



2011

Results of 2010 Baseline Perceptions Survey of Resources Safety Stakeholders

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1. Introduction

In 2010, the Department of Mines and Petroleum (DMP) started implementing the State Government's safety reform strategy (also referred to as Reform and Development at Resources Safety or RADARS). For the safety regulator, this initiative addresses issues of legislation, staff capacity and competency, and introduces a cost recovery approach to fund safety regulations of the resources industry in Western Australia. It also aims to support positive cultural change across the industry.

DMP commissioned Research Solutions to survey stakeholders about their perceptions of Resources Safety's roles, services and functions, with the aim of establishing a robust baseline against which to measure the Division's progress towards achieving the aims of the safety reform initiative. Three regulatory areas were covered — mining, onshore petroleum and geothermal operations, and the safe use of dangerous goods (specifically major hazard facilities, with other dangerous goods sites and activities addressed in ongoing surveys). The survey specifically addressed:

- the importance of the roles of a safety regulator and how well Resources Safety performed those roles;
- the perceptions of Resources Safety's performance when working with industry to reduce the likelihood and consequences of serious incidents;
- the perceptions of the value that various initiatives from Resources Safety would add to clients' safety outcomes.

Given the stated aim of supporting positive cultural change, the survey also sought industry's view of its own performance in achieving a *proactive, consultative safety culture* and how advanced it is in having the attributes of a resilient safety culture.

As outlined in Chapter 2, the survey was conducted in two phases:

1. Qualitative research in the form of in-depth interviews and focus groups to understand current perceptions and expectations of the roles, services and function of the organisation.
2. A survey of Resources Safety stakeholders grouped as mine managers, mine safety and health representatives, site managers and other safety representatives from onshore petroleum operations, and site managers and other safety representatives from major hazard facilities.

Relevant stakeholders recorded in Resources Safety's databases were contacted and invited to participate in the online survey (a hard copy of the questionnaire was provided for mines safety and health representatives with no email address recorded). Response rates from each group were between 26% and 30.3% for the online survey. Respondents included:

- 65 mine managers
- 230 elected safety and health representatives from the mining industry
- 20 safety representatives from the onshore petroleum industry
- 15 site managers and safety representatives from major hazard facilities (MHFs).

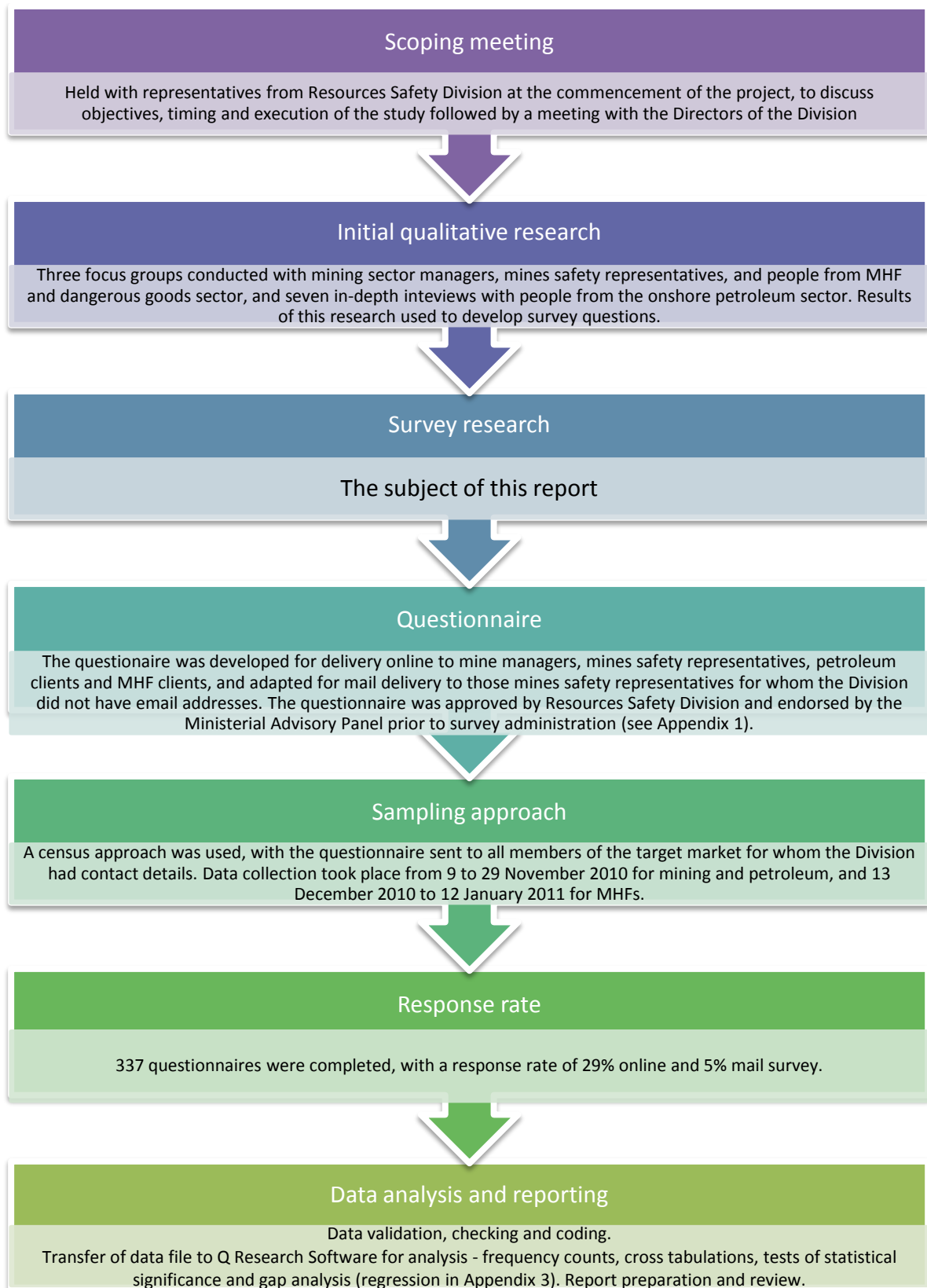
The overall online response rate of 29% is considered reasonable and the results provide a baseline against which to measure future stakeholder perceptions of Resources Safety's performance. Note, however, that the findings from the petroleum and MHF stakeholder groups must be treated with particular caution given the very small sample numbers.

The 2010 baseline data are listed separately for each stakeholder group (Chapters 3 to 6) in the same order as the survey questions (Appendices 1 and 2). The groups are colour coded (see above) for ease of comparison. Note that, unless specifically mentioned, the results for respondents from large organisations (more than 500 employees) do not differ markedly from those for smaller organisations.

Some common themes became apparent through the qualitative (focus group) and quantitative (survey) research and are included in Chapters 7 and 8 as complementary information to the baseline data.

Note: About the same time as the baseline survey was being finalised, the Department had determined that it would also conduct a survey of all business area stakeholders. Rather than recipients receiving two surveys to complete, the baseline survey included a section relating to whole-of-agency performance. The Departmental results are not reported here.

2. Methodology



Further details regarding the data collection methods and processes used for this study (in accordance with ISO 20252 – Market and Social Research) are included in Appendix 3.

3. 2010 baseline data for mine managers

MINE MANAGERS

STAKEHOLDER GROUP PROFILE

249* mining and exploration managers were invited to participate in the survey, and 65 obliged (26.1% response rate). The forecasting error for this group is $\pm 10.5\%$.

** After removing bouncebacks and those out of office for the duration of the study*

The managers participating in the survey can be described as:

- Mainly (9 in 10) coming from organisations of fewer than 500 employees, with almost 2 in 3 from organisations with 100 or less.
- General managers, operations managers and OSH professionals.
- Having considerable experience in the resources sector, with 3 in 4 having worked in mining for more than 10 years.

The managers also have a fair degree of contact with Resources Safety:

- Almost 4 in 5 have had contact with Resources Safety in the past year, with contact being just as likely to have been initiated by Resources Safety as by the client organisation.
- Three in 4 have had several instances of contact in the 2009-10 financial year; only 13.7% have been in touch only once.
- Contact was initiated for a wide variety of reasons.

THIS IS A SMALL SAMPLE WITH A LARGE FORECASTING ERROR. INTERPRET FINDINGS WITH CAUTION.

RESPONDENT PROFILE	%
Size of organisation	
Less than 10 employees	27.7
10-100 employees	36.9
101-500 employees	24.6
TOTAL - Less than 500 employees	89.2
More than 500 employees	10.8
Respondent's current role	
General manager or senior executive	40.0
Operations manager	30.8
Supervisor	1.5
Safety and health representative	4.6
Contractor	1.5
Occupational health and safety professional	13.8
Other - professional	4.6
Other - administration / office	3.1
Length of time respondent has been working in the resources industry	
Less than 3 years	3.1
3-10 years	18.5
More than 10 years	78.5

CONTACT PROFILE	%
Contact with Resources Safety in the past year	
Only initiated by our organisation	10.8
Only initiated by Resources Safety	16.9
Initiated by our organisation <i>and</i> by Resources Safety	50.8
TOTAL initiated by Resources Safety (solely or also initiated by organisation)	67.7
TOTAL initiated by our organisation (solely or also initiated by Resources Safety)	61.5
TOTAL had contact with Resources Safety	78.5
No contact with Resources Safety	21.5
Where applicable, how often was contact with Resources Safety during 2009-10 financial year	
Once	13.7
Several times	74.5
Many times	11.8
Nature of these contacts	
Response to an enquiry by you	45.1
Audit or inspection	43.1
A request for information from Resources Safety	41.2
Investigation of an incident	33.3
Consultation regarding a safety matter	33.3
Information session (e.g. safety road show, industry briefing)	27.5
Investigation of a complaint	11.8
Other	7.8

MINE MANAGERS

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF

Being a proactive safety regulator	72.3% say well (6-10 out of 10) 26.2% say outstandingly well (8-10/10) Average rating is 6.35
Adding value to your organisation	46.2% say a significant amount (6-10/10) 20.0% say an exceptional amount (8-10/10) Average rating is 5.29

RATING THE IMPORTANCE OF REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Essential (8-10/10)	Average rating
Set appropriate safety standards	86.2%	8.78
Conduct independent audits of safety systems	44.6%	7.06
Undertake safety inspections	50.8%	7.60
Carry out independent investigations of incidents	50.0%	7.64
Respond to complaints about safety	67.2%	8.22
Raise awareness and promote safety outcomes		
Provide advice and information about safety	82.8%	8.84
Monitor safety performance data	50.0%	7.30
Monitor health surveillance programmes	51.6%	7.05
Support safety and health representatives	60.9%	7.77
Resolve disputes about safety in the workplace	35.9%	6.80

RATING RESOURCES SAFETY'S PERFORMANCE IN REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Very well (8-10/10)	Average rating
Set appropriate safety standards	48.4%	7.10
Conduct independent audits of safety systems	16.7%	5.71
Undertake safety inspections	33.3%	6.55
Carry out independent investigations of incidents	29.3%	6.80
Respond to complaints about safety	42.1%	7.11
Raise awareness and promote safety outcomes		
Provide advice and information about safety	52.4%	7.37
Monitor safety performance data	39.6%	7.19
Monitor health surveillance programmes	22.0%	6.34
Support safety and health representatives	21.4%	6.21
Resolve disputes about safety in the workplace	16.7%	5.90

MINE MANAGERS

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

Regulator overall	Very well (8-10/10)	Average rating
· Supports a risk management approach	30.9%	6.71
· Publishes appropriate industry safety performance indices	37.9%	7.03
· Encourages consistent application of safety standards across all operations	37.3%	6.78
· Prosecutes if necessary	34.2%	6.42
· Provides guidance on development of documentation to meet legislative requirements	28.8%	6.27
· Clarifies where legal responsibilities lie	23.1%	6.25
· Adds value to site safety procedures	22.8%	6.02
· Responds in a timely manner	40.0%	6.90
· Reviews submitted documents in a timely manner	30.4%	6.26
Mines inspectors		
· Are knowledgeable about the legislation	68.0%	7.94
· Are consistent in their interpretation of the legislation	35.6%	6.58
· Interpret the legislation in a practical way	25.5%	6.38
· Are consistent in the application of the legislation	36.2%	6.68
· Are willing to consult our organisation	44.0%	6.86
· Are willing to consider and adapt to industry safety innovations	28.9%	6.34
· Approach their task professionally	62.0%	7.82
· Are knowledgeable about the industry that they are auditing or investigating	58.0%	7.46
· Are knowledgeable about the type of operation that they are auditing or investigating	45.8%	7.10
· Are well prepared before they go on site	42.5%	7.08
· Are available to visit sites when needed	37.8%	6.89
· Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	41.7%	7.19
· Carry out audits and inspections in a timely manner	48.7%	7.28
· Are available to answer queries over the telephone or online	70.0%	7.92
· Have a consistent approach to audits and inspections, both individually and between inspectors	30.8%	6.54
· Provide useful, actionable information to make operations safer	42.9%	7.14
· Provide information in a friendly and cooperative way	62.7%	7.71
Guidance material		
· Addresses operational needs	28.8%	6.56
· Uses plain English to clarify legislative requirements	45.0%	6.92
· Is in a form appropriate for operational use on site	36.2%	6.66
· Is concise	36.7%	6.72
· Is clear and definitive on what is required	38.3%	6.73
· Is accurate and consistent in what it says	48.3%	7.10

MINE MANAGERS

ADDING VALUE

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* Note change in rating scale to 5 (average not provided as numerical scale not used)

Adds value (4-5/5)

· Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans	79.4%
· Provide positive feedback on what has been done well	77.8%
· Provide practical advice and examples of how things can be done better	84.4%
· Be willing to provide guidance and act as mentors	67.2%
· Ensure mandatory training for safety and health representatives	60.3%
· Undertake roadshows and formal presentations to companies and industry groups	54.0%
· Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together	57.8%
· Ensure greater consultation and feedback to industry	81.3%
· Be available to answer queries when needed	87.5%

MINE MANAGERS

INDUSTRY'S ASSESSMENT OF SAFETY CULTURE PROGRESS FOR MINING AND EXPLORATION

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Meeting goal of proactive, consultative safety culture 89.2% say well (6-10 out of 10)
 33.8% say outstandingly well (8-10/10)
 Average rating is 7.02

	Highly rated (8-10/10)	Average rating
· Culture of reform rather than repair	13.8%	6.29
· Shared responsibility for safety across the organisation	27.7%	6.54
· New ideas about safety actively sought	21.5%	6.40
· Messenger rewarded not shot	29.7%	6.30
· A proactive as well as reactive safety culture	28.6%	6.59

4. 2010 baseline data for mines safety and health representatives

MINES S & H REPS

STAKEHOLDER GROUP PROFILE

237 elected mines safety and health representatives took part in the survey (29.3% response rate for the online survey*, 18% response rate overall for online and hard copy responses). The forecasting error for this group is $\pm 5.8\%$.

* After removing bouncebacks and those out of office for the duration of the study

The safety representatives participating in the survey can be described as:

- Mainly coming from organisations of more than 500 employees (7 in 10).
- Having some experience in the resources sector, with half having worked in mining for 3-10 years.

The safety representatives have a lower level of contact with Resources Safety than other stakeholder groups:

- Two in 5 have had contact with Resources Safety in the past year, with contact being just as likely to have been initiated by Resources Safety as by the client organisation.
- Generally contact was made several times in the 2009-10 financial year.
- Contact was initiated for a variety of reasons, with attendance at an information session (e.g. roadshow) accounting for the most contacts following by participation in an audit or inspection.

RESPONDENT PROFILE	%
Size of organisation	
Less than 10 employees	0.4
10-100 employees	8.9
101-500 employees	21.1
TOTAL - Less than 500 employees	30.4
More than 500 employees	69.6
Respondent's current role	
General manager or senior executive	1.3
Operations manager	0.8
Supervisor	6.3
Safety and health representative	66.7
Contractor	0.8
Occupational health and safety professional	3.8
Other – professional	3.0
Other – trade / technician	9.3
Other – operator	3.0
Other – administration / office	3.4
Other	1.7
Length of time respondent has been working in the resources industry	
Less than 3 years	13.9
3-10 years	50.2
More than 10 years	35.9

CONTACT PROFILE	%
Contact with Resources Safety in the past year	
Only initiated by our organisation	7.2
Only initiated by Resources Safety	12.2
Initiated by our organisation <i>and</i> by Resources Safety	19.8
TOTAL initiated by Resources Safety (solely or also initiated by organisation)	32.1
TOTAL initiated by our organisation (solely or also initiated by Resources Safety)	27.0
TOTAL had contact with Resources Safety	39.2
No contact with Resources Safety	60.8
Where applicable, how often was contact with Resources Safety during 2009-10 financial year	
At most once	47.9
Several times	46.9
Many times	5.1
Nature of these contacts	
Audit or inspection	30.5
Investigation of a complaint	2.1
Investigation of an incident	12.6
Consultation regarding a safety matter	10.5
Response to an enquiry by you	8.4
A request for information from Resources Safety	15.8
Information session (e.g. safety road show, industry briefing)	44.2
Other	23.2

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF

Being a proactive safety regulator	66.0% say well (6-10 out of 10) 27.2% say outstandingly well (8-10/10) Average rating is 6.40
Adding value to your organisation	60.2% say a significant amount (6-10/10) 28.8% say an exceptional amount (8-10/10) Average rating is 6.16

RATING THE IMPORTANCE OF REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Essential (8-10/10)	Average rating
Set appropriate safety standards	85.1%	9.05
Conduct independent audits of safety systems	76.3%	8.60
Undertake safety inspections	78.7%	8.57
Carry out independent investigations of incidents	80.4%	8.65
Respond to complaints about safety	89.5%	8.97
Raise awareness and promote safety outcomes		
Provide advice and information about safety	86.5%	8.86
Monitor safety performance data	72.1%	8.25
Monitor health surveillance programmes	70.8%	8.16
Support safety and health representatives	85.1%	8.92
Resolve disputes about safety in the workplace	80.6%	8.64

RATING RESOURCES SAFETY'S PERFORMANCE IN REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Very well (8-10/10)	Average rating
Set appropriate safety standards	60.9%	7.63
Conduct independent audits of safety systems	45.2%	6.87
Undertake safety inspections	49.1%	6.96
Carry out independent investigations of incidents	51.0%	7.07
Respond to complaints about safety	49.7%	7.01
Raise awareness and promote safety outcomes		
Provide advice and information about safety	58.2%	7.37
Monitor safety performance data	50.7%	7.22
Monitor health surveillance programmes	48.3%	6.85
Support safety and health representatives	54.9%	7.21
Resolve disputes about safety in the workplace	47.1%	6.90

MINES S & H REPS

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

Regulator overall	Very well (8-10/10)	Average rating
· Supports a risk management approach	52.2%	7.36
· Publishes appropriate industry safety performance indices	59.9%	7.65
· Encourages consistent application of safety standards across all operations	53.2%	7.30
· Prosecutes if necessary	47.9%	6.58
· Provides guidance on development of documentation to meet legislative requirements	51.0%	7.05
· Clarifies where legal responsibilities lie	51.2%	7.03
· Adds value to site safety procedures	49.4%	6.98
· Responds in a timely manner	47.9%	7.00
· Reviews submitted documents in a timely manner	42.5%	6.81
Mines inspectors		
· Are knowledgeable about the legislation	67.3%	7.93
· Are consistent in their interpretation of the legislation	57.2%	7.59
· Interpret the legislation in a practical way	61.5%	7.59
· Are consistent in the application of the legislation	52.9%	7.43
· Are willing to consult our organisation	61.0%	7.68
· Are willing to consider and adapt to industry safety innovations	54.9%	7.48
· Approach their task professionally	69.3%	8.03
· Are knowledgeable about the industry that they are auditing or investigating	66.2%	7.79
· Are knowledgeable about the type of operation that they are auditing or investigating	61.0%	7.68
· Are well prepared before they go on site	60.9%	7.55
· Are available to visit sites when needed	54.2%	7.10
· Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	55.3%	7.20
· Carry out audits and inspections in a timely manner	57.2%	7.31
· Are available to answer queries over the telephone or online	55.8%	7.38
· Have a consistent approach to audits and inspections, both individually and between inspectors	56.8%	7.25
· Provide useful, actionable information to make operations safer	62.6%	7.45
· Provide information in a friendly and cooperative way	64.0%	7.67
Guidance material		
· Addresses operational needs	51.4%	7.31
· Uses plain English to clarify legislative requirements	53.8%	7.48
· Is in a form appropriate for operational use on site	55.2%	7.43
· Is concise	55.7%	7.42
· Is clear and definitive on what is required	53.1%	7.37
· Is accurate and consistent in what it says	60.6%	7.62

5. 2010 baseline data for petroleum clients

PETROLEUM CLIENTS

STAKEHOLDER GROUP PROFILE

20 site managers and safety representatives from onshore petroleum operations took part in the survey (30.3% response rate*). The forecasting error for this group is $\pm 18.4\%$.

* After removing bouncebacks and those out of office for the duration of the study

The petroleum clients participating in the survey can be described as:

- A mix of managers, safety representatives and professionals, and other roles.
- Coming from all sizes of organisations.
- Having considerable experience in the resources sector, with more than half having worked there for more than 10 years.

The petroleum clients have a reasonable level of contact with Resources Safety Division:

- Most had contact with Resources Safety in the past year. This contact is just as likely to have been initiated by Resources Safety as by the client organisation.
- Generally contact was made several times in the 2009-10 financial year.
- Contact was initiated for a wide variety of reasons.

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

RESPONDENT PROFILE	#	%
Size of organisation		
Less than 10 employees	3	15
10-100 employees	5	25
101-500 employees	2	10
TOTAL - Less than 500 employees	10	50
More than 500 employees	10	50
Respondent's current role		
General manager or senior executive	4	20
Operations manager	5	25
Safety and health representative	1	5
Contractor	1	5
Occupational health and safety professional	4	20
Other – Professional	3	15
Other – administrative	2	10
Length of time respondent has been working in the resources industry		
Less than 3 years	2	10
3 – 10 years	5	25
More than 10 years	13	65
CONTACT PROFILE		
	#	%

Contact with Resources Safety in the past year		
Only initiated by our organisation	2	10
Only initiated by Resources Safety	1	5
Initiated by our organisation <i>and</i> by Resources Safety	15	75
TOTAL initiated by Resources Safety (solely or also initiated by organisation)	16	80
TOTAL initiated by our organisation (solely or also initiated by Resources Safety)	17	85
TOTAL had contact with Resources Safety	18	90
No contact with Resources Safety	2	10
Where applicable, how often was contact with Resources Safety during 2009-10 financial year		
Once	3	16.7
Several times	11	61.1
Many times	4	22.2
Nature of these contacts		
Audit or inspection	9	50
Investigation of a complaint	0	0
Investigation of an incident	3	16.7
Consultation regarding a safety matter	7	38.9
Response to an enquiry by you	11	61.1
A request for information from Resources Safety	10	55.6
Information session (e.g. safety road show, industry briefing)	7	38.9
Other	6	33.3

With a total sample of 20, this group is too small for cross-analysis. In addition, not all questions were answered by all respondents. As such, only overall findings are reported in Section 7.

PETROLEUM CLIENTS

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF

Being a proactive safety regulator	70% [14 out of 20 respondents] say well (6-10 out of 10) 25% [5/20] say outstandingly well (8-10/10) Average rating is 6.10
Adding value to your organisation	50% [10/20] say a significant amount (6-10/10) 5% [1/20] say an exceptional amount (8-10/10) Average rating is 4.85

RATING THE IMPORTANCE OF REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Essential (8-10/10)	Average rating
Set appropriate safety standards	65.0% [13/20]	7.85
Conduct independent audits of safety systems	63.2% [12/19]	7.53
Undertake safety inspections	52.6% [10/19]	7.11
Carry out independent investigations of incidents	55.0% [11/20]	7.15
Respond to complaints about safety	63.2% [12/19]	7.68
Raise awareness and promote safety outcomes		
Provide advice and information about safety*	68.8% [11/16]	7.94
Monitor safety performance data*	73.3% [11/15]	7.53
Monitor health surveillance programmes*	40.0% [6/15]	6.47
Support safety and health representatives*	71.4% [10/14]	7.36
Resolve disputes about safety in the workplace	53.3% [8/15]	6.60

RATING RESOURCES SAFETY'S PERFORMANCE IN REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Very well (8-10/10)	Average rating
Set appropriate safety standards	25.0% [4/16]	5.50
Conduct independent audits of safety systems	33.3% [5/15]	5.20
Undertake safety inspections	25.0% [3/12]	4.83
Carry out independent investigations of incidents	11.1% [1/9]	4.67
Respond to complaints about safety	0.0% [0/6]	4.17
Raise awareness and promote safety outcomes		
Provide advice and information about safety*	46.2% [6/13]	6.31
Monitor safety performance data*	28.6% [2/7]	4.71
Monitor health surveillance programmes*	0.0% [0/3]	3.00
Support safety and health representatives*	25.0% [2/8]	5.50
Resolve disputes about safety in the workplace	0.0% [0/4]	3.50

* Four responses filtered out because the respondent indicated they worked for an MHF rather than petroleum operation, and MHF survey did not list these roles.

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PETROLEUM CLIENTS

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

Regulator overall	Very well (8-10/10)	Average rating
· Supports a risk management approach	47.4% [9/19]	6.26
· Publishes appropriate industry safety performance indices	43.8% [7/16]	5.75
· Encourages consistent application of safety standards across all operations	26.3% [5/19]	5.47
· Prosecutes if necessary	16.7% [1/6]	5.33
· Provides guidance on development of documentation to meet legislative requirements	38.9% [7/18]	5.78
· Clarifies where legal responsibilities lie	12.5% [2/16]	5.69
· Adds value to site safety procedures	31.6% [6/19]	5.11
· Responds in a timely manner	44.4% [8/18]	6.50
· Reviews submitted documents in a timely manner	38.9% [7/18]	6.00
Petroleum inspectors		
· Are knowledgeable about the legislation	52.6% [10/19]	6.89
· Are consistent in their interpretation of the legislation	35.3% [6/17]	4.88
· Interpret the legislation in a practical way	33.3% [6/18]	5.11
· Are consistent in the application of the legislation	25.0% [4/16]	4.63
· Are willing to consult our organisation	58.8% [10/17]	6.82
· Are willing to consider and adapt to industry safety innovations	20.0% [3/15]	5.20
· Approach their task professionally	55.6% [10/18]	6.67
· Are knowledgeable about the industry that they are auditing or investigating	50.0% [9/18]	6.06
· Are knowledgeable about the type of operation that they are auditing or investigating	50.0% [9/19]	6.00
· Are well prepared before they go on site	38.5% [5/13]	6.15
· Are available to visit sites when needed	38.5% [5/13]	6.54
· Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	61.5% [8/13]	6.69
· Carry out audits and inspections in a timely manner	35.7% [5/14]	6.57
· Are available to answer queries over the telephone or online	64.3% [9/14]	6.86
· Have a consistent approach to audits and inspections, both individually and between inspectors	35.7% [5/14]	5.14
· Provide useful, actionable information to make operations safer	23.1% [3/13]	5.15
· Provide information in a friendly and cooperative way	58.8% [10/17]	7.06
Guidance material		
· Addresses operational needs	12.5% [2/16]	5.13
· Uses plain English to clarify legislative requirements	31.3% [5/16]	5.88
· Is in a form appropriate for operational use on site	13.3% [2/15]	4.93
· Is concise	12.5% [2/15]	5.07
· Is clear and definitive on what is required	53.1% [2/16]	4.81
· Is accurate and consistent in what it says	26.7% [4/15]	5.73

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

PETROLEUM CLIENTS

ADDING VALUE

=====

*** Note change in rating scale to 5 (average not provided as numerical scale not used)**

Adds value (4-5/5)

· Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans	83.3% [15/18]
· Provide positive feedback on what has been done well	89.5% [17/19]
· Provide practical advice and examples of how things can be done better	73.7% [14/19]
· Be willing to provide guidance and act as mentors	57.9% [11/19]
· Ensure mandatory training for safety and health representatives	50.0% [7/14]
· Undertake roadshows and formal presentations to companies and industry groups	28.6% [4/14]
· Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together	53.3% [8/15]
· Ensure greater consultation and feedback to industry	68.4% [13/19]
· Be available to answer queries when needed	78.9% [15/19]

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

PETROLEUM CLIENTS

INDUSTRY'S ASSESSMENT OF SAFETY CULTURE PROGRESS FOR PETROLEUM OPERATIONS

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Meeting goal of proactive, consultative safety culture 90.0% [18/20] say well (6-10 out of 10)
 50.0% [10/10] say outstandingly well (8-10/10)
 Average rating is 7.20

	Highly rated (8-10/10)	Average rating
· Culture of reform rather than repair	35.0% [7/20]	6.55
· Shared responsibility for safety across the organisation	50.0% [10/20]	7.10
· New ideas about safety actively sought	35.0% [7/20]	6.90
· Messenger rewarded not shot	25.0% [5/20]	6.40
· A proactive as well as reactive safety culture	31.6% [6/19]	6.79

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

6. 2010 baseline data for major hazard facility clients

MHF CLIENTS

STAKEHOLDER GROUP PROFILE

15 site managers and safety representatives from MHFs took part in the survey (46.9% response rate*). The forecasting error for this group is $\pm 18.7\%$.

* After removing bouncebacks and those out of office for the duration of the study

The MHF clients participating in the survey can be described as:

- A mix of managers, safety representatives and professionals.
- Coming from all sizes of organisations.
- Generally having extensive experience in the resources sector, with more than half having worked there for more than 10 years.

The MHF clients have a reasonable level of contact with Resources Safety Division:

- All but one had contact with Resources Safety in the past year.
- Contact was initiated by Resources Safety and the organisation many times in the 2009-10 financial year.
- Contact was initiated for a wide variety of reasons.

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RESPONDENT PROFILE	#
Size of organisation	
Less than 10 employees	0
10-100 employees	5
101-500 employees	3
TOTAL - Less than 500 employees	8
More than 500 employees	6
Respondent's current role	
General manager or senior executive	2
Operations manager	5
Supervisor	1
Safety and health representative	1
Occupational health and safety professional	3
Other	2
Length of time respondent has been working in the resources industry	
Less than 3 years	0
3 – 10 years	4
More than 10 years	10

CONTACT PROFILE	%
Contact with Resources Safety in the past year	
Only initiated by our organisation	0
Only initiated by Resources Safety	0
Initiated by our organisation <i>and</i> by Resources Safety	14
TOTAL initiated by Resources Safety (solely or also initiated by organisation)	14
TOTAL initiated by our organisation (solely or also initiated by Resources Safety)	14
TOTAL had contact with Resources Safety	14
No contact with Resources Safety	1
Where applicable, how often was contact with Resources Safety during 2009-10 financial year	
Once	0
Several times	4
Many times	10
Nature of these contacts	
Audit or inspection	9
Investigation of a complaint	0
Investigation of an incident	3
Consultation regarding a safety matter	2
Response to an enquiry by you	7
A request for information from Resources Safety	6
Information session (e.g. safety road show, industry briefing)	7
Other	8

With a total sample of 15, this group is too small for cross-analysis. In addition, not all questions were answered by all respondents. As such, only overall findings are reported in Section 7.

MHF CLIENTS

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF

Being a proactive safety regulator	60% [9 out of 15 respondents] say well (6-10 out of 10) 13.3% [2/15] say outstandingly well (8-10/10) Average rating is 5.60
Adding value to your organisation	40.0% [6/15] say a significant amount (6-10/10) 13.3% [2/15] say an exceptional amount (8-10/10) Average rating is 4.93

RATING THE IMPORTANCE OF REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Essential (8-10/10)	Average rating
Set appropriate standards of safety	93.3% [14/15]	8.80
Conduct independent audits of safety systems	66.7% [10/15]	7.00
Undertake safety inspections	73.3% [11/15]	7.67
Carry out independent investigations of incidents	73.3% [11/15]	7.87
Respond to complaints about safety	73.3% [11/15]	8.27

RATING RESOURCES SAFETY'S PERFORMANCE IN REGULATORY ROLES (excludes "Don't knows")

Compliance activities	Essential (8-10/10)	Average rating
Set appropriate standards of safety	14.3% [2/14]	5.00
Conduct independent audits of safety systems	9.1% [1/11]	4.09
Undertake safety inspections	25.0% [3/12]	5.58
Carry out independent investigations of incidents	33.3% [3/9]	4.67
Respond to complaints about safety	28.6% [2/7]	5.43

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MHF CLIENTS

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

Regulator overall	Very well (8-10/10)	Average rating
· Supports a risk management approach	35.7% [5/14]	6.71
· Publishes appropriate industry safety performance indices	23.1% [3/13]	4.77
· Encourages consistent application of safety standards across all operations	27.3% [3/11]	5.18
· Prosecutes if necessary	20.0% [1/5]	4.00
· Provides guidance on development of documentation to meet legislative requirements	26.7% [4/15]	5.27
· Clarifies where legal responsibilities lie	30.8% [4/13]	5.46
· Adds value to site safety procedures	14.3% [2/14]	4.71
· Responds in a timely manner	46.7% [7/15]	6.80
· Reviews submitted documents in a timely manner	42.9% [6/14]	5.64
Authorised officers for MHFs		
· Are knowledgeable about the legislation	53.3% [8/15]	6.93
· Are consistent in their interpretation of the legislation	33.3% [5/15]	4.33
· Interpret the legislation in a practical way	26.7% [4/15]	4.87
· Are consistent in the application of the legislation	21.4% [3/14]	4.50
· Are willing to consult our organisation	46.7% [7/15]	6.93
· Are willing to consider and adapt to industry safety innovations	45.5% [5/11]	6.18
· Approach their task professionally	66.7% [10/15]	7.27
· Are knowledgeable about the industry that they are auditing or investigating	40.0% [6/15]	6.13
· Are knowledgeable about the type of operation that they are auditing or investigating	33.3% [5/15]	5.60
· Are well prepared before they go on site	46.7% [7/15]	6.20
· Are available to visit sites when needed	76.9% [10/13]	7.77
· Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	46.2% [6/13]	6.23
· Carry out audits and inspections in a timely manner	50.0% [6/12]	7.33
· Are available to answer queries over the telephone or online	69.2% [9/13]	7.46
· Have a consistent approach to audits and inspections, both individually and between inspectors	27.3% [3/11]	4.73
· Provide useful, actionable information to make operations safer	30.8% [4/13]	5.69
· Provide information in a friendly and cooperative way	66.7% [10/15]	7.47
Guidance material		
· Addresses operational needs	28.6% [4/14]	6.36
· Uses plain English to clarify legislative requirements	26.7% [4/15]	6.53
· Is in a form appropriate for operational use on site	21.4% [3/14]	5.93
· Is concise	26.7% [4/15]	5.87
· Is clear and definitive on what is required	26.7% [4/15]	5.13
· Is accurate and consistent in what it says	20.0% [3/15]	5.40

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MHF CLIENTS

ADDING VALUE

=====

* Note change in rating scale to 5 (average not provided as numerical scale not used)

Adds value (4-5/5)

· Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans	64.3% [9/14]
· Provide positive feedback on what has been done well	100.0% [15/15]
· Provide practical advice and examples of how things can be done better	93.3% [14/15]
· Be willing to provide guidance and act as mentors	60.0% [9/15]
· Ensure greater consultation and feedback to industry	93.3% [14/15]
· Be available to answer queries when needed	93.3% [14/15]

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

MHF CLIENTS

INDUSTRY'S ASSESSMENT OF SAFETY CULTURE PROGRESS FOR MAJOR HAZARD FACILITIES

=====

Meeting goal of proactive, consultative safety culture 80.0% [12/15] say well (6-10 out of 10)
 60.0% [9/15] say outstandingly well (8-10/10)
 Average rating is 7.13

	Highly rated (8-10/10)	Average rating
· Culture of reform rather than repair	46.7% [7/15]	6.93
· Shared responsibility for safety across the organisation	46.7% [7/15]	7.00
· New ideas about safety actively sought	46.7% [7/15]	7.07
· Messenger rewarded not shot	73.3% [11/15]	7.93
· A proactive as well as reactive safety culture	60.0% [9/15]	7.27

THIS IS A VERY SMALL SAMPLE WITH A LARGE FORECASTING ERROR. AS A RESULT, THE NUMBER OF RESPONDENTS AS WELL AS PERCENTAGES, ARE REPORTED. FINDINGS SHOULD BE INTERPRETED WITH CAUTION.

7. Key findings from research

The following findings, which complement the baseline data, are based on quantitative results from the surveys and qualitative assessments made during the focus groups.

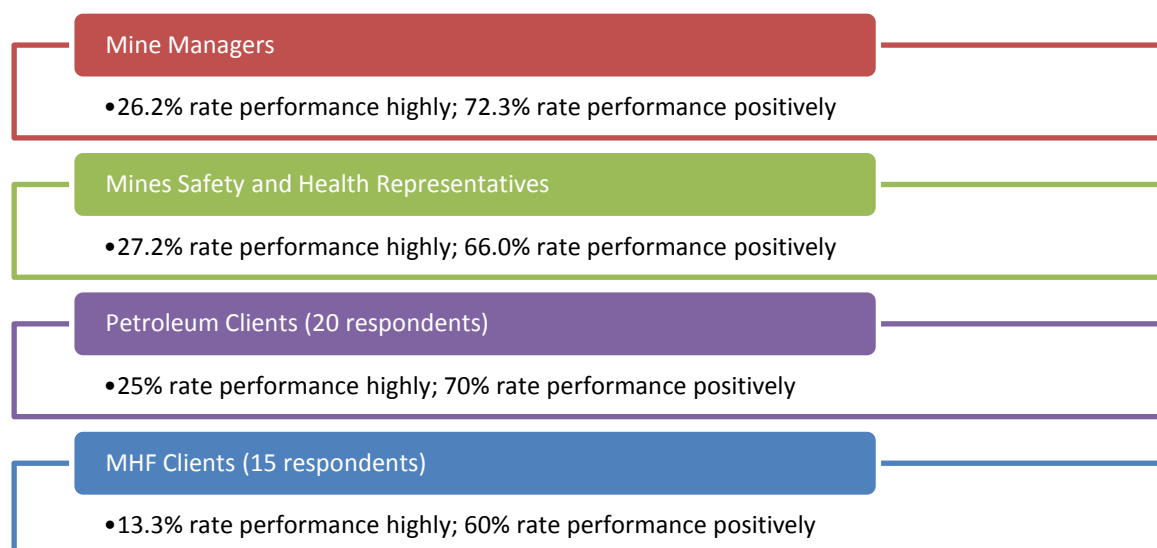
1. Contact with Resources Safety is not uniform across all groups.

The majority of mine managers who responded to the survey (78.5%) have had contact with Resources Safety in the last year. Around 9 in 10 respondents from onshore petroleum operations and from MHFs have also had contact.

However, the figures were lower for mines safety and health representatives, with 39.2% of respondents having had contact with Resources Safety in the last year. While there are a large number of mines safety and health representatives, particularly in the large companies, lack of contact appears to depress some of the ratings. That is, those who had contact with Resources Safety tended to give a higher rating score to some questions, and supporting safety and health representatives is seen by this group to be a key role of the regulator.

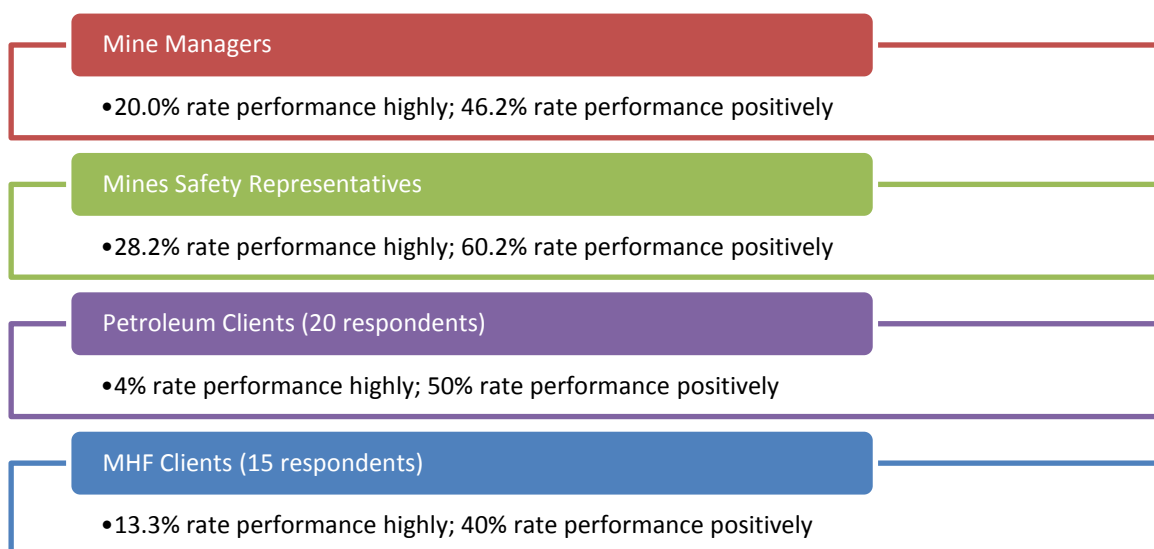
2. The resources industry perceives that Resources Safety performs better at being a proactive safety regulator, working with industry to create an environment where industry is operating as safely as possible, than it does at adding value to client organisations.

Across all groups, 67.2% rated Resources Safety positively overall (6-10/10) as a proactive safety regulator. 26.3% rated Resources Safety highly (8-10/10) on *being a proactive safety regulator*. There is little difference between the four respondent groups.



Overall, 56.0% of industry participants rated Resources Safety positively for *adding value to their organisation*, significantly fewer than for being a proactive safety regulator. Perceptions of adding value were lower among the mine managers, only 46.2% of whom felt Resources Safety added value to their organisation, and the small cohort of MHF clients, where 40.0% felt Resources Safety added value.

Across the four groups, there was some variation in the number of respondents giving high ratings for *adding value to their organisation*. The qualitative research indicated that the industry sectors felt that interaction with the regulator should leave them with more knowledge and fresh perspectives.



3. The two roles of the safety regulator considered to be important by the mining groups are setting appropriate standards of safety and providing information and advice about safety.

A number of aspects of the safety regulator's roles were identified and the importance of each was measured. *Setting appropriate standards of safety* and *providing information and advice about safety* were considered as important regulatory roles by the mining stakeholder groups, although the small cohort of petroleum clients appeared to be ambivalent about the importance of any of the roles.

Setting appropriate standards of safety was very important (8-10/10) for 86.2% of mine managers, 85.1% of mines safety and health representatives, 65.0% of petroleum clients and 93.3% of MHF clients. This role was considered essential (10/10) by 47.7% of mine managers, 61.1% of mines safety and health representatives, 35.0% of petroleum clients and 53.3% of MHF clients.

Providing information and advice about safety was very important (8-10/10) for 82.8% of mine managers, 86.5% of mines safety and health representatives, and 68.8% of petroleum clients. This role was considered essential (10/10) by 50.0% of mine managers, 49.5% of mines safety and health representatives, and 18.8% of petroleum clients. (Note that MHF clients were not asked about the importance of this role.)

4. Responding to complaints about safety and supporting the role of safety and health representatives were regulatory roles that rate highly with mines safety and health representatives.

Supporting their role was a key issue for safety and health representatives, and about two-thirds of mines safety and health representatives surveyed felt that mandatory training for representatives would add value to client safety outcomes.

In the qualitative research, mines and health safety representatives commented that this was not an easy or sought-after role. On some of the mine sites, representatives felt confident and empowered in their role; on others, they found it hard to negotiate the diplomatic line between workforce and management. The latter may reflect the high rating for the regulator to be more involved in solving safety issues. Many representatives commented that training should go beyond safety and include leadership training.

5. Monitoring safety performance data and supporting the role of safety and health representatives were regulatory roles that rate highly with petroleum clients.

Keeping in mind the small sample size, almost three-quarters of the petroleum respondents regarded monitoring safety performance data and supporting safety and health representatives as the two most important roles for the safety regulator.

6. Resources Safety performs strongly on the two most important roles as rated overall by industry, but there is scope for improvement.

Four in five of respondents rate Resources Safety's performance on both *setting appropriate standards of safety* and *providing information and advice about safety* positively overall (6-10/10). These are the roles with the strongest all-round performance.

7. Resources Safety performs strongly overall on the remaining roles of the safety regulator, but there is scope for improvement, for example when *conducting independent audits of safety systems*.

Resources Safety's performance is rated fairly well overall on most of the remaining roles of the safety regulator, receiving 6-10/10 ratings from 70 to 80% of respondents. High ratings (8-10/10) were given by 40 to 50% of respondents.

One-third of all respondents rated *conducting independent audits of the safety systems* highly and two-thirds rated it positively overall.

For the most part, the four groups provide similar performance ratings. However, possibly reflecting their proximity to the "coalface" of workplace safety, the mines safety and health representatives tended to give higher ratings for conducting independent audits of safety systems, carrying out independent inspections of incidents, monitoring health surveillance programs, supporting safety and health representatives, and resolving disputes about safety in the workplace.

8. Mine managers provided insight into ways that Resources Safety can improve its performance as a safety regulator through setting standards and supporting the mines safety and health representatives at the workplace, as well as doing its job as a regulator.

For mine managers, the safety regulator's performance on these two roles explained almost 60% of the rating that they gave the organisation for being a proactive safety regulator. Hence a 10% increase in the score of one of these areas would result in a 6% increase in this baseline score.



9. How the stakeholder groups think about the ways in which Resources Safety can work with industry to reduce the likelihood and consequences of serious incidences reflects their position in the hierarchy of workplace safety.

The focus groups and discussions with Resources Safety identified 32 ways that Resources Safety can work with industry. Six key themes emerged for the mine managers, and five for the mines safety and health representatives. While there was some consistency between the two groups, the differences that emerged reflected their different priorities.

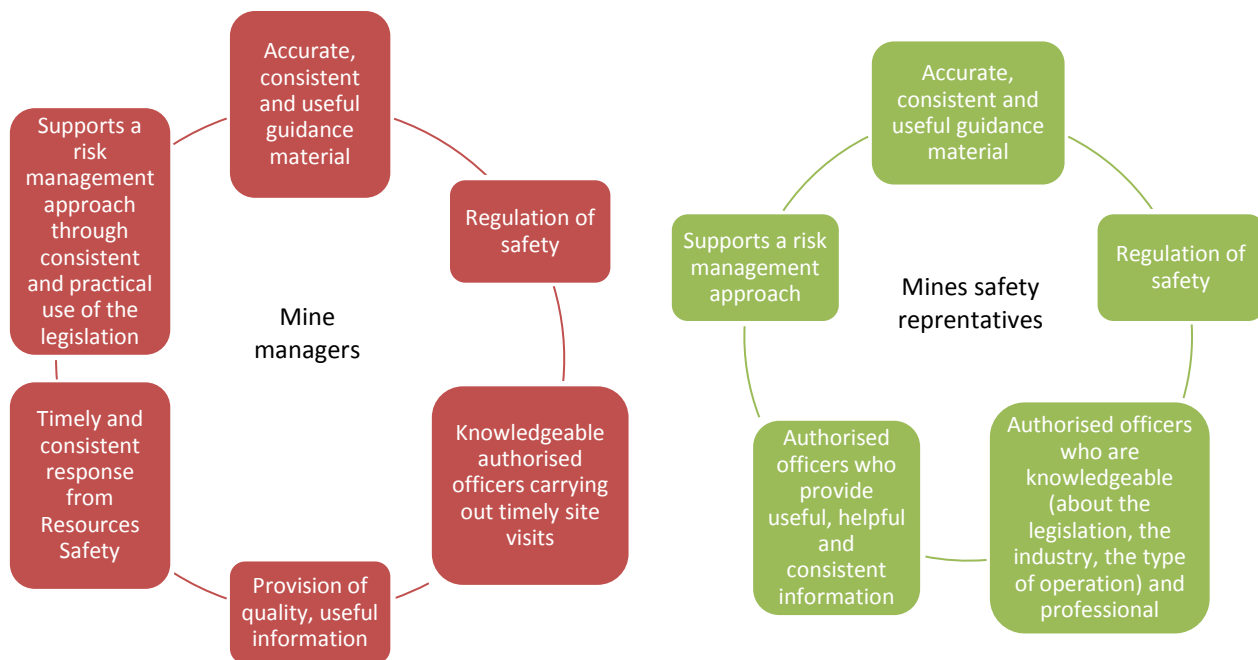
Both the mine managers and safety and health representatives think about the role of Resources Safety in terms of:

- regulation of safety; and
- accurate, consistent and useful guidance material.

Regulation of safety is the essence of the role of the safety regulator and the guidance material is the physical manifestation of the delivery of that role.

At the next level, mine managers view timeliness and consistency as key ways that the regulator can help industry reduce the likelihood and consequences of serious incidences. That is, timely visits, timely response, consistent use of the legislation and a consistent response. The mine managers also tie consistent and practical application of the legislation with Resources Safety supporting a risk management approach.

In contrast, the mines safety and health representatives associate knowledge and consistency with the professionalism of the mines inspectors and view risk management as a separate issue. While the mine managers tend to associate the site visits with timeliness and knowledgeable inspectors, the safety and health representatives are more focused on the outcomes of the visits — the information and advice.



10. Resources Safety is rated positively on the nine initiatives identified on the survey as needing to be done well when working with industry to reduce the likelihood of and consequences of serious incidents.

Between two-thirds and four-fifths of all respondents rate Resources Safety's performance positively overall on the nine initiatives it needs to do well as a safety regulator. And 40 to 50% give high ratings (8-10/10).

However, safety representatives are more focused on the following three aspects, and give high ratings to Resources Safety:

- publishing appropriate industry safety performance indices;
- clarifying where legal responsibilities lie; and
- adding value to site safety procedures.

11. Resources Safety's authorised officers (i.e. mines and petroleum inspectors, dangerous goods officers) were rated fairly highly on their knowledge, professionalism and provision of information, but overall received lower ratings for consistency in their application of the legislation, consistent response or approach to inspections and audits individually and between officers.

More than four in five respondents rate the authorised officers' performance positively overall, and around two-thirds gave them high ratings in the three best performing areas of:

- knowledgeable about the legislation (88.5% rated 6-10/10; 65.4% rated 8-10/10);
- approach their task professionally (88.0%; 66.5%); and
- provide information in a friendly and cooperative way (83.7%; 63.5%).

Areas where authorised officers were perceived as needing to be more consistent were:

- interpretation of the legislation;
- application of the legislation;
- response or approach to inspections and audits, both individually and between officers.

These areas were particularly raised by mine managers, onshore petroleum and MHF site managers as areas of lower performance.

12. Resources Safety's guidance material is rated positively, with mines safety and health representatives giving the material even higher ratings.

Between three-quarters and four-fifths of respondents rate the six aspects of Resources Safety's guidance material positively overall. And 40 to 50 percent give high ratings (8-10/10).

Onshore petroleum managers and MHF site managers were more critical of the guidance material and rated the material at 6 or 7 out of 10, with few giving it 8 to 10 out of 10. They felt guidance material could be improved by:

- addressing operational needs;
- being provided in a form appropriate for operational use on site;
- being more concise; and
- being clear and definitive on what is required.

13. All nine of the initiatives tested in the survey would add value to client operations' safety outcomes.

Forty to 50% of respondents felt the initiatives would add a lot of value and 70 to 80% felt they would add a lot or add some value.

The top initiatives in all four groups varied in order but were:

- provide positive feedback on what has been done well;
- provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans (of most importance to mine managers, for whom 61.9% felt this would offer a lot of value);
- ensure mandatory training for safety and health representatives (most important to mines safety and health representatives, for whom 63.0% felt this would offer a lot of value);
- be available to answer queries when needed; and
- provide practical advice and examples of how things can be done better.

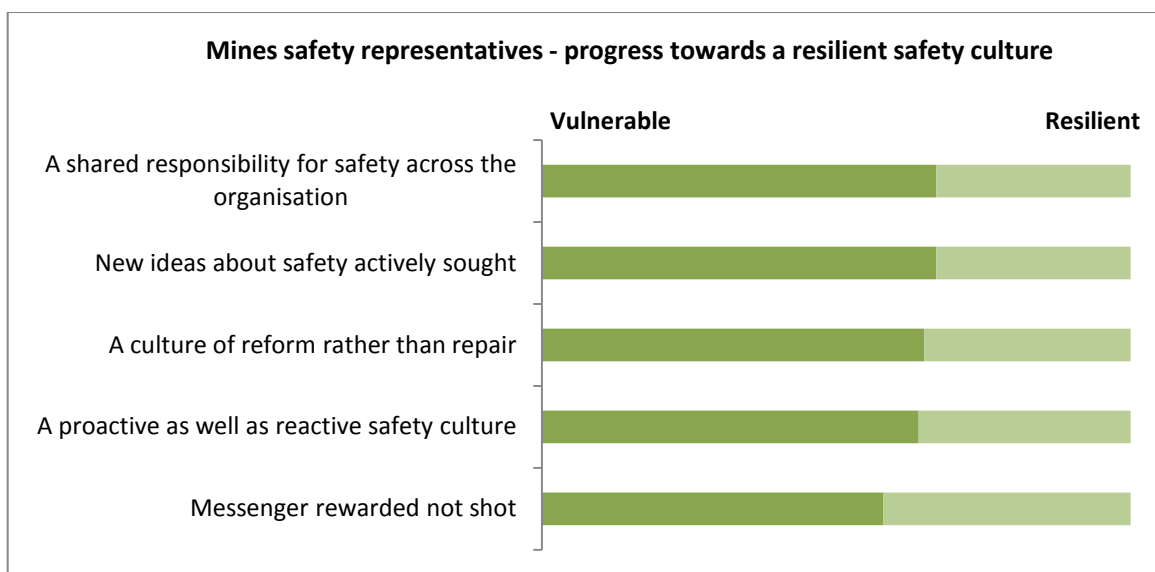
The initiative for roadshows and formal presentations had mixed support, perhaps depending in some part on whether this approach is currently used for that industry sector. For example, mines safety roadshows have run for six years and 75.2% of mines safety and health representatives and 54.0% of mine managers said that this initiative would add some or a lot of value. For the small cohort of MHF clients, the figure was 66.7%. The approach was least popular with the smallest stakeholder group, petroleum clients, for whom only 28.6% felt it would add some or a lot of value.

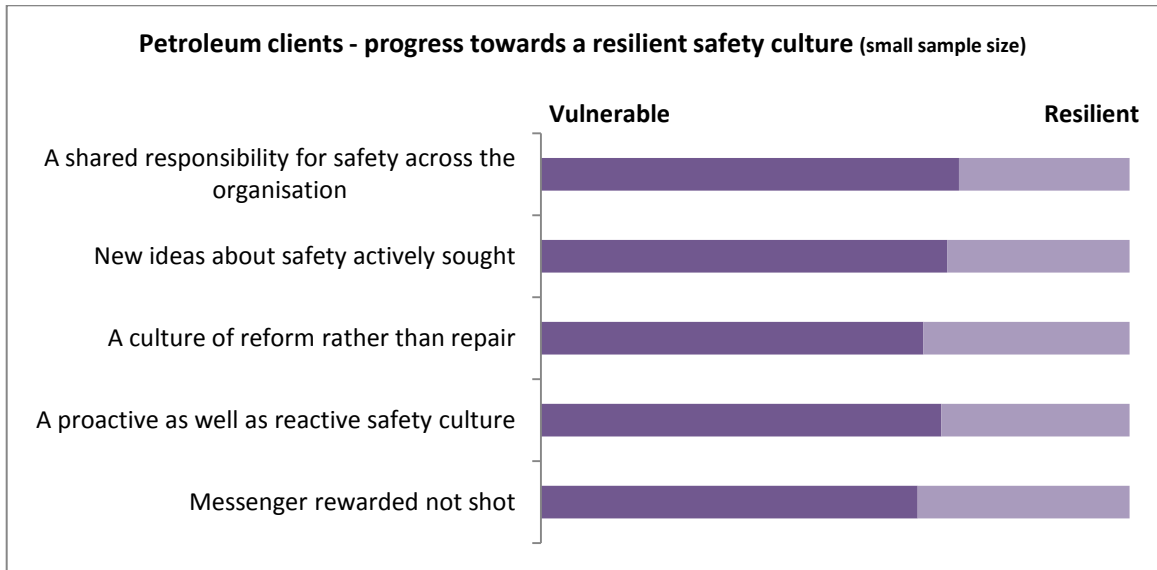
14. The ultimate goal is for industry to have a proactive, consultative safety culture. Across all four groups, respondents believe that the resources industry is doing well but has scope for improvement.

For mining, 89.2% of managers rate their industry's performance in meeting this goal positively (6-10/10), and 33.8% rate it highly (8-10/10), while 73.6% of mines safety and health representatives give a positive rating for progress towards a resilient safety culture and 36.6% rate it highly. Company size did not seem to be a major factor in the determining the rating by mines safety and health representatives, with 76.1% from companies with 500 or fewer employees giving a positive rating while the figure was 72.6% for those in companies with more than 500 employees.

For petroleum, 90% of respondents gave a positive rating and 60% rated it highly. For MHFs, the figures were 80% and 60%, respectively.

Stakeholder groups gave similar average ratings for the five attributes of a resilient safety culture tested in the survey, with the most variation observed for *messenger rewarded not shot*. The graphs below plot the average response for each safety culture attribute.





8. Strategic conclusions

The research has tested current stakeholders' perceptions of the roles, services and functions of Resources Safety. The survey results provide baseline data against which DMP can track significant changes in industry perceptions as safety reform initiatives are implemented and understanding of the role of the safety regulator increases. However, there needs to be a concerted effort to increase survey participation from the petroleum and MHF client groups.

Overall, the current ratings for Resources Safety are reasonably good but there are opportunities for improvement.

- Setting appropriate standards of safety is considered one of the most important roles of the safety regulator. Resources Safety should not just set appropriate standards, it needs to be seen to be setting them. Safety must also be seen as a shared responsibility between management, workers and the regulator.
- Ways in which Resources Safety can be seen to regulate safety include encouraging the sharing of ideas, particularly for smaller companies and contractors who don't have the same resources as larger companies to implement safety regimes; clarify who is legally responsible for what; provide guidance on the development of documentation to meet legislative requirements, rather than companies generating vast volumes of documents in the misunderstanding that they are a necessity; and publicise its enforcement strategy and outcomes.
- Continued support of mines safety and health representatives in terms of training and the provision of guidance material and advice is seen as important, as well as raising awareness of their role and what it entails.
- Reviewing guidance materials to ensure they are accurate, relevant, clear, concise, consistent and appropriate for use on site must be maintained as a priority. It will be important to address the needs of petroleum and MHF clients, who felt that the guidance materials they had were neither clear nor definitive about what was required, nor in a form that was appropriate for site use.
- It is likely that more visits to more sites, and speaking to more people (from senior and operational management through to meetings with safety representatives), would have a positive influence on stakeholders' perceptions of the safety regulator.
- Consistency is an issue to be addressed for mine managers and petroleum and MHF clients, particularly with respect to how inspections and audits are approached, and the interpretation and application of legislation.
- The small cohort of MHF clients was critical of authorised officers' knowledge of the operations and industries they audited, and it was suggested that recruiting from within these industries could help alleviate this.

Appendix 1 – Questions for mining and petroleum stakeholders

ABOUT YOU

The following information is required to ensure we have a representative cross section of industry.

1. **Which industry sector do you mainly work in?**
 - Mining ₁
 - Petroleum ₂
 - Geothermal energy ₃
 - Other (*please specify*)

2. **What is the size of your organisation?**
 - Less than 10 employees ₁
 - 10-100 employees ₂
 - 101-500 employees ₃
 - More than 500 employees ₄

3. **How long have you been working in the resources industry?**
 - More than 10 years ₁
 - 3-10 years ₂
 - Less than 3 years ₃

4. **What is your current role?**
 - General manager or senior executive ₁
 - Operations manager ₂
 - Supervisor ₃
 - Safety and health representative ₄
 - Contractor ₅
 - Occupational health and safety professional ₆
 - Other (*please specify*) ₉

INTERACTION WITH RESOURCES SAFETY

5. **Have you had contact with Resources Safety in the past year?** *Please tick one only.*
 - Yes – only initiated by our organisation ₁
 - Yes – only initiated by Resources Safety ₂
 - Yes – initiated by our organisation and by Resources Safety ₃
 - No ₄ → *Go to Question 8a*

6. **How often did you have contact with Resources Safety during the 2009-10 financial year?**
 - Not at all ₁
 - Once ₂
 - Several times ₃
 - Many times ₄

7. What was the nature of these contacts? *Tick as many as applicable*

- Audit or inspection ₁
 Investigation of a complaint ₂
 Investigation of an incident ₃
 Consultation regarding a safety matter ₄
 Response to an enquiry by you ₅
 A request for information from Resources Safety ₆
 Information session (e.g. safety roadshow, industry briefing) ₇
 Other (*please specify*)

8.a Overall, how well do you feel that Resources Safety performs in terms of being a proactive safety regulator, working with industry to create an environment where industry is operating as safely as possible? *Please rate out of 10 where 0 is very poorly and 10 is outstandingly well. Tick the box closest to your view.*

- Very poor Outstandingly well
- ₀ ₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀

8.b To what extent, if at all, do you feel that Resources Safety adds value to your organisation? *Please rate out of 10 where 0 is not at all and 10 is an extraordinary amount. Tick the box closest to your view.*

- Not at all An extraordinary amount
- ₀ ₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀

RESOURCES SAFETY'S ROLES AND PERFORMANCE

9.a How important are the following roles of the safety regulator? *Please rate out of 10 using 0 for not important and 10 for essential. If you do not know or have had no experience with this, tick the DK box.*

	Not important											Essential
Compliance activities												
Set appropriate standards of safety	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Conduct independent audits of safety systems	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Undertake safety inspections	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Carry out independent investigations of incidents	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Respond to complaints about safety	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Raise awareness and promote safety outcomes												
Provide advice and information about safety	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Monitor safety performance data	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Monitor health surveillance programmes	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Support safety and health representatives	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Resolve disputes about safety in the work place	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}

9.b How well does Resources Safety perform in the delivery of these services? Please rate out of 10 using 0 for very poorly and 10 for outstandingly well. If you do not know or have no experience with this, tick the DK box.

	Very poorly											Outstandingly well		
Compliance activities														
Set appropriate standards of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct independent audits of safety systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Undertake safety inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry out independent investigations of incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to complaints about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raise awareness and promote safety outcomes														
Provide advice and information about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor safety performance data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor health surveillance programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support safety and health representatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolve disputes about safety in the work place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Here are some things that industry people have said need to be done well by Resources Safety when working with industry to reduce the likelihood and consequences of serious incidences. How well do you think Resources Safety performs on these? Please rate out of 10 using 0 for very poorly and 10 for outstandingly well. If you do not know or have had no experience with this, tick the DK box.

Resources Safety	Very poorly											Outstandingly well		
Supports a risk management approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publishes appropriate industry safety performance indices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages the consistent application of safety standards across all operations (e.g. small and large employers and contractors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prosecutes if necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides guidance on the development of documentation to meet legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarifies where legal responsibilities lie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adds value to site safety procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reviews submitted documents in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources Safety authorised officers														
Are knowledgeable about the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent in their <u>interpretation</u> of the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpret the legislation in a practical way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent in their <u>application</u> of the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are willing to consult our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are willing to consider and adapt to industry safety innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approach their task professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are knowledgeable about the <u>industry</u> that they are auditing or investigating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are knowledgeable about the <u>type of operation</u> that they are auditing or investigating	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Are well prepared before they go on site	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Are available to visit sites when needed	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Carry out inspections and audits in a timely manner	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Are available to answer queries over the telephone or online	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Have a consistent response or approach to inspections and audits, both individually and between officers	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Provide useful, actionable information to make operations safer	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Provide information in a friendly and cooperative way	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}

Resources Safety's guidance material

Addresses operational needs	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Uses plain English to clarify legislative requirements	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is in a form appropriate for operational use on site	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is concise	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is clear and definitive on what is required	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is accurate and consistent in what it says	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}

11. Here are some things that industry people have said are important for Resources Safety to do when working with industry to reduce the likelihood and consequences of serious incidents. How well do you think each of these would add value to your operation's safety outcomes?

		Would add a lot of value	Would add some value	May/may not add value	Probably wouldn't add value	Definitely wouldn't add value	Don't know
1.	Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
2.	Provide positive feedback on what has been done well	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
3.	Provide practical advice and examples of how things can be done better	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
4.	Be willing to provide guidance and act as mentors	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
5.	Ensure mandatory training for safety and health representatives	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
6.	Undertake roadshows and formal presentations to companies and industry groups	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
7.	Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
8.	Ensure greater consultation and feedback to industry	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉

9.	Be available to answer queries when needed	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
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12. What else might Resources Safety do that would support better safety outcomes at your operation?

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INTERACTION WITH THE DEPARTMENT AS A WHOLE

Questions 13 to 16 look at interaction with the Department of Mines and Petroleum as a whole, and are not included here.

INDUSTRY CULTURE

17. It is now accepted that a proactive, consultative safety culture achieves the best outcomes. How do you rate your industry overall in meeting this goal? Please rate your industry out of 10 where 0 is very poorly and 10 is outstandingly well. Tick the box closest to your view.

Very poorly	Outstandingly well
<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	

18. How advanced is your industry in having the attributes of a resilient safety culture? Please rate your industry out of 10 where 0 is not established yet and 10 is achieved industry wide. Tick the box closest to your view.

	Not established yet	Achieved industry wide
A culture of reform rather than repair	<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	
A shared responsibility for safety across the organisation	<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	
New ideas about safety actively sought	<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	
Messenger rewarded and not shot	<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	
A proactive as well as reactive safety culture	<input type="checkbox"/> ₀ <input type="checkbox"/> ₁ <input type="checkbox"/> ₂ <input type="checkbox"/> ₃ <input type="checkbox"/> ₄ <input type="checkbox"/> ₅ <input type="checkbox"/> ₆ <input type="checkbox"/> ₇ <input type="checkbox"/> ₈ <input type="checkbox"/> ₉ <input type="checkbox"/> ₁₀	

Thank you for your time in completing this survey. Are there any other comments you would like to make?

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Appendix 2 – Questions for major hazard facility stakeholders

ABOUT YOU

The following information is required to ensure we have a representative cross section of industry.

1. Which industry sector do you mainly work in?

- Mining ₁
 Petroleum ₂
 Geothermal energy ₃
 Chemical industry ₄
 Other (*please specify*)

2. What is the size of your organisation?

- Less than 10 employees ₁
 10-100 employees ₂
 101-500 employees ₃
 More than 500 employees ₄

3. How long have you been working in the resources industry?

- More than 10 years ₁
 3-10 years ₂
 Less than 3 years ₃

4. What is your current role?

- General manager or senior executive ₁
 Operations manager ₂
 Supervisor ₃
 Safety and health representative ₄
 Contractor ₅
 Occupational health and safety professional ₆
 Other (*please specify*) ₉

INTERACTION WITH RESOURCES SAFETY

5. Have you had contact with Resources Safety in the past year? Please tick one only.

- Yes – only initiated by our organisation ₁
 Yes – only initiated by Resources Safety ₂
 Yes – initiated by our organisation and by Resources Safety ₃
 No ₄ → Go to Question 8a

6. How often did you have contact with Resources Safety during the 2009-10 financial year?

- Not at all ₁
 Once ₂
 Several times ₃
 Many times ₄

7. What was the nature of these contacts? Tick as many as applicable

- Audit or inspection ₁
 Investigation of a complaint ₂
 Investigation of an incident ₃
 Consultation regarding a safety matter ₄
 Response to an enquiry by you ₅
 A request for information from Resources Safety ₆
 Information session (e.g. safety roadshow, industry briefing) ₇
 Other (*please specify*)

- 8.a** Overall, how well do you feel that Resources Safety performs in terms of being a proactive safety regulator, working with industry to create an environment where industry is operating as safely as possible? Please rate out of 10 where 0 is very poorly and 10 is outstandingly well. Tick the box closest to your view.

Very poor										Outstandingly well									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 8.b** To what extent, if at all, do you feel that Resources Safety adds value to your organisation? Please rate out of 10 where 0 is not at all and 10 is an extraordinary amount. Tick the box closest to your view.

Not at all										An extraordinary amount									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESOURCES SAFETY'S ROLES AND PERFORMANCE

- 9.a** How important are the following roles of the safety regulator? Please rate out of 10 using 0 for not important and 10 for essential. If you do not know or have had no experience with this, tick the DK box.

	Not important										Essential				
Compliance activities															
Set appropriate standards of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct independent audits of safety systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Undertake safety inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry out independent investigations of incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to complaints about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 9.b** How well does Resources Safety perform in the delivery of these services? Please rate out of 10 using 0 for very poorly and 10 for outstandingly well. If you do not know or have no experience with this, tick the DK box.

	Very poorly										Outstandingly well				
Compliance activities															
Set appropriate standards of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct independent audits of safety systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Undertake safety inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry out independent investigations of incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to complaints about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Here are some things that industry people have said need to be done well by Resources Safety when working with industry to reduce the likelihood and consequences of serious incidences. How well do you think Resources Safety performs on these? Please rate out of 10 using 0 for very poorly and 10 for outstandingly well. If you do not know or have had no experience with this, tick the DK box.

Resources Safety	Very poorly											Outstandingly well		
Supports a risk management approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publishes appropriate industry safety performance indices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages the consistent application of safety standards across all operations (e.g. small and large employers and contractors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prosecutes if necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides guidance on the development of documentation to meet legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarifies where legal responsibilities lie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adds value to site safety procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reviews submitted documents in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources Safety authorised officers														
Are knowledgeable about the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent in their <u>interpretation</u> of the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpret the legislation in a practical way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent in their <u>application</u> of the legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are willing to consult our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are willing to consider and adapt to industry safety innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approach their task professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are knowledgeable about the <u>industry</u> that they are auditing or investigating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are knowledgeable about the <u>type of operation</u> that they are auditing or investigating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are well prepared before they go on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are available to visit sites when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry out inspections and audits in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are available to answer queries over the telephone or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have a consistent response or approach to inspections and audits, both individually and between officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide useful, actionable information to make operations safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide information in a friendly and cooperative way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources Safety's guidance material														
Addresses operational needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Uses plain English to clarify legislative requirements	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is in a form appropriate for operational use on site	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is concise	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is clear and definitive on what is required	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}
Is accurate and consistent in what it says	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀	<input type="checkbox"/> _{DK}

11. Here are some things that industry people have said are important for Resources Safety to do when working with industry to reduce the likelihood and consequences of serious incidents. How well do you think each of these would add value to your operation’s safety outcomes?

		Would add a lot of value	Would add some value	May/may not add value	Probably wouldn't add value	Definitely wouldn't add value	Don't know
1.	Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
2.	Provide positive feedback on what has been done well	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
3.	Provide practical advice and examples of how things can be done better	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
4.	Be willing to provide guidance and act as mentors	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
5.	Ensure greater consultation and feedback to industry	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉
6.	Be available to answer queries when needed	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₉

12. What else might Resources Safety do that would support better safety outcomes at your operation?

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INTERACTION WITH THE DEPARTMENT AS A WHOLE

Questions 13 to 16 look at interaction with the Department of Mines and Petroleum as a whole, and are not included here.

INDUSTRY CULTURE

17. It is now accepted that a proactive, consultative safety culture achieves the best outcomes. How do you rate your industry overall in meeting this goal? Please rate your industry out of 10 where 0 is very poorly and 10 is outstandingly well. Tick the box closest to your view.

Very poorly Outstandingly well

₀ ₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀

18. **How advanced is your industry in having the attributes of a resilient safety culture?** Please rate your industry out of 10 where 0 is not established yet and 10 is achieved industry wide. Tick the box closest to your view.

	Not established yet						Achieved industry wide					
A culture of reform rather than repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A shared responsibility for safety across the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New ideas about safety actively sought	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messenger rewarded and not shot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A proactive as well as reactive safety culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your time in completing this survey. Are there any other comments you would like to make?

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Appendix 3 – Research specifics

This project has been undertaken under the principles of ISO 20252.

Sampling and data collection

Component	Details
Research Solutions contact	Beth Dungey
Client contact	Dr Su Ho and Mrs Laura Lewis
Research universe	Clients of Resources Safety Division
Data collection method	Online and mail
Sampling technique (including geographical coverage)	All clients were invited to participate in the study
	Mining – Mining and exploration managers
	Mining – Safety and health representatives
	Petroleum – Site managers and safety representatives
	Major hazard facilities – Site managers and safety representatives
Sample size	337
Quotas/weighting details	No quotas or weighting were applied
Sample details	As above; further details in report
Field company	Researchpanel
Field company credentials	ISO 20252 – Market and Social Research
Briefing method	Telephone briefing of scripiter by project manager
Pilot study date/s	NA
Changes made as result of pilot	Nil
Questionnaire length/administration time	15 minutes
Survey dates	9 – 29 December 2010 (mining, petroleum) 13 December – 12 January 2011 (MHF)
Incentives provided for respondents	None
Survey procedure:	Two reminders, one week apart
Validation procedures	Not usually undertaken on a personalised questionnaire
Response rate	Online survey – 29.1% Mail survey – estimated 5.3%
Validity and reliability issues	None
Overall sampling error	Online survey \pm 4.7% Mail survey estimated \pm 16.9%

Component	Details
Data coding	Project manager reviewed all verbatim responses and developed a code frame for each open-ended question to reflect the themes communicated in the verbatim
Consistency checks	<ul style="list-style-type: none"> Preliminary data file checked by Project Manager using Q: <ul style="list-style-type: none"> frequency counts relevant cross tabulations Data outside the range/duplicates or abnormalities investigated with Field Company prior to coding and analysis
Treatment of missing data	<ul style="list-style-type: none"> Excluded from analysis and/or noted where relevant Individual cases with excessive missing data excluded from sample
Statistical tests used (see below)	
Data file provided to client	Not requested
De-identified data files retained	For five years

Statistical tests

Where results for region and age are presented, the figures shown are the weighted results. However, the statistical tests have been calculated using the *unweighted sample* sizes consistent with the decision to use disproportionate stratified sampling.

Where verbatim responses are presented or key themes amongst the responses discussed, the unweighted data has been used. This is because verbatim responses are “volunteered” – not quantified – and it is to prevent single opinions being magnified in importance due to the weighting.

Test:	Z-Test
Use:	To determine if the proportions of a variable in two independent samples are significantly different.
Data Assumptions:	<ul style="list-style-type: none"> Measure being tested is normally distributed with the two samples. Data must be interval or ratio. Sample size is large enough to form a normal curve ($n > 30$) Variance of measure being tested is roughly similar (homogeneity of variance).
Test Measure / Cut-off Criterion:	$p \leq 0.5$
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> The sample sizes are very large Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Linear Regression
Use:	To determine how the independent variables explain variance in the dependent variable.
Data Assumptions:	<ul style="list-style-type: none"> • For each value of the independent variable, the distribution of the dependent variable must be normal • The variance of the distribution of the dependent variable should be constant for all values of the independent variable. • The relationship between the dependent variable and the independent variable must be linear. • All observations must be independent of each other.
Test Measures:	<p>Adjusted $r^2 \geq 0.75$ is a strong result</p> <p>Adjusted $r^2 \leq 0.50$ & < 0.75 is a moderate result</p>
Issues to be aware of:	<ul style="list-style-type: none"> • Durbin Watson statistic (for time series correlations) – close to 2.0 • Correlations between predictor variables – several > 0.7 can indicate possible multicollinearity • Low Tolerance - ≤ 0.2 can indicate presence of multicollinearity • High Variance Inflation Factor - > 5.0 can indicate presence of multicollinearity • Multiple eigenvalues close to 0 indicate an ill-conditioned cross product matrix which can indicate the presence of multicollinearity • High Condition Indices - > 30 can indicate presence of multicollinearity • Moderate Condition Indices - > 15 & ≤ 30 can indicate possible problems with multicollinearity • Variance proportions > 0.90 for 2+ variables indicates that these variables have a high linear dependence and multicollinearity is a problem