



**Myriad Consultancy**

*'the Market Research people'*

***Research Report***

Client: *WorkCover Tasmania*

Project: *Advisory Service – Client Survey*

*August 2008*

## *Index*

	<i>Page No.</i>
Executive Summary ... ..	2
Discussion ... ..	7
1. Background ... ..	8
2. Research Objectives ... ..	9
3. Methodology ... ..	9
4. Research Findings ... ..	11
Q1. How first heard about Advisory Service ... ..	11
Q2. Satisfaction with Program administration ... ..	14
Q3. Rating of Advisor ... ..	15
Q4. Satisfaction with Advisory Service ... ..	21
Q5. Usefulness of information provided ... ..	22
Q6, 7. Improvements since Advisor visit ... ..	25
Q8, 9. Focus on health and safety in workplace ... ..	29
Q10. Recommendation of Advisory Service ... ..	32
Q11. Anything else needed ... ..	33
Q12. Future plans for health and safety in workplace ... ..	34
Q13. Most positive aspect of Advisory Service ... ..	37
Q14. How could Advisory Service be improved ... ..	39
Contact for further research ... ..	40

Appendix A – Client letter

Appendix B – Survey questionnaire

## Executive Summary

This research was commissioned by WorkCover Tasmania to provide an objective assessment of client satisfaction with the WorkCover Health and Safety Advisory Service Program after its first year of operation.

The research outcomes will directly input a comprehensive review of the Advisory Service Program to be conducted.

The research comprised a telephone survey of the target group – Tasmanian enterprises that had accessed the Advisory Service during the past 12 months. This group was a mix of self referred clients; others referred by industry partners (eg. industry associations, Business Enterprise Centres) or by the Workplace Standards Inspectorate; and some businesses within high risk industry sectors (transport and manufacturing) specifically targeted by the Program.

Interviews were conducted by the Myriad Research field team during August 2008 via a structured questionnaire which measured a range of indicators relating to service delivery and perceived value, resultant actions in the workplace and future needs of the responding enterprises.

The survey sample of 86 enterprises from the total available group of 106 Advisory Program clients represents a very strong response rate of 81%, and provides statistically valid results for the total target group.

### Key research findings

*Respondents were asked how they first heard about the WorkCover Advisory Service ...*

- This was likely to be as a result of being contacted by WorkCover – 27% of total sample; through membership of a business enterprise centre or industry association (15% of total); or at a business seminar or forum (13%).

*How satisfied were clients with the administration of the WorkCover Advisory Service - management and co-ordination, etc?*

- A very high 94% of survey respondents reported satisfaction with Program administration, with 2 in 3 respondents 'very satisfied'. Just one respondent was reportedly dissatisfied with this aspect.

*Respondents were next asked to provide an assessment of their WorkCover advisor in relation to a number of important attributes. The following table summarises responses.*

<b>Attribute</b>	<b>% agree</b>
a) Had a good understanding of small business generally	96.5
b) Communicated to me in a language that was easy to understand	97.7
c) Provided practical solutions to improving safety in my workplace	88.1
d) Provided affordable solutions to improving safety in my workplace	81.0
e) Provided good examples of how things could be improved	88.2
f) Recommended changes that were relevant to my business	85.7

- As the table indicates, Program Advisors have achieved a very effective level of engagement with clients with a good understanding of business operation, clear communication and relevant solutions for improving workplace health and safety.
- There were some small regional variations noted in this strong result – southern region was marginally lower for some aspects. Those clients who self referred to the Advisory Program generally showed a similar level of satisfaction compared with other clients, across the various attributes.

*Overall satisfaction with the WorkCover Advisory Service Program?*

- Again a very strong result, with 92% of respondents reportedly satisfied with the Service, including 70% 'very satisfied', and just two respondents dissatisfied.

*The next series of questions assessed the impact of the Advisory Service on health and safety outcomes in the workplace ...*

*Firstly - the usefulness of written information provided ...*

- Most respondents (87%) found the written information to be useful – 55% 'very useful'. Some relevant verbatim comments -

*'well written and easy to understand'*

*'it was comprehensive, relevant and time saving to get all the information from the one source'*

*'clear and straightforward'*

*... and next a critical question ... have there been any improvements to workplace health and safety as a result of the Advisory Program contact?*

- Yes in 94% of cases – 81 of the 86 enterprises surveyed. The very high result was similar for both self referred and other businesses – and exceptional for northern Tasmania with 100% of businesses reporting consequent improvements to workplace health and safety.
- Improvements were both specific and general across a wide landscape of potential risk areas as the table shows.

<b>Area of improvement</b>	<b>% of respondents</b>
Involved/consulted staff	53.5
Established hazard management process	39.5
Documented safety processes or developed safety manuals	44.2
Established incident reporting system	29.1
Improved manual handling/lifting	29.1
Improved electricity/installed power boards and RCDs	17.4
Safe storage of chemicals	16.3
Improved floor/developed system to reduce slips and trips	20.9
Addressed working at heights	17.4
Developed First Aid/emergency procedures	27.9
Installed guarding on machinery	16.3
Addressed items identified by Advisors	40.7

- Other improvements (reported by 44% of respondents) included actions in relation to site and equipment signage, staff induction and general implementation of policies and procedures.
- The total count of reported improvements to workplace health and safety computes to 4.2 actions on average for each surveyed enterprise.
- Just 5 respondents (6% of total) had not at the time of interview made any improvements following Advisory Service contact – likely to be due to cost and/or available time.

*Respondents were next asked about health and safety in their workplace, whether there had been a change in focus since the Advisory Service contact, and whether they would recommend the Advisory Service to other businesses.*

- Two in three businesses reported an improvement in workplace health and safety. 35% said it had stayed 'about the same'. This group included some respondents who already had a positive health and safety record, so improvement may not have been so relevant.
- No respondent reported any deterioration in workplace health and safety standards since the Advisory contact.
- The focus on health and safety since the Advisory visit has reportedly increased in just over 70% of cases, with 28% reporting that it had 'stayed about the same' – again there may have already been a strong focus for some within this group.
- Those enterprises surveyed were very likely to recommend the WorkCover Advisory Service to other businesses – 93% of those surveyed, with 3.5% of the group having already recommended the Service to others.

*Clients of the Advisory Service currently receive two visits from the Program consultants. Respondents were asked if there was anything else they needed additional to these sessions to address health and safety issues in the workplace.*

- Most respondents (75%) were happy with the status quo. Around 1 in 5 respondents did indicate additional needs – likely to relate to more time/money to implement changes in the workplace; advice/training to address specific areas; and more visits!

*Respondents were asked if they had plans to further improve safety and health in their workplace ...*

- 95% of the enterprises surveyed – 82 of the total sample of 86 organisations – indicated they had plans in place to further improve workplace OHS.
- The Report contains a range of intended actions, both general and specific, and very likely to have been prompted by the Advisory Service visits.

*What was the most positive aspect of the WorkCover Advisory Service for the respondent business ... and where could the Service be improved?*

- The respondent comments within the Report are a glowing endorsement of the Advisory Service Program, and its effectiveness in engaging Tasmanian enterprises in the challenge to improve workplace health and safety. Business owners and managers have appreciated the way consultants have approached the task, the useful advice provided and the guidance in achieving positive changes. Some typical comments from the Report ...

*'face to face contact. Someone easy to talk to with an understanding of small business. Not a heavy handed approach'*

*'co-operation without the big stick mentality made it possible to achieve the desired result'*

*'someone from the outside with fresh eyes'*

*'it was all positive ... they were very helpful, reassuring us that we were on the right track, and making it uncomplicated'*

*'on site approach. They actually show you at your own workplace, so more relevant than reading from a book or on the phone. Gave us encouragement'*

- Service improvement suggestions were likely to relate to
  - training for specific health and safety areas
  - more pro-activity in contacting businesses and promoting the service generally
  - a more structured visiting program covering all businesses
  - a change of culture across the whole government OHS service with the Advisory Service Program as a role model.

## Discussion

The survey outcomes are a **very encouraging report card** for the first twelve months of the Advisory Service operation ... in fact some of the results are exceptional.

Administration of the Program has been well received in terms of its efficient management and co-ordination. Program advisors have engaged effectively with business owners and managers in communicating the health and safety areas that need to be addressed in the workplace, and in providing relevant and practical solutions.

Most importantly, the Advisory Service has stimulated *action* with 94% of enterprises indicating actions to improve workplace health and safety as a *direct* result of contact with the Program, with an improved focus on health and safety in over 70% of cases.

Whilst *actual* improvement in workplace health and safety is reportedly lower at 64% of the total sample – perhaps indicating a time lag between actions and result – almost all enterprises surveyed reported plans in place to further improve workplace health and safety.

Clients of the WorkCover Advisory Service have appreciated the *manner* in which the advisors have approached their business and provided relevant and practical advice, then guided workplace actions. This may explain the 96.5% of enterprises surveyed that would be likely to recommend the Advisory Service to other business colleagues ... or have already done so!

The research was conducted with due regard to the relevant Privacy Principles so that all respondents were encouraged to 'have their say' in an open and honest forum without fear or favour. Hence the outstanding result is considered to be a **true reflection of client perspective**, rather than a false reading based on other factors.

The challenge for the Program is to be able to engage with a wider cross section of the Tasmanian workplace – both numbers and types of business enterprises – using the *springboard* of a very strong first year result and the learnings there from. **Current clients** are likely to be **advocates of the Program**, spreading a positive message, hence referral opportunities to other businesses. Apart from direct contact by service advisors, the value of the Program can be promoted by way of business seminars and the like, industry media and business partners.

## 1. Background

The WorkCover Advisory Services Program is an initiative of WorkCover Tasmania. It assists Tasmanian businesses, particularly SMEs, with workplace health and safety by way of an on-site advisory service delivered by WorkCover consultants. The Program has been in operation for approximately 12 months and results from a conscious decision to shift the focus from general awareness campaigns to direct advice and assistance to Tasmanian businesses.

Over 100 businesses have participated in the Program to date, with clients derived from referrals (from business partners, the Workplace Standards inspectorate and self referrals) and via targeted programs developed by the advisors – to the high risk industry sectors of transport and manufacturing.

Research with target businesses was conducted in 2007 to inform Program design and delivery. This research has been commissioned to measure the effectiveness of the Program in terms of client satisfaction. The research outcomes will directly input a comprehensive review of the Advisory Services Program commencing in September 2008.

## 2. Research Objectives

An independent assessment of client satisfaction with the WorkCover Advisory Services Program conducted via valid market research method, and specifically to provide valid baseline measures for key aspects of the Program as follows –

- information sources about the Program;
- satisfaction with Program management and co-ordination;
- satisfaction with service provided by the advisor;
- overall satisfaction with the service;
- perceived usefulness of the Program in relation to workplace safety issues.

The research will also provide client feedback in relation to

- resultant improvements to workplace safety;
- suggestions for improvements to the Advisory Services Program.

### 3. Methodology

A telephone survey of Program clients was conducted during August 2008. Interviews were conducted by the Myriad Research field team via a structured questionnaire designed in association with WorkCover Tasmania, and based on survey instruments used in other states to assess similar programs – refer to *Appendix B*.

WorkCover Tasmania provided the consultants with a complete list of Advisory Services clients, viz enterprises visited by WorkCover advisors since the Program commenced in July 2007 – a total of 106 businesses and organisations. A letter of introduction explaining the purpose of the survey and encouraging participation was circulated to the target group prior to the commencement of the survey – refer to *Appendix A*.

All fieldwork was conducted in accordance with industry *quality assurance standards* for business to business telephone survey, with adherence to the *Market and Social Research Privacy Principles*. Individual businesses were not identified in the reporting unless on request regarding specific issues for follow-up.

Qualified respondents reported that their enterprise had received a visit/s from a WorkCover advisor (since July 07). Interviews were conducted with the main person within the enterprise who dealt with the WorkCover advisor.

The survey sample of 86 respondents represents a response rate of over 80% and provides statistically valid results for the total target group. The following table summarises sample distribution -

<b>Respondent profile</b>	<b>Frequency</b>	<b>% total</b>
South	33	38.4
North	35	40.7
NW	18	20.9
Self referred	42	48.8
Other	44	51.2
Total	86	100.0

Results for the total survey sample are regarded as **statistically valid**, ie. likely to be an accurate reflection of the views of the total target group with a minimal sampling error, given the particularly high response rate – proportion of completed interviews to the total available client group. Results for sub groups are indicative rather than statistically valid, given the smaller sample size.

Fieldwork, data entry and analysis have been managed by the consultants. Research findings are as follows ...

## 4. Research Findings

Survey results have been grouped with the relevant question – refer to *Appendix B survey questionnaire*.

### Q1 How did you first hear about the WorkCover Advisory Service?

<b>Table 1 (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
WorkCover website	8	3	2	3	6	2
Workplace Safety Tasmanian Helpline	1	1	0	0	1	0
Industry association	6	3	1	2	1	5
Business Enterprise Centre / Chamber of Commerce	7	0	7	0	1	6
Workplace Safety Tasmania Inspectorate	7	3	4	0	2	5
Another small business	3	1	1	1	3	0
Don't know	2	0	1	1	1	1
Other	57	25	20	12	29	29
	91*	36*	36*	19*	44*	48*

\* multiple responses

<b>Table 1 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
WorkCover website	9.3	9.1	5.7	16.7	14.3	4.5
Workplace Safety Tasmanian Helpline	1.2	3.0	0.0	0.0	2.4	0.0
Industry association	7.0	9.1	2.9	11.1	2.4	11.4
Business Enterprise Centre / Chamber of Commerce	8.1	0.0	20.0	0.0	2.4	13.6
Workplace Safety Tasmania Inspectorate	8.1	9.1	11.4	0.0	4.8	11.4
Another small business	3.5	3.0	2.9	5.6	7.1	0.0
Don't know	2.3	0.0	2.9	5.6	2.4	2.3
Other	66.3	75.8	57.1	66.7	69.0	65.9

**'other' responses**

<b>Contact by WorkCover (23 responses)</b>
• A letter from WorkCover.
• Advisory Service contacted the General Manager.
• Email from WorkCover to Council
• Letter from WorkCover.
• Letter received from Workplace Advisory Service
• Notification from WorkCover in mail.
• Phil Johns - Workplace Safe
• Received letter regarding services available.
• Received promotional literature from Workplace Advisory.
• Surprise visit to workplace by Workplace Safety Service
• Telephone call from them
• They approached us
• They called me.
• They called us offering the service.
• They contacted me re experience and workplace inspector
• They sent letter to us
• They sent letter to us
• They sent us a mail out.
• Workplace Advisory contacted us
• Workplace Advisory contacted us
• Workplace Advisory rang to offer the service
• Workplace Safety approached us
• Workplace Safety called us
<b>Contact by Enterprise (10)</b>
• Approached Workplace Advisory Service for Assistance.
• Rang them
• Requested assistance from Workplace Advisory, previous experience in the company lead to this.
• Required assistance so looked for appropriate service in phone book
• Rang them for assistance.
• Wages service - phonebook.
• We contacted them after seeing a sheet of information from them.
• Looking in phone book under WorkCover
• We rang them as we saw a need.
• White Pages.
<b>Magazine/other media (6)</b>
• Ad in magazine.
• In a Work Safety magazine.
• Read in Workplace Safety magazine and contacted them.
• WorkCover magazine (2)
• Workplace Safety magazine
<b>Seminar/forum/meeting/trade show (11)</b>
• Agfest
• At Workplace Standards forum

<ul style="list-style-type: none"><li>• <i>Attended Workplace Conference in Hobart</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Chamber of Commerce meeting.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Health and Safety week, I attended one of the talks.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Presentation at business seminar (breakfast by Launceston Chamber of Commerce)</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Seminar run by WorkCover</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Trade show</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Through presentation to employees at Education Department</i></li></ul>
<ul style="list-style-type: none"><li>• <i>WorkCover seminar</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Workplace seminar at Launceston.</i></li></ul>
<b>Referral (8)</b>
<ul style="list-style-type: none"><li>• <i>Aunt works at WorkCover Tasmania, so information was sought to check on standards.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Ex Workplace Safety inspector</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Following Workplace accident</i></li></ul>
<ul style="list-style-type: none"><li>• <i>From other employment position</i></li></ul>
<ul style="list-style-type: none"><li>• <i>From our insurance provider</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Insurance broker</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Received booklet from mother who worked for WorkCover Tasmania.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Through a friend, but had prior intention of investigating work safety matters.</i></li></ul>

**Q2 How satisfied were you with the Program administration - management and co-ordination etc?**

<i>Table 2 (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very satisfied	56	22	25	9	26	30
Satisfied	25	7	9	9	15	10
Neither satisfied nor dissatisfied	4	3	1	0	1	3
Dissatisfied	0	0	0	0	0	0
Very dissatisfied	1	1	0	0	0	1
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<i>Table 2 (%)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very satisfied	65.1	66.7	71.4	50.0	61.9	68.2
Satisfied	29.1	21.2	25.7	50.0	35.7	22.7
Neither satisfied nor dissatisfied	4.7	9.1	2.9	0.0	2.4	6.8
Dissatisfied	0.0	0.0	0.0	0.0	0.0	0.0
Very dissatisfied	1.2	3.0	0.0	0.0	0.0	2.3
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% satisfied	94.2	87.9	97.1	100.0	97.6	90.9
% dissatisfied	1.2	3.0	0.0	0.0	0.0	2.3

**Q3 Thinking about the Advisor who visited your business to assess your safety procedures, would you agree or disagree with the following statements?**

**a). The Advisor had a good understanding of small business generally.**

<i>Table 3a (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	58	19	25	14	30	28
Agree	25	12	9	4	11	14
Neither agree nor disagree	1	0	1	0	1	0
Disagree	2	2	0	0	0	2
Strongly disagree	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<i>Table 3a (%)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	67.4	57.6	71.4	77.8	71.4	63.6
Agree	29.1	36.4	25.7	22.2	26.2	31.8
Neither agree nor disagree	1.2	0.0	2.9	0.0	2.4	0.0
Disagree	2.3	6.1	0.0	0.0	0.0	4.5
Strongly disagree	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	96.5	93.9	97.1	100.0	97.6	95.5
% disagree	2.3	6.1	0.0	0.0	0.0	4.5

**b). The Advisor communicated to me in a language that was easy to understand.**

<b>Table 3b (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	67	21	30	16	33	34
Agree	17	10	5	2	9	8
Neither agree nor disagree	2	2	0	0	0	2
Disagree	0	0	0	0	0	0
Strongly disagree	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 3b (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	77.9	63.6	85.7	88.9	78.6	77.3
Agree	19.8	30.3	14.3	11.1	21.4	18.2
Neither agree nor disagree	2.3	6.1	0.0	0.0	0.0	4.5
Disagree	0.0	0.0	0.0	0.0	0.0	0.0
Strongly disagree	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	97.7	93.9	100.0	100.0	100.0	95.5
% disagree	0.0	0.0	0.0	0.0	0.0	0.0

**c). The Advisor provided practical solutions to improving safety in my workplace.**

<b>Table 3c (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	47	17	18	12	27	20
Agree	27	10	12	5	9	18
Neither agree nor disagree	7	4	3	0	5	2
Disagree	2	2	0	0	1	1
Strongly disagree	0	0	0	0	0	0
Don't know	1	0	0	1	0	1
	84*	33	33	18	42	42

<b>Table 3c (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	56.0	51.5	54.5	66.7	64.3	47.6
Agree	32.1	30.3	36.4	27.8	21.4	42.9
Neither agree nor disagree	8.3	12.1	9.1	0.0	11.9	4.8
Disagree	2.4	6.1	0.0	0.0	2.4	2.4
Strongly disagree	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	1.2	0.0	0.0	5.6	0.0	2.4
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	88.1	81.8	90.9	94.4	85.7	90.5
% disagree	2.4	6.1	0.0	0.0	2.4	2.4

**Note:**

- \* Two respondents – not applicable
- Our business was already doing the necessary, we were already making improvements required.
  - Had already implemented changes from safety kit after inspector visit and before advisors

**d). The Advisor provided affordable solutions to improving safety in my workplace.**

<b>Table 3d (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	47	17	18	12	27	20
Agree	21	6	10	5	8	13
Neither agree nor disagree	12	7	5	0	6	6
Disagree	2	2	0	0	1	1
Strongly disagree	1	1	0	0	0	1
Don't know	1	0	0	1	0	1
	84*	33	33	18	42	42

<b>Table 3d (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	56.0	51.5	54.5	66.7	64.3	47.6
Agree	25.0	18.2	30.3	27.8	19.0	31.0
Neither agree nor disagree	14.3	21.2	15.2	0.0	14.3	14.3
Disagree	2.4	6.1	0.0	0.0	2.4	2.4
Strongly disagree	1.2	3.0	0.0	0.0	0.0	2.4
Don't know	1.2	0.0	0.0	5.6	0.0	2.4
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	81.0	69.7	84.8	94.4	83.3	78.6
% disagree	3.6	9.1	0.0	0.0	2.4	4.8

**Note:**

- \* Two respondents – not applicable
- Our business was already doing the necessary, we were already making improvements required.
  - Had already implemented changes from safety kit after inspector visit and before advisors

**e). The Advisor provided good examples of how things could be improved.**

<b>Table 3e (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	44	16	18	10	23	21
Agree	31	12	14	5	15	16
Neither agree nor disagree	6	2	2	2	2	4
Disagree	3	3	0	0	2	1
Strongly disagree	0	0	0	0	0	0
Don't know	1	0	0	1	0	1
	85*	33	34	18	42	43

<b>Table 3e (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	51.8	48.5	52.9	55.6	54.8	48.8
Agree	36.5	36.4	41.2	27.8	35.7	37.2
Neither agree nor disagree	7.1	6.1	5.9	11.1	4.8	9.3
Disagree	3.5	9.1	0.0	0.0	4.8	2.3
Strongly disagree	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	1.2	0.0	0.0	5.6	0.0	2.3
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	88.2	84.8	94.1	83.3	90.5	86.0
% disagree	3.5	9.1	0.0	0.0	4.8	2.3

\* One respondent – not applicable  
 • Had already implemented changes from safety kit after inspector visit and before advisors

**f). The Advisor recommended changes that were relevant to my business.**

<b>Table 3f (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	49	19	20	10	31	18
Agree	23	5	12	6	5	18
Neither agree nor disagree	4	4	0	0	2	2
Disagree	5	4	1	0	4	1
Strongly disagree	2	1	0	1	0	2
Don't know	1	0	0	1	0	1
	84*	33	33	18	42	42

<b>Table 3f (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Strongly agree	58.3	57.6	60.6	55.6	73.8	42.9
Agree	27.4	15.2	36.4	33.3	11.9	42.9
Neither agree nor disagree	4.8	12.1	0.0	0.0	4.8	4.8
Disagree	6.0	12.1	3.0	0.0	9.5	2.4
Strongly disagree	2.4	3.0	0.0	5.6	0.0	4.8
Don't know	1.2	0.0	0.0	5.6	0.0	2.4
	100.0	100.0	100.0	100.0	100.0	100.0
% agree	85.7	72.7	97.0	88.9	85.7	85.7
% disagree	8.3	15.2	3.0	5.6	9.5	7.1

**Note:**

- \* Two respondents – not applicable
- Our business was already doing the necessary; we were already making improvements required.
  - Had already implemented changes from safety kit after inspector visit and before advisors

### Q4a Overall how satisfied were you with the WorkCover Advisory Service?

<b>Table 4a (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very satisfied	60	21	25	14	30	30
Satisfied	19	7	9	3	8	11
Neither satisfied nor dissatisfied	5	3	1	1	3	2
Dissatisfied	1	1	0	0	1	0
Very dissatisfied	1	1	0	0	0	1
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 4a (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very satisfied	69.8	63.6	71.4	77.8	71.4	68.2
Satisfied	22.1	21.2	25.7	16.7	19.0	25.0
Neither satisfied nor dissatisfied	5.8	9.1	2.9	5.6	7.1	4.5
Dissatisfied	1.2	3.0	0.0	0.0	2.4	0.0
Very dissatisfied	1.2	3.0	0.0	0.0	0.0	2.3
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% satisfied	91.9	84.8	97.1	94.4	90.5	93.2
% dissatisfied	2.3	6.1	0.0	0.0	2.4	2.3

ONLY ASKED IF 'DISSATISFIED' AT Q4A

**Q4b Why do you say that?**

<i>Satisfied</i>	<ul style="list-style-type: none"> <li>There were not too many improvements needed to be made. Some items he left it up to us. He said as long as we are happy it is ok. We would have liked a more definitive approach regarding legal requirements</li> </ul>
<i>Dissatisfied</i>	<ul style="list-style-type: none"> <li>They don't live in the real world. Their recommendations were unrealistic for a small private business. Avoided getting them back - did not want second visit as fearful of being taken to task for not implementing the recommendations that I disagree with</li> </ul>
<i>Very dissatisfied</i>	<ul style="list-style-type: none"> <li>They made up a lot of things. Lots of questions and answers, but came back with matters not discussed - their views alone - not related to their previous questions. Spoilt the program.</li> </ul>

**OUTCOMES AND IMPACT ON OHS PERFORMANCE**

**I'd now like to ask you some questions about the usefulness of the information provided...**

**Q5 The Advisor would have provided you with some written information about how to address safety in your workplace. On a scale of 1 to 5, where 5 is very useful and 1 is not useful at all, how would you rate the information provided?**

<i>Table 5 (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very useful	47	18	17	12	27	20
Quite useful	28	9	14	5	11	17
Neutral	10	5	4	1	4	6
Not very useful	1	1	0	0	0	1
Not at all useful	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
Not aware of/did not receive	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 5 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very useful	54.7	54.5	48.6	66.7	64.3	45.5
Quite useful	32.6	27.3	40.0	27.8	26.2	38.6
Neutral	11.6	15.2	11.4	5.6	9.5	13.6
Not very useful	1.2	3.0	0.0	0.0	0.0	2.3
Not at all useful	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
Not aware of/did not receive	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% useful	87.2	81.8	88.6	94.4	90.5	84.1
% not useful	1.2	3.0	0.0	0.0	0.0	2.3

### Comments

Very useful	• <i>Well written and easy to understand</i>
	• <i>Well set out relative to site visit and discussions we'd had. Relevant to us, simple to understand</i>
	• <i>Very practical advice easy to address.</i>
	• <i>Very helpful in using info in DVD to write own safety manuals specific to our needs</i>
	• <i>Suggestions for change easy to read - good guide for us</i>
	• <i>Simplicity</i>
	• <i>Received a specific follow-up letter for our business which was good</i>
	• <i>Really good guide for future directions to take</i>
	• <i>One of the packs very good - safety procedures &amp; staff inductions</i>
	• <i>Made us aware of issues.</i>
	• <i>It was easy to follow and the consultant gave us advice and information to help us with the printed information.</i>
	• <i>It was comprehensive, relevant and time saving to get all the information from the one source.</i>
	• <i>Informative, backed up what we'd spoken about</i>
	• <i>He simplified some complicated information and made it relative to my business.</i>
• <i>Clear and straightforward</i>	
• <i>Brilliant! We were going for world wide accreditation which we achieved, he was of great help.</i>	
Quite useful	• <i>We have not implemented all as yet but are working on it.</i>
	• <i>We are specialised Industry the information was generic but mostly useful.</i>
	• <i>They were very practical people and the written information was practical also</i>
	• <i>The information seemed to be not targeted to us initially but after talking to him we found it was fine and understood it better.</i>

<i>Quite useful (cont'd)</i>	<ul style="list-style-type: none"> <li>• <i>That which was relevant that is.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Standard material not specific to our business, general information.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Not all specific to my business. The relevant parts were very good. When I went through, some things provided were good but not all relevant to our particular situation as we are a small business.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>it was well structured in the form of booklets and leaflets.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>It was helpful in opening our eyes to different aspects of health and safety; more in depth.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Interesting information, lots of it was what we were aware of already.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>All businesses need guidelines</i></li> </ul>
<i>Neutral</i>	<ul style="list-style-type: none"> <li>• <i>A vast array of material is available but the information was reduced to that which is relevant to us.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>The so called risk chart was useless - too complicated but some of the other documentation was useful.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Some of their suggestions were too particular</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Our industry is different from most, information provided was generic, we were able to adapt it.</i></li> </ul>
<i>Not very useful</i>	<ul style="list-style-type: none"> <li>• <i>It was only a short letter and not detailed enough, may be because we didn't have a lot wrong.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Happy with the information.</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>We don't think he realised this was a working workshop and not here for it's looks. He was more interested in pieces of paper, eg plans and policies and procedures, not interested in what we had done physically.</i></li> </ul>

**Q6 As a result of receiving health and safety advice from your Workplace Advisor, have you made any improvements to your workplace health and safety?**

<b>Table 6 (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	82	30	35	17	40	42
No	4	3	0	1	2	2
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 6 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	95.3	90.9	100.0	94.4	95.2	95.5
No	4.7	9.1	0.0	5.6	4.8	4.5
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0

ONLY ASKED IF 'YES' IN Q6

**Q7a What improvements have you made?**

<i>Table 7a (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Involved/consulted staff	46	17	18	11	17	29
Established hazard management process	34	12	15	7	14	20
Documented safety processes or developed safety manuals	38	12	19	7	17	21
Established incident reporting system	25	9	10	6	9	16
Improved manual handling/lifting	26	10	10	6	10	16
Improved electricity/installed power boards and RCDs	15	5	5	5	6	9
Safe storage of chemicals	14	5	5	4	4	10
Improved floor/developed system to reduce slips and trips	18	6	7	5	8	10
Addressed working at heights	15	9	4	2	5	10
Developed 1st Aid/Emergency procedures	24	9	9	6	8	16
Installed guarding on machinery	14	5	7	2	5	9
Addressed items identified by Advisors	35	15	13	7	18	17
Don't know	0	0	0	0	0	0
Other	38	18	14	6	20	18
Total*	342*	132*	136*	74*	141*	201*

\* *multiple responses*

<b>Table 7a (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Involved/consulted staff	53.5	51.5	51.4	61.1	40.5	65.9
Established hazard management process	39.5	36.4	42.9	38.9	33.3	45.5
Documented safety processes or developed safety manuals	44.2	36.4	54.3	38.9	40.5	47.7
Established incident reporting system	29.1	27.3	28.6	33.3	21.4	36.4
Improved manual handling/lifting	29.1	30.3	28.6	27.8	23.8	34.1
Improved electricity/installed power boards and RCDs	17.4	15.2	14.3	27.8	14.3	20.5
Safe storage of chemicals	16.3	15.2	14.3	22.2	9.5	22.7
Improved floor/developed system to reduce slips and trips	20.9	18.2	20.0	27.8	19.0	22.7
Addressed working at heights	17.4	27.3	11.4	11.1	11.9	22.7
Developed 1st Aid/Emergency procedures	27.9	27.3	25.7	33.3	19.0	36.4
Installed guarding on machinery	16.3	15.2	20.0	11.1	11.9	20.5
Addressed items identified by Advisors	40.7	45.5	37.1	38.9	42.9	38.6
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
Other	44.2	54.5	40.0	33.3	47.6	40.9

### **'other' responses**

• <i>Additional signage</i>
• <i>Adopted awareness of safety and dangerous situations. Made site improvements.</i>
• <i>Advisory signs on walls</i>
• <i>Awareness of emergency equipment and easy access to it</i>
• <i>Bunding for oil</i>
• <i>Car service checks</i>
• <i>Check list was developed. Everyone has been made more aware of safety issues.</i>
• <i>Checked compressor</i>
• <i>Cleaned pathways and access to storage room.</i>
• <i>Cleared fire reel from interference.</i>
• <i>Compressor compliance, improve signage.</i>
• <i>Corrected areas notified.</i>
• <i>Developed OH&amp;S policy.</i>
• <i>Electrical tagging (has on site expertise).</i>
• <i>Ergonomic refurbishing.</i>

• <i>Forklift safety cages introduced. Agricultural industry self-accreditation system applied.</i>
• <i>Gas storage, and improved records and procedures.</i>
• <i>Handrails to prevent falls.</i>
• <i>Helped with policy guidelines and advised on safety procedures.</i>
• <i>Implementation about to start - 22/09/08</i>
• <i>Implemented policies</i>
• <i>Implemented safety management systems</i>
• <i>Improve warehouse layout, signage, handrail on mezzanine floor.</i>
• <i>Improved induction policy (staff), portable barriers in workshop.</i>
• <i>Improved signage and handrail around storage.</i>
• <i>Induction process and regular meetings for staff.</i>
• <i>Induction programs</i>
• <i>Introduced training records.</i>
• <i>MSD sheets and locks (for drugs), plans for exhaust system.</i>
• <i>New fire exit</i>
• <i>Policy altered, adult accident form altered. Issued all the information to staff.</i>
• <i>Procedures still being implemented.</i>
• <i>Safety re vehicle and risk assessment for staff</i>
• <i>Safety systems were modified, now full system of OH&amp;S.</i>
• <i>Signage</i>
• <i>Signage, awareness and prevention</i>
• <i>Signage, staff trained, three safety check lists, lifts, manual, vehicle.</i>
• <i>Signage.</i>
• <i>Signage/limit workshop access</i>
• <i>Staff rotation to avoid RSI. Document changes in the management system</i>
• <i>Told to do Workplace audit - done.</i>

ONLY ASKED IF 'NO' IN Q6

**Q7b Has there been anything in particular that has prevented you from making health and safety improvements?**

• <i>Cost and time and being available to spend time on follow-up. Too busy, staff on holiday/sick. Big new contracts</i>
• <i>It is not easy to just buy everything. Sometimes the money is not available and we need to explore cheaper options</i>
• <i>Just a confirmation of what we were already doing, we didn't need to do anything.</i>
• <i>Plans to be implemented from after the next staff meeting</i>
• <i>The cost to replace the whole kitchen sink! I believe their reasons were unrealistic. The fear of fines if non-compliant. I know they can take you to task</i>

**Q8 Since first receiving a visit from a WorkPlace Safety Advisor, would you say health and safety in your business has.....?**

<b>Table 8 (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Improved a lot	17	6	8	3	9	8
Improved a little	38	13	16	9	19	19
Stayed about the same	30	13	11	6	13	17
Deteriorated a little	0	0	0	0	0	0
Deteriorated a lot	0	0	0	0	0	0
Don't know	1	1	0	0	1	0
	86	33	35	18	42	44

<b>Table 8 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Improved a lot	19.8	18.2	22.9	16.7	21.4	18.2
Improved a little	44.2	39.4	45.7	50.0	45.2	43.2
Stayed about the same	34.9	39.4	31.4	33.3	31.0	38.6
Deteriorated a little	0.0	0.0	0.0	0.0	0.0	0.0
Deteriorated a lot	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	1.2	3.0	0.0	0.0	2.4	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% improved	64.0	57.6	68.6	66.7	66.7	61.4
% deteriorated	0.0	0.0	0.0	0.0	0.0	0.0

**Comments**

Improved a lot	<ul style="list-style-type: none"> <li>• When they came back they said we had improved a lot.</li> </ul>
	<ul style="list-style-type: none"> <li>• We were not aware of some of the things they mentioned but since the improvements; we have not had any injuries.</li> </ul>
	<ul style="list-style-type: none"> <li>• More awareness has brought about safer practices</li> </ul>
	<ul style="list-style-type: none"> <li>• Making staff more aware has made it safer</li> </ul>
	<ul style="list-style-type: none"> <li>• Improved because of the new fire escape</li> </ul>

<i>Improved a little</i>	• <i>Will improve a lot more when we have completed all our intended improvements</i>
	• <i>We now have more discussion about work safety in our work place which makes things safer.</i>
	• <i>We didn't have a lot to do but as a result of what we did there was some improvement.</i>
	• <i>We already had our safety system and have it audited by a third party annually</i>
	• <i>There is room for more improvement</i>
	• <i>The process is not yet complete, may improve more.</i>
	• <i>Our general knowledge has improved, e.g. what is required.</i>
	• <i>Only policy and procedural papers need to be done, we have always been a safe workplace.</i>
	• <i>Needed a guiding hand</i>
	• <i>It's a case of translating what we already do onto a policy statement. He helped us with templates for developing our policy.</i>
	• <i>It will improve more; it's only been seven days since their visit.</i>
	• <i>Having people come in and visit has made staff more aware of issues.</i>
	• <i>Because of the signage and safety-wear that is now in use</i>
	• <i>Awareness of requirements of companies our size, we fine tuned what is important.</i>
	• <i>Already on track with most things.</i>
<i>Stayed about the same</i>	• <i>Will improve over next three months with new audit tool, the safety committee</i>
	• <i>We were always aware of these issues.</i>
	• <i>We were already aware and doing most of it, but we have improved our documentation.</i>
	• <i>We still have a similar level of accidents</i>
	• <i>We have not had any issues over the years.</i>
	• <i>We had already established methods for many of the above, but paper work plans and documentation have improved. Injury levels are about the same.</i>
	• <i>We didn't need to do anything more.</i>
	• <i>Recording has improved but safety has stayed about the same</i>
	• <i>Not enough time yet for change</i>
	• <i>Normally have little accidents</i>
• <i>He made sure we had a safety management system in place</i>	

**Q9 Thinking about the focus on health and safety in your business, would you say that since you were visited by the Advisor, the focus has.....?**

<b>Table 9 (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Increased a lot	31	11	14	6	14	17
Increased a little	30	14	12	4	16	14
Stayed about the same	24	7	9	8	11	13
Decreased a little	1	1	0	0	1	0
Decreased a lot	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 9 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Increased a lot	36.0	33.3	40.0	33.3	33.3	38.6
Increased a little	34.9	42.4	34.3	22.2	38.1	31.8
Stayed about the same	27.9	21.2	25.7	44.4	26.2	29.5
Decreased a little	1.2	3.0	0.0	0.0	2.4	0.0
Decreased a lot	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% increased	70.9	75.8	74.3	55.6	71.4	70.5
% decreased	1.2	3.0	0.0	0.0	2.4	0.0

**Q10 How likely would you be to recommend the advisory service to other small businesses?**

<b>Table 10 (frequency)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very likely	66	22	30	14	32	34
Likely	14	6	4	4	7	7
Neither likely nor unlikely	2	2	0	0	1	1
Unlikely	0	0	0	0	0	0
Very unlikely	1	1	0	0	1	0
Already recommended	3	2	1	0	1	2
Don't know	0	0	0	0	0	0
	86	33	35	18	42	44

<b>Table 10 (%)</b>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Very likely	76.7	66.7	85.7	77.8	76.2	77.3
Likely	16.3	18.2	11.4	22.2	16.7	15.9
Neither likely nor unlikely	2.3	6.1	0.0	0.0	2.4	2.3
Unlikely	0.0	0.0	0.0	0.0	0.0	0.0
Very unlikely	1.2	3.0	0.0	0.0	2.4	0.0
Already recommended	3.5	6.1	2.9	0.0	2.4	4.5
Don't know	0.0	0.0	0.0	0.0	0.0	0.0
	100.0	100.0	100.0	100.0	100.0	100.0
% likely	93.0	84.8	97.1	100.0	92.9	93.2
% unlikely	4.7	9.1	2.9	0.0	4.8	4.5

**Q11a** Is there anything else that you need, in addition to the two visits provided through the WorkPlace Advisory Program, in order to address health and safety issues in your workplace?

<i>Table 11a (frequency)</i>	Total	South	North	NW	Self refer	Other
Yes	19	9	8	2	9	9
No	65	24	27	14	32	34
Don't know	2	0	0	2	1	1
	86	33	35	18	42	44

<i>Table 11a (%)</i>	Total	South	North	NW	Self refer	Other
Yes	22.1	27.3	22.9	11.1	21.4	20.5
No	75.6	72.7	77.1	77.8	76.2	77.3
Don't know	2.3	0.0	0.0	11.1	2.4	2.3
	100.0	100.0	100.0	100.0	100.0	100.0

ONLY ASKED IF 'YES' IN Q11A

**Q11b** What do you need in addition to the two visits?

<i>• A backup service twelve months down the track would be good. This would ensure what we implement has been done correctly.</i>
<i>• A more formal visit regime for all businesses, we might have a good policy but some people we work for do not.</i>
<i>• Another follow-up to address what they thought needed to be done</i>
<i>• Be kept abreast of relevant changes via database - send information out</i>
<i>• Could be some ongoing issues, new equipment, new work processes, so will keep in touch with advisor</i>
<i>• Funding, especially for training re manual handling and lifting</i>
<i>• Have organised a regular six monthly review with Advisor - I will initiate contact</i>
<i>• He will return in six months for second visit</i>
<i>• I would like further visits</i>
<i>• Lots of time - more time and money needed and an eight day week!</i>
<i>• More practical workshop situations in relation to training of all employees - needed.</i>
<i>• More time to implement the recommendations.</i>
<i>• Once we have finished I will call them for a final audit. A visit would be great but we will organise it.</i>
<i>• Present sequence of visits needs to be completed.</i>
<i>• To address manual handling and lifting. To implement accident investigation and notification.</i>

• <i>We need continued use of the service - it is good for sounding off ideas. New hazardous goods requirements coming in will need to be advised.</i>
• <i>We need more time to implement everything we would like to do</i>
• <i>We were promised a trainer to show us proper lifting practices. No one has called as yet.</i>
• <i>Working at heights checklist (can download)</i>

### Q12a Do you have plans in the future to further improve safety and health in your workplace?

<i>Table 12a (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	82	32	33	17	39	43
No	3	1	1	1	2	1
Don't know	1	0	1	0	1	0
	86	33	35	18	42	44

<i>Table 12a (%)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	95.3	97.0	94.3	94.4	92.9	97.7
No	3.5	3.0	2.9	5.6	4.8	2.3
Don't know	1.2	0.0	2.9	0.0	2.4	0.0
	100.0	100.0	100.0	100.0	100.0	100.0

ONLY ASKED IF 'YES' IN Q12A

### Q12b What are your plans? (If necessary: What do you intend to do to further improve safety and health in your workplace?)

• <i>Active H&amp;S program. Improvement repair log. Continually improving part of mandate</i>
• <i>Intend to address issues identified; one driver too fast – will discuss with him; find First Aid kit; more consultation with staff</i>
• <i>Addressing the workplace area - more room to be provided.</i>
• <i>After installation of new machinery to review and implement relevant OH&amp;S procedures.</i>
• <i>Always looking to improve</i>
• <i>Always on list. Regular equipment checks</i>
• <i>Always ongoing. Health and Safety will be continually revised and improvements will be made as necessary.</i>
• <i>Appointing safety officer, Implementing procedures, Induction process for new staff</i>
• <i>As business grows we may get our own scaffolding - will be working at heights so will address issues related to that. As we upgrade machinery there will be new training for staff on how to safely operate. Continue current training, competency certificates in machinery operation</i>

<ul style="list-style-type: none"> <li>• <i>As needs arise, will address</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>As required. Three quarters of the way working through the advisors list</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Better equipment as money is available. Upgrade safety gear. Sealed carpark. Safer workspace</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Continue to work by the guidelines as we see fit. Remind employees about the rules and warn people who are working outside guidelines.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Definitely been focus on hearing protection etc. Any future concerns I can call advisors. It's an on-going issue</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Develop induction course. Develop safety processes and safety manuals. Improve manual handling and lifting. Improve working at heights and install more guards on machinery</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Document safety processes and develop safety manuals (2 responses)</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Done as much as we have to, to address safety - there are not big safety issues in accountants office</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Drug and alcohol spot checks and education. Improve height safety, education training for fork lift licences and training for lifting.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Employed independent consultant who continued where WorkCover have given guidance. Issues re working with heights, staff training (fire fighting and first aid), vehicle safety, developing safety manuals and procedures</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Every time we get a new piece of equipment, staff need to know all associated safety issues</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Finalise list given by Workplace Advisor plus on-going training.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>First aid and emergency procedures, complete the staff induction program, complete remote and isolated work policy</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Further improvements to other branches, e.g. get an Advisory Program going at our various branches (same as at head office).</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Getting electrical leads tested, putting in earth leakage breakers.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Have enrolled in Health and Safety Course. Arranging for further OH&amp;S Advisory visits.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Improve electrical installations</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Improve hazard management process and improve first aid and emergency procedures</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Improve manual handling and lifting through training, improve our outdoor sandpit cover and improve 'slips and trips' problems outdoors</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Improvements are ongoing. We have to constantly be aware of changes in the industry. We want to keep our staff safe with improved induction and training.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Involve staff with inductions. Continue establishing a hazard management process. Improve manual handling and lifting. Address working at heights, and develop first aid and emergency procedures</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Involve staff, more awareness of safety issues from drivers</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Involve staff, training system checks procedure</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Involve staff/consult staff in induction programs, document safety programs/safety manuals, develop first aid and emergency procedures and install guards on machinery</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It is a work-in-progress as the business is new.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It is an evolving process - we have not had any accidents since I owned the business but as new ideas become available we will act upon them.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It is constantly under review, we will always ensure our current practices are up to date and are constantly reviewed.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It's a constant. Raising awareness in staff in how to stay safe, and be prepared to raise issues</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It's a continual process. We have a third party audit each year which we work on</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It's always on our agenda; keeping an eye on things and improving things as need be.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Keep reviewing and updating procedures and attending to hazard or incident reports.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Keep tabs on industry standards, improve risk assessments.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Keep up ongoing review. To proceeding to establish guidelines.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Keeping abreast of workplace safety issues. Will implement improvements and advances as they arise.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Looking at manual handling training to reduce work injuries</i></li> </ul>

<ul style="list-style-type: none"> <li>• <i>Maintaining the present level of safety awareness. Yearly training in manual handling, machine operations.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Marking out lanes in our Depot and training including driver training.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Monthly safety ("toolbox") meetings, improved electricity power points etc, more guarding around machinery.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>More awareness by all staff. Greater responsibility by all staff. Importance of reporting all incidents</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>More revamping of workshop, changing to make more room by extending the workplace.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>More signage, more guard rails, Risk assessment being done, Induction course for all workers being developed. We are appointing a Safety Officer working on improved safety around machines.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>More workshop meetings, more maintenance on equipment and certification of equipment, regularly maintained.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Ongoing as needs arise</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Ongoing awareness of safety issues - no specific items left to address</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>On-going training. Further procedures to be written. Record training results</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>On-going, always looking to improve</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Open always to suggestions for improvement.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Others to do first aid courses and courses in scaffolding. Endeavour to make all employees aware of the safety and hazard issues.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Overall, constantly striving to improve (safety committee this morning and every two months).</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Pretty good anyway but always looking to improve. On-going awareness of safety issues</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Proceed to installing OH&amp;S management systems. To conduct election of a Safety Officer. To take a recommendation for a Safety Representative to be appointed. To introduce Third Party audits.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Re-doing induction processes. Updating procedures for all areas of health and safety due to physical expansion of sites.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Refurbishing to have a more ergonomic and less cluttered workplace to suit our various services.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Regular checks of safety gear and safety issues</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Teams to put recommendations in place that will filter down, implement new Workplace Safety Australia program which we purchased from Victoria</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Testing and tagging of electrical equipment, fire extinguishers, modify lifting equipment.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The fire safety plan will be improved. Improved signage and line marking and barriers to direct visitors to offices.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Through National office more improvements are being planned. Are always on the lookout for further improvements.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To be always monitoring and or indications will address problems that arise.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To be proactive with safety awareness - continual improvement planned</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To call back Advisory Service for review and update in about twelve months.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To develop a more comprehensive risk management structure. To have regular evaluation. For new programs to be considered from OH&amp;S viewpoint.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To download working at heights checklist, will follow up on further improvements recommended by WorkCover Advisory on systems already in place.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To finish the changes and reviews already under way. Undertake regular reviews of OH&amp;S policies and procedures.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To further implement the recommendations already received from the Workplace Advisory Service.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To have an action plan, especially training in manual handling, chemicals, plant and equipment.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To implement manual handling/lifting and accident investigation/notification, and to continue improving OH&amp;S.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To introduce maintenance checks. Improve vehicle log books. To do more staff training. Provide first-aid and height management procedures on induction.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To keep general lookout for OH&amp;S needs.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>To promote more awareness amongst the staff.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>We are de-cluttering a store room and an alleyway is being cleared of clutter, so as to provide</i></li> </ul>

<i>safer passage and to ensure that safe passage remains. We are advising volunteers to be careful entering premises which may have unsafe access. Volunteers told to look out for unsafe access when delivering meals to clients.</i>
<ul style="list-style-type: none"> <li>• <i>We strive for zero accidents, as an ongoing goal, by telling people to think about what they are doing and continually inspiring the workers to take care</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>We will make sure any new gear has all compliance and all staff are instructed regarding safety aspects relating to that new equipment.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>We would but we are selling the business. We will give the new owners a report</i></li> </ul>

And now some final questions ...

### **Q13 What would you say overall was the most positive aspect of the WorkCover Advisory Service for your business?**

<ul style="list-style-type: none"> <li>• <i>A positive attitude from them and a feeling they are working with us.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Acknowledgement we were doing the right thing and feedback on that</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Advisor was approachable and communicative. Good follow-up phone calls</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Affirmation that we were on the right track. We had a good system that just needed fine tuning.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Alerting the Managing Director of the need for OH&amp;S on our premises.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Awareness</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Awareness of requirements of safety and health.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Being able to ask him what we needed in person, also to ask for publications to help with our documentation</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Broad nature of information provided and simplistic tools provided. Not demanding but there to help</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Change in approach and attitude – no fear of being closed down. Advisors point you in the right direction. Change in attitude from Government point of view – the new approach, even from inspectors, of trying to help and suggest solutions. We are now comfortable to talk about things previously reluctant to or that we tried to hide.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Checking that we are on the right track – reassuring that we are</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Communication and confirmation of present practices.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Confirmed and reassured on significant and major important matters.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Confirmed what we are doing is ok and making sure we are following best practice</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Co-operation without the big stick mentality made it possible to facilitate the desired result.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Documentation, templates and CD's.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Educated as to obligations as an employer. Educated as to the relevant laws - was ignorant, the accident brought this to the fore. Have learnt education is the key.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Emphasised the importance of safety relating to staff.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Face-to-face contact. Someone easy to talk to, understanding of small business. Not a heavy handed approach</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>For a new business, it provided an introduction into work health and safety policies and procedures.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Fresh "eyes" - third party advice.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Friendly, helpful, gave appropriate information. Very impressed with them</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Gave a sense of security in what we needed to do.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Generally good willingness to be honest and communicate with us as people, not as thugs!</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Getting a satisfactory result from our landlord; we had tried to get the fire escape done but without WorkCover, we were not succeeding</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Getting information about standards that we did not have access to eg storage of flammable materials.</i></li> </ul>

<ul style="list-style-type: none"> <li>• <i>Having someone external visit and look for issues, their friendly advice; good for staff to see we are making an effort.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>I know I am working within the standards</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Increased awareness (2 responses)</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Independent confirmation that processes adopted were in the right form. How to complete forms etc.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Information provided</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It continues to reinforce the necessity to address OH&amp;S issues.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It has us all thinking about OH&amp;S - more focus!</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It provided better understanding and basis for a beginning.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It was all positive; they were very helpful. They reassured us that we were on the right track; made it uncomplicated.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>It was an in person visit; and his willingness to share and express opinions without being deflating but rather offer achievable solutions.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Made us aware of some procedures required.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Making a safer work environment</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Making sure we are doing the right thing and keep records</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Nice to know you have that back-up, especially when you are just starting out with OH&amp;S</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No jargon - report was readable. Quick follow-up - consultant was easy to understand.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>On-site approach. They can actually show you at your own workplace so more relevant than reading from book or on phone. Gave us encouragement</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Our safety etc directions were confirmed.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Personal reassurance on status of procedure and forms. Gave good suggestions and was supportive.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Plenty of information relating to Tasmania e.g. rules and regulations.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Pointing out what may need attention - raising awareness of issues</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Professional advisor - government funded</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Prompting me into action</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Provided a sounding board.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Re-assurance that was on the right track, has pursued OH&amp;S in recent times through customers requirements.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Re-enforced what was being done overall.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Reinforcement of procedures.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Service gave a good foundation basis for OH&amp;S procedures introduction.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Someone from outside with different "eyes".</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Someone to give direction of how and where to go</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Supply of information and understanding approach</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Support in implementing OH&amp;S.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Tailoring our Work and Safety program.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The ease of being able to implement the program without it being a drama.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The employees have responded very well as they can see the employer is concerned for their safety. They feel valued</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The fact that it was done. They came to us and left lots of information</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The fact that the Advisor was a practical person.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The fact that they are there to help</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The fact that we can contact them when we want to and they will come.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The Advisor's approach - the key thing to getting a good response</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The person who came was very practical and helpful</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The record keeping and information provided helped.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The service de-mystified safety policy and simplified it in relation to our needs.</i></li> </ul>

• <i>Their confirmation that we are on the right track</i>
• <i>Their practical solutions for our problems including real life examples.</i>
• <i>They are not here to judge but here to help. Very good one-on-one contact</i>
• <i>They brought things to the surface that we may have put on the back burner</i>
• <i>They came and spoke one on one; not heavy handed but were here to help us.</i>
• <i>They cared, very passionate. Came with open mind not big stick. Came to help me not to fine me</i>
• <i>They confirmed that what we are doing is ok, and to keep going on the same track. They gave us a boost. They are not the big bad wolf!, but are here to help, not chastise</i>
• <i>To feel confident that we are taking the right direction.</i>
• <i>Understanding and advice - not judgemental.</i>
• <i>Very practical and down to earth - realistic about issues. Very practical with solutions and understanding</i>
• <i>Was agreeable to deal with, pro-forma's good.</i>
• <i>We achieved our world wide accreditation.</i>
• <i>We were made aware of our deficiencies.</i>
• <i>Willingness to offer advice. Very happy with them (advisors). Quite prepared to assist with issues I'd identified. Very supportive</i>
• <i>Written report with priority areas highlighted to address most important first and in straightforward terms</i>

#### **Q14 What is one area in particular where you think the service could be improved?**

• <i>A more regimented visiting program for all businesses making sure all businesses take the same care and incur the same associated costs.</i>
• <i>An annual audit is welcome - a fresh pair of eyes.</i>
• <i>At the start I had trouble getting confirmation about when we were starting - slow communication at start could be improved.</i>
• <i>Be a bit more pro active in promotion of the Service.</i>
• <i>Be a little quicker providing feedback</i>
• <i>Be more prepared before coming into businesses, eg. get to know what they are doing and understand the issues and problems of small business of the same type you are visiting.</i>
• <i>Change the name of this service as "WorkCover" is still scary</i>
• <i>Get more knowledge of how things work on our farm (abalone farm).</i>
• <i>Give us extra feedback and be more definitive re legal requirements</i>
• <i>Inspectors should be advisors. Change label - cultural change</i>
• <i>They serve so many different businesses, it would be hard for them to be more specific to individual business. Therefore we have employed a consultant specific to us</i>
• <i>Make it more accessible eg advertise the service so that others know about it.</i>
• <i>Manual handling and lifting training for staff could be free and arranged by work cover</i>
• <i>More follow up from the Advisory Service.</i>
• <i>More visits would be better, the fact they are advisory only and not "inspecting" should be made clear to all.</i>
• <i>Need assurance that if you choose not to go ahead with their recommendation that they will not prosecute</i>
• <i>Need honesty and transparency when dealing with small businesses.</i>
• <i>Needed specialised advice - hard to get from Advisory Service (ie veterinary information).</i>
• <i>Offer courses that could be organised by them, eg working at heights</i>

• <i>Promote their service more, publicise their service.</i>
• <i>Provide specific training programs for businesses.</i>
• <i>Provide training courses in general safety areas, eg. material handling</i>
• <i>Should provide advice and access to Materials Safety Data Sheets.</i>
• <i>There could have been better proximity (East Coast Business).</i>
• <i>They were a bit slow getting back to us - faster feedback.</i>
• <i>They were good but I don't agree with the need for some of their suggestions. Maybe they went a bit overboard</i>

**WorkCover may be conducting further research on these issues.  
Would you be happy to be contacted again at a later stage?**

<i>Further research (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	77	29	33	15	38	39
No	8	4	2	2	4	4
Perhaps	1	0	0	1	0	1
	86	33	35	18	42	44

<i>Further research (%)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	89.5	87.9	94.3	83.3	90.5	88.6
No	9.3	12.1	5.7	11.1	9.5	9.1
Perhaps	1.2	0.0	0.0	5.6	0.0	2.3
	100.0	100.0	100.0	100.0	100.0	100.0

*(if major issues arise in survey, ask)*

**Would you like WorkCover to contact you about the service provided as part of the WorkCover Advisory Service program?**

<i>Follow-up (frequency)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	16	5	9	2	6	10

<i>Follow-up (%)</i>	<b>Total</b>	<b>South</b>	<b>North</b>	<b>NW</b>	<b>Self refer</b>	<b>Other</b>
Yes	18.6	15.2	25.7	11.1	14.3	22.7