

Accredited Contractor Survey Report (2019)

December 2019



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# Overview

#### Survey Process

In 2019, the Office of the Federal Safety Commissioner (OFSC) emailed 362 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. Responses were received in September 2019.

230 of these companies made submissions to the survey, constituting a response rate of 63.5 per cent, an increase of 14.3 percentage points from 2018. 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 long has your company been accredited under the Workplace Health and Safety Accreditation Scheme (the Scheme)?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Less than 1 year** | 14 | 6.1% |
| **1 year or more but less than 2 years** | 10 | 4.4% |
| **2 years or more but less than 3 years** | 24 | 10.5% |
| **3 years or more but less than 5 years** | 31 | 13.5% |
| **5 years or more** | 150 | 65.5% |
| **Total** | **229** | **100.0%** |

***How many people were directly employed by your company as at 30 June 2019 (not including contractors)?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **0 employees** | 0 | 0.0% |
| **1 to 4 employees** | 3 | 1.3% |
| **5 to 19 employees** | 22 | 9.6% |
| **20 to 199 employees** | 130 | 56.5% |
| **200+ employees** | 75 | 32.6% |
| **Total** | **230** | **100.0%** |

***In which State(s) and/or territory(ies) do you operate? Select all that apply.***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of respondents (230 responses)** |
| **ACT** | 73 | 31.7% |
| **NSW** | 142 | 61.7% |
| **NT** | 53 | 23.0% |
| **QLD** | 131 | 57.0% |
| **SA** | 76 | 33.0% |
| **TAS** | 40 | 17.4% |
| **VIC** | 113 | 49.1% |
| **WA** | 82 | 35.7% |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of respondents (230 responses)** |
| **Civil** | 143 | 62.2% |
| **Commercial** | 124 | 53.9% |
| **Residential - single dwelling** | 13 | 5.7% |
| **Residential - Other[[1]](#footnote-1)** | 46 | 20.0% |

***Has your company ever undertaken a Scheme project?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 157 | 72.4% |
| **No** | 60 | 27.7% |
| **Total** | **217** | **100.0%** |

***How many Scheme projects has your company undertaken in the last three years?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **1 Scheme project** | 54 | 37.0% |
| **2 to 5 Scheme projects** | 70 | 48.0% |
| **6 or more Scheme projects** | 22 | 15.1% |
| **Total** | **146** | **100.0%** |

### Section B: Scheme Accreditation

***Thinking back to before your company was accredited, how would you rate workplace safety in your company?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Very good** | 34 | 16.4% |
| **Good** | 108 | 52.2% |
| **Fair** | 57 | 27.5% |
| **Poor** | 7 | 3.4% |
| **Very Poor** | 1 | 0.5% |
| **Total** | **207** | **100.0%** |

***In your first year of Scheme accreditation, do you think workplace safety practices in your organisation have…?[[2]](#footnote-2)***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Improved** | 9 | 64.3% |
| **Stayed the same** | 5 | 35.7% |
| **Declined** | 0 | 0.0% |
| **Total** | **14** | **100.0%** |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 167 | 82.7% |
| **No** | 35 | 17.3% |
| **Total** | **202** | **100.0%** |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of respondents**  **(228 responses)** |
| **Be eligible to tender for government work** | 214 | 93.9% |
| **Better safety performance** | 151 | 66.2% |
| **Improved safety culture** | 132 | 57.9% |
| **Fewer incidents** | 93 | 40.8% |
| **Other** | 14 | 6.1% |

***To what extent have you achieved these outcomes? Please select a response for each statement.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **To a great extent** | **To some extent** | **Not at all** | **Total** |
| **Be eligible to tender for government work** | 55.2%  (122) | 38.0%  (84) | 6.8%  (15) | **100.0%**  **(221)** |
| **Better safety performance** | 35.3%  (77) | 57.8%  (126) | 6.9%  (15) | **100.0%**  **(218)** |
| **Improved safety culture** | 32.7%  (70) | 57.5%  (123) | 9.8%  (21) | **100.0%**  **(214)** |
| **Fewer incidents** | 24.0%  (48) | 56.5%  (113) | 19.5%  (39) | **100.0%**  **(200)** |
| **Other** | 32.0%  (8) | 44.0%  (11) | 24.0%  (6) | **100.0%**  **(25)** |

***To what extent has the Office of the Federal Safety Commissioner (OFSC) contributed to improving overall safety in the Building and Construction industry?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **To a great extent** | 62 | 30.7% |
| **To some extent** | 132 | 65.4% |
| **Not at all** | 8 | 4.0% |
| **Total** | **202** | **100.0%** |

***Would you recommend Scheme accreditation to non-accredited companies?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 156 | 83.9% |
| **No** | 30 | 16.1% |
| **Total** | **186** | **100.0%** |

### Section C: Cost of Accreditation

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **To a great extent** | 59 | 28.4% |
| **To some extent** | 128 | 61.5% |
| **Not at all** | 21 | 10.1% |
| **Total** | **208** | **100.0%** |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Too much** | 42 | 19.1% |
| **About right** | 175 | 79.6% |
| **Not enough** | 3 | 1.4% |
| **Total** | **220** | **100.0%** |

***Thinking about OFSC reporting requirements, to what extent do you agree or disagree that they…? Please provide a response for each statement.***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Strongly Agree** | **Agree** | **Disagree** | **Strongly Disagree** | **We haven’t done any reports yet** | **Total** |
| **Too onerous** | 3.3%  (7) | 21.0%  (45) | 65.4%  (140) | 9.4%  (20) | 0.9%  (2) | **100.0%**  **(214)** |
| **Too frequent** | 0.9%  (2) | 16.4%  (35) | 74.2%  (158) | 7.0%  (15) | 1.4%  (3) | **100.0%**  **(213)** |
| **Do not provide an accurate picture** | 5.0%  (10) | 25.6%  (51) | 58.8%  (117) | 9.1%  (18) | 1.5%  (3) | **100.0%**  **(199)** |

### Section D: OFSC and FSO Performance

***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…? Please provide a response for each statement.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Category** | **Strongly Agree** | **Agree** | **Disagree** | **Strongly Disagree** | **Total** |
| **Professional** | 45.5%  (100) | 53.1%  (117) | 0.5%  (1) | 0.9%  (2) | **100.0%**  **(220)** |
| **Knowledgeable** | 45.0%  (98) | 53.2%  (116) | 1.8%  (4) | 0.0%  (0) | **100.0%**  **(218)** |
| **Collaborative** | 36.6%  (78) | 54.0%  (115) | 7.5%  (16) | 1.9%  (4) | **100.0%**  **(213)** |

***Thinking about the contact and/or support you had with the Office of the Federal Safety Commissioner (OFSC), how good or poor were they in relation to…? Please provide a response for each statement.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Category** | **Very Good** | **Good** | **Poor** | **Very Poor** | **Total** |
| **Having knowledgeable staff** | 41.7%  (90) | 55.6%  (120) | 2.8%  (6) | 0.0%  (0) | **100.0%**  **(216)** |
| **Being courteous and polite** | 62.1%  (136) | 37.9%  (83) | 0.0%  (0) | 0.0%  (0) | **100.0%**  **(219)** |
| **Responding promptly to queries** | 50.9%  (111) | 44.0%  (96) | 4.6%  (10) | 0.5%  (1) | **100.0%**  **(218)** |
| **Being able to get hold of the right person** | 44.6%  (95) | 51.6%  (110) | 3.8%  (8) | 0.0%  (0) | **100.0%**  **(213)** |
| **Communicating with you clearly** | 51.8%  (113) | 45.4%  (99) | 2.8%  (6) | 0.0%  (0) | **100.0%**  **(218)** |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Very satisfied** | 83 | 38.0% |
| **Satisfied** | 129 | 59.1% |
| **Dissatisfied** | 5 | 2.3% |
| **Very dissatisfied** | 1 | 0.5% |
| **Total** | **218** | **100.0%** |

***Thinking about any guidance material provided by the OFSC, such as the audit criteria guide, the FSC Online WHS Report Guide, and website information, to what extent do you agree that they are…? Please provide a response for each statement.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Category** | **Strongly Agree** | **Agree** | **Disagree** | **Strongly Agree** | **Total** |
| **Readily accessible** | 46.0%  (100) | 51.2%  (111) | 2.3%  (5) | 0.5%  (1) | **100.0%**  **(217)** |
| **Clear and easy to understand** | 30.2%  (65) | 59.1%  (127) | 9.8%  (21) | 0.9%  (2) | **100.0%**  **(215)** |

***Would you subscribe to a quarterly newsletter from the OFSC that covered news about the Scheme, information about best practice in safety and advice about complying with Scheme requirements?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 206 | 94.1% |
| **No** | 13 | 5.9% |
| **Total** | **219** | **100.0%** |

***What would you like to see included in the newsletter? Select all that apply.***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of respondents**  **(206 responses)** |
| **Case studies on companies that have excellent or innovative practices** | 181 | 87.9% |
| **New fact sheets on best practice in safety** | 194 | 94.1% |
| **Update on the activities of the FSC and his/her office** | 155 | 75.2% |
| **Other** | 46 | 22.3% |

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

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 167 | 93.3% |
| **No** | 11 | 6.2% |
| **I have not accessed the website** | 1 | 0.6% |
| **Total** | **179** | **100.00%** |

### Section E: OFSC Industry Forum

***Would your company attend an industry forum held by the Office of the Federal Safety Commissioner focussing on key safety risks or issues in the Building and Construction industry?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 201 | 92.6% |
| **No** | 16 | 7.4% |
| **Total** | **217** | **100.00%** |

***What topic/s do you think are most important to be covered in an industry forum?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of responses**  **(201 “Yes” responses)** |
| **Mobile plant** | 181 | 90.0% |
| **Health and wellbeing (including mental health)** | 155 | 77.1% |
| **Airborne contaminants (such as silica)** | 144 | 71.6% |
| **Traffic management** | 128 | 63.7% |
| **Alcohol and other drugs** | 106 | 52.7% |
| **Noise** | 80 | 39.8% |
| **Other** | 57 | 28.4% |

***How would you like to see the content of the forum presented? Select all that apply.***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **% of responses**  **(201 “Yes” responses)** |
| **Presentations from Federal Safety Officers** | 166 | 82.6% |
| **Presentations from the Federal Safety Commissioner** | 150 | 74.6% |
| **Workshops** | 118 | 58.7% |
| **Presentations of current research by Universities or other research bodies** | 106 | 52.7% |
| **Presentations from other companies** | 104 | 51.7% |
| **Other** | 12 | 6.0% |

***Which capital city is your preferred location for the OFSC Forum?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Sydney** | 57 | 28.4% |
| **Melbourne** | 52 | 25.9% |
| **Brisbane** | 29 | 14.4% |
| **Canberra** | 19 | 9.5% |
| **Perth** | 16 | 8.0% |
| **Adelaide** | 6 | 3.0% |
| **Darwin** | 4 | 2.0% |
| **Hobart** | 3 | 1.5% |
| **Townsville** | 2 | 1.0% |
| **Other** | 13 | 6.5% |
| **Total** | **201** | **100.0%** |

***If the forum is held in a capital city other than your preferred city above, would your company representatives travel to attend?***

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **%** |
| **Yes** | 106 | 73.6% |
| **No** | 38 | 26.4% |
| **Total** | **144** | **100.0%** |

1. E.g. townhouses, terrace houses, duplexes, apartments, aged care facilities etc. [↑](#footnote-ref-1)
2. 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.

   Taking into account all survey responses, 81 per cent of all companies indicated that workplace safety practices have improved as a result of Scheme Accreditation. [↑](#footnote-ref-2)