

## Index

Aboriginal and Torres Strait Islander people, 184, 185 absenteeism, 122, 149, 151, 166, 184, 214 African Regional Organization (ITUC-AF), 58 Age Discrimination Act 2004, 7, 150, 188 agency workers, 38, 192, 196, 197, 206 agriculture, 106 airline industry, 17, 53, 90, 159 alcohol and drug testing ACTU stance, 168-9 BHP Pilbara case, 169 and employee privacy, 167 fitness for duty, 168 non-discriminatory testing regime, 169 related debates, 166, 167, 168-9 South Blackwater Coal case, 169 substance abuse dangers, 166 Alien Tort Claims Act 1789 (ATCA), 65, 75 - 7All-China Federation of Trade Unions (ACFTU), 58 alternative dispute resolution (ADR), 141 amalgamations of unions, 49 ACTU strategy, 48-9 and decline in trade union membership, 52 American Civil Liberties Union, 166 American Federation of Labor and Congress of Industrial Organizations (AFL-CIO), American Regional Organization (TUCA), 58 annual leave, lack of rights to, 39, 96 annualised working hours, 214-15 Ansett, 159 ANZSIC (Australia and New Zealand Standard Industry Classification), 29 arbitration system, 53 and AIRC, 140-1 conciliation and, 82, 84, 125 Conciliation and Arbitration Act 1904, Conciliation and Arbitration Commission, 139-40 Fair Work Australia, 141-2 remnant of, 90 and servicing unionism, 52-3 asbestos, 56 see also James Hardie Company audits automotive industry, system in, 243-4 cleaning services, 193 components manufacturers, 241, 243, 244

Australasian Meat Industry Employees' Union (AMIEU), 56 Australia agriculture, 14, 153, 176 casual employment, 192, 193, 215 employment rights awareness, 198 female workforce participation, 180-1 Indigenous Australians, 184-5 part-time employment, 216 people with disabilities, 186 post-war migration, 178-9 private vs public sector employees, 193-4 reduction of workplace conflict, 148 retail and hospitality, 217 social inclusion/exclusion, 213 social security system, 14 union membership, 127-8, 130 work-related stress, 200 Australia, economy end of post-war boom, 14-16 financialisation and risk, 21-4 Global Financial Crisis, 5, 13 globalisation, 4, 5, 13-14, 18-19 labour market/market efficiency, 19-21 neo-liberal shift, 16-21 reforms, 15-16 Australia, employment regulation, 82, 92 deregulation of, 84 disadvantaged groups, 96-7 Forward with Fairness policy, 85 general protections and adverse action, 92-3 individual agreements, employer-employee, 93-6 state intervention, 82-3 unfair/unlawful dismissal, prohibition of, see also Fair Work Act 2009, bargaining regime; international employment regulation Australia, workplace relations, 268-9, 273 development of, 138-42 dispute settlement, 272-3 employee voice, 271-2 employment model, 269 female employment, 274-5 precarious employment, 273-4 role of unions in workplace conflict, 153 terminological significance, 2-3 wage dispersion and inequality, 274 workplace conflict, 149-51 workplace health and safety, 273 see also individual entries Australia-US free trade agreement (AUSFTA), 71, 72 Australian Building and Construction Commission, 51

of ethics, 112



INDEX

Australian Bureau of Statistics (ABS) Australian Institute of Health and Welfare (AIHW), 229, 231 Census of Population and Housing, 125 Australian Capital Territory (ACT), 99 Australian Labor Party (ALP), 52, 72, 73, 85, OHS laws, 98-9, 203 106, 140, 227, 260, 275 workplace surveillance laws, 164-6 Australian Licensed Aircraft Engineers Australian Chamber of Commerce and Association (ALAEA), 53-4 Australian Manufacturing Workers Union Industry, 51, 187 Australian Constitution (AMWU), 55, 56, 117 section 51(20), 84 Australian Mining and Metals Association, 51 section 51(21), 141 Australian Municipal, Administrative, Clerical section 51(35), 82, 86, 138, 153 and Services Union (ASU), 159 Australian Council of Trade Unions (ACTU) Australian National Audit Office (ANAO), amalgamations, strategy of, 48-9 257, 263 Australian Nursing Federation (ANF), 50 evolution of, 48 OHS survey, 205 and Bracks-Brumby governments, 230-3 policy framework, 2009, 62 industrial campaign, Victorian branch, 54, Prices and Incomes Accord, 241 231 - 3representation in ILO, 48 membership, 50, 226 role of, 48 VHIA vs, 231, 232, 233 US organising model, 271 Australian Parliament, 82 Australian dollar, floating of, 4, 11, 13, 19, and Australian Workplace Agreements, 93 Forward with Fairness Policy, 85 106, 175 Australian Education Union (AEU), 50 ministerial roles, 52 Australian employment model power to make dispute-settlement laws, 82, causal work, 38-9 union officials' move into, 52, 72, 85 Esping-Andersen's analysis, 27-9 growth in services, 31-4 Workplace Relations Act 1996, 83 income inequality and pay dispersion, 40-3 Australian Public Service (APS), 253 APSC surveys, 254-5, 257-8 incomplete female revolution, 31-4 low-paid work, 35–8 Bargaining Framework, 260 and neo-classical economic theory, 27-9 capability/capacity building, 257-8 services economy in developed nations, challenges in changing environment, 255-6 emergence of, 29-32 cost cutting, 262 see also precarious employment customers, rhetoric of, 256 Australian Fair Pay and Conditions Standard decentralisation policies, impact of, 260-2 (AFPCS), 84, 90, 91, 93 Department of Human Services, 265 devolution and wage setting, 258-60 Australian Government Employment Bargaining Framework, 260 enterprise agreements, negotiation of, 260 Australian Human Resources Institute Hawke government, operations under, 258-9 (AHRI), 108 HR Pulse Research Report (2007), 113 Howard government reforms, 258-9 Australian Industrial Relations Commission major reforms, four-year 'roadmap', (AIRC), 53 259 - 60ANF case, Victorian branch, 91-2 Moran Report, 258 Business Council of Australia against, 139 'One APS' vision, 260-2 caseload 2008-2011, 143, 144-5 policy-making, 255 cases involving internet abuse, 160-2 private sector management practices, 256 decentralisation steps, 107, 140 programs and services, 253-4 Enterprise Bargaining Principle, 107 Service Delivery Reform program, 264-5 staff, demographics 1600, 200 HR Nicholls Society's criticism of, 139 Howard government and, 141 and technology, 218 modern awards, 91 work intensification and stress, 262-4 test cases, 90, 97 Work Management System, 265 unfair dismissal cases, 144-7 workforce planning, 257-8 and Workplace Relations Act 1996, 53, 140-1 workforce risks, 257



INDEX

Australian Public Service Commission	see also harassment
(APSC), 260, 261, 263	Burma
Australian Services Union v Ansett, 159	ILO against, 67, 70
Australian Taxation Office (ATO), 254, 261	Unocal Corporation, 77, 79–80
Australian Worker Representation and	Bush (Sr) presidency, 6
Participation Survey (AWRPS), 122,	attacks on ATCA, 77
125, 128, 129, 134, 270	government borrowing, 6
Australian Workplace Agreements (AWAs)	Business Council of Australia (BCA), 2
abolition of, 51, 85, 86, 93, 100, 260	Employee Relations model, 2
APS agencies and, 260, 261	Enterprise Based Units – A Better Way of
features of, 93	Working, 140
Howard government, 83, 84, 140, 259	Towards an Enterprise Based Industrial Relations System, 139
opposition to, 93, 95, 260 Rudd government, 51, 260	and union membership decline, 50
Australian Workplace Industrial Relations	and union membership decime, 50
Survey (AWIRS), 109	call centres, 50
Autoliv, 239, 241	casual employment, 50, 193
automotive industry, 239	Medicare Australia, 135
Australia, 240, 241	monitoring and surveillance, 156,
Autoliv, 239	157, 171
components companies, 240–1	non-unionisation, 50, 272
Futuris, 246–50	Canada
production centres, 239–40	female workforce participation rate, 182
TI International, 241	GDP, 253
Automotive, Food, Metals Engineering, Printing	low-paid workers, 35, 37
and Kindred Industries Union v Visy	OHS risks/outcomes, 197, 203
Packaging Pty Ltd (No. 2), 205	overseas-born workers, 179
autonomy, 157, 164, 172, 204, 226, 247	capability-building, 257–8
award safety net, 85, 90-1, 96	capital
	flow of, 13, 21
Barclay v Bendigo TAFE 2011, 92	globalisation of, 57, 60, 64
bargaining in good faith, see good-faith	capitalism
bargaining	GFC, 175, 177
Batterham v Dairy Farmers Ltd, 159	inequalities, 64
Baumol's productivity disease of services, 33,	models of welfare, 27–9
35, 37, 43, 44	'stakeholders', 29
Belgium	substitution for labour, 30, 41, 237
flexible working arrangements, 214	types of, 28
screening for work-related stress, 207	case studies
better off overall test (BOOT), 87, 94, 96, 99	Futuris, 246–50
BHP Pilbara case, 169	Holden Ltd, 116–17
bilateral trade agreements	Medicare Australia, 135–6
ACTU and, 73	Semco, 172–3 Unocal, 79–80
Australia–United States, 72	Casemix funding, 227, 228, 229, 236
Chile–Singapore, 72 EU, 71	
US, 71–2, 73–4	casual work/workers Australian case, 38, 44
USTR consultation/regulation, 73	award clauses, 39
blue-collar jobs, 180, 183	dismissal of, 147
Building and Construction Improvement	employment by gender, 39–40
Act 2005, 51	employment growth, 38–9
Building and Construction Industry	female workforce participation, 182,
Improvement Amendment (Transition	188, 270
to Fair Work) Act 2012, 51	German case, 39
bullying, workplace, 92, 149, 150, 151, 154,	lack of benefits, 182
158	monitoring and surveillance, 158



INDEX

OHS risks, 196 regulation of, 96–7 retail and hospitality, 217, 218, 222, 223 cattle exports, 56 Centrelink, 261, 264 creation of, 264 Chartered Institute of Personnel and Development (CIPD), 110 Chevron, 77 child care cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264	
cattle exports, 56 Centrelink, 261, 264 creation of, 264 Chartered Institute of Personnel and Development (CIPD), 110 Chevron, 77 child care cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Rehabilitation Service Australia (CRS), 264  cetertralisation policies, 3 ACTU, 241–2 AIRC's concerns, 107, 140 APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
cattle exports, 56 Centrelink, 261, 264 creation of, 264 Chartered Institute of Personnel and Development (CIPD), 110 Chevron, 77 child care cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  decentralisation policies, 3 ACTU, 241–2 AIRC's concerns, 107, 140 APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Centrelink, 261, 264 creation of, 264 Chartered Institute of Personnel and Development (CIPD), 110 Chevron, 77 child care cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  decentralisation policies, 3 ACTU, 241–2 AIRC's concerns, 107, 140 APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
Creation of, 264 Chartered Institute of Personnel and Development (CIPD), 110 Chevron, 77 child care cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  ACTU, 241–2 AIRC's concerns, 107, 140 APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 9 specific resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology (DRGs), 227	
Chartered Institute of Personnel and Development (CIPD), 110  Chevron, 77 child care     cost of, 35, 275     equal sharing of responsibilities, 31     and female workforce participation, 181–3     flexible work arrangements, 181–3     incomplete female revolution and, 31–4     lack of access to, 28     subsidies, 29     Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  AIRC's concerns, 107, 140 APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 188-5 Diagnostic Related Groups (DRGs), 227 228, 229	
Development (CIPD), 110  Chevron, 77 child care     cost of, 35, 275     equal sharing of responsibilities, 31     and female workforce participation, 181–3     flexible work arrangements, 181–3     incomplete female revolution and, 31–4     lack of access to, 28     subsidies, 29     Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  APS agencies, 259, 260–2 dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
Chevron, 77 child care     cost of, 35, 275     equal sharing of responsibilities, 31     and female workforce participation, 181–3     flexible work arrangements, 181–3     incomplete female revolution and, 31–4     lack of access to, 28     subsidies, 29     Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  dispute resolution, 138, 140, 148 HR role, 104, 108 management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
child care	
cost of, 35, 275 equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  management of hospitals, 228 retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
equal sharing of responsibilities, 31 and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  retail and hospitality, 217 Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 between the commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
and female workforce participation, 181–3 flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  Workplace Relations Act 1996/Work Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
flexible work arrangements, 181–3 incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  Choices 2005, 3, 53, 107, 259 de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
incomplete female revolution and, 31–4 lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  de-commodification of labour, 28 Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
lack of access to, 28 subsidies, 29 Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  Denmark, 31 complete female revolution, 31, 34 dual full-time working couples, 34 deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Sweden, 29 Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Child Support Agency, 264 Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  deregulation, 6 global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Chile–Singapore Free Trade Agreement, 72 Clinton presidency, support for trade–labour linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  global, 6, 74 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Clinton presidency, support for trade–labour linkage, 71 HRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 Australia (CRS), 264 LRM, 106 neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
linkage, 71 closed economies, 30 Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  neo-liberal ideology, 20, 44, 64 and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
closed economies, 30  Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260  Commonwealth Court of Conciliation and Arbitration, 82, 138  Commonwealth Ombudsman, 257  Commonwealth Rehabilitation Service Australia (CRS), 264  and OHS considerations, 130 retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Coca-Cola, 77 common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  retail and hospitality, 217 'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
common law, 82, 94, 96, 100, 152, 260 Commonwealth Court of Conciliation and Arbitration, 82, 138 Commonwealth Ombudsman, 257 Commonwealth Rehabilitation Service Australia (CRS), 264  'shareholders' capitalism based on, 29 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Commonwealth Court of Conciliation and Arbitration, 82, 138 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 Australia (CRS), 264 state intervention and, 82–3 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
Arbitration, 82, 138 terminology, 21 Commonwealth Ombudsman, 257 through regulation, 84–5 Commonwealth Rehabilitation Service Australia (CRS), 264 terminology, 21 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227	
Commonwealth Ombudsman, 257 through regulation, 84–5 Commonwealth Rehabilitation Service Australia (CRS), 264 through regulation, 84–5 Diagnostic Related Groups (DRGs), 227 228, 229	
Commonwealth Rehabilitation Service Diagnostic Related Groups (DRGs), 227 Australia (CRS), 264 228, 229	
Australia (CRS), 264 228, 229	
Community Development Employment direct voice, 120, 121, 122, 123, 125,	
Projects (CDEP), 185, 186 128, 134	
Community and Public Sector Union (CPSU), Disability Discrimination Act 1992, 7, 150	, 187
135, 136, 259, 260 Disability Employment Services, 187	
community unionism, 47, 50, 54–5 Disability Support Pension (DSP), 187	
competitiveness agenda, 22, 24 disadvantaged workers, see diversity and	
Conciliation and Arbitration Act 1904, 3, 82, disadvantaged workers	
138, 139, 153 dispute resolution, 141	
Conciliation and Arbitration Commission, 139 procedure, 142–5	
conciliation and arbitration system, 3, 53, 62, and Work Choices policy, 65	
82, 83, 85, 91, 107 distribution services, 30	
Construction, Forestry, Mining and Energy Baumol's productivity disease of servi	es,
Union (CFMEU), 49, 58 35	
contracting, 50, 74, 96, 99, 193, 196, employment growth, 31, 32	
243, 268 female employment, 33	
government jobs, 23 productivity growth, 30	
contractor–employee relationship, 96 distributive services, 29	
collective agreements, 93–6 Elfring's taxonomy of services, 29	
individual agreements, 93–6 diversity and disadvantaged workers, 17	7
regulation/distinction, 96 disability, 186–7	
Convention on the Elimination of all Forms of employment experience, 180	
Discrimination Against Women, 70 female employees and the family, 180	-4
coordinated market economies, 28 Indigenous Australians, 184–6	
Copyright Act 1968, 161 industry restructuring and dismantlin	g of
corporatisation, 17 labour market protections, 175–7	



INDEX

intersecting nature and changeability or,	worker participation and, 124
177–8	employee voice, Australian context, 125
migrants, 178–80	attitudes to unions, 131–2
older workers, 187–9	AWRPS research, 125
post-war migration, 178–9	case study, 135–6
race and cultural difference, 178	hybrid voice, 128–30
drug testing, see alcohol and drug testing	non-union voice, 125–6
aras testing, see areonor and aras testing	representation gap, 130–1
aganomia rationalism 16 250	union voice, 127–8
economic rationalism, 16, 259	· ·
economic and reward pressures,	workplace satisfaction/influence, 132–4
disorganisation and regulatory failure	employees, 121
(PDR) model, see PDR model	resilience, 202
economy, Australian, see Australia, economy	satisfaction, 121, 122, 132-4
Education International (EI), 59	employer-employee relationship, see human
education programs, 112	resources management (HRM)
for disabled people, 187	employers, 17
for HRM, 112, 114	anti-union approaches, 207
for Indigenous people, 185	expectations of workforce, 17
for internet usage, 160	flexibility in workplace arrangements, 20
education services, 29	social security payments, 37
APS services, 253	time flexibility, 30, 39
Elfring's taxonomy of services, 29	employment, 19
employment growth, 176	award-only, 218
female workforce participation, 31, 33, 35	immigrants, 180
global union federations (GUFs), 59	Indigenous, 184–6
state subsidy, 30	neo-liberal reforms, 19–21
union membership, 50, 153	of people with disabilities, 186–7
efficiency dividends, 256, 263	older workers, 187–9
effort/reward imbalance model, 201	public-sector, 19
email use, in workplace, 158	unfair/unlawful dismissal, prohibition on,
advantages and dangers, 158	91–3
Australian Services Union v Ansett, 159	unlawful termination, 93, 97
Batterham v Dairy Farmers Ltd, 159	employment models, 28
breach of email policies, 158-60	life transitions, 28
court/tribunal's approach to, 158-60	employment regulation, see Australia,
Griffiths v Rose, 159, 162	employment regulation
inappropriate/offensive use, 159–60	employment relations, 108
Willmott v Bank of Western Australia Ltd,	power in, 108
159	employment relationship, 3
e-management retention policies, 158	anti-union approaches, 51
employee consultation, 60, 66, 248,	power in, 3
249, 263	employment strain model, 197
employee relations, see Australia, workplace	
relations	End of Certainty, The (Kelly), 14
	enterprise agreements, 262
employee voice, 119	APS, 262
advantages and disadvantages of, 121-2	approval of, 87–8
Australian context, 124–34	arbitration, 90
concept and approaches, 119–20	awards, 90–1
determinants of, 121	AWAs, 93
importance of, 120–4	BOOT test, 87
Marxist perspective, 123	collective agreements, employee-contractor
mechanisms, operation/effectiveness of,	distinction, 96
124	contents of, 86–7
non-union representation, 123	enterprise agreements, 85-6
pluralist perspective, 122	under Fair Work Act 2009
reverse causation theory, 123	Fair Work Commission, role of, 89



INDEX

enterprise agreements (cont.)	union and bargaining fees, 97
good-faith bargaining, 88-9	Fair Work Act 2009, bargaining regime
individual flexibility arrangements, 94-6	contents of enterprise agreements, 86-7
industrial action and secret ballots, 89-90	enterprise agreements, 85–6
NES standards, 93	good faith approach, 88–9
enterprise bargaining	role of individual agreements, 93–6
ACTU, 53	unfair/unlawful dismissal, prohibition on,
AIRC principle, 107, 140, 232	91–2
ALAEA, 54	workplace protection, 92–3
ANF, Victorian branch, 231–3	yardstick for agreement approval, 87–8
ASU, 159	Fair Work Act 2009, role of individual
	agreements, 93–4
CPSU, 262	
FSU campaigns, 55	employee–contractor distinction, 96
HRM policies, 250	individual flexibility arrangements, 94–6
immigrants, 180	Fair Work Australia (later Fair Work
inception of, 106	Commission)
neo-liberal turn, 20, 37	Australian Building and Construction
performance management processes, 248	Commission and, 51
retail and hospitality, 221	Equal Remuneration Decision, 28
Equal Employment Opportunity	industrial action and secret ballots, 89–90
(Commonwealth Authorities) Act 1987,	legislated safety net and award safety net,
184	90–1
Equal Opportunity for Women in the Workplace	minimum wage setting, 28
Act 1999 (EEOWA), 184	role of, 89
Equal Remuneration Decision (2011), 28	Fair Work Ombudsman, 98
Esping-Andersen employment model, 27–9	families
Ethical Trading Initiative, 74	changing roles, Esping-Andersen's analysis,
ETU-BHP 2002 dispute, 55	31–4
European social model	'defamiliarisation', 14
framework agreements, 60	Standard Employment Relationship (SER)
social dialogue, 60	model, 31
'stakeholder capitalism' model, 29	welfare capitalism, 27–8
European Trade Union Confederation	see also child care; male breadwinner model
(ETUC), 60	Federal Minimum Wage, 35
European social dialogue, 60	Federation Settlement, 14, 16, 17, 273
European Union (EU)	female employees, 32
European Framework for Psychosocial Risk	anti-discrimination legislation, 184
Management' proposal, 202	APS workforce, 255
harmonisation of domestic legislation, 67, 71	career breaks after childbirth, 32
OHS practices, 203	child care, 181–3
social model, 59–60	division of labour, 183-4
surveys on work-related stress, 200	with disabilities, 187
union voices, 271	gender pay gap, 183
European Works Councils (EWCs), 60, 66	occupational/job stress, 200
Eurozone crisis, 13, 271	older workers' challenges, 188
exit-voice strategy, 120, 123	parental leave, 180–1
Exxon Mobil, 77	workforce participation, 181–3
LAXOII WOODII, 7 7	Finance Sector Union (FSU), 55
Facebook, 162, 163	financial institutions
Fair Work Act 2009	deregulation, 12
adverse action provisions, 92–3, 97, 98	financial services sector, 32, 33, 176
	financialisation
compliance and enforcement, 98	
freedom of association, 98	definition, 22
health and safety at work, 98–9	and risk, 22
impact on disadvantaged workers, 176	and risk management, 21–4
surveillance at work, 98	fitness for duty, 168, 169



INDEX

fixed-term jobs, 60, 96-7, 193	Fair Work Act 2009, 95, 221
flexible work arrangements, 214	Forward with Fairness policy, 85, 141
annualised working hours, 214	global economic crisis (1970s), 12
Fair Work Act 2009 provisions, 221–3	Global Financial Crisis (GFC) 2008, 73, 116
flexi-time/variable hours, 214	Australia, 13, 51, 212, 213, 215
homeworking, 214	
C -	disadvantaged workers, 176, 177
job sharing, 215	Europe (Eurozone crisis), 13
retail and hospitality, 221–3	Greece, 5
reversible part-time employment, 214	Italy, 5
telework, 214	ITUC concern, 65
flexi-time/variable hours, 214	retail and hospitality, growth in, 215, 219
France	Spain, 5
flexible working arrangements, 214	US, 13
full-time earnings, 40	global governance, 57, 60, 78
full-time work, 30	Global Positioning Systems (GPS), 157, 163–4
GDP, 253	global supply chains, 239
minimum wage, 37, 38	automotive industry, 239-40
retail sector, 30	components companies, 240–1
trained nursing assistants, 30	Futuris case, 246–50
unionisation, 61	lean production model, 242–4
work-related stress, 200	production processes, 244-5
Fraser government, ideology of small	workplace relations framework, 241–2
government, 16	Global Union Federations (GUFs)
free market, 16, 59	association with ITUC, 59
functional flexibility, 245, 249, 250	Codes of Conduct, 59
Futuris, practices/policies	International Framework Agreements
contractual relationship, 244	(IFAs), 59
HRM group, role of, 247–9	linked to Global Unions, 59
production organisation, 246-7	support for trade-labour linkage, 71
strategic orientation, 246	Global Unions, 58, 59, 60
workplace experience, 249-50	global value chains, 239
workplace relations, 250	globalisation
•	impact on Australian economy, 4
G8, 58	neo-liberal reform, 18–19
G20, 58, 60, 65, 213	new internationalism, union reforms, 60-2
General Agreement on Tariffs and Trade	post-Cold War era, 57
(GATT), 66	good-faith bargaining, 82, 88-9
Generation Y employees, 50, 255	'green' bans, 28
genetic testing, 169–70	greenfields agreements, 86
and health insurance, 170	grievances, 120, 122, 143, 144, 148, 149
Germany	Griffiths v Rose, 159, 162
corporatist model of governance, 48, 60	Grocon, 49
early retirement, 29	gross domestic product (GDP), 19
employment model, 28–9	Australia, 19, 41, 253
female employment, 44	Canada, 253
flexible working arrangements, 214	France, 253
GDP, 253	Germany, 253
low paid work, 37, 40, 41	New Zealand, 253
overseas-born population, 179	United Kingdom, 253
overseas-born workers, 179	United States, 253
part-time employment, 30	omica states, <b>2</b> 00
personal services, 29	hand-held video cameras, 166
qualified nursing assistants, 30	harassment, 60, 92, 150, 154, 158, 205
SER model, 31	see also bullying, workplace
Gillard government	Harvard Business School, 105
employment regulation, 5	Havana Charter, 65–6
1 - / 0 , 0	



INDEX

Hawke government APS operations, 258 competitiveness agenda, 24	flexibility arrangements, 94–6 employee–contractor distinction, 96 role of, 93–4
economic reforms, 4, 20, 106 Hancock Report, 139	Individual Employment Agreements (IEAs),
neo-liberal reform, 16, 17	individual flexibility arrangement (IFA), 94–6
Prices and Incomes Accord, 241	individualism, 16, 21, 130, 148, 272
health insurance, 23	Industrial Relations Act 1988, 20, 139, 140,
holiday pay, 31, 39, 274	146
homeworking, 214	Industrial Relations Bureau, 16
hospitality industry, see retail and hospitality industries	Industrial Relations Reform Act 1993, 83, 85, 86, 97, 107, 140, 146
host employees/employers, 192, 206	industrial tribunals, 2, 13, 28, 41, 47, 84, 109
hotels and restaurants, 31, 32, 33, 35, 39	146, 153, 183, 272, 273
Household Income and Labour Dynamics in Australia (HILDA) survey, 35	industry protection, 13, 15 information and communication technologies
Howard government	(ICT)
against 'pattern bargaining', 269	breaches of policy, 158–63
and AIRC, 146, 147	Curtin University policy, 160–1
APS reforms, 259	skill shortage, 189, 258
decentralisation policies, 107, 133 labour market deregulation, 24	telework, 214  see also monitoring and surveillance
OHS laws, 194	infrastructure, 79, 204, 237, 261, 264
privatisation, 18, 140, 141	infrastructure industry, 17
removal of servicing model, 53	Institute of Personnel Management Australia
right to not become member of association,	(IPMA), see Australian Human Resources Institute (AHRI)
secret strike ballots, 85	instrumental/traditional alliances, 55
SES cohort, 260	intellectual property, 71
workplace relations system, 231, 241, 259	International Centre for the Settlement of
introduction of, 3, 20, 82, 140, 141	Investment Disputes (ICSID), 64
HR Nicholls Society, 2, 130, 139	International Confederation of Free Trade
human resources management (HRM), 104	Unions (ICFTU), 57, 64
employment relationship within SHRM,	International Covenant on Economic, Social
104–6	and Cultural Rights, 70
prospects, 113–15	international employment regulation, 64-5
tensions and implications within roles,	ACTA and labour rights abuses, 75–7
109–13	codes of conduct, 74–5
workplace relations change, impact of,	ILO, role of, 68–71
106–9	international framework agreements
Human Rights and Equal Opportunity	(IFAs), 75
Commission (HREOC), 6, 183	labour standards, regulation of, 65–8
hybrid voice, 128–30	trade-labour linkage, 71–4
import competition, 15, 18, 19, 22, 240	International Federation of Building and Wood Workers (IFBWW), 59, 68, 75
income inequalities	International Federation of Chemical, Energy
gender-based, 34, 183	Mine and General Workers' Unions
and pay dispersion, 40–3	(ICEM), 59
incomplete female revolution	International Federation of Journalists
Australian case, 34–5	(IFBWW), 59
changing roles of women, 31–4	International Framework Agreements (IFAs),
part-time/full-time work, 33	59, 68, 75
and SER model, 16	International Labour Conference (ILO), 69
Independent Contractor Act 2006, 96	International Labour Office (ILO), 69
indirect voice, 120	International Labour Organization (ILO), 48
individual agreements	ACTU representation, 48

320



INDEX

against Burma, 70 Queensland Rail v M. Wake, 160 crises, 70 ITUC Asia Pacific (ITUC-AP), 58 enforcement mechanisms, lack of, 70 Governing Body, 67, 69 Jackson Inquiry, 56 labour standards, 67, 70 James Hardie Company principal bodies, 69 asbestos campaign, 56, 271 Medical Research and Compensation Fund, purpose/functions, 68 strategic objectives, 69 56 work-related stress surveys, 200 job demands/job control, 200 international labour standards regulation job insecurity, psychological impact classification of, 66 employees in downsized organisations, 199 Havana Charter, 65-6 interventions reducing, 201-2 ILO model, 67 and organisational change, 198-9 legislative model, 66 and psycho-social risks, 199-202 trade-related model, 67 Whitehall study/Stress and Health Study, voluntary mechanisms, 67 198 international law/law of nations, 67, 76, 77 job sharing, 215 international markets, 4, 114, 175 joint ventures, 86, 241 International Metalworkers' Federation, 59 Judiciary Act 1789 (USA), 76 International Standards Organisation 14001 just in time (JIT), 242, 247 (ISO14001), 74 International Textile, Garment and Leather Keating government Workers' Federation, 59 competitiveness agenda, 24 economic reforms, 175, 241 international trade globalisation and, 71-4 enterprise bargaining, 53, 83, 107 and labour rights linkage, 71-4 neo-liberal reform, 16, 17, 20 International Trade Organisation (ITO), 65 Prices and Incomes Accord, 241 International Trade Secretariats (ITSs), see superannuation scheme, introduction of, 23 Global Union Federations (GUFs) Kennett government, health reforms, International Trade Union Confederation 227 - 8(ITUC) ACTU representation, 48 Labor Advisory Committee (LAC), 72 Global Unions and, 59 Labor Party Trade Policy (2011), 73 Global Union Federations and, 59 labour costs, 5, 7, 18, 105, 226, 270 labour exclusion, 59, 213 mission/function of, 58 regional structures, 58 labour internationalism, 57 international trade union movement, 64, 65, European social model, 59-60 68, 70, 71, 75 GUFs/Global Unions, 58-60 international confederations, 57-8 International Transport Federation (ITF), 59 International Trade Union Confederation, International Transport Workers' Federation, prospects for new internationalism, 60-2 Trade Union Advisory Committee, 58 International Union of Food, Agricultural, Hotel, Restaurant, and Catering, labour market Tobacco and Allied Workers' end of post-war boom, 14-12, 106 Associations, 59 female employment, growth of, 31-6 internet use, in workplace financialisation and risk, 21-4 and GFC, 4, 13 breaches of internet policy, 160-2 cause of productivity loss, 160 globalisation, 4, 5-6, 13-14, 18-19 market efficiency, 19-21 Christos v Curtin University of Technology, 160 - 1neo-liberal reform, 15-16, 19-21 court/tribunal approach to, 161 segmentation, 32 downloading pornography/offensive United Kingdom, 3 material, 160-1 United States, 3, 41 Kenny v Epic Energy, 162 labour rights Owusu-Ansah v Danoz Direct Pty Ltd, 161 abuses, 75-7



INDEX

labour rights (cont.) internet, 160-2 Alien Tort Claims Act 1789, 75-7 invasive techniques, 166-70 and trade linkage, 71-4 microchipping, 163-4 ASEAN position on, 72 need for, 158 labour standards problems of, 170-1 formulation of, 68-71 RFIDs/GPS and chipping, 163-4 IFAs, 59 social networking, 162-3 regulation of international labour types of, 158-70 video surveillance, 164-6 standards, 65-8 League of Nations, 68 Moran Report, 256, 257, 258, 261 lean production, 242 motor vehicle producers (MVPs) JIT principle, 247 Australian, 241 notion of, 242 contractual relationship, 244 processes, 244-5 organised globally, 239, 241 shared responsibilities, 249 supply chains, 243 supply chain relationships, 242-4 multifactor productivity (MFP), 20, 21 legislated safety net, 90-1 multilateral agreements, 64, 71 Levi Strauss, 74 multinational corporations (MNCs) life-cycle stages, of workers, 224 ACTA regulation, 75-7 lifelong skills development, 60 balance of power, 60 LinkedIn, 162 components manufacturers, 241 Liquor, Hospitality and Miscellaneous Union, cross-border trade and investment, 64 see United Voice effectiveness crisis, 70 low-paid work/workers, 27 labour rights violation, 71, 77 Australian case, 35 trade union strategies, 48 Australian employment model, 35-8 MySpace, 162 employment regulation, 96-7 income inequality, 40-3 National Academy of Sciences (NAS), 166 OECD countries, 35-7 National Asbestos Management Review, 56 National Employment Standards macroeconomy, 5, 15, 139, 212, 213, 219 (NES), 87, 90, 93, 94, 96, 97, 179, male breadwinner model, 28, 31, 38, 39, 44 221, 223 Management Advisory Committee, 261 National Tertiary Education Union, 59 Organisational Renewal report, 257 neo-classical economic theory, 27-9 marginal part-time work/'mini jobs', 37, 44 neo-liberalism Maritime Union of Australia (MUA), 55 definition, 12 development of, 12-14 market economies, 28, 54, 119, 157, 268 market efficiency, 13, 19 and global economic crisis, 4 market mechanisms, 14, 20, 59 major aspects/reforms, 4, 12, 16-21 Marxism, 123, 130, 171 and workplace relations, 14-16 mediation, 82, 140, 142, 144, 272 Netherlands Medicare Australia, 135-6 flexible working arrangements, 214 microchipping, 157, 163-4 OHS concerns, 203 migrants, in Australia, 178 part-time employment, 30 employment experience, 180 qualified nursing assistants, 30 post-war migration, 178–9 new internationalism, 60-2 race and cultural difference, 178 New Public Management (NPM), 259, 261 mining industry, 15, 138, 168, 176 new realism, 105 Minister for Human Resources and Social New South Wales Inclusion, 264 AIRC unfair dismissal cases, 145 mobile phone cameras, 166 Jackson Inquiry, 56 modern awards, 82, 91, 93, 94, 221 OHS laws, 99, 203 monitoring and surveillance, 72, 156 Unions NSW, 56 alcohol and drug testing, 166-9 workplace surveillance laws, 164, 165 New Zealand, 12 email, 158-60 genetic testing, 169-70 arbitration system, 82



INDEX

flexible working arrangements, 214	offsnoring, 1x, 53, 194, 241, 246, 270
GDP, 253	see also outsourcing
good-faith bargaining, 88	older workers, 175, 187–9, 213, 215
hybrid voice, 128	organisational justice model, 201
neo-liberal agenda, 12	organisational performance, 110, 121, 122
older workers, discrimination of, 188	organised labour
overseas born population, 179	human rights protection, 65
partnership unionism, 56	international institutions, 58, 60
'right to request' provision, 141	social movement unionism, 61
no disadvantage test, 84, 91, 93	organising unionism, 53–4
non-government organisations (NGOs)	outsourcing
codes of conduct, 65	and declining trade union membership, 50
ILO and, 70	defamiliarisation, 27
quasi-legal instruments, 65, 74	growth in, 193, 194, 206
USTR assistance, 73	health services, 226
non-union bargaining, 85, 104, 122, 123,	HR activity, 110, 111, 112
125–6	job insecurity, 55
North American Agreement on Labor	low pay rates, 37, 38, 44
Cooperation (NAALC), 67	neo-liberal ideology, 4, 13, 18
North American Free Trade Agreement	OHS outcomes, 195
(NAFTA), 66, 71	
Northern Territory, OHS laws, 99, 203	paid maternity leave, 31, 181, 184
Norway	Paid Parental Leave Act 2010, 181
low-paid full-time employees, 37	Paid Parental Leave scheme, 181, 275
OHS outcomes, 203	paid work, 2, 35–8, 181, 182, 189
numerical flexibility, 244, 245, 250	Pan-European Regional Council, 58
nursing assistants, see Australian Nursing	parental leave
Federation (ANF)	child care and workforce participation, 181–3
Nursing the System back to Health' campaign,	eligibility for, 181
166	paid maternity leave, 181
	Paid Parental Leave scheme, 181
Obama presidency	partnership unionism, 56
government borrowing limits, 6	patient dependency system, 231
trade laws, 73	pattern bargaining, 86, 242, 270
Occupational Health and Safety Act 2004, 205	PDR model
occupational health and safety (OHS)	disorganisation, 195
management, 192	economic and reward pressures, 195
changing nature of employment, 192–4	regulatory failure, 196
disorganisation, 195	risk factors, 196
economic and reward pressures, 195	pensions
employee involvement, barriers to, 202-6	de-commodification, 28
legislation, 203-5	disabled people, 187
organisational change/job insecurity and	government-funded, 22, 23
health, 198–9	superannuation scheme, 23, 189
PDR model/studies and findings, 195–7	People Against Cruelty to Animals in
precarious employment and, 194–8	Transport (PACAT), see Stop Live
psycho-social hazards, 199-202	Exports
regulatory failure, 196	performance management process, 111, 248
OECD countries	personal services
female workforce participation, 182	Australia, 29, 31
part-time employment rate, 216	Baumol's productivity disease of services,
service sector, 29	35, 44
TUAC affiliation, 58	casual employment, 39
workforce participation rate, 182	Elfring's taxonomy of services, 29
OECD Guidelines on Multinational	female employment, 44
Enterprises, 74	Germany, 29, 37



INDEX

personal services (cont.)	public assets, sale of, 17, 18
part-time work, 182	public sector
United States, 29	APS and AWA negotiations, 259-60
Plibersek, Tanya, 264	employment, 180
pluralism, 108, 122, 123, 125, 129, 134, 148,	indigenous people, 186
168, 178	New Public Management (NPM), 259
postal services, 16, 180	OHS risks, 203
post-war migration, 178–9	privatisation/outsourcing, impact of, 194
precarious employment	trade union membership, 49
agency workers, 192	Public Service Act 1999, 184, 260
casual workers, 192	Public Service Board, 258, 259
employment strain model, 197	Public Services International, 59
growth of, 193	·
independent contractors, 193	Qantas, 53
OHS laws, 194, 197–8	quality at source, 244
and OHS management, 194-8	quality of worklife, 57
PDR model, 195	Queensland
see also Australia, employment model	AIRC unfair dismissal cases, 145
presenteeism, 199	indigenous people, 186
privacy	OHS laws, 99, 203
and civil liberties issues, 156	Queensland Rail v M Wake, 160
informational, 167, 169	quotas, 14, 39, 175
laws, 166, 272	1 , , ,
monitoring/surveillance, 157, 164, 165	race, 178
right to, 165, 167	and changeability of diversity/
social networking, 162, 163	disadvantage, 177–8
workplace ethics, 157	and cultural difference, 178
privatisation, 17	Racial Discrimination Act 1975, 7, 150
neo-liberal reform, 17–18	Radio Frequency Identification Devices
'partial', 6	(RFIDs), 163–4
and state governments, 7	rail industry, 17, 160
utilities, 18	rank-and-file mobilisations, 60, 61
producer services	Re Minister for Tertiary Education, Skills, Jobs
Elfring's taxonomy of services, 29	and Workplace Relations, 90
growth in, 31, 43	Reagan presidency, neo-liberal agenda, 12, 16
production	real wages
costs, 21, 59	Australia, 12, 15, 41, 269
HRM group, role of, 247–9	as cause of stagflation, 268
organisation and strategy, 246	Germany, 41
principles of, 242	overhang, 15
processes, 244–5	underhang, 41
strategic orientation, 246	United States, 12, 45
supply chain relationships, 242–4	reciprocal alliances, 55–6
value-added, 59	Reform of Australian Government
property rights, 75, 77	Administration, 254
psycho-social risks	regional trade agreements, 77
risk management, 202	Remote Jobs and Communities Program, 185,
psycho-social risks, job insecurity	186
depression, 200, 202	representation gap, 130-1
effort/reward imbalance model, 201	resource-based theory (RBT), 105
interventions, 201	rest breaks, 31, 194
job demands/job control, 200	retail and hospitality industries, 212–13
organisational justice model, 201	bargains for flexibility, 221–3
worker involvement, 202	and economic downturn, 215–21
see also job insecurity, impact on	employer-driven vs employee-focused
psychological health	flexibility, 217, 218



INDEX

Fair Work Act 2009 flexibility provisions,	skilled jobs/workers, 19, 42, 64, 175, 178,
221–3	179, 180, 182, 183, 187, 189, 253,
part-time employment, 217–18	257, 258, 266
recruitment/job-seeking methods, 220 unionisation, 218–19	Social Compliance Audit 8000 (SA8000), 74 social and cultural capital, 177
retail and hospitality industries, 213	social exclusion, 213
national policy and international	social justice, 61, 62, 68, 271
developments, 213–15	social movement unionism, 54, 61
retail chains, 162, 218	social networking
retirement	advances in, 157
APS strategy, 257	employers' monitoring of websites, 156
and APS workforce risks, 205	organisational/workplace issues, 162–3
early, 188, 199	social services
life-cycle considerations, 224	Elfring's taxonomy of services, 35
older workers, 189, 215	employment rate, 29, 31
superannuation scheme, 255	female employment, 44
voluntary, 188	integration of key providers, 264–5
reverse causation theory, 123	state subsidy, 30, 44
reversible part-time employment, 214	soft law mechanisms
Royal Dutch Petroleum, 77	codes of conduct, 74–5
Rudd government	IFAs, 75
Closing the Gap initiative, 185	South Blackwater Coal Ltd, 169
elimination of AWAs, 93, 260	stagflation, 268
Fair Work Act 2009, 20, 51, 95, 141	stakeholder capitalism model, 59
Forward with Fairness Policy, 85	standard economic theory, 41, 42
minimum employment standards, 5	Standard Employment Relationship (SER)
RUGMARK, 74	model, 31, 32, 33
ROGWERRY, 74	'State of Nation' addresses, 254
Safe Work Australia, 205	State of Nation addresses, 234 State of the Service Report (APSC), 254
Sarkozy, Nicolas, 73, 77	Steering Committee for the Review of
Scandinavia	Government Service Provision, 185
	· · · · · · · · · · · · · · · · · · ·
complete female revolution, 31, 274	Stop Live Exports, 55, 56
employment regulation, 6	strategic human resources management
welfare services, 22	(SHRM), 104–6
secondary boycotts, 16, 152	strategic partnership, 57, 109, 114
Senior Executive Service (SES), 260	subsidies, 15
Service Delivery Reform program, 264, 266	child-care, 29
service sector, see also under individual entries	disability employment, 187
growth in, 7, 19, 29, 34	educational, 30
increased productivity, 30	goods and services, 18
varying structures of, 29	manufacturing sector, 15
varying work organisation, 30	social services, 44
wage costs, 30	superannuation scheme, 23, 182, 189, 255
service sectors	supervisor–subordinate relationships, 121
employment in, 194	Supplementary Convention on the Abolition
servicing unionism, 52–3	of Slavery, the Slave Trade, and
Sex Discrimination Act 1984, 7, 150, 184	Institutions and Practices Similar to
shareholders, 59, 74, 124, 269	Slavery (1956), 70
Shell, 74	supplier-buyer relationships, 242
sheltered workshops, see supported	supported employment, 187
employment	Supported Wages Scheme, 187
shipping industry, 17	surveillance
Shop, Distributive and Allied Employees	see also monitoring and surveillance,
Association (SDA), 218	workplace
sick leave, 31, 203, 274	Sweden
lack of rights to, 39, 96	child care, 29



INDEX

Sweden (cont.)	IFAs, 59
employment model, 28	labour standards, 64
income inequality, 40, 42	Trans-Pacific Partnership, 73
public sector provision of services, 34	Treaty of Versailles, 68
social services, 29, 30	trust, issues of, 110, 113, 157, 170, 171, 242,
unionisation, 48	245, 246, 247, 251
universal benefits, 29	,,,
wage spent on child care, 35	UN Global Compact, 74
,	unemployment
tariffs, 4, 14, 15, 18, 19, 106, 175,	benefits, 28, 32
180, 240	causes of, 34, 178
Tasmania	Closing the Gap initiative, 185
forestry policy, 49	and full-time employment, 156
OHS laws, 99	GFC, 175, 176
Tasmanian Forestry Division, 49	immigrant workers, 180
taxonomy of services, 29	indigenous people, 185
telecommunications industry, 16, 17	post-war boom, end of, 15, 19
telework, 60, 214	prevention of, 68, 139
termination	
	union membership decline, 51
application for relief, 144	unfair dismissal Fair Work Australia, role of, 142–3
ILO Convention, 147	
for internet/email misuse, 160–3	general protections, 92–3
notice of, 39, 94	jurisdiction, 146–8
unlawful, 92, 93, 97, 145	settlement procedure, 142–5
valid reason, 147	and unlawful dismissal, prohibition on,
see also unfair dismissal	91–2
Thatcher, Margaret, 12	unilateralism, 67, 75, 123, 126
TI International, 239, 241	Union Network International (UNI), 59,
Toyota, 240, 242, 244	75
Trade Negotiations and Trade Policy (LAC),	union reach, 127, 128, 130
72	union substitution thesis, 123, 128
Trade Practices Act 1974, 16, 152	union voice, see union reach
Trade Union Advisory Committee (TUAC), 58,	United Kingdom
59	employment regulation, 6, 17
trade union strategies	GDP, 253
community unionism, 54–5	global economic crisis (1970s), 12
instrumental/traditional alliances, 55	HRM practices, 5, 162
organising unionism, 53-4	income inequality, 40
partnership unionism, 56-7	low-paid workers, 35, 37
reciprocal alliances, 55-6	minimum wages, 38
servicing unionism, 52–3	neo-liberalism, 16
trade unions	non-union channel, 122, 123, 128
activism, 47, 54, 167	OHS practices, 203, 204
Australian, 44	partnership unionism, 56
declining membership, reasons for, 49-52	pluralism, 123
density, 44, 50, 119, 127, 130, 269	'right to request' provision, 141
international labour structures, 57-60	social networking issues, 162
interrelated issues facing, 62	trained nursing assistants, 30
new internationalism, prospects for, 29	wage spent on child care, 30
registration, 47, 153	workplace conflict, 149
role of ACTU, 48–9	Workplace Industrial Relations Survey
strategies, 52–7	(WIRS), 203, 204
violence, 51	work-related stress, 200
transnational corporations (TNCs)	United Nations, 58, 67, 68
codes of conduct, 67, 74	United Nations International Covenant on
growth of, 74	Civil and Political Rights, 70



INDEX

United States, 5	Bracks-Brumby government reforms,
Alien Tort Claims Act 1789, 65, 75–7	230–3
and Australian FTA, 31, 35, 37	Casemix system, 227, 228, 229, 236
automotive industry, 239	cost-cutting policies, 226-7
and Chile FTA, 35	Diagnostic Related Groups (DRGs), 227, 228
Congress, 66	impact of reforms, 229-30
debt ceiling, 6	Kennett government reforms, 227–8
employment regulation, 6	Key Performance Indicators (KPIs), 227,
failure to ratify Havana Charter, 66	232, 234, 236
female employment, 34	market-driven model, implementation of,
FTAs, 71, 72, 73	227–8
GDP, 253	nurses' work pressure, 233-6
GFC, 13	Victorian Trades Hall Council, 62, 205
global economic crisis (1970s), 12	video surveillance laws, 164-6
good-faith bargaining, 88	violence, workplace, 60, 151, 199
HRM practices, 5	visas, work, 50
ICFTU membership, 57	
ILRF, 75	wages
income inequality, 40, 42	accommodation and food services, 217
low-paid work, 30, 34, 35, 37, 274	AIRC concerns, 107
monitoring and surveillance, 164, 166, 167,	APS model, 258–60
170	BCA's vision, 140
neo-liberalism, 16, 44, 269	centrally fixed, 13, 15, 20
nursing assistants, 30, 226	dispersion and inequality, 40-3
OHS risks, 197, 203	and labour market implications, 19-21
overseas-born workers, 179	National Minimum Wage, 88, 181,
partnership unionism, 56	218, 275
productivity growth, 30	web cameras, 166
Republican Party, 6	welfare capitalism, 27-9
retail and hospitality, 217	Western Australian Industrial Commission,
Social Networking Regulation Pulse	159
Survey, 162	'White Australia' policy, 86
support for trade-labour linkage, 71	white-collar jobs, 50, 193
trade agreements, 72, 73	Whitlam government, economic reforms, 15
trade laws, 73	Willmott v Bank of Western Australia
unionised/non-unionised workplaces, 122,	Ltd, 159
123, 124	Work Choices 2005
wage spent on child care, 30	abolition of, 85, 86
United States-Chile Free Trade Agreement, 72	AIRC, 141, 146
United Voice, 218	amendments, 3, 20, 53, 108, 144,
unlawful dismissal, 91–2	145, 259
Unocal Corporation, 77, 79–80	AWAs, 93
US Special Trade Representative (USTR),	BOOT test, 87
73	diminished unfair dismissal protection, 91
	elimination of awards, 91
Victoria	impact of, 84
AIRC unfair dismissal cases, 145	industrial action and secret ballots, 89
ETU-BHP 2002 dispute, 55	introduction of, 82, 84, 141
OHS issues, 205, 206	legislated safety net, 90
OHS laws, 205	and no disadvantage test, 50, 53
surveillance laws, 165	non-union bargaining, 85
work-related stress, 200	work intensification, 176, 194, 195, 230,
Victorian Health Industry Association (VHIA),	233–6
231, 232	work organisation, 2, 30, 31, 114, 176, 238
Victorian public hospitals	see also Victorian public hospitals



INDEX

work-related stress, see psycho-social risks, job insecurity workplace conflict, 142 Australian context, 138-42, 149-51 Fair Work Australia, role of, 142–3 manifestations, 148-9 role of unions in, 149-51 settlement of, 142-5 unfair dismissal jurisdiction, 146-8 workplace health and safety, see occupational health and safety (OHS) management system workplace (industrial) relations climate, 121, 122, 124, 132-4 Workplace Industrial Relations Survey (WIRS), 203, 204

Workplace Relations Act 1996, see Work Choices 2005 works councils, 60, 203 World Bank, 60 World Confederation of Labour (WCL), 57 World Federation of Trade Unions, 57 World Health Organization (WHO), 114 World Trade Organization (WTO), 60 establishment of, 60 and globalisation, 38 labour rights, 77 labour standards, 64 trade-labour linkage, 64, 71, 72 World War I, 68 World War II, 14, 68, 115