0.7
Independent contractor / sub-contractor	0.5	2.0
Business owner/ self-employed	0.7	10.6
Total	100	100

The respondents who indicated that they were either employed on a casual, fixed term contract or temporary basis were asked the number of jobs that they had worked in the previous 12 months. Two in five (42.1%) of Census respondents in casual/temporary work had worked either two or three jobs in the previous 12 months, compared to a third (35.0%) of the Public respondents in similar work arrangements, suggesting that those in non-permanent forms of work are highly mobile and often working on a short term and insecure basis.

Table 13: Number of Jobs Worked in the Previous 12 months (%)

	Census n=5615	Public n=183
1	48.0	53.6
2-3	42.1	35.0
4-5	6.6	9.8
6-7	1.2	1.1
8 or more	2.1	0.5
Total	100	100

In addition to asking respondents in non-permanent work about the number of jobs they had worked, respondents who indicated that they were an independent or sub-contractor were asked if 80% or more of their work/contracts was with the one client.

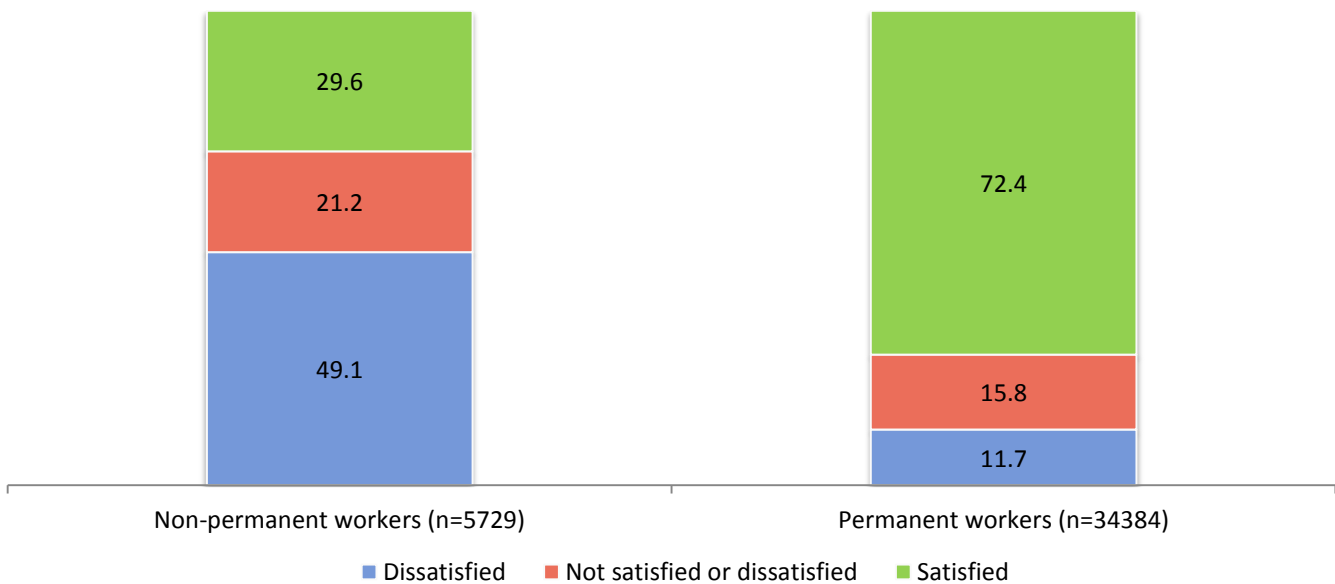
While the sample size is too small to draw any firm conclusions from, it is worth noting that close to two thirds of both the Census and Public respondents indicated that 80% of their work was with one client. This is noteworthy as it means a clear majority are “dependent contractors”. This group has been included in the cross tabulations as non-permanent workers because as they are heavily reliant on a single client, it places them in an employee type relationship without any protections, making the arrangement insecure.

Table 14: Dependent Contracting: 80% of work with a single client (%)

	Census n=182	Public n=12
Yes	62.6	66.7
No	37.4	33.3
Total	100	100

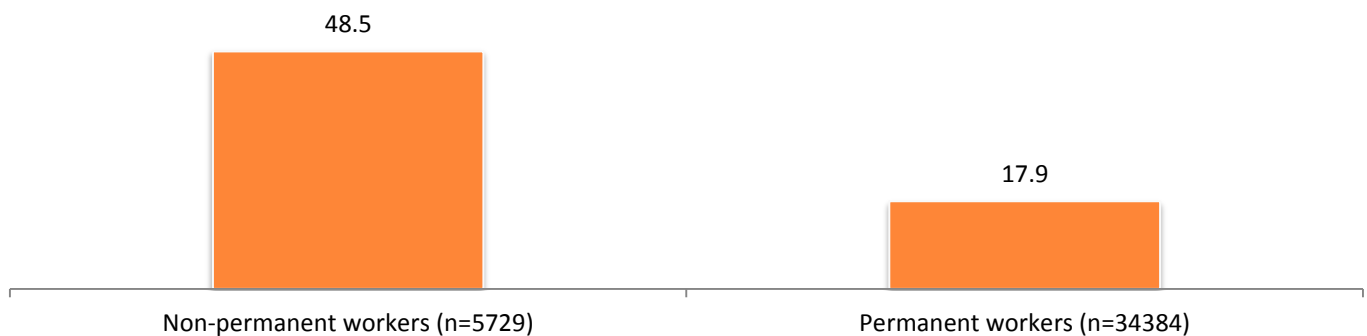
When comparing those workers in non-permanent (casual, fixed term, temporary, dependent contractors) work with those in permanent work, there are a number of differences, including what is shown in Chart 7 and Chart 8. Close to half (49.1%) of non-permanent workers said that they were dissatisfied with their current level of job security, and only 30.8% said they were satisfied, compared to 72.4% for permanent workers.

Chart 7: Satisfaction with Job Security (Census) (%)



Unsurprisingly, workers in non-permanent arrangements are far more likely to rank *greater job security* as an important issue for improving their conditions at work (Chart 8). These results suggest that many workers in non-permanent arrangements would prefer to be in more secure or permanent forms of work situations and that remaining in non-permanent work is more a function of necessity than choice.

Chart 8: Top two important issues for improving working conditions – ‘greater job security’ (%)



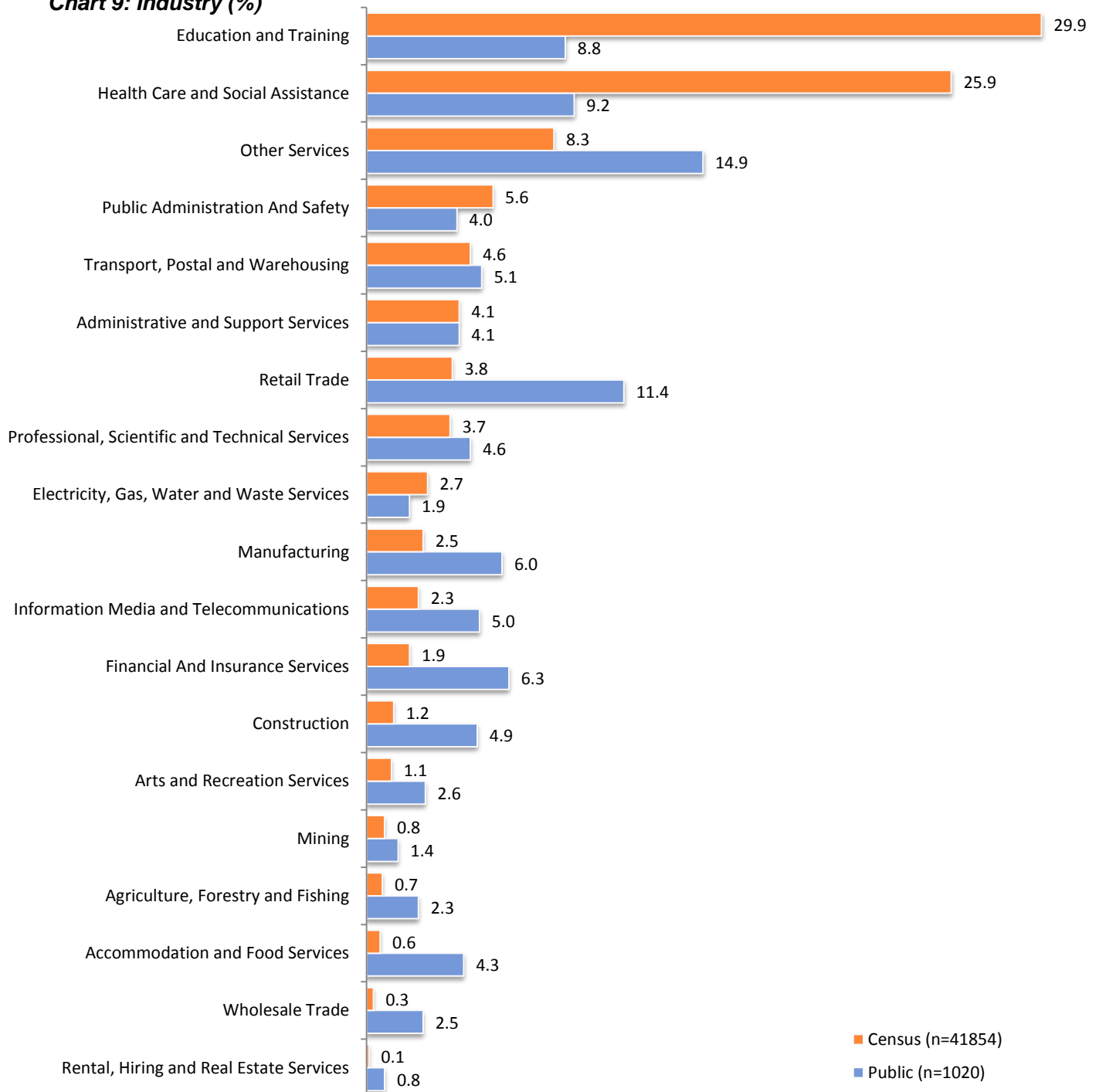
Industry

The industry and occupation questions were posed to all respondents, including those that indicated they were either retired, not working or unemployed. These respondents were asked to consider what they used to do or what they are qualified to do and in what industry that they usually would work or have previously worked.

Similarly, respondents that indicated that they had more than one job were asked to answer the questions based on their main job that is the one that respondents consider their main occupation or where they work the most hours.

The Census results for industry are biased towards a number of key industries, including *healthcare and social assistance* and *education and training*. This strongly correlates to the over representation of professional workers in the occupation results. This can be attributed to the same causes, previously referred to in relation to the overall bias in the Census sample.

Chart 9: Industry (%)

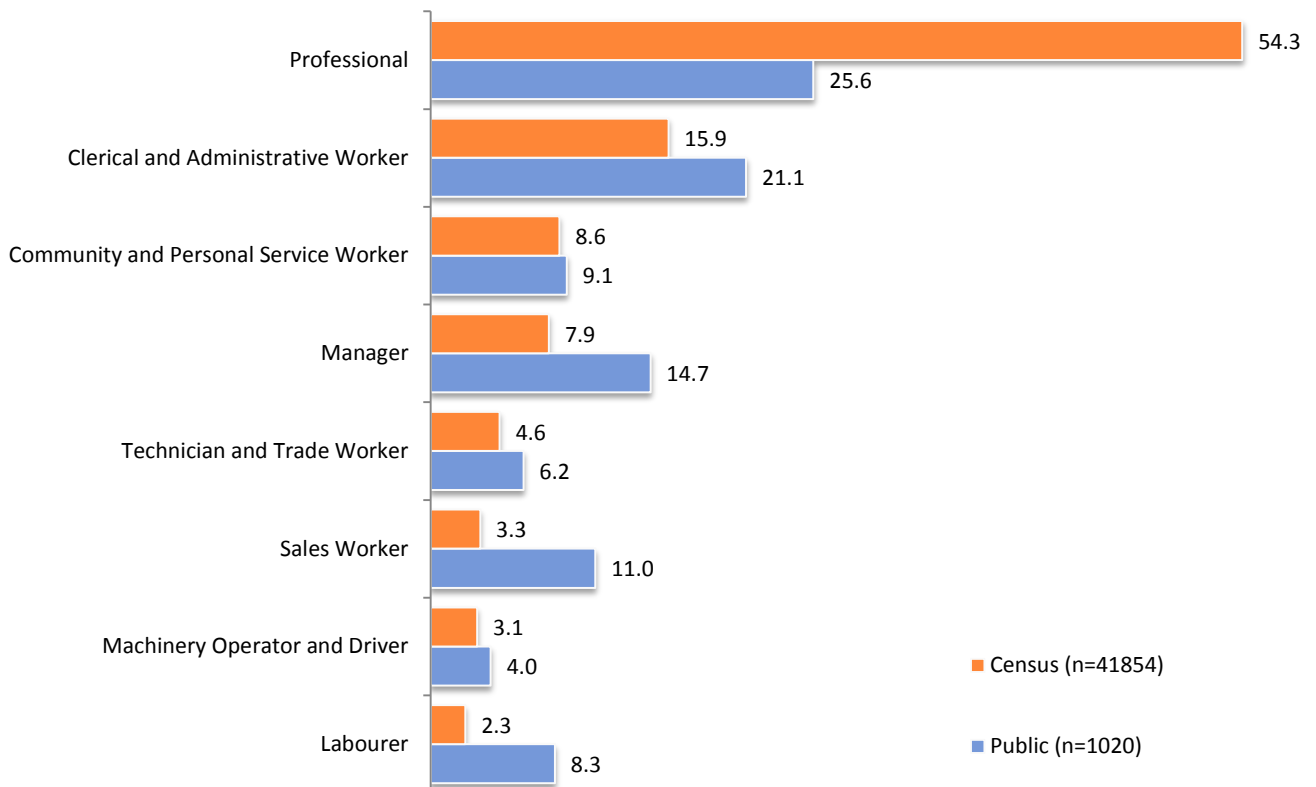


Occupation

All respondents were asked to select their occupation from Australian and New Zealand Standard Classification of Occupations⁶. Over half (54.3%) of the Census respondents listed their occupation as *professional*, this classification includes jobs such as accountant, aircraft pilot, engineer, journalist, midwife, musician, occupational therapist, registered nurse, sales representative, school teacher, scientist, social worker, solicitor and university lecturer. This was more than double the Public result, where a quarter (25.6%) of respondents indicated that their occupation was a *professional*.

The second largest (15.9%) occupation group in the Census results was *clerical and administrative workers*, this was also the case in the Public results (Chart 10). The large bias in the Census sample can be attributed the strong participation of women from unions in the healthcare, education and public sectors.

Chart 10: Occupation (%)

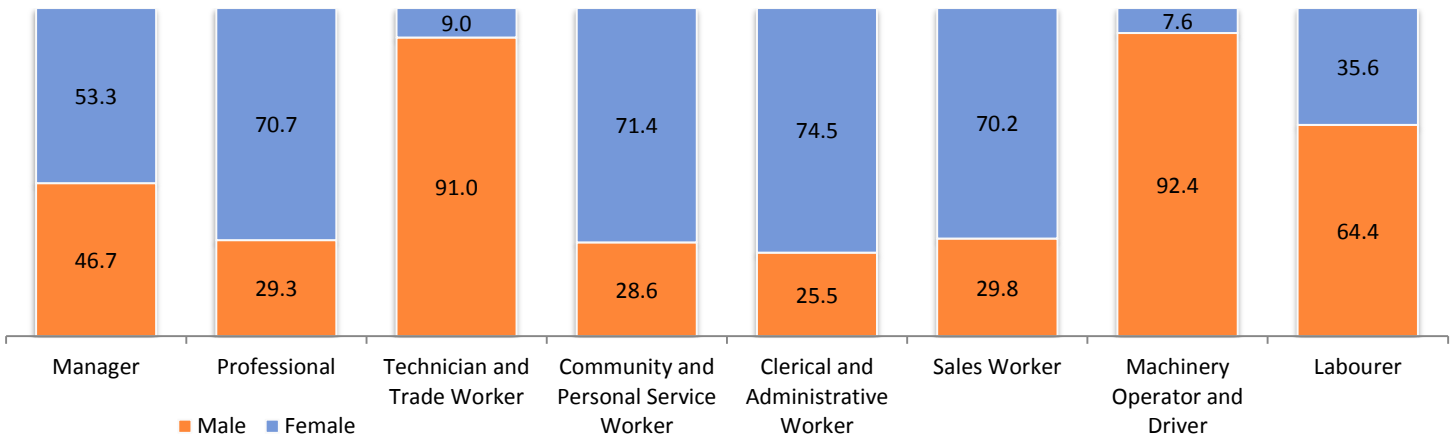


When looking at occupation by gender (Chart 10), there is a strong reflection of traditional gendered work roles, with the overwhelming majority of *technician and trade workers*; and *machinery operators and drivers* being male (91.0% and 92.4%).

Interestingly, the gender split for the *manager* occupation is more even than the overall gender split of the Census sample, showing that men are more likely than women to be in a manger role. While women were more likely to nominate professional again this is reflective of the high number of women from the healthcare, education and public sectors.

⁶ ABS, ANZSCO Australian and New Zealand Standard Classification of Occupations - 1220.0, First Edition, Revision 1, 2009

Chart 11: Occupation by Gender (Census) (%)



Looking for Work

All respondents were asked if they were currently looking for work, with an overwhelming majority (84.0%) of the Census respondents said that they were not looking for work. Census respondents were less likely than the Public sample to be looking for work, 16.0% compared to 22.5%, suggesting that union members are less likely to be looking for work (Table 15).

Table 15: Currently looking for work (%)

	Census n=41584	Public n=1020
Yes	16.0	22.5
No	84.0	77.5
Total	100	100

Respondents were asked if they had experienced difficulty getting a job in the last five years, and what they saw as the reasons for this difficulty. Respondents were supplied with a list of reasons from which they could select up to three.

If none of the reasons were applicable or, they had not looked for work in that period, respondents were able to choose that single option. Two in five (40.1%) Census respondents said that they had not looked for work in that time, while nearly a third (31.4%) said that none of the reasons that were supplied were applicable.

Table 16: Not looked for work (SR) (%)

	Census n=41584	Public n=1020
I have not looked for work in that time	40.1	30.8
None of the above	31.4	26.4
I would prefer not to respond	1.4	0.9

Of the Census respondents, 58.5% had looked for work in the past five years, a quarter (27.1%) said they had experienced trouble getting a job, the most common reason selected was *because there were too many applicants for the available jobs* (31.0%), followed by *I did not have enough work experience* (26.6%) and *I did not have the required education, training or skills* (23.7%).

A higher proportion (42.0%) of the Public sample respondents answered this question, with the most common reason selected for trouble finding work was *I did not have enough work experience* (25.5%) followed by *because there were too many applicants for the available jobs* (22.9%) and *employers thought I was too old* (21.7%).

Table 17: Reasons for having trouble getting a job (MR) (%)

	Census n=11264	Public n=428
Because there were too many applicants for the available jobs	31.0	22.9
I did not have enough work experience	26.6	25.5
I did not have the required education, training or skills	23.7	15.7
Employers thought I was too old	23.0	21.7
Because there were no jobs in my line of work	18.1	13.3
The hours were unsuitable	14.9	20.6
Because of family or carer responsibilities	13.4	14.5
I had transport problems or it was too far to travel	9.6	12.1
Because of my ill health or disability	8.8	20.6
Because there were just no jobs at all	8.6	10.5
Employers thought I was too young	5.7	7.2
Because of my union membership or union activism	4.6	0.9
Because of my gender	3.6	2.3
Because of my appearance	3.5	1.4
Because of my race or religion	2.6	1.2
Pregnancy, or because of taking Maternity/Parental leave	2.6	2.6
Because of my language difficulties	1.3	2.1
Because of my sexual preference	1.2	2.1

The reason *employers thought I was too old* was also selected by nearly a quarter (23.0%) of the Census respondents. When this is analysed for those Census respondents who are not working and looking for work (n=942), the majority (71.7%) did nominate reasons why they had experienced trouble getting a job (Table 18).

The most common reason selected was *employers thought I was too old*, over a third (36.4%) of this group believes that they are having trouble finding work because employers think they are too old. The next two most common reasons selected by this group were *because of my ill health or disability* and *because there were too many applicants for the available jobs* (both 27.1%).

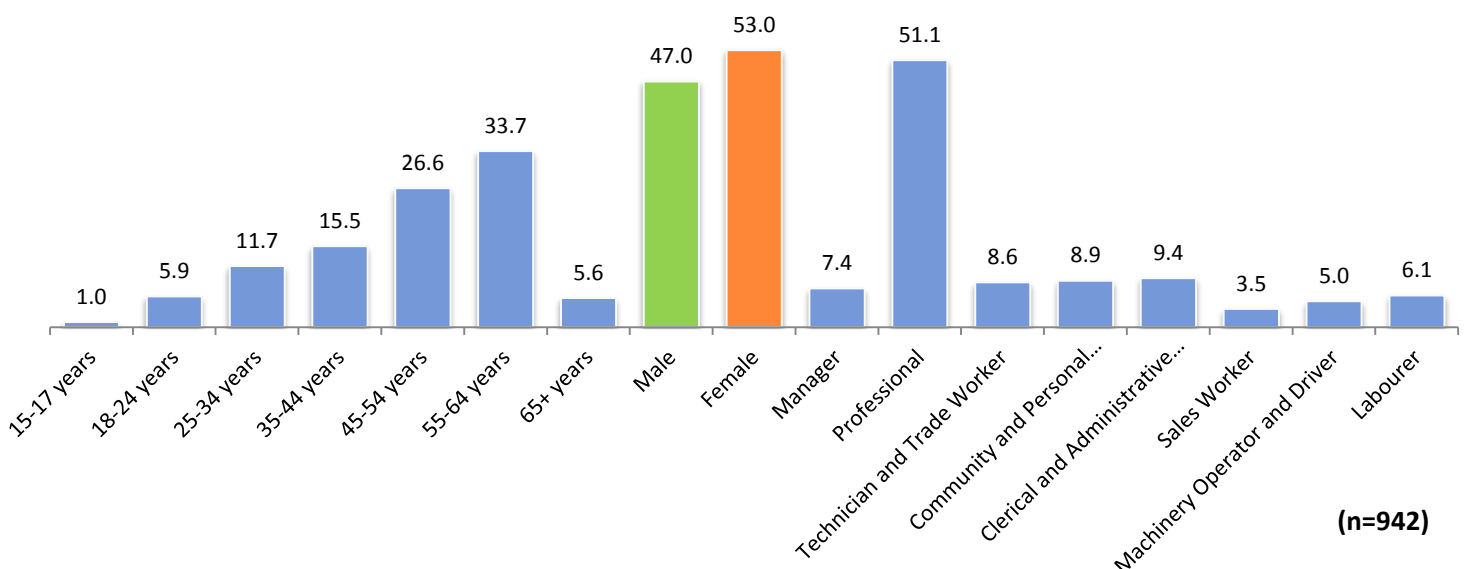
Given the recent government focus on boosting workforce participation, as well as increasing concerns about the ageing population, these results suggest the need for an increased focus on employers who appear unwilling to hire older people or people with a disability.

Table 18: Reasons for having trouble getting a job (MR) (%); Census respondents not working/retired and are currently looking for work

	Census n=675
Employers thought I was too old	36.4
Because of my ill health or disability	27.1
Because there were too many applicants for the available jobs	27.1
Because there were no jobs in my line of work	19.3
I did not have enough work experience	17.2
I did not have the required education, training or skills	16.0
The hours were unsuitable	13.9
Because of family or carer responsibilities	13.3
Because there were just no jobs at all	10.2
I had transport problems or it was too far to travel	9.5
Because of my union membership or union activism	8.1
Because of my gender	4.4
Because of my race or religion	3.6
Because of my appearance	3.6
Employers thought I was too young	2.8
Pregnancy, or because of taking Maternity/Parental leave	2.8
Because of my sexual preference	1.3
Because of my language difficulties	1.0

Looking at the demographics for this group overall (Chart 12), the majority (65.9%) were aged over 45, the gender split was far more even than the overall sample (meaning that men were more likely to be not working and seeking work). When this group is analysed more closely it reveals a group of ‘forgotten blokes’ men aged between 45 and 65, with occupations in the *machinery operator and drivers, labourers, and technicians and trade workers* occupations who are over represented in those looking for work.

Chart 12: Demographics of Census respondents not working/retired and looking for work (%)



The Forgotten Blokes

Men on the edge of the labour market

The 'forgotten blokes' are men aged between 45-64 who say they are currently not working but are looking for work. There were 228 men in the Census sample who were in this group.

Two thirds of this group were married (68.4%), while one in five (20.2%) were single and one in ten (11.4%) were divorced or separated. They were less likely than the overall sample to have dependent children, at 25.9%. They were also less likely to have a mortgage, 36.4% and more likely to be renting 23.6%.

All of these men said they were currently looking for work:

- They had a range of qualifications;
 - The most common qualification was a Certificate or Diploma (29.4%).
 - A quarter (26.3%) had a Bachelor degree.
 - One in ten (11.4%) had done an Apprenticeship and a similar number, 11.0% had not completed secondary school.
- The usual occupations were;
 - *Professional* (39.5%), significantly less compared to the overall Census sample.
 - *Technician and trades worker* (18.4%).
 - *Machinery operator and driver* (10.5%).
- The industries in which these men were most likely to have work and be looking for work are;
 - *Education and Training* (19.3%), again significantly less than the overall Census sample.
 - *Construction* (11.0%).
 - *Manufacturing* (10.5%).
 - *Transport, Postal and Warehousing* (10.1%).

To them the reasons for not being able to get a job were very clear:

- Half (52.2%) said it was because *employers thought I was too old*.
- Close to a quarter (22.4%) said it was because of *my ill health or disability* and the same number said because *there were too many applicants for the available jobs*.
- One in six (16.7%) said it was *because there were just no jobs*.
- One in ten (10.1%) because *I did not have the required education, training or skills*.

Many indicated that they were financially struggling:

- 71.9% said they were getting by on a single income
- Over half (57.0%) said they were on a household income of less than \$60,000 a year.
- Nearly two thirds (60.6%) said they were finding it *difficult or very difficult to get by*.
- The expense that were of most concern for the next 12 months were;
 - *Gas and electricity costs* (61.0%).
 - *Petrol and transport costs* (39.5%).
 - *Food and groceries* (33.8%).
- The most common actions they had taken either *regularly* or *fairly often* to meet regular household expenses were;
 - *Put off getting dental treatment* (40.7%).
 - *Put off buying an essential item* (29.0%).
 - *Use the credit card* (27.7%).

- 13.2% said they had borrowed money from family or friends and 7.5% they had *regularly* or *fairly often* used the services of a charity or welfare organisation.

These men were also asked what the most important issues to them and the country are. Their top three issues are listed below, they markedly differ from the overall Census sample:

- *Good secure jobs* (31.6%) compared to 19.7% overall.
- *Housing affordability and cost of living* (33.3%) compared to 41.7% overall.
- *Managing the economy in the interests of working people* (30.7%) compared to 19.5% overall.

The ‘forgotten blokes’ wanted the union movement campaigning around the same issues as the overall Census sample:

- On the cores industrial issues;
 - *Wages and conditions for workers* (97.0%).
 - *Good secure jobs* (95.6%).
 - *Addressing and preventing bullying, harassment and discrimination* (95.6%)
- And these men also saw a place for unions to be campaigning around the broader issues:
 - *Housing affordability and cost of living* (86.4%).
 - *Investing in local industries* (85.9%).
 - *Funding to and the quality of healthcare* (84.2%).
 - *Managing the economy in the interests of working people* (83.8%).

All of these men are looking for work and finding it difficult, their comments below show how they feel very much on the margins of the labour market and if the government is serious about giving everyone the opportunity to work, they should first start with these forgotten blokes.



I am a qualified mechanic and an IT technician I have not worked for an employer for 3 years because at 57 I was considered unemployable. This age discrimination against older male skilled workers is a scourge and employers continue to get away with it.

After going a bit deaf, I was simply forced into what was called 'Retirement on the grounds of ill-health' - I have a good mind, current qualifications (I'm still studying) and a good work ethic. Yet as a partially deaf 64 year-old, I am repeatedly turned away by prospective employers. I do want to work, but there is now no doubt in my mind that age discrimination is alive and flourishing in Australia. There are many older Australians who would work given the opportunity.

As a mature aged worker from a trade background I find the lack of support and programs from government and industry in documenting and preserving of the knowledge and skills of the of industries coming to an end. I find employment (service) providers next to useless most couldn't find the door let alone a job. As for their mickey mouse training programs hopeless. Trade skills are just not valued. Why import skills when there here already.

Since my wife got ill, I lost my business and family home. I can't afford the costs associated with our 'free' education system, let alone dental fees and the myriad health costs we face as a family. I don't think we've got it right yet. Hope this survey does something ... preferably before I die.

Unions should be campaigning to encourage cross generational workplace environments - ie encouraging the employment and inclusion of older workers, especially workers seeking to change employment/careers or regain employment after redundancy etc. Workers over 50 (or 45?) are currently being told to remain in the workforce but are being denied opportunities that use there transferable skills or take account of their relative physical limitations in an equitable way.



Job Information

Summary

- Census respondents were more likely to have worked at their current job for more than five years, 56.3% compared to 38.0% for the Public sample. This suggests that union members have higher retention rates and loyalty.
- Census respondents were more likely to have a predictable work schedule, with those on an irregular schedule only 8.4% compared to 17.2% for the Public sample.
- The most common reason Census respondents worked part time is because they prefer it (24.8%), while the least common reason is for the loading attached to casual work (0.5%)
- The Census respondents paid to work less than 35 hours a week were overwhelmingly women (84.1%)
- One in six (16.5%) Census respondents in non-permanent work who work part time do so because they cannot find full time work
- Those Census respondents in non-permanent part time arrangements are likely to be women (76.8%), a quarter (26.8%) is aged between 45-54 years, a third (37.8%) have dependent children and a quarter (25.0%) is currently working two jobs.
- A quarter (28.0%) of Census respondents in full time work would like to work less hours.
- Half (52.6%) of Census respondents in non-permanent part time work would like to work more hours.

The following questions were only asked to respondents that indicated that they were currently employed (Census n=40113 and Public sample n=606). They were designed to give a picture of the day to day working life of ordinary Australians and also learn more about the modern workplace.

Sector

Respondents were asked to identify what sector they were currently working in. Reflecting the high concentration of respondents in the *education and training* and *healthcare and social assistance* industries, the Census sample has a high proportion of respondents in the public (66.0%) and community (10.1%) sectors, when compared to the Public sample (Table 19).

Table 19: Sector (%)

	Census n=40113	Public n=606
Public sector	66.0	23.6
Private sector	23.9	68.0
Community Sector/Not for profit	10.1	8.4
Total	100	100

When the sector results for the Census respondents are analysed by gender (Charts 14, 15 and 16) the results reflect the gendered nature of certain types of work, with the community sector being heavily female dominated (76.0%), along with the public sector (68.8%). While the private sector is an almost even split between men and women.

Chart 13: Public Sector Gender Split (Census) (%) **Chart 14: Private Sector Gender Split (Census) (%)**

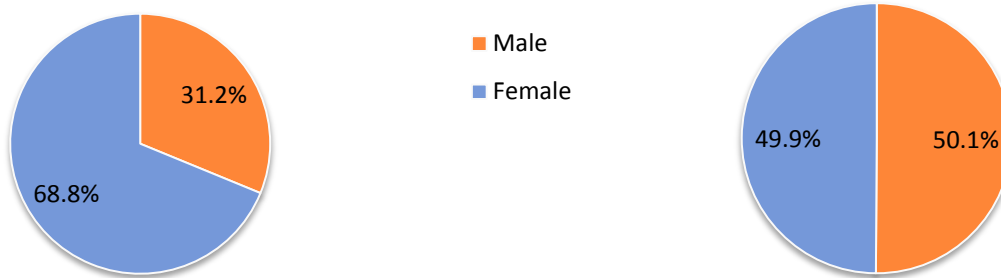
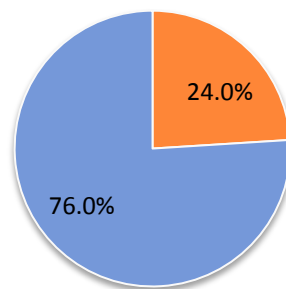


Chart 15: Community Sector Gender Split (Census) (%)



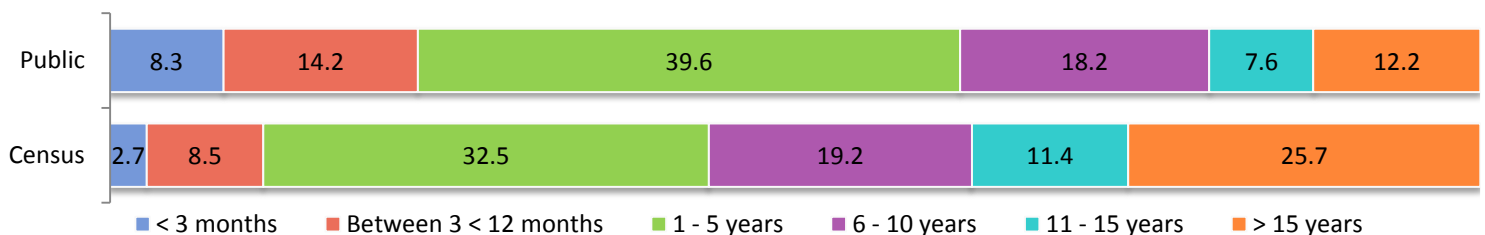
Of all the sectors the community sector gender split was closest to ABS data, with the ABS reporting that the community sector is 81% women⁷, compared to the 76.0% women of the Census sample.

Length of Time in Current Job

Respondents were asked how long they had worked in their current job, a quarter (25.7%) of Census respondents had been in their current job for more than 15 years, this is double the number of Public sample respondents who had been in their current job for the same amount of time.

Census respondents were more likely to have worked at their current job for more than 5 years, 56.3% compared to 38.0% for the Public sample. Broadly speaking union members, or at least the ones that participated in the Census are more likely to stay in their jobs than the wider labour force and have greater retention rates.

Chart 16: Length of Time in Current Job (%)



Work Schedule

The most common work schedule worked by both the Census (70.8%) and Public (60.4%) respondents was a regular daytime schedule. The only major points of difference between the two groups was that the Census respondents were more likely to work a rotating shift (9.9%) and less likely to work a regular afternoon/evening shift or have an irregular schedule (Table 20).

⁷ ABS *Community Services* - 8696.0, Australia, 2008-09

Table 20: Current work schedule (%)

	Census n=40113	Public n=606
A regular daytime schedule	70.8	60.4
A regular afternoon/evening shift	3.0	6.4
A regular early morning shift (commencing before 6am)	0.7	1.0
A regular night shift	1.8	1.7
A 12 hour shift, fixed or rotating	2.2	2.1
A rotating shift (changes from days to evenings to nights)	9.9	6.4
Split shift (two distinct periods each day)	0.6	1.0
On call	1.2	2.5
Irregular schedule	8.4	17.2
Other	1.5	1.3
Total	100	100

Respondents in the Public sample had a higher likelihood of regularly working on the weekend 38.1% compared to 29.5% for the Census sample. This could be attributed to the Public sample having a higher proportion of respondents working on a casual basis and industry bias present in the Census sample.

Table 21: Regular weekend work (%)

	Census n=40113	Public n=606
Yes	29.5	38.1
No	70.5	61.9
Total	100	100

When the Census respondents who indicated they regularly worked on the weekend are analysed by industry, it is clear that some industries are far more likely to require regular weekend work. Of all the respondents employed in the *retail trade* industry, two thirds (65.9%) said they had to regularly work on the weekend, with a similarly high proportion of respondents working in the *accommodation and food services* (63.4%) and *mining* (62.4%) industries also regularly worked on the weekend.

Respondents were also asked if they worked an on/off schedule and the Census and the Public results are exactly the same for this question with 6.6% of respondents indicating that they worked an on/off schedule. For the Census respondents the industries with the highest concentration of workers with an on/off schedule were *mining* (50.3%), *transport, postal and warehousing* (22.1%) and *accommodation and food services* (13.7%).

Table 22: Work an on/off schedule (%)

	Census n=40113	Public n=606
Yes	6.6	6.6
No	93.4	93.4
Total	100	100

Hours of work

In addition to asking respondents the regular schedule of their work, they were also asked to nominate how many hours a week they were paid to work. There are some minor discrepancies between these results and the results of the questions where respondents were asked if they worked on a full time or part time basis, however the difference is not significant enough to invalidate the responses.

For the Census respondents the most common working week was 38 hours, with over a quarter (27.6%) of workers indicating this was how many hours a week they are paid to work, this was also the most common option for the Public sample as well at 21.1%.

Table 23: Hours paid to work per week (%)

	Census n=40113	Public n=606
1-5 hours	0.4	3.8
6-15 hours	3.5	12.7
16-24 hours	9.3	11.1
25-29 hours	6.5	5.4
30-34 hours	7.8	5.1
35-37 hours	26.4	11.6
38 hours	27.6	21.1
39 hours	0.4	0.7
40 hours	9.1	9.4
41-44 hours	1.4	2.1
45-49 hours	1.0	1.7
50 or more hours	1.8	3.6
None of the above - they vary every week	4.8	11.7
Total	100	100

When breakdown of hours worked are analysed by industry for the Census respondents the Industry with the highest proportion of respondents paid to work less than 35 hours per week is *retail trade* (58.3%), followed by *healthcare and social assistance* (40.1%). In contrast to this, the industries with the highest proportion of respondents paid to work more than 45 hours a week are *mining* (35.9%) and *construction* (26.1%).

The industry with the highest proportion of workers with standard 38 hour week was *manufacturing* (48.7%), however nearly a third (29.1%) of workers in this industry were working at least some of these hours on the weekend. The *accommodation and food services and transport, postal and warehousing* industries had the highest proportion of workers who reported that their hours varied every week (13.2% and 12.7% respectively).

Those respondents, who indicated that they were paid to work less than 35 hours per week, were asked to select the main reason they did so. A quarter (24.8%) of the Census respondents said they worked part time because they preferred it, this was the most common reason for the Census sample.

The most common reason for working part time hours for the Public sample was *I go to school or university* (33.3%). This is slightly above the ABS figure for the proportion of part time workers engaged in study (27.5%)⁸. The difference between these figures and the Census results can potentially be attributed to the older age profile and higher existing levels of educational attainment of the Census sample.

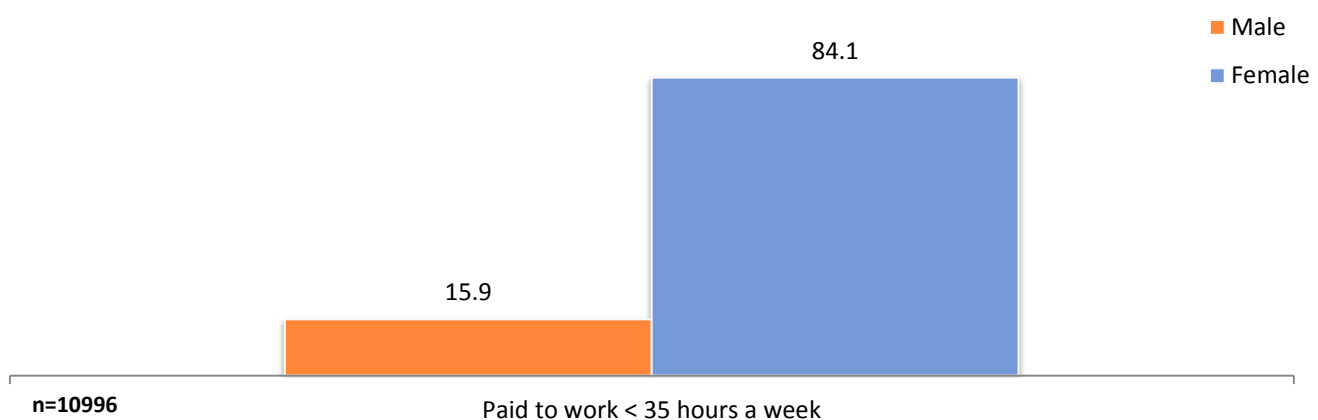
Table 24: Reasons for Working Part Time (%)

	Census n=10996	Public n=231
I prefer part-time work	24.8	13.4
Because I care for children	19.1	15.2
I have other personal or family responsibilities	12.2	6.1
Because I could not find full-time work	8.5	11.3
I go to school, college, university etc.	8.4	33.3
I have an illness or disability that prevents me from working more	3.9	6.1
Because I care for disabled or elderly relatives (not children)	1.4	0.4
I am involved in voluntary work	1.0	1.3
My welfare payments or pension may be affected by working full-time	0.7	2.6
I want the loading attached to casual work	0.5	0.9
Other	19.5	9.5
Total	100	100

For both the Census and Public sample the loading attached to casual work and the financial benefit associated with that is not the most significant factor nominated by respondents working part time hours.

In the Census results women are significantly overrepresented in the group of respondents paid to work less than 35 hours, with 84.1% of those working these hours being women.

Chart 17: Paid to work less than 35 hours a week by Gender (Census) (%)



When these results for those working part time hours are analysed by respondents who are in non-permanent work (casual, fixed term contract, temporary/labour hire and dependent contractors) the results show some difference in comparison to the overall Census sample.

⁸ ABS, *Education and Work* - 6227.0, Australia, May 2010

Chart 18 compares the reasons for working part time hours for the Census respondents identified as being in non-permanent forms of work and those in permanent forms of work (including self-employed/business owners and independent contractors). For both groups the most common reason was *I prefer part time work*, the second most common reason for non-permanent workers was *I go to school, college, university etc* (16.7%) and the third reason was *because I cannot find full time work* (16.5%), this was more than double the proportion of permanent workers in part time work.

Those in permanent forms of work, who worked part time hours were more likely to do so because they cared for children or had other personal and family responsibilities. These findings show that those in permanent part time arrangements are because they prefer it or it is a choice to be able to manage personal or caring responsibilities, while those in non-permanent part time arrangements are more likely to do so because they study or because they cannot find a full time position.

Chart 18: Reasons for Part Time Work Comparison (Census) (%)

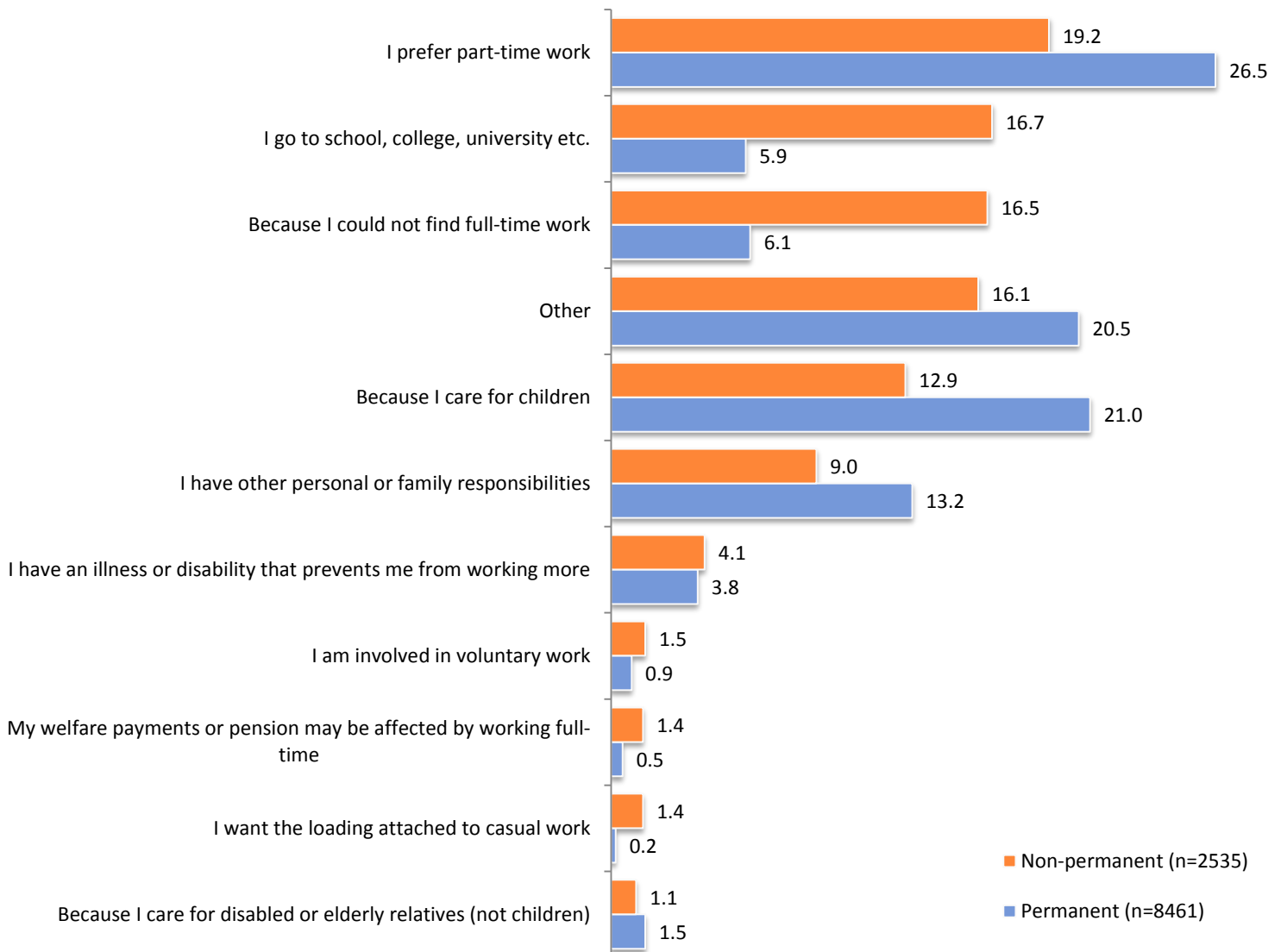
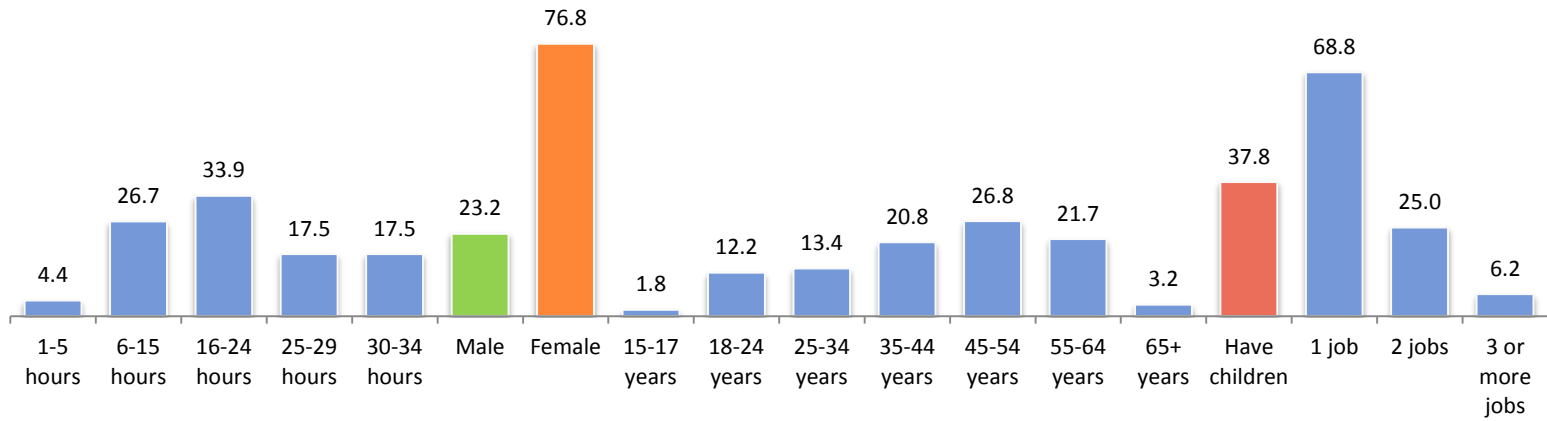


Chart 19 shows some of the key demographics of those in non-permanent part time arrangements, they are overwhelming female (76.8%), a quarter (26.8%) are aged between 45-54, a third (37.8%) have dependent children and a quarter (25.0%) are currently working two jobs.

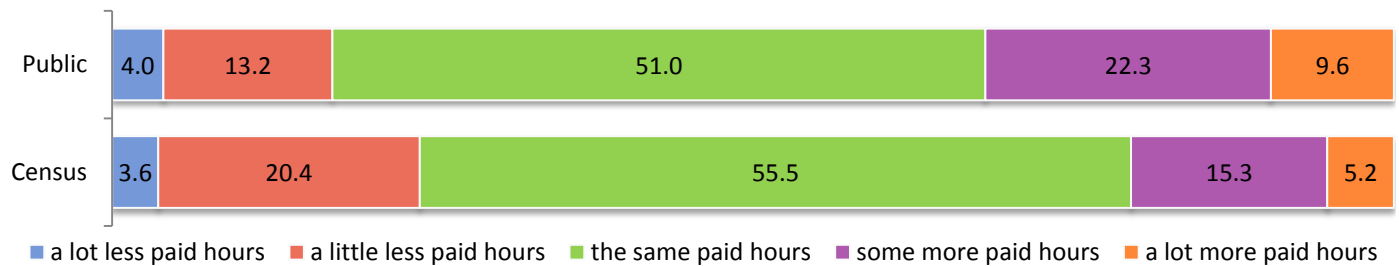
Chart 19: Demographics of Non-Permanent Workers in Part Time Work (Census) (%)



n=2535

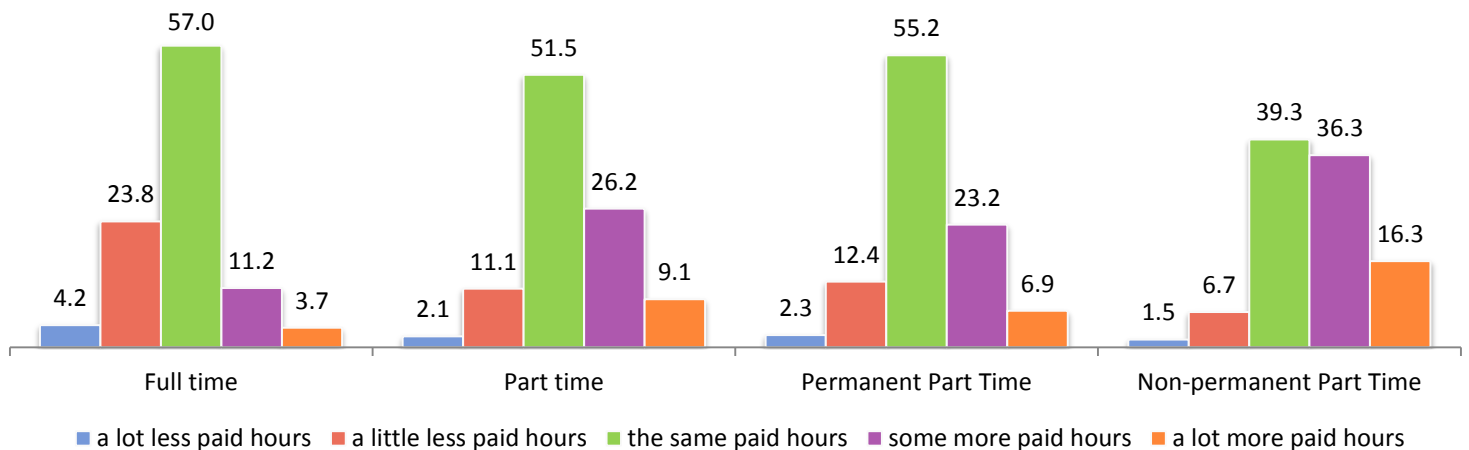
All respondents were asked which statement was true about the number of paid hours they would like to work. Overall the majority of respondents from both the Census (55.5%) and Public (51.0%) groups said that they would like to remain on the same paid hours that they are currently working.

Chart 20: Statement about Paid Hours (%)



When this statement is analysed by those respondents in the Census sample who are in full time and part time work and also by respondents in part work broken down by permanent and non-permanent arrangements, some differences emerge (Chart 21). Those in non-permanent part time arrangements were the most likely to want more paid hours (52.6%), while those on full time work were least likely to want more hours (14.9%). However the full time group was the most likely to want less paid hours (28.0%).

Chart 21: Statement about Paid Hours by Full time, Part Time and Permanency (Census) (%)



Working Life

Summary

- Three out of five (61.3%) Census respondents said they regular worked additional hours.
- Close to half (47.0%) of Census respondents working additional hours received no compensation.
- One in ten (10.0%) Census respondents working additional hours received TOIL or flex time but were unable to take it because of workload pressures.
- Census respondents at the top and bottom of the income scale were the most likely to be working additional hours without any compensation.
- The three top reasons identified by the Census and Public sample for working additional hours were *so I can get all my work done* (54.5%), *so I can get my work done to a proper standard* (47.6%) and *there is a lack of staff and excess workload that I work extra hours to complete* (37.7%).
- Nearly three quarters (73.4%) of Census respondents indicated that they are contacted outside of work hours about a work matter. Two out of five (41.0%) contacted said that this contact was at least once a week.
- Half (50.9%) of the Census sample had attended work while sick because they had too much work. Two in five (40.6%) because they couldn't make it to a doctor's appointment either because of the clinic opening hours or because they couldn't afford it.
- 58.0% of Census respondents had paid for a work related item and not been reimbursed.

Working Additional Hours

Three out of five (61.3%) Census respondents said that they regularly worked more hours than set out in their employment agreement, compared to 43.1% of Public respondents.

Table 25: Additional Hours (%)

	Census n=40113	Public n=606
Yes	61.3	43.1
No	38.7	56.9
Total	100	100

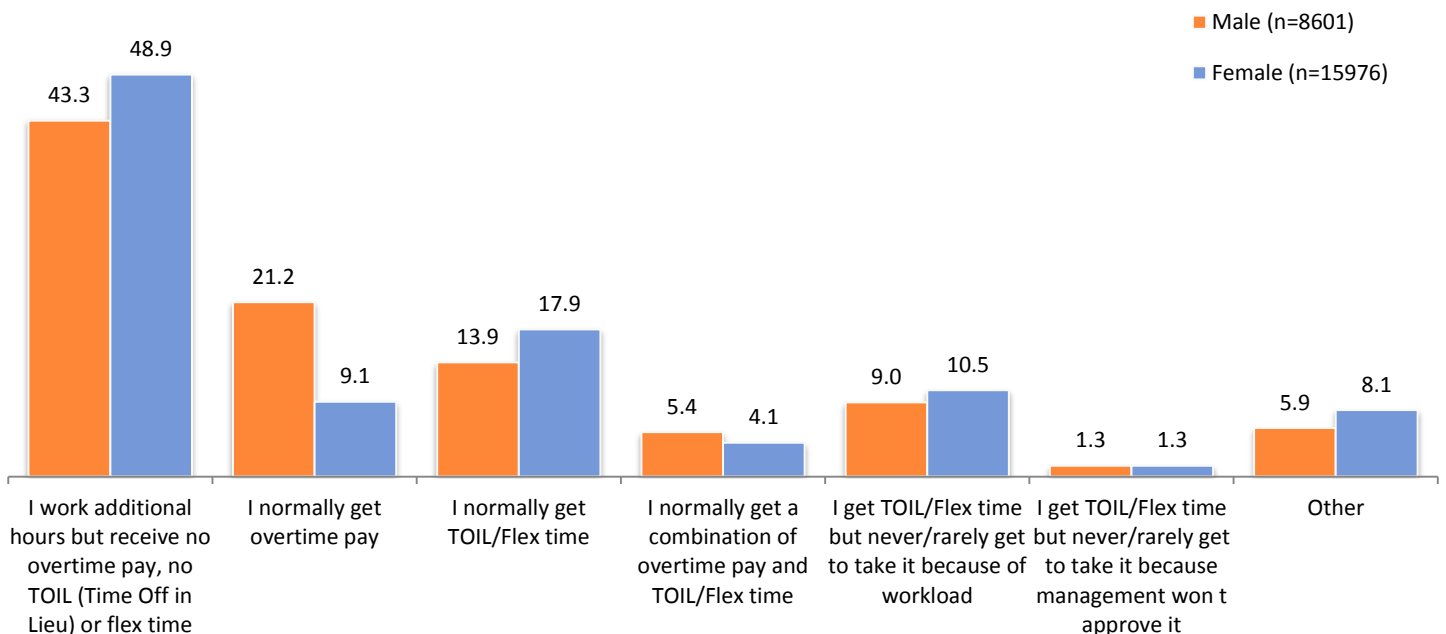
Close to half of the Census (47.0%) and Public (47.9%) respondents who said that they regularly worked additional hours received no compensation for working the extra hours. When these results are cross tabulated with annual income for the Census respondents, those earning below \$20,000 a year and those earning above \$150,000 a year were more likely to be working additional hours for no compensation (53.1% and 60.0% respectively). While those earning a middle income between \$20,000 and \$80,000 a year were less likely to working additional hours for no compensation.

Table 26: Compensation for additional hours (%)

	Census n=24577	Public n=261
I work additional hours but receive no overtime pay, no TOIL (Time Off in Lieu) or flex time	47.0	47.9
I normally get TOIL/Flex time	16.5	13.8
I normally get overtime pay	13.3	18.8
I get TOIL/Flex time but never/rarely get to take it because of workload	10.0	3.4
Other	7.4	11.5
I normally get a combination of overtime pay and TOIL/Flex time	4.6	3.4
I get TOIL/Flex time but never/rarely get to take it because management won't approve it	1.3	1.1
Total	100	100

When the Census results are analysed by gender, women are slightly more likely to be working additional hours for no compensation (48.9% compared to 43.3%). While men are twice as likely to be paid overtime for working additional hours (21.2% compared to 9.1%), this could be attributed to the occupations that were male dominated, such as *labourer* and *trade worker*, in the Census results being more likely to offer paid overtime (Chart 22).

Chart 22: Reasons for Working Additional Hours by Gender (Census) (%)



Those respondents that indicated that they regularly worked additional hours were then asked to identify the reasons that they did so. A small proportion indicated that they would prefer not to respond or that the options did not describe the reason they worked additional hours (Table 27).

Table 27: Reasons for working additional hours (SR) (%)

	Census n=24577	Public n=261
I would prefer not to respond	0.6	1.9
Other/ None of the above	4.8	5.4

The majority of respondents did identify reasons for why they regularly worked additional hours. For the Census sample over half (54.5%) said one of the main reasons for working additional hours was *so I can get all my work done*. The second most common reason was *so I can get my work done to a proper standard* (47.6%) and the third reason was *there is a lack of staff and excess workload that I work extra hours to complete* (37.7%).

The same three reasons were also the top reasons identified by the Public sample. Of concern is that close to a quarter (23.6%) of the Public sample and just over a quarter of the Census sample (28.0%) said that they worked additional hours *because it's the culture that we work extra hours* (Table 28).

Table 28: Reasons for Working Additional Hours (MR) (%)

	Census n=23248	Public n=242
So I can get all my work done	54.5	46.7
So I can get my work done to a proper standard	47.6	35.1
There is a lack of staff and excess workload that I work extra hours to complete	37.7	33.1
It's the culture that we work extra hours	28.0	23.6
I enjoy my work	19.6	29.8
It is required by management that we work extra hours	11.9	16.5
I need the money from overtime pay	10.2	12.8
I want to build up my flex time	4.8	5.4
To get my RDOs/ADOs	2.5	2.1
I want to maximise my performance bonus	0.9	4.5

When the reasons for working additional hours are broken down by the ways in which respondents are compensated for working additional hours it shows that of the respondents who say that *it's the culture to work additional hours* the overwhelming majority (70.1%) say that they receive no compensation for working additional hours. This demonstrates willingness of employers to create and maintain a culture where workers feel that they must work additional hours and not be paid for it.

Work Contact and Working When Sick

Nearly three quarters (73.4%) of the Census respondents said they are contacted outside of work hours, in relation to a work matter. Two thirds (65.0%) of the Public respondents also said that they were contacted.

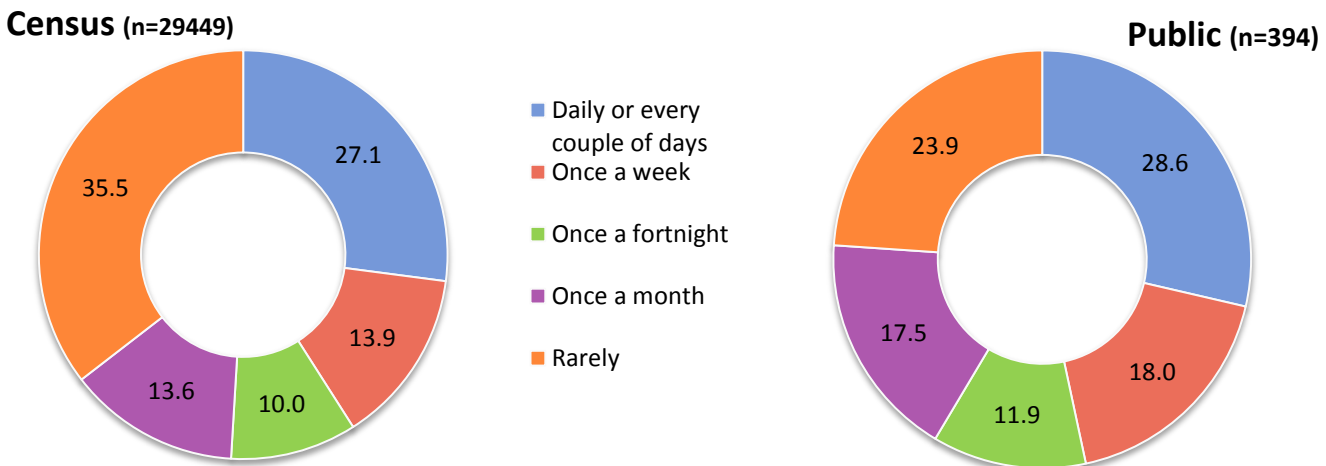
Table 29: Contact outside of Work Hours (%)

	Census n=40113	Public n=606
Yes	73.4	65.0
No	26.6	35.0
Total	100	100

Those respondents that indicated that they have been contacted outside of work hours about work were asked how frequent the contact was. A quarter of the Census sample and the Public sample (27.1% and 28.6% respectively) said that they were contacted either daily or every couple of days. A further 13.9% of the Census and 18.0% of the Public group were contacted once a week.

Those Census respondents who listed their occupation as *manager* had the highest likelihood of being contacted outside of work hours, with 90.3% of people in this occupation group saying that they are contacted. The occupation with the lowest proportion of respondents saying that they are contacted was *clerical and administrative worker*, however half of respondents in this group indicated that they were contacted (52.8%).

Chart 23: Frequency of Contact outside of Work Hours (%)



The intrusion into home life of workers is not just through work contact outside of hours, it is also through the pressure felt by some workers to attend work while sick or when they have caring responsibilities for someone who is sick.

Attending work while sick or when a person you have caring responsibilities for is sick is a reality for many Australian workers. The Census and Public results show that there are a number of workers who have attended work while sick or when someone they care for was sick in the previous 12 months.

Half (50.9%) of the Census respondents said that they had attended work while sick because *you had too much work to do*. This is in line with other findings in this report, where close to a third (31.2%) of Census respondents

said that they were unsatisfied with their workload. Over a quarter (28.3%) said they felt pressured by their boss to attend work while sick and 30.6% said they attended work while sick because they couldn't make it to a doctor's appointment.

The results differ slightly for the Public sample with these respondents more likely to report that they attended while sick as they would not be paid if they took a sick day. This is consistent with the higher proportion of casual workers in the Public sample.

When the Census results are analysed by gender, there is little difference between men and women. Women were slightly more likely than men to select *you wouldn't be paid if you took a sick day* (15.6% compared to 12.8%) and to select *you had too much work to do* (53.8% compared to 45.5%).

Table 30: Reasons for attending work when sick or someone you care for was sick (MR) (%)

	Census n=40113		Public n=606	
	Yes	No	Yes	No
You had too much work	50.9	49.1	34.3	65.7
You couldn't make it to a doctor's appointment during the clinic's opening hours	30.6	69.4	19.5	80.5
You felt pressured by your boss to go to work	28.3	71.7	22.6	77.4
You wouldn't be paid if you took a sick day	14.6	85.4	23.9	76.1
You couldn't afford to see a doctor	10.0	90.0	10.9	89.1
You were worried you would not be offered another shift / more work	9.9	90.1	15.2	84.8

Work Related Expenses

Respondents were asked if in the last 12 months they had paid for any work related items from a provided list and not been reimbursed. Over half (58.0%) of the Census sample indicated that they had paid for one or more item, while 42.0% indicated they had not.

Table 31: Work Related Expenses: 'not applicable' (SR) (%)

	Census n=40113	Public n=606
Not applicable	42.0	56.9

Table 32 shows what work items were most commonly purchased by respondents. The top three items for the Census sample were internet usage (46.3%), mobile phone or calls (44.0%) and text books, magazines (43.5%). The top three for the Public was slightly different with mobile phone or calls (44.8%), uniform (39.8%) and internet usage (29.9%).

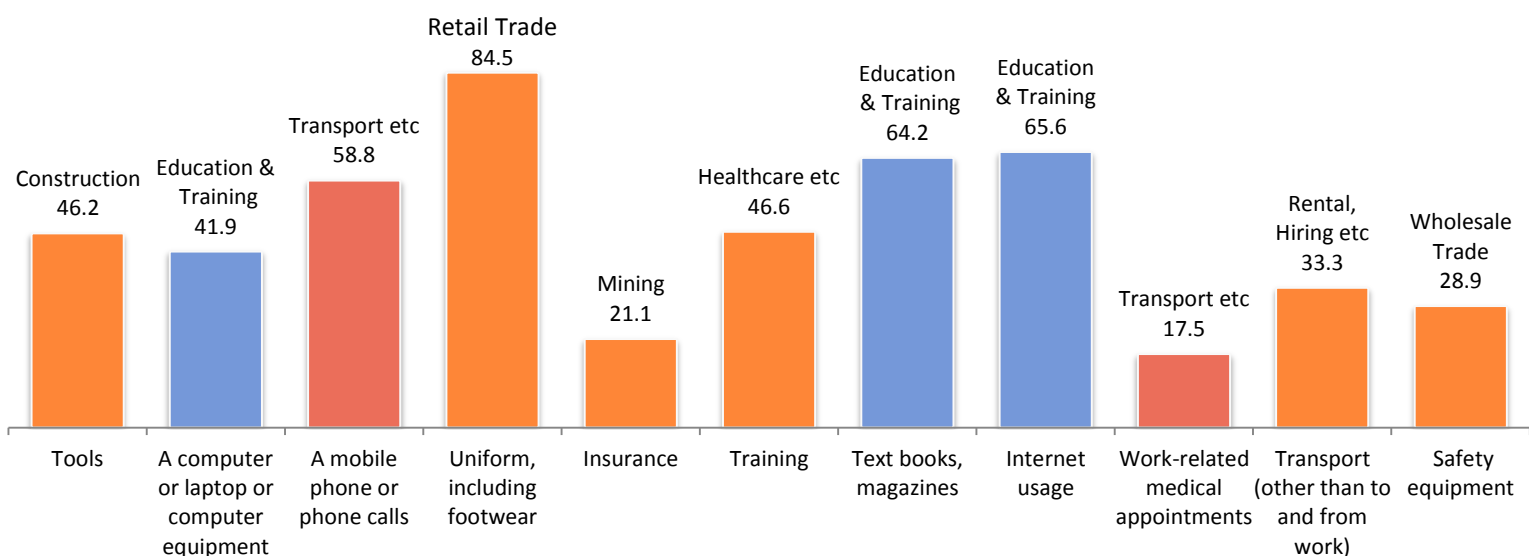
Table 32: Work items paid for and not reimbursed (MR) (%)

	Census n=23273	Public n=261
Internet usage	46.3	29.9
A mobile phone or phone calls	44.0	44.8
Text books, magazines	43.5	20.7
Uniform, including footwear	38.2	39.8
Training	29.3	16.5
Transport (other than to and from work)	28.2	24.9
A computer or laptop or computer equipment	27.7	24.1
Tools	20.4	16.9
Insurance	10.5	13.0
Work-related medical appointments	8.8	7.7
Safety equipment	7.8	6.9

Chart 24 shows the items by the industry that had the highest proportion of respondents that paid for that item and were not reimbursed (excluding those respondents that selected not applicable for this question).

Retail trade had the highest proportion of respondents who had paid for a work uniform (84.5%), while education and training had the highest proportion of respondents who had paid for a computer, text books and internet usage.

Chart 24: Industries with highest proportion of respondents paying for an item without being reimbursed (Census) (MR) (%)



Industrial Issues

Summary

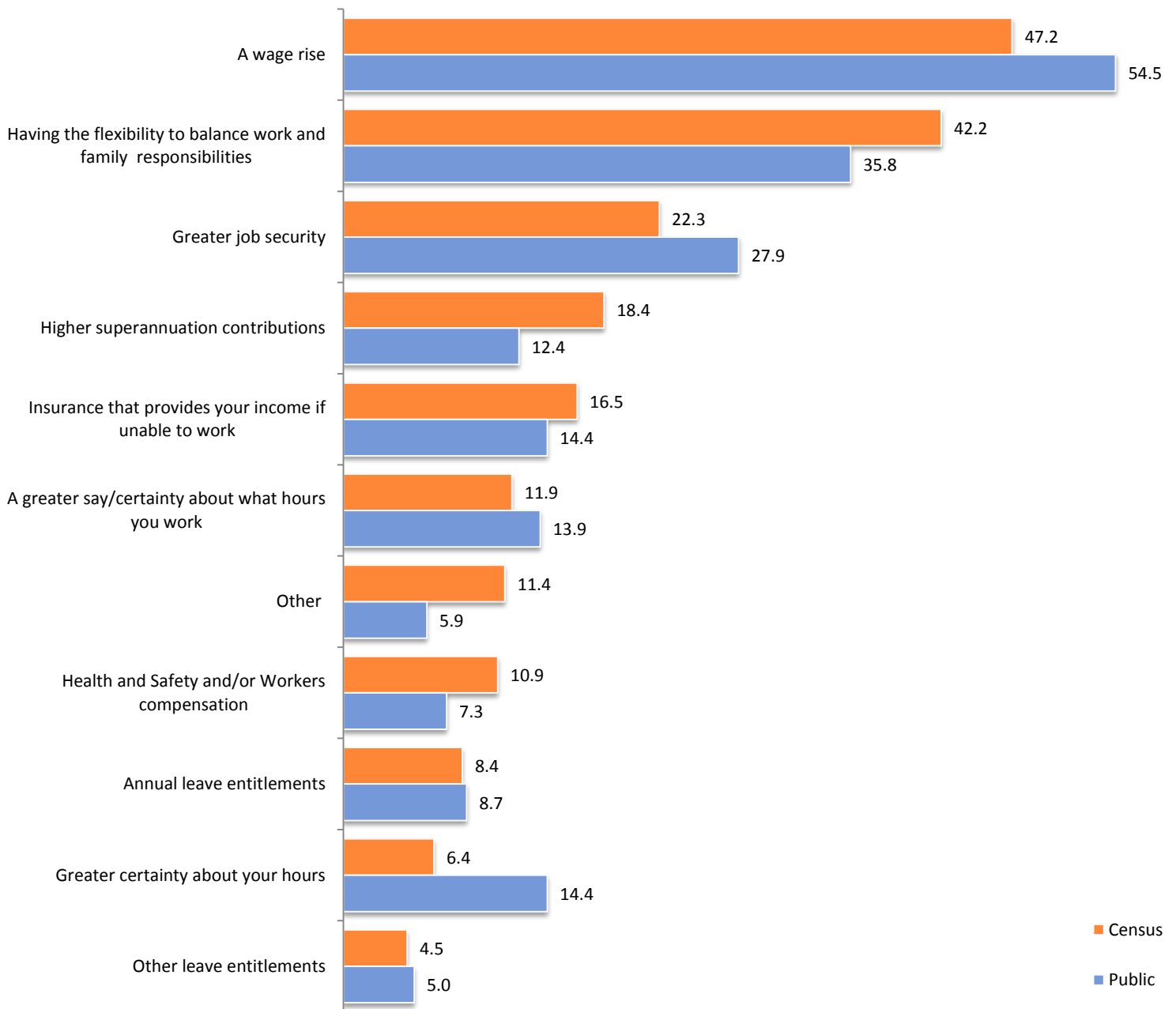
- The top two industrial issues for the Census and Public respondents were a wage rise and having the flexibility to balance work and family.
 - Women were more likely to select having the flexibility to balance work and family, while men were more likely to select greater job security as an issue.
 - The Census respondents were more likely to receive an annual pay increase 51.4% compared to 37.5% for the Public sample.
 - The Public respondents were more likely to have never received a pay increase 13.9% compared to 4.6% for the Census.
 - For the Census sample permanent employees were most likely (53.4%) to receive an annual pay increase, while independent contractors were least likely to receive one (20.3%).
 - Of the Census sample, two in five (43.2%) would contact their union for assistance with a work relate issue. Very few of the Census or Public respondents would contact a government agency.
-

Improving Conditions and Pay Increases

Respondents were asked to consider what would be the two most important issues to them for improving their conditions at work. For both the Census and Public respondents the two most important issues were a wage rise (47.2% and 54.5% respectively) and having the flexibility to balance work and family responsibilities (42.2% and 35.8% respectively).

There were however, some interesting differences between the two groups, the predominantly union Census sample was more likely to select higher superannuation contributions (18.4%) and health, safety and workers compensation (10.9%) as important issues. In comparison, the Public sample were more likely to select greater job security (though this was still high amongst the Census respondents) and greater certainty about hours. There are a number of possible reasons for this, including the higher proportion of casual workers in the public sample. It may also be a reflection of the different demographics and greater levels of industrial literacy amongst union members (Chart 25).

Chart 25: Two most important issue for improving conditions (MR) (%)



This question also provided an opportunity for respondents to write in another issue, one in ten (11.4%) of Census chose other, compared to one in twenty (5.9%) of the Public sample. The common issues that emerged from the comments analysed were bullying, workload and better management. Below is a small selection of comments left by Census respondents:



Senior management respecting the contributions of all players

A management that takes advice from its employees.

Managers who are trained to be managers - and if not qualified should have training

Respect and recognition for your intrinsic worth rather than be judged as an unidentifiable employee number and judged on statistics that are parlous at best and represent no true value of the individual employee.

A management cadre that properly consults with its employees, rather than one which foists badly planned and thought out white elephant projects onto employees without listening to their expertise.

Addressing the bullying and harassment rather than the lip service that is provided.

Better Bullying Policies to ensure the victim is NOT treated as the problem

Having senior management listen when serious operational and workload issues are raised

Less work to perform - can't do it without unpaid overtime - told that 50 hrs a week is normal!

Fair + equitable working conditions. To be valued for your work commitments not your ties with management

Management to provide an adequate level of staffing in order to do our job properly

Removing the expectation that you work longer than what you are paid for

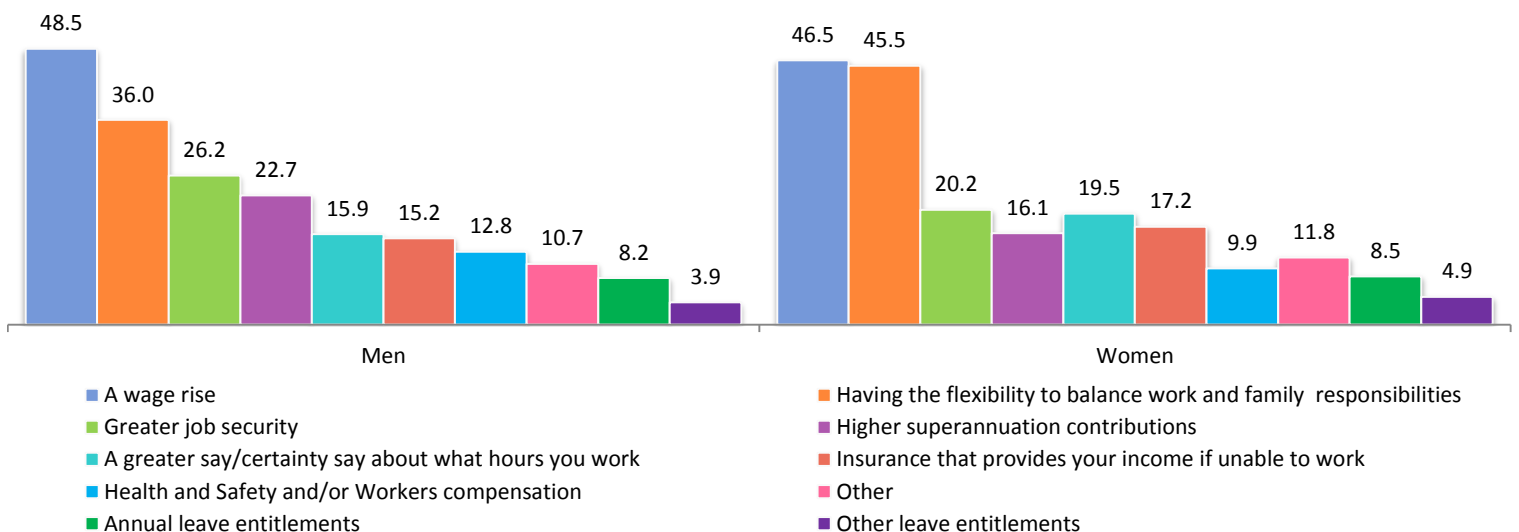
Having management listen and act wisely on coal face issues they don't know anything about.



Removal of fear + management retaliation for reporting workplace bullying

Chart 26 shows the importance of conditions by gender for the Census group, the top two conditions remain the same with men and women both selecting a wage rise and having the flexibility to balance work and family responsibilities as their two most important issues. However women ranked these two issues at almost the same level, 46.5% and 45.5%, while there was a significant difference between the proportion of men selecting a wage rise (48.5%) and selecting family responsibilities (36.0%).

Chart 26: Issue for Improving Conditions by Gender (Census) (MR) (%)

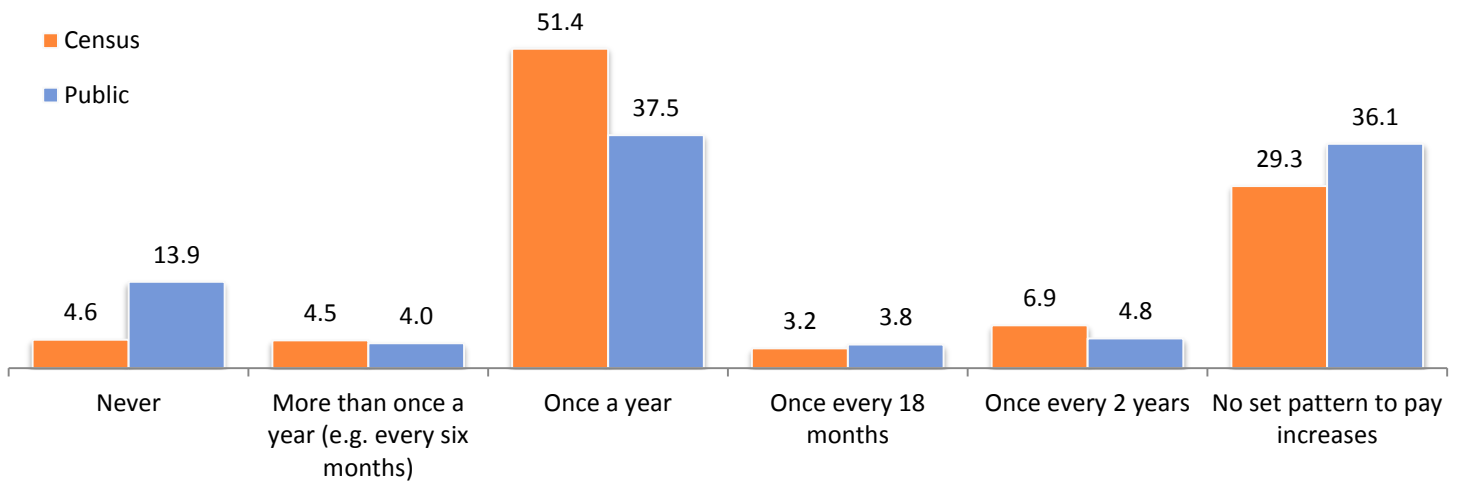


Men were more likely to select *greater job security* as an important issue for improving their conditions (26.2% compared to 20.2%). While women were more likely to select having a greater say/certainty about the hours they worked (19.5% compared to 15.9%).

Given the cost of living pressures, respondents were asked how frequently they received a pay increase. Half (51.4%) of the Census respondents said they received an annual pay increase, compared to 37.5% of the Public sample. This difference could be attributed to a number of factors, including the higher proportion of Census respondents in permanent employment and also the higher likelihood of union members to be on a collective agreement 52.2% compared to 19.1% for non-union members⁹.

A significant proportion of the Census and Public respondents indicated that there was no set pattern to their pay increases (29.3% and 36.1% respectively). Of concern is that more than one in ten (13.9%) of the Public respondents reported that they never receive a pay increase. Two out of five (40.5%) respondents in this group also reported that they were finding it either difficult or very difficult to manage on their current household income, the highest proportion out of pay increase categories.

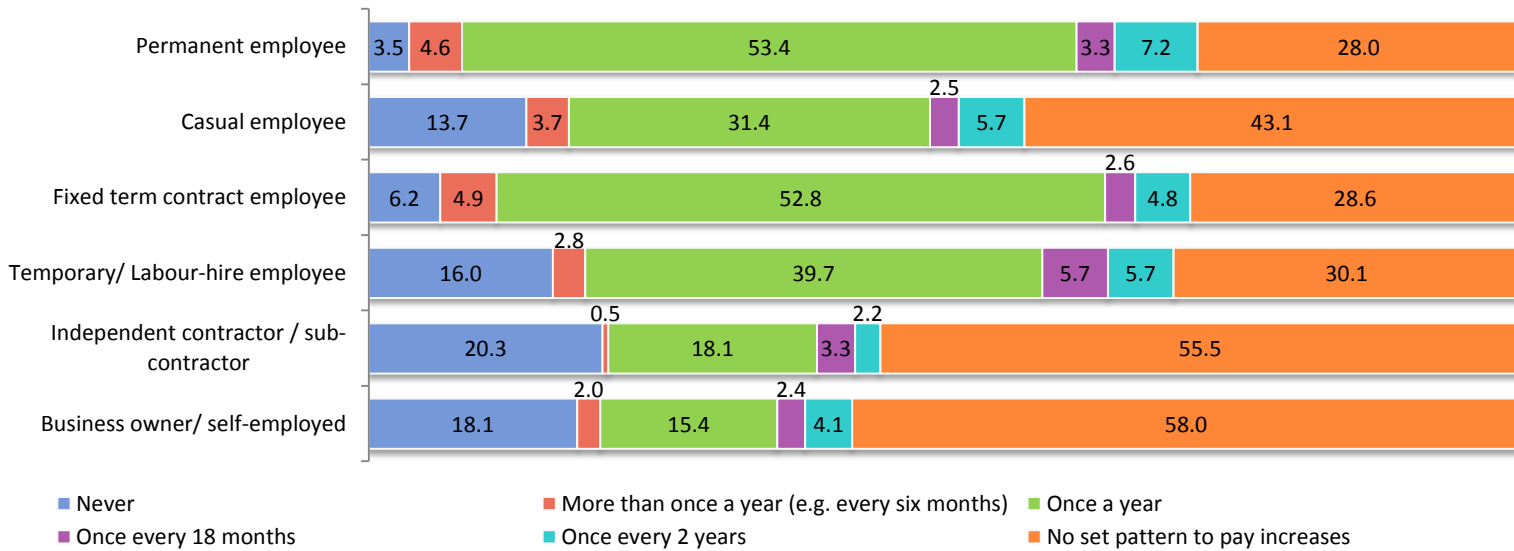
Chart 27: Frequency of Pay Increases (%)



When pay increases are analysed by employment arrangement for the Census respondents, permanent employees were the most likely to report receiving a pay increase on an annual basis (53.4%). Independent or sub-contractors were the most likely to say that they never received a pay increase, at one in five (20.3%) followed by business owners/self-employed (18.1%) (Chart 28).

⁹ Australia at Work Wave 4 (2010)

Chart 28: Frequency of Pay Increases by Employment Arrangement (Census) (%)

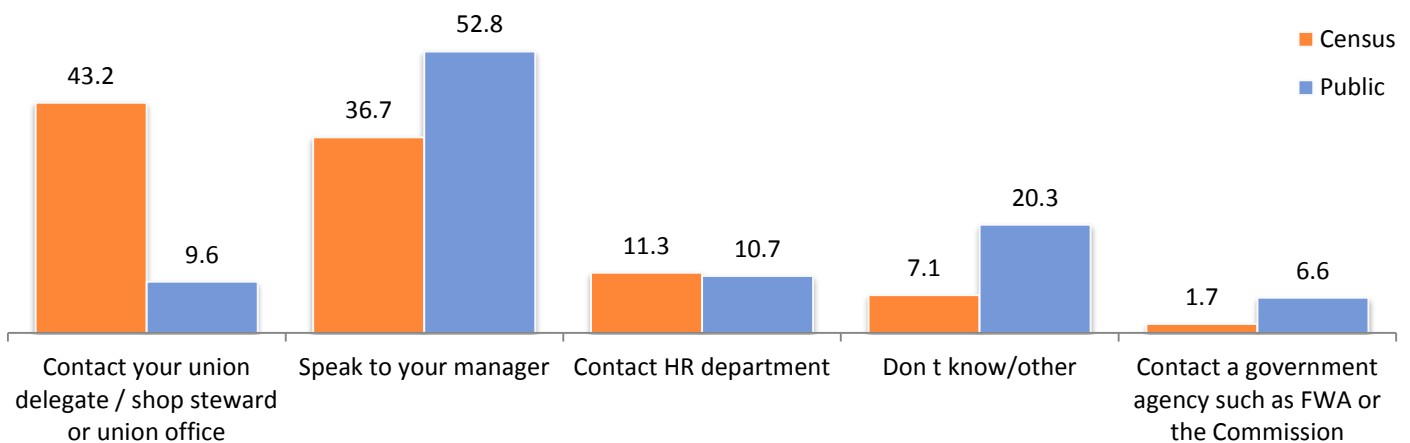


Seeking Assistance at Work

Respondents were asked if they needed assistance with an issue at work related to wages, conditions, safety or performance, who would be the person/organisation they would contact. Respondents were asked to only select one option. Half (52.8%) of the Public sample indicated that they would speak to their manager, in comparison, just over a third (36.7%) of the Census respondents selected this option.

To be expected, the predominately union member Census sample was far more likely to contact a union delegate or the union office for assistance 43.2% compared to 9.6% of the Public sample. One in five (20.3%) of the public respondents said that they either didn't know who to contact or would contact someone outside of the list provided. Contacting a government agency such as Fair Work Australia was the option least likely to be pursued by both the Census and Public respondents.

Chart 29: Assistance for Work Issues (%)



Attitudes to Work

Summary

- The overwhelming majority (80.5%) of Census respondents were satisfied with *the work itself*, however a third (38.1%) were dissatisfied with the senior management of their organisation.
 - A quarter (27.5%) of Census respondents were either *dissatisfied* or *very dissatisfied* with the impact their job had on their work/life balance.
 - Dissatisfaction was also high amongst both the Census and Public respondents for opportunities for advancement and the amount of job training available.
 - Of those Census respondents not looking for work two in five (40.9%) said they stayed in the job because the work was interesting, compared to 29.5% of the Public sample.
 - 84.1% of the Census sample *agreed* or *strongly agreed* that having access to representation in the workplace was important to them. Nearly half (48.7%) of the Public sample also *agreed* or *strongly agreed* with this statement. Indicating that representation is important not only to union members but to many non-union members.
 - A quarter of the Census and Public sample (27.1% and 25.9%) said that speaking up on issues such as safety is frowned on at their workplace.
 - A third (32.7%) of Census respondents felt that the senior management of their organisation was not competent and did not have a plan for the future.
 - One in four (25.1%) of Census respondents indicated that they did not feel comfortable taking time off to meet their caring responsibilities.
-

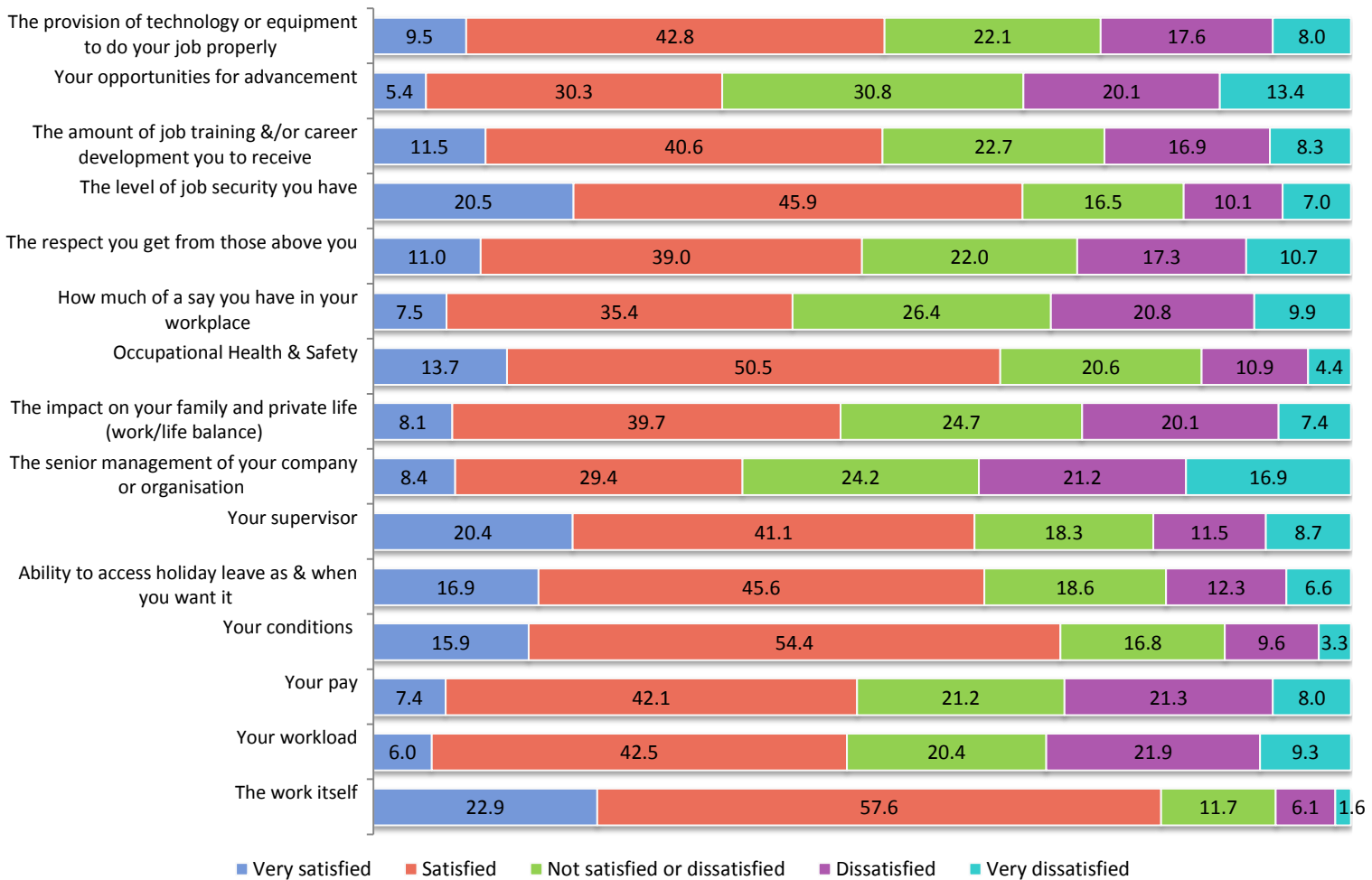
Job Satisfaction

Respondents were asked to rate their satisfaction on a range of aspects of their job. For Census respondents the aspect that they were most likely to be either *very satisfied* or *satisfied* with was *the work itself* (22.9% and 57.6% respectively).

The aspect that Census respondents were most likely to be *dissatisfied* with was their workload (21.9%), this also had a high satisfaction rate at 42.5% suggesting that workload is a polarising issue. The aspect they were most likely to be *very dissatisfied* with was *the senior management of your company or organisation* (16.9%). Interestingly the majority of respondents were satisfied with their supervisor (61.5%), demonstrating that respondents are able to support their supervisor while being concerned with the overall management of their organisation.

The Census sample were far more likely to say they were *dissatisfied* or *very dissatisfied* with the impact their job had on family and private life, 27.5% compared to 12.5%, for the Public sample this again could be linked to the Census respondents being more likely to work additional hours and also be contacted outside of work hours (Chart 30).

Chart 30: Satisfaction with Aspects of Job (Census) (%)

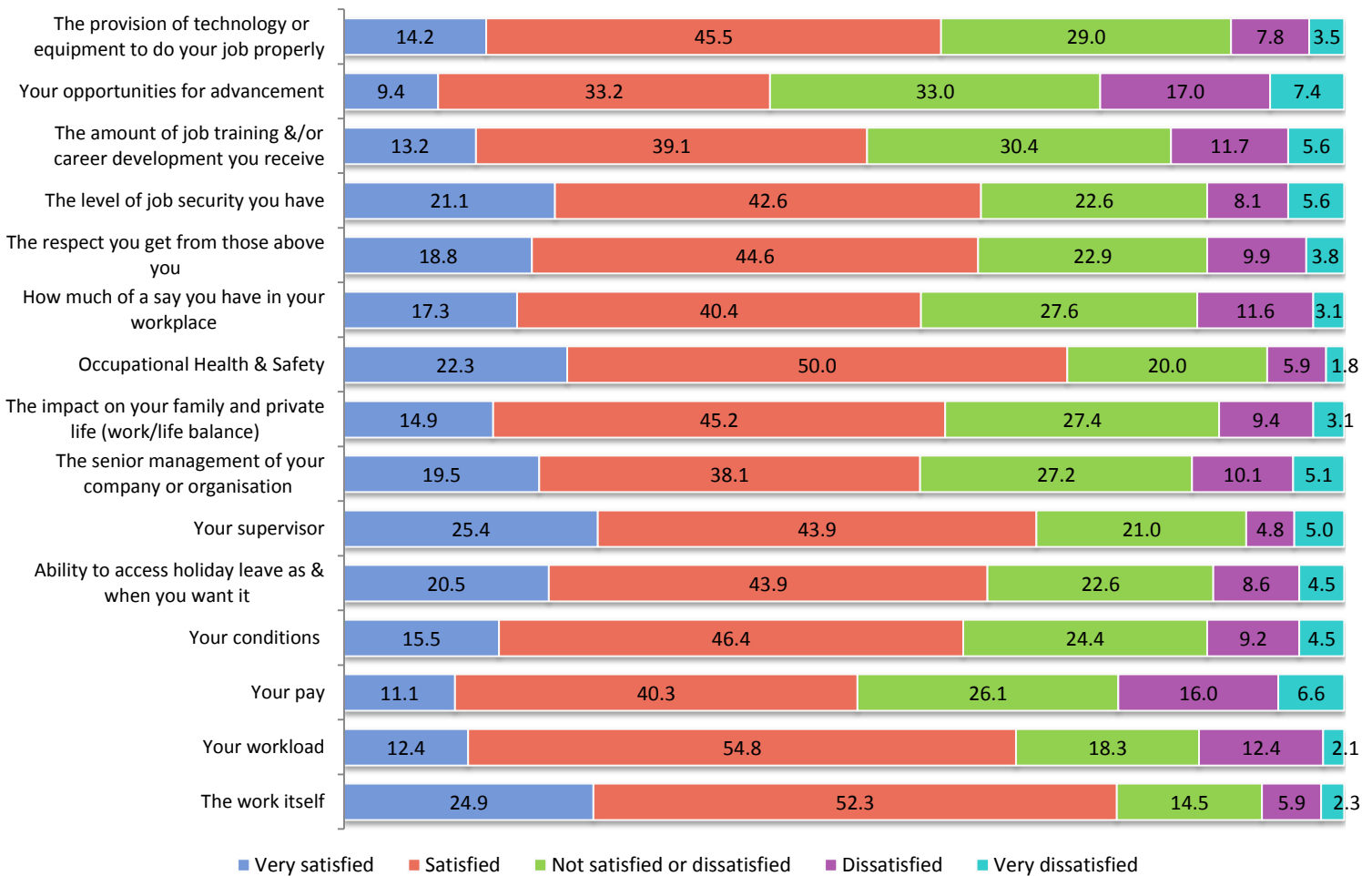


For the Public sample, *the work itself* was the aspect that respondents were most likely to be *very satisfied* with (24.9%), this is consistent with the Census sample results. This was however, the only aspect the two samples were similar on. The area the Public respondents were most likely to be satisfied with was *your workload* at 54.8%, higher than the Census response of 42.5%, this is not surprising given that Census respondents were more likely to be working additional hours to get all of their work done.

The Public sample was most *dissatisfied* with *your opportunities for advancement* (17.0%) this was also the area that they were most likely to be *very dissatisfied* with (7.4%). This was also an area that many Census respondents were either *dissatisfied* or *very dissatisfied* (33.5% combined).

These results suggest that union members are more satisfied with the work that they do, but also have reservations about the senior management of their organisation. They also demonstrate that a large proportion of the Public sample are neither *satisfied* or *dissatisfied* with many aspects of their job.

Chart 32: Satisfaction with Aspects of Job (Public) (%)



Reasons for Staying in Job

Respondents who indicated that they were currently working and not looking for work were asked to identify their key reasons for staying in their current job. A small proportion of both samples indicated that none of the options provided were applicable.

Table 33: Reasons for staying in current job 'none of the above' (SR) (%)

	Census n=34147	Public n=456
None of the above	3.5	4.2

Two in five (40.9%) of the Census respondents indicated that they stayed in their current job because the work is interesting and enjoyable, compared to 29.5% of the Public sample. Census respondents were also more than twice as likely to stay in their jobs because they feel they can contribute positively to the community (38.2% compared to 13.3%). Census respondents were more likely to say that they stay in their current job because it has good conditions 27.9% compared to 18.1% for the Public sample.

These findings suggest that union members are more likely to stay in their job because they find it interesting, are committed to contributing to the community and because it has good conditions. From these results it can be speculated that a unionised workforce is one that enjoy their job and appreciate good conditions. This combined

with the earlier findings that Census respondents were less likely to be looking for more and more likely to have been in their current job for more than 5 years, makes a unionised workforce stable and secure.

Table 34: Reasons for staying in current job (%)

	Census n= 32955	Public n= 437
The work is interesting and enjoyable	40.9	29.5
I feel like I can contribute positively to the community in this job	38.2	13.3
The job has good conditions (such as holidays, bonuses, etc)	27.9	18.1
It is close to home	23.9	30.0
I like my workmates	23.5	20.6
The job is well paid	22.0	24.0
It is a pleasant work environment	18.0	25.6
The hours are flexible	16.3	30.7
Other jobs are hard to get	11.9	12.8
It offers a good career path	9.4	13.0
It is family friendly	9.3	13.5
I like my employer	7.8	21.3
It offers good training and/or education opportunities	7.7	5.9
I don't have the skills to get the job I want	4.4	3.0
It is a condition of my visa	0.3	0.9

Opinions of Workplace

Respondents were asked to think about their workplace and then evaluate a list of statements and indicate the extent to which they agreed with the statements from *strongly agree* to *strongly disagree*.

For Census respondents the statement that they were most likely to *agree* or *strongly agree* with was *having access to representation in the workplace is important to me* with 84.1% agreeing (36.9% *strongly agreeing* and 47.2% *agreeing*). This is to be somewhat expected given that the majority of the sample were union members. However when the results of the Public sample, are reviewed one in ten (11.4%) *strongly agreed* with this statement and a third (37.3%) *agreed*, giving a total of almost half (49.1%). This suggests that having access to representation in the workplace is an important right not only for union members, but for a broad cross section of workers.

This question also highlighted a somewhat negative view of senior management, with a third of the Census respondents (36.7%) either *disagreeing* or *strongly disagreeing* that *senior management takes a genuine interest in improving conditions at work* and close to a third (32.7%) either *disagreeing* or *strongly disagreeing* that *senior management is competent and has a plan for the future* (Table 35 and Table 36).

Table 35: Workplace Attitudes (Census) (%)

Census n=40113	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Total
Employees who work extra hours are more likely to get ahead	6.9	26.4	36.4	25.7	4.7	100
I feel comfortable speaking up if I am unhappy with my conditions at work	7.2	44.5	19.1	22.4	6.8	100
Employees who speak out about issues such as safety, are frowned on in the workplace	7.1	20.1	26.2	38.2	8.4	100
Senior management takes a genuine interest in improving conditions at work	5.4	28.4	29.6	24.9	11.8	100
My supervisor(s) take a genuine interest in improving conditions at work	10.1	40.2	25.6	16.5	7.6	100
Supervisors are concerned about preventing bullying and harassment in the workplace	12.6	40.8	22.8	14.3	9.5	100
Supervisors are concerned about preventing discrimination in the workplace	13.2	43.7	24.6	11.8	6.7	100
Senior Management is competent and has a plan for the future	8.0	30.0	29.4	19.7	13.0	100
I feel comfortable taking time off to meet my caring responsibilities	8.5	38.4	27.9	18.4	6.7	100
Having access to representation in the workplace is important to me	36.9	47.2	13.6	1.6	0.7	100

Speaking up about workplace conditions especially safety was also an issue that emerged from these results, with a quarter of both the Census and Public sample (27.2% and 25.9%) either *agreeing* or *strongly agreeing* that *employees who speak out about issues such as safety, are frowned on in the workplace*.

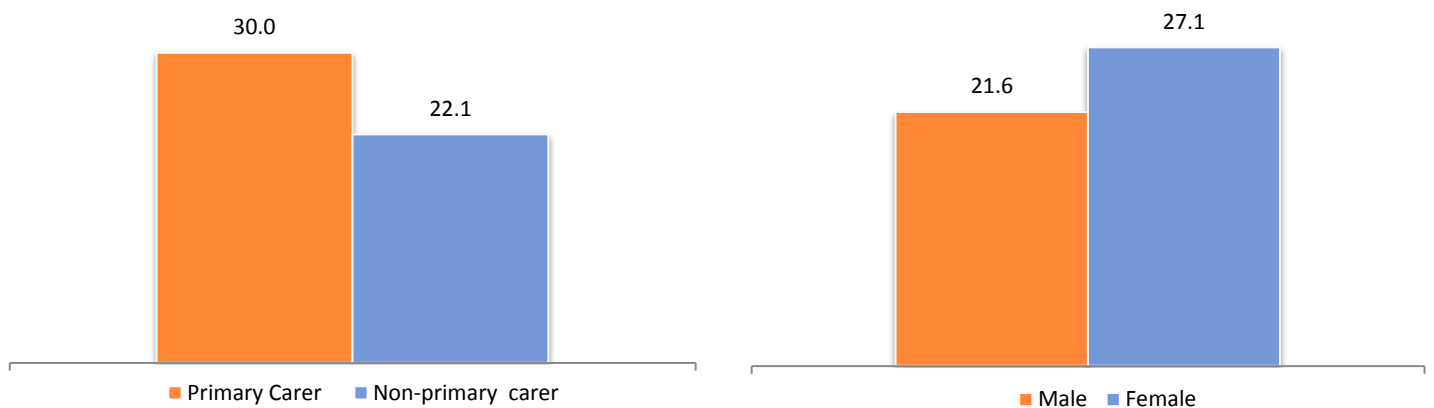
Overall, the Public sample respondents were more likely to select *neither agree or disagree* at a third of all responses (33.0%), compared to only a quarter (25.5%) of all the Census responses.

Table 36: Workplace Attitudes (Public) (%)

Public n=40113	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Total
Employees who work extra hours are more likely to get ahead	8.4	31.7	37.8	18.5	3.6	100
I feel comfortable speaking up if I am unhappy with my conditions at work	10.2	48.5	23.6	13.9	3.8	100
Employees who speak out about issues such as safety, are frowned on in the workplace	6.8	19.1	31.5	32.8	9.7	100
Senior management takes a genuine interest in improving conditions at work	10.9	36.6	34.5	13.0	5.0	100
My supervisor(s) take a genuine interest in improving conditions at work	13.4	44.2	29.5	8.7	4.1	100
Supervisors are concerned about preventing bullying and harassment in the workplace	15.3	40.3	33.0	7.6	3.8	100
Supervisors are concerned about preventing discrimination in the workplace	18.2	40.8	31.5	6.1	3.5	100
Senior Management is competent and has a plan for the future	14.7	38.8	33.7	7.4	5.4	100
I feel comfortable taking time off to meet my caring responsibilities	12.0	41.7	33.5	9.2	3.5	100
Having access to representation in the workplace is important to me	11.4	37.3	41.3	7.1	3.0	100

One in four (25.1%) Census respondents disagreed with the statement that they felt comfortable taking time off to meet caring responsibilities. A quarter (27.1%) of women and 21.6% of men felt uncomfortable taking time off and nearly a third (30.0%) of carers felt uncomfortable taking time off.

Chart 33: Uncomfortable taking time off for Caring by Gender and Primary Carer (%)



Financial Situation

Summary

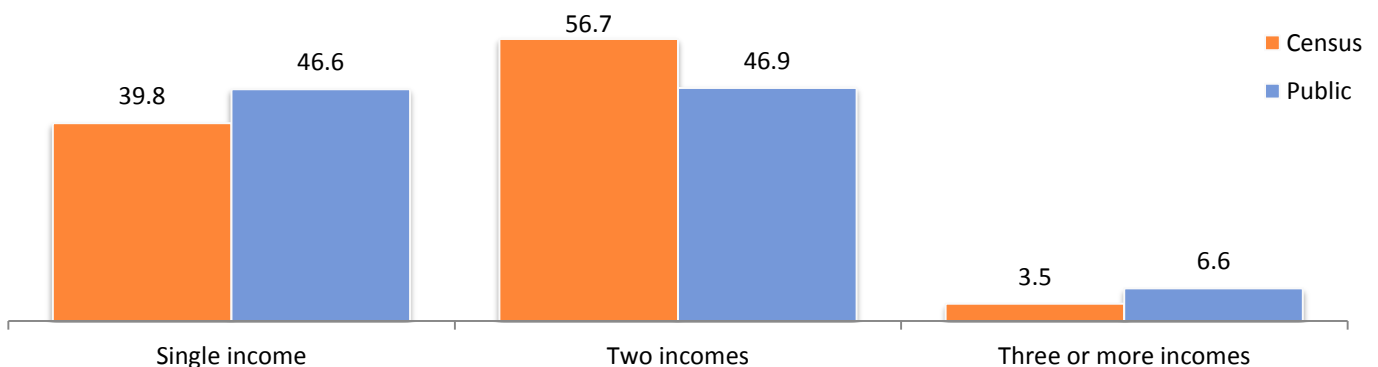
- The Census respondents were more likely to be in a dual income household (56.7% compared to 46.9%).
- The predominately union sample was more likely to be earning a higher income. The median annual income for Census respondents was between \$60,000 and \$80,000, for the Public respondents the median was between \$20,000 and \$40,000.
- In the Census sample men were more likely than women to be earning an annual income of over \$100,000.
- Nearly a quarter (23.6%) of the Census respondents said they were finding it *difficult* or *very difficult to get by* on their current household income. Close to a third (30.5%) of Public respondents said the same thing.
- Over a quarter (27.9%) of Census respondents in non-permanent work arrangements said that they were finding it *difficult* or *very difficult to get by*.
- One in five (21.6%) of Census respondents said they *regularly* or *fairly often* use their credit card to meet normal household expenses. And one in seven (14.0%) said that they *regularly* put off getting dental treatment to meet regular household expenses.
- Nearly half (46.0%) of Census respondents who are finding it difficult to get by said they *regularly* or *fairly often* used a credit card to meet expenses. A third (35.6%) had missed or delayed payment of a bill.

In addition to the specific work related questions, the Census also asked a series of questions about income, both individual and household and also asked about expenditure and financial stability. These questions were asked to all the respondents of both the Census sample and the Public sample, regardless of employment status.

Income

Over half (56.7%) of the Census sample said that their household was best described as having two incomes, with a third (39.8%) being single income households. In comparison the public sample had nearly the same proportion of single income (46.6%) and two income (46.9%) households.

Chart 34: Number of Incomes per Household (%)



Respondents were asked if they were the main income earner in their household, over half (58.1%) of the Census sample indicated that they were the main income earner. Just under half (47.9%) of the Public sample said that they were the main income earner. Respondents from the Census sample were more likely to indicate that they earned the same as the other earners in the household.

When the Census sample is analysed by gender, men were far more likely to be the main income earner at 71.3% compared to 50.9% of women. Both genders had a similar proportion reporting that they earned about the same 17.2% for men and 18.1% for women.

Table 37: Main Income Earner (%)

	Census n=41584	Public n=1020
Yes	58.1	47.9
No	24.1	38.2
We earn about the same	17.8	13.8
Total	100	100

Over two thirds (69.4%) of the Census sample earned \$80,000 or less annually, with the majority earning between \$40,000 and \$80,000. In comparison close to three quarters (73.7%) of the Public sample earned \$80,000 or below, with the majority of this group earning \$40,000 or less. This in part can be explained by the higher proportion of casual and part workers in the Public sample.

The median annual income for Census respondents was \$60,000-\$80,000, this was significantly higher than the median annual income for the Public sample at \$20,000-\$40,000. This difference can be also be partially explained by the union wage premium, that has union members earning on average 12.4% more than non-union members¹⁰.

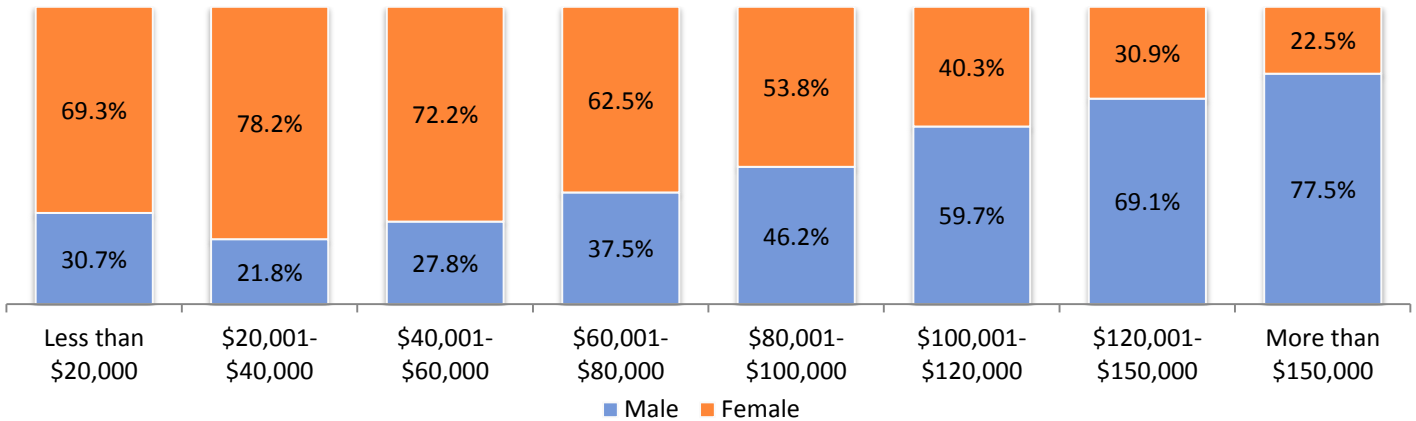
Table 38: Annual Income (%)

	Census n=41584	Public n=1020
Less than \$20,000	4.6	29.9
\$20,001-\$40,000	13.9	22.5
\$40,001-\$60,000	25.1	11.1
\$60,001-\$80,000	25.8	10.2
\$80,001-\$100,000	16.6	6.8
\$100,001-\$120,000	5.0	3.7
\$120,001-\$150,000	2.1	1.5
More than \$150,000	0.7	1.1
I would prefer not to respond	6.2	13.2
Total	100	100

When annual income is analysed by gender for the Census sample, it shows clear correlation between income and gender, as income increases so does the proportion of men earning that amount with men being more likely than women to be earning amounts over \$100,000.

¹⁰ ABS, *Employee Earnings, Benefits and Trade Union Membership* - 6310.0, Australia, 2010

Chart 35: Annual Income by Gender (Census) (%)



In addition to annual personal income, respondents were also asked about their annual household income. In contrast to the annual income results, the household income results are more evenly spread for both samples. A third (32.0%) of the Census respondents indicated that their household income was between \$60,000-\$100,000, in comparison the same proportion (31.1%) of Public respondents said that their household income was between \$20,000 -\$60,000 (Table 39).

The median household income for Census respondents was between \$80,000 and \$100,000, the median for the Public sample was less at between \$60,000 and \$80,000. According to the ABS the gross median household income for all private income households is \$90,584¹¹, placing the Census respondents in line with the overall population.

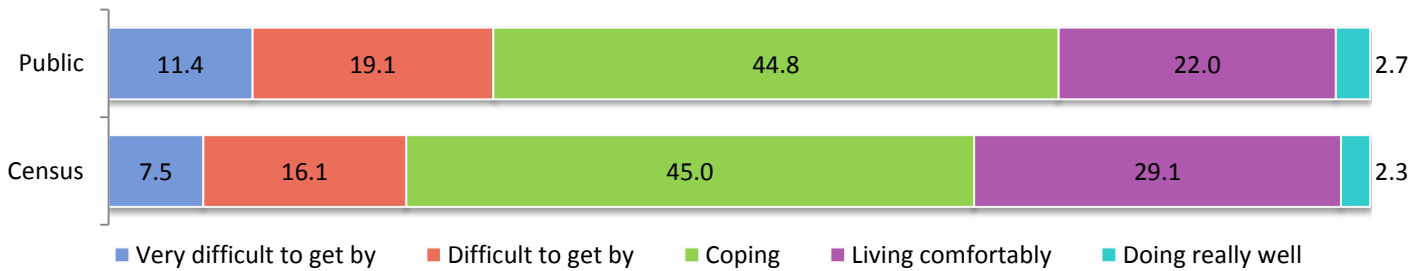
Table 39: Annual household income (%)

	Census n=41584	Public n=1020
Less than \$20,000	1.8	9.1
\$20,001-\$40,000	6.0	16.3
\$40,001-\$60,000	12.4	14.8
\$60,001-\$80,000	15.9	10.2
\$80,001-\$100,000	16.1	10.8
\$100,001-\$120,000	12.8	6.7
\$120,001-\$150,000	12.3	7.1
\$150,001-\$200,000	8.9	5.7
More than \$200,000	2.7	2.5
I would prefer not to respond	11.0	17.0
Total	100	100

Respondents were asked how they felt that they were managing on their current income, nearly a quarter (23.6%) of Census respondents said that they were either finding it *difficult* or *very difficult to get by*, close to a third (30.5%) of Public respondents said the same thing. However close to a third (31.4%) of Census respondents said that they were *living comfortably* or *doing really well*, compared to 24.7% of Public respondents, showing that union members are more likely to be getting by financially (Chart 36).

¹¹ ABS, *Household Income and Income Distribution*, 6523.0, 2009-10

Chart 36: Managing on Current Household Income (%)



When comparing those from the Census sample who are finding it *difficult* or *very difficult to get by* with those who say they are *living comfortably* some key differences emerge. Those *living comfortably* are more likely to have an annual household income of over \$100,000, to be married, to not have dependent children and to own their home (Chart 37 and Chart 38).

Chart 37: Household Income by Managing on Current Household Income (Census) (%)

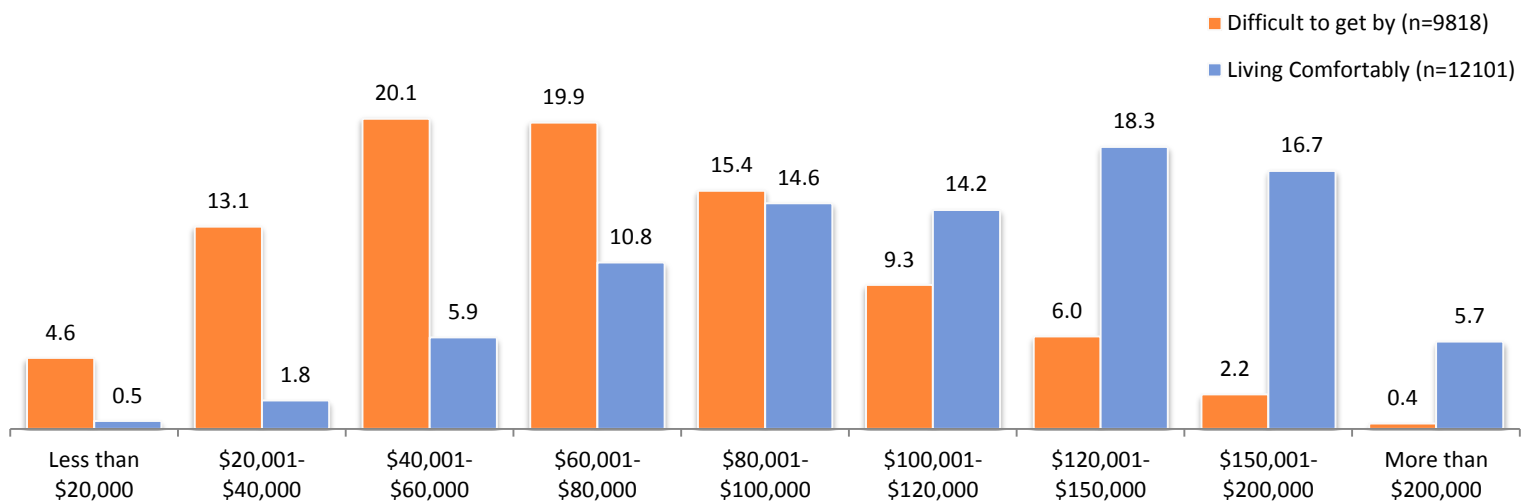
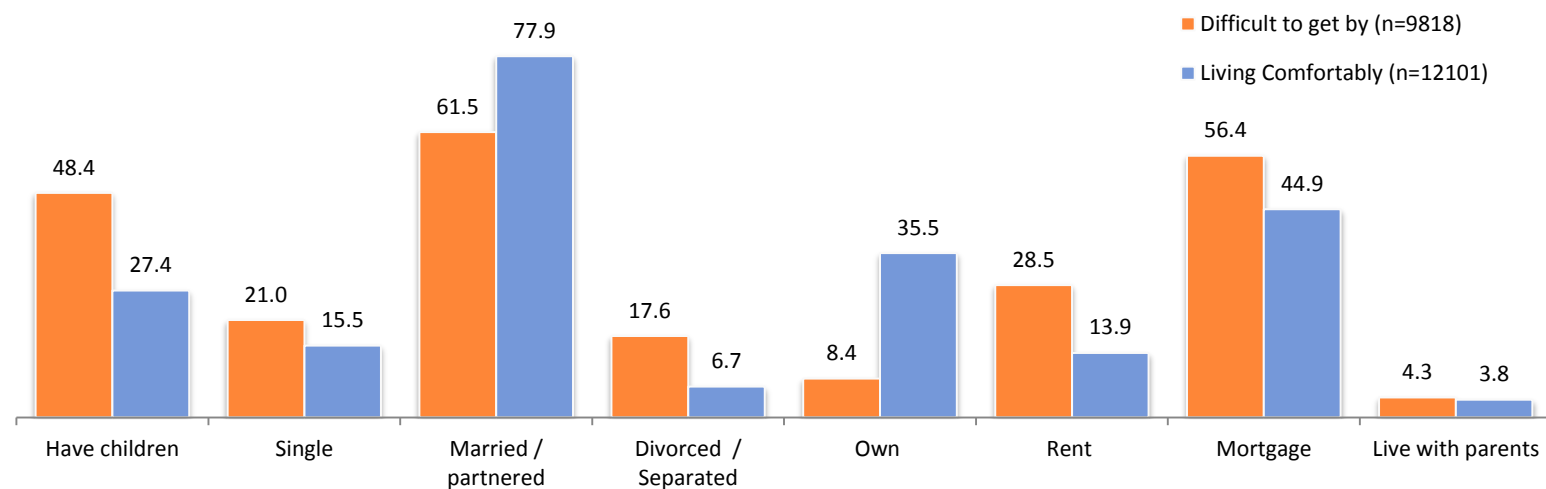


Chart 38: Demographics by Managing on Household Income (Census) (%)



Household Expenses

The main expenditure area of concern over the next 12 months for both the Census and Public samples was *gas and electricity costs* (52.4% and 60.5% respectively). The second most important area for Census respondents was *mortgage repayments and/or rent* at 44.8%, this however was not of significant concern to the Public sample respondents with under a quarter (23.1%) ranking this as an area of concern, this reflects the higher proportion of Census respondents who indicated that they had a mortgage. Public respondents were more concerned about *petrol and transport costs* and *food and groceries* (Table 40).

Table 40: Areas of expenditure (MR) (%)

	Census n=41584	Public n=1020
Gas and electricity costs	52.4	60.5
Mortgage repayments and/or rent	44.8	23.1
Petrol and transport costs	40.0	50.7
Food and groceries	31.7	38.4
Healthcare (excluding dental)	29.6	25.2
Water costs and rates	19.4	22.9
Dental care	18.3	15.6
Debt/loan repayments (other than mortgage repayments)	16.4	10.1
Primary/ secondary school education	6.8	5.5
Tertiary education	6.3	7.8
Phone and internet	5.5	8.0
Childcare	4.0	2.6
Other	3.7	2.6
Public transport costs	3.1	4.7

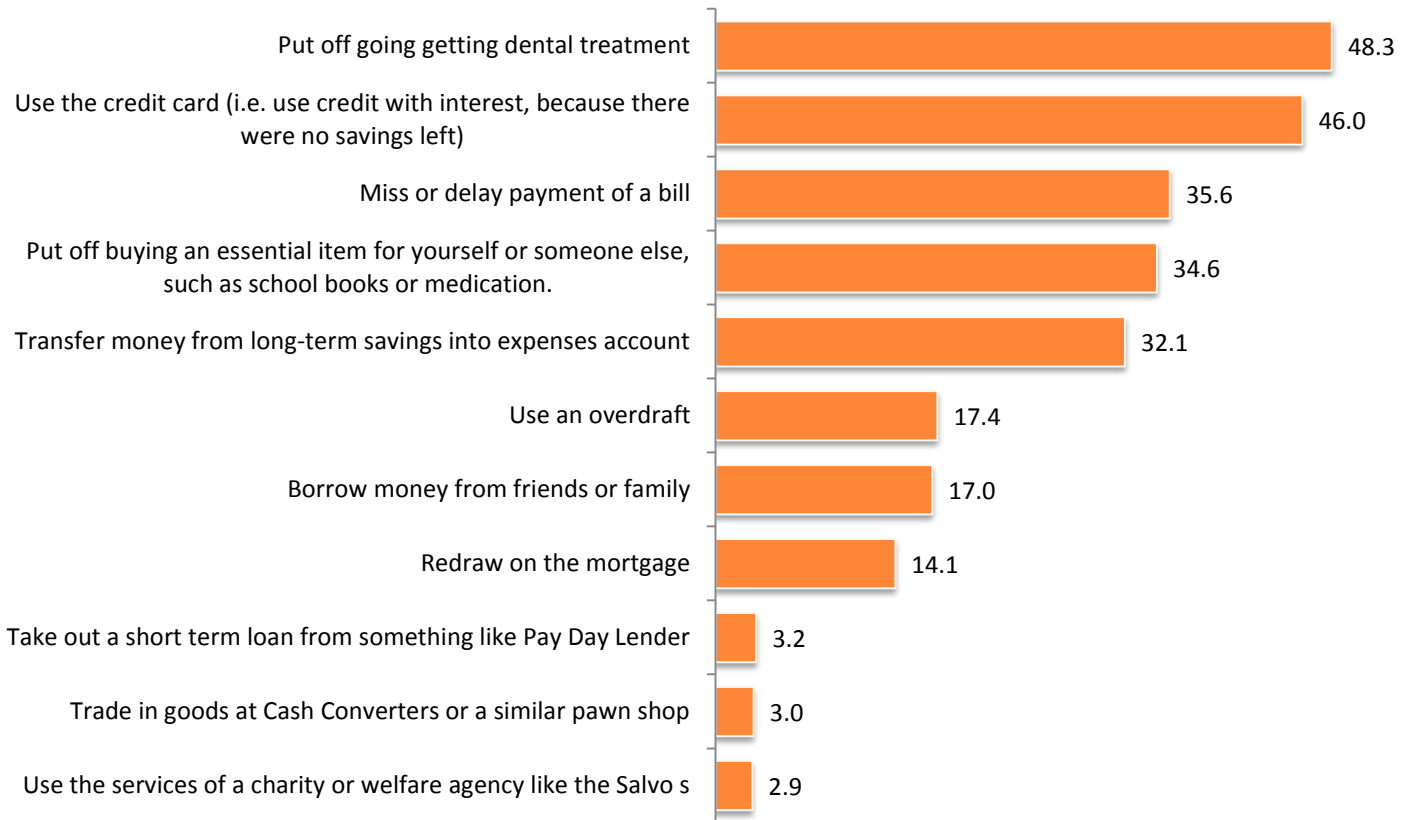
With the majority of respondents either coping or finding it difficult to get by, the survey also asked what measures, if any, respondents were or had previously taken to meet regular household expenses. For the Census respondents the action that was most *regularly* done was *put off getting dental treatment* (14.0%), this was closely followed by *use the credit card* (13.7%), a further 7.9% said they used their credit card *fairly often* (Table 41).

Two in five (42.4%) Census respondents said at least *sometimes* that they transfer money from a savings account in order to meet regular household expenses and nearly a third (32.0%) *sometimes* have to missed or delayed the payment of a bill in order to meet regular household expenses. The Public sample results are very similar, with *putting off dental treatment* (14.6%) and *using the credit* (11.3%) the most likely actions respondents said they took on a *regular* basis (Table 42).

These results show that many ordinary working Australians are often in tight financial circumstances that leave them unable to meet regular expenses comfortably.

For those Census respondents who said that they were finding it *difficult* or *very difficult to get by* on their current household income, their reliance on stop gap measures is higher than the overall sample. Close to half (48.3%) of these Census respondents indicating they *put off dental treatment* or *use the credit card* (46.0%) to meet regular household expenses and one in seven (14.1%) had *redrawn on their mortgage* (Chart 39).

Chart 39: Difficultly Coping and ‘Regularly’ or ‘Fairly Often’ taking measures (Census) (%)



When looking at the household expenses data for those Census respondents in non-permanent work arrangements, it is clear that this group is finding it harder than the overall sample. Over a quarter (27.9%) said that are finding it *difficult* or *very difficult to get by* on their current household income. While one in five (20.6%) *regularly* or *fairly often* have to *transfer money from savings* to meet regular expenses and one in ten (11.8%) said that had to *regularly* or *fairly often* *miss or delay payment of a bill*.

Financial stress was also more of a factor for younger workers, with those under the age of 25 and living out of home. This group of ‘insecure youth’ were more likely to rank housing costs as an area of concern, 53.2% compared to 44.8% for the overall Census sample. While over a quarter (27.7%) of these younger workers said they were finding it *difficult* or *very difficult to get by*.

Table 41: Measures taken to meet Household Expenses (Census) (%)

Census n=41584	Never	Hardly ever	Sometimes	Fairly Often	Regularly	Not applicable/ I prefer not to respond	Total
Use the credit card (i.e. use credit with interest, because there were no savings left)	43.0	10.8	20.8	7.9	13.7	3.8	100
Use an overdraft	72.0	6.2	7.4	2.8	5.3	6.3	100
Redraw on the mortgage	64.1	8.0	12.5	3.0	3.9	8.6	100
Transfer money from long-term savings into expenses account	40.0	10.7	26.4	8.4	7.6	6.9	100
Borrow money from friends or family	68.8	9.8	12.8	2.6	2.9	3.1	100
Miss or delay payment of a bill	51.1	14.7	19.6	6.1	6.3	2.0	100
Take out a short term loan from something like Pay Day Lender	90.8	2.3	1.8	0.5	0.6	4.1	100
Trade in goods at Cash Converters or a similar pawn shop	89.8	3.0	2.6	0.4	0.5	3.7	100
Use the services of a charity or welfare agency like the Salvos	90.8	2.3	2.3	0.4	0.6	3.6	100
Put off going getting dental treatment	47.1	8.3	20.8	7.3	14.0	2.6	100
Put off buying an essential item for yourself or someone else, such as school books or medication.	55.9	12.5	17.7	4.9	6.7	2.4	100

Table 42: Measures taken to meet Household Expenses (Public) (%)

Public n=1020	Never	Hardly ever	Sometimes	Fairly Often	Regularly	Not applicable/ I prefer not to respond	Total
Use the credit card (i.e. use credit with interest, because there were no savings left)	47.0	10.3	17.5	6.2	11.3	7.8	100
Use an overdraft	69.3	6.2	7.1	2.0	3.2	12.3	100
Redraw on the mortgage	64.5	5.8	9.0	2.0	2.4	16.4	100
Transfer money from long-term savings into expenses account	39.7	12.3	23.0	8.0	7.5	9.4	100
Borrow money from friends or family	62.3	9.6	15.8	3.3	3.7	5.3	100
Miss or delay payment of a bill	53.5	14.4	18.2	5.2	5.0	3.6	100
Take out a short term loan from something like Pay Day Lender	83.8	3.0	4.2	1.3	0.8	6.9	100
Trade in goods at Cash Converters or a similar pawn shop	80.3	4.5	6.4	1.4	1.3	6.2	100
Use the services of a charity or welfare agency like the Salvos	80.6	5.2	5.9	1.4	1.7	5.3	100
Put off going getting dental treatment	46.5	8.0	18.0	7.6	14.6	5.2	100
Put off buying an essential item for yourself or someone else, such as school books or medication.	52.7	11.4	18.5	6.6	7.0	3.8	100

The Insecure Youth

Generation Y under labour market and financial stress

Sometimes being young doesn't mean being carefree. This group of workers are under the age of 25, employed and living out of home, there were 899 of them in the Census results. Many of these younger workers are feeling the brunt of a shift towards more insecure or non-permanent forms of work as well as feeling the rising cost of living and housing.

Their working lives are often insecure and unstructured:

- 34.8% are in a form on non-permanent work arrangements (casual, fixed term contract or temporary/labour hire)
- 16.3% are currently working two or more jobs.
- A third (33.8%) work on a part time basis.
- Over one in ten (13.7%) work an irregular schedule.
- Nearly a third (32.8%) said they had attended work while sick because they wouldn't be paid if they took a sick day;
 - 25.9% had attended work while sick because they were worried they would not be offered another shift/more work.

However this insecure and temporary employment pattern is not always a choice:

- Of those paid to work less than 35 hours per week;
 - 48.4% do it because they study.
 - 15.2% because they could not find full time work.
- A third (36.7%) would like to work more paid hours.
- Over a quarter (27.9%) said one of their top two industrial issues was having a greater say/certainty about the hours they worked.

The often heard view that younger workers are not reliable or committed to their work is challenged by this group of workers:

- Over half (58.7%) have been in their current job for between 1-5 years.
- Half (50.4%) said they regularly work additional hours;
 - 47.0% of them receiving no compensation to do so.
- Main reasons for working the additional hours;
 - 'So I can get all my work done' (49.0%)
 - 'There is a lack of staff and excess workload that I work extra hours to complete' (43.9%)
- The majority (75%) said they were not currently look for work, the main reasons for staying in their job were;
 - 'The work is interesting and enjoyable' (37.3%)
 - 'It offers a good career path' (34.7%)

Financial pressures were a significant issue for many of these younger workers:

- Nearly three quarters (74.0%) rent;
 - 33.3% alone or with a partner.
 - 40.7% with another adult/s.
- Three out of five (61.5%) said that one of their top two industrial issues was a wage rise;
 - One in ten (9.1%) had never received a pay increase.
 - 22.2% said there was no set pattern to their pay increases.

- 27.7% said that they were finding it difficult or very difficult to get by on their current household income;
 - Nearly half (48.7%) had an annual household income of less than \$60,000.
- The top three areas of concern for expenditure were the basic necessities;
 - Over half (53.2%) were concerned about housing costs, rent or mortgage payments.
 - 43.2% were concerned about petrol and transport costs
 - Two in five (39.5%) were concerned about food and grocery costs.
- Many were also relying on stop gap measures regularly or fairly often to meet normal household expenses;
 - A third (32.0%) had transferred money from savings.
 - 30.5% had put off getting dental treatment.
 - One in five (21.3%) had used a credit card.

The labour market and financial stress being experienced by these younger workers, also shows through in the issues they highlight as being most important to them and the country:

- The following issues were the ones this group of workers was most likely to rank in their top three;
 - Housing affordability and cost of living (59.5%).
 - Wages and conditions for workers (40.3%).
 - The quality of education, including adequate funding to public schools (38.5%).
 - Funding to and the quality of healthcare (34.7%).
 - Good secure jobs (20.7%).

These young workers are feeling under stress and insecure not only in their work but also in their financial situation, a small selection of their comments below communicates this experience.



I'm 24 and since the age of 16 I have worked casually for various companies while studying. This is the first time I am working for a company that does not pay: A) award rates, and B) penalty rates for public holidays. I feel disillusioned because my workers' rights have gone backwards since I started working.

I work in 3 different casual jobs, 2 of which are through different labour hire companies. Some weeks I work nearly 60hrs, others only 7.5hrs or not at all. I enjoy construction work, yet local builders only want workers on ABNs which I refuse because it's illegal and immoral. I also have experience as a short-order cook but restaurants and fastfood joints will hire teenagers instead of me, even for the most menial of kitchen duties. I might have very slow weeks but I'm exhausted and my health is suffering from the constant stress of uncertainty. I recently injured myself outside of work and have no sick leave. Once I recover I fear that declaring an injury will mean I'm discriminated against when applying for jobs. Queensland is meant to be booming but it certainly isn't for me.

Temporary contracts for New Graduate RNs are awful, many people have to relocate for their job but have no security in 12 months as to whether they maintain their position or relocate for a new job.

As a young person of Victoria, I feel that at this time, it would be virtually be impossible to buy a house and this is very daunting as I do not want to rent for the rest of my life but I do not see how with the amount of money I earn and the cost of living could support mortgage repayments.

I feel that being a full-time student, and a casual worker my hours I work are not working for me. My work is not responding to me when I ask for less hours, instead they try to black mail me to work by saying that if I don't do the hours I won't get shifts next week. I don't feel secure in this job even though I have been there for so long. I feel the work is looking out for themselves rather than employees. I feel if I wasn't a part of the union they would fire me straight away and hire someone else. However I do suggest that the union do something about this like trying to make a deal between employers and student employees.



Issues

Summary

- The most important issue facing respondents and in their opinion the country was housing affordability and cost of living (41.7% Census and 48.2% Public).
 - One in five of Census and Public respondents (19.0% and 22.1% respectively) said that having good secure jobs was one of the issues they ranked as important to them and the country.
 - For Census respondents *managing the economy to maintain a budget surplus* was the least important issue (6.4% nominating this as important).
 - Census and Public respondents supported the union movement campaigning on industrial issues and also on other important issues such as economic management, health and education funding and cost of living.
 - 96.6% of the Census sample and 78.5% of the Public sample support union campaigning for wages and conditions for workers. Even the predominantly non-union sample agrees that unions should be campaigning on these issues.
 - A majority of both samples also agree unions should be campaigning on managing the economy in the interests of working people (84.0% Census and 69.0% Public).
-

Important Issues to Respondents and the Country

All respondents were asked to select from a provided list up to three of the issues they regarded as most important to them and the country. The most important issue for both the Census and Public sample was *housing affordability and cost of living* (41.7% and 48.2% respectively).

For the Census sample this was followed by *quality of education, including adequate funding for public schools* (38.5%) and *funding to and the quality of healthcare* (37.0%). The Public sample swapped these two issues around with healthcare at 44.7% and education funding at 28.2%.

Both groups also had a high proportion of respondents who viewed wages and conditions for workers, good secure jobs and managing the economy in the interests of working people as important issues to them and the country.

Table 43: Important Issues (MR) (%)

	Census n=41584	Public n=1020
Housing affordability and cost of living	41.7	48.2
The quality of education, including adequate funding for public schools	38.5	28.2
Funding to and the quality of healthcare	37.0	44.7
Wages and conditions for workers	30.5	21.3
Addressing climate change	24.1	12.9
Good secure jobs	19.7	22.1
Managing the economy in the interests of working people	19.5	22.2
Superannuation and retirement incomes	17.9	19.7
Funding to and quality of public infrastructure	16.6	17.4
Workers' rights	14.2	7.5
Funding to and quality of public services	12.5	9.6
Addressing and preventing bullying, harassment and discrimination	9.6	9.7
Investing in local industries	8.3	9.7
Managing the economy to maintain a budget surplus	6.4	14.7

Support for Union Campaigning on Issues

Respondents were asked to evaluate the same list of issues on the extent to which they agreed the union movement should be involved in campaigning on these issues. For both the Census and Public samples the top three issues that respondents agree that unions should be campaigning on are wages and conditions for workers, worker's rights and good secure jobs (Charts 40 & 41).

For the Census respondents the only issue that half or more did not agree that unions should be focusing their campaigning efforts around was *managing the economy to maintain a budget surplus*. This was also the issue that Census respondents ranked of least importance to them and the country.

These results show that regardless of union membership a strong majority of Australian workers believe that the union movement should be campaigning on the key issues of the day that are important to them, including wages and conditions, good secure jobs, worker's rights, bullying and harassment, superannuation, healthcare, education and managing the economy for working people.

Chart 40: Union Campaigning (Census) (%)

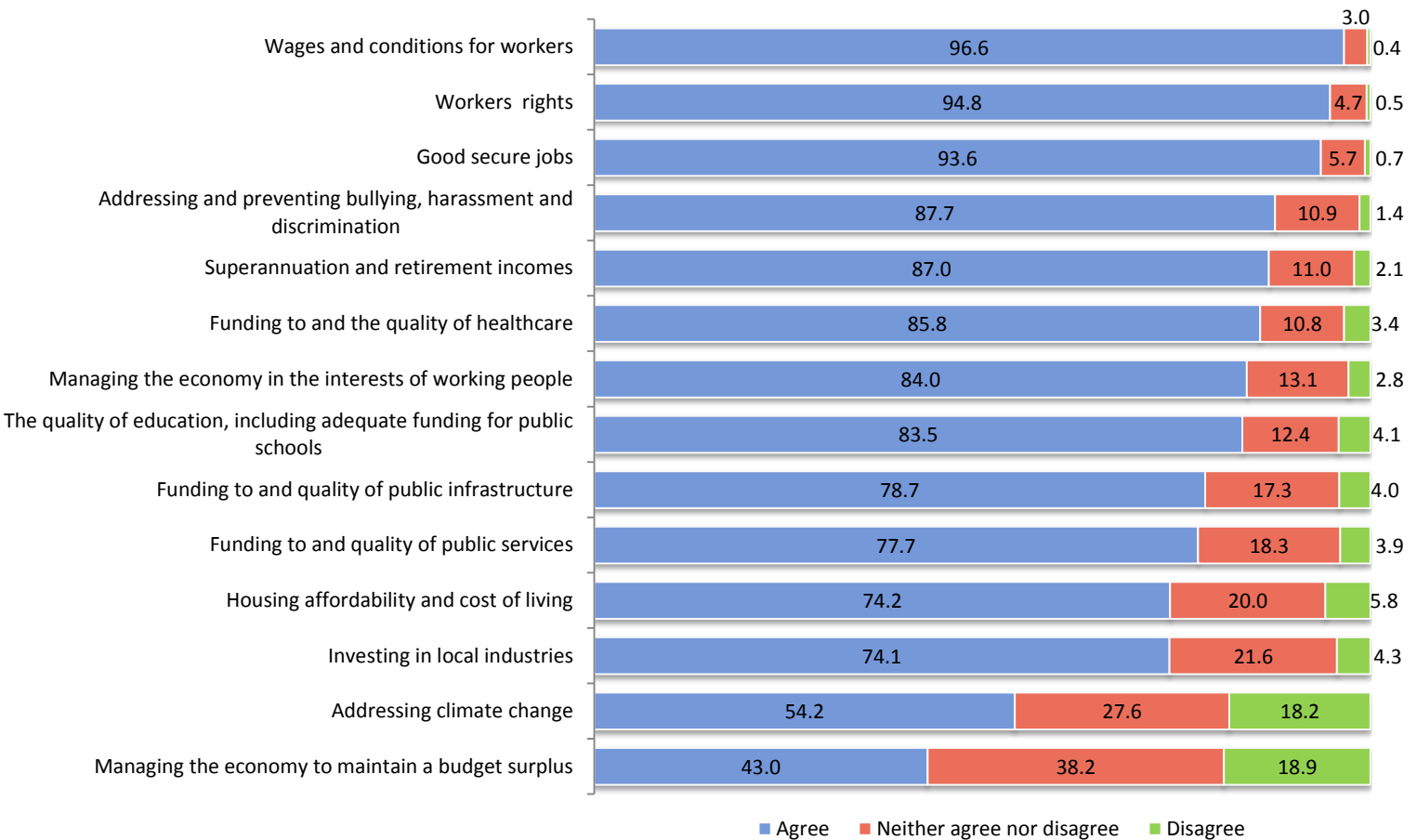
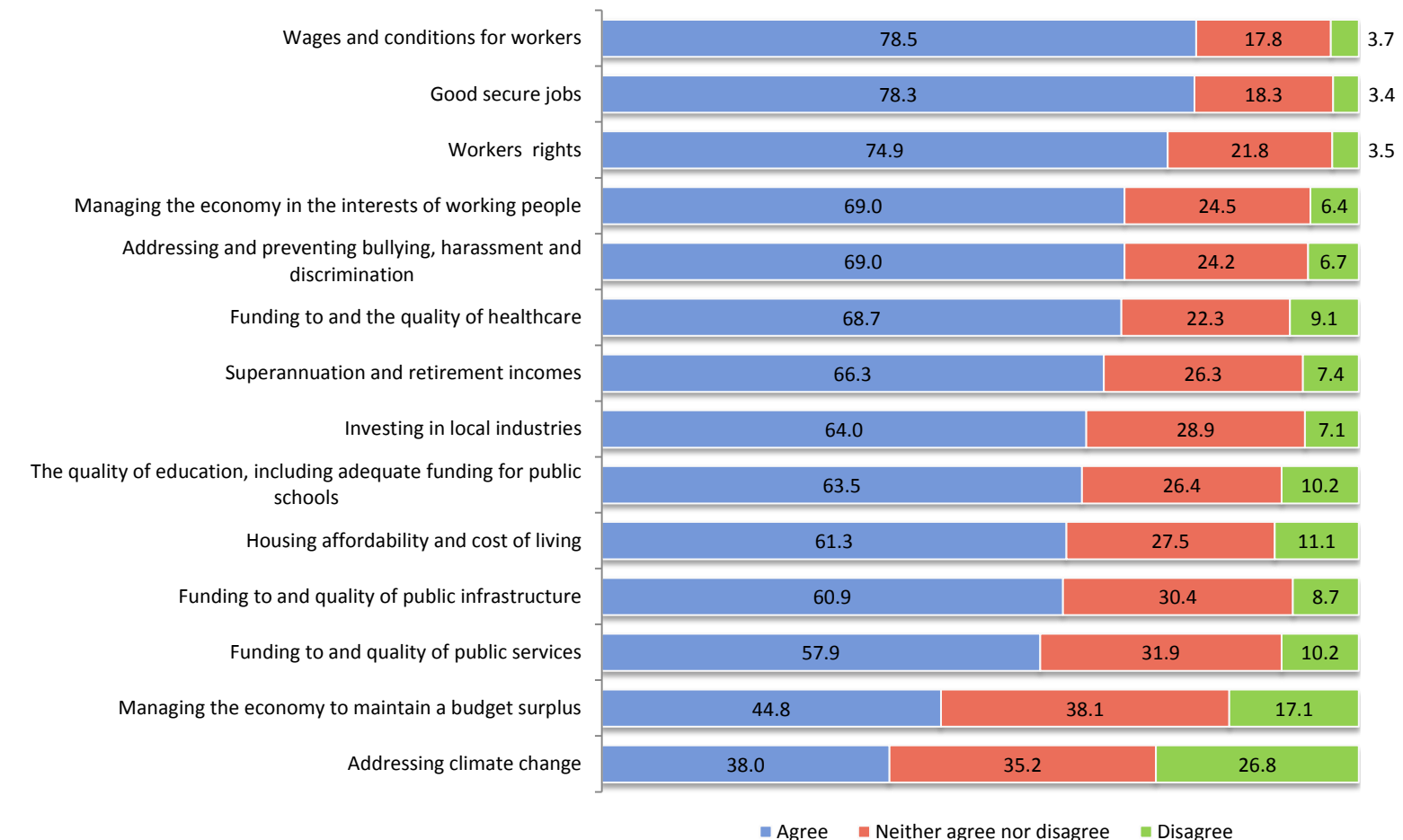


Chart 41: Union Campaigning (Public) (%)



Final Comments

At the end of the Census respondents were asked if they had any other comments, thoughts, ideas, experiences you would like to share. Below is a very small selection of the wide ranging and insightful comments that were received:



Just to say that union membership gives me a sense of security should I encounter a need to seek advice and support about work conditions. As a single income earner with a child I struggle to pay the yearly membership, but am not willing to be without union support.

The casualisation of the Australian workforce continues to seriously diminish the quality of life in Australia. Many Australians don't know if they will have work from one day to the next. The effect on single people, as well as families, is leading to any number of social problems. For nearly three decades one concession after another has been given to Australian employers. It's high the balance was redressed. Publicising the effects of the casualisation of our work force should be a union priority.

I'm a privileged worker, but many in my industry are in exploitative, short-term contracts - the discrepancy between permanent work and short term work is very destructive.

I feel worker have to work more together, if they don't over the years the stronger will get stronger and the weak will be ill paid.

I am disappointed that non-union members do not understand the benefits the union provides in brokering work place agreements but enjoy the benefits. I wish they had to bargain themselves with employers.

Unionism should be portrayed in a better light through the media and its history and achievements promoted. It should be a thing of pride to belong to a union and it should be more visible and encouraged in the workplace.

I have worked in a country where unions are illegal. The abuses of workers there are horrendous - across the board - from labourer to professional. Unions play a critical role in balancing power relations in the workplace, and we should fight to ensure that their position is not eroded in Australia.

I strongly think there should be more job security as after being made redundant in three jobs (long term services first was 8 years, second was 15 years and last job was 5 years). I now don't trust any company and feel it doesn't matter how loyal you are to a company if they want to get rid of you they will. We had one female at our workplace she went overseas on holidays when she came back the girl that was doing her job was made permanent and the one who went on holidays came back and was made redundant so I now feel I can't go on holidays in case this happens to me.

The survey made me realise how fortunate I am in this global economic climate. Thanks.

Education, education of our young people should be a major priority. Whether it is through apprenticeships, or university our young hold the key to the future. Our future resource lies in the capability of our young to be able to be at the cutting edge of a rapidly changing world. We should be endeavouring to lead the countries of the world with our technologies and smart young.

Giving workers and average Australians a voice and a medium in which to express their concerns and experiences is very important.

It's about time and I am very happy that I and others can have a say. I hope people do this survey. 10/10 to you all for doing this.





Bullying in the workplace is on the increase by managers and supervisors at all levels. In the public service, good secure jobs are being replaced by short-term insecure contracts which do not allow people to plan their lives or commit to borrowing to purchase homes.

I would like to see a proactive campaign on workplace bullying, and more active education in the workplace. I think some of the supervising and management reporting arrangements allow bullying to go on unseen. For example there could be an annual session for staff to provide feedback to senior management about a managers performance.

Life in general is getting harder for many including myself and my family. Getting by is harder, even with a job. I feel as though I may have to rent for the rest of my life because I won't be able to afford to buy a house, even with a full-time job.

I have been working for the past 36yrs, paying taxes all the way, having 4 years off to have one child (during these 4 years studying at university and repaying all the debt at the end of study). I'm still struggling to make a home for my child and myself. Renting is a way of paying off some else's home, I really feel that I have worked hard and deserve a shot at home ownership, but feel discriminated against because I am a single income earner with many responsibilities that I take full responsibility for, without relying on the taxpayer. Thanks for the survey-great idea!

In this job I am happy and enjoy my work however I feel from the qualifications and experience I should get more pay and I think the social work sector is generally underpaid and doing the hard work at grass roots levels. I do not want to leave this work but for a higher wage the day may come where I am tempted to go for more managerial work - which is not what I want to do necessarily

We need to have a strong economy and we also need to ensure EVERYONE has the same fair treatment and not get left behind. I see every day in my industry (courier) people who are treated as second class because they are desperate.

I reckon we should do this kind of survey very often.

The union is a greatly undervalued resource in our community. Most people who aren't in a union enjoy the collective bargaining agreement riches, without joining the union themselves. I have personally used the legal representation afforded to me as a union member and had a favourable outcome in the last 12 months, so I am very appreciative of their services.

If wages and conditions in workplaces are poor, you create a situation where workers may need to work multiple jobs to afford the cost of living and raising a family, providing decent education for their children etc, this then creates an increasingly overworked workforce who have increased health problems due to the hours, lack of downtime/sleep, increased stress etc, which leads to an ever increasing health care cost to the government. The moral to the story is, if workers are happy, safe + paid enough that they can afford adequate housing and good food and provide for their families and will be able to continue working for many many years, the government will save money that would otherwise be spent on health care and replacing workers whose health deteriorates well before retirement age.

Having been a volunteer for the past 9 years...it is obvious that the community would be the poorer were it not for the contribution made by the thousands who daily volunteer their time and skills in some way.

Thank you for the opportunity to express some of my thoughts and aspirations. Hopefully there may be some positive outcomes.

I want to work and earn a better living, contribute to the education and development of my children and contribute to my country. Thanks.



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