



Australian Government

Department of Jobs and Small Business
Office of the Federal Safety Commissioner



Accredited Contractor 2017 Survey Results

April 2018

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Overview

On 6 June 2017, the Office of the Federal Safety Commissioner (OFSC) emailed 348 accredited companies inviting them to participate in an anonymous online survey regarding the operations of the Work Health and Safety Accreditation Scheme (Scheme) and the OFSC.

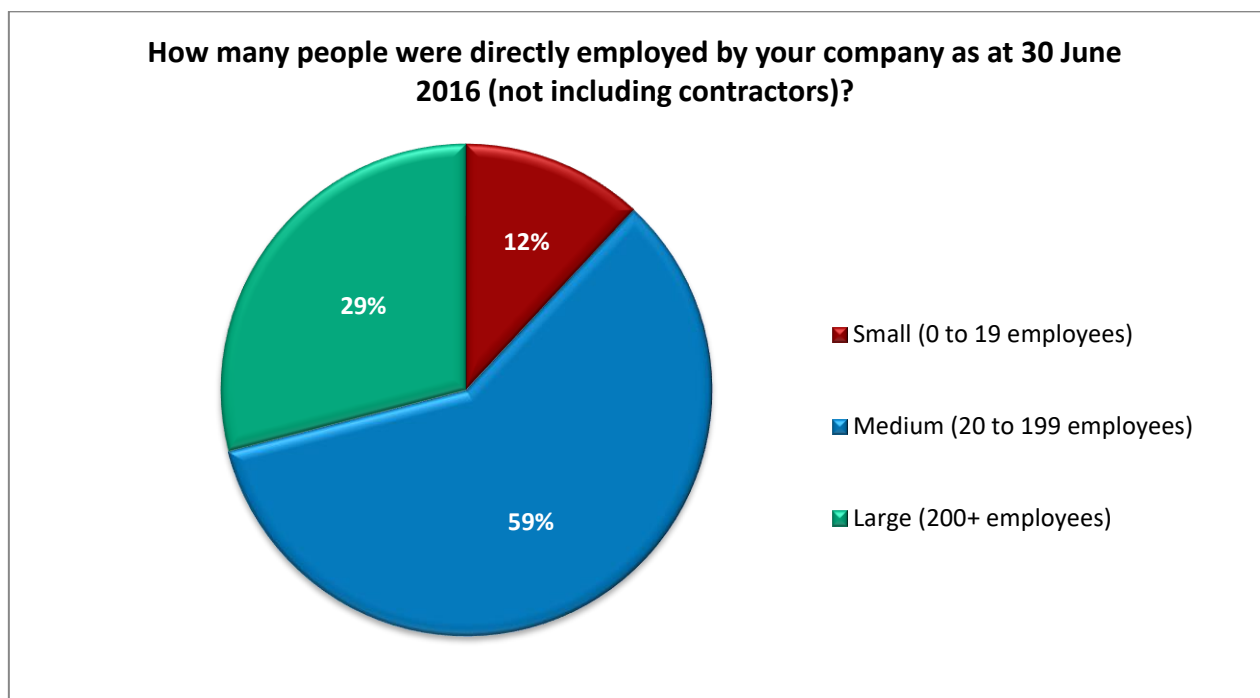
193 of these companies made submissions to the survey, constituting a response rate of 55.5 per cent. Questions in the survey were not compulsory and companies were also able to submit a “don’t know/not sure” response to a number of questions. For the purposes of this report “don’t know/not sure” responses have been excluded from the results.

Results

Section A: About your company

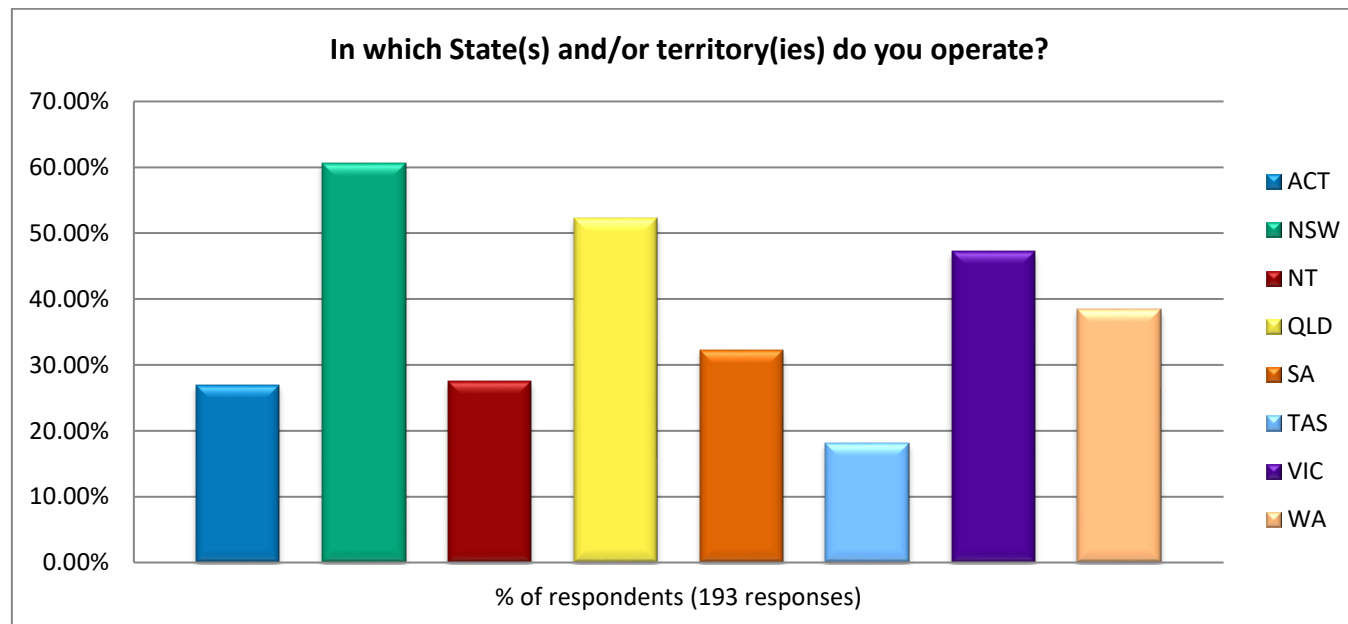
How many people were directly employed by your company as at 30 June 2016 (not including contractors)?

Response	Count	%
Small (0 to 19 employees)	23	11.92%
Medium (20 to 199 employees)	114	59.07%
Large (200+ employees)	56	29.01%
Total	193	100.00%



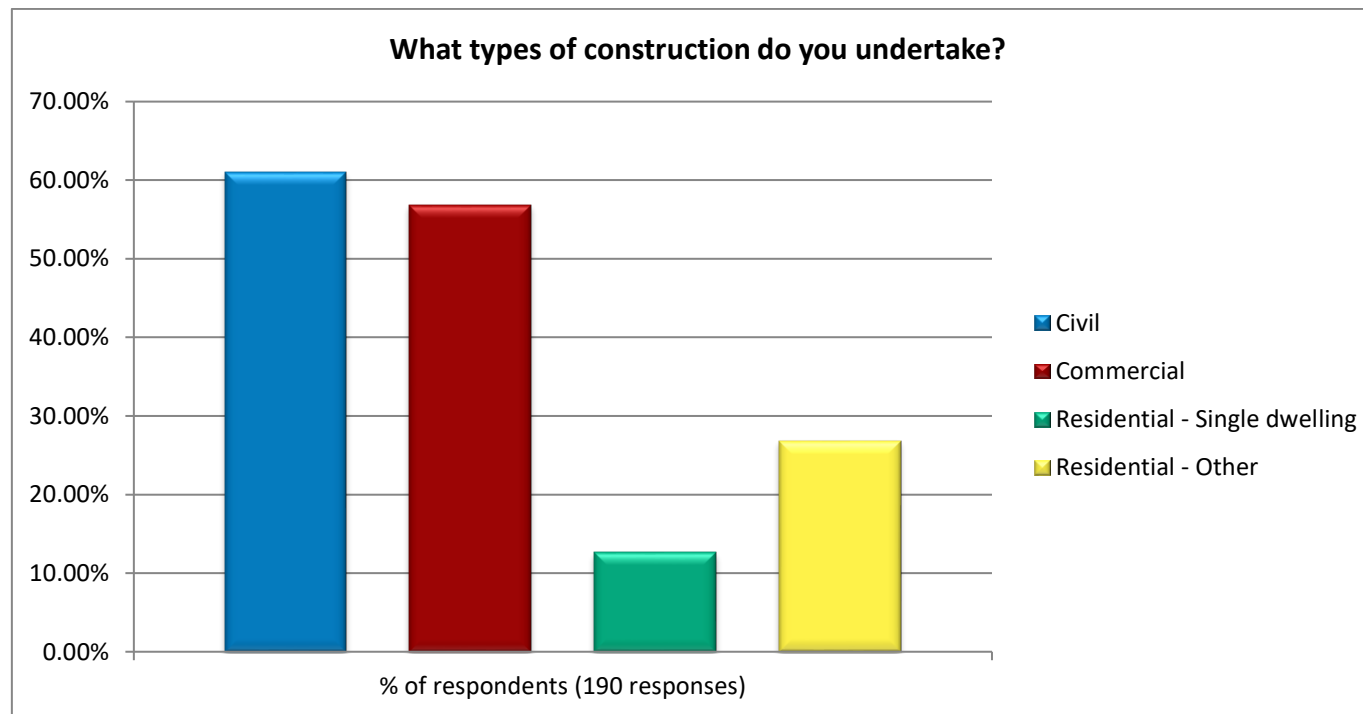
In which State(s) and/or territory(ies) do you operate?

Response	Count	% of respondents (193 responses)
ACT	52	26.94%
NSW	117	60.62%
NT	53	27.46%
QLD	101	52.33%
SA	62	32.12%
TAS	35	18.13%
VIC	91	47.15%
WA	74	38.34%



What types of construction do you undertake?

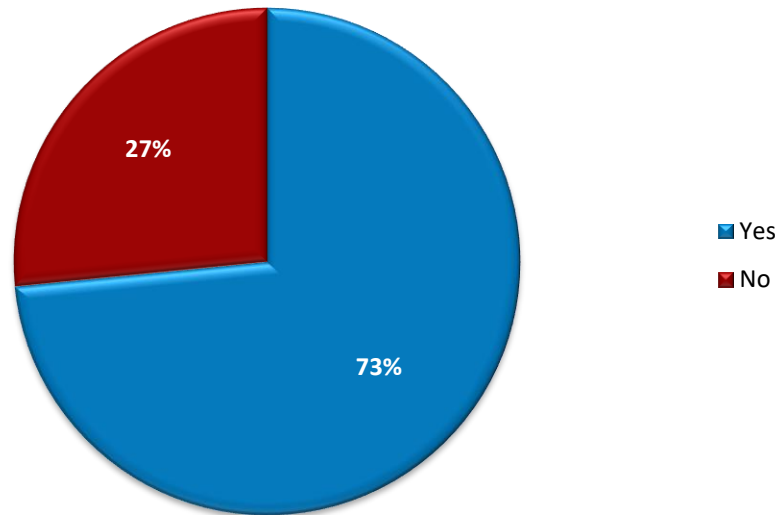
Response	Count	% of respondents (190 responses)
Civil	116	61.05%
Commercial	108	56.84%
Residential - Single dwelling	24	12.63%
Residential - Other	51	26.84%



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

Response	Count	%
Yes	130	73.45%
No	47	26.55%
Total	177	100.00%

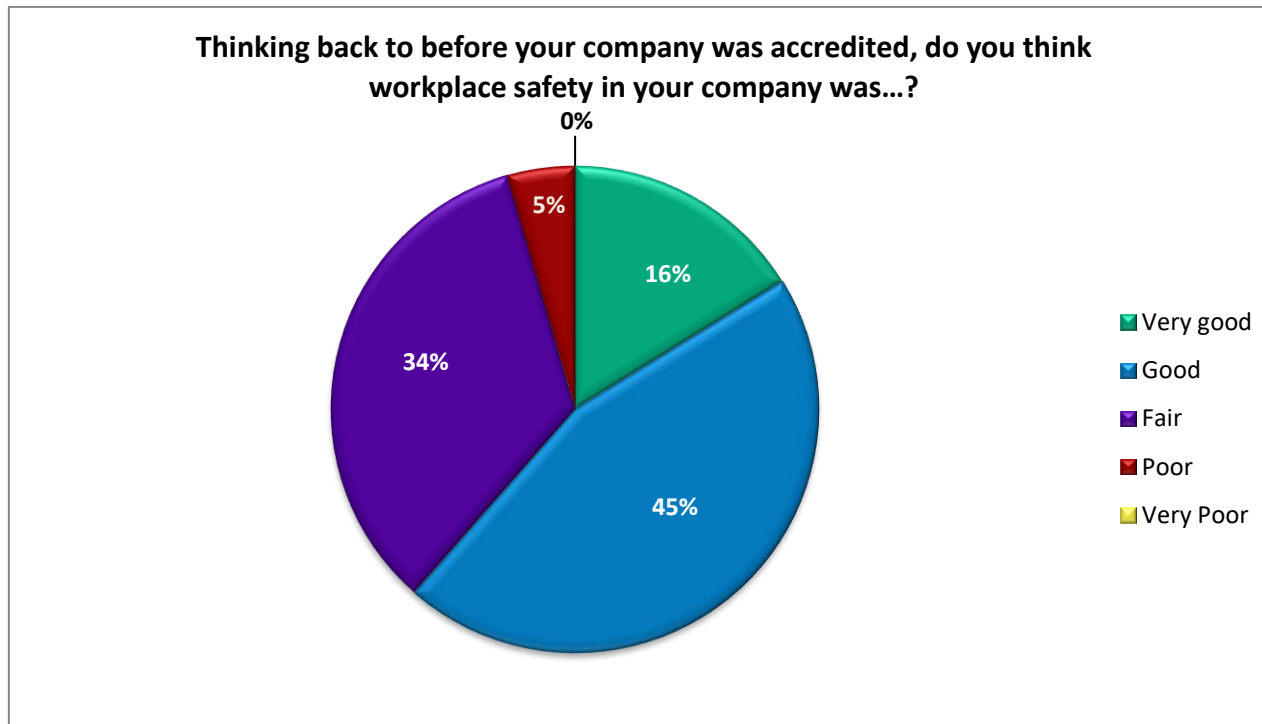
Has your company ever undertaken an Australian Government Building and Construction WHS Accreditation Scheme Project?



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	29	16.20%
Good	81	45.25%
Fair	61	34.08%
Poor	8	4.47%
Very Poor	0	0.00%
Total	179	100.00%



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

Response	Count	%
Yes	152	81.28%
No	35	18.72%
Total	187	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 and the 2017 results for companies that were accredited after the 2016 survey.

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

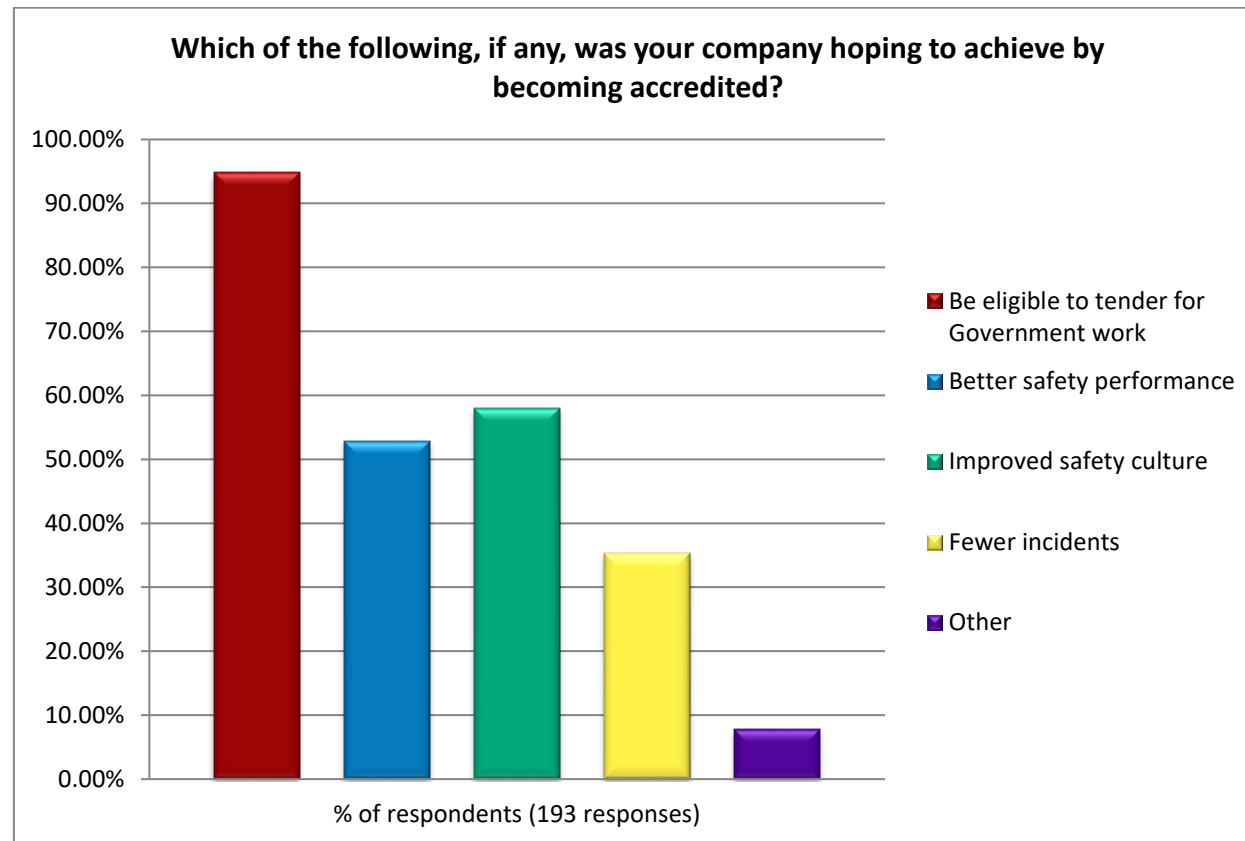
Response	Count	%
Yes	137	74.86%
No	46	25.14%
Total	183	100.00%



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 and the 2017 results for companies that were accredited after the 2016 survey.

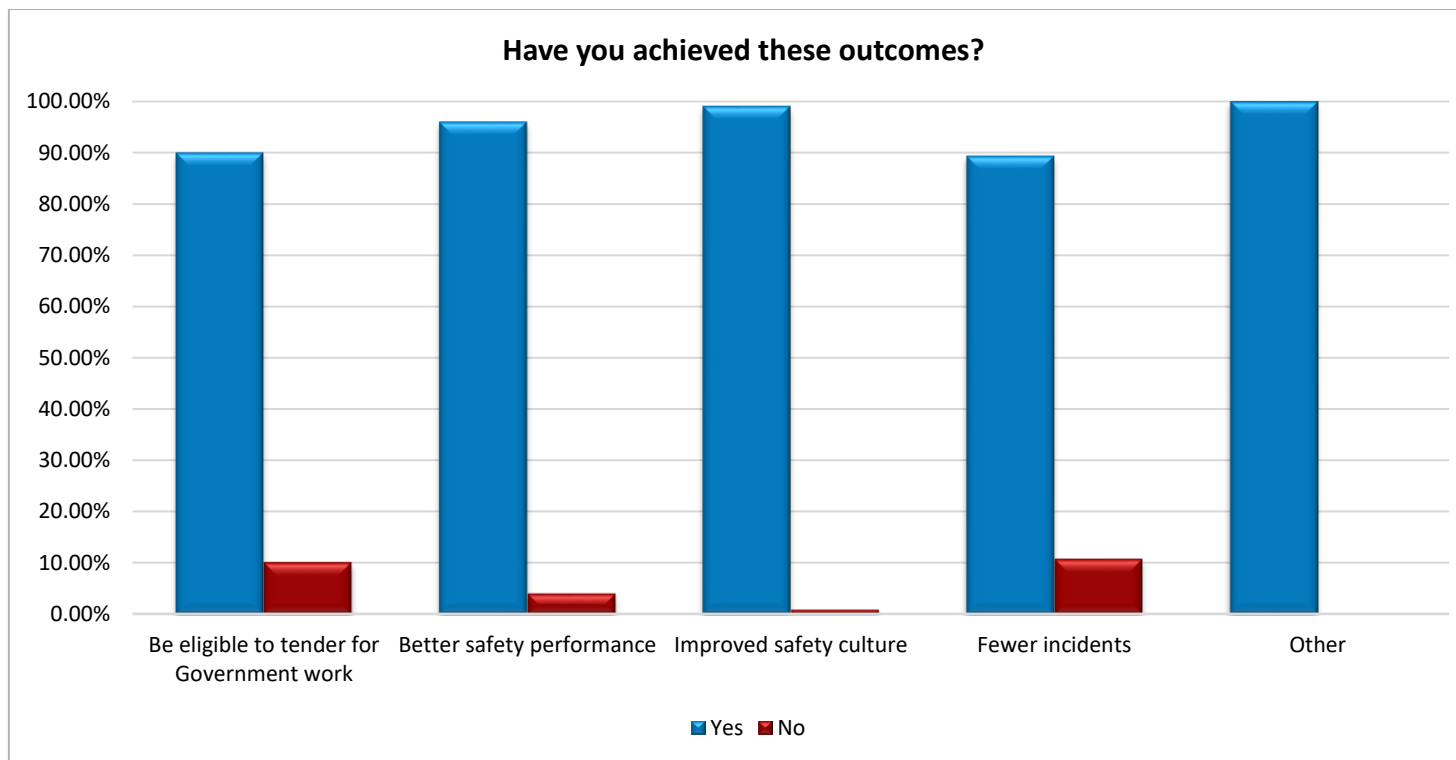
Which of the following, if any, was your company hoping to achieve by becoming accredited? Select all that apply.

Response	Count	% of respondents (193 responses)
Be eligible to tender for Government work	183	94.82%
Better safety performance	102	52.85%
Improved safety culture	112	58.03%
Fewer incidents	68	35.23%
Other	15	7.77%



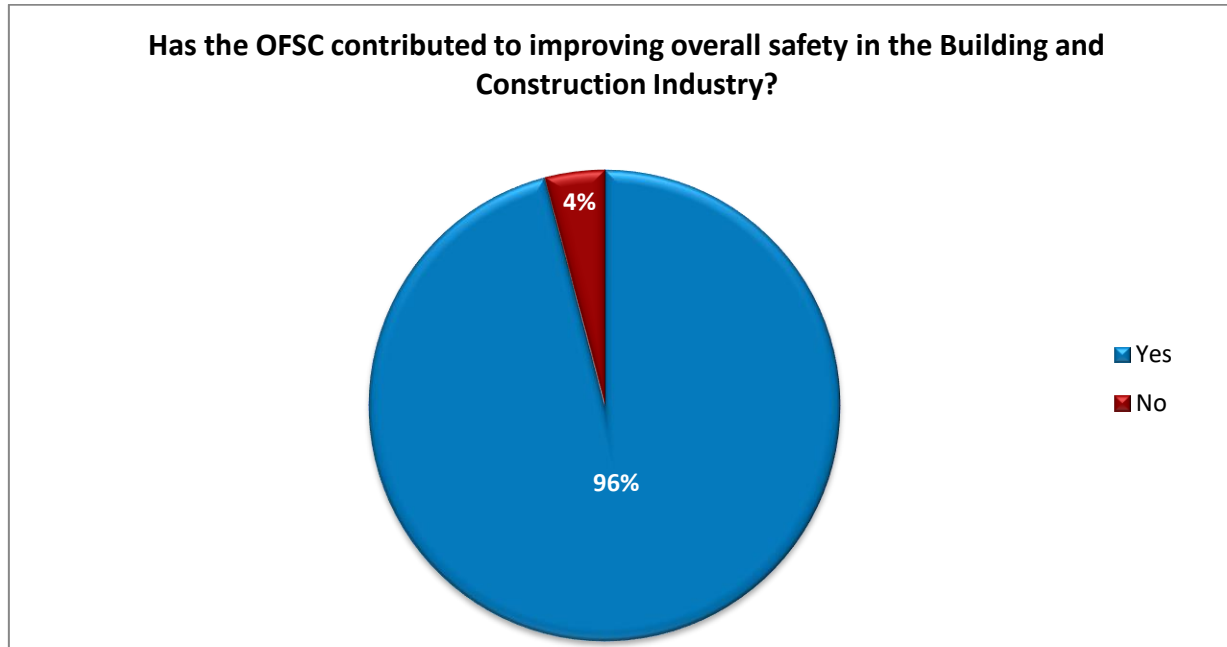
Have you achieved these outcomes?

Category	Yes	%	No	%	Total	%
Be eligible to tender for Government work	162	90.00%	18	10.00%	180	100.00%
Better safety performance	96	96.00%	4	4.00%	100	100.00%
Improved safety culture	109	99.09%	1	0.91%	110	100.00%
Fewer incidents	59	89.39%	7	10.61%	66	100.00%
Other	15	100.00%	0	0.00%	15	100.00%



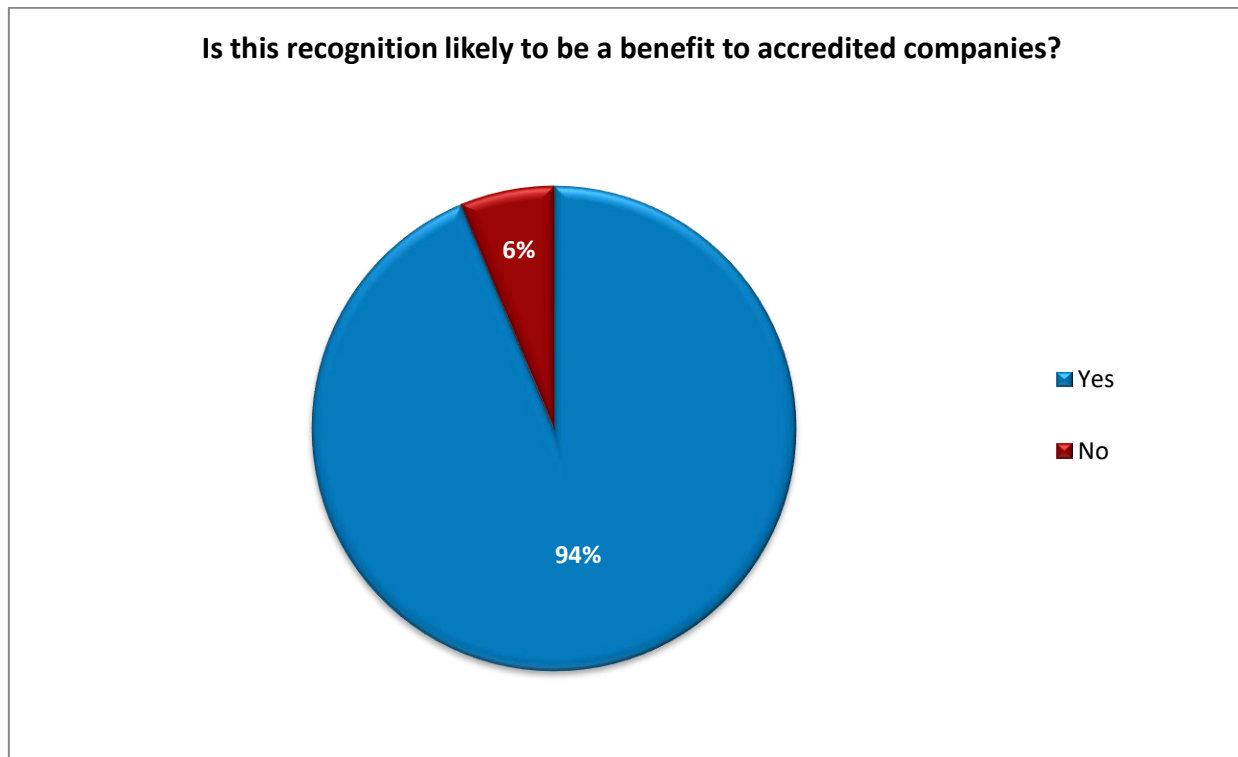
Has the OFSC contributed to improving overall safety in the Building and Construction Industry?

Response	Count	%
Yes	165	95.93%
No	7	4.07%
Total	172	100.00%



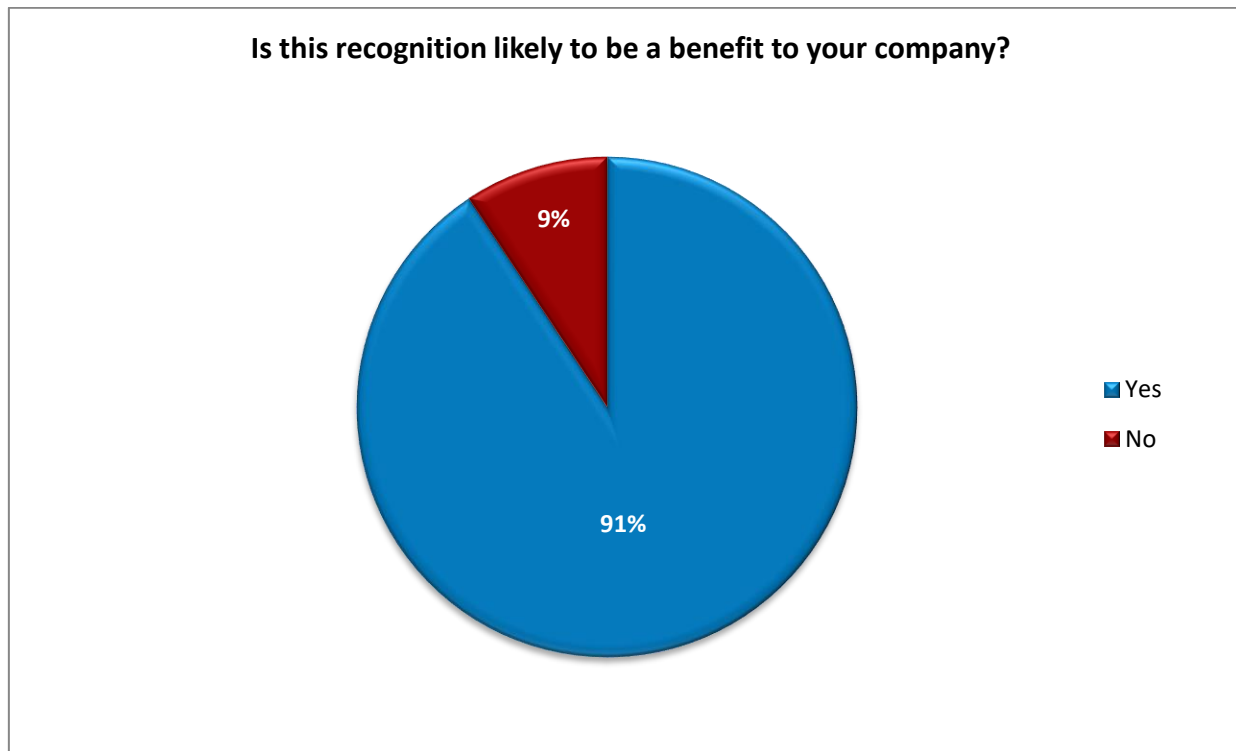
All State and Territory Governments now recognise Scheme accreditation as automatically meeting the Work, Health and Safety (WHS) element of pre-qualification schemes for their construction projects. Is this recognition likely to be a benefit to accredited companies?

Response	Count	%
Yes	165	93.75%
No	11	6.25%
Total	176	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?

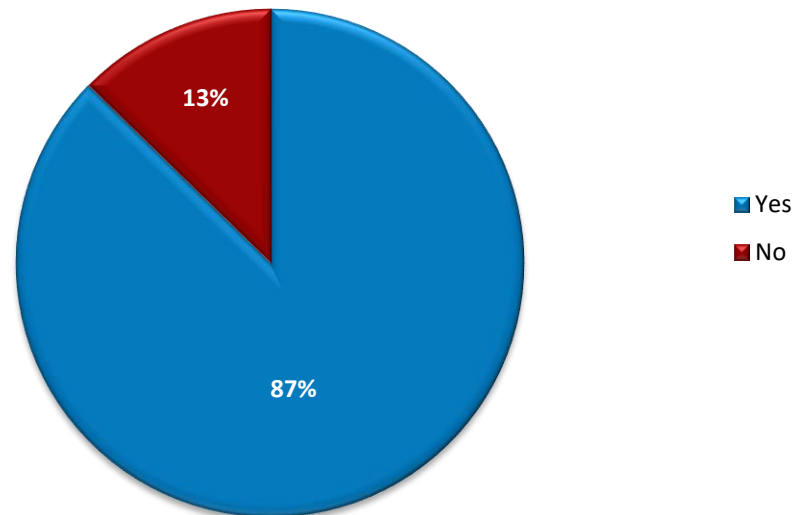
Response	Count	%
Yes	156	90.70%
No	16	9.30%
Total	172	100.00%



Would you recommend Scheme accreditation to non-accredited companies?

Response	Count	%
Yes	124	87.32%
No	18	12.68%
Total	142	100.00%

Would you recommended Scheme accreditation to non-accredited companies?

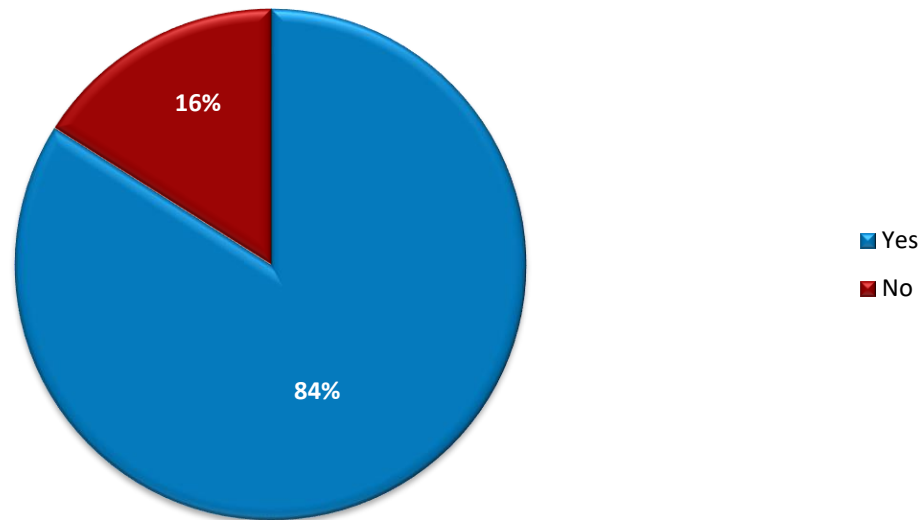


Section C: Cost of Accreditation

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	152	83.98%
No	29	16.02%
Total	181	100.00%

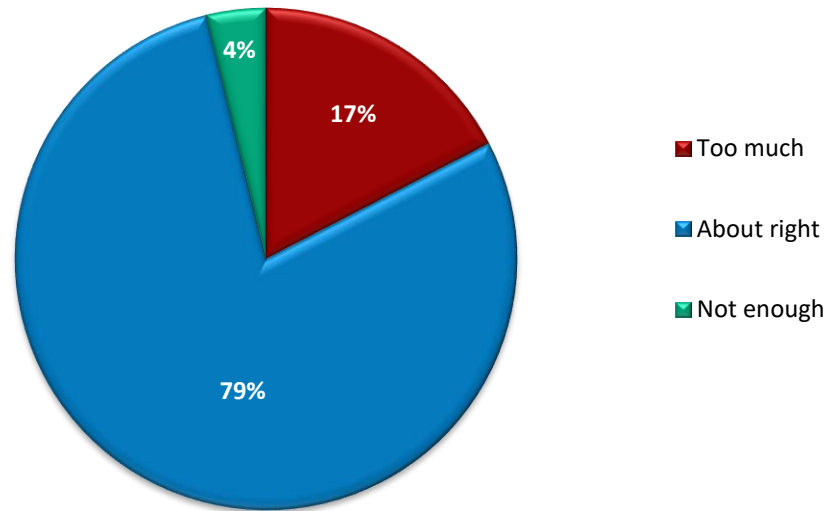
Accredited companies view of the Scheme representing value for money



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

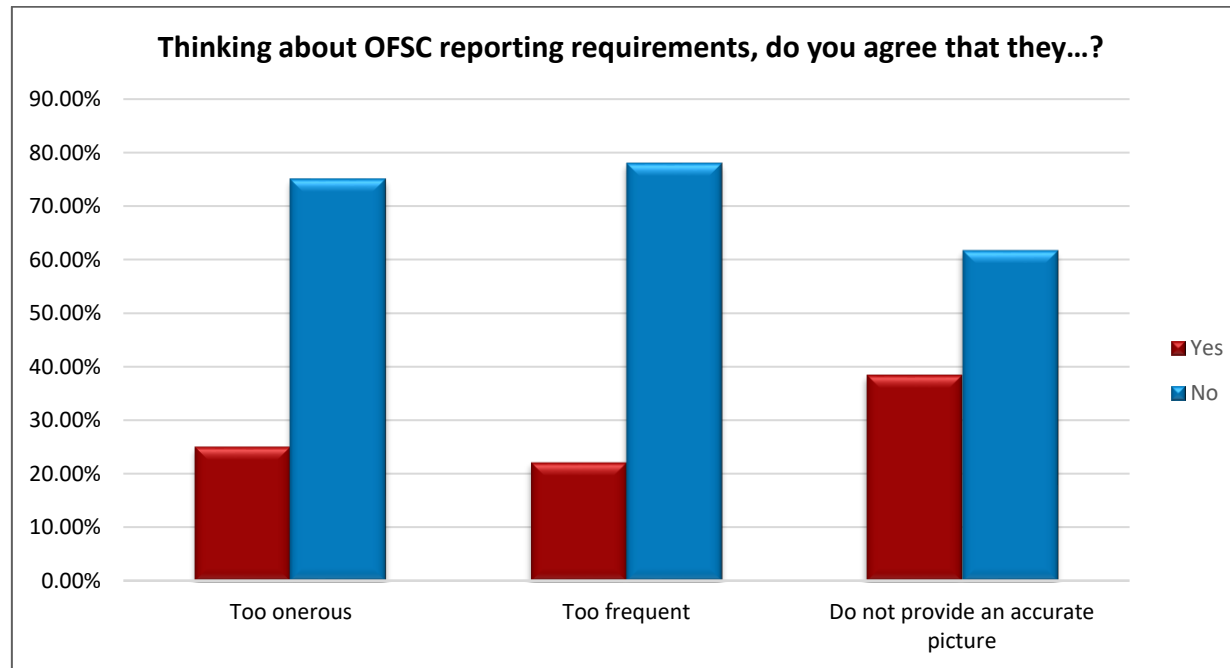
Response	Count	%
Too much	32	17.40%
About right	145	78.80%
Not enough	7	3.80%
Total	184	100.00%

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



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

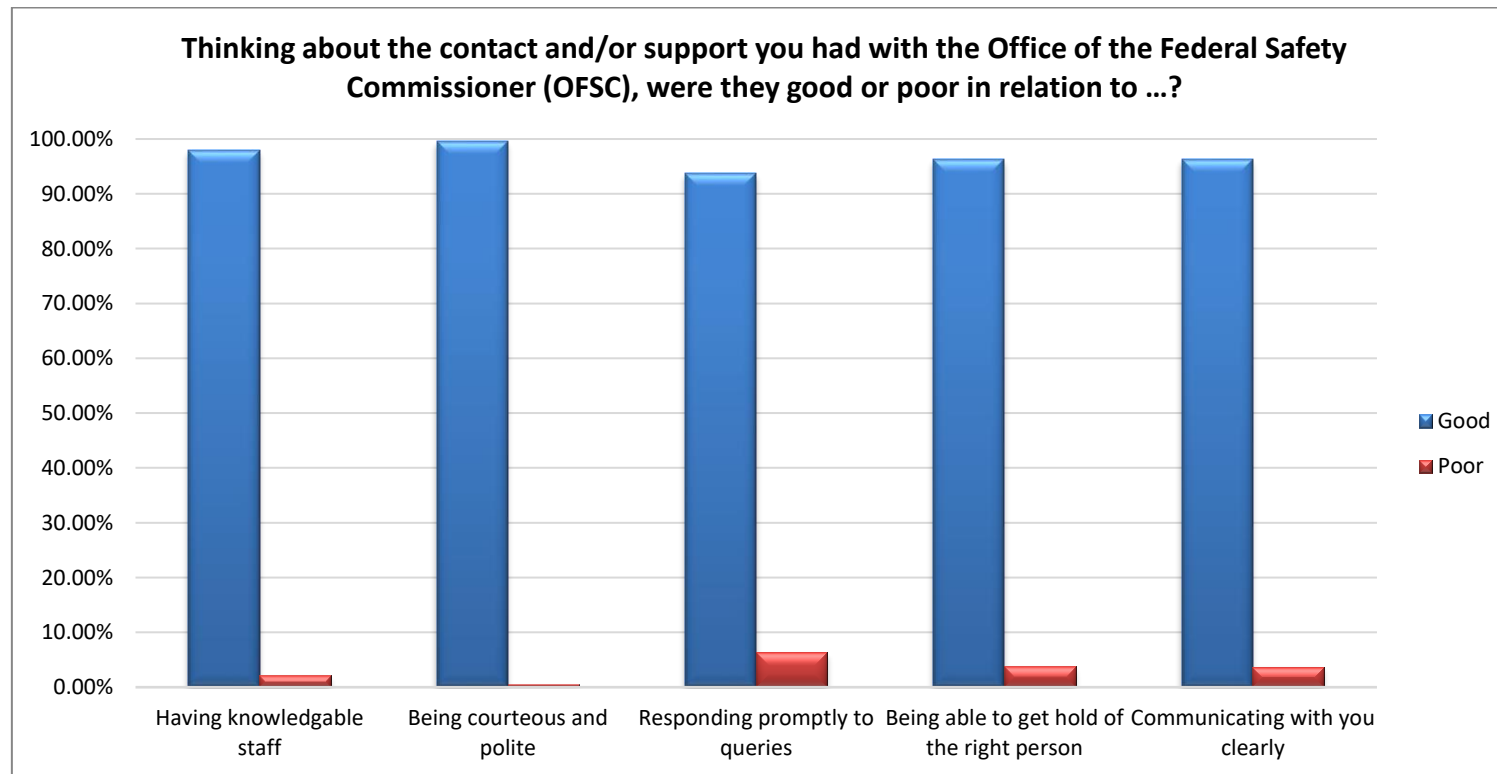
Category	Yes	%	No	%	Total	%
Too onerous	45	25.00%	135	75.00%	180	100.00%
Too frequent	40	22.10%	141	77.90%	181	100.00%
Not providing an accurate picture	66	38.37%	106	61.63%	172	100.00%



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 ...?

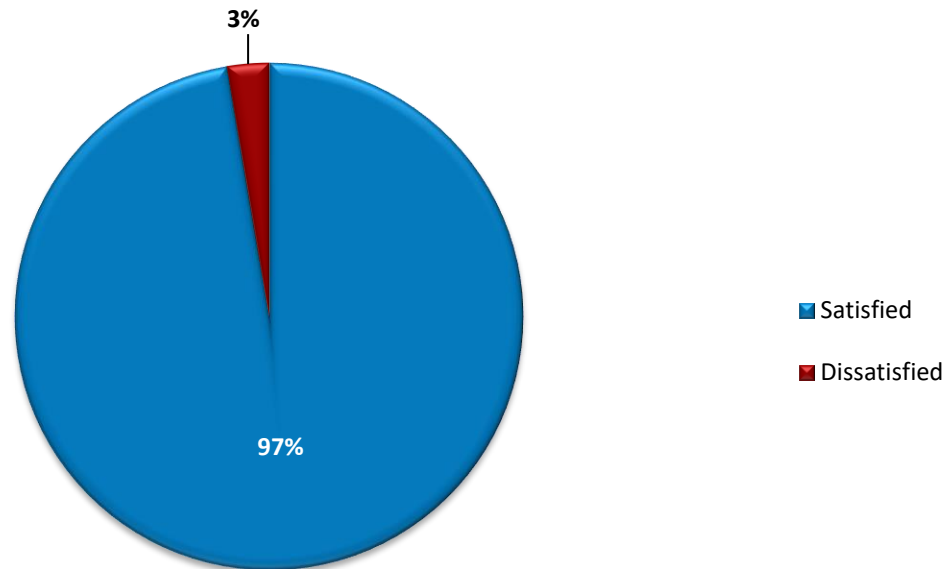
Category	Good	%	Poor	%	Total	%
Having knowledgeable staff	183	97.86%	4	2.14%	187	100.00%
Being courteous and polite	191	99.48%	1	0.52%	192	100.00%
Responding promptly to queries	179	93.72%	12	6.28%	191	100.00%
Being able to get hold of the right person	179	96.24%	7	3.76%	186	100.00%
Communicating with you clearly	182	96.30%	7	3.70%	189	100.00%



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

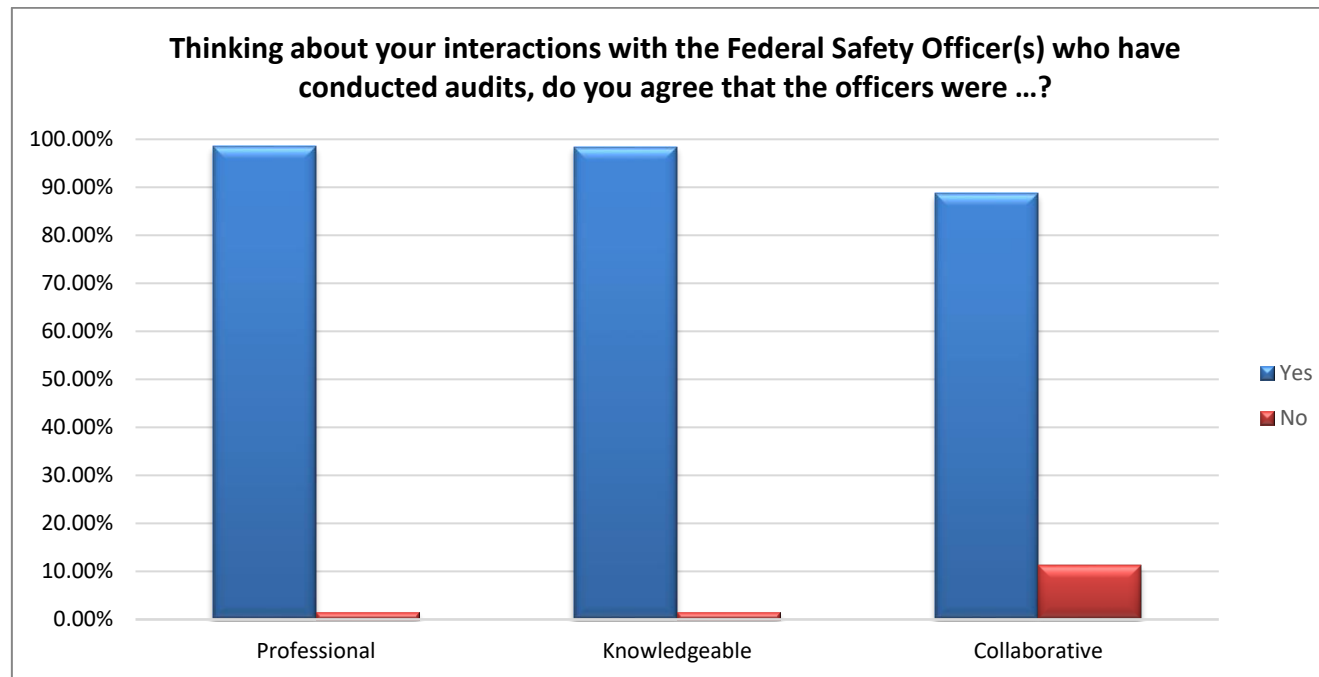
Response	Count	%
Satisfied	184	97.35%
Dissatisfied	5	2.65%
Total	189	100.00%

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



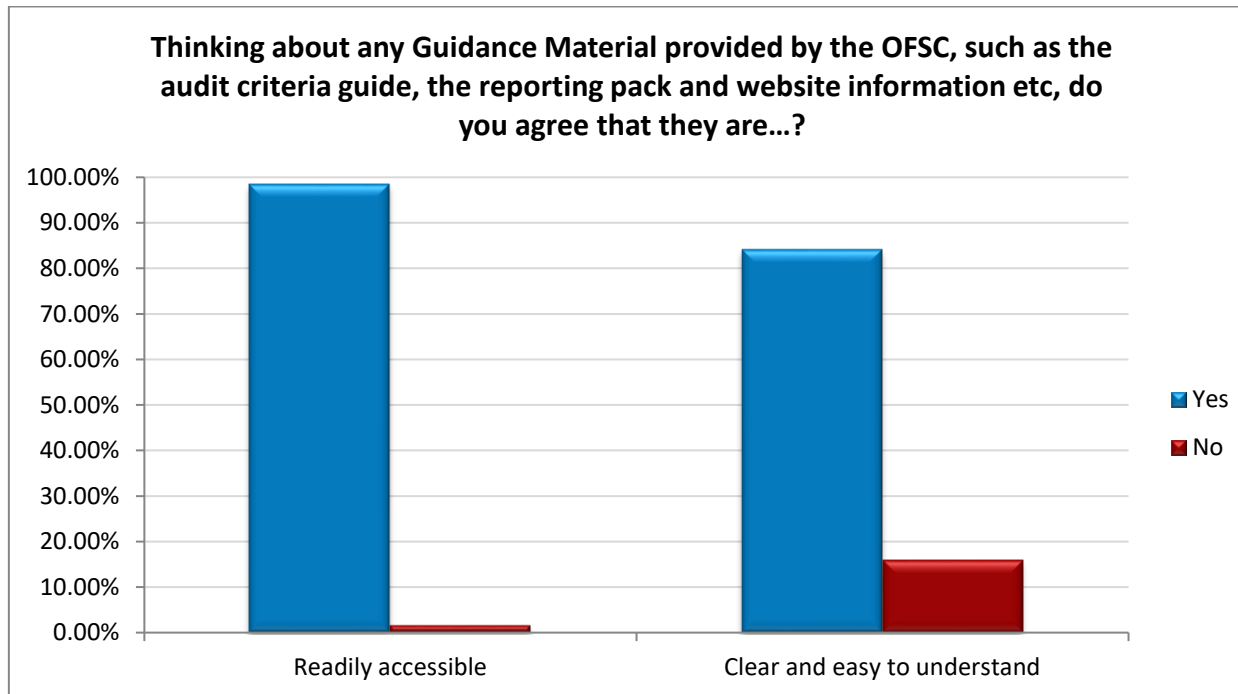
Thinking about your interactions with the Federal Safety Officer(s) who have conducted audits, to what extent do you agree or disagree that the officers were ...?

Category	Yes	%	No	%	Total	%
Professional	188	98.43%	3	1.57%	191	100.00%
Knowledgeable	184	98.40%	3	1.60%	187	100.00%
Collaborative	165	88.71%	21	11.29%	186	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...?

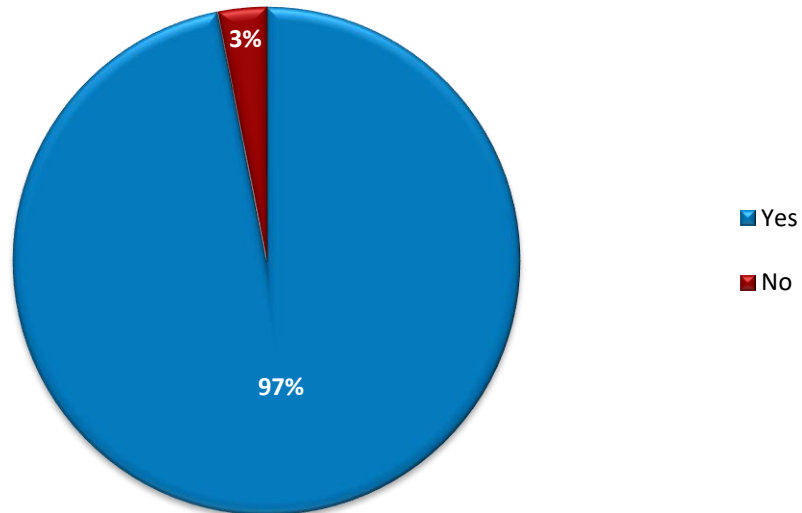
Category	Yes	%	No	%	Total	%
Readily accessible	190	98.45%	3	1.55%	193	100.00%
Clear and easy to understand	159	84.13%	30	15.87%	189	100.00%



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

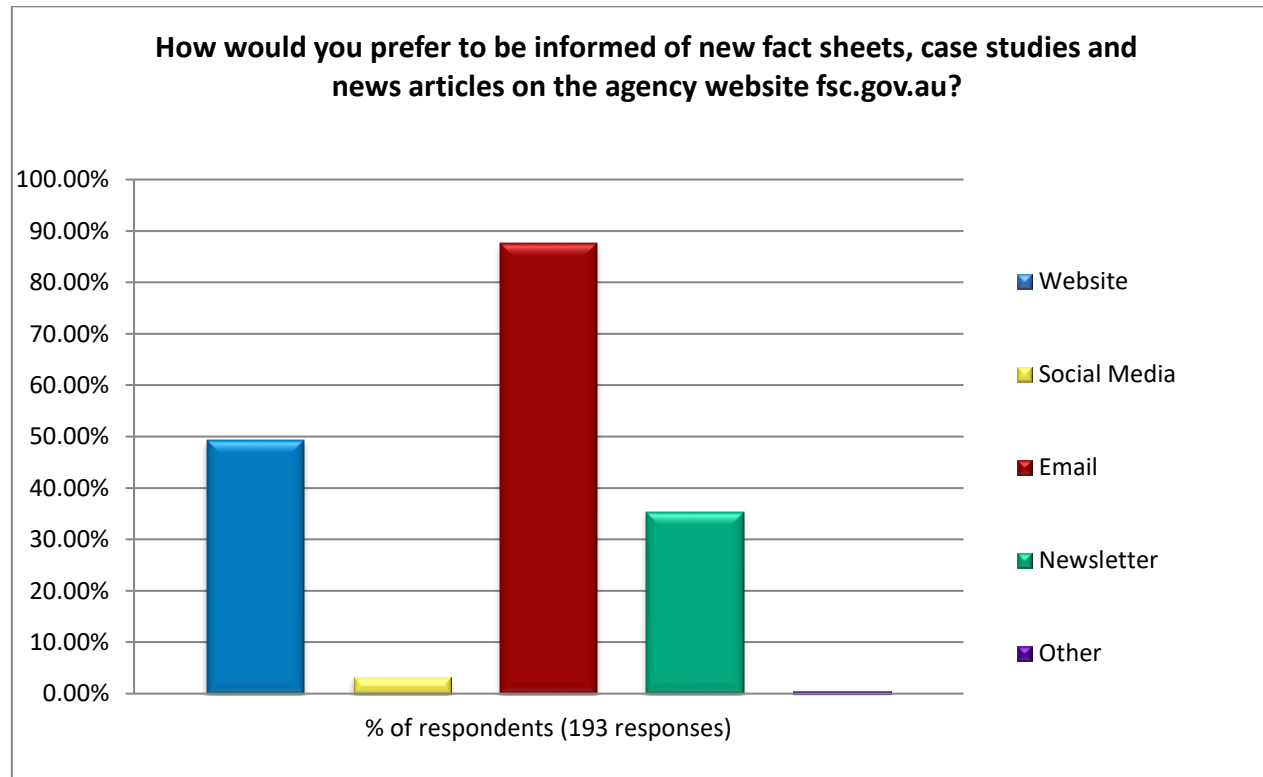
Response	Count	%
Yes	157	96.91%
No	5	3.09%
Total	162	100.00%

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



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 (193 responses)
Website	95	49.22%
Social Media	6	3.11%
Email	169	87.56%
Newsletter	68	35.23%
Other	1	0.52%



FSC Online was introduced in an effort to cut red tape and improve efficiency. To what extent do you agree or disagree that this has been achieved for...?

Category	Yes	%	No	%	Total	%
Accreditation/Reaccreditation applications	135	90.00%	15	10.00%	150	100.00%
Accredited contractor reporting	154	92.77%	12	7.23%	166	100.00%
Accredited contractor dashboard	147	90.18%	16	9.82%	163	100.00%

