Resistance on the Line. Edition No. 1

Description: For over a century Australia's network of telephone exchanges was kept humming by an army of telephonists, a predominantly female workforce responsible for connecting calls, monitoring transmission quality and providing information services to the community. Yet the contribution these public servants made to Australian economic and social life was never adequately recognised or rewarded by their employer. Working at the forefront of an enterprise dominated by the imperatives of service efficiency and profit, telephonists were poorly paid, often bullied and periodically laid low by debilitating work-related injuries and stress. Drawing on meticulous empirical research, Resistance on the Line rediscovers this important group of workers and offers a provocative argument about the trade unions they created and the long struggles they waged for respect, decent conditions and the right to a job. This fascinating study has much to offer the general reader and the specialist in labour history or industrial sociology.

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