



Working conditions

Global working conditions: Australia

Working conditions in a global perspective

Authors: Mikaela Owen, Tessa Bailey, Amy Zadow and Maureen Dollard, University of South Australia

Research Manager: Agnès Parent Thirion with contributions from – in alphabetical order – Mariya Aleksynska, Janine Berg, David Foden

Eurofound reference number: WPEF19056

© European Foundation for the Improvement of Living and Working Conditions (Eurofound), 2019
Reproduction is authorised provided the source is acknowledged.

For any use or reproduction of photos or other material that is not under the Eurofound copyright, permission must be sought directly from the copyright holders.

Any queries on copyright must be addressed in writing to: copyright@eurofound.europa.eu

The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency established in 1975. Its role is to provide knowledge in the area of social, employment and work-related policies according to Regulation (EU) 2019/127.

European Foundation for the Improvement of Living and Working Conditions

Telephone: (+353 1) 204 31 00

Email: information@eurofound.europa.eu

Web: www.eurofound.europa.eu

Contents

Introduction	1
1 – Australian labour market	2
Labour market overview.....	2
The Australian Workplace Barometer (the AWB)	6
2 – Job quality in Australia	12
Job quality	12
Physical risks.....	13
Work intensity	15
Working time quality	18
Social environment.....	19
Skills use and discretion.....	23
Prospects	27
Earnings	30
Quality of working life	32
Conclusion	41
References	43

Introduction

This report uses the Australian Workplace Barometer Survey (AWB; 2009-2015) to describe working conditions in the labour market in Australia. The AWB focus on employees. The AWB gathers detailed information over time on a broad range of issues relating to working conditions (including exposure to physical and psychosocial risks), work organisation, work–life balance, and health and well-being. It covers all industries and occupational groups including the public and private sectors.

After a summary of the national context of the labour market in Australia, working conditions are analysed under seven main job quality dimensions (Eurofound 2012, Eurofound 2017): 1) physical risks, 2) work intensity, 3) working time quality, 4) social environment, 5) skills use and discretion, 6) prospects and 7) earning. The analysis is supplemented by analysis on quality of working lives focusing on health and well-being and work family spillovers.

The report contributes to Eurofound research project: working conditions in a global perspective. Tripartite evaluation of the AWB could not be organised due to time constraints in the production of the global report. This document is a working paper which has not been subject to full Eurofound evaluation, editorial and publication process.

1 – Australian labour market

This chapter provides an overview of the Australian labour market policies and laws governing the labour market, working conditions and employment. It then describes the Australian Workplace Barometer, the survey on which basis this description is done.

Labour market overview

In 2016 the total population in Australia was more than 24 million people with an estimated 11, 959, 500 of the population employed comprising 6, 409, 100 males and 5, 550, 400 females (Australian Bureau of Statistics (ABS), 2017a).

The increase in employment rates in Australia is characterised by the development of higher numbers of service-based industries with an associated increase in part-time employment, and growing numbers of female workforce participation (Australian Government, 2017).

Increase in service industry employment, female participation and part time work

From 2015–16, **services** were the largest part of the Australian economy, contributing to over 60% of gross domestic product (AUD\$1,015 billion). They also were the largest employers (approximately 9.4 million employees) (Office of the Chief Economist, 2016). Another recent characteristic of the Australian work force is the decline in the mining industry. Mining output represented 6.9% of Australia's GDP in 2015–16 (AUD\$114.9 billion) and while mining employment rose slightly from 2015 to 2016 (2, 400), since August, 2012, there has been a large decline in mining employment (down by 47, 300) due to lower commodity prices and the movement away from the labour-intensive construction phase to the production stage of the mining process (Department of Employment, 2017).

Recent statistics show that from June 2015 to June 2016 the level of employment increased by 225,000 (or 1.9%) and female participation accounted for around 60% of employment growth (Department of Employment, 2017). This is above the annual average employment growth rate over the past 10 years (Department of Employment, 2017).

Consistent with these figures the level of unemployment in Australia fell by 23,100 (3.1%) and the unemployment rate declined, from 6.1% to 5.8% (Australian Government, 2017). Youth unemployment reduced slightly from 2015 to 2016, reaching 13.2% in June 2016, although it is more than double the rate for all unemployed persons.

A strong growth in **part-time employment** rising by 134,400 to reach a record high of 3,740,700 has also recently influenced the Australian labour market from 2015 to 2016 (Australian Government, 2017). 70% of workers in part time are women.

Employment contracts: concerns over the increase in part time and casual employment

In Australia there are three separate types of employment. Full-time employees have ongoing employment and work, on average, around 38 hours each week where the actual hours of work for an employee are agreed between the employer and the employee and/or set by an award or registered agreement (Australian Government Fair Work Ombudsman, 2018). Part-time employees are usually permanent or on a fixed-term contract and work less than 38 hours per week but undertake regular hours each week and are entitled to the same benefits as a full-time employee such as sick leave and holiday leave on a pro rata basis (Australian Government Fair Work Ombudsman, 2018). A casual employee has no guaranteed hours of work, usually works irregular hours (but can work regular hours as required), does not get paid sick or annual leave, and typically their employment can end without notice, unless notice is required by a registered agreement, award or employment contract (Australian Government Fair Work Ombudsman, 2018).

The Australian National Employment Standards (NES) are ten minimum employment entitlements that must be provided to all employees including maximum weekly hours, requests for flexible working arrangements, parental leave and related entitlements, annual leave, personal carers leave and compassionate leave, community service leave, long service leave, public holidays and notice of termination and redundancy pay (Fair Work Ombudsman, 2017a). While part-time workers have access to these entitlements casual employees only receive three of these NES entitlements - unpaid carer's leave, unpaid compassionate leave and community service leave (Fair Work Ombudsman, 2017a). Part time and casual jobs have been criticised on the grounds that they are 'poorer quality' jobs providing limited skills development and career paths (Abhayaratna, et al., 2008). Part time and casual workers are considered to have less responsibility than full time jobs, are less likely to consider their jobs as challenging, less likely to be promoted in any given year than full time workers of a similar age, and have reduced access to some entitlements (e.g. 37% of part time employees have access to paid holiday and sick leave, compared to 89% of full time employees) (Abhayaratna, et al., 2008).

Another concern about the increase of part time work and casual work is the annual growth in the number of people who were underemployed (2.0% over the 12 months) to the third quarter of 2016, higher than the growth in full-time employment over the same period (Reserve Bank of Australia, 2016). The Australian Bureau of Statistics categorizes employees as underemployed if they are employed for either part time or casual hours but want to, and are available to work more hours. (Australian Bureau of Statistics, 2016c). The underemployment rate for females in November 2016 was 10.4% which was higher than the 6.8% for males which in part reflects the higher proportion of females who are employed part-time (68.2% in November 2016, compared with males at 31.8%) (Australian Bureau of Statistics, 2016c). The 15-24 years age group has consistently had the highest underemployment rate, which, after falling to 11.0% in May 2008 increased by 6.4 percentage points to 17.4% in November 2016 (Australian Bureau of Statistics, 2016c).

Across Australia women constitute 71.6% of all part-time employees, 36.7% of all full-time employees (ABS, 2016a) and 54.7% of all casual employees (ABS, 2015). Female participation accounted for around 60% of employment growth, with an increase of 136, 200 more women employed compared with 88,800 for males from 2015-16 (Australian Government, 2017). A recent report by the Workplace Gender Equality Agency (WGEA) (2016) indicates that in Australia the full-

time average weekly ordinary earnings for women are 16.2% less than for men (ABS, 2016b). The gender pay gap in the top 200 companies in Australia (ASX 200) is 28.7% (WGEA, 2016). In company boards, women hold 14.2% of chair positions, 23.6% of directorships, as well as represent 15.4% of CEOs and 27.4% of key management personnel amongst non-public sector employers with 100 or more employees in Australia (WGEA, 2015). One-quarter (25.1%) of these organisations in Australia have no key management personnel who are women (WGEA, 2015).

In Australia informal employment refers to the production of goods or services to provide employment or incomes with a low level of organization, on a small scale, and with labour relations based on kinship or personal and social relations rather than formal contractual relationships (Australian Bureau of Statistics, 2013). An Australian survey conducted in September 2012 found 13% of workers report cash in hand, with the greatest proportion represented by younger workers (24%) aged between 18 to 29 years (Richardson & Denniss, 2012).

Policies and laws governing the labour market, working conditions and employment

Working conditions in Australia are governed by a substantial regulatory framework. Australia has ratified seven of the 8 fundamental ILO conventions.¹

The Australian *Fair Work Act 2009* specifies that an employee must not be required to work more than 38 hours per week (Fair Work Ombudsman, 2017). Maximum weekly hours forms part of the National Employment Standards (NES) which apply to all employees covered by the national workplace relations system, regardless of the applicable industrial instrument or contract of employment (Fair Work Ombudsman, 2017). All employees (except for casual employees) are entitled to receive paid annual leave with full-time and part-time employees receiving four weeks of annual leave, based on their ordinary hours of work (Fair Work Ombudsman, 2017).

In Australia the Work Health and Safety framework encompasses three separate components.

- First, the Model Work Health and Safety (WHS) Act stipulates the duties expected of stakeholders in the execution of work (Potter, Dollard, Owen, O’Keeffe, Bailey, & Leka, 2017). The current national legislation is the Model Work Health and Safety Act (2011). The model work health and safety laws are the basis for harmonised laws across Australia and have been adopted in all states and territories (South Australia, New South Wales, the Australian Capital Territory, the Northern Territory, Tasmania, Queensland) apart from Victoria and Western Australia (Potter et al., 2017). A major change in the new Act is that health is legally defined as both psychological and physical health (although this was already in place in Victoria who have not adopted the new Act at this stage) (Potter et al., 2017; Dollard, Bailey, McLinton, Richards, McTernan, Taylor et al., 2012).
- Second, the WHS regulations describe the mandatory requirements to be undertaken to meet the Act requirements (Potter et al., 2017). Regulations set out the standards for specific hazards and risks, such as noise or machinery requirements and dictate licenses required for specific activities, record keeping required, and when reports need to be made (SafeWork Australia, 2017).

¹ C029, C087, C098, C100, C105, C111, C182.

- Finally, Codes of Practice outline practical action that can be undertaken to comply with the WHS Act and regulations (Potter et al., 2017). An example of a code of practice for psychosocial risks is the Australian Capital Territory (ACT) Work Health and Safety Preventing and Responding to Bullying Code of Practice (2012, No 1) which includes a recommended process of risk management, a risk indicator tool for bullying and an employer checklist (ACT Government, 2012).

Government agencies at the national (Safe Work Australia) and state or territory level (including WorkSafe ACT, SafeWork NSW, NT WorkSafe, Workplace Health & Safety Queensland, SafeWork SA, WorkSafe Tasmania, WorkSafe Victoria, WorkSafe WA) administer health and safety policies. Aside from Safe Work Australia which is a policy agency and have no power of enforcement in workplaces, state or territory agencies are also responsible for inspecting workplaces, providing advice and assistance and issuing notices and penalties when required (Safe Work Australia, 2017). When the owner of a business does not meet the requirements set out in the WHS Act and regulations in the relevant state or territory there is potential that they will face penalties (Australian Government, 2017).

The legislation specifies that employers have a duty to ensure the health and safety of workers and other people at the workplace so far as is reasonably practicable, including by providing and maintaining a work environment without risk to health and safety providing and maintaining safe systems of work monitoring the health of workers and the conditions at the workplace consulting with workers and their representatives on work health and safety matters, and providing information, training, instruction and supervision so workers can safely perform their work activities (SafeWork Australia, 2017). The legislation also indicates that workers have a duty to take reasonable care of their own health and safety and not adversely affect other people's health and safety, and must cooperate with reasonable policies and procedures and comply with reasonable instructions about work health and safety matters (SWA, 2017). A person conducting a business has a primary duty of care to ensure the psychological health of workers, in the same way that they are required to ensure that physical health is protected (SWA, 2017).

Complementary sources

Apart from the AWB tool, there are a range of statistical tools available monitoring aspects of the Australian work force. These include:

Australian Bureau of Statistics (ABS)

Each month the Australian Bureau of Statistics (ABS) provides a summary of labour force statistics such as employed persons ('000), unemployed persons ('000), unemployment rate (%), and/or participation rate, designed to produce key estimates of employment (and unemployment) from a sample of approximately 56,000 people (Parliament of Australia, 2017).

Household, Income and Labour Dynamics in Australia (HILDA) Survey

The Household, Income and Labour Dynamics in Australia (HILDA) Survey is a household-based panel study that collects information about economic and personal well-being, labour market dynamics and family life. HILDA follows 17,000 Australians annually. The HILDA Survey is funded by the Australian Government through the Department of Social Services.

Workplace Gender Equality Agency (WGEA)

Workplace Gender Equality Agency (WGEA) provides data from 2013-14 to 2015-16 reporting periods. The dataset covers 4 million employees across Australia, approximately 40% of the total labour force (2015-16). The homepage of the explorer provides three options for exploring the data – gender equality overview, industry view and the comparison view.

SafeWork Australia

Safe Work Australia compiles national statistics on work health and safety using information and data from multiple sources, including the policy and regulating agencies at the state or territory level (e.g., WorkSafe ACT, SafeWork NSW, NT WorkSafe, Workplace Health & Safety Queensland, SafeWork SA, WorkSafe Tasmania, WorkSafe Victoria, WorkSafe WA).

These jurisdictional agencies compile statistics on work health and safety using information and data from multiple sources that are compiled at the national level by Safe Work Australia.

The Australian Workplace Barometer (the AWB)

Objectives and origin of the AWB

The AWB project² was initiated by Professor Maureen Dollard, Director of the Asia Pacific Centre for Work Health and Safety, University of South Australia, in 2008. Whereas in 2009, the AWB addressed all workers aged 18 and over in its first editions, subsequent editions have focussed on employees (18+) only.; its last edition (2014 – 2015) covers all Australian States and is representative of its universe.

The survey is an academic led initiative. It builds on the review of international surveillance systems for psychosocial risks (see Dollard, M. F., Skinner, N., Tuckey, M., & Bailey, T., 2007) which objective was to ascertain the best indicators of psychosocial risks. These activities informed the initial content of the AWB survey.

Survey measures included:

- Psychosocial safety climate (PSC)
- Job demands e.g. workload, cognitive, emotional and physical demands, interpersonal conflict, bullying, violence, work pressure.
- Job resources e.g. supervision / leadership quality, coworker / supervisor / social support, trust, procedural fairness, rewards (see Schaufeli & Bakker, 2004).
- Mental health e.g. emotional exhaustion (Schaufeli & Bakker, 2004), Depressive Symptom severity e.g. Kessler 6 and Psychological distress.
- Engagement i.e. Utrecht Work Engagement Scale (Schaufeli & Bakker, 2004).

² Supported by two ARC Discovery grants “Working wounded or engaged? Australian work conditions and consequences through the lens of the Job Demands-Resources Model” (2008-2012) (DP0879007), “The significance of psychosocial safety climate, health and happiness for productivity for work” (2013-2017)(DP140103429), an ARC Linkage grant “State Organisational and team interventions to build psychosocial safety climate using the Australian Workplace Barometer and the StressCafe” (2010-2012) (LP100100449), and other grants provided by SafeWork Australia and SafeWork SA.

- Health outcomes e.g. CVD risk (Rose et al., 1977), and MSD (HSE report 273, 2004).
- Work outcomes: intention to leave job; seeking alternative employment; commitment to the workplace; loyalty to employer; financial cost of absenteeism and presenteeism (Work Productivity and Activity Impairment Questionnaire (WPAI); Reilly et al., 1993, note this reliable tool enables lost productivity to be determined: \$ = employee hourly salary x lost productivity in hours score related to health problems); compensation claims; job satisfaction.

The survey also collects demographic data including gender, age, socio-economic status, educational qualifications, industry/occupational sector, workplace size, and geographical location. The survey covers all industries and occupational groups including the public and private sectors.

The questionnaire and technical information of the survey are available for download. A prior publication of details to AWB scales and data collection is free to download

<https://www.safeworkaustralia.gov.au/doc/australian-workplace-barometer-report-psychosocial-safety-climate-and-worker-health-australia>.

Standardized scales with known psychometric properties were used: e.g. Copenhagen Psychosocial Questionnaire (Kristensen et al., 2005), Job Content Questionnaire (Karasek et al., 1998), the Effort-Reward Imbalance Scale (Siegrist, 1996), the Victorian Job Stress survey (LaMontagne et al., 2006), and by well-established systems that represent international best practice: e.g., Canadian National Population Health Survey (see Dollard et al., 2007).

The sampling approach employed by the AWB project aimed to maximise access to a representative sample of employees by conducting population based telephone interviews across eight Australian states and territories (2009 – 2015 including 7331 interviews with a 75% response rate) Participants were recruited randomly from the Australian Electronic White Pages (in all three waves: 2009; 2010-2011; 2014-15) and a directory of Australian mobile phone numbers (in the third wave; 2014-15). Repeat and new participants were sent letters informing them of the study's purpose and the interview procedure. Initial interviews for the AWB were conducted in Western Australia (WA) and New South Wales (NSW) in 2009, extending to South Australia (SA) in 2010 and 2011, then adding Tasmania (TAS), Northern Territory (NT) and Australian Capital Territory (ACT) in 2011, and finally including all Australian states with the addition of Queensland (QLD) and Victoria (Vic) to create a full national data set in the most recent wave of data (2014-15). Participants were required to be over 18 and employed. Self-employed and informal workers are included in the dataset. There was no threshold on the number of hours a worker was required to work to be included in the dataset. Further data collection is anticipated to take place in 2019 supported by an additional Australian Research Council Discovery grant.

Massey University in New Zealand has commenced a research project to collect data on working conditions and stress-related illness utilising a survey adapted from the Australian Workplace Barometer. Their New Zealand Workplace Barometer is currently collecting data by inviting organisations in New Zealand with 50 or more staff to participate in the project.

Complementary sources

Apart from the AWB tool, there are a range of statistical tools available monitoring aspects of the Australian work force. These include:

Australian Bureau of Statistics (ABS)

Each month the Australian Bureau of Statistics (ABS) provides a summary of labour force statistics such as employed persons ('000), unemployed persons ('000), unemployment rate (%), and/or participation rate, designed to produce key estimates of employment (and unemployment) from a sample of approximately 56,000 people (Parliament of Australia, 2017).

Household, Income and Labour Dynamics in Australia (HILDA) Survey

The Household, Income and Labour Dynamics in Australia (HILDA) Survey is a household-based panel study that collects information about economic and personal well-being, labour market dynamics and family life. HILDA follows 17,000 Australians annually. The HILDA Survey is funded by the Australian Government through the Department of Social Services.

Workplace Gender Equality Agency (WGEA)

Workplace Gender Equality Agency (WGEA) provides data from 2013-14 to 2015-16 reporting periods. The dataset covers 4 million employees across Australia, approximately 40% of the total labour force (2015-16). The homepage of the explorer provides three options for exploring the data – gender equality overview, industry view and the comparison view.

SafeWork Australia

Safe Work Australia compiles national statistics on work health and safety using information and data from multiple sources, including the policy and regulating agencies at the state or territory level (e.g., WorkSafe ACT, SafeWork NSW, NT WorkSafe, Workplace Health & Safety Queensland, SafeWork SA, WorkSafe Tasmania, WorkSafe Victoria, WorkSafe WA).

These jurisdictional agencies compile statistics on work health and safety using information and data from multiple sources that are compiled at the national level by Safe Work Australia.

Representativeness of the AWB

To determine representability of the survey results, a comparison between the demographic data provided by the AWB and the Australian Bureau of Statistics (ABS) workforce statistics was undertaken. The results indicated that the AWB sample is representative of the national working population on a range of factors such as participation in industry, contract and hours of work, mean age by industry and other general population characteristics (Dollard & Bailey, 2014). Therefore, it was determined that weighting was not required to ensure that the AWB sample was representative of the Australian workforce.

Demographic profiles of respondents

In this section, an overview of the labour market in Australia is provided using the AWB statistics. The sample population is employees in six states and two territories of Australia³. Within the sample 51% are male and 49% are female with respondents evenly dispersed across age groups with a slightly higher sample (37%) for the younger age category (18 to 34 years) and lower proportion of workers over 50 (29%).

The majority of workers in the sample are employed on a permanent full-time basis (60%). 22% are employed on permanent part time basis, 14% are casual or temporary, 4% are on a fixed term contract.

Table 1: Employment contract status for respondents 2014-2015 (employees only)

	N	%
Permanent full-time	2554	60
Permanent part-time	940	22
Casual/temporary	584	14
Fixed-term contract	148	4
Refused	1	0
TOTAL	4242	100

Note: The weighting of data can result in rounding discrepancies or totals not adding.

The majority of respondents work within a large organisation of more than 200 employees (56%) and 18% work in micro and small companies.

Ageing and sustainable work

In 2012, 14% of Australia's population were older than 65 years and this is projected to increase to 22% in 2061 and to 25% in 210 (Australian Bureau of Statistics, 2013).

Labour force participation in Australia is expected to exceed 65% from 2007–2025 and then gradually fall to a projected rate of below 60% by 2060 (Productivity Commission, 2013).

This is expected as the increase in the proportion of older Australians will have lower workforce participation rates than the general working population (those between 25 and 54 years) (Productivity Commission, 2013).

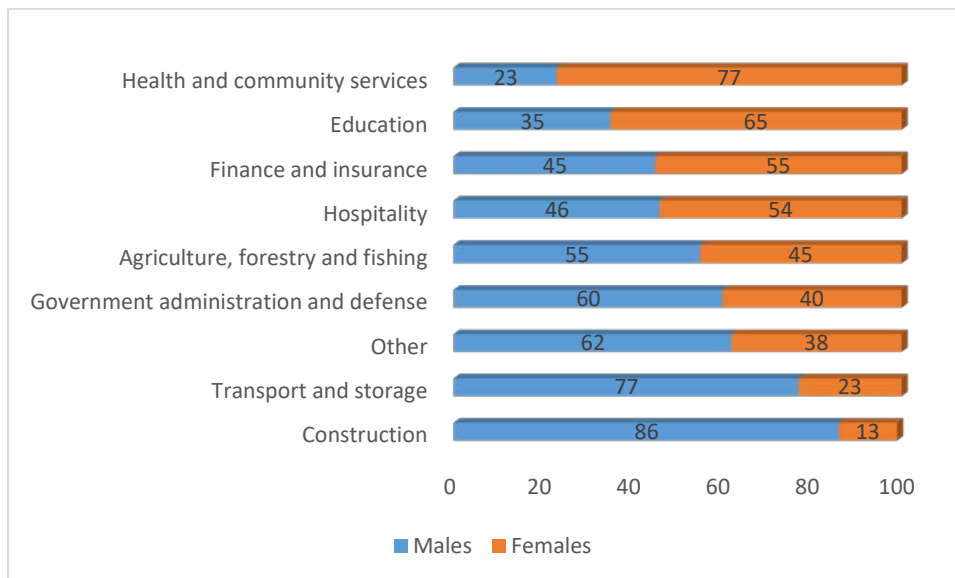
The Australian Human Rights Commission (2013) has documented a range of impediments influencing the employment of older workers such as discrimination in hiring and firing, difficulty with flexible employment arrangements, workplace physical environments that are not suitable for older workers, and complexity in accessing aged pensions and superannuation entitlements in combination with workforce participation.

³ New South Wales, Western Australia, South Australia, Australian Capital Territory, Northern Territory, Tasmania, Queensland and Victoria

Industry

Within the AWB sample – that is employees only - the largest industry sectors are the health and community services (19%), followed by education (15%) and government administration and defence (9%). Within these industry sectors there are more women in the health and community services (77%) and education (65%) areas while there are more men in the construction (86%), and transport and storage (77%) sectors.

Figure 1: Employees by sector and gender 2014-15 (%)



Note: Does not include self-employed. 'Other' industries include those that did not represent comparative categories including communications, cultural and recreational services, electricity gas and water, manufacturing, mining, personal and other services, property and business services, retail trade, wholesale trade.

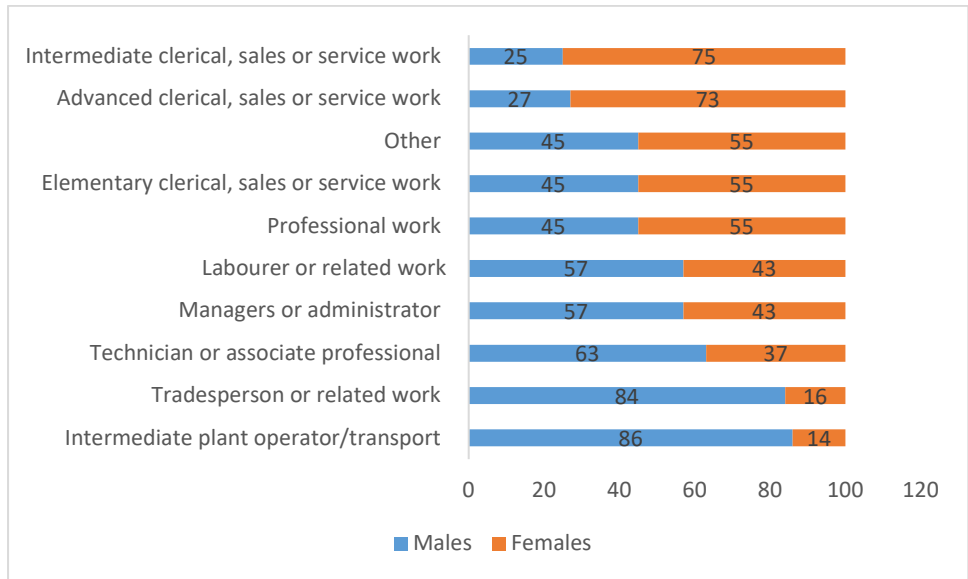
The sector with the highest percentage of permanent full-time employees are construction (89%) and public administration (81%) while the sector with the highest percentage of temporary / casual workers was the hospitality industry (55%).

Occupation

Examining the percentage of workers by occupation in the AWB sample it is clear that the majority of workers complete professional work (38%) followed by managerial or administrative roles (20%).

There are higher percentages of women in intermediate clerical, sales or service work (75%) and advanced clerical, sales or service work (73%) while men have higher representation in the intermediate plant operator/ transport roles (86%) or in the tradesperson or related work positions (84%) (See Figure 2).

Figure 2: Employees by occupation and gender 2014-2015



Note: Does not include self-employed.

In terms of work security, the highest levels of permanent full-time positions are in the tradesperson or related work (82%) and managerial or administrative roles (79%) while the highest number of temporary / casual positions are in the labourer or related work category (42%) (see Table 6).

2 – Job quality in Australia

This chapter introduces job quality and documents the 7 dimensions of job quality in Australia. It then examines quality of working lives with a focus on health and well-being and work family interactions.

Job quality

Job quality is a critical policy concern for countries across the world. National dialogues undertaken by the ILO in the context of its 'Future of work' centenary initiative concluded that the only realistic strategy for the future is through decent jobs for all (ILO, 2017a).

Many job quality features that are beneficial for workers are supportive of a positive and fulfilling quality of working life. Thus, high(er) levels of job quality are associated with health and well-being, work–life balance, financial security and skills development (Eurofound, 2016). Statistical analyses included in this report confirm these findings.

Job quality features are also positively associated with enterprise performance, productivity and innovation. Improving job quality in particular is associated with reducing sickness absence and the loss of productivity due to working while sick. In addition, job quality contributes to developing organisational commitment and motivation among workers, as well as shaping a climate that is supportive of creativity and the development of the workforce.

Building on the work done by Eurofound on operationalising and structuring job quality against its key features and multiple dimensions, this chapter is structured across seven dimensions of job quality: physical environment, work intensity, working time quality, the social environment, skills and discretion, prospects, and earnings (See Figure).

These seven dimensions reflect the multidimensional nature of the concept of job quality and the fact that indicators making up these seven dimensions have an independent influence (positive or negative) on the health and well-being of workers (Eurofound, 2012a). Each dimension reflects attributes at the level of the job, where the contractual relationship between employers and workers is set, and where the policies and regulations governing work are implemented; second, they are constructed with indicators of positive and negative job features reflecting the job resources (physical, psychological, social or organisational aspects) and job demands; and thirdly, the indices cover job features captured from an objective perspective, meaning that they refer to specific job quality features, which can be observed and are related to meeting people's needs from work. In particular, these features have been proven through epidemiological studies to have a causal effect – positive or negative – on the health and well-being of workers.

Figure 3: Seven dimensions of job quality



Source: Eurofound

Building on the work done by Eurofound on operationalising and structuring job quality against its key features and multiple dimensions, this comparative presents the results of the AWB alongside the seven dimensions constitutive of job quality.

Physical risks

The absence of physical hazards that pose a risk to health and well-being is an acknowledged feature of job quality. Working conditions surveys included in the working conditions in a global perspective covering 41 countries and 1.2 billion workers cover extensively this dimension of job quality. The results of the comparative analysis confirm the importance and relevance of physical risks in the experience of work for a significant proportion of the workforce surveyed. They indicate strong gender differences in level and type of exposure to physical risks factors. They confirm that exposure to physical risks is not confined to agriculture, construction and industry but also frequent in services. The level of exposure also depends on the conditions under which work is performed.

While the AWB focus is on psychosocial risks, it still collects information on a range of physical risks in worker's environments between 2009 and 2015 including exposure to physical efforts, heavy loads, and awkward positions.

Table 2: Physical risks for male and female employees in Australia in 2014-2015

Dimensions	Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Physical Effort	My job requires lots of physical effort (strongly agree and agree)	36	38	34
Heavy Loads	I am often required to move or lift very heavy loads on my job (strongly agree and agree)	26	30	22
Awkward Positions	I am often required to work for long periods with my body in physically awkward positions (strongly agree and agree)	18	20	16

Note: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'. Does not include self-employed.

Over a third of respondents (36%) state that their job requires a lot of physical effort, while approximately a quarter (26%) are required to move or lift heavy loads and almost a fifth (19%) report working for long periods in physically awkward positions. The proportion of female and male respondents reporting considerable physical efforts and long periods in awkward positions is relatively consistent by gender, however a slightly higher proportion of male workers report lifting heavy loads (30%) compared to female employees (22%).

While physical efforts and awkward positions share a similar pattern of a slight decrease between 2009 to 2010-2011, and then a minor increase in 2014-2015, reports for heavy loads reveals an opposite pattern of increasing slightly in 2010-2011 with a minor decrease in 2014-2015.

Physical effort

Nearly half (48%) the workers in temporary employment agree that extensive physical efforts are required in their job, which is a higher proportion than for workers representing all other forms of contract status. A slightly greater proportion of younger workers and workers in small organisations report experiencing extensive physical efforts in their job. Just over half the employees in hospitality and agriculture sectors agree that their job involves a lot of physical effort while only 2% of the workers in finance agree this particular physical demand occurs in their role. Far greater proportions of tradespersons and labourers report extensive physical effort exists in their role compared to those in other occupations.

Heavy loads

Differences by occupation are substantial: 65% of tradesperson and 57% of labourer report lifting heavy loads, in contrast to 14% of managers and 16% of professionals. Interestingly almost half (44%) the workers elementary clerical, sales or service workers positions also are required to lift heavy loads in their job.

Workers in hospitality (41%) and construction (40%) sectors show greater proportions of industries requiring lifting heavy loads.

Nearly twice as much workers in temporary / casual employment (40%) than workers in permanent full time (24%) or permanent part time (22%) report having to carry heavy load in their work.

By age, younger workers (35%) report more frequently heavy load in their work than middle aged and older workers (about 20%).

Awkward positions

Nearly half the workers employed as tradespersons report working in awkward positions whereas only 7% of workers in advanced clerical, sales, or service experience awkward positions in their employment. The highest proportions of employees working in awkward positions based on sector were from the construction and transport industries. Approximately a quarter (24%) of workers employed on a temporary status report working in awkward positions, which is slightly more than those employed under other types of contracts. Younger workers and those in larger organisations represent higher proportions of participants working in awkward positions.

Work intensity

If the workload is very high, if the job absorbs too much mental energy and physical energy, or if the job requires juggling various demands, it becomes difficult to perform tasks in the most effective and healthy way.

Work intensity reflects the demands employees face in their work environment (e.g., quantitative demands (i.e., work pressure, and emotional demands). The AWB focusses on the measure of quantitative demands and emotional demands. Other surveys across the world also include data on pace of work determinants and interdependency. The analyses here focuses on items covered by other internationally comparable working conditions surveys.

Table 3: Quantitative and emotional demands for female and male workers in Australia 2014-2015

Dimensions	Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Quantitative Demands	My job requires working very fast (agree and strongly agree)	71	70	71
	I have enough time to get the job done (agree and strongly agree)	66	70	62
Emotional Demands	My work places me in emotionally challenging situations (agree and strongly agree)	53	51	55
	My work requires suppressing my genuine emotions (agree and strongly agree)	46	44	48

Note: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'. Does not include self-employed.

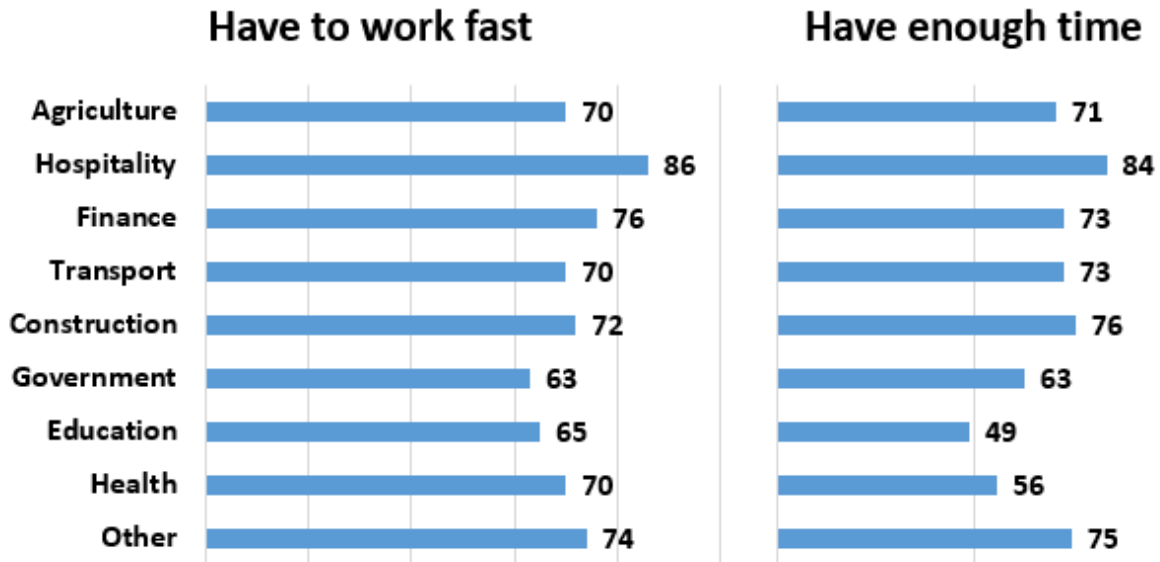
The majority of both male and female workers report that their job requires them to work fast. 70% of men and 71% of women report that their job requires working very fast. Slightly more men (70%) state that they have enough time to get the job done compared to women (62%). Approximately half the sample population (53%) advise that their work places them in emotionally challenging situations and requires suppressing genuine emotions (46%). Women represent a slightly greater proportion that report experiencing emotional demands compared to men.

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Quantitative demands

To measure quantitative demands, workers are asked about how hard and fast they are required to work and whether they have enough time to complete their tasks in their workplace.

Figure 4: Psychological demand scales by sector for Australian employees 2014/15 (%)



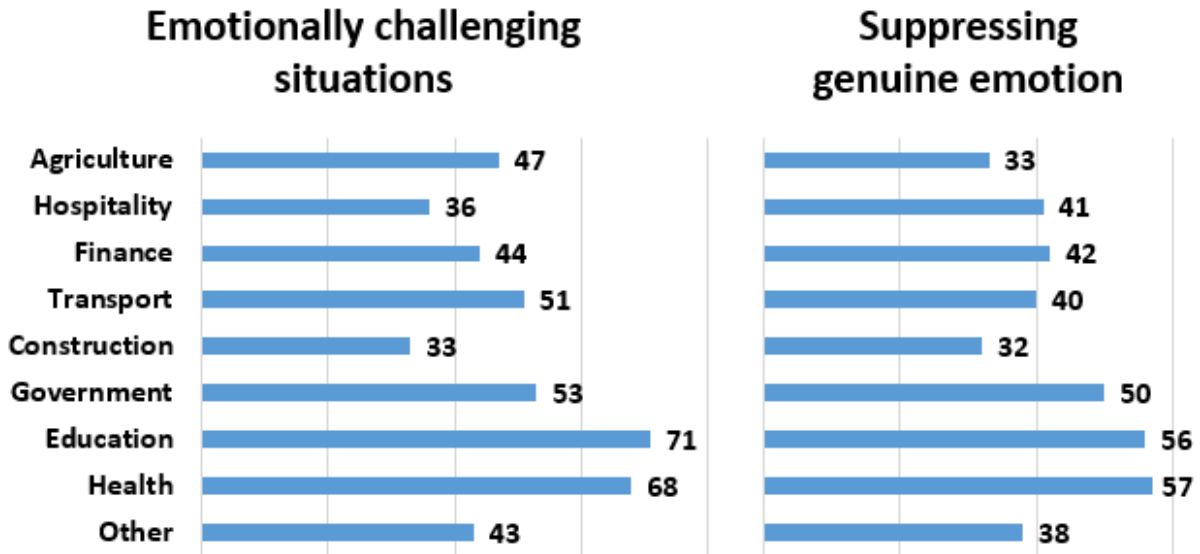
Note: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'.

Workers in hospitality represent the greatest proportion of employees that consider their job to require they work hard and fast, however they also represent the greatest proportion of workers that have enough time to complete their tasks, suggesting that in general they receive supports and resources to complement the intensity of their work roles. Intermediate clerical workers most strongly agreed that they had to work fast (workers in occupations that did not align with the designated categories represented the greatest proportion of employees that are required to work at a fast pace in their roles). While employees in elementary clerical, sales, represent the occupation with the greatest percentage of workers that believe they have enough time to complete their required tasks.

Emotional demands

Workers in education and health represent the sector with the greatest proportion of workers experiencing emotionally challenging situations and the need to suppress their genuine emotions (refer to figure 5). The construction sector represents the lowest proportion of workers agreeing that they face emotionally challenging situations and are required to suppress genuine emotions in their workplace.

Figure 5: Emotional demand scales by sector for Australian workers 2014/15 (%)



Note: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'.

Professional work represents the occupation with the greatest proportion of workers reporting that they face emotionally challenging situations and are required to suppress their emotions. Elementary clerical, sales or service workers represented the occupation the least proportion of workers reporting emotionally challenging situations arise in their work role, while labourers represent the lowest proportion of workers that reports suppressing their genuine emotions.

The types of workers in Australia that have the lowest agreement levels with experiencing emotional demands in the workplace are those aged 18 to 34, working in micro/small organizations, and those employed on a casual/temporary contract. While young Australians (18 to 34) have the lowest proportion of workers who are facing emotionally challenging situations (45%) and have to suppress their genuine emotions (41%), workers aged 55 and above report the highest (60% and 49%, respectively). In organisations, micro/small have the lowest proportion of workers facing emotionally challenging situations (42%) and suppressing their genuine emotions (3%). In contrast, large organisations have the highest proportion of workers who face both emotionally challenging situation (61%) and suppress their genuine emotions (51%). Finally, workers employed on a casual/temporary contract have the least proportion of workers who experience emotional demands; 42% facing emotionally challenging situations and 39% suppressing genuine emotions. In contrast, workers on a fixed contract have the greatest proportion in challenging emotionally situations (61%), while permanent workers in both full-time and part-time roles have the largest proportion suppressing genuine emotions (48%).

Working time quality

Working hours are commonly identified as a risk factor where excessive hours have a negative impact on health outcomes and contribute to work-family conflict.

Table 4: Quantitative and emotional demands for female and male employees in Australia 2014-2015

Dimensions	Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Duration	Long working hours (48 hours or more per week)	15	22	7
Atypical working time	Night work	2	2	2
	Evening work	3	3	3
	Rotating shift	14	13	14
	Day shift	81	81	81

Working long hours

Australia is regarded as having a long working hours culture (Pocock & Skinner, 2012). 68% of employed workers worked more than the national legal standard of 38 hours.

The Australian Fair Work Act 2009 specifies in a set of national employment standards, a maximum of 38 hours of work per week, unless the request of additional hours is reasonable. In our sample from 2014/15, we selected full-time permanent employees who had not taken any leave in the past 7 days due to illness or other reason and estimated the percentage of workers engaged in long working hours by referring to various benchmarks (Pocock & Skinner, 2012). For the International Labour Organisation, the benchmark for long work hours of 48+ hours, in this case, 21% of Australian workers were above this level. For the Australian Bureau of Statistics benchmark of 50+ hours, there were 11% above this.

A higher proportion of men (22%) than women (8%) work long hours (that is over 48 hours per week). The highest proportion of long working hours are reported in agriculture where a third of workers work 78 hours a week or more and finance where about a quarter (23%) work 48 hours a week or more. By occupations, managers work more frequently long working hours (25%), tradesperson (23%) and intermediate plant operator (21%).

Working atypical time

Working regularly evenings (3%) and night (2%) is not very frequent among Australian workers. Rotating shifts however are more frequent and practiced by more than 1 out of 10 workers, and over 8 out of 10 workers for day shifts.

A slightly greater proportion of younger workers aged under 35 years (16%) are working rotating shifts compared to the other age groups. Permanent part-time and temporary contact workers represent greater proportions of employees working rotating shifts.

While 100% of the finance and 95% of the construction workers in this sample report working day shifts, only 50% of hospitality employees regularly work during the day. In addition, 27% of transport employees work rotating shifts. A slightly higher proportion of employees in large organisations (17%) report working rotating shifts compared to those in medium (10%) and small (7%) organisations.

Managers and administrators represent the occupation with the greatest proportion that report working day shifts while those in intermediate plan operator/transport (29%) and intermediate clerical, sales or service (27%) roles are most likely to be working rotating shifts compared to other occupations.

Social environment

The aspects of the social environment experienced by Australian workers in 2014-2015 includes a range of social supports including management and co-worker factors as well as adverse social behaviours such as bullying, harassment and threats.

While several of reported scores for harassment appears to be low, harassment has severe consequences and bear costly impacts to the organisation in terms of staff turnover, sickness absence, workers' compensation claims, reduced morale and diminished productivity (Bowling & Beehr, 2006; Hoel, Einarsen, & Cooper, 2003), and costly impacts for the individual in terms of poor physical health (e.g. cardiovascular disease, Tuckey, Dollard, Sebel, and Berry, 2010) and mental health (e.g. depression and anxiety, Mayhew and McCarthy, 2005).

Table 5: Social environment scales for male and female Australian workers 2014-2015

Dimension		Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Social support	Manager support	My supervisor/manager is concerned about the welfare of those under him/her (<i>agree and strongly agree</i>)	86	88	84
		My supervisor/manager is helpful in getting the job done (<i>agree and strongly agree</i>)	85	86	85
		I am treated with respect by my supervisor / managers (<i>agree and strongly agree</i>)	94	94	93
	Social support	People I work with are helpful in getting the job done (<i>agree and strongly agree</i>)	96	96	95
Adverse social behaviour	Sexual harassment	I have experienced unwanted sexual attention (<i>sometimes, often, and very often / always</i>)	2	1	3
		I have experienced discomfort listening to sexual humor (<i>sometimes, often, and very often / always</i>)	8	7	9

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

		I have experienced unfair treatment because of my gender (<i>sometimes, often, and very often / always</i>)	6	3	8
	Verbal	I have been sworn at or yelled at (<i>sometimes, often, and very often / always</i>)	20	22	18
	Humiliation	I have been humiliated in front of others (<i>sometimes, often, and very often / always</i>)	10	10	11
	Physical	I have experienced being physically assaulted / threatened by members of the organization (<i>sometimes, often, and very often / always</i>)	1	1	2
		I have experienced being physically assaulted / threatened by a client or a patient (<i>sometimes, often, and very often / always</i>)	12	9	16
	Bullying	Have you been subjected to bullying at the workplace during the last 6 months? (<i>following a definition, Yes</i>)	10	9	11

Note: Range of scores for individual items on Adverse Social Behaviour; 1 'very rarely/often' to 5 'very often/always'. Range of scores for individual items on Social Support; 1 'strongly disagree' to 4 'strongly agree'. Does not include self-employed.

Social support

In regard to social support in general a high proportion of workers (around 85%) agree that managers are concerned about their welfare and are helpful in getting the job done. The vast proportion of workers (94%) also report that they are treated with respect by their manager and that the people they work with are helpful in getting the job done (96%).

Workers in health represent the smallest proportion of workers that consider their supervisor to be concerned about their welfare (80%) and are helpful in getting the job done (78%) based on sector. Workers in Transport (89%) represent the lowest proportion of workers that consider their supervisor to treat them with respect. Social support by colleagues is quite constant across sectors.

Technicians and labourer occupations represent the highest proportion of workers that consider their supervisor to be concerned about their welfare based on occupation. Intermediate plant operator/transport was the occupation in which employees considered their supervisor to be least helpful and respectful compared to workers in other occupations. Labourers represent the lowest proportion of workers that consider their co-workers to be helpful.

Adverse social behaviour

Overall, 2% of the Australia working population reports experiencing sexual harassment while 8% experience discomfort due to sexual humour and 6% receiving unfair treatment due to gender.

Female workers represent greater proportions of workers experiencing all forms of sexual harassment compared to males.

Significantly higher proportions of females than men also report physical assaults and threats from clients, bullying, and humiliation compared to males.

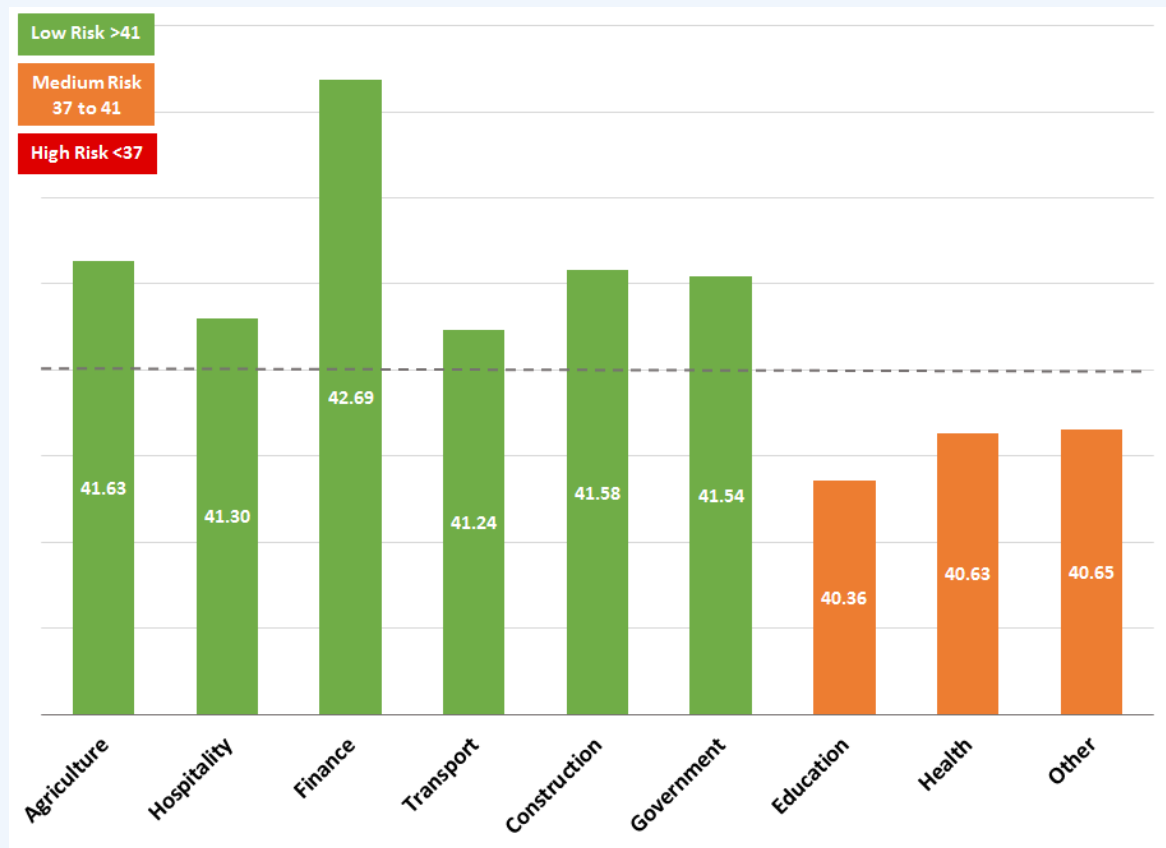
A slightly greater proportion of males (23%) report being sworn or yelled at compared to females (18%), which represented the greatest rates of adverse social behaviour for workers in Australia.

Results also show that 10% of workers in Australia experience bullying (Potter, Dollard, & Tuckey, 2016). A comparison with similar results in Europe suggests a rather high incidence of bullying in Australia.

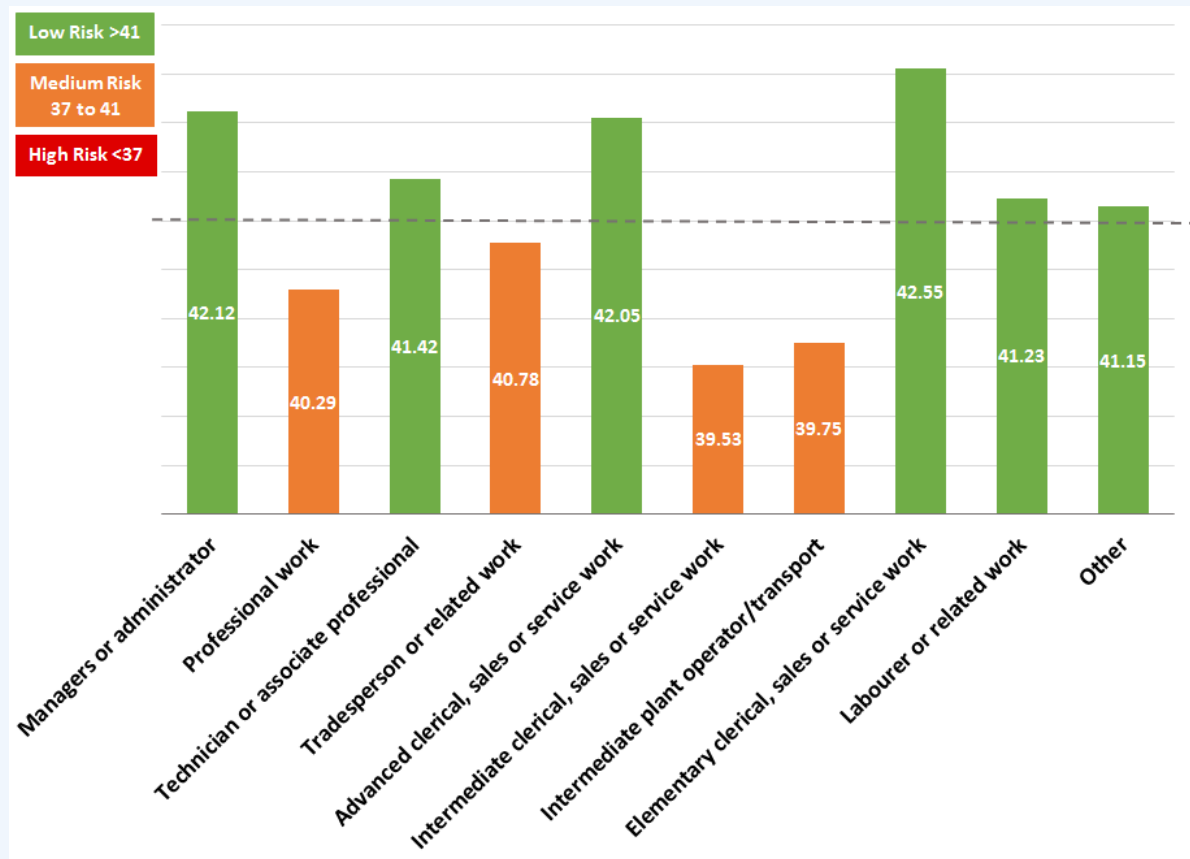
Psychosocial Safety Climate

Psychosocial Safety Climate (PSC) represents the organisational climate for employee psychological health, wellbeing, and safety and is determined by organisational policies, practices, and procedures for the protection of worker psychological health and safety (Dollard & Bakker, 2010). It also reflects senior management commitment, participation, and consultation in relation to stress prevention and safety at work (Dollard & Bakker, 2010). Benchmarks have now been established for low risk (PSC scores ≥ 41) and high risk (PSC scores ≤ 37) cut points for predicting employee job strain and depression.

Figure 6: PSC score by sector 2014-2015



Note: The results show that workers in Education, Health, and Other industries report PSC below the benchmark of 41, implying that employees in these sectors are at risk for job strain and depression.

Figure 7: PSC scores by occupation for 2014-2015

Note: The PSC scores show that those employed in the occupations of professional, tradespersons, intermediate clerical, sales, or service, and intermediate plant operator/transport positions are at medium risk for job strain and depression.

Skills use and discretion

Skills and discretion in the workplace comprise of workers' autonomy over how and when work tasks are completed in the workplace. Within the often cited Job Demand-Control model developed by Karasek (1979), job control (i.e., skill discretion and decision authority) is an important task level risk factor that contributes towards positive organisational and health outcomes. High job control helps to minimize the detrimental impact that high psychological demands can have upon workers' health (Häusser, Mojzisch, Niesel, & Schulz-Hardt, 2010; Karasek, 1979). Decision authority is comprised of three items that cover whether workers can make decisions in their job, their freedom to make decisions, and if they have a say about what happens in the job. Organizational participation is comprised of three items that cover the influence workers have over decisions made by the work team/department, if all parties represented for major decisions, and if workers are informed in advance about major decisions.

Table 6: Skill discretion, decision latitude and organizational participation for Australian workers 2014-2015

Dimension	Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Skills discretion	My job requires that I learn new things (<i>agree and strongly agree</i>)	93	94	92
	My job requires a high level of skills (<i>agree and strongly agree</i>)	86	88	84
Decision latitude	In my job, I have very little freedom to decide how I do my work (<i>agree and strongly agree</i>)	23	22	25
Organizational participation	In my company / organisation, I have significant influence over decisions made by my work team or department (<i>agree and strongly agree</i>)	58	63	51

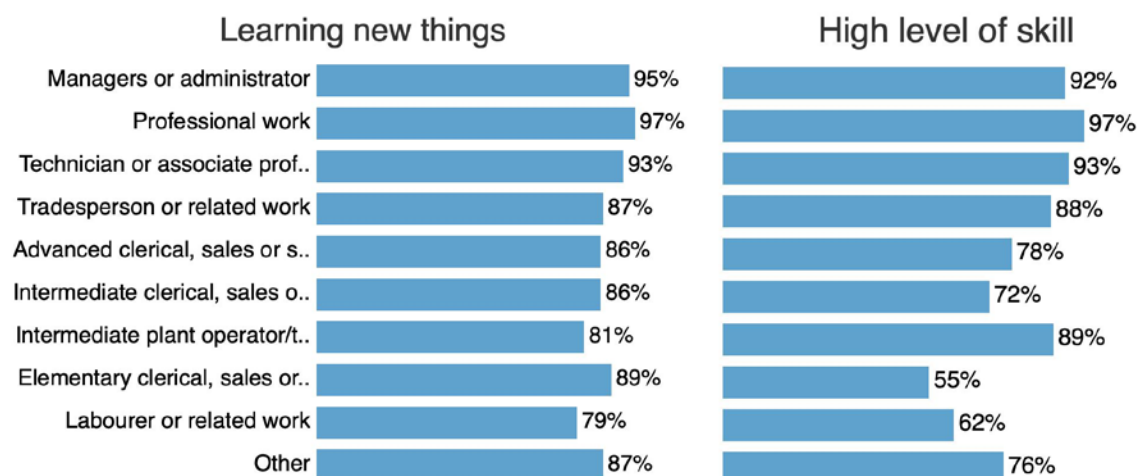
Note: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'. Does not include self-employed.

These results show that the vast majority of workers consider their job requires a high level of skills and allows them to learn new things. About one quarter of employees report little freedom to decide how to get their work done. And only slightly more than half believe they have influence over decisions made at the work team and/or department level. Men report more frequently than women skill discretion, decision latitude and organisational participation.

Skills discretion

To measure skills discretion, we asked workers if they are required to new things in the workplace and if their job requires high skill levels.

Figure 11: Skills discretion items by occupation for Australian workers 2014-2015 (%)

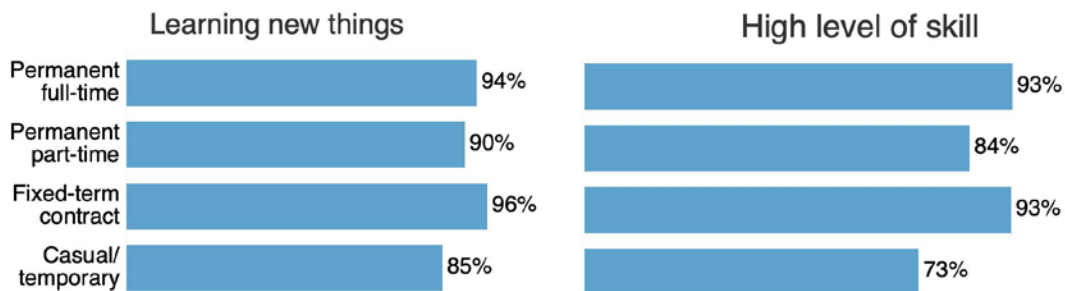


As can be seen in figure 11, professional workers represent the occupation with the greatest proportion of workers that learn new things and engage a high level of skill within their workplace. Workers in the labourer occupation report the lowest proportion who are required to learn new things, and elementary clerical have the lowest proportion of workers who have jobs that require a high skill level.

While Australian workers across all age groups (18 to 34, 35 to 54, and 55 and above) have similarly agreement levels with learning new things on the job (91 to 93%), only 78% of young workers (18 to 34) agree their job requires a high level of skill, compared to 90% of middle aged (34 to 54) and older workers (55 and above). In micro/small organisations workers have the lowest agreement with learning new things (89%) and jobs that requires high skill levels (82%).

The sectors that have the highest proportion of workers that agree that they have skill discretion in the workplace are education and finance, and the worst being hospitality and transport. Specifically, 96% of education workers and 95% of finance workers believe they get to learn new things while 97% of workers in education and 95% in finance agree their job requires high skill.

Figure 12: Skills discretion items by contract type for Australian workers 2014-15 (%)

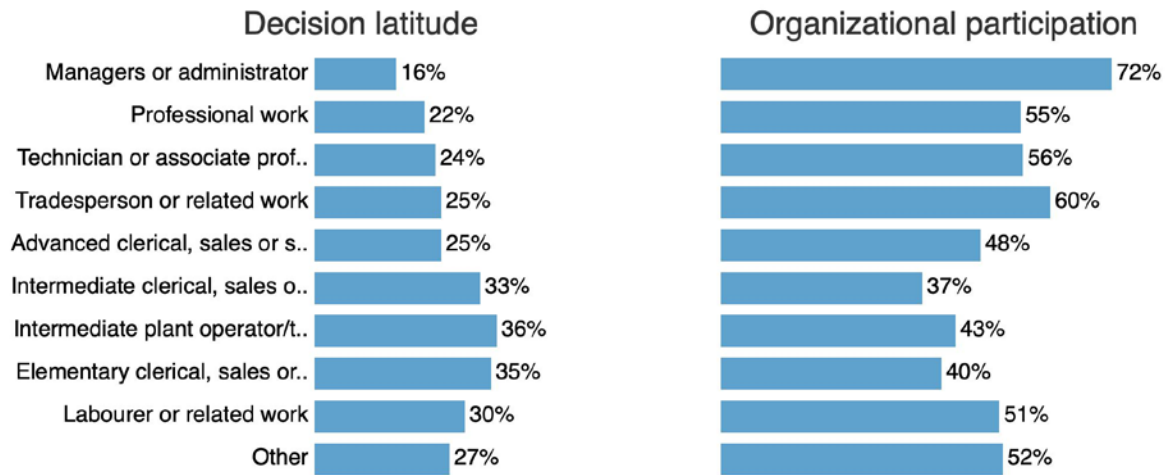


Finally, as can be seen in figure 12 casual/temporary contract type has the lowest proportion of workers that report having skill discretion in terms of learning new things and needing high skill levels in the job. In contrast, workers that are employed on a fixed-term contracts or are employed permanently full-time consistently report the highest levels of skill discretion.

Decision latitude and organizational participation

To measure decision latitude, we asked workers if they had little freedom to make decisions over how to perform their work tasks, while organizational participation reflects the influence workers have over decisions made in the company/organization that affect them.

Figure 13: Decision latitude and organizational participation by occupation for Australian workers 2014-15 (%)



Intermediate plant operator and elementary clerical, sales or service workers represent the greatest proportions of workers that report the least freedom in how they perform their job role (refer to figure 13). Clerical, sales, or service workers report the least participation regarding decisions making processes in their organisation.

Young workers in Australia have the highest proportion of agreement for having little freedom – decision latitude – in the workplace (28%), and the lowest proportion for having influence over decisions being made – organizational participation (56%), compared to middle aged and older workers. Conversely, micro/small organisations have the lowest proportion of workers that agree they have little freedom (18%) and the highest proportion that believe they have influence over decisions being made (66%).

When it comes to decision latitude, the sectors finance (19%) and education (18%) have the lowest proportion of workers that agree they have little freedom, while transport (32%) and hospitality (29%) have the highest. Similarly, for organisational participation, finance workers report having the highest proportion of workers who have influence over decisions being made (62%), along with construction (66%). Transport (49%) has the least proportion of workers who believe they have influence over decisions being made, along with workers in the health sector (51%).

Figure 14: Decision latitude and organizational participation by contract type for Australian workers 2014-15 (%)



As can be seen in figure 14, casual/temporary workers represent report the least freedom and influence regarding decision making within their roles. Permanent full-time workers represent the contract type with the greatest proportion reporting high levels of influence over team and departmental decisions within their organisation. Workers on a fixed-term contract represent the greatest proportion that report freedom of choice in how they perform their roles.

Lifelong learning in Australia

The AWB does not collect data on access to formal or non-formal training. Results from the Survey of Work-Related Training and Adult Learning (WRTAL) (from July 2016 to June 2017) identifies that four out of ten (40.9%) Australians aged 15-74 years were involved in formal or non-formal learning during 2016-17 (Australian Bureau of Statistics, 2017b). Rates of lifelong learning are decreasing with 50.5% of men participating in 2005, decreasing to 45.1% in 2013, and then reducing further to 39.4% for 2016-17. Women, in comparison, participated at a rate of 47.2% in 2005, 47.7% in 2013, reducing to 42.3% in 2016-17.

Formal representation at the workplace

The AWB capture information on membership of a union or formal employee organisation that looks after employees' interests.

Approximately 30% of the Australian employees (28% men and 32% women) are members or a union or formal employee representation organisation. A greater proportion of workers on permanent contracts (34% of employees in permanent full time contract and 31% of those in part time permanent contracts) are members compared to those employed on a temporary basis (15% of casual workers and 25% of workers in fixed term contracts). In addition, workers over 50 (38%), workers in large organisations (37%) report more frequently a membership to a collective employee representation organisation than younger groups of workers or workers in smaller companies.

Based on sector the greatest proportion of membership is represented by Education (54%) , followed by government (45%) , workers with the least working in Hospitality (8%) and agriculture(11%). Professional workers (42%) represent the occupation with the greatest proportion that are members of a union or formal organisation.

Prospects

The prospects for Australian workers in terms of their employment meeting their future income and psychological needs concerns the type of contract in which they are employed, their potential for career advancement, the security of their current role and whether or not organisational downsizing is having an impact upon their position.

Table 7: Job prospects as represented by contract type, career prospects, job security and downsizing for Australian workers 2014-2015

Dimension	Question wording	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
Contract type	Permanent full time	60	78	42
	Permanent part time	22	8	37
	Casual / temporary	14	12	16
	Fixed term contract	4	3	4
Career prospects	Considering all my efforts and achievements, my job prospects are adequate (<i>strongly agree and agree</i>)	85	87	83
Job security	My job security is poor (<i>strongly agree and agree</i>)	24	25	23
Downsizing	In your company/organisation, there have been changes such as restructuring, downsizing, and layoffs that have significantly affected your job (<i>strongly agree and agree</i>)	46	46	45

Note.: Range of scores for individual items; 1 'strongly disagree' to 4 'strongly agree'. Does not include self-employed

Contract type

Overall, the majority of workers in Australia are employed in permanent positions. In 2014-15, just over 8 out of 10 (82%) workers reported having permanent employment status, such as permanent full-time or permanent part-time. For males, the majority work permanent full-time, for females, the majority work either permanent full-time or part-time.

ASB results indicate that the proportion of Australian workers employed in temporary / casual positions has been declining over time, from 19% in 2009-2010 to 14% in 2014-2015; the majority of these work short hours. Finally, fixed contract is the least common employment status amongst Australian workers with less than 1 out of 10 workers reporting being employed in fixed contract positions across all time points.

Career prospects

In general, workers report their career prospects to be adequate, a slightly lower proportion was reported by those employed on a temporary basis. While a much higher proportion of male workers are employed on a permanent full-time basis, and more women are employed on a permanent part-time contract, reported prospects are relatively consistent for men (87%) and women (83%). Reported levels of career prospects has remained relatively consistent over time.

The majority of workers across all age groups also report their prospects to be adequate. While the majority of workers from all organisation sizes reported adequate prospects, workers in larger organisations (200+) report slightly lower levels of career prospects (83%) compared to those working in smaller organisations (88%).

The greatest proportion of workers reporting adequate prospects were in the Agriculture industry (90%) with the lowest in the health sector (82%). In regard to occupation technicians and associate professionals report very high levels of career prospects (93%) while intermediate clerical workers represent the occupation with smallest proportion reporting adequate career prospects (75%).

Job security

Approximately a quarter (24%) consider their job security to be poor. While job insecurity showed a slight decrease between 2009 to 2011-2012, there has been a shift trend towards workers feeling less secure in their employment in 2014-2015.

The results show a far greater proportion of workers employed on a temporary (44%) or fixed-term (68%) basis consider their job security to be poor compared to those employed in a permanent full-time or part-time position. Workers aged under 35 years (22%) report slightly better perceptions about their job security compared to workers 35 years and older (27% for the 50 and older). Workers in small (21%) and medium organisations (22%) report their job security as being slightly poorer compared to those represented in larger organisations (26%). Workers in agriculture (35%) represent the greatest proportion of respondents experiencing issues with their job security, while those in finance (20%) report the least. About 30% of workers in transport and education report job insecurity. Intermediate clerical, sales, or service workers (29%) represent the greatest proportion of worker in an occupation that reports issues with job security, while elementary clerical, sales, or service workers (17%) represent the lowest proportion of workers reporting issues with job security.

Downsizing

The AWB measured downsizing as a form of organisational change by asking participants if in their organisation there has been changes such as restructuring, downsizing, and layoffs that have significantly affected their job. Results reveal in 2014-15, almost half (46%) the participants suggest organisational change has had a significant impact on their job.

Workers employed on a permanent full-time basis represent the greatest proportion (53%) of employees experiencing an impact on their employment due to organisational downsizing compared to workers employed on other contract types (e.g., permanent part-time, casual/temporary, and fixed-term contract). A smaller proportion of workers aged under 35 years (34%) report downsizing as having an impact on their employment compared to those aged between 35 and 54 and aged over 55 (51%). The highest rates of downsizing having an impact on the employee is represented by workers in larger organisations (59%). In addition, those working in government sectors (66%) represent the greatest proportion of workers reporting an impact on their employment due to downsizing, while those in hospitality (32%) represent the lowest proportion experiencing an impact. Managers or administrators (53%) represent the occupation reporting the greatest proportion of workers reporting issues with downsizing while those in labourer occupations (35%) have the least proportion of workers experiencing this issue.

Earnings

The earnings of employees were measured using one item in the AWB, 'Before tax is taken out, which of the following best describes your income from your main job in the last 12 months?'

Overall, the AWB data shows that employed Australian's incomes are shifting, with greater proportions of workers earning within the higher income brackets, and fewer within the lower income brackets.

In Table 8, we focused on the earnings from 2014-2015 according to contractual status, by gender.

Table 8: Australian workers' earnings in 2014-15, by contract type and gender.

	Permanent Full-Time			Permanent Part-Time			Casual/Temporary			Fixed Contract			Overall Total
	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	
Up to \$12,000	0.2%	0.1%	0.2%	2.8%	6.3%	2.2%	18.0%	15.8%	19.1%	1.5%	2.0%	1.2%	2.8%
\$12,001 - \$20,000	0.2%	0.1%	0.3%	7.8%	6.3%	8.1%	17.1%	12.5%	19.5%	5.4%	4.1%	6.2%	4.0%
\$20,001 - \$30,000	1.0%	0.7%	1.5%	17.2%	16.8%	17.2%	18.7%	13.2%	21.5%	10.0%	0.0%	16.0%	6.9%
\$30,001 - \$40,000	4.7%	2.9%	7.2%	20.4%	11.2%	21.9%	16.7%	13.8%	18.2%	5.4%	0.0%	8.6%	9.4%
\$40,001 - \$50,000	7.8%	6.1%	10.1%	17.7%	15.4%	18.0%	12.1%	16.4%	9.9%	10.0%	4.1%	13.6%	10.0%
\$50,001 - \$60,000	12.3%	10.8%	14.6%	11.4%	9.8%	11.7%	6.4%	9.2%	5.0%	14.6%	14.3%	14.3%	10.6%
\$60,001 - \$80,000	21.2%	19.5%	33.5%	13.2%	18.2%	12.4%	6.2%	9.9%	4.3%	14.6%	10.2%	17.3%	15.8%
\$80,001 - \$100,000	22.1%	21.8%	22.6%	5.3%	7.7%	4.9%	2.0%	3.3%	1.3%	16.9%	24.5%	12.3%	14.1%
\$100,001 - \$150,000	21.1%	24.2%	16.6%	2.8%	4.9%	2.5%	2.0%	4.6%	0.7%	9.2%	18.4%	3.7%	12.7%
\$150,001 - \$200,000	5.7%	8.3%	2.1%	0.9%	2.1%	0.7%	0.9%	1.3%	.7%	8.5%	14.3%	4.9%	3.7%
More than \$200,000	3.7%	5.5%	1.3%	0.5%	1.4%	0.4%	0.0%	0.0%	0.0%	3.8%	8.2%	1.2%	2.3%

Note: All employees (self-employed excluded)

- \$80,000' as the most common income range for permanent full-time workers, there were clear differences between males and females in the low income ranges and high income ranges. Overall, a higher proportion of females earned within the lower income brackets compared to males, and a higher proportion of males earned within the higher income brackets compared to females in permanent full-time positions. This trend was also found for fixed contract employees, with a higher proportions of males compared to females in the high income brackets, and higher proportions of females compared to males in the lower income brackets.

For permanent part-time employment hours worked per week was relatively consistent between males (24.2 hours per week) and females (24.5 hours per week). Male workers were over represented in the lowest income brackets for permanent part-time.

In temporary / casual employment, the males worked a greater number of hours per week on average (27 hours per week) compared to females (20.2 hours per week, see Figure 8 for more details). The majority of males and females had earnings within the lower income brackets, with the highest representation of both males and females earning 'up to \$12,000'. Within the higher income brackets, few workers, both males and females, reported their yearly earnings exceeding \$50,001.

Overall, across all employment types, males consistently had higher proportion of workers within the higher to highest income ranges compared to females with the exception of permanent part-time.

Quality of working life

Health and well-being

Emotional exhaustion and psychological distress

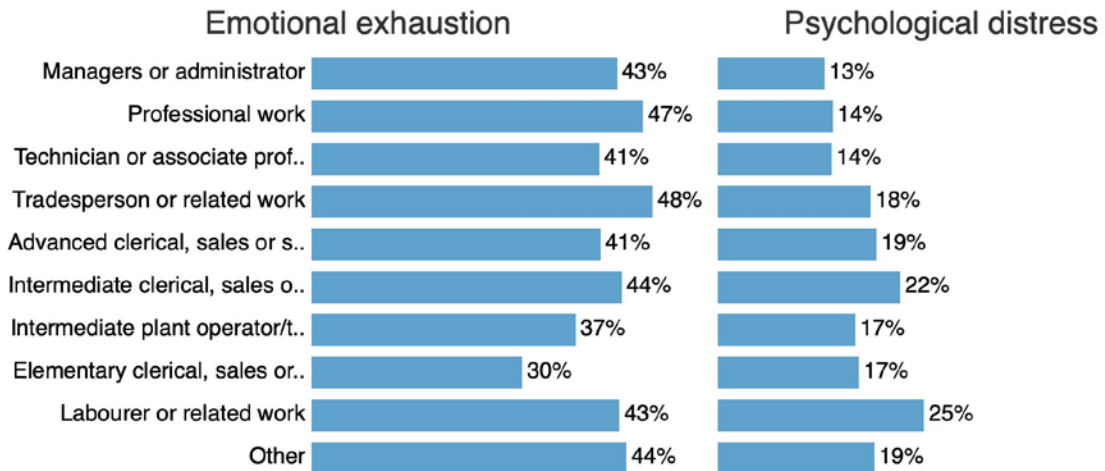
Health and wellbeing outcomes were measured using the Maslach Burnout Inventory (Schaufeli, Leiter, Maslach, & Jackson, 1996) consisting of questions relating to energy and burnout in relation to work. Participants were also asked about their levels of distress and anxiety using the Kessler 10 (K10; Kessler & Mroczek, 1994) which measures symptoms of anxiety and depression. To determine high emotional exhaustion only participations reporting above the mean score of 15.8 were included in the following tables and figures. The K10 has cut points for mild, moderate, and severe distress, we used these cut points to report workers experiencing mild to severe levels of distress.

Table 9. Health and wellbeing measures for Australian workers in 2014-15.

Dimension	Questionnaire	Proportion of workers (%)	Proportion of male workers (%)	Proportion of female workers (%)
High emotional exhaustion (<i>above the mean</i>)	Maslach Burnout Inventory (Schaufeli, Leiter, Maslach, & Jackson, 1996)	47	48	46
Mild to severe psychological distress symptoms	Kessler 10 (Kessler & Mroczek, 1994)	16	15	18

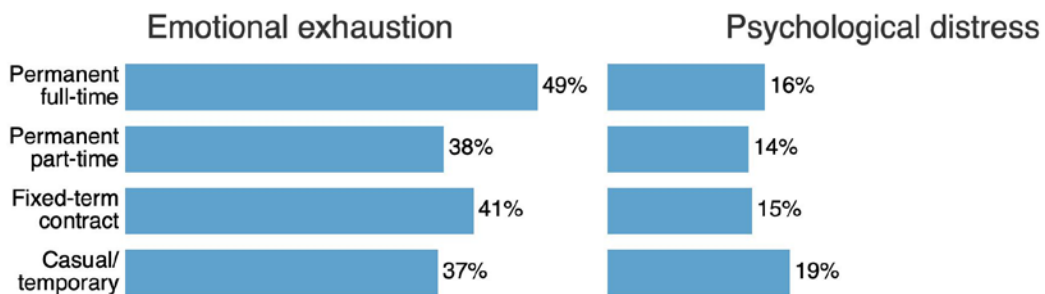
Overall 16% of the participants report experiencing mild to severe levels of distress with more females reporting symptoms of distress than males. Slightly more men report high emotional exhaustion compared to women.

Figure 15: Emotional exhaustion and psychological distress by occupation for Australian workers 2014-15 (%)



The results show tradesperson or related workers represent the greatest proportion reporting high levels of exhaustion while labourers represented the occupation with the greatest proportion of workers experiencing mild to severe distress.

Figure 16: Emotional exhaustion and psychological distress by contract type for Australian workers 2014-15 (%)



Permanent full-time workers represent the contract type with the greatest proportion reporting high emotional exhaustion, while casual/temporary workers represented the contract type experiencing the greatest levels of mild to severe distress.

Emotional exhaustion regressions

To understand the various factors that affect the experience of poor workplace health among Australian workers, an ordinary least squares regression was run. The outcome under investigation was workers' perceptions of their emotional exhaustion as measured by the Maslach Burnout Inventory (Schaufeli, Leiter, Maslach, & Jackson, 1996), with higher scores indicating higher levels of emotional exhaustion. The first regression model consists of

control variables (e.g., gender, age, contract status, sector, and occupation). The second regression model consists of the aforementioned control variable with several predictors. The reference categories or predictors in the analyses are males, employed on a permanent full-time contract in an 'other' industry, with an occupation of professional work, and working between 35 and 40 hours a week.

In the first model, which consists of controls only, younger workers have higher levels of emotional exhaustion in the workplace than older workers. In the second model, with the inclusion of predictors, younger workers still faced significantly higher levels of emotional exhaustion.

Using the reference categories in the regression analyses, managers or administrators and permanent full-time workers have higher levels of emotional exhaustion than professional work occupations, and contract status workers, in the control model (model 1). However, with the predictors included in the model (model 2), the managers or administrators dummy loses its significance, and fixed-term contract workers and permanent-full time workers have similar levels of emotional exhaustion. As such, contract status is important for levels of emotional exhaustion, with those in permanent part-time or in temporary contracts having lower levels of emotional exhaustion than workers on permanent full-time contracts, while occupation has no role in levels of emotional exhaustion.

In the second regression model, several of the dummy coded 'hours worked' were significant even with all the controls in the model. Specifically, those who work 20 hours or less have significantly lower levels of emotional exhaustion than those working between the reference group, 35-40 hours worked per week. Additionally, those who worked more than 48 hours a week (i.e., 48-59, and 60+ hours) had higher levels of emotional exhaustion.

Higher levels of psychosocial safety climate, an organisational psychosocial resource factor, in the workplace indicate workers will experience lower levels of emotional exhaustion. Workers that report that their organisation values their psychological health and wellbeing as demonstrated by the enacted practices, policies, and procedures, have fewer symptoms of workplace emotional exhaustion. In addition to psychosocial safety climate, physical demands and management quality also explain workers experience of emotional exhaustion in the workplace. Workers that face high levels of physical demands in the workplace and low levels of management support, have higher levels of emotional exhaustion.

Finally, being the target of adverse social behaviours and/or bullying is a significant indicator of emotional exhaustion in the workplace. Specifically, those workers who are exposed to increasing levels of adverse social behaviours, and/or bullying – in terms of frequency and duration – have higher levels of emotional exhaustion.

Table 10: Demographic and workplace predictors of emotional exhaustion at work for Australian workers in 2014-15.

	Model 1 (β)	Model 2 (β)
Female	.01	.02
Age	-.09***	-.10***
Permanent Part-Time	-.12***	-.08***
Temporary	-.11***	-.06**
Fixed-term Contract	-.03*	-.01
Agriculture	.01	-.00
Hospitality	.01	-.01
Finance	-.01	.01
Transport	-.03	-.03 [†]
Construction	-.02	-.02
Government	-.01	-.01
Education	-.01	-.01
Health	.03	.00
Managers or administrator	-.05*	-.01
Technician or associate professional	-.03 [†]	-.01
Tradesperson or related work	.01	-.01
Advanced clerical, sales or service work	-.03	.00
Intermediate clerical, sales or service work	-.00	.01
Intermediate plant operator/transport	-.02	-.02
Elementary clerical, sales or service work	-.03 [†]	-.01
Labourer or related work	.01	.02
Other	.01	.02
Psychosocial Safety Climate		-.24***
Hours worked: 20 or less		-.08***
Hours worked: 21-34		-.01
Hours worked: 41-47		.01
Hours worked: 48-59		.05**
Hours worked: 60 or more		.04**
Physical Demands		.09***
Management Quality		-.05**
Adverse Social Behaviour		.19***
Bullying		.05**
Member of a union		-.01
R ²	.03***	.22***

Note: ***p<.001, **p<.01, *p<.05, [†]p<.10; n = 3, 735.

Mental well-being regressions

The outcome variable of interest in terms of mental well-being is psychological distress, as measured by the Kessler 10 (K10; Kessler & Mroczek, 1994). High scores on the psychological distress measure, the K10, indicate higher symptoms of psychological distress. Consistent with the regression analyses for emotional exhaustion in the workplace, the reference categories are male workers, employed on a permanent full-time contract, working in an 'other' industry, as a professional worker as an occupation, working between 35 and 40 hours a week.

Consistent with emotional exhaustion at work, younger workers had higher symptoms of psychological distress than older workers in the control model (model 1). This significant association between age and psychological distress still held in model two with both controls and predictors (model 2).

In the control model (model 1), two of the dummy coded occupations – intermediate clerical, sales or service work, and labourer or related work – were significant. Specifically, using the reference categories, those in a ‘professional worker’ occupation had fewer symptoms of psychological distress than workers in the intermediate clerical, sales or service work, and labourer or related work occupations. These significant dummy coded occupations were still significant once the predictors were added in to the model in model 2. In the predictor model (model 2), the significant dummy coded occupations extended to ‘tradesperson or related work’, ‘advanced clerical, sales or service work’, and ‘other’ as well as ‘advanced clerical sales or service work’ and ‘labourer or related work’, with ‘professional workers’ having fewer symptoms of psychological distress than the five aforementioned occupations.

Various conditions in the workplace are predictors of workers’ psychological distress – psychosocial safety climate, management quality, adverse social behaviour, bullying, work speed, tight deadlines, and job security – as can be seen in the predictor model (model 2). With increasing levels of psychosocial safety climate in the workplace, workers experience fewer symptoms of psychological distress. Similarly, as workers report higher levels of management support and higher job security, they experience better mental well-being with lower levels of psychological distress. In contrast, as workers exposure to being bullied or being targeted for adverse social behaviours, the mental well-being of the workers deteriorates with higher symptoms of psychological distress. Finally, as workers are expected to work faster with tighter schedules in order to get the work done, their mental well-being significantly worsens with higher levels of psychological distress.

Table 21: Demographic and workplace predictors of poor mental well-being for Australian workers in 2014-15 (OLS)

	Model 1 (β)	Model 2 (β)
Female	.03	-.02
Age	-.08***	-.09***
Permanent Part-Time	-.02	.01
Temporary	-.00	.02
Fixed-term Contract	.02	.03
Agriculture	-.03	-.03 [†]
Hospitality	-.01	-.01
Finance	-.01	-.00
Transport	-.02	-.02
Construction	-.01	-.01
Government	-.00	-.02
Education	-.04 [†]	-.06**
Health	.01	-.03
Managers or administrator	-.01	.01
Technician or associate professional	-.00	.02
Tradesperson or related work	.03	.04*

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Advanced clerical, sales or service work	.03	.05**
Intermediate clerical, sales or service work	.06**	.08***
Intermediate plant operator/transport	.01	.02
Elementary clerical, sales or service work	.01	.02
Labourer or related work	.07***	.08***
Other	.03 [†]	.04*
Psychosocial Safety Climate		-.13***
Hours worked: 20 or less		-.02
Hours worked: 21-34		-.03
Hours worked: 41-47		-.01
Hours worked: 48-59		-.01
Hours worked: 60 or more		.02
Management Quality		-.06**
Adverse Social Behaviour		.14***
Bullying		.10***
Work Speed		.05**
Tight schedule		.11***
Job Security		-.10***
R ²	.01***	.17***

Note: . ***p<.001, **p<.01, *p<.05, [†]p<.10 ; n = 3,735

Interaction between work and private life

Work-family conflict as an outcome

The AWB collected data on work-family conflict to determine how work can affect home and personal life.

Table 32: How work affects home and personal life

	The demands of my work interfere with my home and family life		
	Strongly Agree/ Agree/Slightly Agree	Neither Agree or Disagree	Strongly Disagree/ Disagree/ Slightly Disagree
GENDER			
Men	56	3	41
Women	51	3	45
AGE			
Under 35	53	1	47
35-49	59	4	37
50 and over	52	3	45
CONTRACT STATUS			
Permanent Full-time	60	3	37
Permanent Part-time	46	3	51
Temporary	41	4	55
Fixed-term contract	46	2	52
SECTOR			
Agriculture	52	3	45

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Hospitality	38	11	51
Finance	55	3	42
Transport	59	4	37
Construction	50	4	46
Government	51	1	48
Education	63	3	34
Health	57	3	40
Other	50	3	47
WORKPLACE SIZE			
Micro/small (1-19)	53	3	46
Medium (20-200)	52	4	44
Large (200+)	58	3	39
OCCUPATION			
Managers or administrator	61	3	36
Professional work	61	3	36
Technician or associate professional	37	1	62
Tradesperson or related work	54	1	45
Advanced clerical, sales or service work	47	7	46
Intermediate clerical, sales or service work	39	3	58
Intermediate plant operator/transport	48	7	46
Elementary clerical, sales or service work	26	3	71
Labourer or related work	38	6	56
Other			
HOURS WORKED			
20 or less	46	3	51
21-34	43	5	52
35-40	51	3	46
41-47	64	2	35
48-59	75	3	22
60+	79	1	21
TYPICAL WORKING TIME			
Day	51	3	46
Evening	57	3	39
Night	52	1	46
Rotating	69	2	28
Other	68	0	32

Note: does not include self-employed.

Over half the men (56%) and women (51%) state that “the demands of my work interfere with my home and family life”. This trend is consistent for all age groups with those aged 35-49 years (59%) and those on full-time contracts (60%) in large organisations (58%)

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

representing the greatest proportion reporting work-family interference. Education workers (63%) demonstrate the highest proportion experiencing this work-family conflict while those in Hospitality report the least interference based on sector. For occupations, those employed as managers or administrators (61%) and professional workers (61%) represent the greatest proportions reporting work-family conflict while elementary clerical, sales or service workers (26%) represent the least.

In general, greater increasing work hours corresponds with greater proportions of workers reporting work interfering with home and family life. Also, those working rotating shifts represent a greater proportion of employees experiencing this interference compared to other workers.

Work-life balance regressions

Work-life balance as an outcome was measured using an item from the Work-Family Conflict scale (Netemeyer, Boles, & McMurrian, 1996); 'The demands of my work interfere with my home and family life'. High scores on this item indicate high work-family conflict. The reference categories for this regression analysis are male workers, employed in a permanent full-time contract, in an 'other' industry sector, in the occupation 'professional worker', a working between 35 and 40 hours a week, during a day shift.

In the first model, consisting of controls only, younger workers have higher levels of work-family conflict than older workers. This significant impact of age on work-family conflict carried over into the second model, with the inclusion of predictors. As such, younger workers face higher levels of work-family conflict from participating in paid employment.

Additionally, in the first model, the control model, female workers face lower work-family conflict than male workers. However, after the predictors are added into the model, model 2, the female dummy variable loses its significance. Similarly, government workers are shown to experience lower work-family conflict than workers classified in the 'other' industry, in the first model. After the predictors are entered into the model, the government workers dummy loses its significant. As such, gender or being in the government industry does not have an impact upon experiences of work-family conflict.

Using the reference categories, workers in the Education and Health industries, in contrast to the 'Other' industries face higher levels of work-family conflict, in both the control model (model 1), and the predictor model (model 2). Similarly, all occupations, except managers or administrators and 'other', experience higher levels of work-family conflict than workers in the occupation; professional workers. As such, the industry and occupation workers are in contributes to the feelings of work-family conflict.

All of the predictors added in the model had an impact on the outcome variable; psychosocial safety climate, shifts worked, and hours worked. Psychosocial safety climate had a strong impact on work-family conflict, with higher levels of psychosocial safety climate reducing the amount of work-family conflict Australian workers experienced. Using the reference categories, workers who worked evening shifts, night shifts, and rotating shifts, experienced poorer work-family conflict than those who have day shifts. In particular, those employed on rotating shifts, had a larger impact on work-family conflict, in relation to workers in day shifts, than evening shifts and night shifts. Finally, Australian workers who

spent 41 hours and above in paid employment suffer from worse work-family conflict than who spend between 35 and 40 hours at work.

Table 13: Work-family conflict

	Model 1 (β)	Model 2 (β)
Female	-.06**	-.03
Age	-.05**	-.05**
Permanent Part-Time	-.14***	-.09***
Temporary	-.13***	-.09***
Fixed-term Contract	-.01	-.01
Agriculture	.03 [†]	.03 [†]
Hospitality	.01	-.01
Finance	-.01	.00
Transport	.02	.01
Construction	.00	-.01
Government	-.04*	-.02
Education	.07***	.09***
Health	.05**	.05*
Managers or administrator	-.00	.03
Technician or associate professional	-.06***	-.04*
Tradesperson or related work	-.07***	-.06***
Advanced clerical, sales or service work	-.07***	-.04*
Intermediate clerical, sales or service work	-.09***	-.08***
Intermediate plant operator/transport	-.03	-.05**
Elementary clerical, sales or service work	-.06***	-.05**
Labourer or related work	-.08***	-.05***
Other	-.02	-.01
Psychosocial Safety Climate		-.23***
Evening Shifts		.03*
Night Shifts		.05**
Rotating Shifts		.14***
Other Shifts		.03 [†]
Hours worked: 20 or less		.00
Hours worked: 21-34		-.00
Hours worked: 41-47		.07***
Hours worked: 48-59		.16***
Hours worked: 60 or more		.14***
Observations	4,241	3,735
R ²	.07***	.18***

Conclusion

Some areas of job quality in Australia raise concerns: having to work too fast and working long hours, along with poor job security, downsizing, emotionally demanding environment, and adverse social conditions (e.g., harassment and bullying). In contrast, favourable aspects in the work environment for Australian workers include supports (approximately 9 out of 10 workers are receiving adequate support from their supervisors and/or co-workers) and opportunities to both develop and implement their skills in their work environment. However, most sectors and occupations fall below the low-risk PSC benchmark (i.e., greater than or equal to 41) indicating numerous workers are at moderate risk for job strain and symptoms of depression.

Job quality is not distributed equally across workers. Employment conditions but also personal characteristics such as sex and age are significant factors affecting job quality.

Australia is witnessing a rise in underemployment in its workforce, in particular affecting casual/temporary workers (Reserve Bank of Australia, 2016). However, underemployment is only one issue relating to casual/temporary contracts. Although such arrangements may be highly beneficial for employers, the limited need to provide workers with an array of entitlements (Fair Work Ombudsman, 2017a) raises concerns. Workers on casual/temporary are demonstrating signs of poor job quality, in terms of physical environment, skills and discretion, and job security (prospects). Specifically, casual/temporary workers are demonstrating higher rates of exposure to physical demands in their working environments, while having the lowest rates of access to implementing and developing skills and being involved in decision making processes. Finally, casual/temporary contract workers also have the highest proportion of workers experiencing job insecurity.

Despite workers employed on casual/temporary contracts being exposed to multiple forms of poor job quality, permanent full-time workers are more likely to experience poor health and wellbeing outcomes (i.e., emotional exhaustion), and poor work-life balance. As such, it is important that the varying needs and circumstances of workers are addressed to improve working conditions of the Australian workforce as a whole.

Men and women experience different job quality. Segregation in employment plays a role.

In 2017 it was reported that there has been greater workforce participation amongst the females in Australia (Department of Employment, 2017), however, the quality of the jobs they hold is unfortunately questionable. Poor job quality in terms of work intensity, social environment (e.g., adverse social conditions), skills and discretion (organizational participation), and earnings are reported in greater proportion by females than males. In relation to the physical environment a greater proportion of male report experiencing tasks that require lots of physical effort, heavy loads, and working in awkward positions and work in occupations which are held mostly by male workers.

When it comes to work intensity – quantitative demands and emotional demands – women are more likely to report having to work fast, with inadequate time to get their work done, while being placed in emotionally challenging situations in which they have to suppress their

emotions. However, much like males, work intensity issues are primarily faced by workers in professional occupations and those in the hospitality sector, who are largely female workers. While male workers did report they had adequate amount of time to get their work done in terms of their work intensity, they also had a much larger proportion working in excess of 48 hours a week. As such, the finding that more men have enough time to get their work done needs to be interpreted with caution. Finally, there is a clear difference between females and males on the earnings dimension of job quality. Greater proportions of females can be found in the lower income brackets, while males are more likely to be earning in the high-income brackets. This difference between males and females can be found across the different contract types, even for permanent part-time.

While there is an acknowledgement that soon the Australian workforce will have a greater proportion of older workers who may experience “unsustainable” working conditions (Australian Bureau of Statistics, 2013; Australian Human Rights Commission, 2013), the issues faced by younger workers cannot be neglected either. Currently, younger workers in Australia have greater symptoms of psychological distress and emotional exhaustion along with poorer work-life balance (e.g., work-family conflict). As such, raising awareness of the issues faced by both our ageing working population and our younger workers is necessary to build a healthy workforce for all.

The future needs to balance the competitive marketplace, with providing sufficient job quality dimensions for current and future workers in Australia.

References

All Eurofound publications are available at www.eurofound.europa.eu

Abhayaratna, J., Andrews, L., Nuch, H. and Podbury, T. (2008). *Part Time Employment: the Australian Experience, Staff Working Paper, Productivity Commission*. Retrieved from <http://melbourneinstitute.unimelb.edu.au/hilda/publications/working-discussion-research-papers>

ACT Government (2012, May 4). *Work Health and Safety (Preventing and Responding to Bullying) Code of Practice 2012 (No 1)*. Retrieved from <http://www.legislation.act.gov.au/ni/2012-219/default.asp>

Australian Bureau of Statistics (ABS) (2015, October 27). *Characteristics of Employment Australia, August 2014, 6333.00*. Retrieved from <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6333.0August%202014?OpenDocument>

Australian Bureau of Statistics (ABS) (2016a, July 14). *Labour Force, Australia, June 2016, 6202.0*. Retrieved from <http://www.abs.gov.au/ausstats/abs@.nsf/mf/6202.0/>

Australian Bureau of Statistics (ABS) (2016b, August 18). *Average Weekly Earnings, May 2016, 6302.0*. Retrieved from <http://www.abs.gov.au/ausstats/abs@.nsf/mf/6302.0>

Australian Bureau of Statistics (2017, February 23). *6302.0 - Average Weekly Earnings, Australia, Nov 2016*. Retrieved from <http://www.abs.gov.au/ausstats/abs@.nsf/mf/6302.0>

Australian Government (2017, February 17). *WHS/OH&S acts, regulations and codes of practice*. <https://www.business.gov.au/info/run/workplace-health-and-safety/whs-oh-and-s-acts-regulations-and-codes-of-practice>

Australian Safety and Compensation Council. (2006). *Australian workers compensation law and its application psychological injury claims*. Canberra, ACT: Office of the Australian Safety and Compensation Council Retrieved from <http://nla.gov.au/nla.arc-78601>

Bailey, T. S., Dollard, M. F., & Richards, P. A. M. (2015). A national standard for psychosocial safety climate (PSC): PSC 41 as the benchmark for low risk of job strain and depressive symptoms. *Journal of Occupational Health Psychology, 20*, 15–26.

Bailey, T. S., Dollard, M. F., McLinton, S. S., & Richards, P. A. M. (2013). Psychosocial safety climate, psychosocial and physical factors in the aetiology of musculoskeletal disorders symptoms and workplace injury compensation claims. *Work & Stress, 29*, 190-211.

Bailey, T. S., Pignata, S., & Dollard, M. F. (2014). Programmes and interventions for psychosocial risk and worker well-being: The psychosocial safety climate (PSC) framework. In R. J. Burke & A. M. Richardson (Eds.), *Corporate wellness programmes: Linking employee and organizational health* (pp. 101–119). Cheltenham, UK: Edward Elgar.

Becher, H., & Dollard, M. F. (30 November, 2016). *Psychosocial safety climate and better productivity in Australian workplaces. Costs, productivity, presenteeism, absenteeism*. Retrieved from

<http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/psychosocial-safety-climate-and-better-productivity-in-australian-workplaces>

Bowling, N. A. & Beehr, T. A. (2006). Workplace harassment from the victim's perspective: A theoretical model and meta-analysis. *Journal of Applied Psychology, 91*, 998-1012.

Department of Employment (2017, April 3). *Australian Government analysis of trends in the Australian labour market. Annual; Report 2015-2016*. Retrieved from <https://www.employment.gov.au/annual-report-2016/analysis-trends-australian-labour-market>

Dollard, M. F. (2012). Psychological safety climate: A lead indicator of work conditions, workplace psychological health and engagement and precursor to intervention success. In C. Biron, M. Karanika-Murray, & C. L. Cooper (Eds.), *Managing psychosocial risks in the workplace: Addressing process and context* (pp. 77–101). New York, NY: Routledge Psychology Press.

Dollard, M. F., & Bailey, T. S. (2014). *Australian Workplace Barometer: Psychosocial safety climate and working conditions in Australia*. Australia: Australian Federation Press.

Dollard, M. F., & Neser, D. (2013). Worker health is good for the economy: Union density and psychosocial safety climate as determinants of country differences in worker health and productivity in 31 European countries. *Social Science and Medicine, 92*, 114–123.

Dollard, M. F., Bailey, T., McLinton, S., Richards, P., McTernan, W., Taylor, A., & Bond, S. (2012). *The Australian Workplace Barometer: Report on psychosocial safety climate and worker health in Australia*. Canberra, Australia: Safe Work Australia.

Dollard, M. F., Shimazu, A., Nordin, R. B., Brough, P., & Tuckey, M. R. (2014). *Psychosocial factors at work in the Asia Pacific*. Dordrecht: Springer.

Dollard, M. F., Skinner, N., Tuckey, M., & Bailey, T. (2007). National surveillance of psychosocial risk factors in the workplace: An international overview. *Work & Stress, 21*, 1-29.

Dollard, M. F., Tuckey, M. R., & Dormann, C. (2012). Psychosocial safety climate moderates the job demand-resource interaction in predicting workgroup distress. *Accident Analysis and Prevention, 45*, 694–704.

Dollard, M., Zadow, A., Pignata, S., Bailey, T. (2016). Stress management. In A. Farazmand (Ed.), *Global Encyclopaedia of Public Administration, Public Policy, and Governance*. Springer International Publishing (pp. 1-9). doi:10.1007/978-3-319-31816-5_2509-1

Dollard, M.F., & McTernan, W. (2011). Psychosocial safety climate: a multilevel theory of work stress in the health and community sector. *An International Journal for Epidemiology and Psychiatric Services, 20*, 1-7.

Eurofound (2012), *Trends in job quality in Europe*, Publications Office of the European Union, Luxembourg.

Eurofound (2016), *Sixth European Working Conditions Survey: Overview report (2017 update)*, Publications Office of the European Union, Luxembourg. Eurofound and ILO (2019),

Working conditions in a global perspective, Publications Office of the European Union, Luxembourg, and the International Labour Office, Geneva.

Fair Work Ombudsman (2017a, February 10). *Maximum weekly hours*. Retrieved from <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/maximum-weekly-hours>

Fair Work Ombudsman (2017b, February 10). *National employment standards*. Retrieved from <http://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

Government of South Australia (2017, March 5). South Australian legislation Work Health and Safety Act 2012. Retrieved from <https://www.legislation.sa.gov.au/LZ/C/A/WORK%20HEALTH%20AND%20SAFETY%20ACT%202012.aspx>

Hall, G. B., Dollard, M. F., & Coward, J. (2010). Psychosocial safety climate: Development of the PSC-12. *International Journal of Stress Management*, 17, 353–383.

Hall, G. B., Dollard, M. F., Winefield, A. H., Bakker, A. B., & Dormann, C. (2013). Psychosocial safety climate buffers effects of job demands on depression and positive organisation behaviours. *Anxiety, Stress & Coping*, 26, 355–377.

Häusser J.A., Mojzisch A., Niesel M., & Schulz-Hardt, S. (2010). Ten years on: a review of recent research on the *Job Demand-Control-Support model and psychological well-being*. *Work Stress*, 24,1–35.

Hoel, H., Einarsen, S., Cooper, C.L., 2003. Organizational effects of bullying. In: Einarsen, S., Hoel, H., Zapf, D., Cooper, C.L. (Eds.), *Bullying and Emotional Abuse in the Workplace: International Perspectives in Research and Practice*. Taylor & Francis, London, pp. 145–161.

Idris, M. A., Dollard, M. F., Coward, J., & Dormann, C. (2012). Psychosocial safety climate: Conceptual distinctiveness and effect on job demands and worker psychological health. *Safety Science*, 50, 19–28.

Karasek, R.A. (1979). Job demands, job decision latitude, and mental strain: Implications for job redesign. *Administrative Science Quarterly*, 24(2), 285-308.

Karasek, R. B., Kawakami, C., Houtman, N., Bongers, I., & Amick, P. (1998). The Job Content Questionnaire (JCQ): An instrument for internationally comparative assessments of psychosocial job characteristics. *Journal of Occupational Health Psychology*, 3, 322–355.

La Montagne, A. D., Keegel, T., Louie, A. M., Ostry, A., & Landsbergis, P. A. (2007). A systematic review of the job-stress intervention evaluation literature 1990-2005. *International Journal of Occupational and Environmental Medicine*, 13, 268-280.

Law, R., Dollard, M., Tuckey, M., & Dormann, C. (2011). Psychosocial safety climate as a lead indicator of workplace bullying and harassment, job resources, psychological health and employee engagement. *Accident Analysis and Prevention*, 43, 1782-1793

Mayhew, C., McCarthy, P., 2005. Occupational violence/bullying in public service organizations. *Journal of Occupational Health and Safety, Australia and New Zealand* 21, 33–42.

McTernan, W. P., Dollard, M. F., & LaMontagne, A. D. (2013). Clinical and sub-clinical depression in Australian workplaces: An economic cost analysis of depression-related productivity loss attributable to job-strain and bullying. *Work & Stress*, 27, 321–338.

Office of the Chief Economist (2016). Australian Industry Report 2016. Retrieved from <https://industry.gov.au/Office-of-the-Chief-Economist/Publications/Pages/Australian-Industry-Report.aspx#>

Owen, M. S., Bailey, T. B., & Dollard, M. F. (2016). Psychosocial safety climate as - an extension of ERI theory: Evidence from Australia. In J. Siegrist & M. Wahrendorf (Eds.), *Work stress and health in a globalized economy: The model of effort-reward imbalance* (pp. 189-217). Germany: Springer.

Parliament of Australia (2016, April 14). *Employment by industry statistics: a quick guide*. Retrieved from http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/rp/rp1516/Quick_Guides/EmployIndustry

Richardson, D. & Denniss, R. (2012). *Cash-in-hand means less cash for states – the impact of tax evasion on public finances. Technical Brief No.17*. The Australian Institute, University of Canberra, ACT: Australia.

Potter, R. E., Dollard, M. F., & Tuckey, M. R. (November 30, 2016). *Bullying and harassment in Australian workplaces: Results from the Australian Workplace Barometer Project 2014/2015*. Retrieved from <http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/bullying-and-harassment-in-australian-workplaces>

Reserve Bank Australia (2016, November). *Statement on monetary policy*. Retrieved from <https://www.rba.gov.au/publications/smp/2016/nov/>

SafeWork Australia (2017, April 28). *Preventing psychological injury under work health and safety laws fact sheet*. Retrieved from <https://www.safeworkaustralia.gov.au/doc/preventing-psychological-injury-under-work-health-and-safety-laws-fact-sheet>

SafeWork Australia (2017) Responsive and effective regulatory frameworks. Retrieved from <http://www.safeworkaustralia.gov.au/sites/swa/australian-strategy/action-areas/responsive-effective-regulatory-framework/pages/responsive-and-effective-regulatory-framework>

Siegrist, J. (1996). Adverse health effects of high-effort/ low-reward conditions. *Journal of Occupational Health Psychology*, 1, 27-41.

Tuckey, M.R., Dollard, M.F., Saebel, J., Berry, N., 2010. Negative workplace behaviour: temporal associations with cardiovascular outcomes and psychological health problems in Australian police. *Stress and Health* 26, 372–381.

Workplace Gender Equality Agency (2016, August). Gender workplace statistics at a glance. Retrieved from https://www.wgea.gov.au/sites/default/files/Stats_at_a_Glance.pdf

Workplace Gender Equality Agency (2016, June). Gender equality in ASX 200 organisations. Retrieved from <https://www.wgea.gov.au/sites/default/files/gender-equality-asx-200.pdf>

WPEF19056

The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency established in 1975. Its role is to provide knowledge in the area of social, employment and work-related policies according to Regulation (EU) 2019/127.
