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YEAR 2000 PROBLEM

AUSTRALIA

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C O N T E N T S

	<i>page</i>
Notes	2
Main features	3
TABLES	
1 Year 2000 progress	4
2 Year 2000 assessment	5
3 Reasons for not undertaking Year 2000 work	6
4 Technology use of businesses not undertaking Year 2000 work	7
5 Year 2000 planning	8
6 Plans to limit possible Year 2000 disruptions	9
7 Inclusions in Year 2000 contingency plans	9
8 Year 2000 assurances	10
9 Year 2000 legal liabilities, disclosure legislation and tax concession	11
ADDITIONAL INFORMATION	
Explanatory notes	12

- For further information about these and related statistics, contact Client Services in any ABS office as shown on the back cover of this publication, or John Ovington on Canberra 02-62525189.

NOTES

ABOUT THIS PUBLICATION	This publication presents the final results from the second ABS survey of Australian business regarding their progress in addressing the Year 2000 problem. The results represent the status of business at the end of June 1999 and update the October 1998 survey.	
PURPOSE OF THE SURVEY	The purpose of the Year 2000 Survey was to provide statistical benchmarks on the progress of Australian business in addressing the Year 2000 problem and factors relating to the Year 2000 problem. The results replace the preliminary data released in August 1999.	
CHANGES SINCE THE PRELIMINARY PUBLICATION	There have only been minor revisions to the statistics previously published in <i>Year 2000 Problem, Australia, Preliminary</i> (Cat. no. 8151.0)—released on 31 August 1999.	
INTERPRETING THE RESULTS	All figures presented in the tables in this publication are expressed as a percentage of the total number of businesses within a particular group, i.e industry, business size or state. When attempting to interpret the results, it may be appropriate to rebase some of the figures. For example, this publication gives the percentage of businesses which had completed their Year 2000 work by the end of June 1999 as a percentage of all businesses (34%). The proportion could be rebased and expressed as a percentage of only those businesses undertaking Year 2000 work, which comprise 56% of all businesses. Consequently, 61% of businesses planning to undertake Year 2000 work had completed their Year 2000 work by the end of June 1999. The rebased figure (61%) is calculated by dividing 34% by 56%.	
SYMBOLS AND OTHER USAGES	ABS ANZSIC RSE SE * ** —	Australian Bureau of Statistics Australian and New Zealand Standard Industrial Classification relative standard error standard error estimate has a relative standard error between 25% and 50% estimate has a relative standard error greater than 50% nil or rounded to zero

Where figures have been rounded, discrepancies may occur between the sum of the components and total.

T. J. Skinner
Acting Australian Statistician

MAIN FEATURES

Considerable progress in addressing the Year 2000 problem has been made by Australian business since October 1998. At the end of June 1999 over one third of all businesses reported that they had completed their Year 2000 work; this represents 61% of the businesses undertaking Year 2000 work. In comparison, only 17% of the businesses undertaking Year 2000 work had completed their work by the end of October 1998.

By the end of June 1999, 61% of all businesses had done an assessment of the likely effect of the Year 2000 problem. Approximately one third of the businesses which did an assessment identified problems that might disrupt the businesses operations. Over 90% of those businesses which identified problems reported that they were taking action on the Year 2000 problem. Over half of the businesses which identified potential problems found that their communications, and accounting and inventory systems were the operations which might be affected.

At the end of June 1999, 44% of all businesses did not intend to undertake any Year 2000 work. Typically these were very small businesses with fewer than five employees and low levels of technology dependence. Of the businesses not intending to undertake any Year 2000 work, 86% reported that they either had no computers or only had a single stand-alone computer. The majority of businesses that did not intend to undertake any Year 2000 work reported that they either did not have any technology that will be affected or they did not believe their business will be affected.

Of the businesses undertaking Year 2000 work, nearly all had started work by the end of June 1999. Virtually all businesses expected to complete their Year 2000 work by December 1999.

Of the businesses undertaking Year 2000 work, 43% had or were developing contingency plans to avoid possible disruptions caused by the Year 2000 problem. This proportion has risen from 25% in October 1998.

By the end of June 1999, just over half of those businesses undertaking Year 2000 work had already sought assurances from their suppliers or service providers regarding continuity of supply. By the end of October 1998, only one third of those businesses undertaking Year 2000 work had sought any assurances.

Australian business expects to spend around \$10 billion to address the Year 2000 problem. Approximately 75% of this amount had been spent by June 1999. It should be noted that there are difficulties in producing accurate estimates of Year 2000 expenditure. It is not always possible to separate expenses related specifically to the Year 2000 problem and there is considerable variability in what businesses include as Year 2000 expenditure. For example, some businesses only included direct costs, others made allowances for the wages component of staff undertaking Year 2000 work, while others included associated upgrades of technology as part of their Year 2000 work.

	<i>Do not intend to undertake any Year 2000 work</i>		<i>Currently undertaking or planning to undertake Year 2000 work</i>		<i>Completed all Year 2000 work and testing</i>	
	<i>October 1998 r</i>	<i>June 1999</i>	<i>October 1998 r</i>	<i>June 1999</i>	<i>October 1998 r</i>	<i>June 1999</i>
	%	%	%	%	%	%
INDUSTRY(a)						
Mining	29	37	63	*19	8	45
Manufacturing	38	42	52	17	9	41
Electricity, gas and water supply	4	5	89	52	7	43
Construction	55	54	39	17	*6	29
Wholesale trade	24	30	56	25	20	45
Retail trade	48	56	39	21	13	23
Accommodation, cafes and restaurants	48	56	43	17	8	27
Transport and storage	55	57	35	19	*11	24
Communication services	37	39	47	21	*15	40
Finance and insurance	29	32	57	12	*14	56
Property and business services	35	33	56	28	*9	39
Education	35	33	55	24	10	43
Health and community services	32	31	61	28	*7	40
Cultural and recreational services	42	51	43	13	14	35
Personal and other services	46	51	52	15	*2	34
STATE AND TERRITORY						
New South Wales	44	43	45	22	10	35
Victoria	50	49	41	16	9	35
Queensland	36	44	55	26	9	30
South Australia	36	45	56	21	*9	34
Western Australia	31	40	59	23	*10	36
Tasmania	47	45	29	14	*23	40
Northern Territory	*43	46	*38	19	**19	35
Australian Capital Territory	*26	39	69	26	**5	35
BUSINESS SIZE						
1-4 employees	49	51	42	19	10	30
5-19 employees	27	29	62	25	11	46
20-199 employees	8	10	84	40	8	50
200 employees or more	1	—	95	60	4	39
All businesses	42	44	48	21	10	34

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).

* Indicates estimate has a relative standard error between 25% and 50%.

** Indicates estimate has a relative standard error greater than 50%.

r Indicates estimate has been revised since previous issue.

Between October 1998 and June 1999 Australian business made considerable progress in addressing the Year 2000 problem. In this eight month period, an additional 24% of businesses completed their Year 2000 work and testing. Generally the industries which displayed the higher levels of progress at October 1998 again showed higher levels of progress at June 1999. Electricity, gas and water supply continued to be the industry where the highest proportion of businesses (95%) were undertaking or had completed Year 2000 work, while the Transport and storage industry had the lowest proportion of businesses (43%) that were undertaking or had completed Year 2000 work. Finance and insurance had the highest rate of completion of Year 2000 work and testing (56%).

2

YEAR 2000 ASSESSMENT

	<i>Assessed the likely effect of the Year 2000 problem on the business' operations</i>	<i>Identified possible problems that might disrupt the business' operations</i>
	%	%
INDUSTRY(a)		
Mining	66	17
Manufacturing	60	20
Electricity, gas and water supply	93	66
Construction	46	12
Wholesale trade	78	31
Retail trade	52	19
Accommodation, cafes and restaurants	39	15
Transport and storage	50	14
Communication services	71	18
Finance and insurance	80	25
Property and business services	77	26
Education	71	21
Health and community services	69	25
Cultural and recreational services	52	14
Personal and other services	45	9
STATE AND TERRITORY		
New South Wales	57	17
Victoria	61	22
Queensland	67	22
South Australia	55	20
Western Australia	63	23
Tasmania	54	14
Northern Territory	61	22
Australian Capital Territory	67	23
BUSINESS SIZE		
1-4 employees	57	16
5-19 employees	68	29
20-199 employees	87	50
200 employees or more	98	81
All businesses	61	20
(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).		

By the end of June 1999, 61% of all businesses had undertaken an assessment of the likely effect the Year 2000 problem might have on its business operations. Of the businesses which had done an assessment, one third identified potential Year 2000 problems that might disrupt its business operations if no corrective action was taken. The Electricity, gas and water supply industry had the highest level of Year 2000 assessment, as well as identifying the highest level of possible disruptions to business operations. The rate of assessment increased with the size of the business as did the incidence of identifying possible problems which might disrupt the business' operations. Nearly all large businesses had done an assessment and over 80% identified possible problems. Only 57% of the micro businesses had done an assessment and just over one quarter of these businesses identified possible problems.

3

REASONS FOR NOT UNDERTAKING YEAR 2000 WORK

	Reasons for not undertaking Year 2000 work			
	Do not intend to undertake any Year 2000 work	Business has no technology that will be affected	Do not believe this business will be affected	Other reasons
	%	%	%	%
INDUSTRY(a)				
Mining	37	*24	*11	*2
Manufacturing	42	21	16	*5
Electricity, gas and water supply	5	4	1	1
Construction	54	36	13	*5
Wholesale trade	30	*14	*10	**5
Retail trade	56	32	18	*5
Accommodation, cafes and restaurants	56	30	20	*7
Transport and storage	57	37	16	**5
Communication services	39	*13	22	*4
Finance and insurance	32	21	*10	*0
Property and business services	33	17	*12	*3
Education	33	18	*7	*9
Health and community services	31	14	*13	*4
Cultural and recreational services	51	*17	28	*7
Personal and other services	51	21	19	*11
STATE AND TERRITORY				
New South Wales	43	25	13	*5
Victoria	49	30	14	*5
Queensland	44	24	16	*4
South Australia	45	23	16	*5
Western Australia	40	15	17	*8
Tasmania	45	19	21	*5
Northern Territory	46	20	20	*5
Australian Capital Territory	39	*14	18	*7
BUSINESS SIZE				
1-4 employees	51	29	17	5
5-19 employees	29	14	11	5
20-199 employees	10	4	4	*1
200 employees or more	0	0	0	0
All businesses	44	25	15	5

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).

* Indicates estimate has a relative standard error between 25% and 50%.

** Indicates estimate has a relative standard error greater than 50%.

At June 1999, 44% of all businesses reported that they did not intend to undertake any Year 2000 work. The proportion of businesses that do not intend to undertake any Year 2000 work is higher among the smaller businesses. Typically businesses did not intend to undertake any Year 2000 work because they either had no technology that will be affected or they did not believe the business will be affected. These two factors were reported by nearly 90% of the businesses that do not intend to undertake any Year 2000 work. The majority of the remaining 10% were waiting to see if a problem occurred.

<i>Technology use of businesses not undertaking Year 2000 work</i>				
	<i>Do not intend to undertake any Year 2000 work</i>	<i>No computers</i>	<i>Only one stand-alone computer and general application software</i>	<i>Other technologies</i>
	%	%	%	%
INDUSTRY(a)				
Mining	37	28	*7	*2
Manufacturing	42	31	6	*4
Electricity, gas and water supply	5	4	0	1
Construction	54	36	*9	*9
Wholesale trade	30	*15	*11	**4
Retail trade	56	39	13	*4
Accommodation, cafes and restaurants	56	43	11	**2
Transport and storage	57	40	*15	*2
Communication services	39	22	*9	*8
Finance and insurance	32	19	*11	*2
Property and business services	33	*8	*14	*11
Education	33	*16	*13	**5
Health and community services	31	*18	*9	*5
Cultural and recreational services	51	20	18	*14
Personal and other services	51	32	*4	*15
STATE AND TERRITORY				
New South Wales	43	26	10	7
Victoria	49	29	12	*7
Queensland	44	26	12	*6
South Australia	45	31	10	*4
Western Australia	40	21	13	*6
Tasmania	45	30	*9	6
Northern Territory	46	25	12	*8
Australian Capital Territory	39	15	*12	*12
BUSINESS SIZE				
1-4 employees	51	30	13	7
5-19 employees	29	19	5	5
20-199 employees	10	5	*2	3
200 employees or more	—	—	—	—
All businesses	44	27	11	7

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).

* Indicates estimate has a relative standard error between 25% and 50%.

** Indicates estimate has a relative standard error greater than 50%.

The majority of businesses which were not intending to undertake any Year 2000 work had very low levels of technology. For example, 61% of the businesses not undertaking any Year 2000 work had no stand-alone or networked computers (PCs, Macs etc) while a further 25% only had a single stand-alone computer and general application software (i.e. off the shelf software). Generally the industries with higher proportions of businesses not intending to undertake any Year 2000 work also had lower levels of technology dependence.

	<i>Undertaking Year 2000 work</i>	<i>Plan to limit possible Year 2000 disruptions</i>	<i>Will have contingency plans against possible Year 2000 problems</i>
	%	%	%
INDUSTRY(a)			
Mining	63	63	29
Manufacturing	58	57	29
Electricity, gas and water supply	95	90	82
Construction	46	39	15
Wholesale trade	70	70	40
Retail trade	44	44	20
Accommodation, cafes and restaurants	44	42	16
Transport and storage	43	40	20
Communication services	61	56	31
Finance and insurance	68	68	27
Property and business services	67	63	30
Education	67	63	27
Health and community services	69	65	27
Cultural and recreational services	49	41	17
Personal and other services	49	38	17
STATE AND TERRITORY			
New South Wales	57	54	23
Victoria	51	45	22
Queensland	56	54	25
South Australia	55	55	27
Western Australia	60	58	29
Tasmania	55	54	23
Northern Territory	54	53	29
Australian Capital Territory	61	60	28
BUSINESS SIZE			
1-4 employees	49	46	19
5-19 employees	71	69	36
20-199 employees	90	89	59
200 or more employees	100	99	89
All businesses	56	52	24

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0)

Over 90% of businesses undertaking Year 2000 work will also undertake a number of actions to limit any possible disruptions which may be caused by the Year 2000 problem. The actions reported are being undertaken as precautionary measures before 1st January 2000 and are therefore considered to be different to contingency planning. Additionally, over 40% of businesses undertaking Year 2000 work were also intending to have contingency plans in place. Generally the industries with the highest level of planning were also the ones most likely to be undertaking Year 2000 work. Similarly, as the size of the business increases, the level of planning also increases.

6

PLANS TO LIMIT POSSIBLE YEAR 2000 DISRUPTIONS

	1-4 employees	5-19 employees	20-199 employees	200 or more employees	All businesses
	%	%	%	%	%
Back up critical computer files	45	65	87	97	51
Shut down all or part of the business operations for a time	5	9	11	27	6
Reset time clocks to a different time or date	6	12	15	25	8
Prepare to do some tasks manually	21	32	41	65	24
Have staff dedicated to fixing the problem after 01/01/2000	9	15	25	62	11
Educate staff on the Year 2000 problem	14	22	38	71	17
Increase available cash	7	9	11	18	8
Increase stocks of supplies	8	14	19	47	9
Increase stocks of finished products	*2	4	7	21	3
Make arrangements for alternative essential services	3	9	11	38	5
Any plans	46	69	89	99	52

* indicates estimate has a relative standard error between 25% and 50%.

The most common activities that will be undertaken to limit possible Year 2000 disruptions are to back up critical computer files, be prepared to do some tasks manually and to ensure staff are educated on the Year 2000 problem. Large businesses (200 or more employees) will also be more likely to have staff dedicated to fixing Year 2000 problems and can be expected to increase their stocks of supplies.

7

INCLUSIONS IN YEAR 2000 CONTINGENCY PLANS

	1-4 employees	5-19 employees	20-199 employees	200 or more employees	All businesses
	%	%	%	%	%
Communications	13	27	42	74	17
Accounting and inventory	15	29	51	76	19
Human resource administration	3	8	22	49	5
Production systems and technologies	5	8	21	54	7
Key services provided by the business	7	15	29	60	10
Customers and clients	8	17	29	57	11
Suppliers and service providers	7	16	30	66	10
Transport and distribution	2	7	13	41	3
Any plans	19	36	59	89	24

The areas of business operations most likely to be included in contingency planning were communications, and accounting and inventory systems. Across all business sizes these areas were the most likely to be included in contingency planning. The next most commonly reported inclusions were key services provided by the business and external parties, namely customers, clients, suppliers and service providers.

	Willingness to provide information on Year 2000 progress			Sought assurances of Year 2000 readiness	
	Undertaking Year 2000 work	To suppliers or service providers	To customers or clients	From suppliers or service providers	From customers or clients
	%	%	%	%	%
INDUSTRY(a)					
Mining	63	25	29	41	20*
Manufacturing	58	26	27	35	19
Electricity, gas and water supply	95	62	76	75	34
Construction	46	18	21	19	13
Wholesale trade	70	40	42	47	22
Retail trade	44	20	19	32	13
Accommodation, cafes and restaurants	44	14	10	22	*7
Transport and storage	43	17	23	26	22
Communication services	61	31	35	29	21
Finance and insurance	68	27	35	36	*15
Property and business services	67	27	31	26	18
Education	67	21	23	26	*8
Health and community services	69	18	20	23	*5
Cultural and recreational services	49	19	23	17	*11
Personal and other services	49	21	22	17	*10
STATE AND TERRITORY					
New South Wales	57	24	26	26	17
Victoria	51	20	23	30	15
Queensland	56	23	26	25	12
South Australia	55	20	23	29	14
Western Australia	60	27	27	34	14
Tasmania	55	21	23	24	10
Northern Territory	54	23	25	30	13
Australian Capital Territory	61	15	18	25	8
BUSINESS SIZE					
1-4 employees	49	19	21	22	12
5-19 employees	71	32	35	42	21
20-199 employees	90	50	53	62	29
200 employees or more	100	82	85	90	53
All businesses	56	23	25	28	15

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).

* Indicates estimate has a relative standard error between 25% and 50%.

Of the 56% of all businesses undertaking Year 2000 work, half had contacted their suppliers or service providers seeking assurances regarding continuation of supply. Similarly, just over a quarter had contacted their customers or clients seeking assurances of demand for their goods and services. Fewer than a half of the businesses undertaking Year 2000 work reported that they were willing to provide information about their businesses progress in addressing the Year 2000 problem. As business size increases so does the rate of information seeking and information sharing.

	Undertaking Year 2000 work	Sought advice on the legal liabilities related to the Year 2000 problem	Heard of the Year 2000 Disclosure Legislation	Intentions to use tax concessions for Year 2000 expenditure		
				No	Yes	Don't know
				%	%	%
INDUSTRY(a)						
Mining	63	11	21	*23	12	28
Manufacturing	58	9	10	*7	11	40
Electricity, gas and water supply	95	45	62	45	17	33
Construction	46	**2	*5	*9	*9	28
Wholesale trade	70	*13	10	*13	19	38
Retail trade	44	*6	*3	10	8	27
Accommodation, cafes and restaurants	44	*4	*5	*13	*12	19
Transport and storage	43	*8	*17	*9	*7	26
Communication services	61	14	14	24	15	23
Finance and insurance	68	16	21	25	*14	29
Property and business services	67	14	18	17	15	35
Education	67	*6	*8	31	*7	28
Health and community services	69	*10	*11	21	*14	33
Cultural and recreational services	49	*4	*9	24	*8	16
Personal and other services	49	*4	*7	11	*12	26
STATE AND TERRITORY						
New South Wales	57	10	9	14	11	33
Victoria	51	9	13	13	14	25
Queensland	56	5	10	13	10	32
South Australia	55	6	10	16	10	30
Western Australia	60	8	8	13	14	33
Tasmania	55	7	11	16	9	30
Northern Territory	54	9	7	13	10	31
Australian Capital Territory	61	*9	*11	17	13	31
BUSINESS SIZE						
1-4 employees	49	7	9	14	9	26
5-19 employees	71	11	11	11	17	43
20-199 employees	90	26	28	18	28	45
200 employees or more	100	69	75	16	49	34
All businesses	56	8	10	14	12	30

(a) See Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 (Cat. no. 1292.0).

* Indicates estimate has a relative standard error between 25% and 50%.

** Indicates estimate has a relative standard error greater than 50%.

Only 14% of the businesses undertaking Year 2000 work reported that they had sought advice on the legal liabilities which may arise because of Year 2000 problems. Likewise only 18% of the businesses undertaking Year 2000 work were aware of the Year 2000 Disclosure Legislation. Over half of the businesses undertaking Year 2000 work did not know at the end of June 1999 if they were going to make use of the Government's tax concession for Year 2000 expenditure. Of the remainder, there is nearly an even split between those which reported that they were going to make use of the tax concession and those which reported they were not. For all three of these factors, the rate increases as the size of business increases.

EXPLANATORY NOTES

DESCRIPTION	<p>1 The Year 2000 Survey collected information from businesses at the end of June 1999 regarding their progress in addressing the Year 2000 problem within their business.</p>
SURVEY METHODOLOGY	<p>2 A questionnaire was mailed to approximately 13,000 businesses in all industries of the Australian economy, with the exception of Government administration and defence, Agriculture and Religious organisations. The sample was selected from the Australian Bureau of Statistics' (ABS) Business Register and was stratified by industry, size of business (determined using the number of employees) and the state of location of the business. Businesses were selected at random within each stratum. The sample aimed to produce reliable estimates at the Australian and New Zealand Standard Industrial Classification Division level for all business size groups.</p> <p>3 The survey was conducted on a voluntary basis and a response rate of 93% was achieved. The non-response is not thought to have introduced any significant biases in the estimates.</p>
SCOPE AND COVERAGE	<p>4 The statistics in this publication relate to all private sector employing businesses, with the exclusion of agricultural businesses and religious organisations. For the Electricity, gas and water supply industry, the survey also included public sector businesses.</p>
STATISTICAL UNITS	<p>5 The business unit from which the information is collected and published is the management unit. The management unit is the highest level accounting unit within a business or organisation, having regard for industry homogeneity. In nearly all cases it coincides with the legal entity owning the business (i.e. company partnership, trust, sole operator, etc.). However, in the case of large diversified businesses, there may be more than one management unit, each coinciding with a 'division' or 'line of business'. A 'division' or 'line of business' is separately identified where separate and comprehensive financial accounts are maintained.</p>
CLASSIFICATION BY INDUSTRY	<p>6 The statistics in this publication are classified by industry in accordance with the 1993 edition of the <i>Australian and New Zealand Standard Industrial Classification (ANZSIC)</i> (Cat. no. 1292.0). Each management unit is classified to a single industry. The industry allocated is the one which provides the main source of income for the management unit irrespective of whether a range of activities or a single activity is undertaken by the unit.</p>
CLASSIFICATION BY STATE AND TERRITORY	<p>7 The statistics are classified to a State or Territory on the basis of the location of the Head Office of the management unit about which data has been provided. Management units which operate in more than one State have only been included in this one State. As the number of multi-State management units is very small compared to the number of single State management units, this approximation is not likely to have significantly distorted the statistics presented by State in this publication.</p>

CLASSIFICATION BY SIZE OF BUSINESS

8 The statistics contained in this publication have been classified to size on the basis of the employment recorded on the ABS Business Register for each selected management unit. Data are presented by size according to the following groups:

- Micro business—defined as having between 1 and 4 employees,
- Other small business—defined as having between 5 and 19 employees,
- Medium business—defined as having between 20 and 199 employees, and
- Large business—defined as having 200 or more employees.

RELIABILITY OF ESTIMATES

9 The estimates presented in this publication are subject to non-sampling and sampling error.

NON-SAMPLING ERROR

10 Non-sampling error can result from deficiencies in the ABS Business Register from which the sample was selected, non-response to the survey questionnaire, imperfections in data that is reported by respondents and errors in the process of aggregating results. Non-sampling errors can occur in any type of collection. The extent to which non-sampling errors affect the results of the survey is unknown. Every effort has been made to minimise non-sampling errors through the careful design and testing of questionnaires, efficient operating procedures and testing of systems used to compile the statistics. As stated earlier, non-response bias is not expected to be a significant issue for this survey.

SAMPLING ERROR

11 The estimates in this publication are derived to represent all businesses in scope of the survey using the responses from a sample of businesses. The estimates are subject to sampling variability, that is, they may differ from figures that would be obtained if all units had been included in the sample. One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample of units was included. Another measure of sampling variability is the relative standard error (RSE) which is obtained by expressing the SE as a percentage of the estimate to which it refers.

12 SEs for the tables in this publication are available upon request from the ABS.

UNPUBLISHED STATISTICS

13 This publication contains only a selection of the available information from the survey. More detailed information is available, at a cost, from the ABS.

SELF-HELP ACCESS TO STATISTICS

- CPI INFOLINE* For current and historical Consumer Price Index data, call 1902 981 074 (call cost 75c per minute).
- DIAL-A-STATISTIC* For the latest figures for National Accounts, Balance of Payments, Labour Force, Average Weekly Earnings, Estimated Resident Population and the Consumer Price Index call 1900 986 400 (call cost 75c per minute).
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	Sydney	02 9268 4611	02 9268 4668
	Melbourne	03 9615 7755	03 9615 7798
	Brisbane	07 3222 6351	07 3222 6283
	Perth	08 9360 5140	08 9360 5955
	Adelaide	08 8237 7400	08 8237 7566
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