



Australian Government

Department of Employment

Office of the Federal Safety Commissioner



Survey of Accredited Companies Quantitative Results Summary

December 2016

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Overview

On 11 April 2016, the Office of the Federal Safety Commissioner (OFSC) emailed 359 accredited companies inviting them to participate in an anonymous online survey regarding the operations of the Australian Government Building and Construction WHS Accreditation Scheme (Scheme) and the OFSC.

225 of these companies made submissions to the survey, constituting a response rate of 62.7 per cent. Questions in the survey were not compulsory and companies were also able to submit a “don’t know/not sure” response to a number of questions. For the purposes of this report “don’t know/not sure” responses have been excluded from the results.

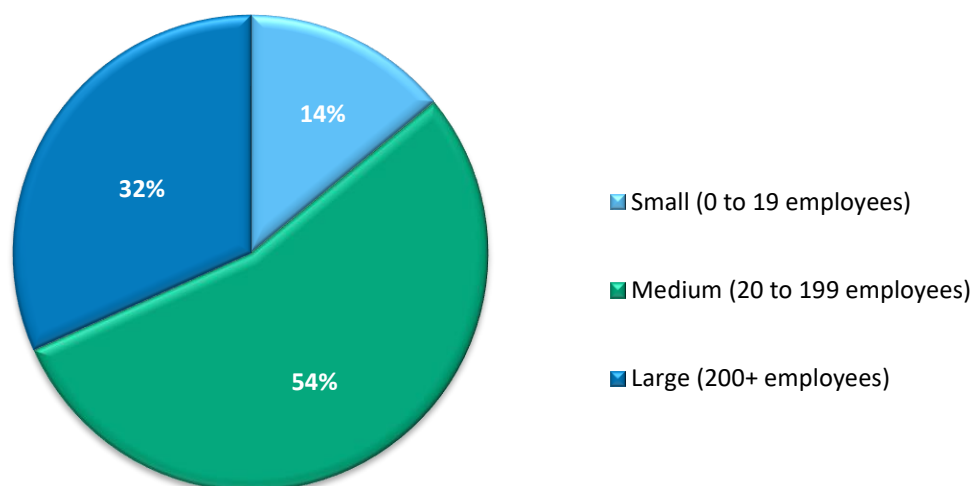
Results

Section A: About your company

How many people were directly employed by your company as at 30 June 2015 (not including contractors)?

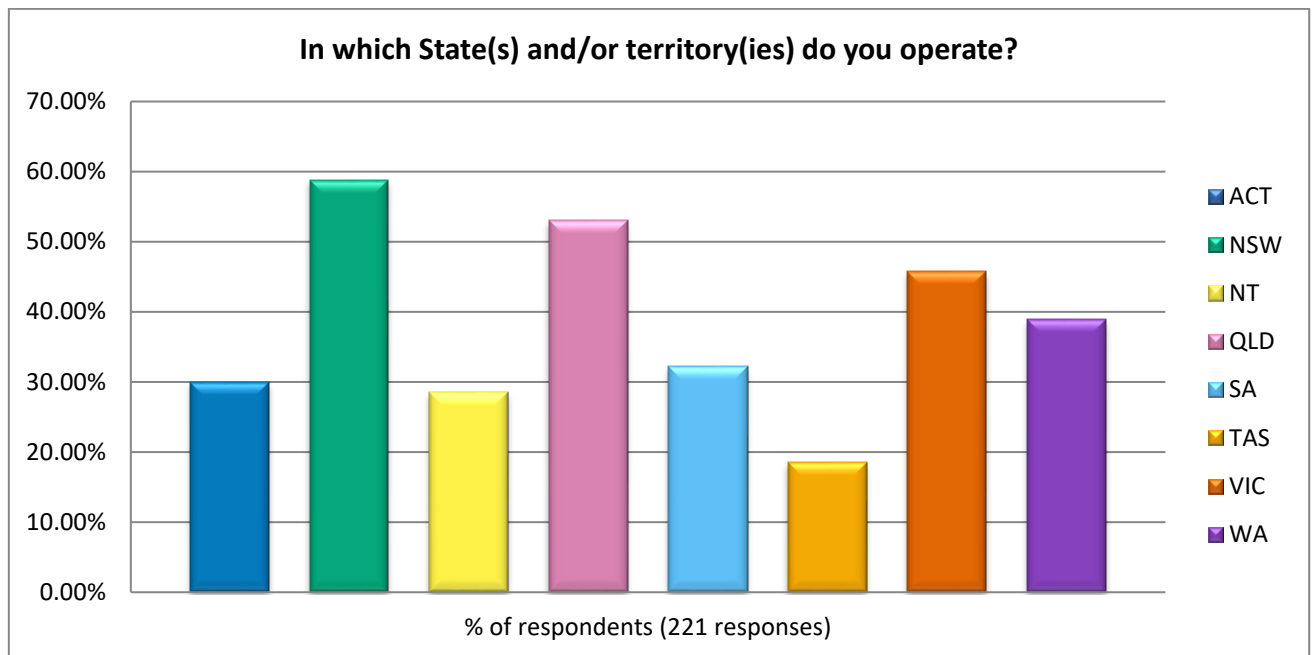
Response	Count	%
Small (0 to 19 employees)	31	14.03%
Medium (20 to 199 employees)	120	54.30%
Large (200+ employees)	70	31.67%
Total	221	100.00%

How many people were directly employed by your company as at 30 June 2015 (not including contractors)?



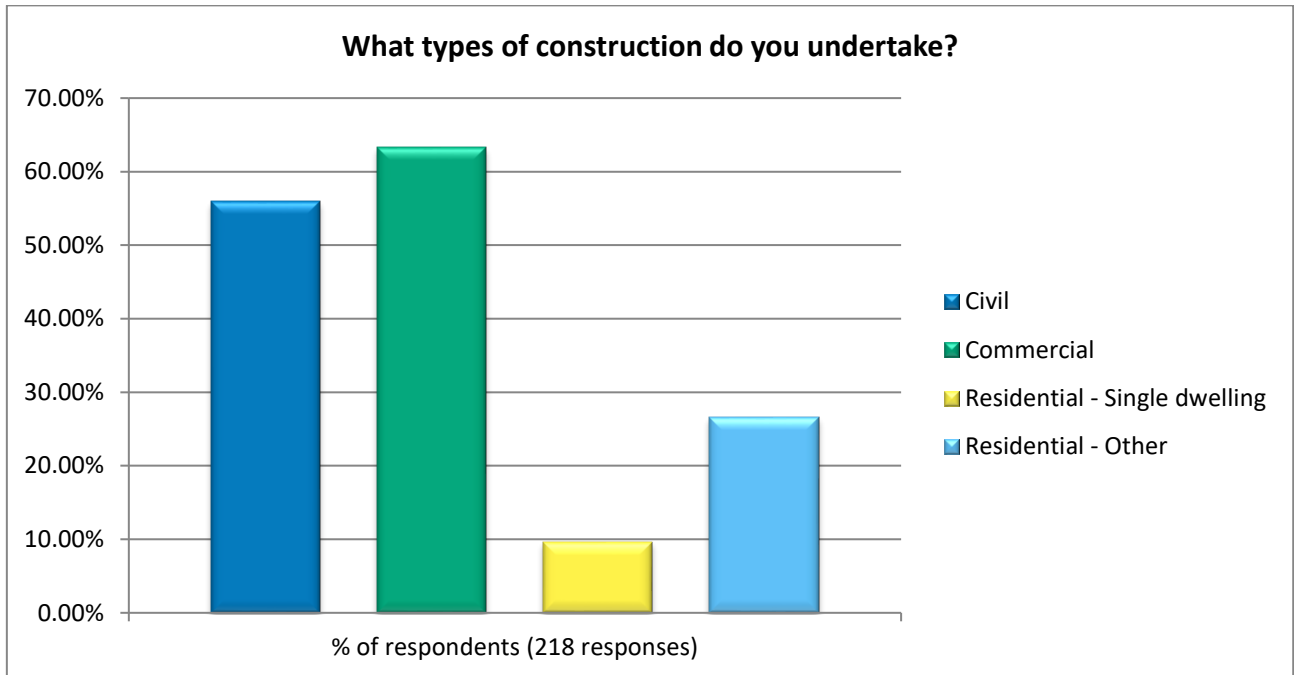
In which State(s) and/or territory(ies) do you operate?

Response	Count	% of respondents (221 responses)
ACT	66	29.86%
NSW	130	58.82%
NT	63	28.51%
QLD	117	52.94%
SA	71	32.13%
TAS	41	18.55%
VIC	101	45.70%
WA	86	38.91%



What types of construction do you undertake?

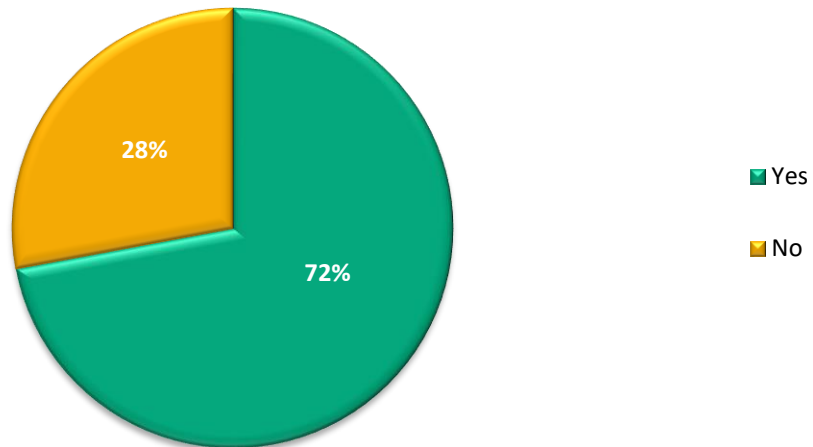
Response	Count	% of respondents (218 responses)
Civil	122	55.96%
Commercial	138	63.30%
Residential - Single dwelling	21	9.63%
Residential - Other	58	26.61%



Has your company ever undertaken an Australian Government Building and Construction WHS Accreditation Scheme Project?

Response	Count	%
Yes	147	72.06%
No	57	27.94%
Total	204	100.00%

Has your company ever undertaken an Australian Government Building and Construction WHS Accreditation Scheme Project?



Section B: Scheme Accreditation

Thinking back to before your company was accredited, do you think workplace safety in your company was...?

Response	Count	%
Very good	30	14.93%
Good	96	47.76%
Fair	65	32.34%
Poor	10	4.98%
Very Poor	0	0.00%
Total	201	100.00%



As a result of the Scheme accreditation, do you think workplace safety practices in your organisation have improved?¹

Response	Count	%
Yes	141	81.50%
No	32	18.50%
Total	173	100.00%



¹ This question measures the impact of first getting accredited. The figures represent the 2014 results for companies accredited at that time, aggregated with the 2016 results for companies that were accredited after the 2014 survey.

Has Scheme accreditation helped your company achieve a “whole of organisation” improvement to safety culture?²

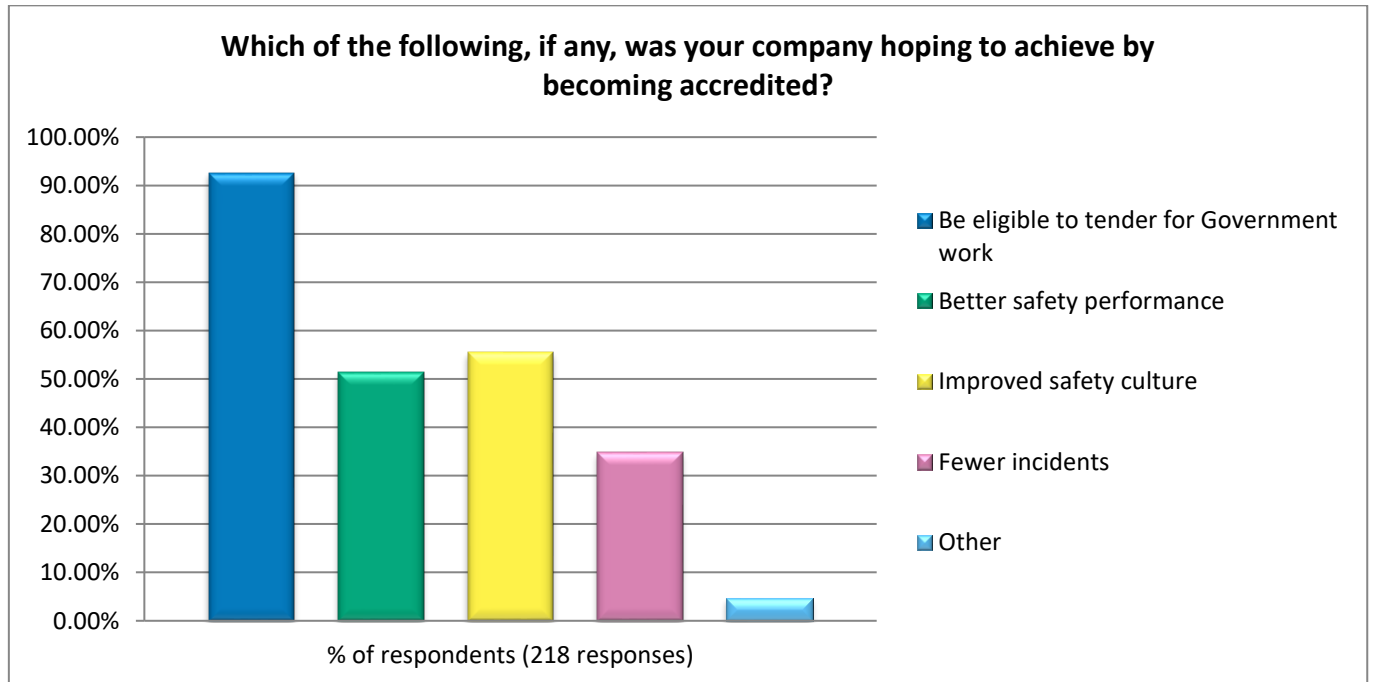
Response	Count	%
Yes	127	75.15%
No	42	24.85%
Total	169	100.00%



² This question measures the impact of first getting accredited. The figures represent the 2014 results for companies accredited at that time, aggregated with the 2016 results for companies that were accredited after the 2014 survey.

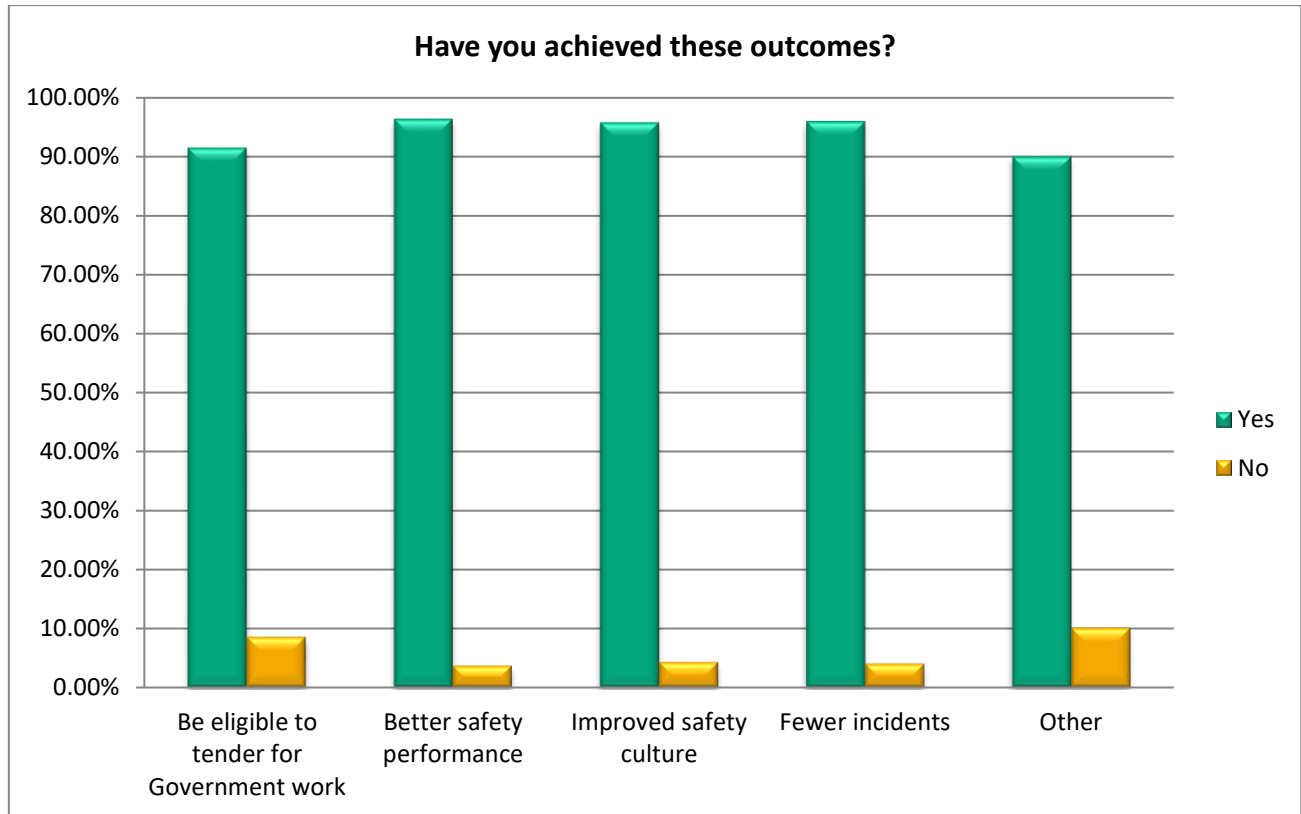
***Which of the following, if any, was your company hoping to achieve by becoming accredited?
Select all that apply.***

Response	Count	% of respondents (218 responses)
Be eligible to tender for Government work	202	92.66%
Better safety performance	112	51.38%
Improved safety culture	121	55.50%
Fewer incidents	76	34.86%
Other	10	4.59%



Have you achieved these outcomes?

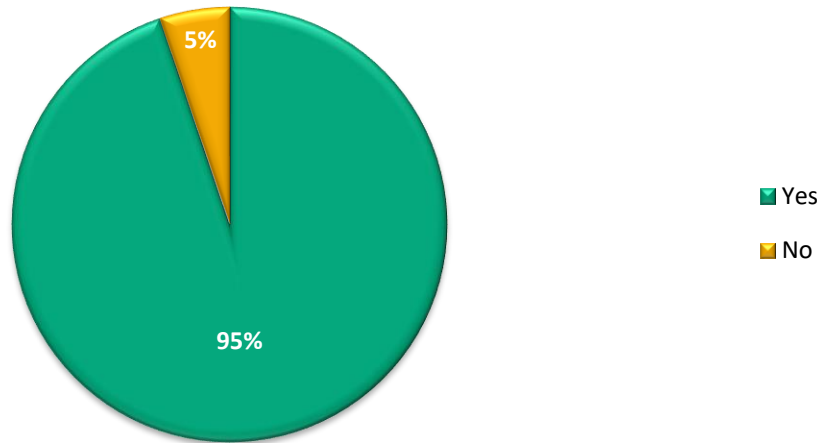
Category	Yes	%	No	%	Total	%
Be eligible to tender for Government work	183	91.50%	17	8.50%	200	100.00%
Better safety performance	106	96.36%	4	3.64%	110	100.00%
Improved safety culture	113	95.76%	5	4.24%	118	100.00%
Fewer incidents	72	96.00%	3	4.00%	75	100.00%
Other	9	90.00%	1	10.00%	10	100.00%



Has the OFSC contributed to improving overall safety in the Building and Construction Industry?

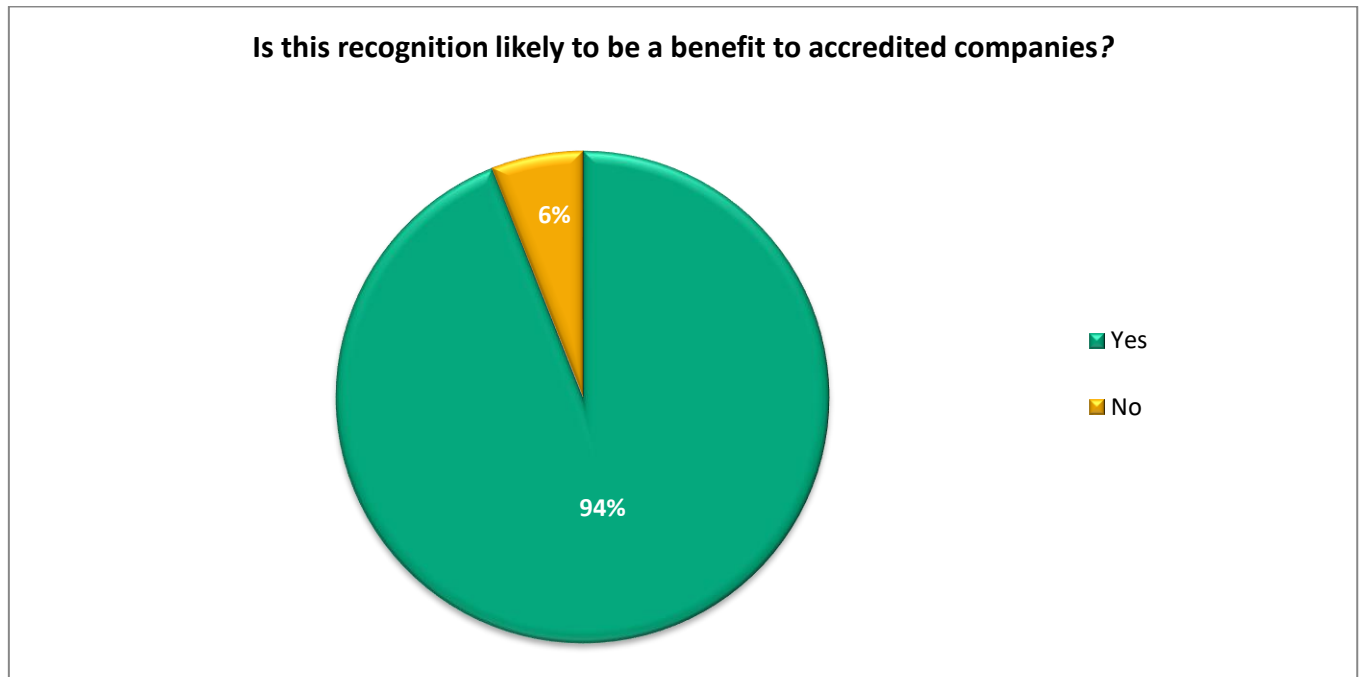
Response	Count	%
Yes	183	94.82%
No	10	5.18%
Total	193	100.00%

Has the OFSC contributed to improving overall safety in the Building and Construction Industry?



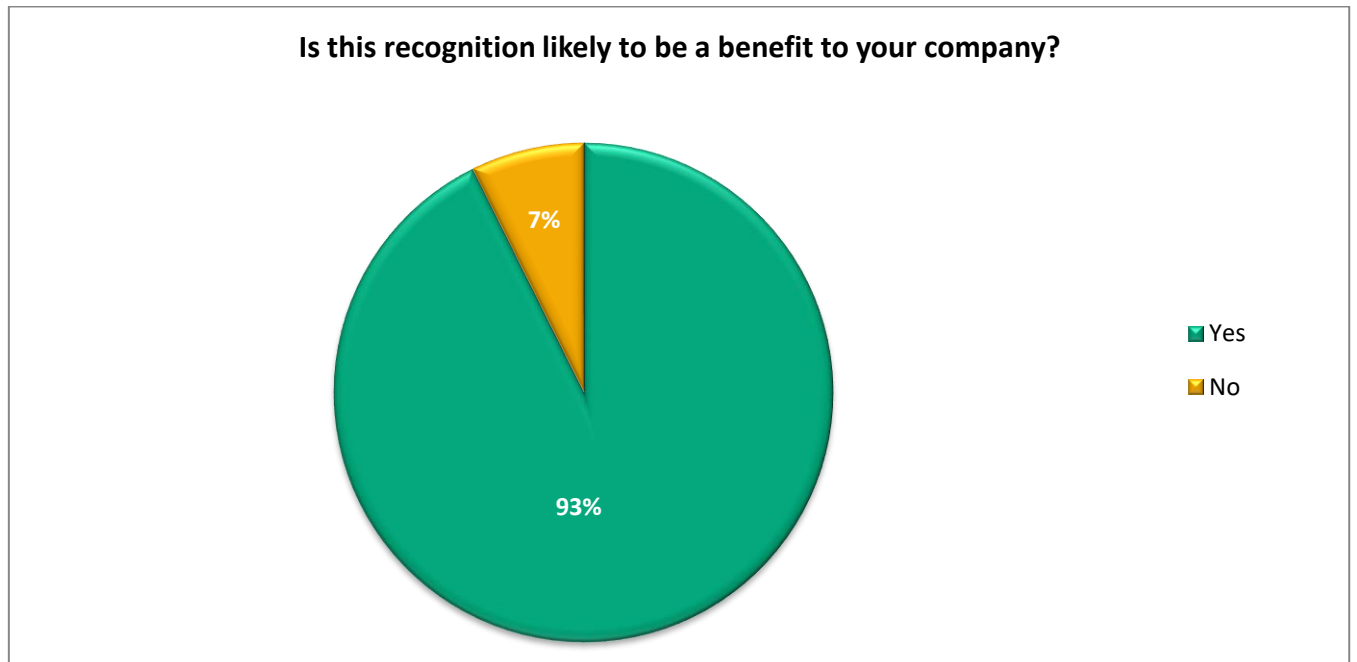
All State and Territory Governments now recognise Scheme accreditation as automatically meeting the Work, Health and Safety (WHS) element of pre-qualification schemes for their construction projects. Is this recognition likely to be a benefit to accredited companies?

Response	Count	%
Yes	189	94.03%
No	12	5.97%
Total	201	100.00%



All State and Territory Governments now recognise Scheme accreditation as automatically meeting the Work, Health and Safety (WHS) element of pre-qualification schemes for their construction projects. Is this recognition likely to be a benefit to your company?

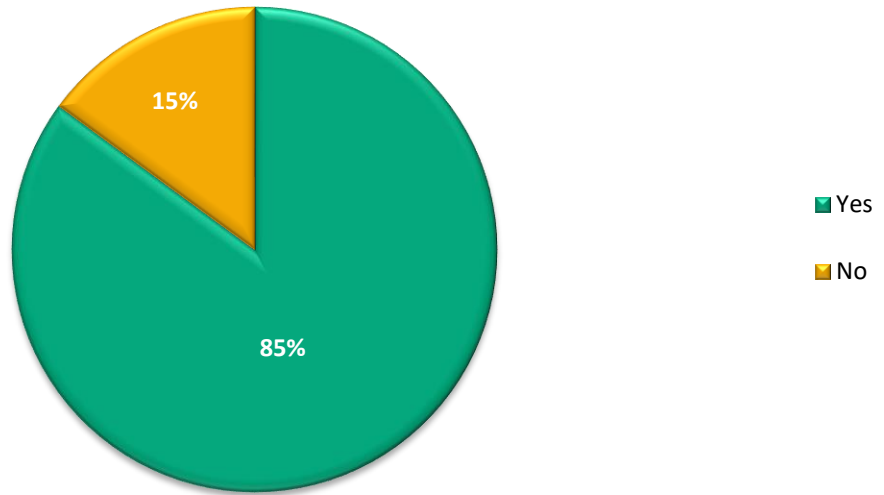
Response	Count	%
Yes	177	92.67%
No	14	7.33%
Total	213	100.00%



Would you recommend Scheme accreditation to non-accredited companies?

Response	Count	%
Yes	137	85.09%
No	24	14.91%
Total	161	100.00%

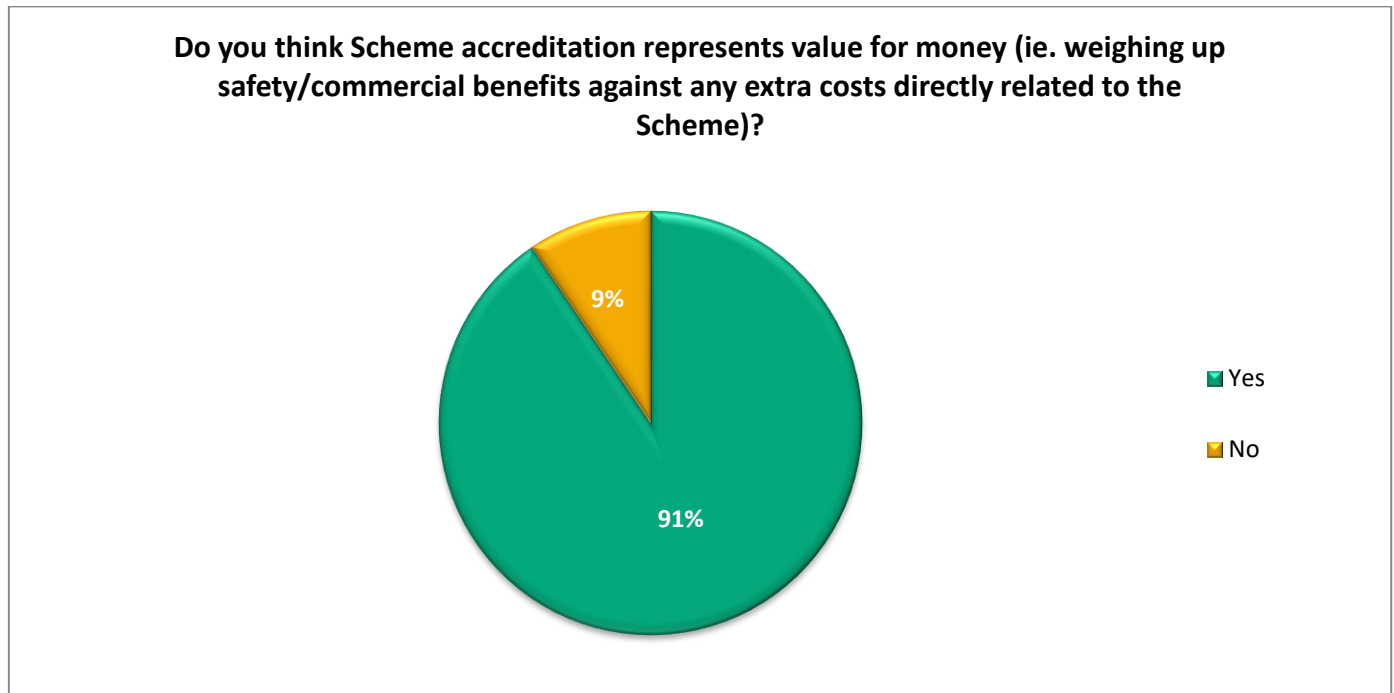
Would you recommend Scheme accreditation to non-accredited companies?



Section C: Cost of Accreditation

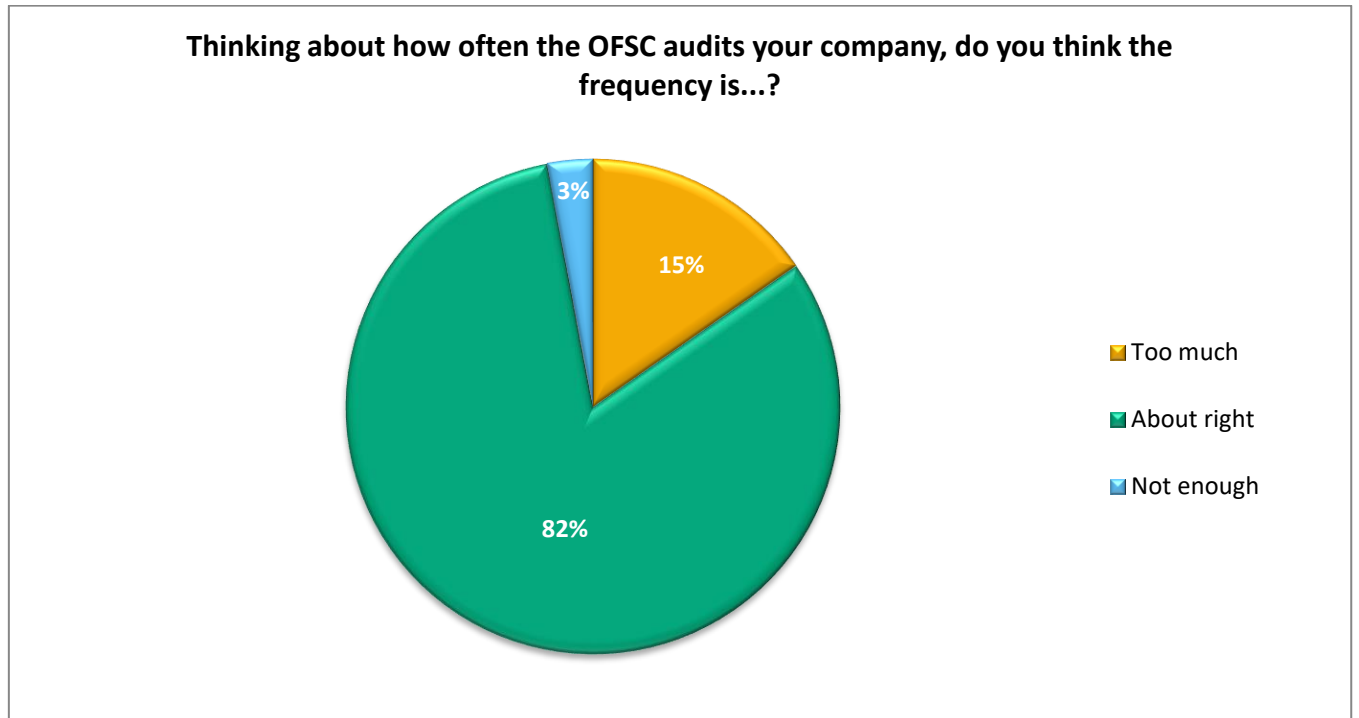
Do you think Scheme accreditation represents value for money (ie. weighing up safety/commercial benefits against any extra costs directly related to the Scheme)?

Response	Count	%
Yes	182	90.55%
No	19	9.45%
Total	201	100.00%



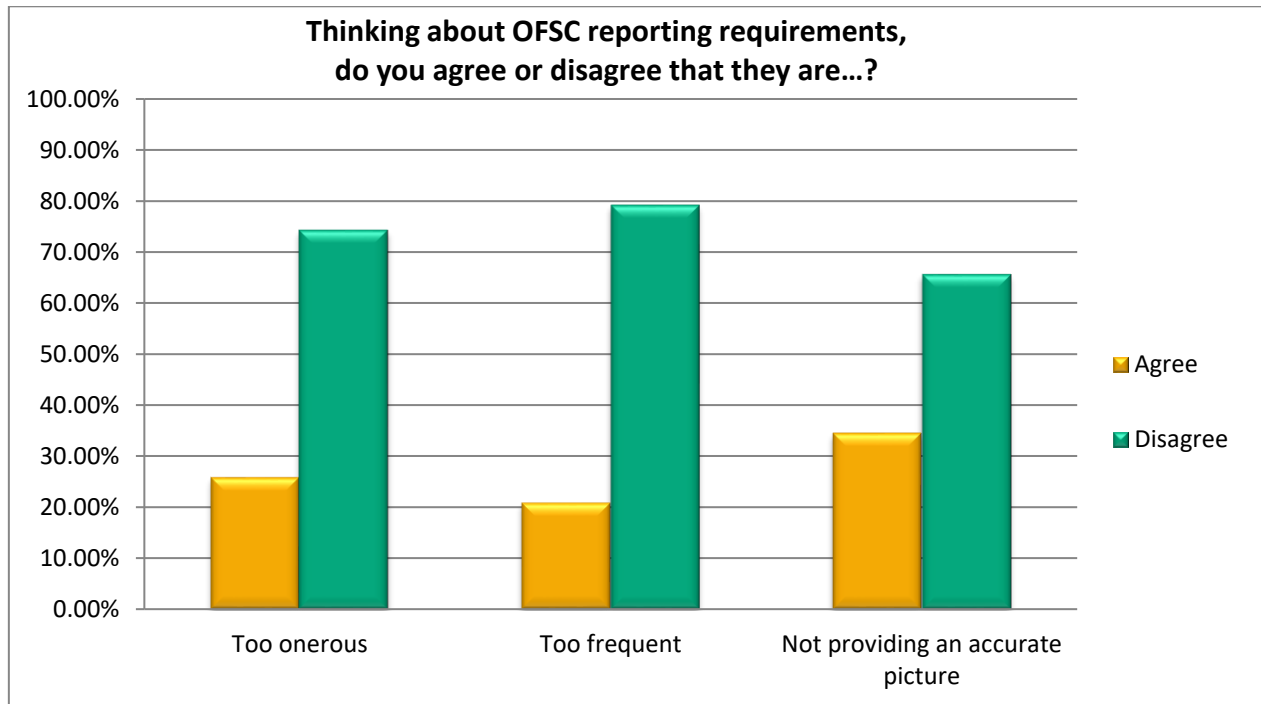
Thinking about how often the OFSC audits your company, do you think the frequency is ...?

Response	Count	%
Too much	31	15.35%
About right	165	81.68%
Not enough	6	2.97%
Total	202	100.00%



Thinking about OFSC reporting requirements, do you agree or disagree that they are...?

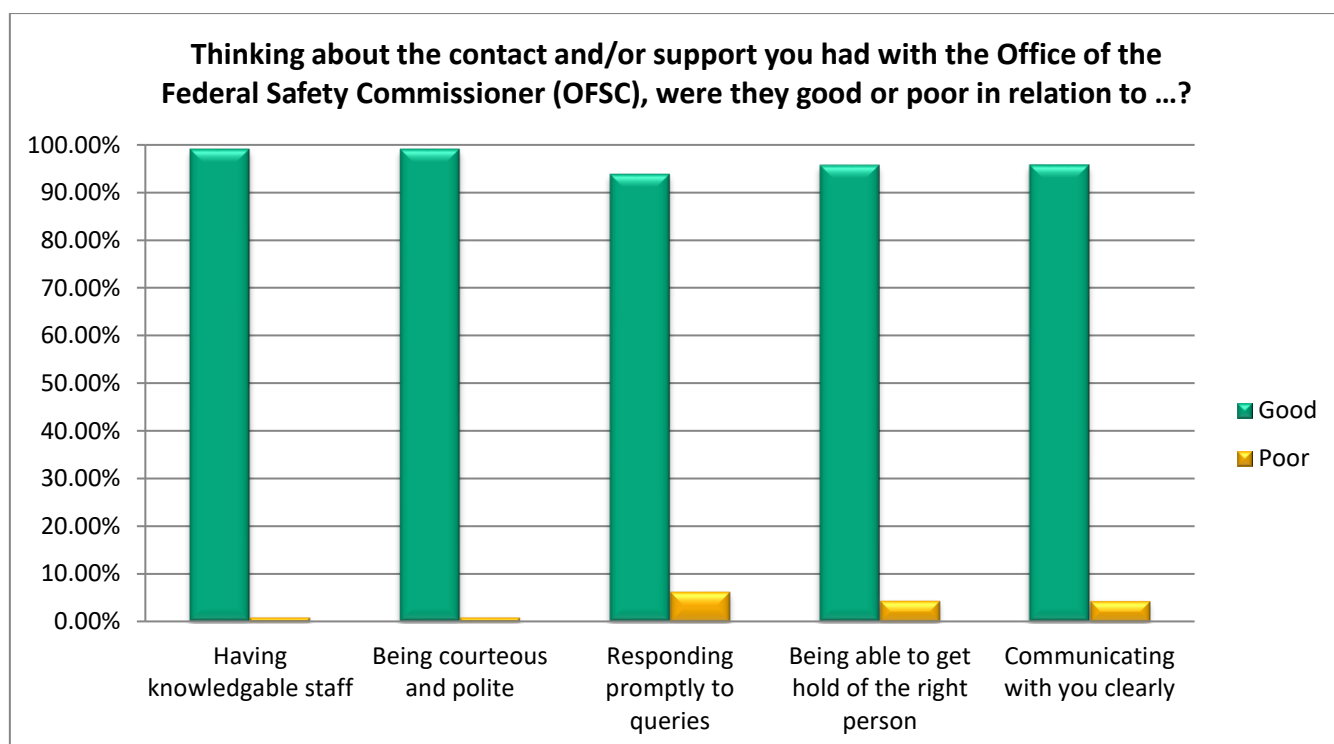
Category	Agree	%	Disagree	%	Total	%
Too onerous	51	25.76%	147	74.24%	198	100.00%
Too frequent	41	20.81%	156	79.19%	197	100.00%
Not providing an accurate picture	64	34.41%	122	65.59%	186	100.00%



Section D: OFSC and FSO Performance

Thinking about the contact and/or support you had with the Office of the Federal Safety Commissioner (OFSC), were they good or poor in relation to ...?

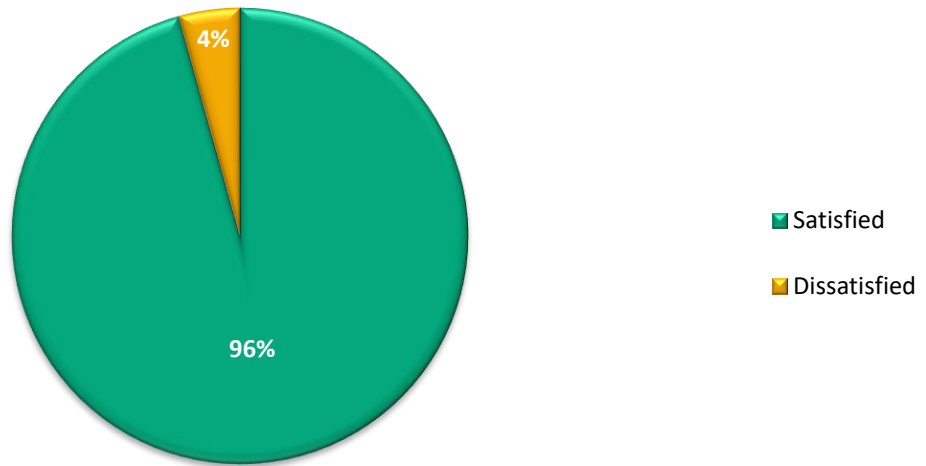
Category	Good	%	Poor	%	Total	%
Having knowledgeable staff	204	99.03%	2	0.97%	206	100.00%
Being courteous and polite	209	99.05%	2	0.95%	211	100.00%
Responding promptly to queries	198	93.84%	13	6.16%	211	100.00%
Being able to get hold of the right person	199	95.67%	9	4.33%	208	100.00%
Communicating with you clearly	202	95.73%	9	4.27%	211	100.00%



Overall, are you satisfied or dissatisfied with the service provided to you by the Office of the Federal Safety Commissioner?

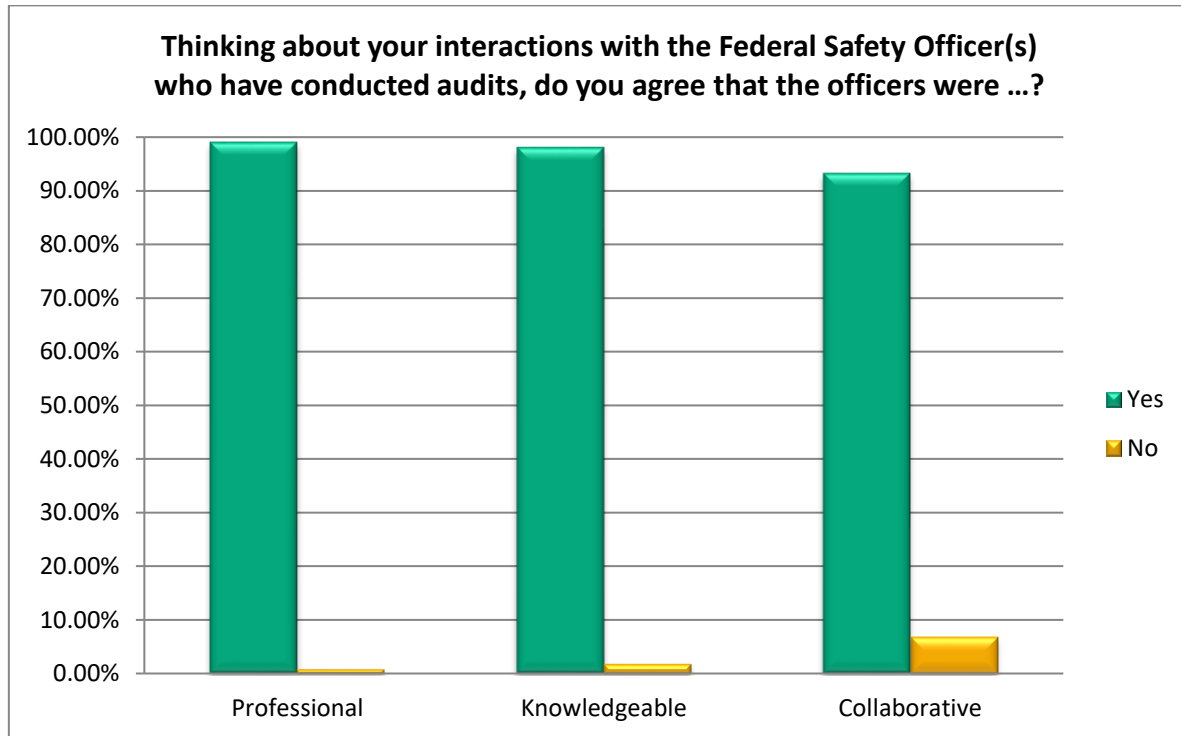
Response	Count	%
Satisfied	199	95.67%
Dissatisfied	9	4.33%
Total	208	100.00%

Overall, are you satisfied or dissatisfied with the service provided to you by the Office of the Federal Safety Commissioner?



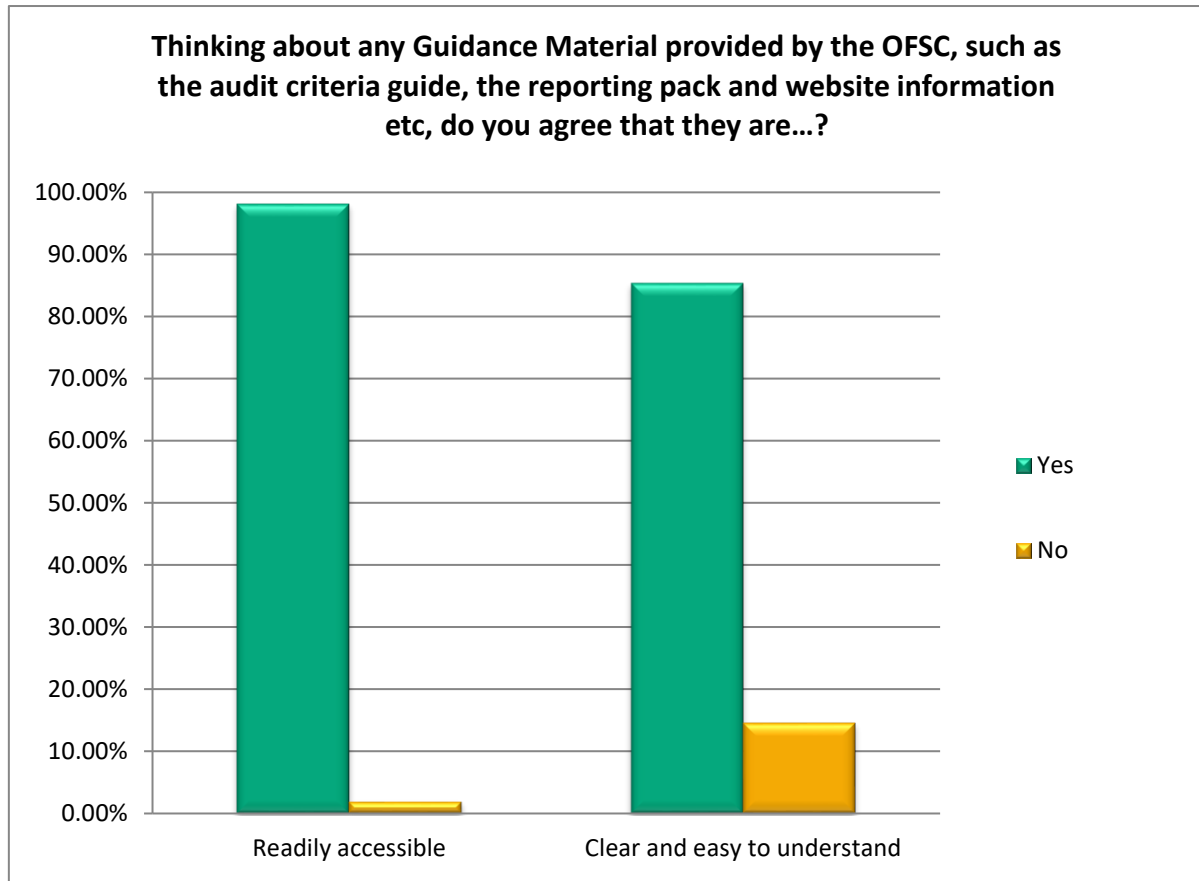
Thinking about your interactions with the Federal Safety Officer(s) who have conducted audits, to what extent do you agree or disagree that the officers were ...?

Category	Yes	%	No	%	Total	%
Professional	210	99.06%	2	0.94%	212	100.00%
Knowledgeable	207	98.10%	4	1.90%	211	100.00%
Collaborative	193	93.24%	14	6.76%	207	100.00%



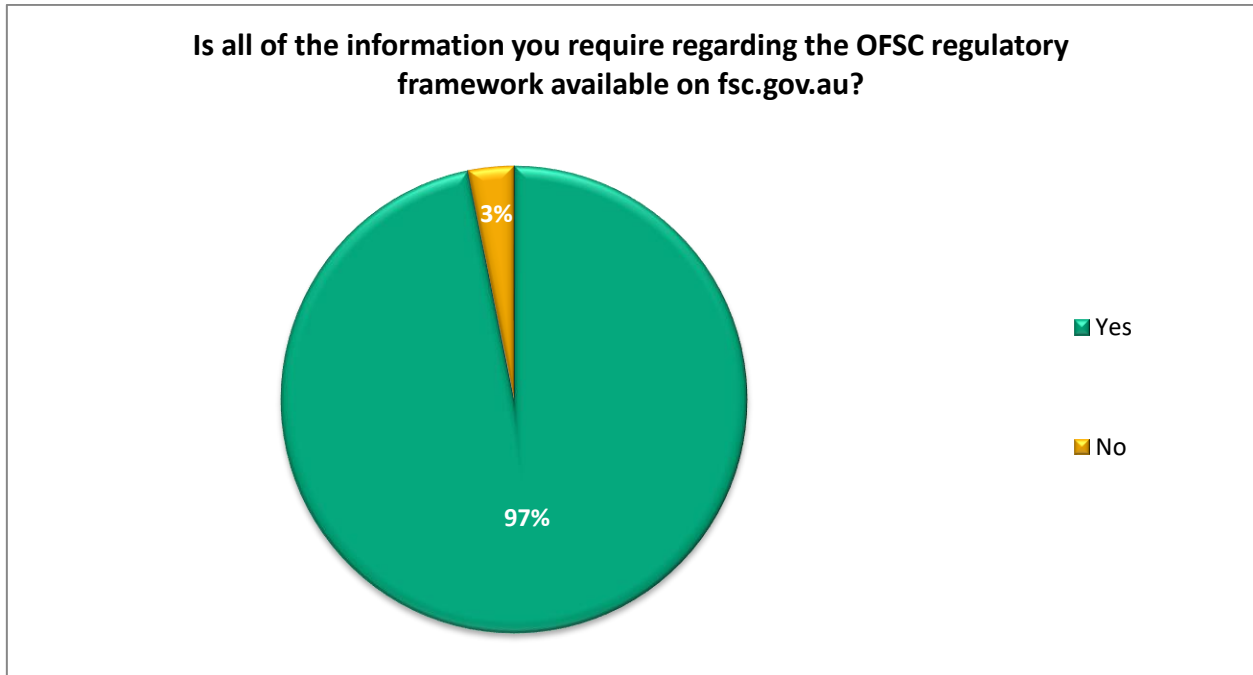
Thinking about any Guidance Material provided by the OFSC, such as the audit criteria guide, the reporting pack and website information etc, do you agree that they are...?

Category	Yes	%	No	%	Total	%
Readily accessible	210	98.13%	4	1.87%	214	100.00%
Clear and easy to understand	182	85.45%	31	14.55%	213	100.00%



Is all of the information you require regarding the OFSC regulatory framework available on fsc.gov.au?

Response	Count	%
Yes	184	96.84%
No	6	3.16%
Total	190	100.00%



How would you prefer to be informed of new fact sheets, case studies and news articles on the agency website fsc.gov.au?

Response	Count	% of respondents (214 responses)
Website	114	53.27%
Social Media	6	2.80%
Email	198	92.52%
Newsletter	83	38.79%

