DIALOGUE DOWNUNDER

Proceedings of the 25th Conference of the Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ)

Auckland, 1-4 February 2011

Edited by

Frances Laneyrie, Lizzie Li and Ray Markey
Conference Sponsors

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AIRAANZ Code of Conduct
Introduction

On behalf of the Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) and the host, the New Zealand Work and Labour Market Institute, I welcome you to the 25th AIRAANZ Conference in Auckland, 1-4 February 2011.

The Conference theme of Dialogue Downunder has attracted a diverse range of papers that explore contemporary industrial relations theory and practice and historical patterns. The theme of Dialogue Downunder underwrites all levels of industrial relations, which involve dialogue of some form. We may focus on dialogue at the workplace level, whether formal or informal, between individual employees or unions and employers, through to formalised systems of collective bargaining, conciliation and arbitration and social partnership at industry and national multi-industry levels. We are particularly interested in how these patterns of dialogue have changed in Australia and New Zealand over the past century.

We are confident that participants will experience an intellectually and socially stimulating range of presentations and engagements with colleagues as well as key social partners contributing to the conference. I would especially like to acknowledge the contribution of Professor Tayo Fashoyin, recently retired from the ILO in Geneva and the position of secretary of the International Industrial Relations Association, as well as the Honourable Kate Wilkinson, Minister for Labour, the Honourable Trevor Mallard, Labour Party spokesperson for Labour, Helen Kelly, president of Council of Trade Unions, Phil O’Reilly, CEO of Business New Zealand, and Grant Duffy, Acting Director of the Partnership Resource Centre.

I particularly wish to acknowledge the support from our sponsors, who are listed prominently on this site. In addition, I thank all members of the organising committee for their assistance.

I look forward to meeting most of you during the conference and to attending papers.

Ray Markey
25th AIRAANZ Conference Organiser
Director, NZWALMI
President, AIRAANZ
**Conference Host:**

The New Zealand Work and Labour Market Institute
NZWALMI
Auckland University of Technology
Private Bag 92006, Auckland 1142, New Zealand
nzwalmi@aut.ac.nz
http://www.aut.ac.nz/nzwalmi

**Organising Committee**

*Convenor:* Professor Ray Markey, Director NZWALMI, President AIRAANZ

*Editor of Proceedings, Editor of Abstracts & Programme Coordinator:*
Dr Frances Laneyrie, Auckland University of Technology

*Editorial assistance:* Dr Lizzie Li, NZWALMI Research Officer

*Administrative assistance:* Ann Williamson, NZWALMI Office Manager

**Post Graduate Forum Convenors:**

Julie Douglas, Auckland University of Technology
Katherine Ravenswood, Auckland University of Technology

**Keynote Speakers**

**Professor Tayo Fashoyin**
Former Director, Industrial and Employment Relations Department
Social Dialogue Sector, International Labour Office, Geneva
Secretary, ILERA, (previously IIRA)

**Hon Kate Wilkinson**
Minister of Labour
Minister of Conservation
Minister for Food Safety
Associate Minister of Immigration

**Hon Trevor Mallard**
Labour Party spokesperson for:
Labour
Education
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<th>Event</th>
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<td>9.30-9.45</td>
<td>Welcoming speaker: Derek McCormack, Vice-Chancellor AUT University</td>
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<td>9.45-10</td>
<td>Welcome from organising committee: Ray Markey</td>
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<td>10-10.30</td>
<td>Keynote Address: Tayo Fashoyin, The Imperative of Social Partnership</td>
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<td>and Social Dialogue for Economic Success</td>
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<td>10.30-11</td>
<td>Morning tea</td>
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<td>11-12.30</td>
<td>Tripartite Panel: Unlocking Innovation and Productivity in Workplaces. Chair: Ray Markey Helen Kelly (CTU), Phil O'Reilly (BusinessNZ), Grant Duffy (Partnership Resource Centre)</td>
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<td>12.30-1.30</td>
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<td>Corporate Social Responsibility</td>
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<td>Chair: Patricia Todd</td>
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<td>Chair: Glenda Strachan</td>
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<td>Employer Strategies</td>
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<td>Chair: Keith Townsend</td>
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<td>Employee Well-being</td>
<td>Chair: Lucy Taksa</td>
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<td>5.30-6.30</td>
<td>AIRAANZ Executive Meeting. Room: Tasman II</td>
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<td>6.30-8.00</td>
<td>Welcome Reception Rendezvous hotel. Speaker: Helen White</td>
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### Publishers Forum

**Chair:** Suzanne Young  
B Ellem & M. Baird - *Journal of Industrial Relations*  
R. Cooney - *Labour & Industry*  
S. Deery – *Human Relations*  
E. Rasmussen, F. Lamm & R. Tipples - *New Zealand Journal of Employment Relations*

**9.45-10.30**  
**Keynote Address:** Trevor Mallard, Labour Party spokesperson. **Chair:** Heather McDonald

**10.30-11 Morning Tea**

**11-12.30**  
**Paper Presentations**  
**Trade Unions**  
Chair: Harry Van Buren  
Room: Rendezvous I

- **Slee:** Learning to Navigate Enterprise Bargaining: The NTEU and ‘Round One’
- **Townsend:** Balancing Employee Voice in a Luxury Hotel where ‘Informality is King’
- **Winterton:** Lessons from Europe? Trade union strategies for training at work
- **Le Queux & Peetz:** We Won't Pay for Their Crisis! A Critical Assessment of Trade Union Responses to the Global Financial Crisis

**11-12.30**  
**Trade Unions**  
Chair: Harry Van Buren  
Room: Rendezvous I

- **Participation**  
  Chair: John Burgess  
  Room: Rendezvous I
- **IR systems**  
  Chair: Richard Cooney  
  Room: Tasman I

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- **IR systems**  
  Chair: Richard Cooney  
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<td>4.00-5.30</td>
<td>Trade Unions Chair: Gay Simpkin Room: Rendezvous I</td>
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<td>IR systems Chair: Suzanne Jamieson Room: Rendezvous II</td>
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<td>Diversity Chair: Natalie Skinner Room: Tasman II</td>
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<td>Teaching &amp; Training Chair: Frances Laneyte Room: Tasman I</td>
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<td><strong>Kellett:</strong> Why do unions form peak bodies? The 1885 Brisbane Trades and Labour Council**</td>
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<td><strong>Rasmussen, Foster &amp; Haworth:</strong> Collective bargaining and unionism in New Zealand: The rise of individualism?**</td>
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<td><strong>Kiersfeld, Combs, Susaeta &amp; Belizon:</strong> Comparing diversity management and equal treatment policies across countries**</td>
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<td><strong>Tattersall:</strong> Coalitions as a tool for union revitalisation**</td>
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<td><strong>Hardy:</strong> Collaboration and Enforcement of Minimum Employment Standards: Fruitful or Fruitless?**</td>
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<td><strong>Ponce-Pura:</strong> Diversity and Inclusion: A Case Study of a Multinational Company in India**</td>
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<td><strong>Williamson, Harris, Goodsis &amp; Jones:</strong> Higher level hospitality qualifications: Who wants them?**</td>
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<td><strong>Brigden &amp; Kaine:</strong> Rethinking factional alliances and union renewal: inter-union collaboration in Australia in the 21st century**</td>
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<td><strong>Ryan, Burgess &amp; Larkin:</strong> Labour Utilisation Strategies in Australian Low Wage Industries: Agreement making under the Workchoices legacy**</td>
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<td><strong>Anderson, Lamare &amp; Hannif:</strong> The Working Experiences of Student Migrants in Australia and New Zealand**</td>
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<td><strong>Bailey, Macneil, van Acker &amp; Bray:</strong> Capstone Courses: Approaches and Strategies**</td>
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**Friday 4 February 2011**  
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<td>9-9.45</td>
<td>Presidential Address: Ray Markey</td>
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<td>9.45-10.30</td>
<td>Keynote Address: Kate Wilkinson, Minister for Labour. Future of Employment Relations in New Zealand</td>
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<td>10.30-11</td>
<td>Morning Tea</td>
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<td>11.1-1</td>
<td>Union panel. The Future for Trade Unionism in New Zealand. Chair: Ray Markey</td>
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<td>Fotu Fisi’iahi (Unitec, former Vice President, Tongan PSA)</td>
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<td>Maxine Gay (Retail Secretary, National Distribution Union)</td>
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<td>Andrew Little (National Secretary, Engineering, Printing &amp; Manufacturing Union)</td>
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<td>Matt McCarten (National Secretary, Unite)</td>
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<td>Sharn Riggs (National Secretary, NZ Tertiary Education Union)</td>
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<td>Richard Wagstaff (joint national Secretary, NZ Public Service Association)</td>
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<td>1-2</td>
<td>Lunch</td>
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<td>Book launch: Bradon Ellem for S. McGrath-Champ, A. Herod &amp; A. Rainnie (eds), <em>Handbook of Employment &amp; Society</em></td>
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<td>2-3.30</td>
<td>Paper Presentations</td>
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<td>Capacity Building Chair: Bernard Walker Room: Rendezvous I</td>
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<td>IR systems: Fair Work regime Chair: Joce Jesson Room: Rendezvous II</td>
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<td>Globalisation &amp; Corporate Structures Chair: Tom Mann Room: Tasman II</td>
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<td>Industry Studies Chair: David Williamson Room: Tasman I</td>
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<td><strong>Batters &amp; Piercy:</strong> Renewed social partnership in action under the Labour-led government: a story of New Zealand industry training policy in the 2000s**</td>
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<td><strong>Todd &amp; Hutchinson:</strong> Employer Responses to the Fair Work Act 2009: a Preliminary View from Western Australia**</td>
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<td><strong>McDonnell, Bartram, Stanton &amp; Burgess:</strong> Multinational Enterprises, Global Value Chains and Local Human Resource Management Decision-Making Discretion**</td>
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<td><strong>Cochrane &amp; Piercy:</strong> Participation and policy drivers: The impact of policy changes on industry training participation rates**</td>
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<td><strong>Cooper &amp; Ellem:</strong> To what extent and in what ways has the Fair Work Act changed bargaining in terms of stimulating the process and in ‘forcing’ apparently recalcitrant bargainers to the table?**</td>
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<td><strong>Rainnie, Herod &amp; McGrath-Champ:</strong> Global Production Networks, Labour and Small Firms**</td>
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<td><strong>Clibborn:</strong> Local responses to a global downturn: Labour adjustment during the automotive industry crises of 2008/9**</td>
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<td><strong>Kellner, Townsend &amp; Wilkinson</strong> Employment Relations Support for Franchisees: How much and Why?**</td>
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<td><strong>Cooper &amp; Kaine:</strong> Regulated flexibility? Individual flexibility under the Fair Work Act**</td>
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<td><strong>Peetz &amp; Murray:</strong> Finance capital, jobs and restructuring corporate ownership in the United States**</td>
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<td><strong>Tipples &amp; Trafford:</strong> Who will milk the cows?” Future employment issues for New Zealand’s largest export industry**</td>
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<td>3.30-4</td>
<td>Afternoon Tea</td>
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<td>4-4.30</td>
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<td>4.30-5pm</td>
<td>Results of AIRAANZ survey on ERA. Rendezvous I</td>
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<td>5-6pm</td>
<td>AIRAANZ AGM Room: Tasman II</td>
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<td>6.30pm-11.30 approx</td>
<td>Dinner. Buses depart Rendezvous hotel at 6.30pm</td>
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Refereed papers
Listed A-Z by Surname (first author)

Danae Anderson, Ryan Lamare & Zeenobiyah Hannif
The Working Experiences of Student Migrants in Australia and New Zealand

Sara Charlesworth & Donna Baines
The Impact of Government Funding Models on Work Organisation and Employee Conditions in Non-Profit Community Services

Sara Charlesworth, Susie Elliot & Marian Baird
Working lives in a regional town: Intersections of regulation, space & gender

Stephen Deery & Janet Walsh
Absenceeeism and Presenteeism in an Emergency Services’ Call Centre

Egbert Groen, Karen McNeil, Suzanne Ryan, Asit Bhattacharyya & Andrew Nadolny
Sessionals: doing the job for Universities?

Zeenobiyah Hannif, John Burgess, Julia Connell & Anthony McDonnell
What’s trust got to do with it? Perceptions of trust in the call centre context

Paul Harpur & David Peetz
Is Corporate Social Responsibility In Labour Standards An Oxymoron?

Jeremy Hayman
Flexible Work Schedules and Employee Well-Being

Jackie Hutchinson
Restructuring and workplace bullying in the Australian public sector

John Kellett
Why do unions form peak bodies?
The 1885 Brisbane Trades and Labour Council

Ashlea Kellner, Keith Townsend & Adrian Wilkinson
Employment Relations Support for Franchisees: How much and Why?

Alain Klarsfeld, Gwendolyn M Combs, Lourdes Susaeta & Maria-Jesus Belizon
Comparing diversity management and equal treatment policies across countries

Alain Klarsfeld & Corinne Delpuech
CSR, agency, and the law beyond the edge of Anglo-Saxon academia: Lessons from French industrial relations theory and history

Roslyn Larkin
HRM Practices and Knowledge Sharing in the Australian Subsidiaries of an International Hotel Chain

Stéphane Le Queux & David Peetz
We Won’t Pay for Their Crisis! A Critical Assessment of Trade Union Reponses to the Global Financial Crisis
John Lewer & Peter Waring
Penalties and Trade Union Action: Four Recent Cases

Robyn May
Casualisation; Here to stay? The modern university and its divided workforce

Anthony McDonnell, John Burgess, Tim Bartram & Pauline Stanton
Multinational Enterprises, Global Value Chains and Local Human Resource Management
Decision-Making Discretion

Susan McGrath-Champ, Mimi Zou & Lucy Taylor
Managing diversity: Workplace and classroom connections

Leanne Morris, Pauline Stanton & Jamie Mustard
Rhetoric and reality: an examination of performance management in Australian universities

Gail Pacheco & Don J Webber
Levers of job satisfaction: Participative decision making and individual characteristics

Erling Rasmussen, Barry Foster & Nigel Haworth
Collective bargaining and unionism in New Zealand: The rise of individualism?

Kirsty Raubenheimer
Do you speak business? What is the effect of employee-focused Corporate Social Responsibility
and Employer Branding on Human Resource Management: An exploratory UK and NZ banking-based comparative study

Natalie Skinner, Barbara Pocock & Sandra Pisaniello
Working too much? Exploring Australians’ uptake of paid leave from a work-life perspective

Amanda Tattersall
Coalition’s as a tool for union revitalisation

Patricia Todd & Jackie Hutchinson
Employer Responses to the Fair Work Act 2009: a Preliminary View from Western Australia

Keith Townsend, Adrian Wilkinson, Kerry Brown & John Burgess
Workplace Partnership in Australia: Real or Imaginary?

Bernard Walker & R.T. Hamilton
Third parties and grievances: Can we fix it? Yes we can – sometimes

Shalene Werth
Stigma, stress and emotional labour: experiences of women with chronic illness at work

Jonathan Winterton
Lessons from Europe? Trade union strategies for training at work
Non-refereed papers
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Ee kheng Ang
What they say ain’t what they mean: discrepancies in employer-employee perceptions of women returners’ skills, qualifications and potentials

Taryn Batters & Gemma Piercy
Renewed social partnership in action under the Labour-led government: a story of New Zealand industry training policy in the 2000s

Cathy Brigden & Sarah Kaine
Rethinking factional alliances and union renewal: inter-union collaboration in Australia in the 21st century

Iain Campbell & Brigid van Wanrooy
‘Unpaid Overtime’: Using Labour Regulation and Workers’ Understandings to Explore a Contested Concept

Stephen Clibborn
Local responses to a global downturn: Labour adjustment during the automotive industry crises of 2008/9

Candice Harris, Ray Markey, Katherine Ravenswood, David Williamson, Jens Lind, Ole Busck & Herman Knudsen
Participation and Work Environment Quality in New Zealand and Danish Hotels

Carla Lipsig-Mummé
What do we know? What do we need to know? The implications of climate change for employment and work in Canada

Paula McDonald, Robin Price & Janis Bailey
School-aged workers: Industrial Citizens in the Making?

Thomas F McGrath
Workplace rights for employees affected by serious illness or disease

David Peetz & Georgina Murray
Finance capital, jobs and restructuring corporate ownership in the United States

Al Rainnie, Andrew Herod & Susan McGrath-Champ
Global Production Networks, Labour and Small Firms

Rose Ryan & Ray Markey
What Do We Need to Know about New Zealand Workplaces?

Melissa Slee
Learning to Navigate Enterprise Bargaining: The NTEU and 'Round One'

Keith Townsend
Balancing Employee Voice in a Luxury Hotel where ‘Informality is King!’
Gillian Whitehouse, Julie Connolly, Tricia Rooney & Ellyse Fenton
Working-time insecurity in permanent part-time employment: patterns in Queensland childcare

Chris F. Wright, Russell D. Lansbury Stephen Clibborn
The Disappearing Car Worker in Australia: The Future Viability of the Automotive Industry
Non-refereed papers submitted as abstracts
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Janis Bailey, Liz van Acker, Johanna Macneil & Mark Bray
Capstone Courses: Approaches and Strategies

Cathy Brigden
Historical Stalking: using genealogical sources to study the lives of the women leaders in the Female Confectioners Union, 1916-1945

Bill Cochrane & Gemma Piercy
Participation and policy drivers: The impact of policy changes on industry training participation rates

Richard Cooney & Graham Sewell
Workplace Cooperation and the Pragmatics of Managerial Control

Rae Cooper & Bradon Ellem
To what extent and in what ways has the Fair Work Act changed bargaining in terms of stimulating the process and in ‘forcing’ apparently recalcitrant bargainers to the table?

Rae Cooper & Sarah Kaine
Regulated flexibility? Individual flexibility under the Fair Work Act

Julie Douglas & Cécile Rozuel
Do you speak Hobbit? Analysing the Dialogue Dynamics during the Hobbit Affair

Ben French
Sleeping Giant - Alternative actions and the new General Protections under the Fair Work Act 2009 (Cth)

Richard Gough, Pat Brewer & Patrick Foley
New Technology and the Quality of Work of Staff in Australian Acute Care Hospitals

Gaye Greenwood
Conceptual and methodological issues for the study of employment relationship problem resolution

Tess Hardy
Collaboration and Enforcement of Minimum Employment Standards: Fruitful or Fruitless?

Suzanne Jamieson
Human Rights and Labour Law: The end of an era?

Joce Jesson
Higher education unionism: uncovering tensions of the new times

Stefan Kesting
What are “Green Jobs” – criteria from ecofeminist and Post Keynesian Economics
Frances Laneyrie & Fern Mercier
Scholars, Light Bearers and Keepers of Wisdom: Senior Academic Women in Employment Relations

Colin Long
Unions and the environmental crisis

Tom Mann
Climate Change: Labour’s New Social Goal

Ray Markey
Comparative Labour History in Australia

Joyce Opare-Addo & Marjorie Jerrard
Managing cultural diversity at the workplace or managing community services? Case studies of two government organisations in Melbourne

Maria Perpetua Ponce-Pura
Diversity and Inclusion: A Case Study of a Multinational Company in India

Martin E Risak, Marie Curie-Fellow & Ian McAndrew
The NZ Department of Labour Mediation Service Style of Employment Mediation

Shaun Ryan, John Burgess & Roslyn Larkin
Labour Utilisation Strategies in Australian Low Wage Industries: Agreement making under the Workchoices legacy

Judith Scott
Will the Employment Relations Act 2010 change the use of mediation in employment dispute resolution?

Gay Simpkin
The Janus Face of the PPTA: Assessment of the Industrial Relations System in NZ Secondary Schools

Sara Slinn
Employer Communication and Union Response: A Preliminary Examination

Glenda Strachan, Kaye Broadbent, Gillian Whitehouse, David Peetz, Robyn May, Chris Kynaston, Emma Ruckley & Janis Bailey
Australian Universities – Where are the Women?

Lucy Taksa
Cultural diversity, hard labour and resistance: remembering the migrant workers and their industrial heritage

Rupert Tipples & Sue Trafford
‘Who will milk the cows?’ Future employment issues for New Zealand’s largest export industry

Verena Tobsch, Wenzel Matiaske & Simon Fietze
Financial Participation in Germany

Steven Tufts
Climate Change and Labour Union Strategy in the Accommodation Sector: Opportunities and Contradictions
Harry Van Buren & Michelle Greenwood
Whose goals are they, anyway? Employee Voice and the ethical problems posed by unitarism

David Williamson, Candice Harris, Warren Goodsir & Nick Jones
Higher level hospitality qualifications: Who wants them?
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