



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



Survey of Accredited Companies Quantitative Results

October 2018

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Overview

Survey Process

On 2 May 2018, the Office of the Federal Safety Commissioner (OFSC) emailed 354 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.

174 of these companies made submissions to the survey, constituting a response rate of 49.2 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.

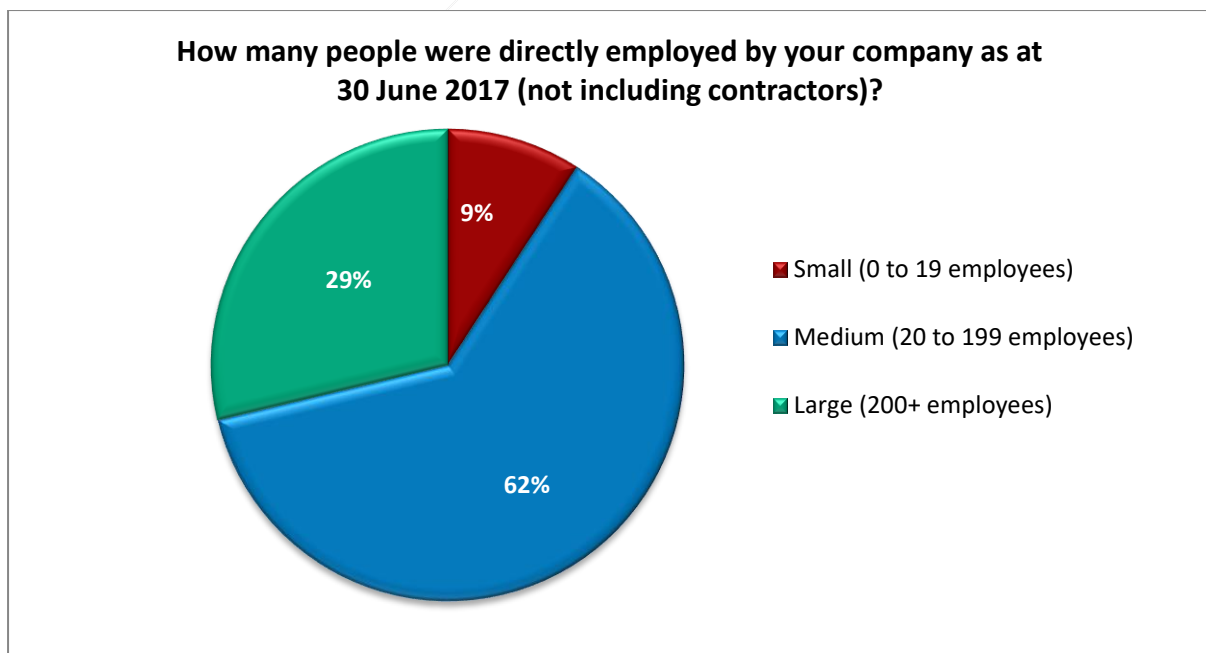
Note. The percentages in this report have been rounded to the nearest hundredth of a per cent.

Results

Section A: About your company

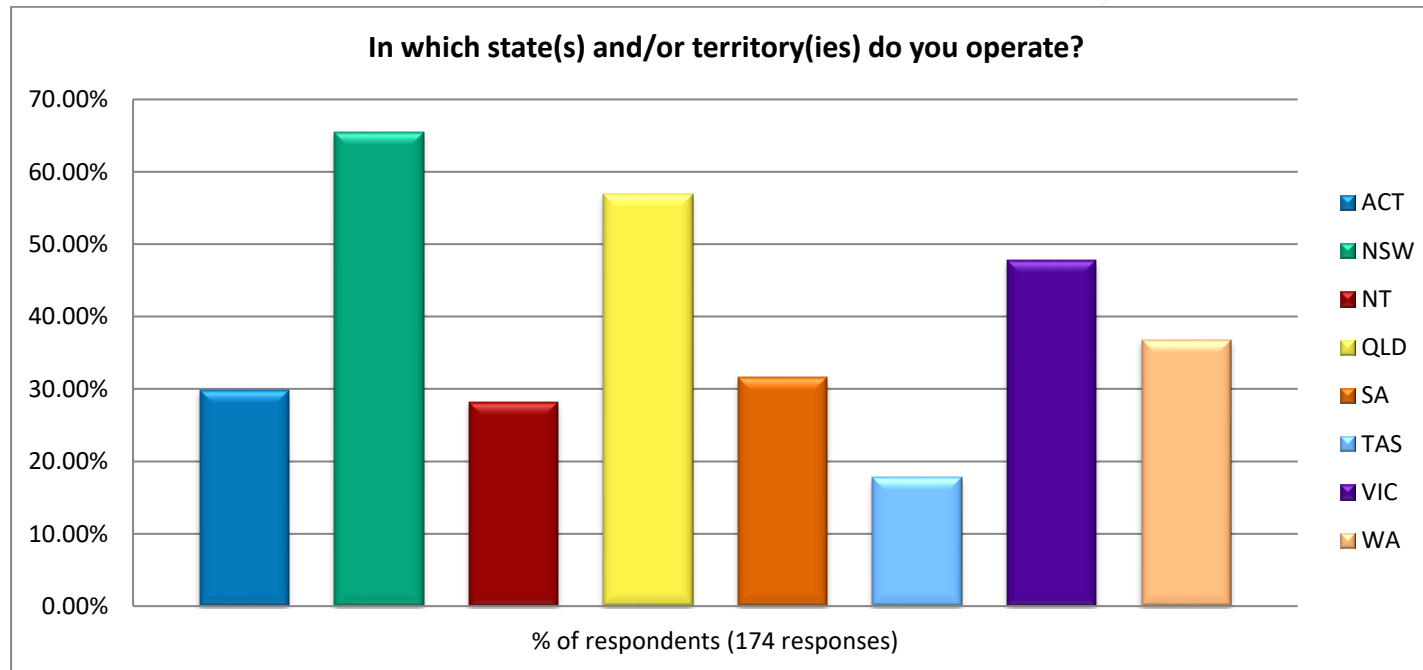
How many people were directly employed by your company as at 30 June 2017 (not including contractors)?

Response	Count	%
Small (0 to 19 employees)	16	9.20%
Medium (20 to 199 employees)	108	62.07%
Large (200+ employees)	50	28.73%
Total	174	100.00%



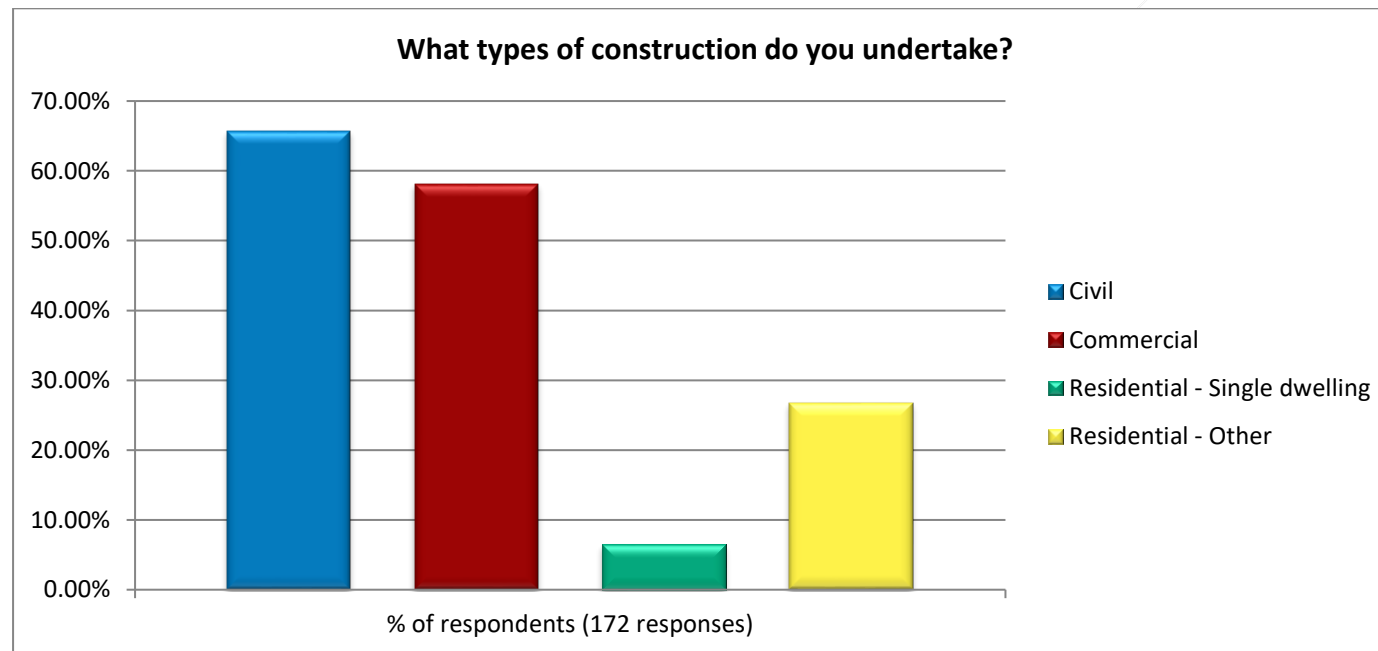
In which state(s) and/or territory(ies) do you operate?

Response	Count	% of respondents (174 responses)
ACT	52	29.89%
NSW	114	65.52%
NT	49	28.16%
QLD	99	56.90%
SA	55	31.61%
TAS	31	17.82%
VIC	83	47.70%
WA	64	36.78%



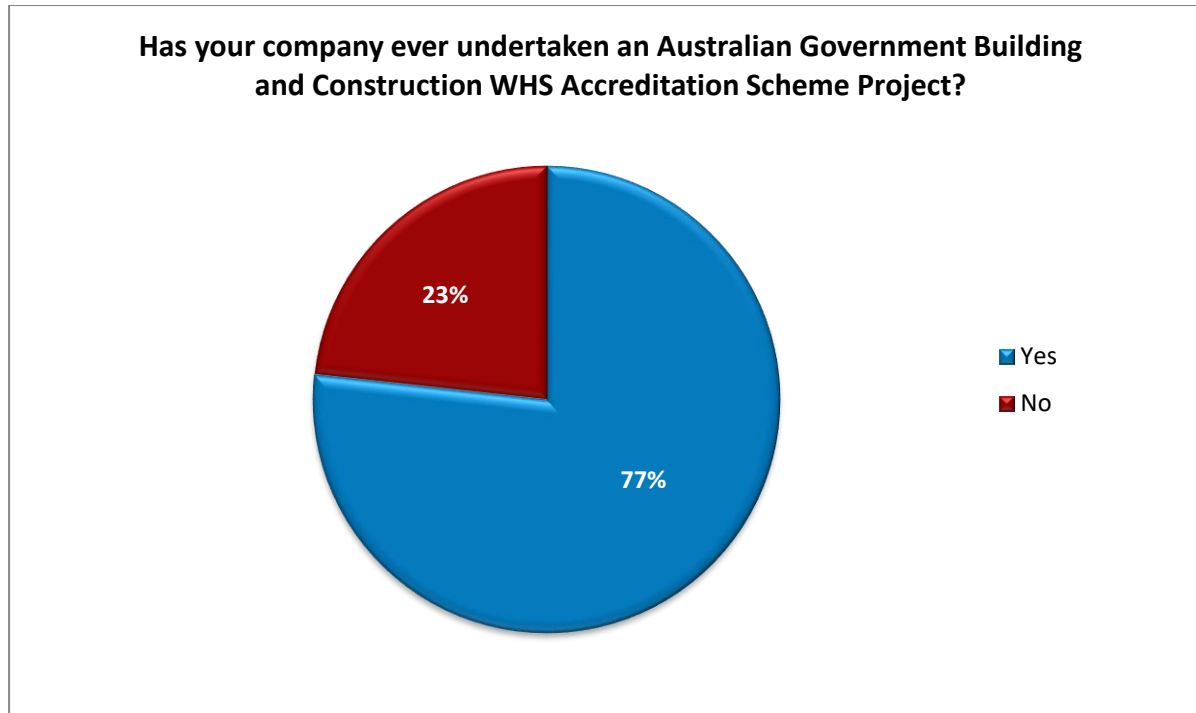
What types of construction do you undertake? Select all that apply.

Response	Count	% of respondents (172 responses)
Civil	113	65.70%
Commercial	100	58.14%
Residential - Single dwelling	11	6.40%
Residential - Other	46	26.74%



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

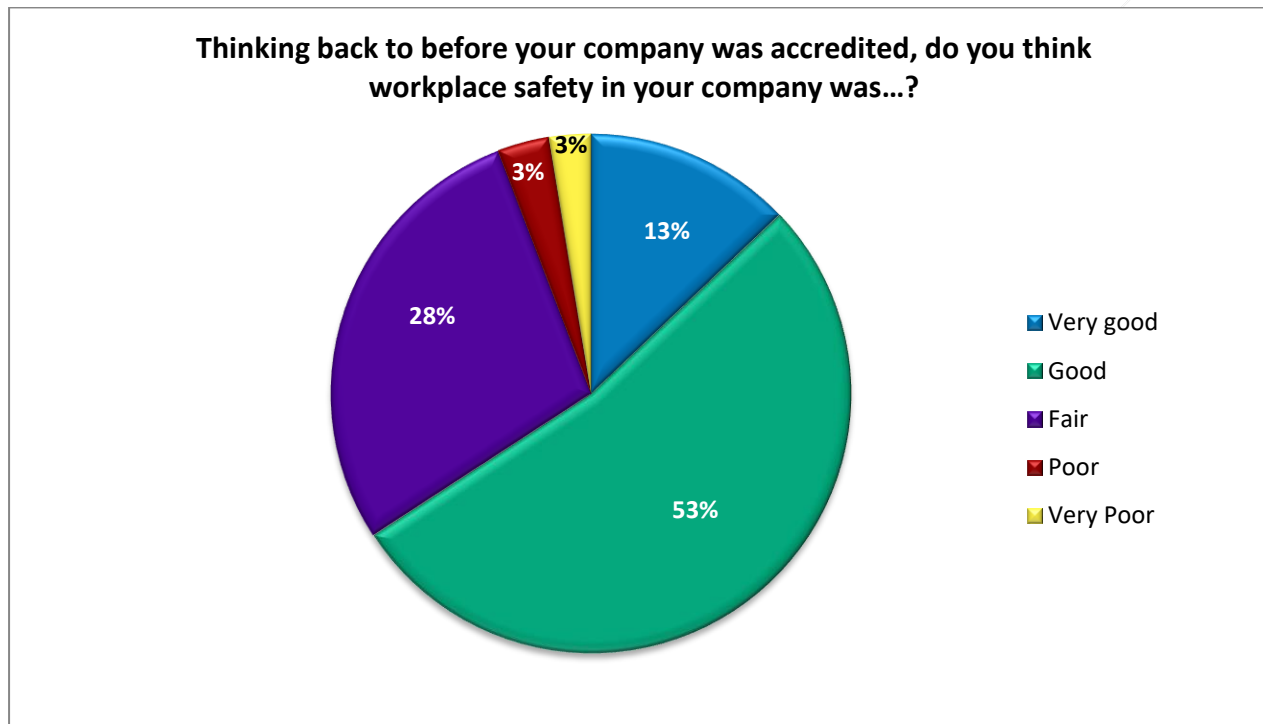
Response	Count	%
Yes	122	76.73%
No	37	23.27%
Total	159	100.00%



Section B: Scheme Accreditation

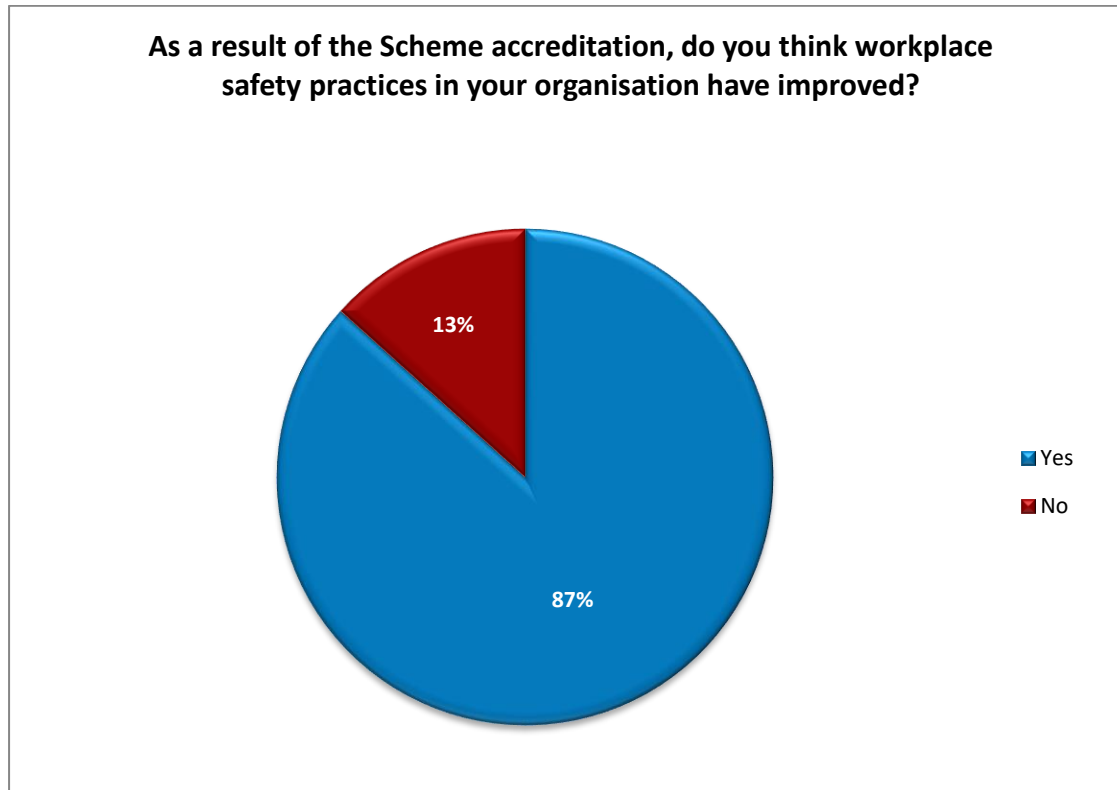
Thinking back to before your company was accredited, do you think workplace safety in your company was...?

Response	Count	%
Very good	20	12.90%
Good	82	52.90%
Fair	44	28.39%
Poor	5	3.23%
Very Poor	4	2.58%
Total	155	100.00%



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

Response	Count	%
Yes	13	86.67%
No	2	13.33%
Total	15	100.00%



¹ This question measures the impact of first getting accredited. The figures are limited to companies accredited for the first time in the year of each survey.

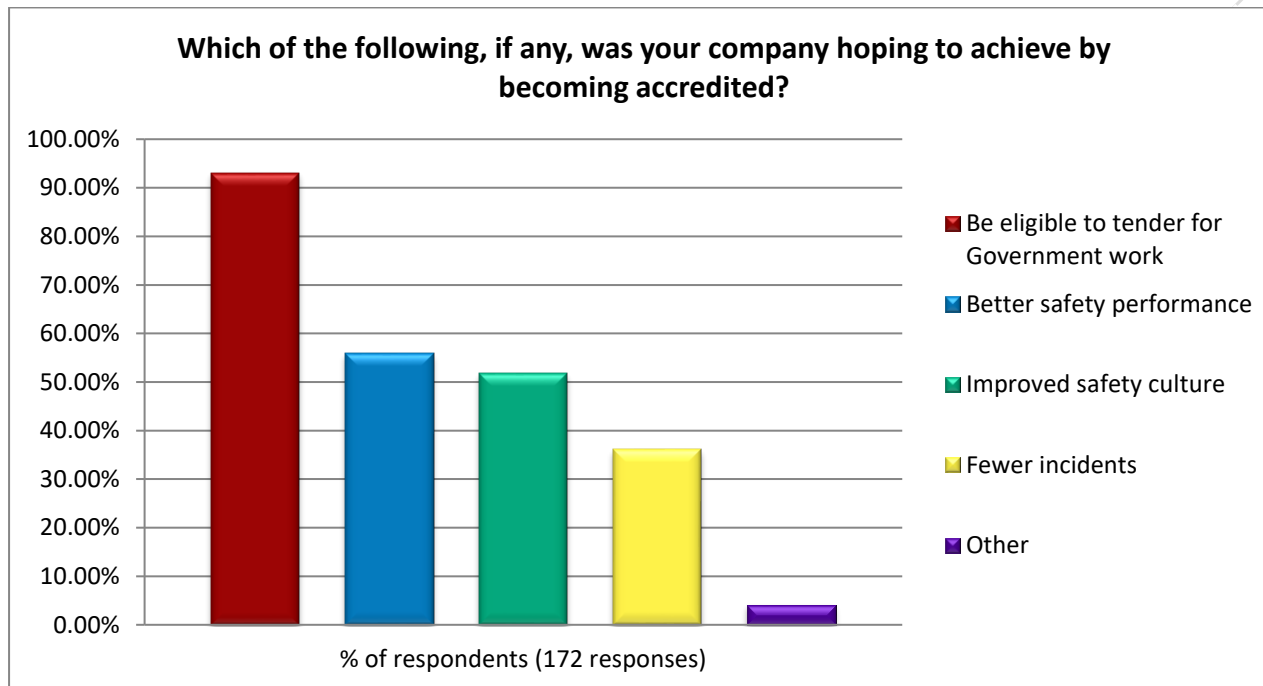
Has Scheme accreditation helped your company achieve a “whole of organisation” improvement to safety culture?

Response	Count	%
Yes	113	72.44%
No	43	27.56%
Total	156	100.00%



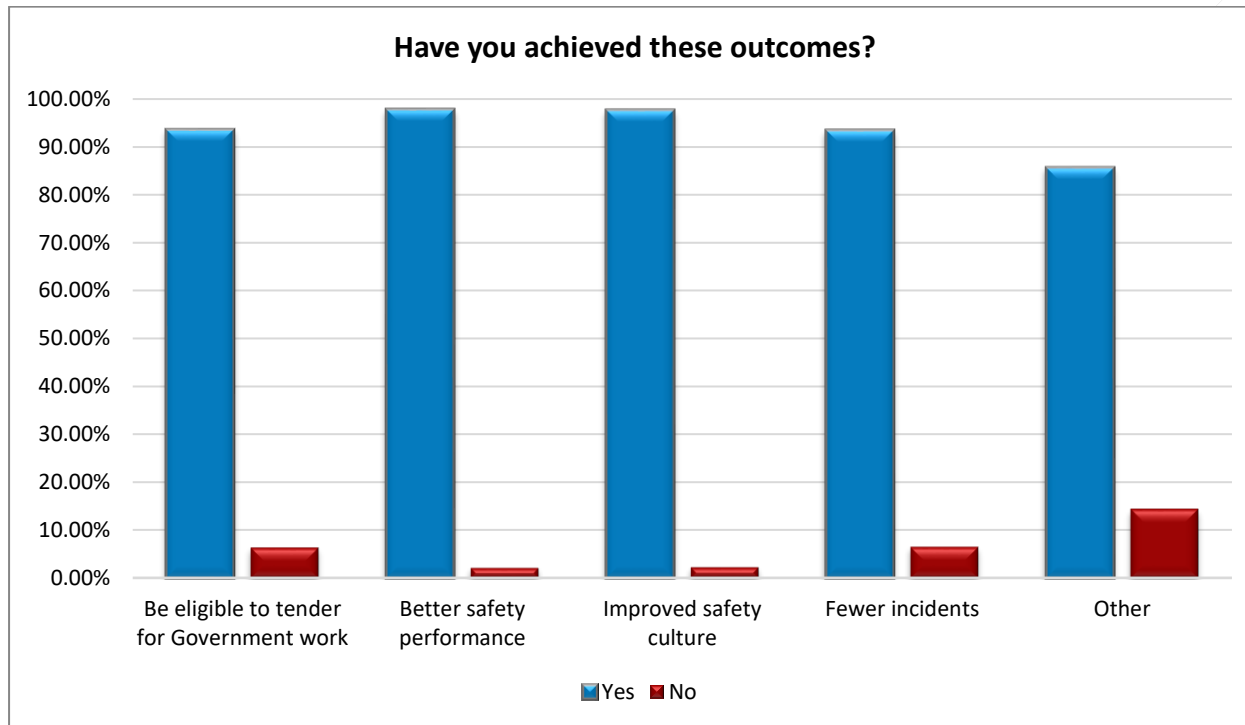
Which of the following, if any, was your company hoping to achieve by becoming accredited? Select all that apply.

Response	Count	% of respondents (172 responses)
Be eligible to tender for Government work	160	93.02%
Better safety performance	96	55.81%
Improved safety culture	89	51.74%
Fewer incidents	62	36.05%
Other	7	4.07%



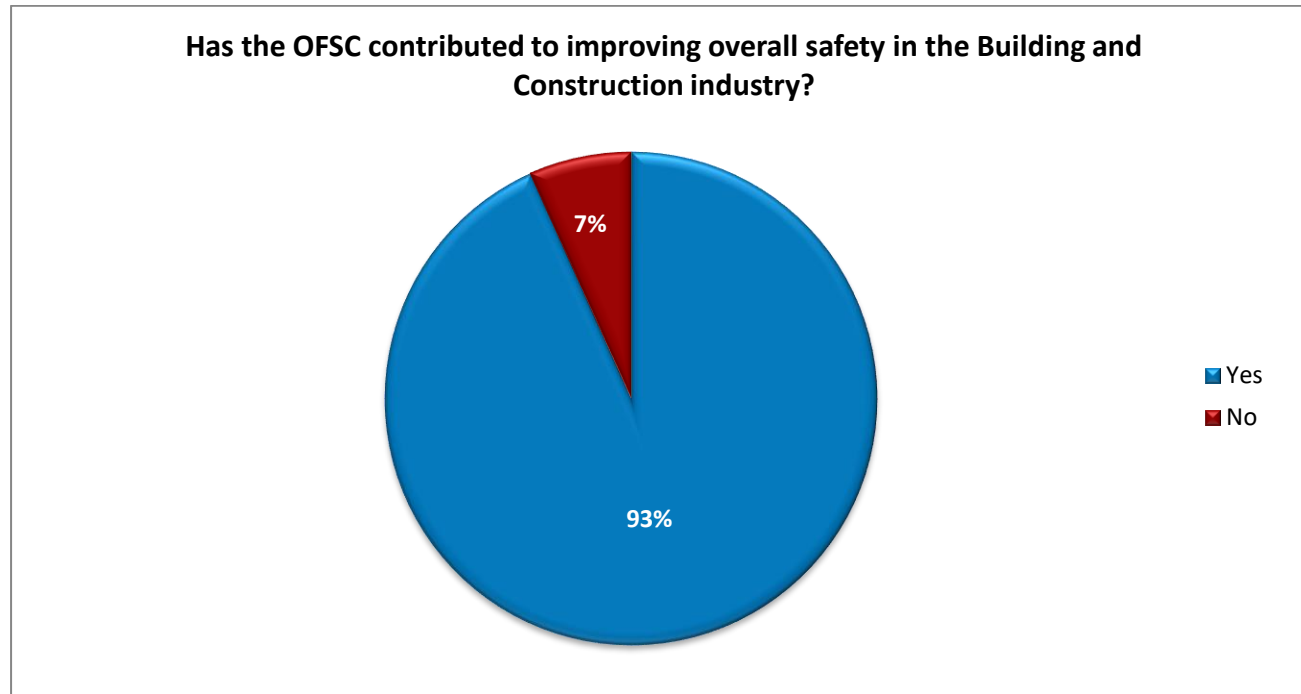
Have you achieved these outcomes?

Category	Yes	%	No	%	Total	%
Be eligible to tender for Government work	147	93.63%	10	6.37%	157	100.00%
Better safety performance	92	97.87%	2	2.13%	94	100.00%
Improved safety culture	86	97.73%	2	2.27%	88	100.00%
Fewer incidents	58	93.55%	4	6.45%	62	100.00%
Other	6	85.71%	1	14.29%	7	100.00%



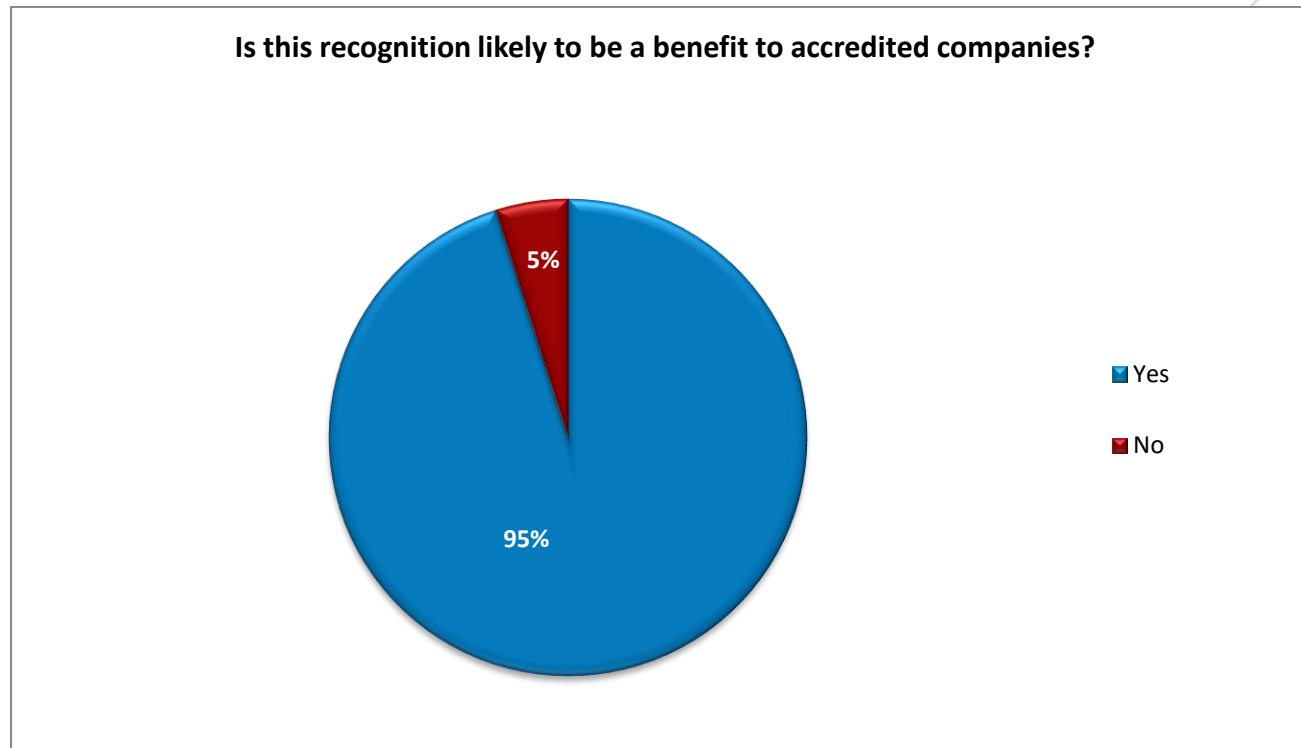
Has the OFSC contributed to improving overall safety in the Building and Construction industry?

Response	Count	%
Yes	140	93.33%
No	10	6.67%
Total	150	100.00%



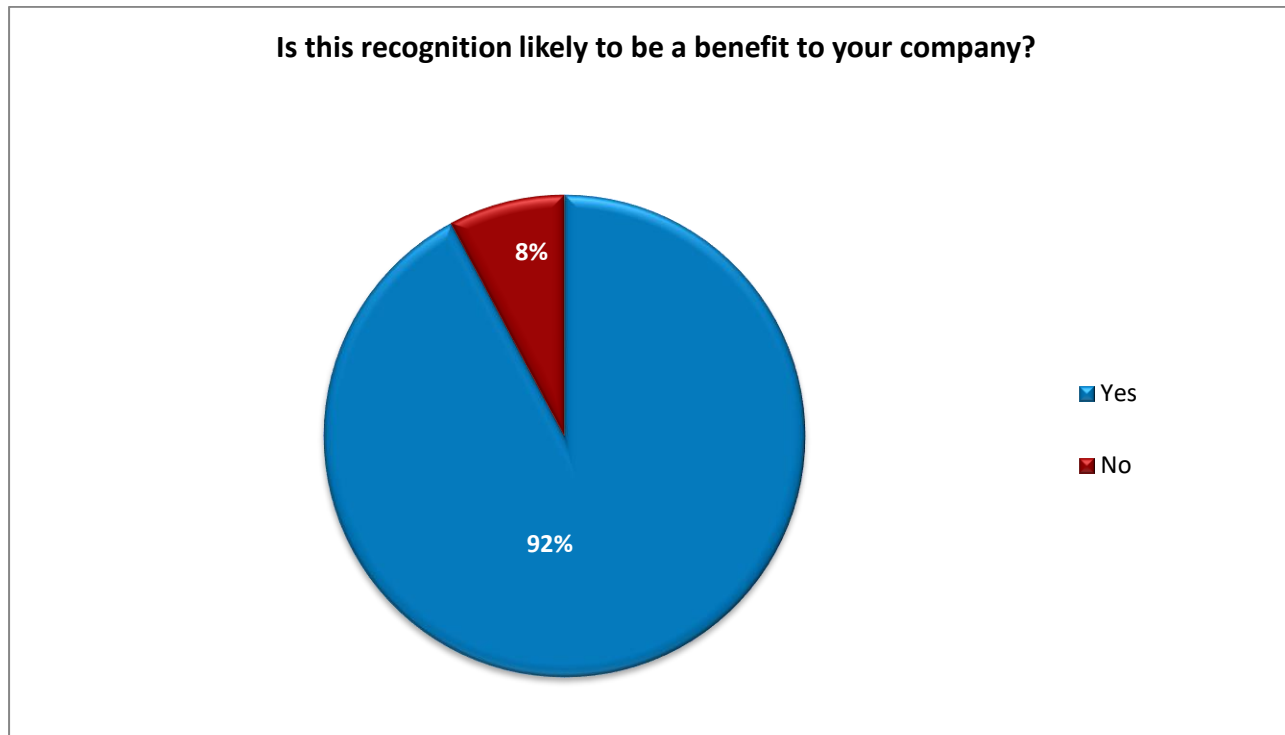
All State and Territory Governments (except Tasmania) now recognise Scheme accreditation as automatically meeting the Work, Health and Safety (WHS) element of pre-qualification schemes for their construction projects. Is this recognition likely to be a benefit to accredited companies?

Response	Count	%
Yes	156	95.12%
No	8	4.88%
Total	164	100.00%



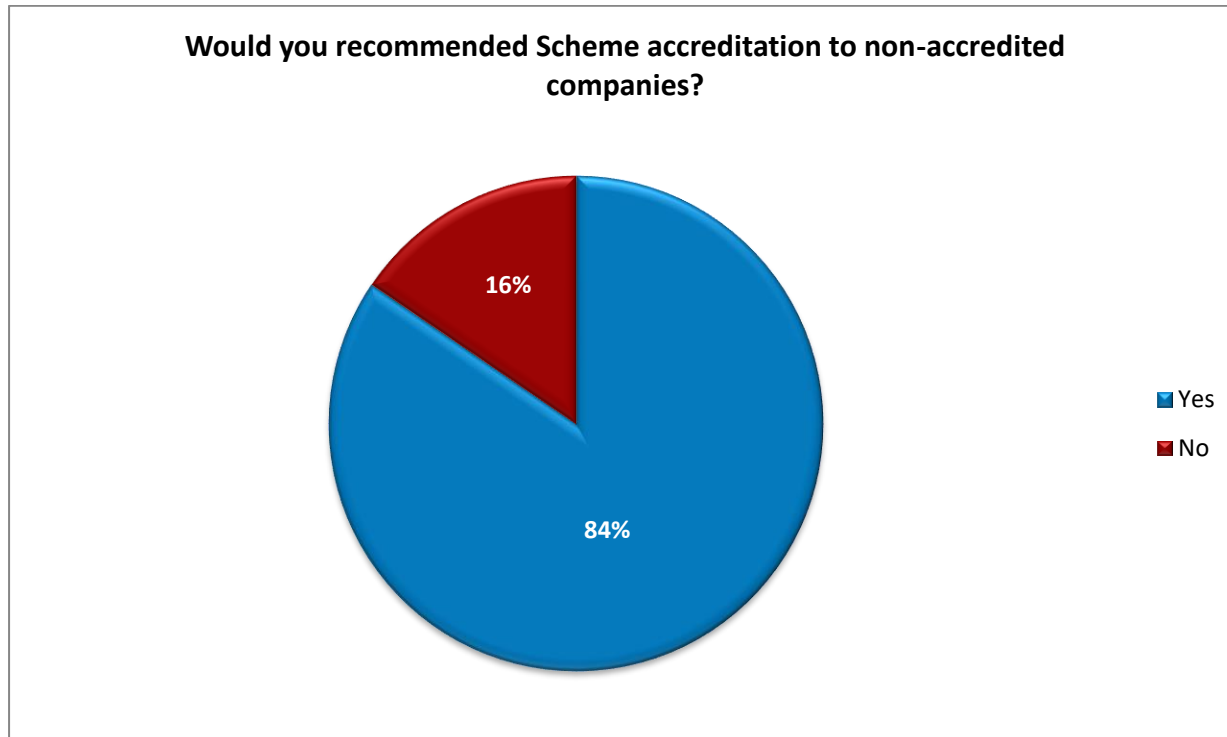
All State and Territory Governments (except Tasmania) now recognise Scheme accreditation as automatically meeting the Work, Health and Safety (WHS) element of pre-qualification schemes for their construction projects. Is this recognition likely to be a benefit to your company?

Response	Count	%
Yes	142	92.21%
No	12	7.79%
Total	154	100.00%



Would you recommended Scheme accreditation to non-accredited companies?

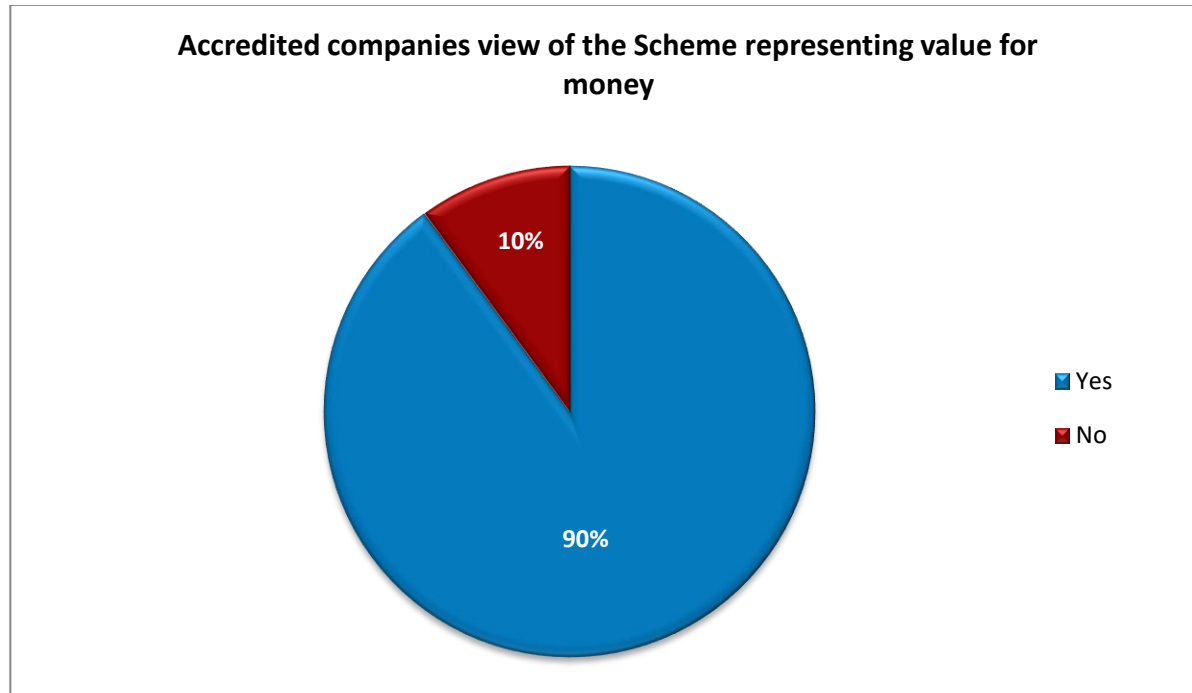
Response	Count	%
Yes	109	84.50%
No	20	15.50%
Total	129	100.00%



Section C: Cost of Accreditation

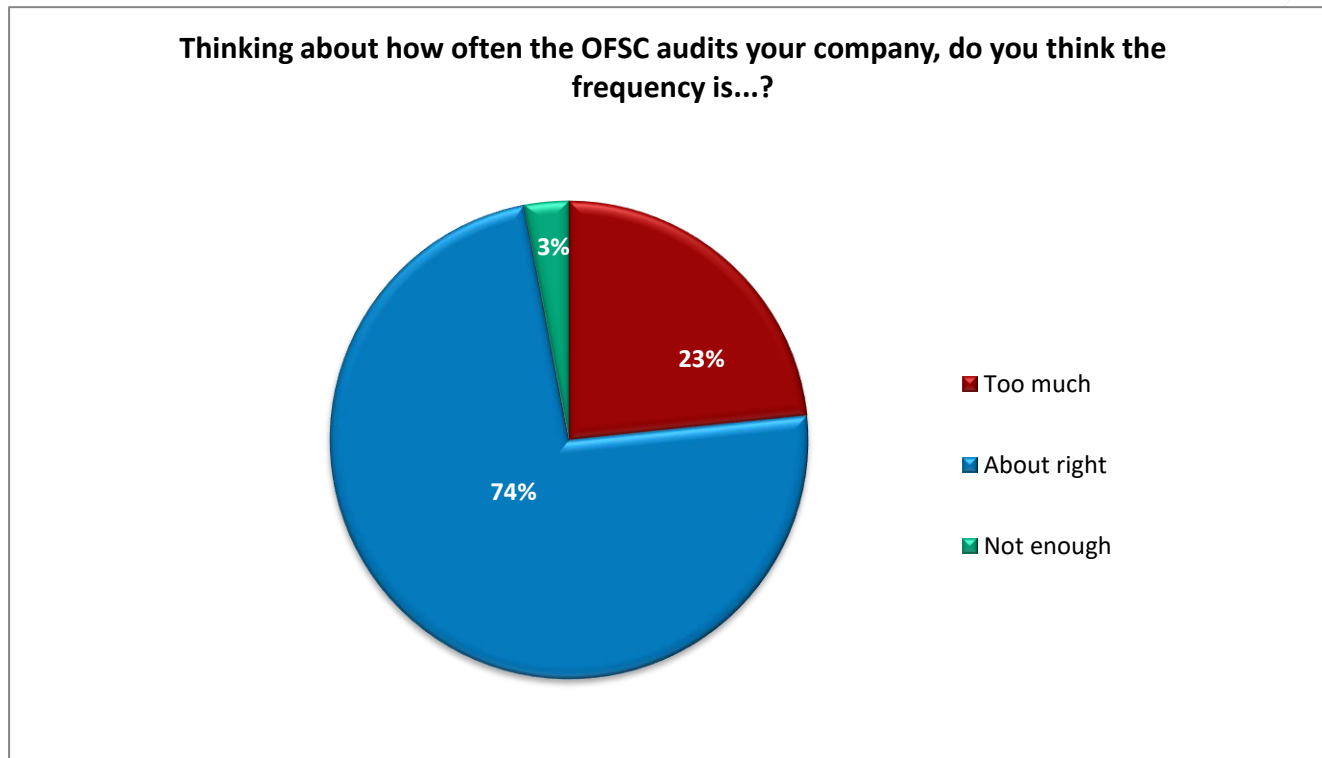
Do you think Scheme accreditation represents value for money (ie. weighing up safety/commercial benefits against any extra costs directly related to the Scheme)?

Response	Count	%
Yes	143	90.00%
No	16	10%
Total	159	100.00%



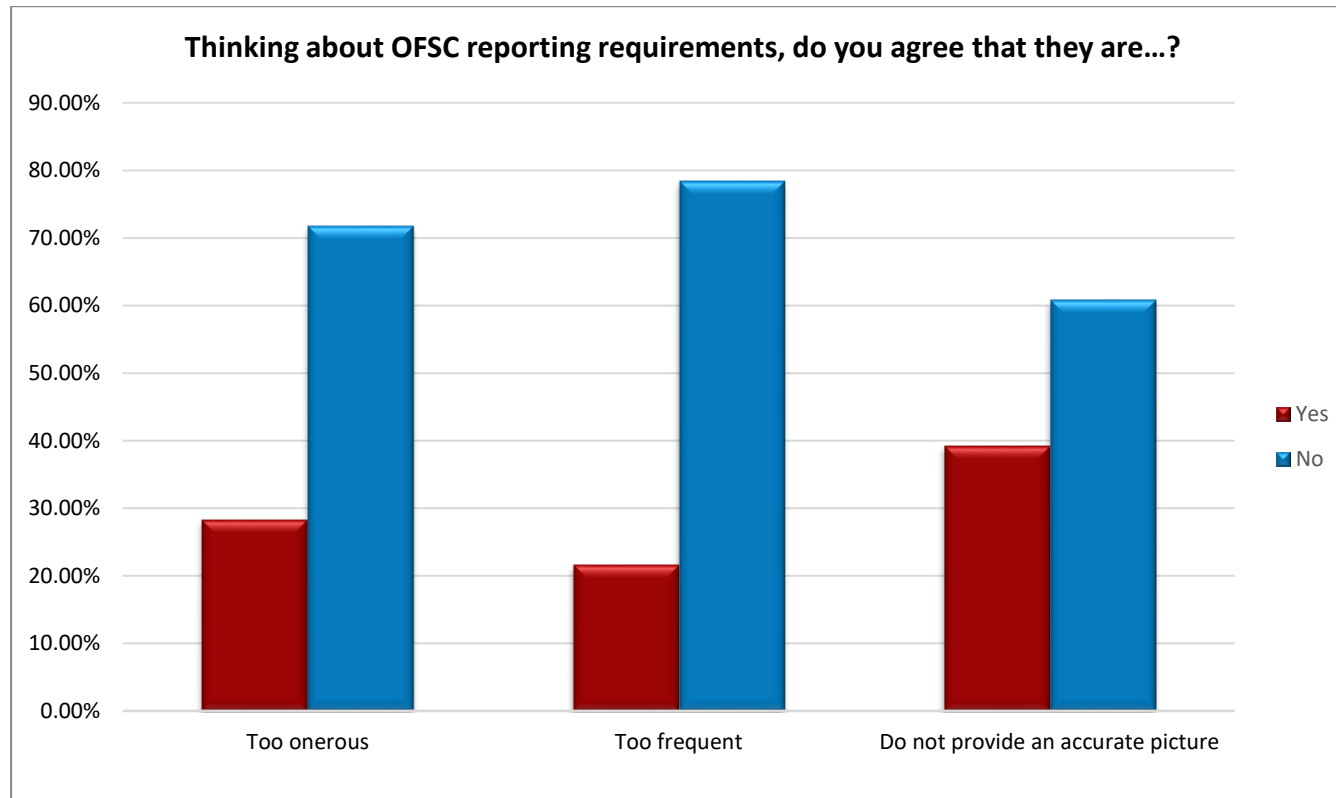
Thinking about how often the OFSC audits your company, do you think the frequency is ...?

Response	Count	%
Too much	39	23.35%
About right	123	73.65%
Not enough	5	3.00%
Total	167	100.00%



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

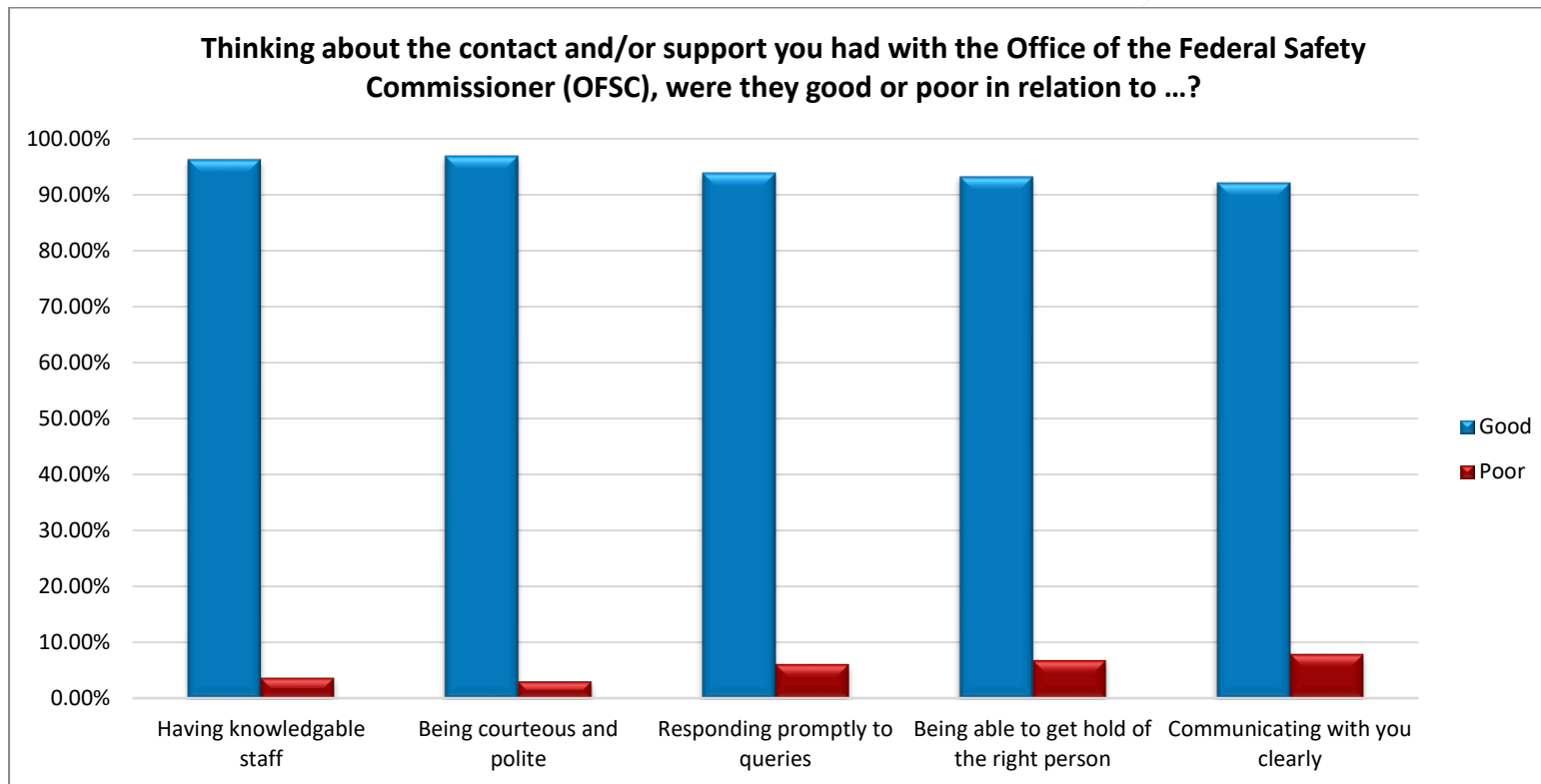
Category	Yes	%	No	%	Total	%
Too onerous	43	28.29%	109	71.71%	152	100.00%
Too frequent	34	21.66%	123	78.34%	157	100.00%
Do not provide an accurate picture	58	39.19%	90	60.81%	148	100.00%



Section D: OFSC and FSO Performance

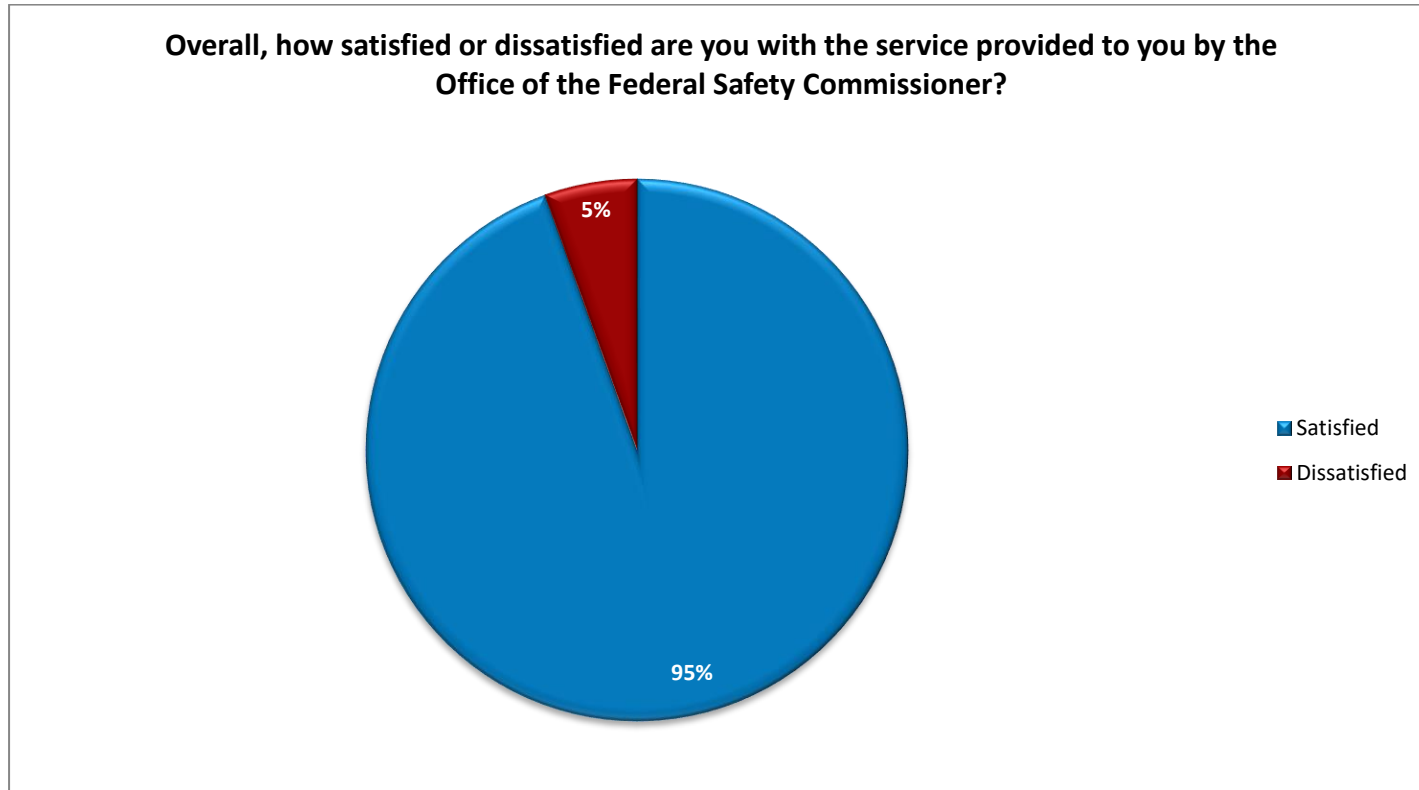
Thinking about the contact and/or support you had with the Office of the Federal Safety Commissioner (OFSC), were they good or poor in relation to ...?

Category	Good	%	Poor	%	Total	%
Having knowledgeable staff	159	96.36%	6	3.64%	165	100.00%
Being courteous and polite	161	96.99%	5	3.01%	166	100.00%
Responding promptly to queries	155	93.94%	10	6.06%	165	100.00%
Being able to get hold of the right person	152	93.25%	11	6.75%	163	100.00%
Communicating with you clearly	153	92.17%	13	7.83%	166	100.00%



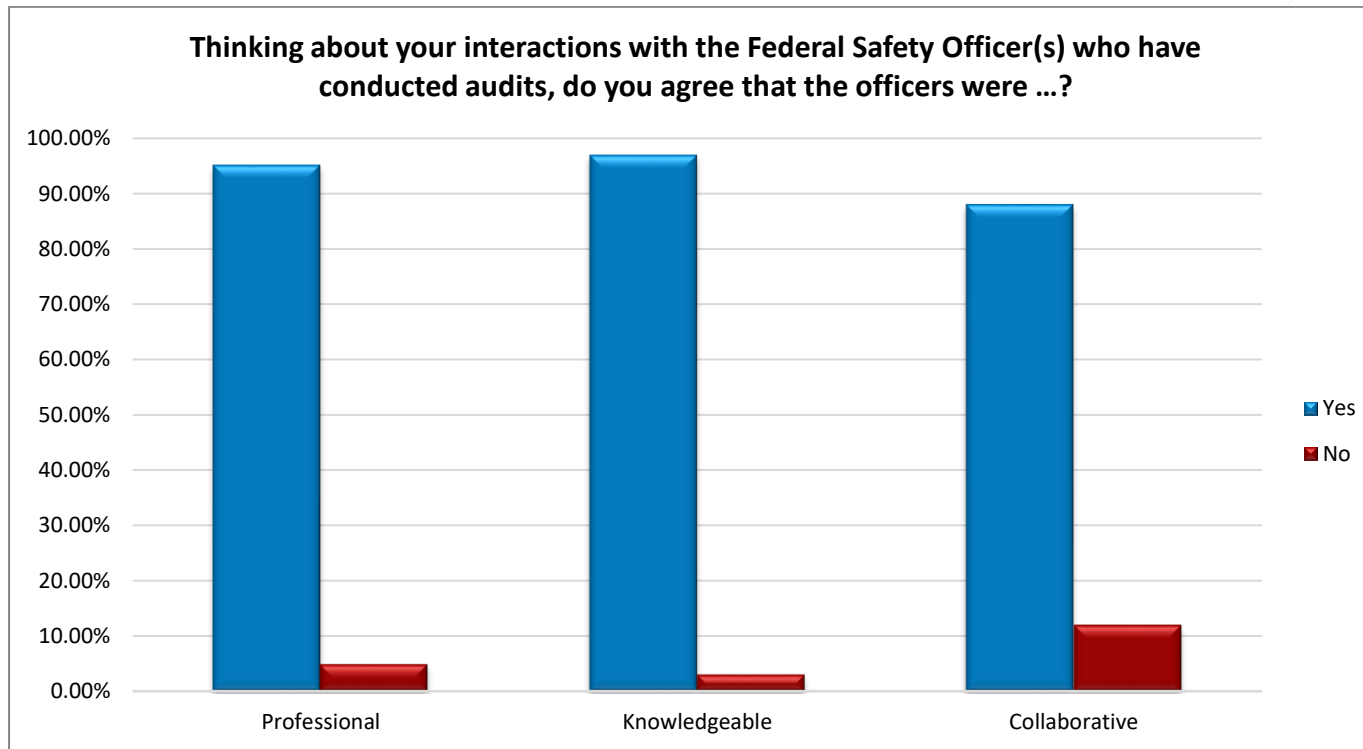
Overall, how satisfied or dissatisfied are you with the service provided to you by the Office of the Federal Safety Commissioner?

Response	Count	%
Satisfied	155	94.51%
Dissatisfied	9	5.49%
Total	164	100.00%



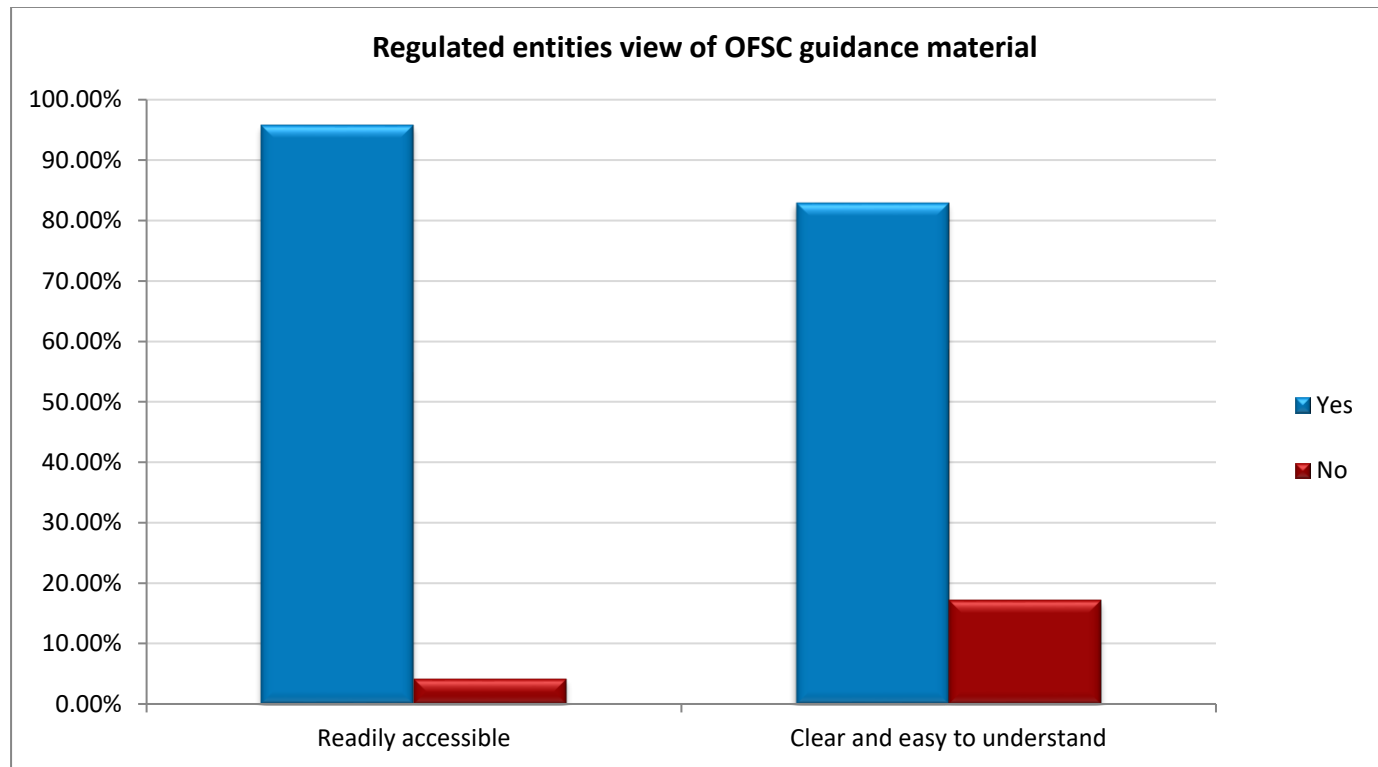
Thinking about your interactions with the Federal Safety Officer(s) who have conducted audits, to what extent do you agree or disagree that the officers were ...?

Category	Yes	%	No	%	Total	%
Professional	156	95.12%	8	4.88%	164	100.00%
Knowledgeable	159	96.95%	5	3.05%	164	100.00%
Collaborative	140	88.05%	19	11.95%	159	100.00%



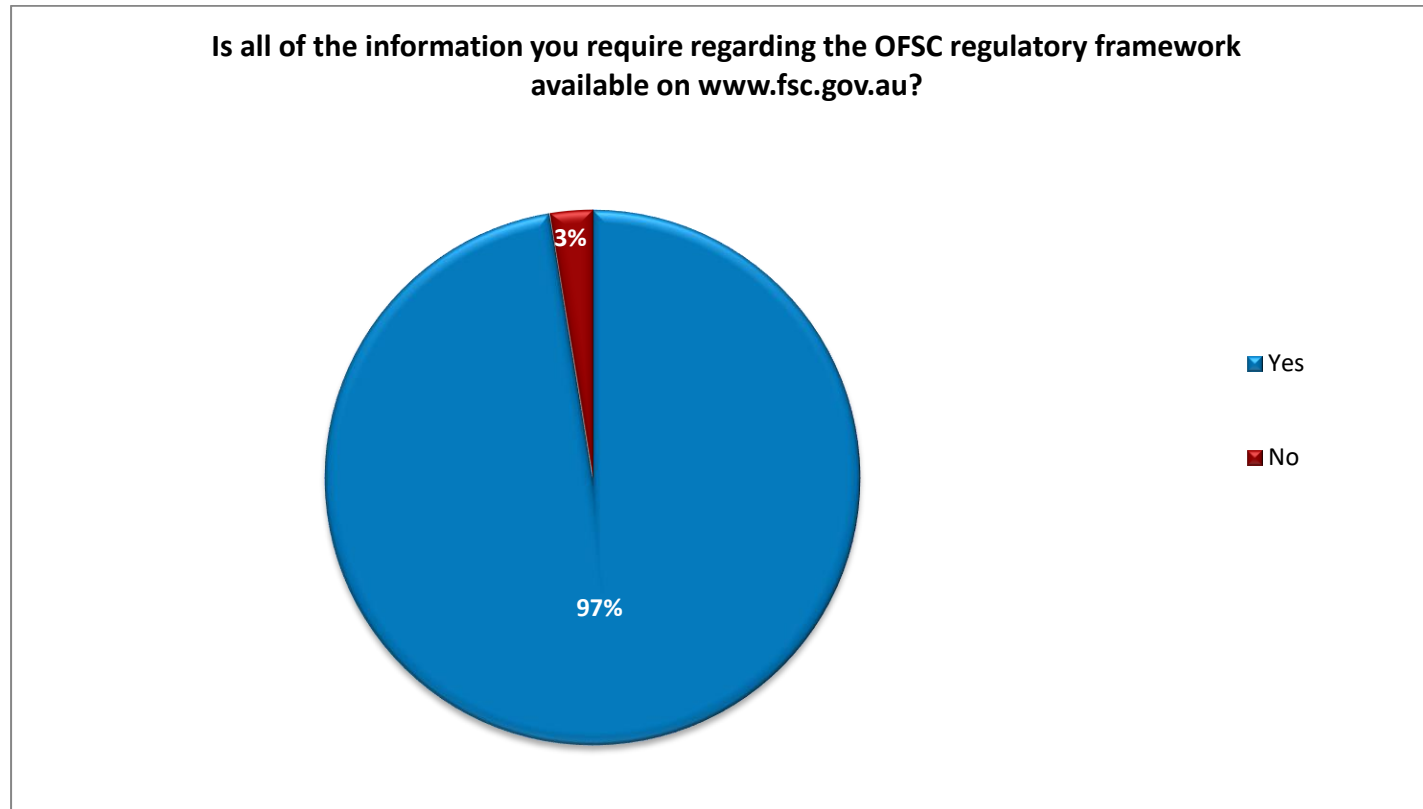
Thinking about any guidance material provided by the OFSC, such as the audit criteria guide, the reporting pack and website information etc, do you agree that they are...?

Category	Yes	%	No	%	Total	%
Readily accessible	159	95.78%	7	4.22%	166	100.00%
Clear and easy to understand	136	82.93%	28	17.07%	164	100.00%



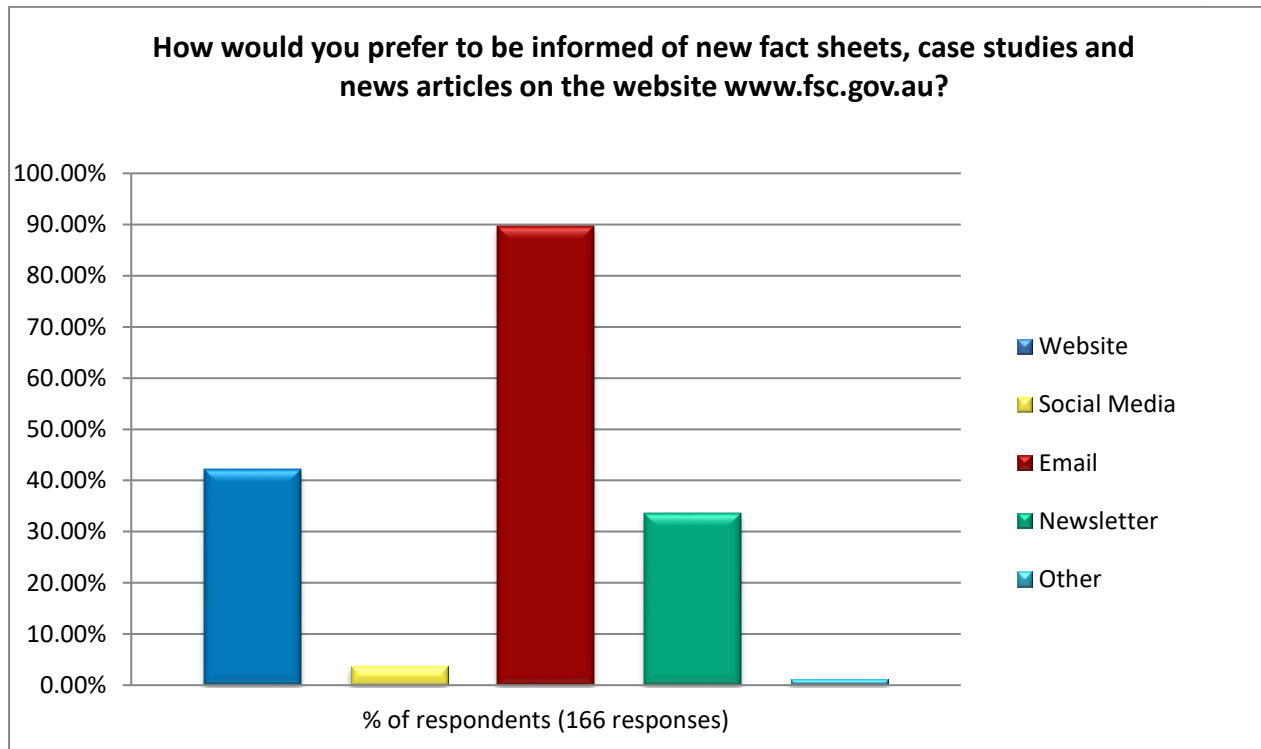
Is all of the information you require regarding the OFSC regulatory framework available on www.fsc.gov.au?

Response	Count	%
Yes	151	97.42%
No	4	2.58%
Total	155	100.00%



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

Response	Count	% of respondents (166 responses)
Website	70	42.17%
Social Media	6	3.61%
Email	149	89.76%
Newsletter	56	33.73%
Other	2	1.20%



Section E: Scheme Improvements

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

Category	Yes	%	No	%	Total	%
Accreditation/Reaccreditation applications	129	94.85%	7	5.15%	136	100.00%
Accredited contractor reporting	141	95.92%	6	4.08%	147	100.00%
Accredited contractor dashboard	133	94.33%	8	5.67%	141	100.00%

