



Australian Government

Attorney-General's Department
Office of the Federal Safety Commissioner



Accredited Contractor Survey Report (2019)

December 2019

Contents

Overview	3
Results.....	4
Section A: About your company	4
Section B: Scheme Accreditation.....	10
Section C: Cost of Accreditation	17
Section D: OFSC and FSO Performance	20
Section E: OFSC Industry Forum	27

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.

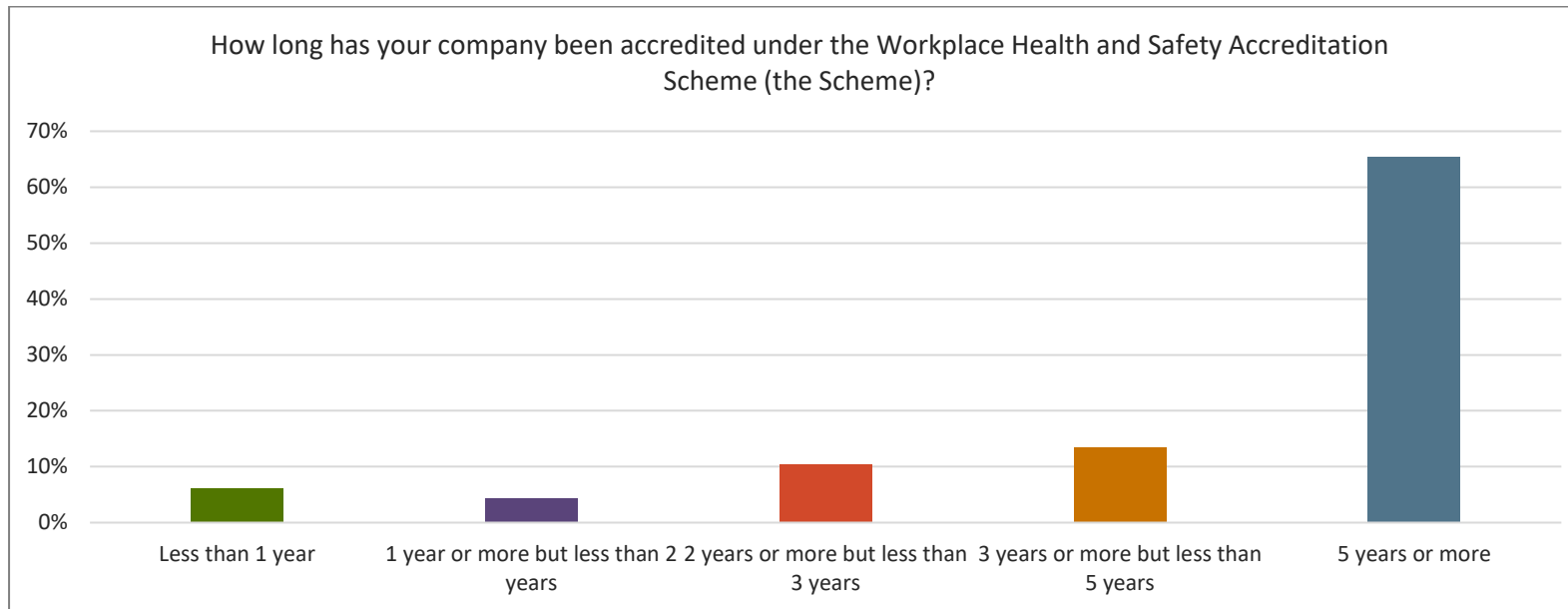
230 of these companies made submissions to the survey, constituting a response rate of 63.5 per cent, an increase of 14.3 percentage points from 2018. Questions in the survey were not compulsory and companies were also able to submit a “don’t know/not sure” response to a number of questions. For the purposes of this report “don’t know/not sure” responses have been excluded from the results.

Results

Section A: About your company

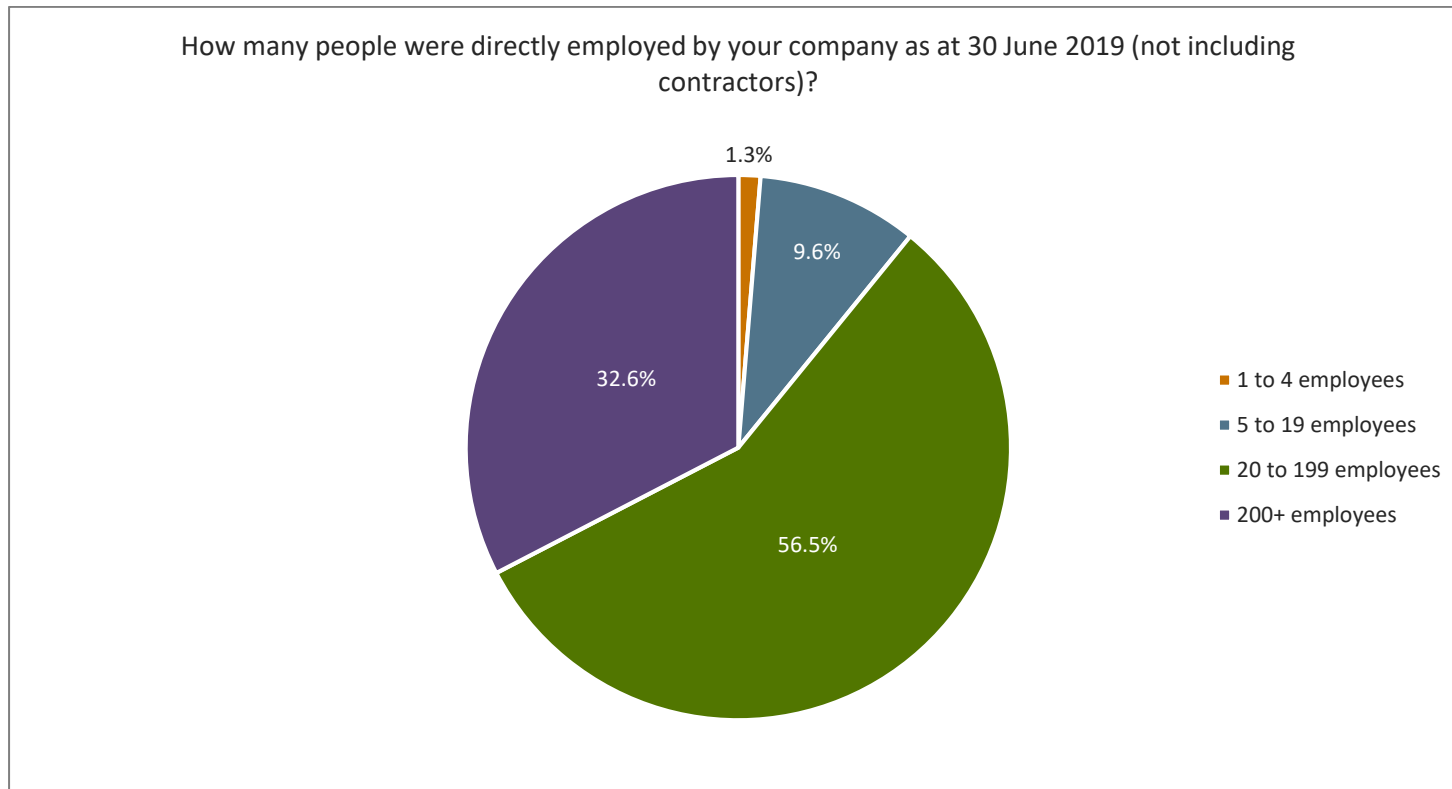
How long has your company been accredited under the Workplace Health and Safety Accreditation Scheme (the Scheme)?

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%



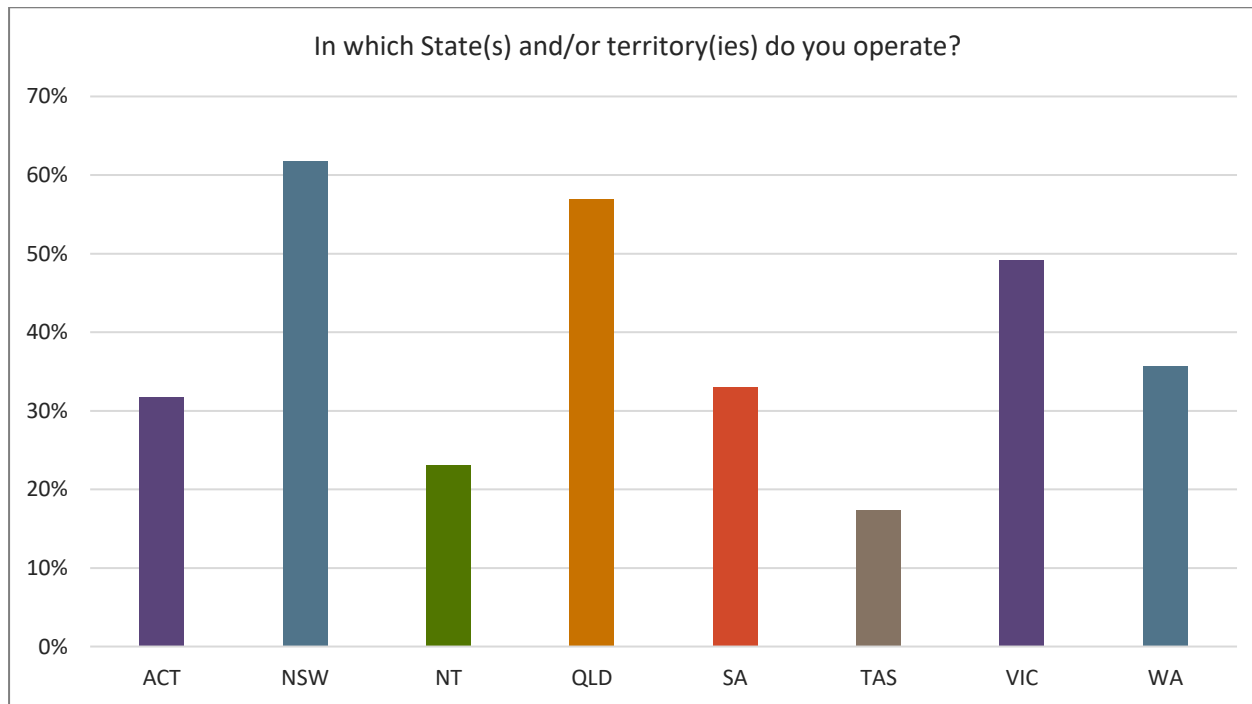
How many people were directly employed by your company as at 30 June 2019 (not including contractors)?

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%



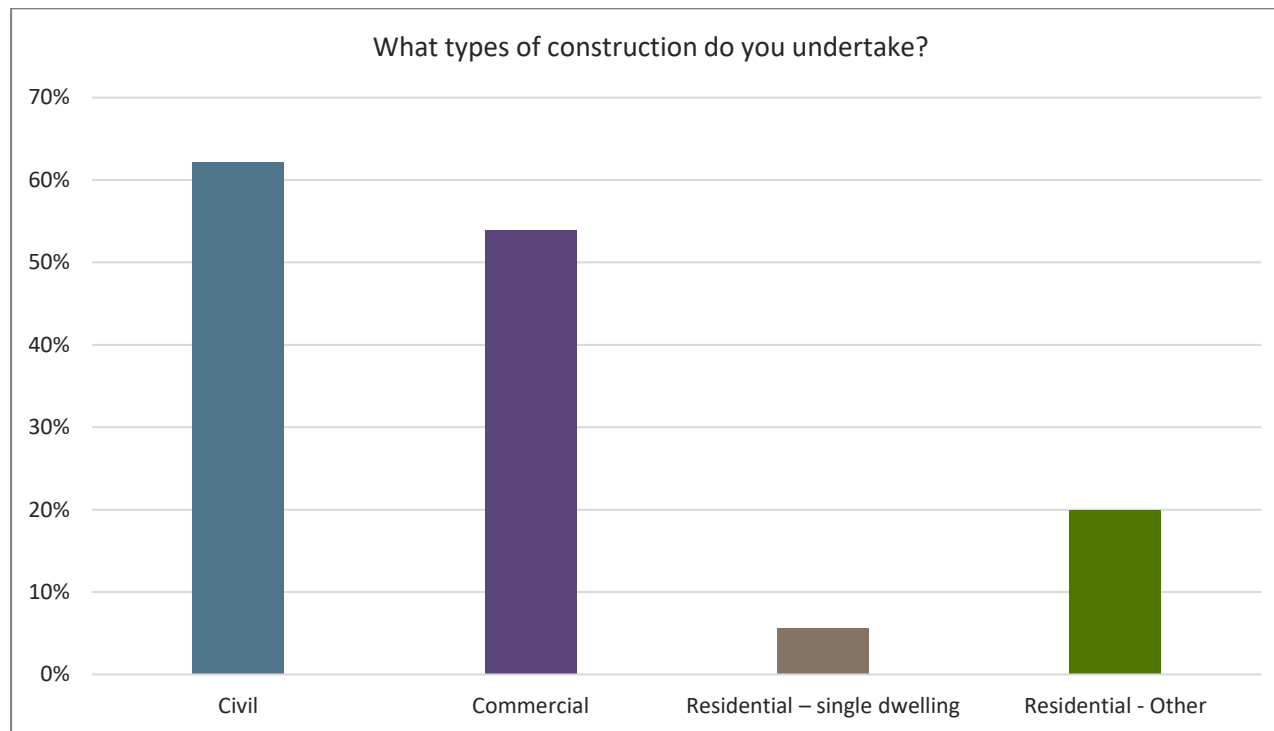
In which State(s) and/or territory(ies) do you operate? Select all that apply.

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.

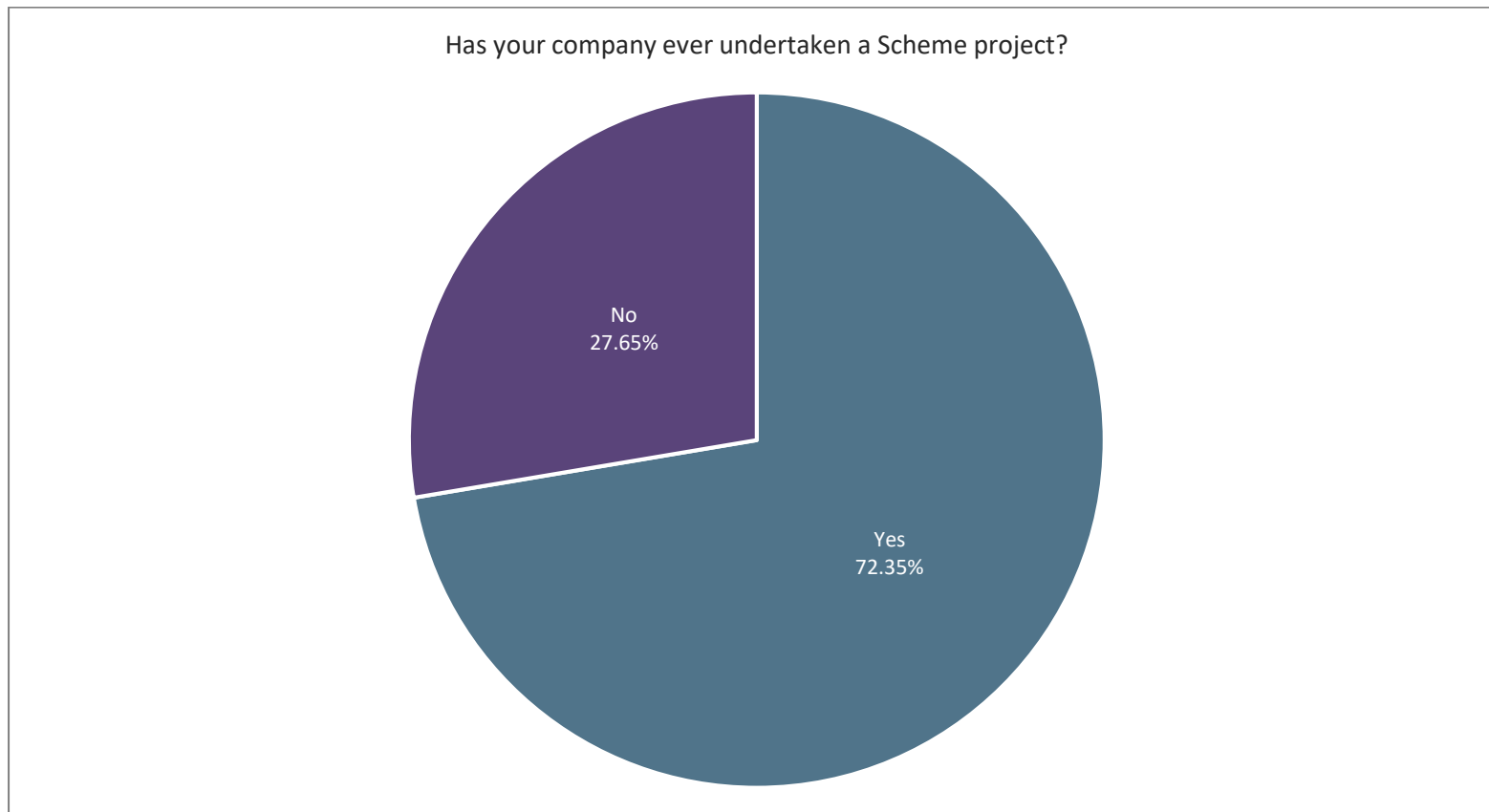
Response	Count	% of respondents (230 responses)
Civil	143	62.2%
Commercial	124	53.9%
Residential - single dwelling	13	5.7%
Residential - Other ¹	46	20.0%



¹ E.g. townhouses, terrace houses, duplexes, apartments, aged care facilities etc.

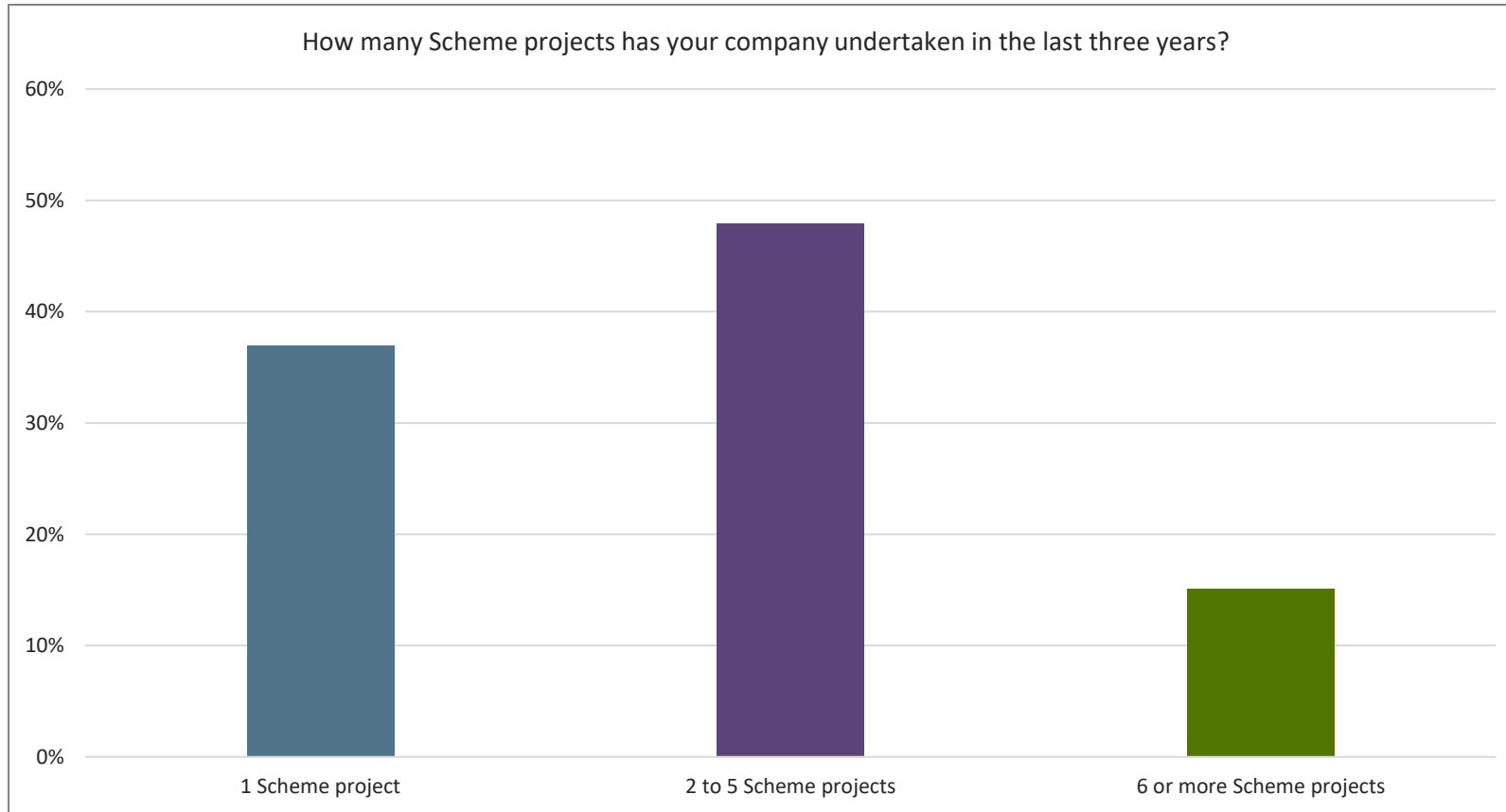
Has your company ever undertaken a Scheme project?

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?

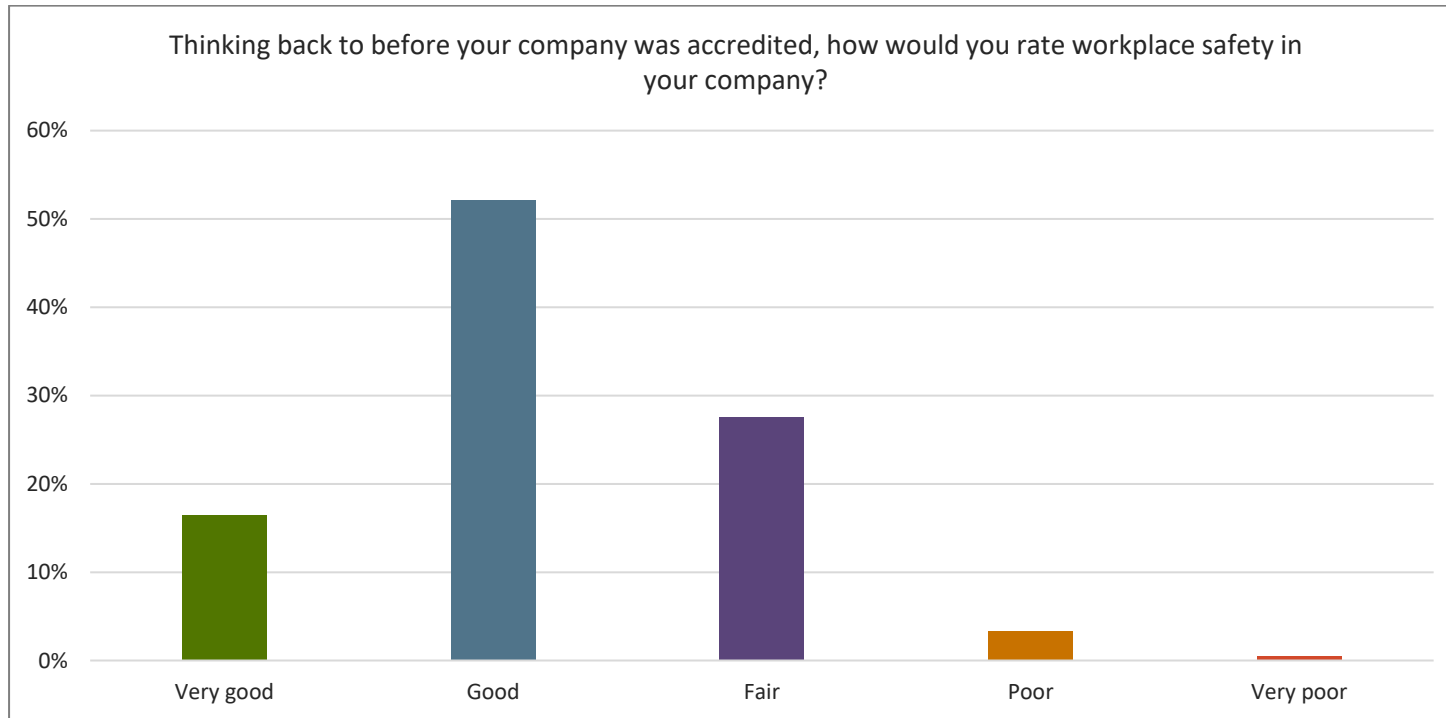
Response	Count	%
1 Scheme project	54	37.0%
2 to 5 Scheme projects	70	48.0%
6 or more Scheme projects	22	15.1%
Total	146	100.0%



Section B: Scheme Accreditation

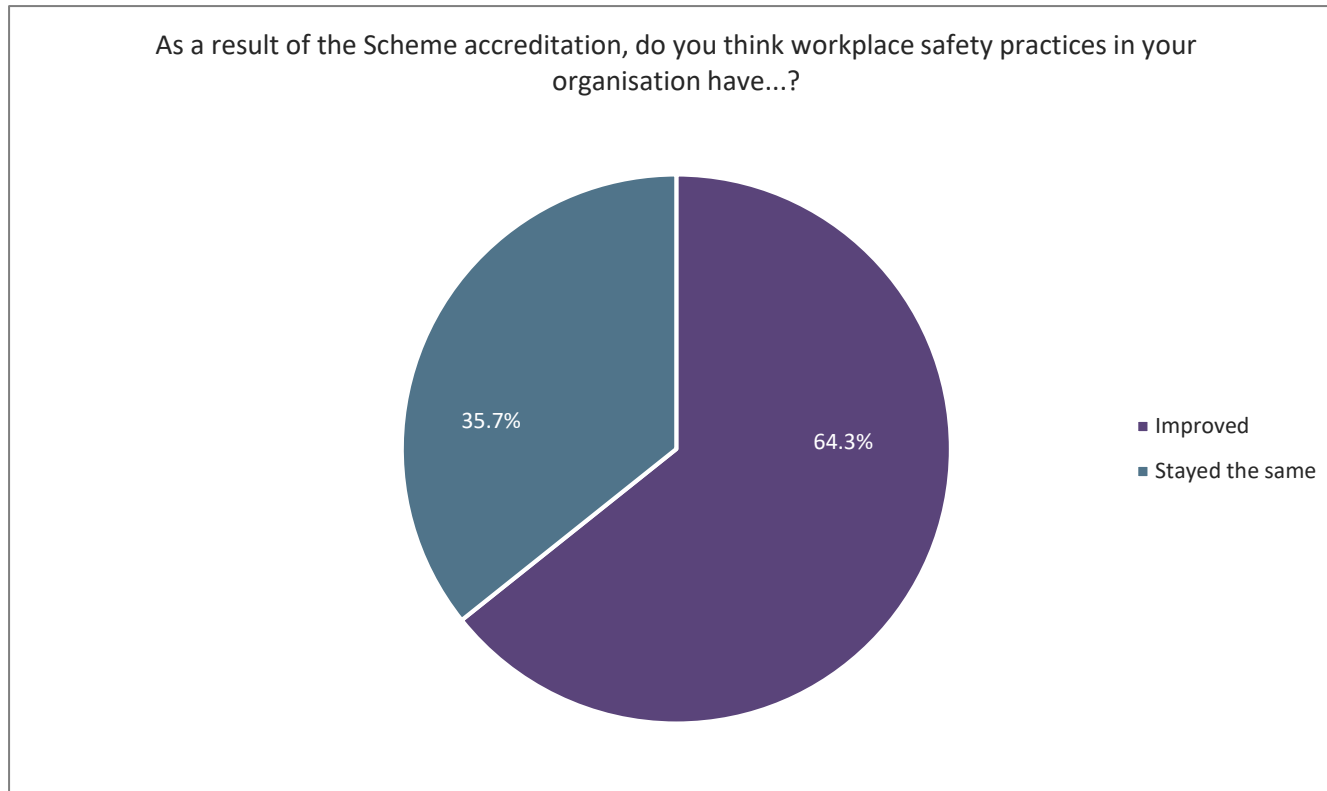
Thinking back to before your company was accredited, how would you rate workplace safety in your company?

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

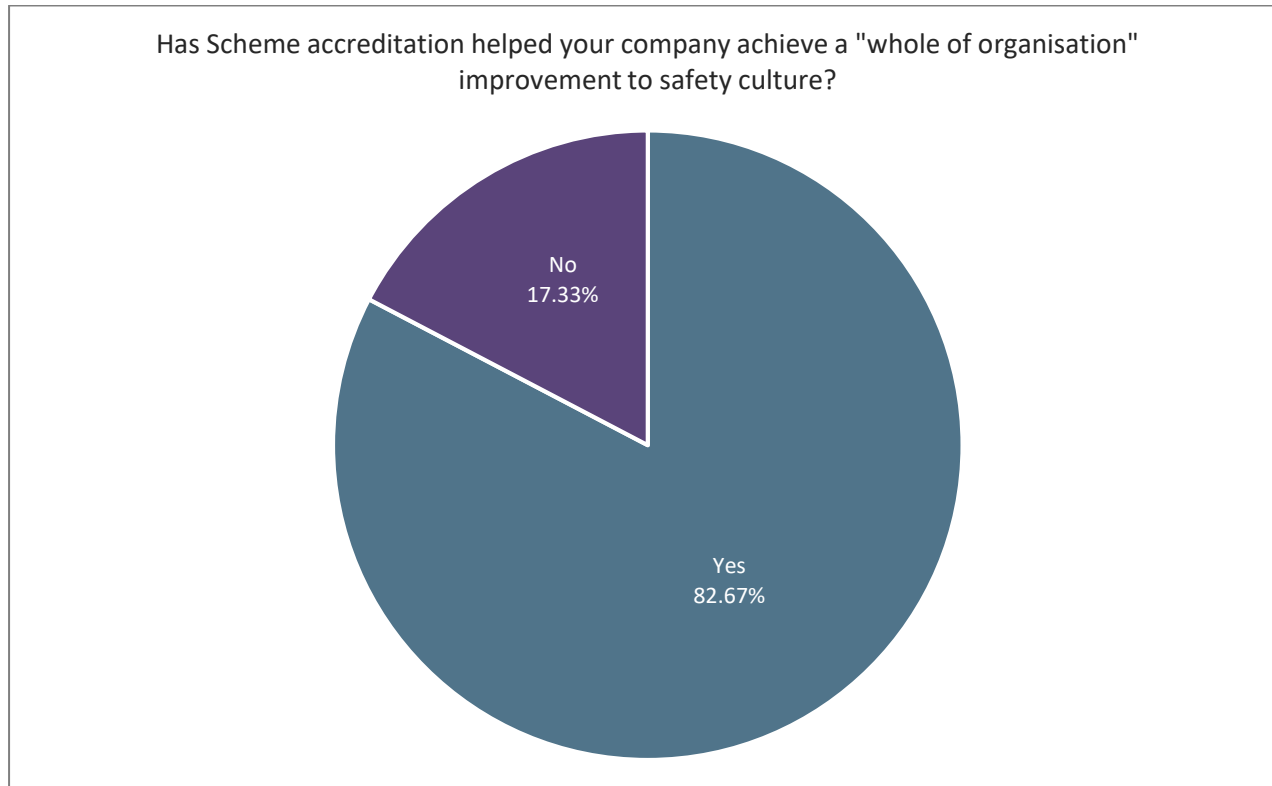
Response	Count	%
Improved	9	64.3%
Stayed the same	5	35.7%
Declined	0	0.0%
Total	14	100.0%



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.

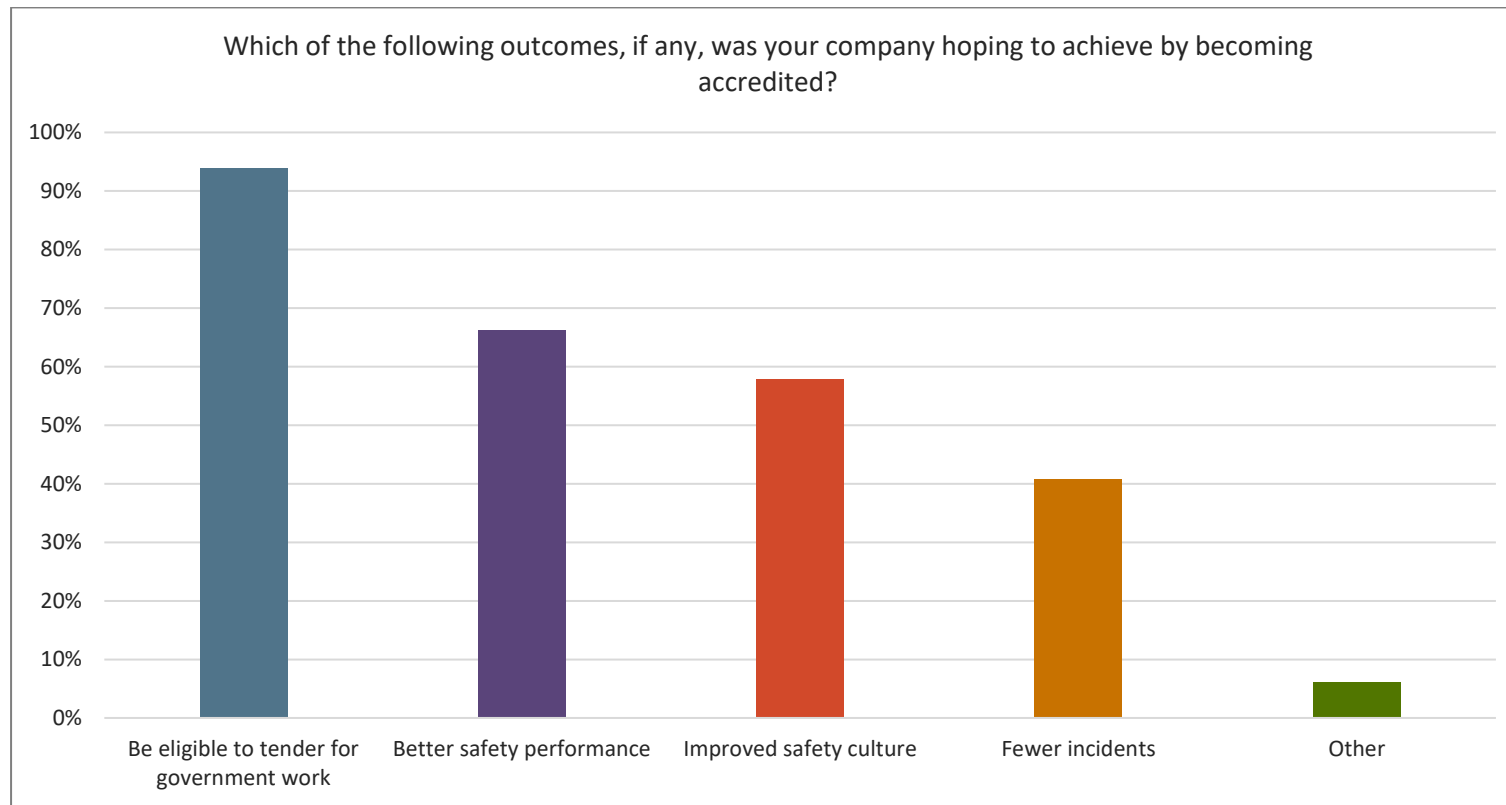
Has Scheme accreditation helped your company achieve a “whole of organisation” improvement to safety culture?

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



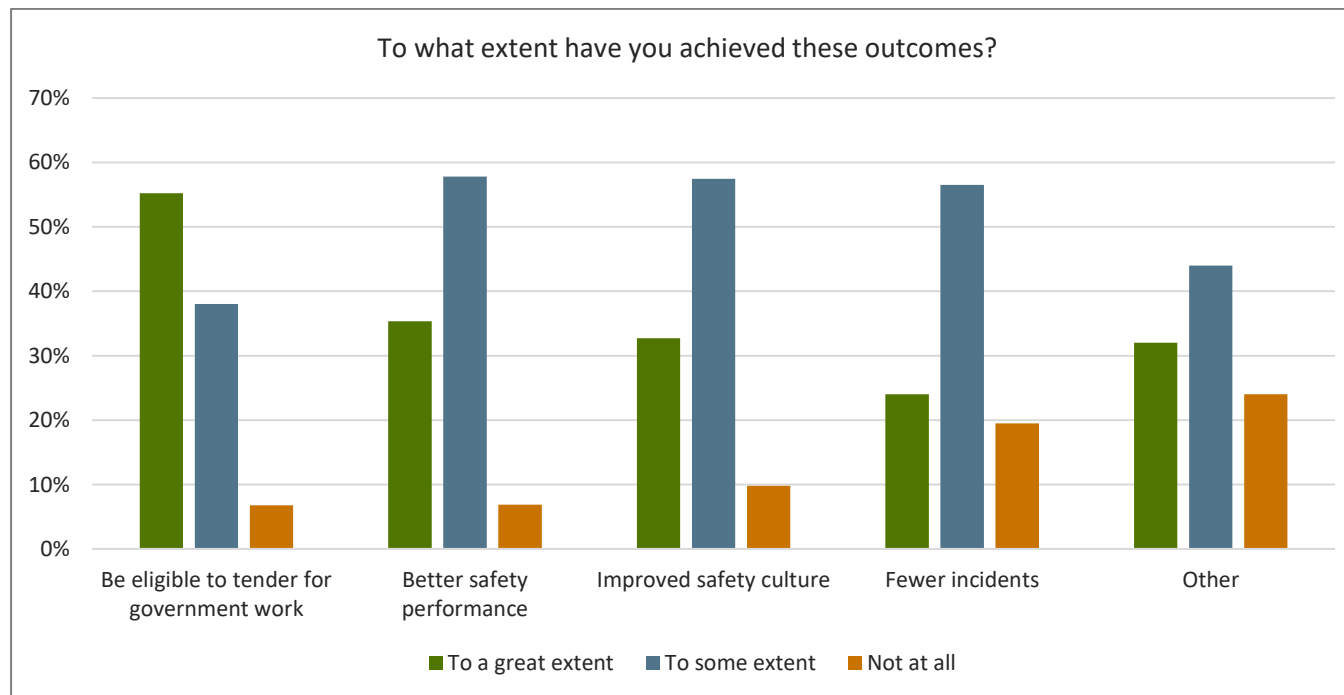
Which of the following outcomes, if any, was your company hoping to achieve by becoming accredited? Select all that apply.

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%



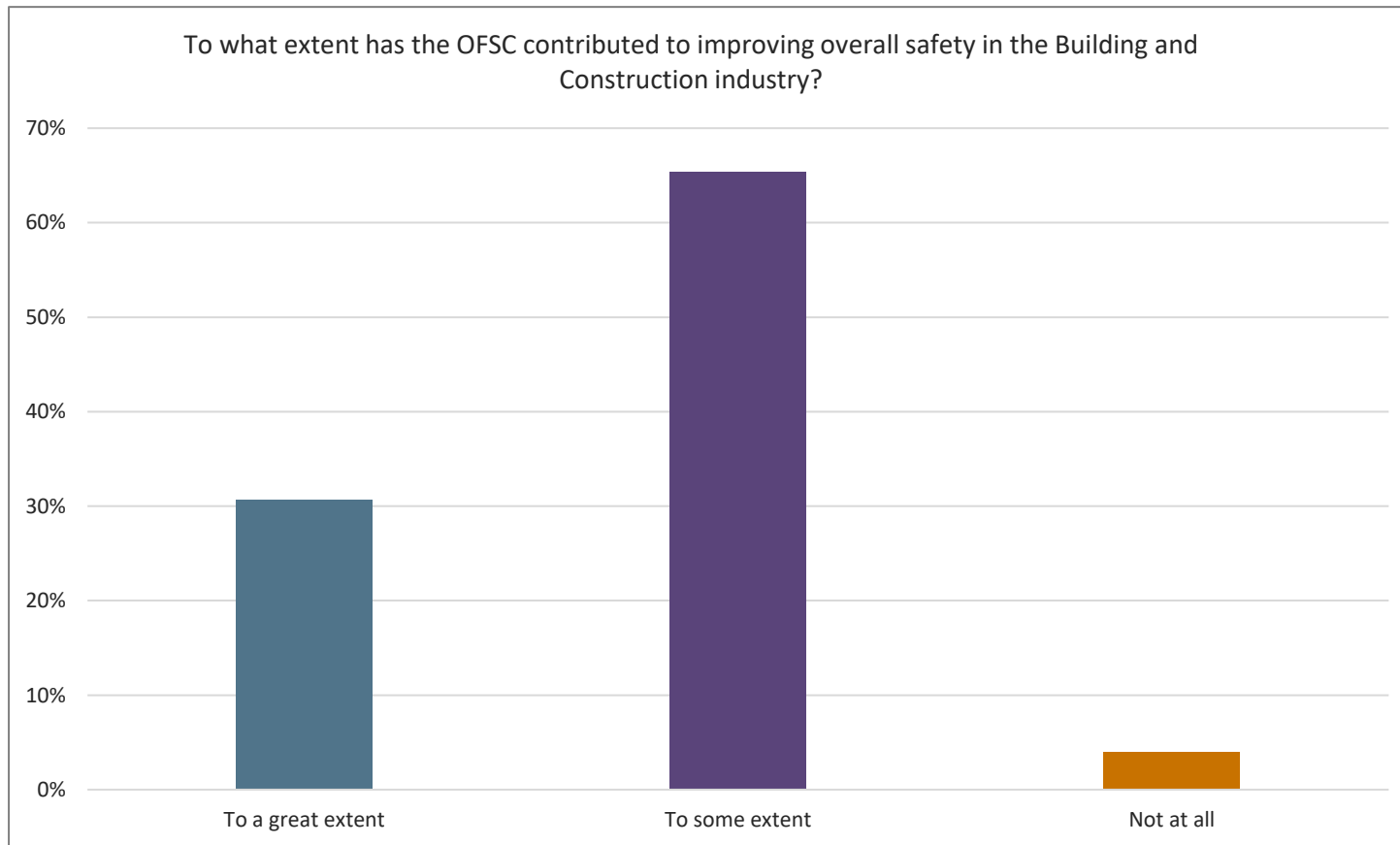
To what extent have you achieved these outcomes? Please select a response for each statement.

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)



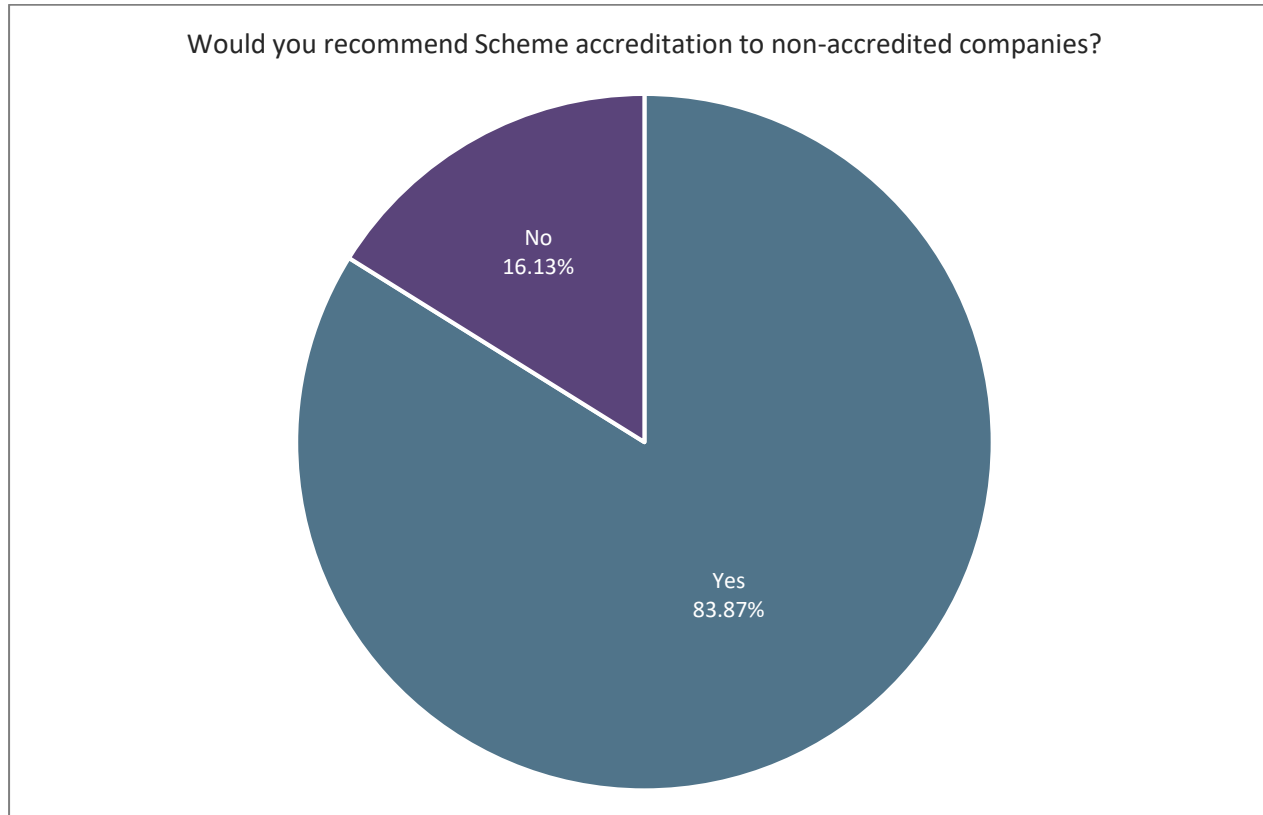
To what extent has the Office of the Federal Safety Commissioner (OFSC) contributed to improving overall safety in the Building and Construction industry?

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?

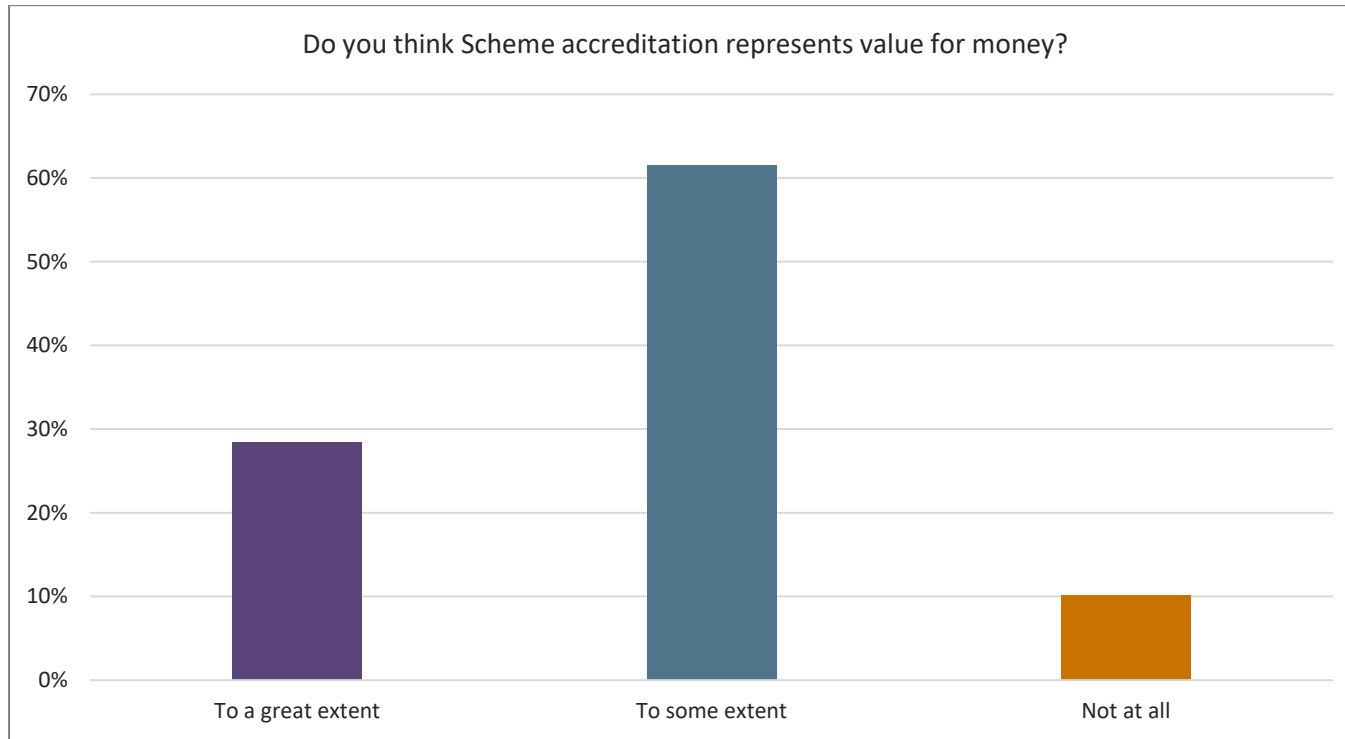
Response	Count	%
Yes	156	83.9%
No	30	16.1%
Total	186	100.0%



Section C: Cost of Accreditation

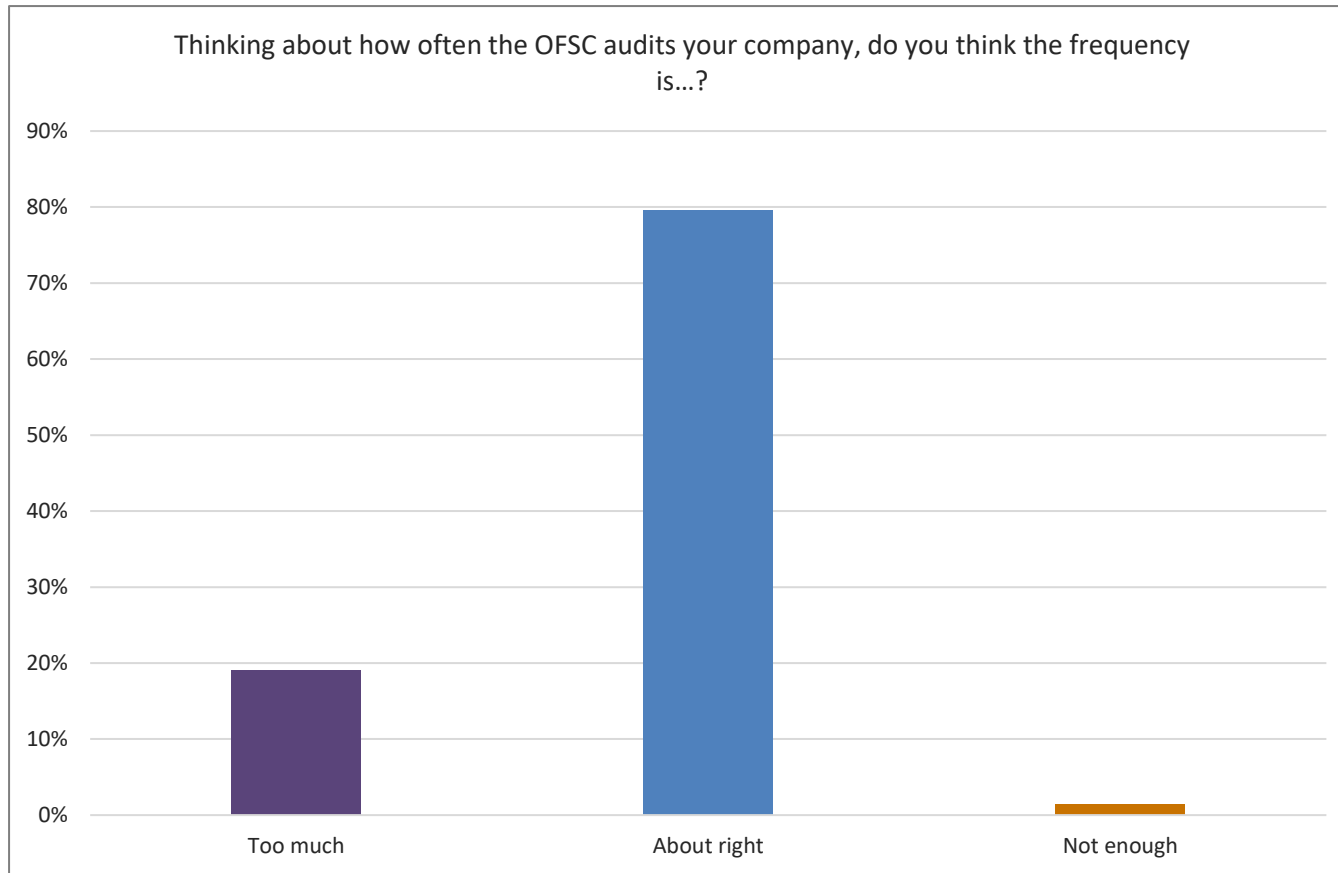
Do you think Scheme accreditation represents value for money (that is, weighing up safety/commercial benefits against any extra costs directly related to the Scheme)?

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%



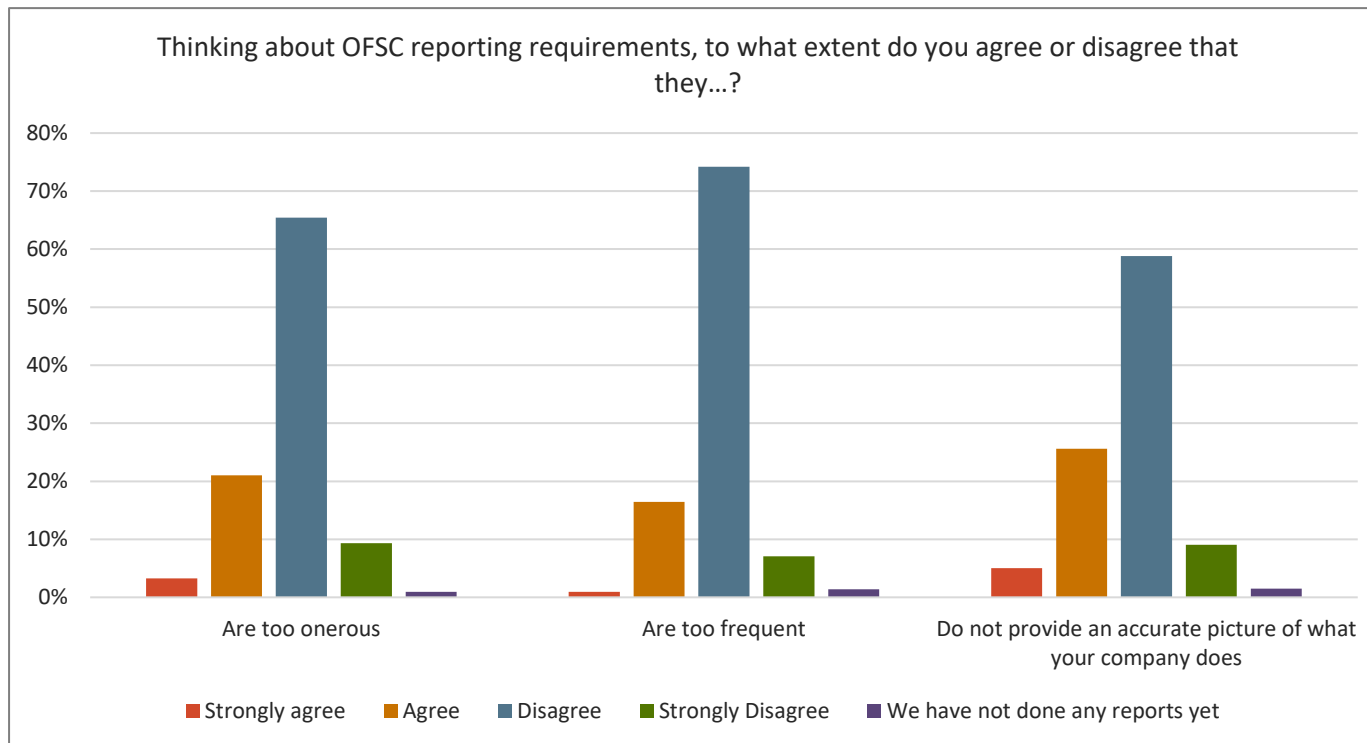
Thinking about how often the OFSC audits your company, do you think the frequency is...?

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.

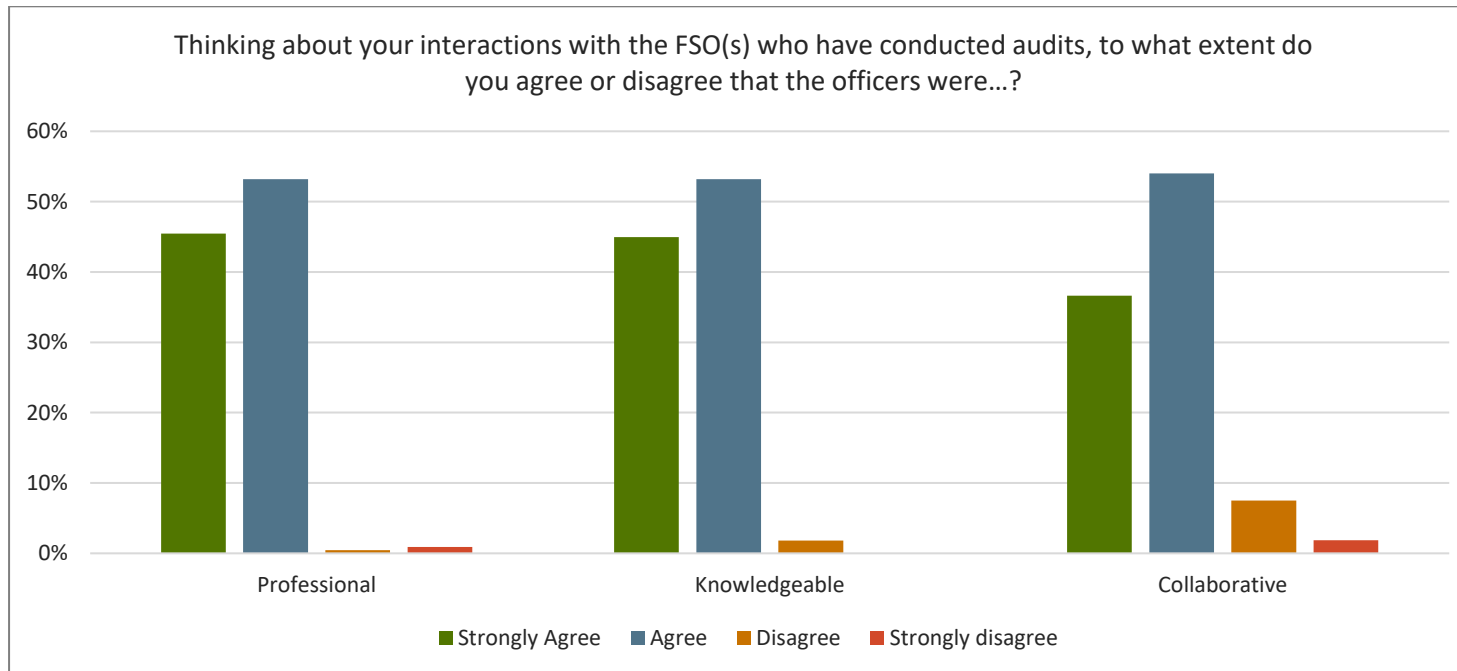
Category	Strongly Agree	Agree	Disagree	Strongly Disagree	We haven't done any reports yet	Total
Too onerous	3.3% (7)	21.0% (45)	65.4% (140)	9.4% (20)	0.9% (2)	100.0% (214)
Too frequent	0.9% (2)	16.4% (35)	74.2% (158)	7.0% (15)	1.4% (3)	100.0% (213)
Do not provide an accurate picture	5.0% (10)	25.6% (51)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



Section D: OFSC and FSO Performance

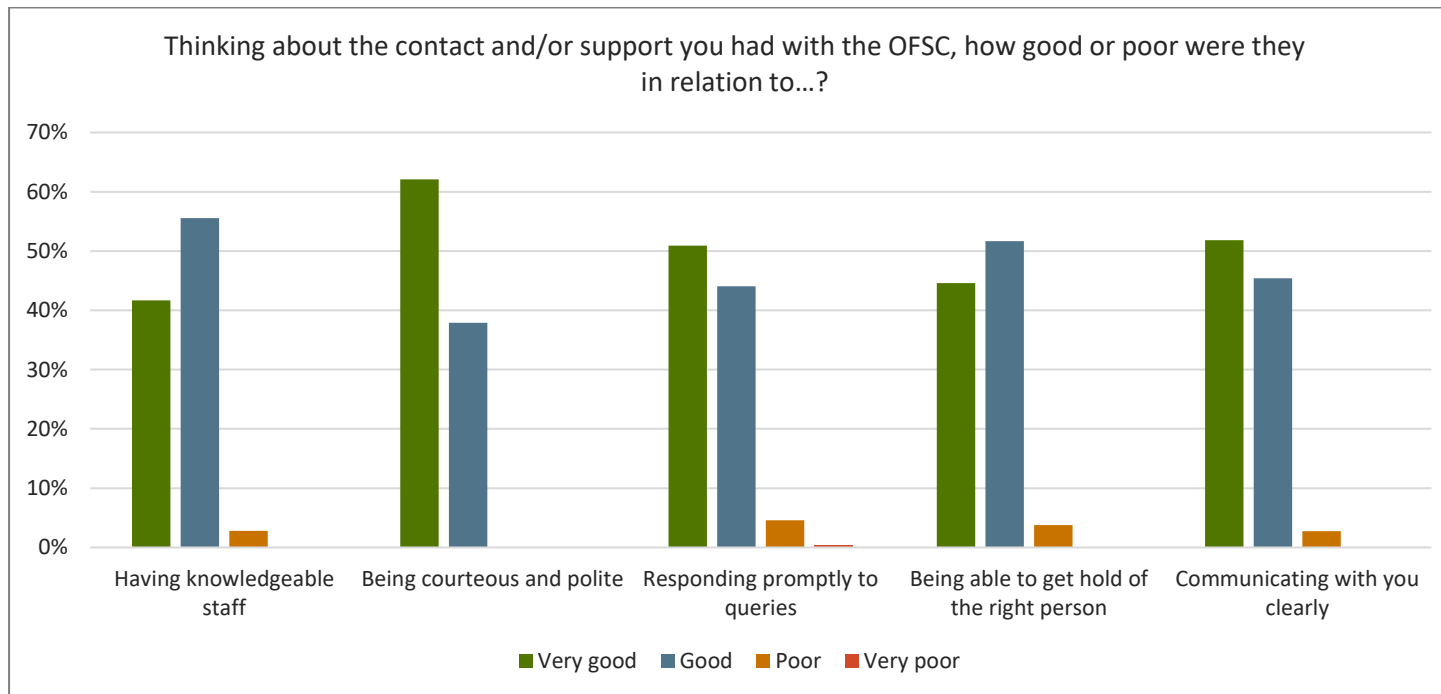
Thinking about your interactions with the Federal Safety Officer(s) who have conducted audits, to what extent do you agree or disagree that the officers were...? Please provide a response for each statement.

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)



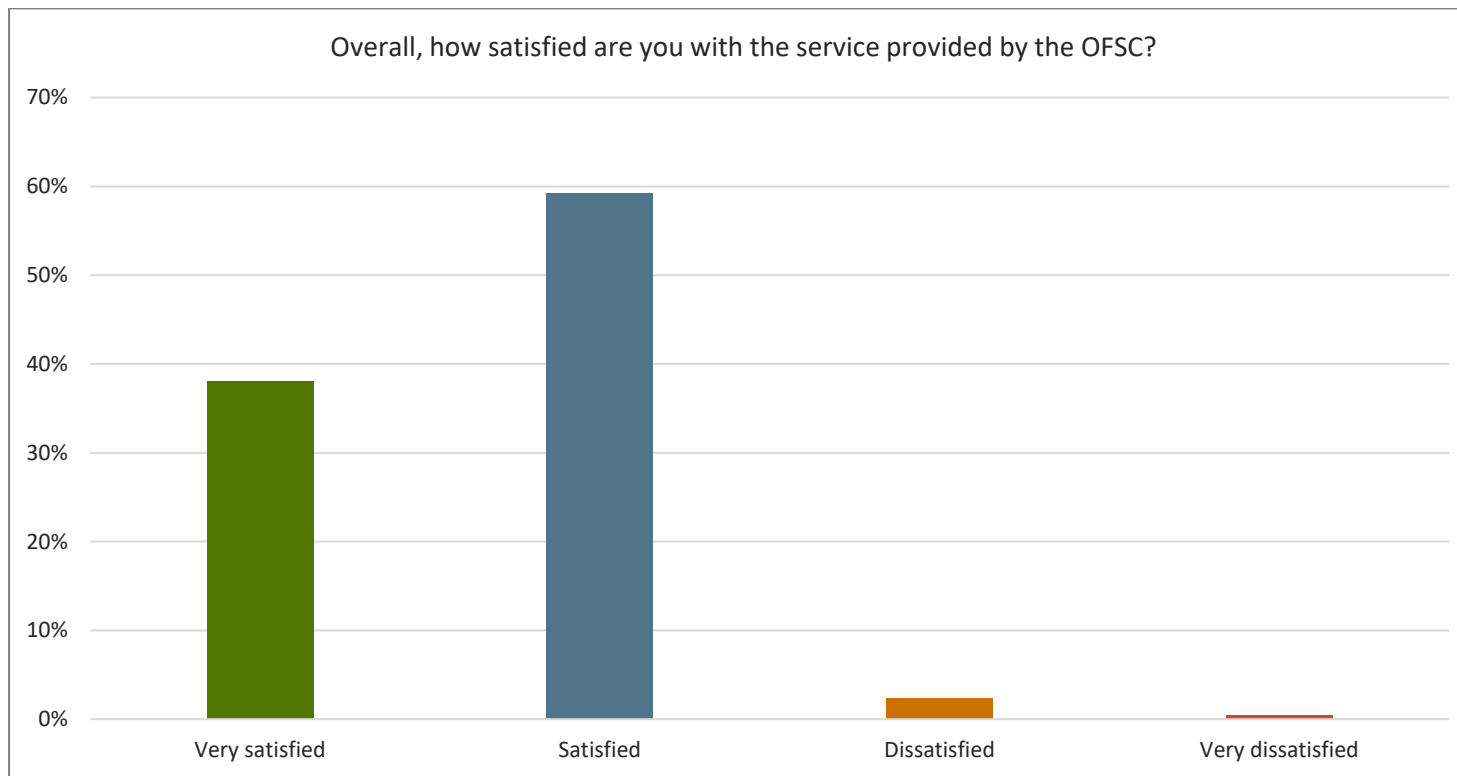
Thinking about the contact and/or support you had with the Office of the Federal Safety Commissioner (OFSC), how good or poor were they in relation to...? Please provide a response for each statement.

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)



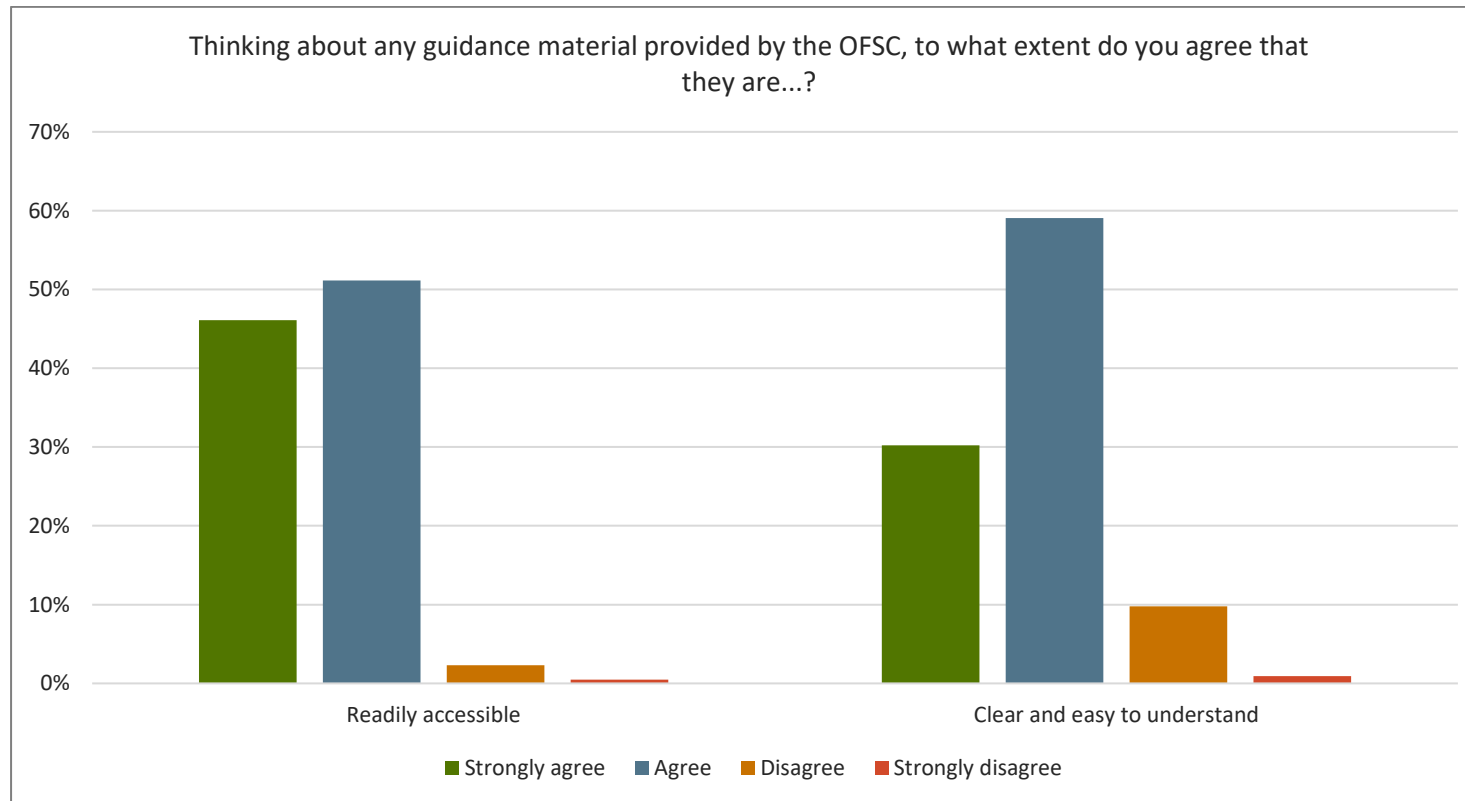
Overall, how satisfied are you with the service provided by the Office of the Federal Safety Commissioner?

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



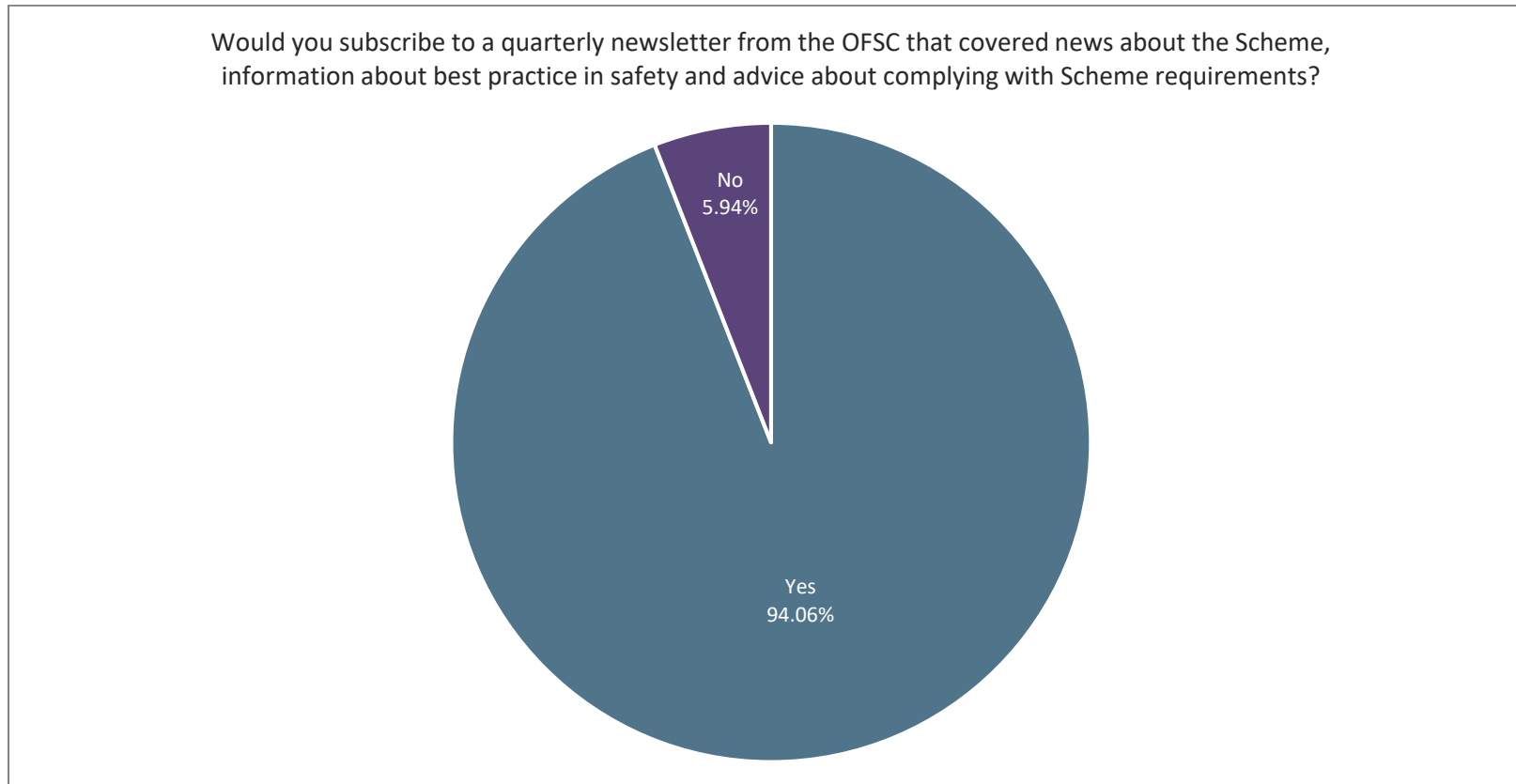
Thinking about any guidance material provided by the OFSC, such as the audit criteria guide, the FSC Online WHS Report Guide, and website information, to what extent do you agree that they are...? Please provide a response for each statement.

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%



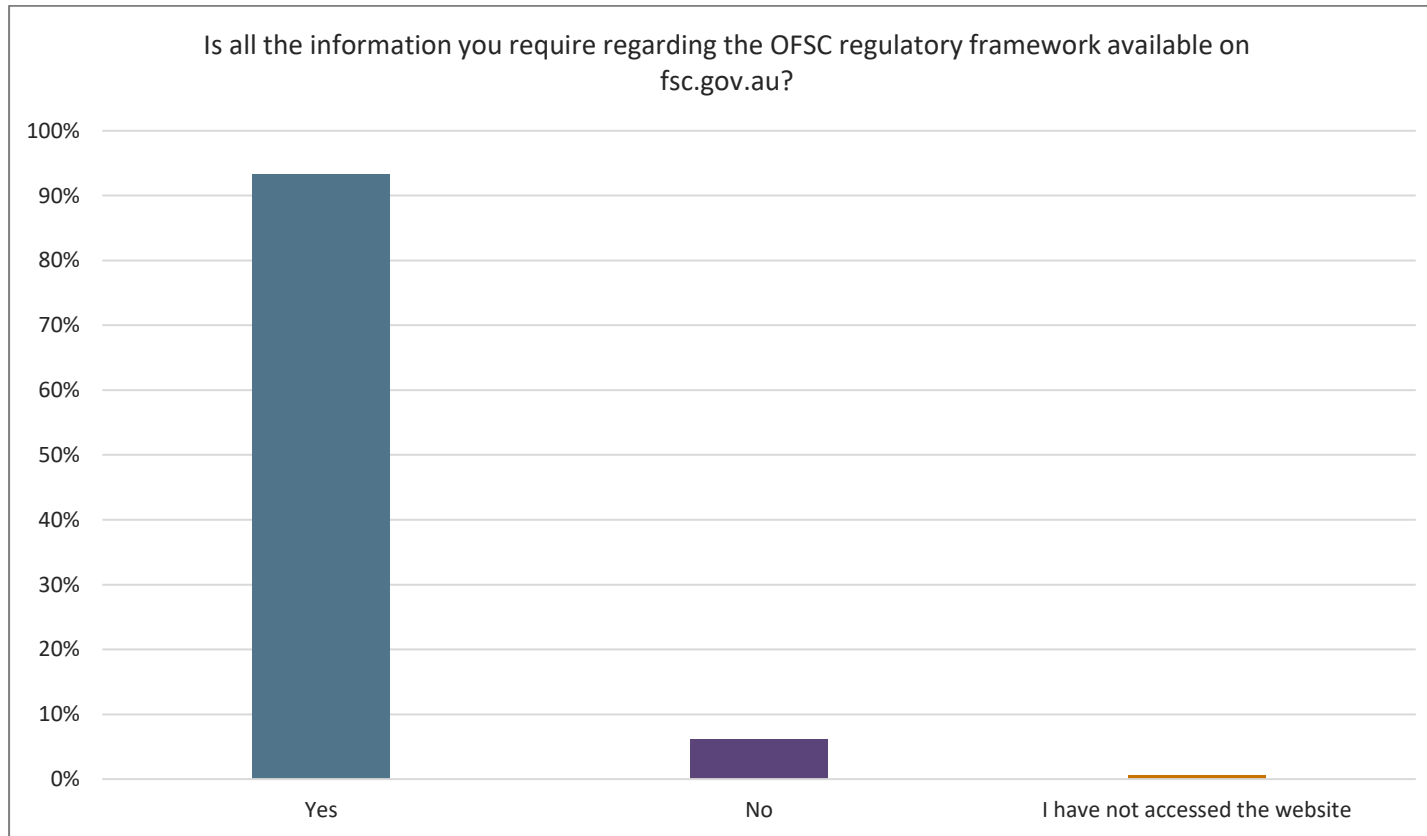
What would you like to see included in the newsletter? Select all that apply.

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?

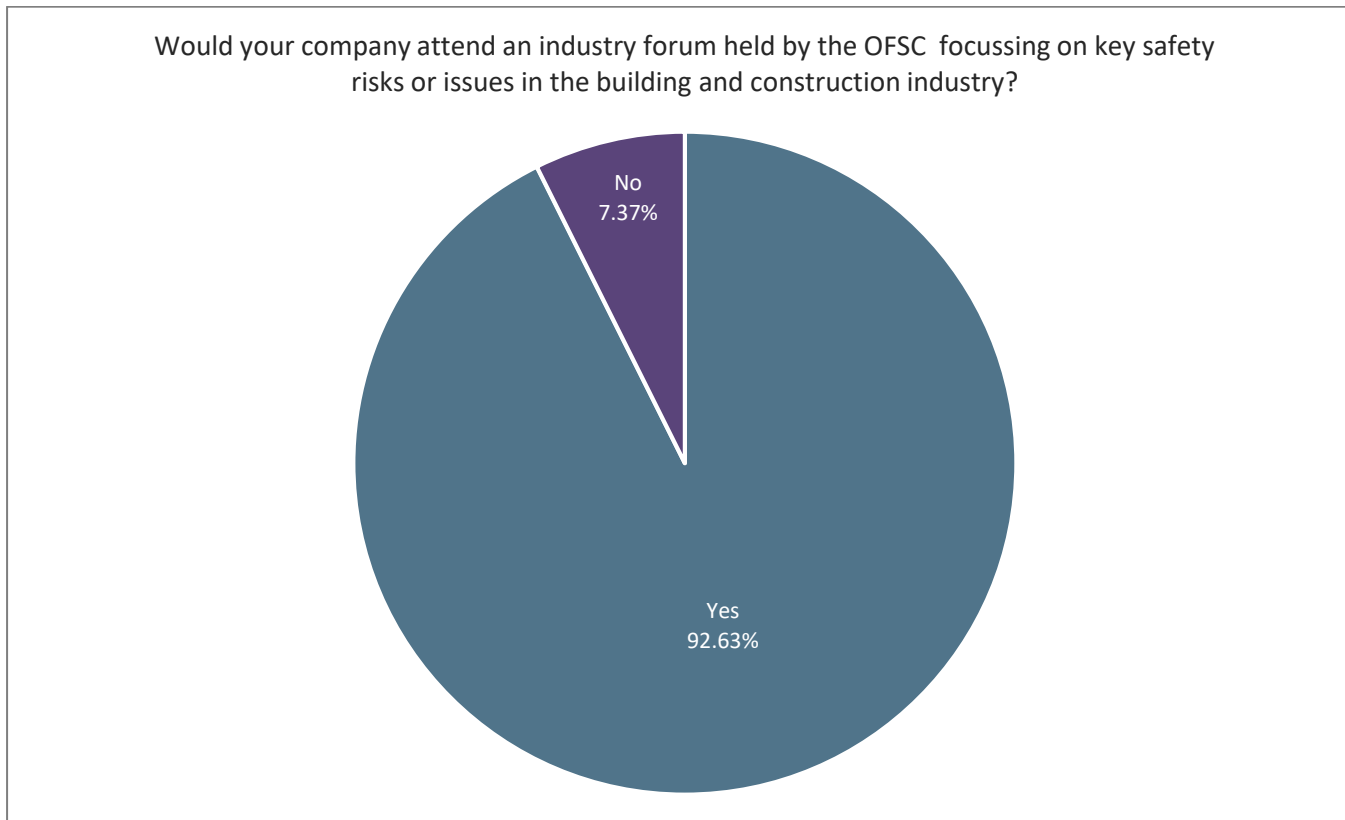
Response	Count	%
Yes	167	93.3%
No	11	6.2%
I have not accessed the website	1	0.6%
Total	179	100.00%



Section E: OFSC Industry Forum

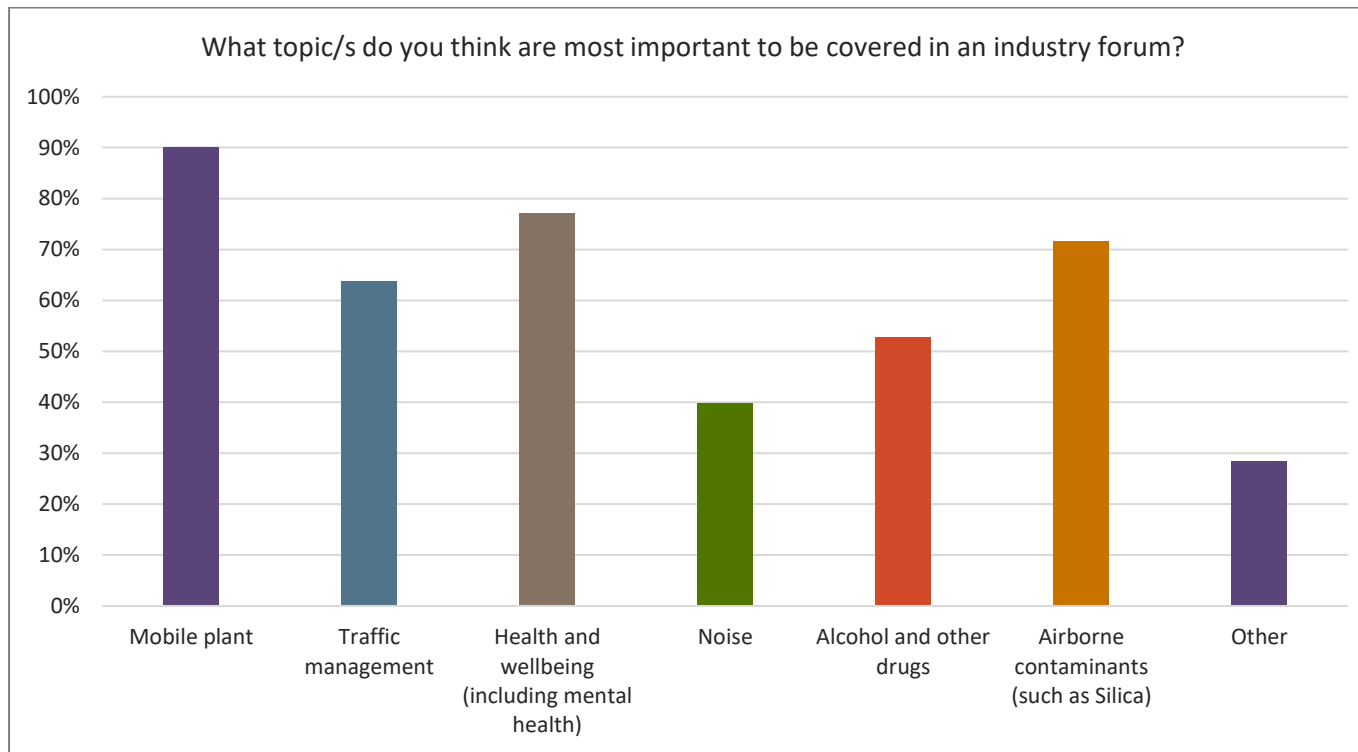
Would your company attend an industry forum held by the Office of the Federal Safety Commissioner focussing on key safety risks or issues in the Building and Construction industry?

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



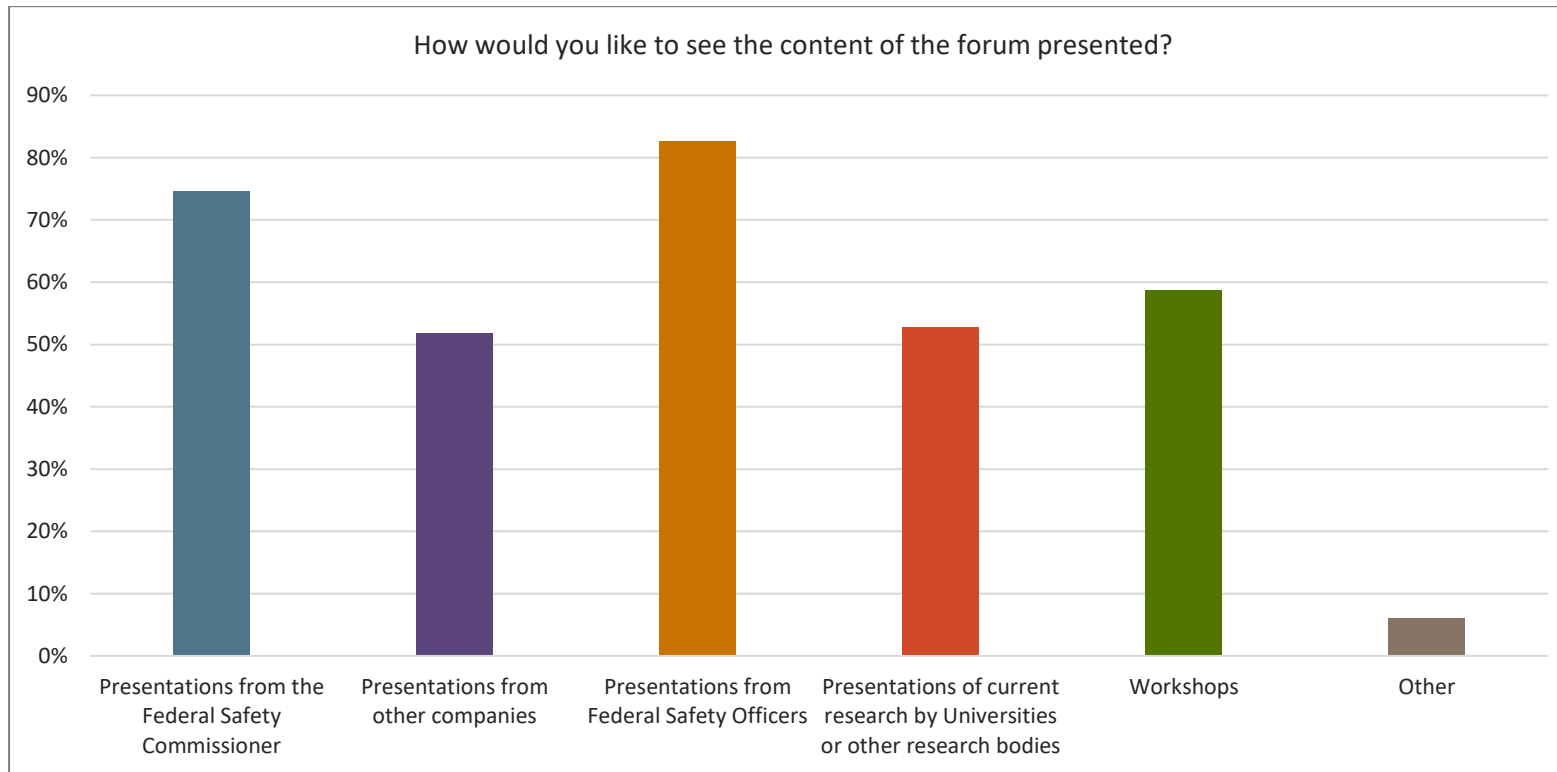
What topic/s do you think are most important to be covered in an industry forum?

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%



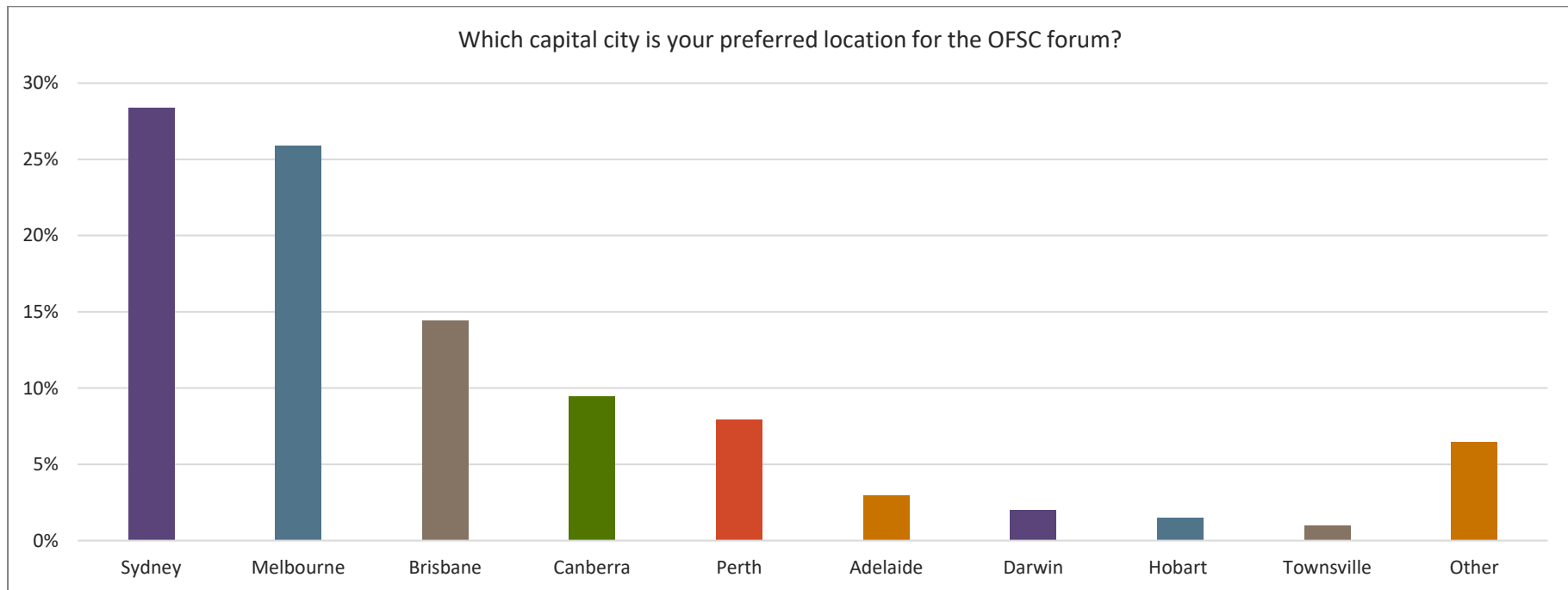
How would you like to see the content of the forum presented? Select all that apply.

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%

