

TELEWORKING

NEW
SOUTH
WALES

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- For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Yelena Fridgant on Sydney 02 9268 4672.

INTRODUCTION

This publication contains results from the October 2001 State Supplementary Survey, Teleworking, New South Wales. It presents information on people who worked at home during normal business hours for a business not based in their own home. Topics covered include: facilities used when working at home, reasons for teleworking, mode of transport to work, whether people would like to work at home during normal business hours and reasons why people are not teleworking. For a list of definitions included in the survey, refer to the Glossary.

ROUNDING

Where figures have been rounded, discrepancies may occur between sums of the component items and totals. Published percentages are calculated prior to rounding of the figures and therefore some discrepancy may occur between these percentages and those that could be calculated from the rounded figures.

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ABBREVIATIONS

ABS Australian Bureau of Statistics
MPS Monthly Population Survey
NSW New South Wales

Gregory W. Bray
Regional Director, New South Wales

SUMMARY OF FINDINGS

PROFILE OF TELEWORKERS

In the 3 months to October 2001, an estimated 244,700 or 8% of employed persons teleworked. Teleworkers were defined as employed persons aged 15 years and over in NSW who worked at a fixed workplace, for a business that was not based at their own home and in the last 3 months worked at home during normal business hours for a full or part day.

The majority (176,200 or 72%) of teleworkers live in Sydney, with the remaining 68,500 (28%) residing in the balance of NSW. Of those who teleworked, 58% (142,300) were male and 42% (102,400) were female, which was not significantly different from the sex distribution of employed persons generally.

The most common age group for teleworkers was 35-44 years, which accounted for 92,300 (38%) of teleworkers. Younger and older workers were less likely to telework. Of those who teleworked, 5% (13,400) were aged 15-24 years and 8% (19,900) were aged 55 years and over.

Over the same period, a further 355,200 or 12% of employed persons only worked at home after normal business hours. Employed persons aged 45-54 years accounted for the largest proportion of those who only worked at home after normal business hours (103,700 or 29%), whilst those aged 15-24 years (25,500 or 7%) represented the smallest proportion.

SECTOR OF EMPLOYMENT

The private sector accounted for an estimated 79% (1,934,300) of employees, with the government or public service accounting for 467,200 (19%) employees. Though a large majority (74%) of teleworking employees worked in the private sector, a greater proportion of public sector employees teleworked compared to those employed in the private sector. Of those who worked for the government or public service 10% (44,800) teleworked, whilst only 7% (142,300) of private sector employees teleworked.

Public sector employees were also more likely to work at home only after business hours. Of employees in the government or public service 22% (102,000) worked at home only after business hours, compared to 10% (192,900) of private sector employees.

FACILITIES USED

Teleworking employees used a variety of technological facilities. The most commonly used facilities by teleworking employees included telephone (72%), mobile phone (68%), Internet (67%) and Email (65%).

Close to two thirds (62% or 119,900) of teleworking employees used a facility supplied by their employer. The facilities most commonly supplied to teleworking employees were a laptop computer (44%) and mobile phone (37%). Email, Internet and logging on to work computer from home were also common (21%, 19% and 17% respectively).

REASONS

The main reasons for teleworking were work commitments/job requires it (33%), less distractions (15%), childcare/family considerations (13%) and greater productivity (12%). More female than male teleworkers gave childcare/family considerations as the main reason for teleworking (21% compared to 7%).

TRANSPORT

An estimated 87% (213,000) of all teleworkers used a car for at least part of the trip to work when they were not teleworking. Other types of transport used by teleworkers included train (12%), walking (9%) and bus (8%).

SUMMARY OF FINDINGS *continued*

TELEWORK MORE OFTEN

Almost half of all teleworkers 47% (115,300) would like to telework more often, whilst 38% (134,400) of those who work at home only after normal business hours would also like to telework. The most common reasons given by all employed persons for not teleworking more often were type of work not suitable (63%), employers not allowing it (14%) and lack of equipment (12%).

Of those employed who do not do any work at home for their job or business, 27% (566,700) reported that they would like to telework. Reasons given for not teleworking were type of work not suitable (75%) and employers not allowing it (13%).

EMPLOYED PERSONS, Whether Teleworked by Area of Usual Residence

	Sydney		Balance of NSW		Total	
Whether teleworked	'000	%	'000	%	'000	%
Teleworkers	176.2	8.6	68.5	6.9	244.7	8.0
Non-Teleworkers						
Worked at home after hours only	230.9	11.3	124.3	12.5	355.2	11.7
Did not work at home	1 435.8	70.1	644.1	64.6	2 079.8	68.3
Total Non-Teleworkers	1 666.7	81.4	768.4	77.0	2 435.1	80.0
Other(a)	204.1	10.0	160.9	16.1	365.0	12.0
Total Employed	2 047.1	100.0	997.8	100.0	3 044.8	100.0

(a) Includes those who work for a business based in their own home and workers not based at a fixed workplace.

EMPLOYED PERSONS, Whether Teleworked by Age and Sex

	AGE (YEARS)						
<i>Whether teleworked</i>	15-24 '000	25-34 '000	35-44 '000	45-54 '000	55 + '000	Total '000	Total %
MALE							
Teleworkers	7.1	34.6	53.0	35.4	12.3	142.3	8.3
Non-Teleworkers							
Worked at home after hours only	10.1	51.0	56.8	57.1	20.6	195.7	11.4
Did not work at home	247.4	286.1	265.3	206.1	128.0	1 132.9	66.2
Total Non-Teleworkers	257.5	337.1	322.1	263.2	148.6	1 328.6	77.6
Other(a)	11.8	44.9	63.2	67.5	53.6	241.0	14.1
Total Employed	276.4	416.6	438.3	366.1	214.5	1 711.8	100.0
FEMALE							
Teleworkers	*6.4	30.2	39.3	18.9	7.6	102.4	7.7
Non-Teleworkers							
Worked at home after hours only	15.3	46.9	40.9	46.6	9.8	159.5	12.0
Did not work at home	224.1	242.0	217.0	185.3	78.6	947.0	71.0
Total Non-Teleworkers	239.4	289.0	257.9	231.9	88.4	1 106.5	83.0
Other(a)	*4.8	21.5	34.3	37.6	25.9	124.0	9.3
Total Employed	250.5	340.7	331.5	288.4	121.8	1 333.0	100.0
TOTAL							
Teleworkers	13.4	64.8	92.3	54.3	19.9	244.7	8.0
Non-Teleworkers							
Worked at home after hours only	25.5	98.0	97.8	103.7	30.3	355.2	11.7
Did not work at home	471.5	528.1	482.2	391.4	206.6	2 079.8	68.3
Total Non-Teleworkers	496.9	626.1	580.0	495.1	237.0	2 435.1	80.0
Other(a)	16.5	66.5	97.4	105.1	79.5	365.0	12.0
Total Employed	526.9	757.3	769.7	654.5	336.4	3 044.8	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Includes those who work for a business based in their own home and workers not based at a fixed workplace.

EMPLOYEES , Whether Teleworked by Sector of Employment

<i>Whether teleworked</i>	<i>Government or public service</i>	<i>Private company or business</i>	<i>Other(a)</i>	<i>Total</i>
NUMBER ('000)				
Teleworkers	44.8	142.3	*5.8	193.0
Non-Teleworkers				
Worked at home after hours only	102.0	192.9	*5.3	300.2
Did not work at home	319.2	1 568.8	21.2	1 909.3
<i>Total Non-Teleworkers</i>	421.2	1 761.8	26.5	2 209.5
Other(b)	**1.2	30.2	*2.4	33.8
Total Employees	467.2	1 934.3	34.7	2 436.3
PROPORTION (%)				
Teleworkers	9.6	7.4	*16.7	7.9
Non-Teleworkers				
Worked at home after hours only	21.8	10.0	*15.2	12.3
Did not work at home	68.3	81.1	61.1	78.4
<i>Total Non-Teleworkers</i>	90.1	91.1	76.3	90.7
Other(b)	**0.3	1.6	*7.0	1.4
<i>Total Employees</i>	100.0	100.0	100.0	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Includes community based (non-profit) organisations.

(b) Includes those who work for a business based in their own home and workers not based at a fixed workplace.

EMPLOYEES WHO WORKED AT HOME, Facility Used

<i>Facility used when working at home</i>	<i>Teleworkers</i>	<i>Worked at home after hours only</i>	<i>Total employees who worked at home(a)</i>
	'000	'000	'000
Laptop computer	102.6	85.6	190.0
Desktop computer	116.0	172.1	291.0
Mobile phone	132.2	139.4	274.6
Phone	138.7	159.7	301.8
Internet	128.5	132.8	263.7
Email	125.8	123.9	252.6
Log on to work computer from home	85.2	67.1	153.6
Fax	47.4	30.8	80.8
Photocopier	21.8	13.6	35.4
Printer	106.2	113.1	221.3
Video conferencing	*5.4	*3.6	9.0
Office chair or furniture	100.1	112.5	214.6
Other	12.4	12.0	24.8
No facility used	*5.3	32.9	38.2
Total(b)	193.0	300.2	497.3

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Total includes workers not based at a fixed workplace.

(b) Components do not add to total as more than one facility could be used.

EMPLOYEES WHO WORKED AT HOME, Employer Supplied Facility Used

<i>Facility supplied by employer when working at home</i>	<i>Teleworkers</i>	<i>Worked at home after hours only</i>	<i>Total employees who worked at home(a)</i>
	'000	'000	'000
Laptop computer	85.6	58.5	145.8
Desktop computer	18.4	12.6	32.6
Mobile phone	71.1	68.3	141.5
Phone	20.1	12.0	33.8
Internet	36.6	20.6	58.3
Email	40.3	27.7	69.2
Log on to work computer from home	34.1	24.3	58.8
Fax	12.8	*5.4	20.3
Photocopier	*5.9	*2.9	8.7
Printer	18.0	*5.5	23.9
Office chair or furniture	9.7	*3.6	13.7
Other	7.5	*5.7	13.2
No facility supplied	67.8	155.1	223.7
No facility used	5.3	32.9	38.2
Total(b)	193.0	300.2	497.3

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Total includes workers not based at a fixed workplace.

(b) Components do not add to total as more than one facility could be used.

TELEWORKERS, Reasons Worked at Home During Normal Business Hours by Sex

	Male	Female	Total
<i>Reasons</i>	'000	'000	'000
.....			
All reasons worked at home during normal business hours			
Greater productivity	46.2	21.8	68.0
Flexibility	44.6	28.9	73.5
Less distractions	46.8	26.2	73.0
Save travelling time	17.5	8.1	25.6
Save travelling cost	7.6	*4.4	12.0
Childcare/family considerations	20.8	27.4	48.2
More pleasant working environment	19.0	11.7	30.7
Work commitments/job requires it	68.7	49.3	117.9
Other	18.7	14.2	33.0
Main reason worked at home during normal business hours			
Greater productivity	22.4	7.5	29.9
Flexibility	17.1	10.8	27.8
Less distractions	24.4	12.2	36.6
Save travelling time/cost	*4.7	*3.2	8.0
Childcare/family considerations	10.4	21.4	31.8
More pleasant working environment	*2.1	**1.6	*3.8
Work commitments/job requires it	45.7	34.9	80.6
Other	15.5	10.8	26.3
Total Teleworkers	142.3	102.4	244.7

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

TELEWORKERS, Mode of Transport Used From Home to Workplace

<i>Mode of transport</i>	<i>Number</i>
	'000
Car	213.0
Bus	18.6
Walk	22.7
Train	30.2
Ferry	*5.3
Motor cycle	*2.6
Bicycle	*5.7
Other	*5.4

Total Teleworkers (a) 244.7

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Components do not add to total as people could use more than one form of transport.

EMPLOYED PERSONS WHO WORKED AT HOME, Whether Would Like to Telework More by Whether Teleworked

	<i>Teleworkers</i>	<i>Worked at home after hours only</i>	<i>Total employed who worked at home(a)</i>
	'000	'000	'000
Whether would like to telework more			
Yes	115.3	134.4	250.9
No	118.3	208.3	332.3
Don't know	11.1	12.5	23.6
Total	244.7	355.2	606.8

(a) Total includes workers not based at a fixed workplace.

EMPLOYED PERSONS WHO WORKED AT HOME AND WOULD LIKE TO TELEWORK MORE, Reasons Preventing By Whether Teleworked

Reasons preventing teleworking more	Teleworkers		Worked at home after hours only		Total employed who worked at home and wanted to telework more(a)	
	'000	%	'000	%	'000	%
Bosses do not allow it	11.2	9.7	24.7	18.4	35.8	14.3
Type of work not suitable	68.8	59.7	89.0	66.2	159.0	63.4
Lose information on what is happening at work	11.5	10.0	10.3	7.7	21.8	8.7
Lack of equipment	14.5	12.6	16.6	12.3	31.1	12.4
Lack of social interaction	*5.0	*4.3	*2.6	*1.9	7.5	3.0
Negative impact on job/Subtle pressure from boss and colleagues	*4.5	*3.9	*6.5	*4.8	11.0	4.4
Other/Don't know	24.0	20.8	17.5	13.0	41.5	16.5
Total(b)	115.3	100.0	134.4	100.0	250.9	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Total includes workers not based at a fixed workplace.

(b) Components do not add to total as people could have more than one reason.

EMPLOYED PERSONS WHO DID NOT WORK AT HOME, Whether Would Like to Telework

Whether would like to telework	Did not work at home	
	'000	%
Yes	566.7	27.3
No	1 439.1	69.2
Don't know	73.0	3.5
Total employed persons who did not work at home(a)	2 078.7	100.0

(a) Total excludes those who did not work at home during the 3 months reference period but had worked at home previously.

EMPLOYED PERSONS WHO DID NOT WORK AT HOME WHO WOULD LIKE TO TELEWORK, Reasons Preventing

Reasons preventing teleworking	Did not work at home	
	'000	%
Bosses do not allow it	72.9	3.5
Type of work not suitable	427.2	20.6
Lose information on what is happening at work	10.7	0.5
Lack of equipment	63.2	3.0
Lack of social interaction	*6.1	*0.3
Don't know/no reason	17.7	0.9
Negative impact job / Subtle pressure from boss and colleagues	8.1	0.4
Other	29.0	1.4
<i>Total employed who wanted to telework(a)</i>	<i>566.7</i>	<i>27.3</i>
Did not want to work at home/Didn't know	1 512.0	72.7
Total employed persons who did not work at home(b)	2 078.7	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Components do not add to total as people could have more than one reason.

(b) Total excludes those who did not work at home during the 3 months reference period but had worked at home previously.

EXPLANATORY NOTES

INTRODUCTION

1 This publication contains results from the 2001 NSW State Supplementary Survey, Teleworking. The survey was conducted throughout NSW during the two weeks commencing Monday 8 October 2001, as a supplement to the ABS Monthly Population Survey.

2 The Monthly Population Survey is a multi-stage area sample of private dwellings and non-private dwellings (hotels, motels, caravan parks, etc.). Information is obtained from the occupants of selected dwellings by specially trained interviewers.

3 For details of the design, scope and coverage of the Monthly Population Survey, readers should refer to any recent edition of the ABS publication, *Labour Force, Australia* (Cat. no. 6203.0) and the Information Paper: *Labour Force Survey Sample Design* (Cat. no. 6269.0).

SCOPE

4 Information was collected by either face to face or telephone interview from one responsible adult per household. This survey was conducted using seven-eighths of the full sample of private dwellings in New South Wales that were included in the Monthly Population Survey and excluded:

- visitors to the household;
- members of the permanent defence forces;
- certain diplomatic personnel of overseas governments, customarily excluded from censuses and surveys;
- overseas residents in Australia;
- members of non-Australian defence forces (and their dependants) stationed in Australia; and
- residents of non-private dwellings such as hospitals and motels.

5 A slight difference exists in the estimates of the number of employed persons in this publication and in the publication *Labour Force, Australia* (Cat. no. 6203.0). This is due to the difference in the scope of each survey. The scope of the NSW State Supplementary Survey excludes non-private dwellings, resulting in the estimate for total employed persons being slightly smaller.

6 Information was sought from approximately 13,300 persons, of whom about 12,700 (95%) responded.

COVERAGE

7 Coverage rules were applied to ensure that each person was associated with only one dwelling, and hence had only one chance of selection in the survey.

EFFECTS OF ROUNDING

8 Estimates have been rounded and discrepancies may occur between sums of the component items and totals.

DATA INTERPRETATION

9 Some of the tables in this publication include a column or row which is headed 'Other'. These contain respondent answers which could not be entered into any of the pre-coded response categories. The 'Other' categories are generally made up of widely varying responses given by a small proportion of the survey population. Wherever possible, a summarised content of the 'Other' category is footnoted at the end of each relevant table. Further information is available from the ABS contact on the front cover of this publication.

ACKNOWLEDGEMENT

10 ABS publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated. Without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the *Census and Statistics Act 1905*.

EXPLANATORY NOTES *continued*

RELATED PUBLICATIONS

11 The ABS produces a wide range of publications containing social and demographic statistics. Other ABS publications which relate to this survey topic include:

Travel to and from Work and Place of Study, Queensland, October 1997
(Cat. no. 9201.3)

Locations of Work, Australia, June 2000 (Cat. no. 6275.0)

Forms of Employment, Australia, August 1998 (Cat. no. 6359.0)

Working Arrangements Australia, November 2000 (Cat. no. 6342.0)

Household Use of Information Technology, Australia, 2000 (Cat. no. 8146.0)

APPENDIX ADDITIONAL DATA

ADDITIONAL DATA AVAILABLE	In addition to the statistics provided in this publication, ABS can produce upon request customised tables cross-classifying any of the following information. Inquiries should be made to the contact person shown on the front of this publication. Information collected in the survey included:
<i>Demographic</i>	Type of household, e.g. person living alone, married couple only, etc. Population, Sydney/balance of state Age/sex of survey respondent
<i>Teleworking</i>	Whether teleworked Whether has formal agreement with employer to telework Reasons for teleworking If teleworking, whether would like to telework more often Reasons for not teleworking more often If not teleworking, whether would like to telework Reasons for not teleworking
<i>Use of technology</i>	Whether used technology facilities at home while teleworking Which technology facilities are used Whether technology for employees is provided by employer
<i>Frequency of teleworking</i>	Number of whole days Number of part days
<i>Travel</i>	Travel mode to work Distance to work Whether shared car journey with others Whether car is used on teleworking days Portion of trip to work by car for teleworkers

TECHNICAL NOTE SAMPLING VARIABILITY

ESTIMATION PROCEDURE

1 Estimates derived from this survey were obtained using a post-stratification procedure. This procedure ensured that the survey estimates for persons conformed to independent estimates of the population by age, sex and part of state.

RELIABILITY OF ESTIMATES

2 Estimates in this publication are subject to non-sampling and sampling errors.

Non-sampling errors

3 Non-sampling errors may arise as a result of errors in the reporting, recording or processing of the data and can occur even if there is a complete enumeration of the population. Non-sampling errors can be introduced through inadequacies in the questionnaire, non-response, inaccurate reporting by respondents, errors in the application of survey procedures, incorrect recording of answers and errors in data entry and processing.

4 It is difficult to measure the size of the non-sampling errors. The extent of these errors could vary considerably from survey to survey and from question to question. Every effort is made in the design of the survey and development of survey procedures to minimise the effect of these errors.

Sampling errors

5 Sampling error is the error which occurs by chance because the data were obtained from a sample, rather than the entire population.

ESTIMATES OF SAMPLING ERROR

6 One measure of the variability of estimates which occurs as a result of surveying only a sample of the population is the *standard error* (see table below).

7 There are about two chances in three (67%) that a survey estimate is within one standard error of the figure that would have been obtained if all households/persons had been included in the survey. There are about nineteen chances in twenty (95%) that the estimate will lie within than two standard errors.

8 Linear interpolation is used to calculate the standard error of estimates falling between the sizes of estimates listed in the table.

9 The standard error can also be expressed as a percentage of the estimate. This is known as the *relative standard error* (RSE). The RSE is determined by dividing the standard error of an estimate SE(x) by the estimate x and expressing

it as a percentage. That is: $RSE(x) = \frac{100SE(x)}{x}$ (where x is the estimate). The RSE is a measure of the error likely to have occurred due to sampling.

10 Proportions and percentages formed from the ratio of two estimates are also subject to sampling error. The size of the error depends on the accuracy of both the numerator and the denominator. The formula for the RSE of a proportion or percentage is:

$$RSE\left(\frac{x}{y}\right) = \sqrt{[RSE(x)]^2 + [RSE(y)]^2}$$

11 Only estimates with a RSE of 25% or less, and percentages based on such estimates, are considered sufficiently reliable for most purposes. However, estimates and percentages with a larger RSE have been included, preceded by * (RSE between 25% and 50%) or ** (RSE greater than 50%) to indicate that they are subject to high standard errors and should be used with caution.

TECHNICAL NOTE SAMPLING VARIABILITY *continued*

ESTIMATES OF SAMPLING
ERROR *continued*

STANDARD ERRORS OF ESTIMATES OF NSW PERSONS,
OCTOBER 2001

Size of estimate	Standard error	Relative standard error
	no.	%
1 000	627	62.7
1 500	777	51.8
2 000	904	45.2
2 500	1 015	40.6
3 000	1 116	37.2
3 500	1 209	34.5
4 000	1 295	32.4
5 000	1 453	29.1
8 000	1 847	23.1
10 000	2 068	20.7
20 000	2 927	14.6
30 000	3 578	11.9
50 000	4 595	9.2
100 000	6 424	6.4
200 000	8 933	4.5
300 000	10 807	3.6
500 000	13 700	2.7
1 000 000	18 814	1.9
2 000 000	25 699	1.3

GLOSSARY

Employed	<p>Persons aged 15 years and over who, during the reference week:</p> <ul style="list-style-type: none"> ■ worked for one hour or more for pay, profit, commission or payment in kind, in a job or business or on a farm (comprising employees, employers and own account workers); or ■ worked for one hour or more without pay in a family business or on a farm (i.e. contributing family workers); or ■ were employees who had a job but were not at work and were: <ul style="list-style-type: none"> away from work for less than four weeks up to the end of the reference week; or away from work for more than four weeks up to the end of the reference week and received pay for some or all of the four week period to the end of the reference week; or away from work as a standard work or shift arrangement; or on strike or locked out; or on workers' compensation and expected to return to their job; or ■ were employers or own account workers who had a job, business or farm but were not at work.
Employee	A person who works for a public or private employer and receives remuneration in wages, salary, a retainer fee by their employer while working on a commission basis, tips, piece-rates or payment in kind, or a person who operates his or her own incorporated enterprise with or without hiring employees.
Employer	A person who operates his or her own unincorporated enterprise or engages independently in a profession or trade and hires one or more employees.
Facilities used	Respondents were asked if they used any facilities when they work at home. Employees were asked which facilities were supplied by the employer.
Normal business hours	For the purposes of this publication, only weekdays (Monday to Friday) were considered part of normal business hours. Since normal hours of work vary, normal business hours were left to the perception of the respondent.
Own-account worker	A person who operates his or her own unincorporated economic enterprise or engages independently in a profession or trade and hires no employees (this category was formerly entitled self employed).
Sector of Employment	Used to classify persons according to whether their employer is a public or private enterprise. Categories included, the Government or Public Service, a Private Company or Business and Other which includes community based (non-profit) organisations.
Self employed	See own-account worker above.
Teleworker	<p>For the purposes of this survey, a Teleworker is defined as any employed person, who worked at a fixed workplace, for a business that was not based at their own home and in the last 3 months:</p> <ul style="list-style-type: none"> ■ worked at home, ■ during normal business hours, ■ for a full or part day. <p>Respondents who were not based anywhere or who worked at an alternative location to their regular business premises are not included.</p>
Worked at home after hours only	For the purposes of this survey, a person who worked at home after hours only is defined as any employed person, who in the last 3 months worked at home on weekends or took work home after normal business hours.

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