



Government of **Western Australia**
Department of **Mines and Petroleum**
Resources Safety

Results of 2016 perceptions survey of Resources Safety stakeholders

October 2016

1 Adelaide Terrace, East Perth WA 6004
Postal address: Mineral House, 100 Plain Street, East Perth WA 6004
Telephone: (08) 9358 8002
ResourcesSafety@dmp.wa.gov.au
www.dmp.wa.gov.au/ResourcesSafety

Contents

| | | |
|----------|--|-----------|
| 1 | Introduction..... | 3 |
| 2 | How the survey was conducted..... | 4 |
| 3 | Presentation of results | 5 |
| 4 | Snapshots of regulatory performance | 6 |
| 5 | Regulator’s observations and response..... | 11 |
| 6 | Replacement survey | 12 |
| | Appendix 1: Comparison of survey responses from mining professionals | 13 |
| | Appendix 2: Comparison of survey responses from mines safety and health representatives.... | 18 |
| | Appendix 3: Comparison of survey responses from petroleum stakeholders..... | 23 |
| | Appendix 4: Comparison of survey responses from MHF stakeholders | 28 |
| | Appendix 5: Survey questions for mining and petroleum stakeholders..... | 33 |
| | Appendix 6: Survey questions for MHF stakeholders..... | 38 |
| | Appendix 7: Sample outputs from 2016 departmental survey | 43 |

1 Introduction

In 2010, the Department of Mines and Petroleum implemented the State Government's Reform and Development at Resources Safety (RADARS) strategy. For the Department's Resources Safety Division, this initiative addressed issues of legislation, staff capacity and competency at the safety regulator, and introduced a cost recovery approach to fund safety regulation of the Western Australian resources industry. It also aimed to support positive cultural change in workplaces. All major changes under the RADARS strategy have now been realised across three regulatory areas covering mining, petroleum (and geothermal energy), and dangerous goods. The focus is now on the ongoing consolidation and improvement of legislation and regulatory practices.

A biennial stakeholder perceptions survey has monitored changes in industry's perception of Resources Safety's performance as a safety regulator before, during and after completion of the RADARS strategy. The surveys provided a qualitative external assessment of regulatory performance that, combined with a range of internal measures, has informed Departmental planning processes.

The following matters were specifically addressed:

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

The survey also sought industry's view of its own performance in achieving a proactive, consultative workplace culture.

The first survey was conducted in 2010 to establish a baseline against which to measure progress, with follow-up surveys conducted every two years thereafter until 2016.

This report presents the results of the final survey in 2016. The latest results are compared with those from the 2014 survey to determine whether and how industry perceptions of Resources Safety's regulatory activities have changed. The report identifies compliance and awareness-raising activities that stakeholders consider the regulator to be performing well or where there has been a significant improvement in perception ratings, as well as areas of concern where industry perceptions are less favourable or ratings have decreased.

2 How the survey was conducted

Baseline survey and biennial follow-up

In 2010, the Department 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. The results of the 2010 baseline perceptions survey were reported in February 2011.

In 2012, using the same questions, similar groups of industry representatives were surveyed by DMP in the first of a biennial series of follow-up surveys to see if industry's perceptions of Resources Safety as a safety regulator had changed since the introduction of RADARS. Three regulatory areas are covered — mining, onshore petroleum operations and major hazard facilities (MHFs). The results were reported in March 2013. Stakeholders are grouped as mining professionals (comprising managers and occupational safety and health professionals), 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 (MHFs).

Note: Only MHFs are included in the perceptions surveys. Other dangerous goods sites and activities are surveyed following site visits.

The Department conducted the second biennial survey between February and April 2014. The only change from the 2012 survey was the addition of a demographic question that asks mining and petroleum stakeholders to indicate their inspectorate. This is only applicable to mining operations and the information will be used by the mines inspectorate for planning purposes.

The third biennial survey was conducted between 9 March and 29 April 2016. An additional question was added to the survey for mining and petroleum stakeholders, as well as MHFs. The question asked how they accessed, downloaded or received resources such as the DMP website and Resource Safety's news alerts.

Distribution of survey

An invitation to participate in the survey, including a link to the online survey, was included every fortnight or so in Resources Safety's weekly news alerts. Invitations were also sent to all mine and exploration managers, mines safety and health representatives, and petroleum and MHF stakeholders for whom Resources Safety had email addresses.

A flyer was designed promoting the survey and distributed at the forum for accommodation providers in the minerals industry held 12 April 2016 and the Human Factors forum for petroleum and MHF operators on 28 April 2016.

Access to the online survey closed 30 April 2016.

Response

The survey was completed by:

- 288 mining managers and other professionals
- 91 elected safety and health representatives from the mining industry
- 35 professionals and safety representatives from onshore petroleum industry
- 83 professionals and safety representatives from MHFs.

The additional communication with MHF stakeholders at the forum improved the number of responses compared to the 2014 survey. Unfortunately, however, there was a decrease in the number of safety and health representative participants from mining, possibly because a hard copy survey was not mailed out.

Changes in the industry's workforce, and not being able to guarantee that the same respondents complete the survey at the different stages, also makes comparison between survey cycles difficult.

Note: Some questions were not answered by all respondents.

3 Presentation of results






The 2010, 2012, 2014 and 2016 data are listed separately for each stakeholder group (Appendices 1 to 4) in the same order as the survey questions (Appendices 5 and 6).

The Department aspires to regulatory best practice so ratings of 8 or more out of 10 (8-10/10) are used as the benchmark for excellence in all reports.

The average rating is also listed to indicate the mid-point of the stakeholder ratings — the higher the value, the more positive the overall perception of the respondent group.

Note: Findings should be interpreted with caution because of the limitations imposed by small sample sizes for some groups and unavoidable changes in the pool of respondents, as well as changes in understanding and expectations over time. Looking for trends and clusters is probably more useful than quantitative analysis as there may be significant margins of error for some results, and hence the degree of confidence with which changes should or can be interpreted.

The magnitude of changes in average ratings have been categorised for ease of interpretation. A positive value indicates an improvement while a negative value indicates that the average rating decreased.

-  **Purple indicates an improvement in the average rating of 15% or more**
-  **Green indicates an improvement of between 5% and 14.9%**
-  **Amber indicates the improvement or decline in average rating is less than 5%**
-  **Red indicates a decline of between 5% and 14.9%**
-  **Grey indicates a decline in the average rating of 15% or more**

Note: The magnitude of changes in average ratings is less useful for those activities that were already rated highly in the 2014 survey.

4 Snapshots of regulatory performance

Stakeholders were asked to rate the overall performance of the regulator as a proactive safety regulator and whether the regulator added value to their organisation. The results from all survey years are presented below showing the changing perceptions of each stakeholder group over time.

Note: An excellent rating is 8 or more out of 10.

Stakeholders were also presented with a number of statements regarding regulatory performance and ask to rate regulatory performance under the following headings.

Roles and performance of safety regulator

- Rating Resources Safety's performance in regulatory roles
 - Compliance activities
 - Raise awareness and promote safety outcomes

Working with industry to reduce likelihood and consequences of serious incidents

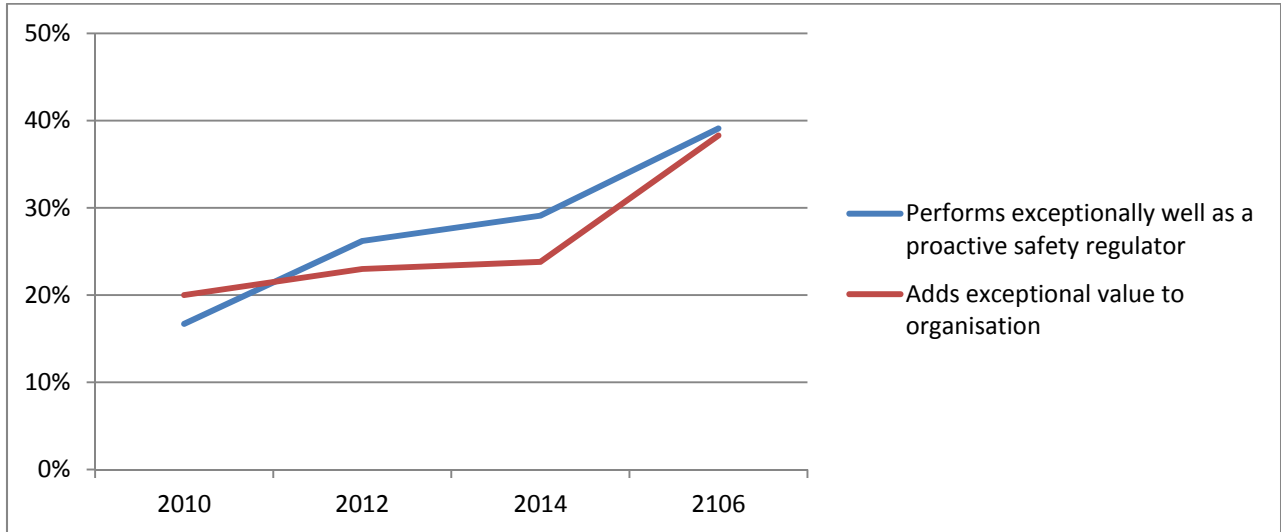
- Regulatory performance
 - Regulator overall
 - Mines inspectors / Petroleum safety assessors / MHF dangerous goods officers
 - Guidance material

Forty-two statements were rated by mining and petroleum stakeholders, and 37 by MHF stakeholders. The overall performance results plus top-rating rated statements are presented below for each stakeholder area.

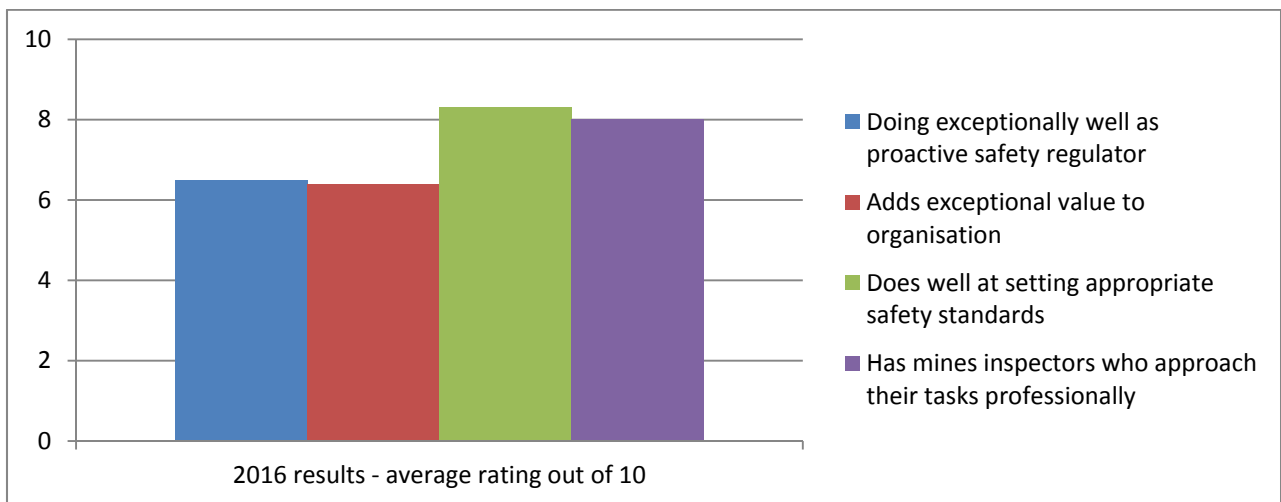
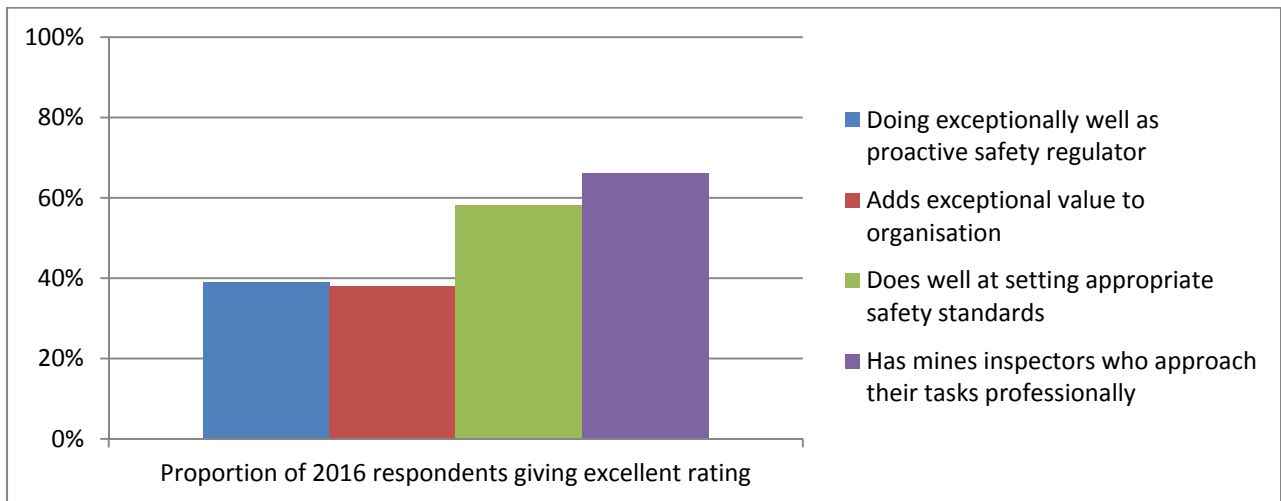
The lowest rated statement is listed as a continuing focus for each stakeholder area.

MINING PROFESSIONALS [288 responses]

Overall performance



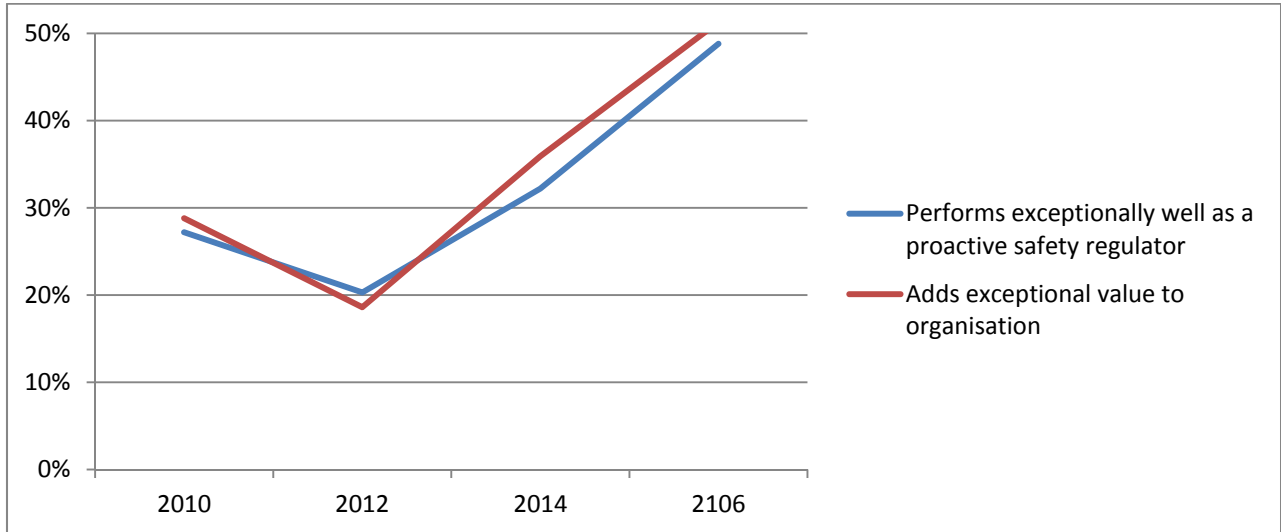
2 performance statements received excellent ratings from 60-70% of respondents
 21 performance statements received excellent ratings from 50-60% of respondents
 19 performance statements received excellent ratings from 40-50% of respondents



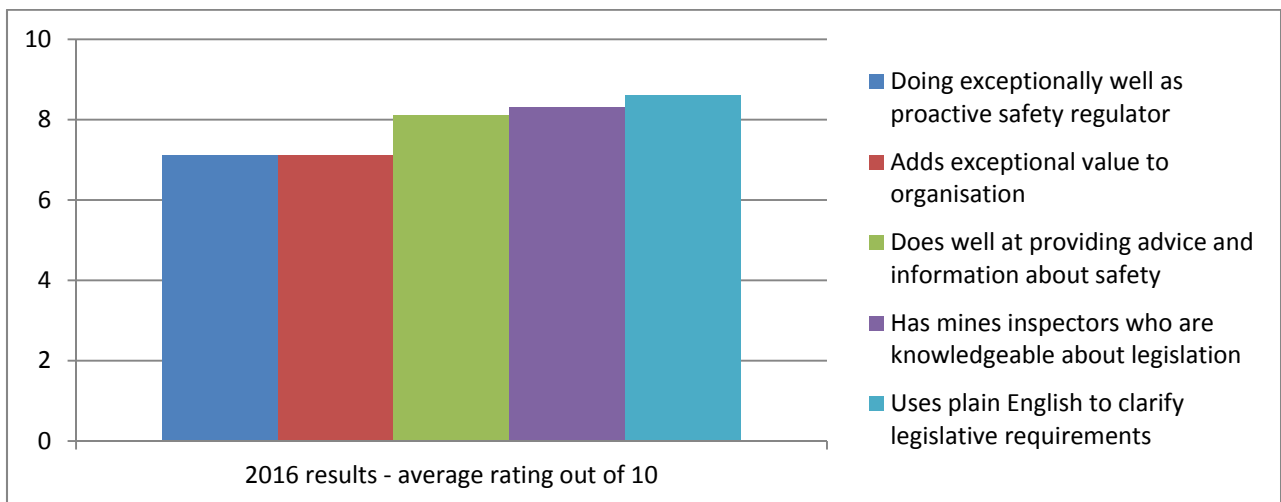
Resources Safety needs to maintain its focus on the coordination and consistency of inspections and audits.

MINES SAFETY AND HEALTH REPRESENTATIVES [91 responses]

Overall performance



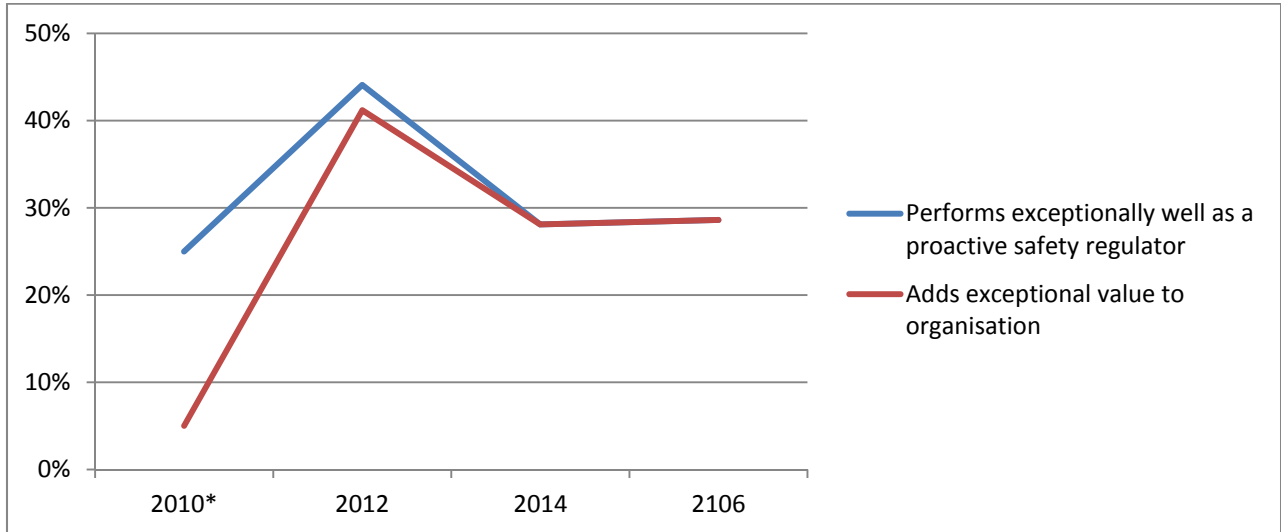
20 performance statements received excellent ratings from 70-80% of respondents
 21 performance statements received excellent ratings from 60-70% of respondents
 1 performance statement received excellent ratings from 50-60% of respondents



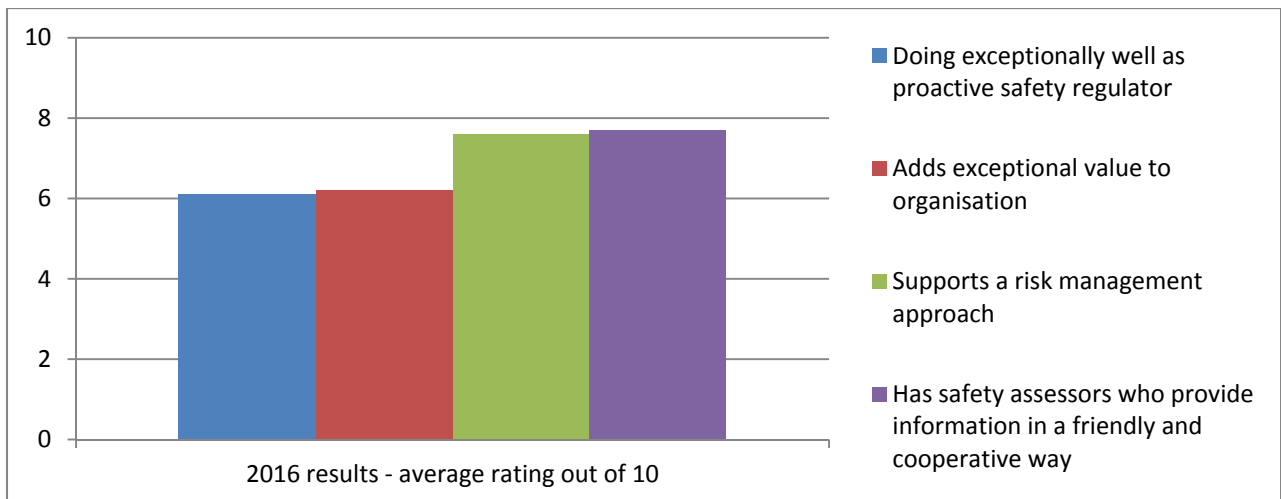
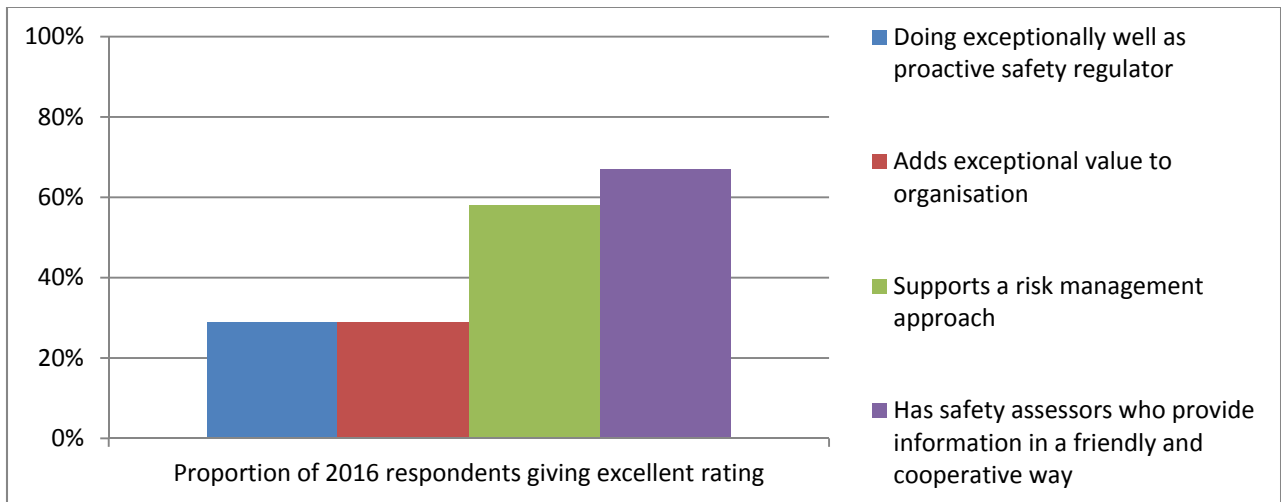
Resources Safety needs to maintain its focus on developing documentation to meet legislative requirements.

PETROLEUM STAKEHOLDERS [35 responses]

Overall performance (* = less than 30 respondents)



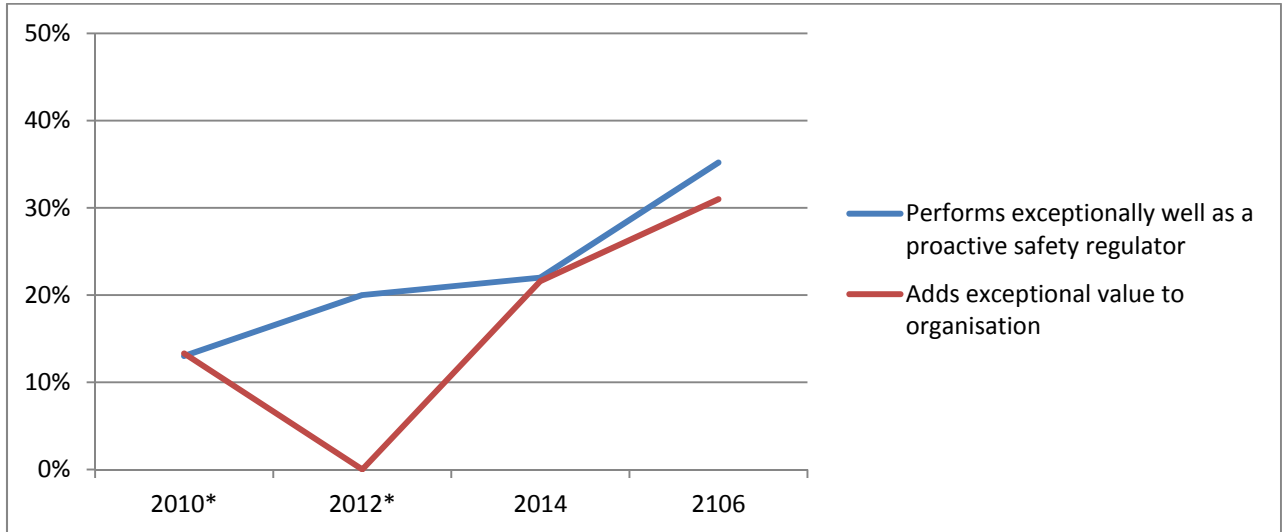
4 performance statements received excellent ratings from 60-70% of respondents
 12 performance statements received excellent ratings from 50-60% of respondents
 14 performance statements received excellent ratings from 40-50% of respondents
 10 performance statements received excellent ratings from 30-40% of respondents
 2 performance statements received excellent ratings from 20-30% of respondent



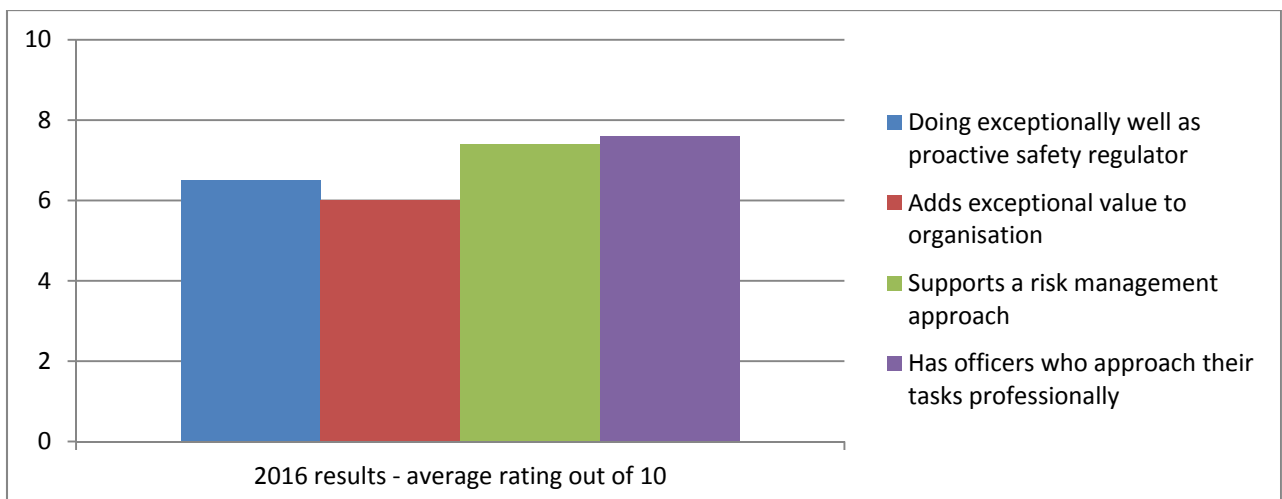
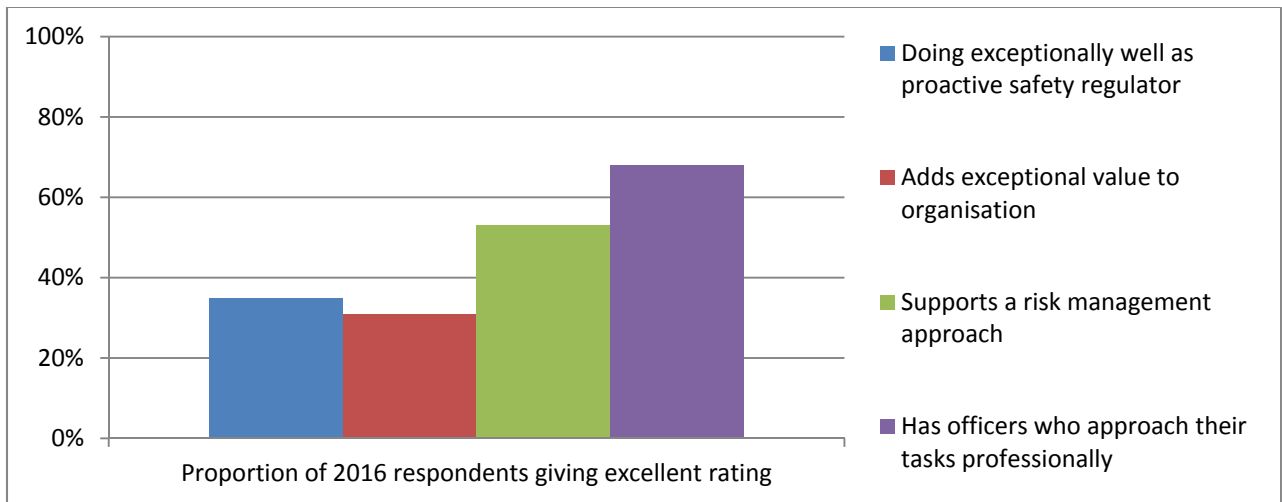
Resources Safety needs to maintain its focus on how it adds value to site safety procedures.

MHF STAKEHOLDERS [83 responses]

Overall performance (* = less than 30 respondents)



- 1 performance statement received an excellent rating from 70-80% of respondents
- 2 performance statements received excellent ratings from 60-70% of respondents
- 17 performance statements received excellent ratings from 50-60% of respondents
- 12 performance statements received excellent ratings from 40-50% of respondents
- 5 performance statements received excellent ratings from 30-40% of respondents



Resources Safety needs to maintain its focus on its inspection and audit program.

5 Regulator's observations and response

Mines safety

The Department believes that RADARS has delivered significant improvements in the provision of mines safety regulatory services.

The mines inspectorate is continuing to promote a risk-based approach to occupational safety and health. It has focussed on identifying hazards, risk management strategies and leadership, including promoting positive cultural change and the importance of safety and health representatives. These areas have formed the basis of messages delivered in forums, workshops, site visits, video series and general communications. Redevelopment of the departmental website in 2015 provided an opportunity to update and add mines safety content to assist industry with compliance matters and resource materials.

Using a variety of data sources, including the results of this survey, the inspectorate is targeting areas of continuing concern where improvements can be made.

The team-based structure, leadership team and discipline groups are supporting more consistent approaches to raising awareness, seeking compliance and enforcing the legislation. This is reflected in the improved investigative capability, which has reduced timelines and increased the capacity to promptly share learnings with industry. Regulatory activities are supported by the online Safety Regulation System (SRS), which has enhanced data management and analysis.

Petroleum safety

Recruitment over the last two years for petroleum safety has targeted a new management structure with a director, managers and team leaders. Inductions and training have been provided to ensure consistency of regulatory approach and support the new management.

Most regulatory activity has focussed on handling incoming safety case and safety management system assessment work, and conducting safety systems inspections. Significant effort has also been directed at standardising processes and ensuring the consistency of reporting for inspection-related activities.

Given this background and the increased number of survey respondents, it is perhaps not surprising that the ratings for most of the questions have fluctuated over the survey periods. In 2016, it is pleasing to note that performance ratings have improved for petroleum safety assessors as a whole and guidance material.

Overall compliance activities awarded an excellent rating by fewer than half the respondents that require continued attention include:

- setting appropriate safety standards
- conducting audits and inspections
- investigating incidents.

Major hazard facilities

As with petroleum safety, the MHF group has focused on recruitment within the new management structure, as well as inductions and training.

Since the last perceptions survey, there has been a concerted effort to standardise processes and ensure the consistency of reporting for inspection-related activities.

Industry's assessment in 2016 indicates significant improvements in the perception of individual officers' performance in interpreting and applying legislation.

Regulatory activities awarded an excellent rating by fewer than half the respondents that require continued attention include:

- publishing appropriate industry safety performance indices
- reviewing submitted documents in a timely manner.

6 Replacement survey

In 2016, the Department of Mines and Petroleum conducted a trial survey to establish an annual stakeholder satisfaction KPI metric for Treasury purposes. Three core services were considered:

- provision of resource sector information and advice to industry, community and government
- managing land access for resource-related activities
- regulating and monitoring activities in the resources sector relating to work health and safety, dangerous goods, environment and social responsibility.

From 2017, the aggregated results of this annual departmental survey will replace Resources Safety's biennial survey. Sample outputs from the trial survey are presented in Appendix 7.

Appendix 1: Comparison of survey responses from mining professionals

MINING PROFESSIONALS

STAKEHOLDER GROUP PROFILE

In 2016, there were 288 responses from mining and exploration professionals. This represents a decrease of 1.7% from 2014 when there were 293 responses. In 2012, 141 responses were received and in 2010 only 65 professionals responded.

The mining professionals participating in the survey can be described as follows:

- Half come from organisations with more than 500 employees
- Mainly OHS professionals and supervisors
- Being well experienced in the resources sector, with 65% having more than 10 years

The professionals also have a reasonable amount of contact with Resources Safety:



- 71% had contact with Resources Safety in the previous 12 months
- Of those who had contact with Resources Safety, 56% had more than two instances of contact
- Contact was initiated for a wide variety of reasons but almost 57% involved audits or inspections and 31% involved information sessions
- A majority of the respondents had access, downloaded or received resources from Resources Safety in particular safety alerts such as significant incident reports and mines safety bulletins (80%), department website (76%) and Resource Safety news alerts (72%).

| | 2010 | 2012 | 2014 | 2016 |
|---|------|------|------|------|
| RESPONDENT PROFILE | % | % | % | % |
| Size of organisation | | | | |
| Less than 10 employees | 28 | 7 | 7 | 7 |
| 10-100 employees | 37 | 18 | 11 | 15 |
| 101-500 employees | 24 | 33 | 32 | 28 |
| TOTAL - Less than 500 employees | 89 | 58 | 50 | 50 |
| More than 500 employees | 11 | 42 | 50 | 50 |
| Inspectorate Boundary | | | | |
| North (Pilbara) | n/a | n/a | 40 | 53 |
| North (Kimberley) | n/a | n/a | 6 | 2 |
| West | n/a | n/a | 27 | 23 |
| East | n/a | n/a | 22 | 16 |
| Not specified – exploration or other | n/a | n/a | 5 | 6 |
| Respondent's current role | | | | |
| General manager or senior executive | 40 | 14 | 11 | 8 |
| Operations manager | 31 | 9 | 29 | 12 |
| Supervisor | 1 | 15 | 16 | 21 |
| Safety and health representative | 5 | 0 | 0 | 6 |
| Contractor | 1 | 0 | 0 | 3 |
| Occupational health and safety professional | 14 | 41 | 23 | 26 |
| Other - professional | 5 | 17 | 18 | 24 |
| Other - administration / office | 3 | 4 | 3 | 0 |
| Length of time respondent has been working in the resources industry | | | | |
| Less than 3 years | 3 | 10 | 11 | 3 |
| 3-10 years | 18 | 31 | 29 | 33 |
| More than 10 years | 79 | 59 | 60 | 65 |











| | 2010 | 2012 | 2014 | 2016 |
|--|------|------|------|------|
| CONTACT PROFILE | % | % | % | % |
| Contact with Resources Safety in the past year | | | | |
| Only initiated by our organisation | 11 | 21 | 8 | 19 |
| Only initiated by Resources Safety | 17 | 10 | 10 | 21 |
| Initiated by our organisation and by Resources Safety | 50 | 43 | 52 | 31 |
| TOTAL initiated by Resources Safety (solely or also initiated by organisation) | 67 | 53 | 62 | 52 |
| TOTAL initiated by our organisation (solely or also initiated by Resources Safety) | 61 | 64 | 60 | 50 |
| TOTAL had contact with Resources Safety | 78 | 74 | 70 | 71 |
| No contact with Resources Safety | 22 | 26 | 30 | 29 |
| Where applicable, how often was contact with Resources Safety during previous year? | | | | |
| Once | 14 | 22 | 14 | 44 |
| Several times | 74 | 64 | 65 | 33 |
| Many times | 12 | 14 | 21 | 23 |
| Nature of these contacts (multiple responses allowed) | | | | |
| Response to an enquiry by you | 45 | 40 | 34 | 12 |
| Audit or inspection | 43 | 49 | 69 | 29 |
| A request for information from Resources Safety | 41 | 48 | 38 | 12 |
| Investigation of an incident | 33 | 29 | 41 | 11 |
| Consultation regarding a safety matter | 33 | 43 | 40 | 11 |
| Information session (e.g. safety roadshow, industry briefing) | 28 | 70 | 37 | 15 |
| Investigation of a complaint | 12 | 9 | 8 | 3 |
| Other | 8 | 2 | 11 | 7 |

ROLES AND PERFORMANCE OF SAFETY REGULATOR











PERFORMANCE OF REGULATOR IN TERMS OF

| | |
|---|--|
| Being a proactive safety regulator | 39.1% say exceptionally well (8-10/10), which is an increase from 2014 (29.1%), 2012 (26.2%) and 2010 (16.7%) The average rating increased slightly to 6.5 in 2016 from 2014 (6.2), 2012 (6.0) and 2010 (6.4)  |
| Adding value to your organisation | 38.3% say an exceptional amount, a significant increase from 2014 (23.8%), 2012 (23.0%) and 2010 (20.0%) The average rating increased to 6.4 from that in 2014 (6.0), 2012 (5.8) and 2010 (5.3)  |

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

| | Essential (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 86.2% | 77.5% | 77.4% | 72.6% | 8.8 | 8.4 | 8.5 | 8.3 |  |
| Conduct independent audits of safety systems | 44.6% | 61.2% | 73.6% | 63.4% | 7.1 | 7.5 | 8.2 | 7.9 |  |
| Undertake safety inspections | 50.8% | 62.5% | 72.3% | 69.6% | 7.6 | 7.8 | 8.2 | 8.1 |  |
| Carry out independent investigations of incidents | 50.0% | 73.8% | 68.1% | 73.2% | 7.6 | 8.1 | 8.2 | 8.2 |  |
| Respond to complaints about safety | 67.2% | 76.2% | 71.5% | 74.5% | 8.2 | 8.4 | 8.3 | 8.4 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 82.8% | 81.2% | 80.1% | 76.4% | 8.8 | 8.7 | 8.6 | 8.4 |  |
| Monitor safety performance data | 50.0% | 63.8% | 64.2% | 64.0% | 7.3 | 7.8 | 8.0 | 7.8 |  |
| Monitor health surveillance programmes | 51.6% | 61.2% | 56.8% | 60.4% | 7.1 | 7.8 | 7.6 | 7.6 |  |
| Support safety and health representatives | 60.9% | 76.2% | 66.8% | 70.7% | 7.8 | 8.3 | 8.2 | 8.2 |  |
| Resolve disputes about safety in the workplace | 35.9% | 56.2% | 60.1% | 58.9% | 6.8 | 7.5 | 7.7 | 7.6 |  |

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

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 48.4% | 48.8% | 58.0% | 58.1% | 7.1 | 7.2 | 7.4 | 7.3 |  |
| Conduct independent audits of safety systems | 16.7% | 27.5% | 46.4% | 49.5% | 5.7 | 6.0 | 6.9 | 6.9 |  |
| Undertake safety inspections | 33.3% | 31.2% | 44.7% | 52.1% | 6.6 | 6.4 | 6.9 | 7.0 |  |
| Carry out independent investigations of incidents | 29.3% | 42.5% | 42.8% | 52.6% | 6.8 | 7.0 | 6.9 | 7.1 |  |
| Respond to complaints about safety | 42.1% | 41.2% | 44.8% | 56.7% | 7.1 | 7.0 | 6.9 | 7.3 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 52.4% | 53.8% | 53.9% | 54.1% | 7.4 | 7.0 | 7.3 | 7.4 |  |
| Monitor safety performance data | 39.6% | 38.8% | 47.1% | 48.5% | 7.2 | 6.6 | 7.1 | 7.1 |  |
| Monitor health surveillance programmes | 22.0% | 37.5% | 37.1% | 45.5% | 6.3 | 6.5 | 6.6 | 6.7 |  |
| Support safety and health representatives | 21.4% | 37.5% | 38.1% | 47.0% | 6.2 | 6.6 | 6.8 | 6.9 |  |
| Resolve disputes about safety in the workplace | 16.7% | 27.5% | 38.2% | 44.8% | 5.9 | 6.2 | 6.6 | 6.8 |  |

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Regulator overall | | | | | | | | | |
| Supports a risk management approach | 30.9% | 46.2% | 51.7% | 51.7% | 6.7 | 6.8 | 7.3 | 7.3 | |
| Publishes appropriate industry safety performance indices | 37.9% | 46.2% | 52.7% | 55.6% | 7.0 | 7.1 | 7.4 | 7.2 | |
| Encourages consistent application of safety standards across all operations | 37.3% | 27.5% | 46.7% | 51.2% | 6.8 | 6.1 | 6.9 | 6.9 | |
| Prosecutes if necessary | 34.2% | 23.8% | 43.8% | 45.8% | 6.4 | 6.1 | 6.6 | 6.6 | |
| Provides guidance on development of documentation to meet legislative requirements | 28.8% | 37.5% | 42.6% | 47.9% | 6.3 | 6.1 | 6.7 | 6.8 | |
| Clarifies where legal responsibilities lie | 23.1% | 40.0% | 45.3% | 45.2% | 6.3 | 6.1 | 6.8 | 6.9 | |
| Adds value to site safety procedures | 22.8% | 28.8% | 38.4% | 47.0% | 6.0 | 5.6 | 6.4 | 6.5 | |
| Responds in a timely manner | 40.0% | 42.5% | 52.7% | 49.2% | 6.9 | 7.0 | 7.0 | 6.8 | |
| Reviews submitted documents in a timely manner | 30.4% | 33.8% | 42.2% | 41.7% | 6.3 | 6.4 | 6.7 | 6.4 | |
| Mines inspectors | | | | | | | | | |
| Are knowledgeable about the legislation | 68.0% | 65.0% | 74.0% | 63.1% | 7.9 | 7.7 | 8.1 | 7.9 | |
| Are consistent in their interpretation of the legislation | 35.6% | 41.2% | 48.2% | 41.6% | 6.6 | 6.7 | 6.9 | 6.8 | |
| Interpret the legislation in a practical way | 25.5% | 40.0% | 42.2% | 40.7% | 6.4 | 6.5 | 6.7 | 6.8 | |
| Are consistent in the application of the legislation | 36.2% | 38.8% | 45.1% | 42.1% | 6.7 | 6.7 | 6.8 | 6.8 | |
| Are willing to consult our organisation | 44.0% | 46.2% | 52.1% | 52.1% | 6.9 | 6.8 | 7.2 | 7.4 | |
| Are willing to consider and adapt to industry safety innovations | 28.9% | 48.8% | 49.0% | 42.6% | 6.3 | 6.7 | 7.1 | 7.0 | |
| Approach their task professionally | 62.0% | 67.5% | 71.4% | 65.7% | 7.8 | 7.7 | 8.0 | 8.0 | |
| Are knowledgeable about the industry that they are auditing or investigating | 58.0% | 52.5% | 60.1% | 55.6% | 7.5 | 7.2 | 7.7 | 7.5 | |
| Are knowledgeable about the type of operation that they are auditing or investigating | 45.8% | 43.8% | 57.3% | 53.0% | 7.1 | 6.9 | 7.5 | 7.4 | |
| Are well prepared before they go on site | 42.5% | 46.2% | 61.2% | 51.4% | 7.1 | 7.2 | 7.6 | 7.4 | |
| Are available to visit sites when needed | 37.8% | 37.5% | 53.2% | 44.0% | 6.9 | 6.8 | 7.2 | 7.1 | |
| Coordinate inspections and audits so that, where possible, the aims are achieved in one visit | 41.7% | 45.0% | 54.6% | 46.8% | 7.2 | 6.9 | 7.5 | 7.1 | |
| Carry out audits and inspections in a timely manner | 48.7% | 47.5% | 55.7% | 52.5% | 7.3 | 7.0 | 7.4 | 7.4 | |
| Are available to answer queries over the telephone or online | 70.0% | 61.2% | 65.1% | 54.6% | 7.9 | 7.4 | 7.8 | 7.5 | |
| Have a consistent approach to audits and inspections, both individually and between inspectors | 30.8% | 27.5% | 47.1% | 41.9% | 6.5 | 6.3 | 6.8 | 6.8 | |
| Provide useful, actionable information to make operations safer | 42.9% | 41.2% | 51.6% | 50.9% | 7.1 | 6.5 | 7.2 | 7.2 | |
| Provide information in a friendly and cooperative way | 62.7% | 51.2% | 59.6% | 56.7% | 7.7 | 7.2 | 7.6 | 7.6 | |

Guidance material

| | | | | | | | | | |
|--|-------|-------|-------|-------|-----|-----|-----|-----|--|
| Addresses operational needs | 28.8% | 38.8% | 41.0% | 46.9% | 6.6 | 6.9 | 7.0 | 6.9 | |
| Uses plain English to clarify legislative requirements | 45.0% | 50.0% | 52.5% | 54.8% | 6.9 | 7.1 | 7.4 | 7.2 | |
| Is in a form appropriate for operational use on site | 36.2% | 43.8% | 50.2% | 51.0% | 6.7 | 6.9 | 7.2 | 7.1 | |
| Is concise | 36.7% | 42.5% | 48.6% | 52.6% | 6.7 | 6.9 | 7.2 | 7.0 | |
| Is clear and definitive on what is required | 38.3% | 43.8% | 46.9% | 50.5% | 6.7 | 6.8 | 7.1 | 7.0 | |
| Is accurate and consistent in what it says | 48.3% | 50.0% | 49.1% | 55.9% | 7.1 | 7.2 | 7.3 | 7.2 | |

MINING PROFESSIONALS

ADDING VALUE

=====

Note: adds value refers to the ratings from “Would add a lot of value” and “Would add some value”

| | Adds value | | | | |
|--|------------|-------|-------|-------|--|
| | 2010 | 2012 | 2014 | 2016 | |
| Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans | 79.4% | 81.2% | 80.9% | 72.6% | |
| Provide positive feedback on what has been done well | 77.8% | 88.8% | 86.5% | 81.3% | |
| Provide practical advice and examples of how things can be done better | 84.4% | 95.0% | 90.4% | 83.4% | |
| Be willing to provide guidance and act as mentors | 67.2% | 83.8% | 78.9% | 80.7% | |
| Ensure mandatory training for safety and health representatives | 60.3% | 81.2% | 67.4% | 77.5% | |
| Undertake roadshows and formal presentations to companies and industry groups | 54.0% | 81.2% | 72.9% | 75.5% | |
| Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together | 57.8% | 81.2% | 64.9% | 73.1% | |
| Ensure greater consultation and feedback to industry | 81.3% | 90.0% | 87.0% | 86.4% | |
| Be available to answer queries when needed | 87.5% | 93.8% | 88.4% | 88.6% | |

MINING PROFESSIONALS

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

Meeting goal of proactive, consultative safety culture

34.8% say exceptionally well (8-10/10), an increase from 27.8% in 2014, 32.9% in 2012 and 33.8% in 2010

Average rating is 6.6 very comparable to 6.5 in 2014, 6.6 in 2012 but remains slightly lower than in 2010 with 7.0

| | High rating (8-10/10) | | | | Average rating | | | | |
|--|-----------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Culture of reform rather than repair | 13.8% | 18.4% | 19.5% | 17.7% | 6.3 | 6.0 | 6.0 | 6.0 | |
| Shared responsibility for safety across the organisation | 27.7% | 22.4% | 30.8% | 30.5% | 6.5 | 6.2 | 6.4 | 6.3 | |
| New ideas about safety actively sought | 21.5% | 34.2% | 33.9% | 29.9% | 6.4 | 6.6 | 6.5 | 6.2 | |
| Messenger rewarded not shot | 29.7% | 32.9% | 25.9% | 24.4% | 6.3 | 6.2 | 6.1 | 5.7 | |
| A proactive as well as reactive culture | 28.6% | 35.5% | 28.7% | 30.3% | 6.6 | 6.3 | 6.3 | 6.1 | |

Appendix 2: Comparison of survey responses from mines safety and health representatives

MINES SHReps

STAKEHOLDER GROUP PROFILE

91 elected mines safety and health representatives responded to the 2016 survey. This was a significant decrease compared to the previous years of 255 in 2014, 134 in 2012 and 237 in 2010

The demographic of safety representative respondents was very similar to 2014, 2012 and 2010. Those who participated in the 2016 survey can be described as:

- Mainly coming from large organisations, with 68% from organisations of more than 500 employees
- Having some experience in the resources sector, with 56% having worked in mining for three to ten years and a further 37% for ten or more years

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

- About half have had contact with Resources Safety in the past year, with contact being mainly initiated by Resources Safety
- Most had contact with Resources Safety only once with 23% reporting twice or more
- Most contact initiated by the safety representatives was through participation in an audit or inspection (32%) and attendance at an information session (32%)
- Majority of the respondents had access, downloaded or received resources from Resources Safety in particular safety alerts such as significant incident reports and mines safety bulletins (66%), department website (59%) and Resource Safety news alerts (59%).


| | 2010 | 2012 | 2014 | 2016 |
|---|------|------|------|------|
| RESPONDENT PROFILE | % | % | % | % |
| Size of organisation | | | | |
| Less than 10 employees | 0 | 1 | 0 | 3 |
| 10-100 employees | 9 | 7 | 9 | 7 |
| 101-500 employees | 21 | 20 | 26 | 22 |
| TOTAL - Less than 500 employees | 30 | 28 | 35 | 32 |
| More than 500 employees | 70 | 72 | 65 | 68 |
| Inspectorate Boundary | | | | |
| North (Pilbara) | n/a | n/a | 49 | 60 |
| North (Kimberley) | n/a | n/a | 3 | 1 |
| West | n/a | n/a | 25 | 24 |
| East | n/a | n/a | 19 | 10 |
| Not specified (exploration or other) | n/a | n/a | 4 | 5 |
| Length of time respondent has been working in the resources industry | | | | |
| Less than 3 years | 14 | 16 | 18 | 7 |
| 3-10 years | 50 | 53 | 51 | 56 |
| More than 10 years | 36 | 31 | 31 | 37 |

| | 2010 | 2012 | 2014 | 2016 |
|--|------|------|------|------|
| CONTACT PROFILE | % | % | % | % |
| Contact with Resources Safety in the past year | | | | |
| Only initiated by our organisation | 7 | 10 | 9 | 18 |
| Only initiated by Resources Safety | 12 | 12 | 12 | 22 |
| Initiated by our organisation <i>and</i> by Resources Safety | 20 | 13 | 19 | 14 |
| TOTAL initiated by Resources Safety (solely or also initiated by organisation) | 32 | 25 | 31 | 36 |
| TOTAL initiated by our organisation (solely or also initiated by Resources Safety) | 27 | 23 | 28 | 32 |
| TOTAL had contact with Resources Safety | 39 | 35 | 40 | 54 |
| No contact with Resources Safety | 61 | 65 | 60 | 46 |
| Where applicable, how often was contact with Resources Safety during 2013-14? | | | | |
| At most once | 48 | 42 | 53 | 77 |
| Several times | 47 | 53 | 47 | 17 |
| Many times | 5 | 5 | 0 | 6 |
| Nature of these contacts (multiple responses allowed) | | | | |
| Audit or inspection | 30 | 43 | 40 | 25 |
| Investigation of a complaint | 2 | 4 | 3 | 3 |
| Investigation of an incident | 13 | 9 | 11 | 7 |
| Consultation regarding a safety matter | 10 | 7 | 8 | 6 |
| Response to an enquiry by you | 8 | 16 | 13 | 4 |
| A request for information from Resources Safety | 16 | 25 | 23 | 13 |
| Information session (e.g. safety roadshow, industry briefing) | 44 | 52 | 32 | 25 |
| Other | 23 | 18 | 19 | 17 |


ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF








Being a proactive safety regulator

48.8% say exceptionally well (8-10/10), a significant increase from 32.2% in 2014, 20.3% in 2012 and 27.2% in 2010
The average rating of 7.1 represents an increase from 6.5 in 2014, 6.0 in 2012 and 6.4 in 2010 










Adding value to your organisation

51.3% say an exceptional amount (8-10/10) a significant increase from 35.9% in 2014, 18.6% in 2012 and 28.8% in 2010.
The average rating increased to 7.1 from 6.5 in 2014, 5.9 in 2012 and 6.2 in 2010 

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

| | Essential (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 85.1% | 74.3% | 77.4% | 80.0% | 9.1 | 8.4 | 8.8 | 8.4 |  |
| Conduct independent audits of safety systems | 76.3% | 65.7% | 76.3% | 78.7% | 8.6 | 8.0 | 8.5 | 8.2 |  |
| Undertake safety inspections | 78.7% | 68.6% | 75.6% | 75.8% | 8.6 | 8.1 | 8.5 | 8.3 |  |
| Carry out independent investigations of incidents | 80.4% | 70.0% | 76.6% | 82.3% | 8.7 | 8.2 | 8.6 | 8.4 |  |
| Respond to complaints about safety | 89.5% | 75.7% | 79.5% | 85.2% | 9.0 | 8.5 | 8.8 | 9.0 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 86.5% | 78.6% | 76.2% | 82.5% | 8.9 | 8.3 | 8.7 | 8.6 |  |
| Monitor safety performance data | 72.1% | 67.1% | 73.1% | 74.1% | 8.3 | 7.9 | 8.4 | 8.4 |  |
| Monitor health surveillance programmes | 70.8% | 62.9% | 69.5% | 69.6% | 8.2 | 7.9 | 8.3 | 8.1 |  |
| Support safety and health representatives | 85.1% | 81.4% | 82.0% | 83.6% | 8.9 | 8.7 | 8.8 | 8.9 |  |
| Resolve disputes about safety in the workplace | 80.6% | 77.1% | 77.9% | 71.2% | 8.6 | 8.5 | 8.6 | 8.2 |  |

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

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 60.9% | 48.6% | 66.3% | 69.1% | 7.6 | 7.2 | 7.8 | 7.8 |  |
| Conduct independent audits of safety systems | 45.2% | 37.1% | 54.9% | 61.8% | 6.9 | 6.5 | 7.3 | 7.6 |  |
| Undertake safety inspections | 49.1% | 37.1% | 55.8% | 61.4% | 7.0 | 6.4 | 7.3 | 7.6 |  |
| Carry out independent investigations of incidents | 51.0% | 34.3% | 61.2% | 70.6% | 7.1 | 6.4 | 7.6 | 8.1 |  |
| Respond to complaints about safety | 49.7% | 42.9% | 61.0% | 68.0% | 7.0 | 6.9 | 7.5 | 8.0 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 58.2% | 47.1% | 62.0% | 75.0% | 7.4 | 7.0 | 7.8 | 8.1 |  |
| Monitor safety performance data | 50.7% | 40.0% | 62.2% | 70.2% | 7.2 | 6.6 | 7.7 | 8.0 |  |
| Monitor health surveillance programmes | 48.3% | 31.4% | 53.3% | 67.9% | 6.9 | 6.4 | 7.4 | 7.9 |  |
| Support safety and health representatives | 54.9% | 45.7% | 58.6% | 65.0% | 7.2 | 6.8 | 7.3 | 7.7 |  |
| Resolve disputes about safety in the workplace | 47.1% | 32.9% | 56.5% | 65.3% | 6.9 | 6.4 | 7.3 | 8.0 |  |

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes "Don't knows")

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Regulator overall | | | | | | | | | |
| Supports a risk management approach | 52.2% | 38.6% | 64.4% | 66.7% | 7.4 | 6.8 | 7.8 | 7.9 | |
| Publishes appropriate industry safety performance indices | 59.9% | 47.1% | 65.8% | 68.9% | 7.7 | 6.9 | 8.0 | 7.9 | |
| Encourages consistent application of safety standards across all operations | 53.2% | 38.6% | 63.4% | 60.3% | 7.3 | 6.6 | 7.6 | 7.6 | |
| Prosecutes if necessary | 47.9% | 30.0% | 55.5% | 66.0% | 6.6 | 6.3 | 7.2 | 7.7 | |
| Provides guidance on development of documentation to meet legislative requirements | 51.0% | 38.6% | 66.9% | 59.2% | 7.1 | 6.6 | 7.8 | 7.7 | |
| Clarifies where legal responsibilities lie | 51.2% | 40.0% | 61.5% | 63.6% | 7.0 | 6.5 | 7.6 | 8.0 | |
| Adds value to site safety procedures | 49.4% | 41.4% | 57.2% | 70.7% | 7.0 | 6.6 | 7.4 | 7.8 | |
| Responds in a timely manner | 47.9% | 37.1% | 59.5% | 61.5% | 7.0 | 6.6 | 7.5 | 7.7 | |
| Reviews submitted documents in a timely manner | 42.5% | 30.0% | 55.2% | 66.0% | 6.8 | 6.4 | 7.4 | 7.7 | |
| Mines inspectors | | | | | | | | | |
| Are knowledgeable about the legislation | 67.3% | 64.3% | 74.7% | 80.0% | 7.9 | 7.8 | 8.4 | 8.3 | |
| Are consistent in their interpretation of the legislation | 57.2% | 55.7% | 69.3% | 70.6% | 7.6 | 7.6 | 8.1 | 8.0 | |
| Interpret the legislation in a practical way | 61.5% | 55.7% | 69.5% | 70.6% | 7.6 | 7.5 | 8.0 | 7.9 | |
| Are consistent in the application of the legislation | 52.9% | 54.3% | 68.6% | 72.5% | 7.4 | 7.3 | 8.0 | 7.9 | |
| Are willing to consult our organisation | 61.0% | 50.0% | 70.1% | 70.6% | 7.7 | 7.3 | 8.1 | 7.8 | |
| Are willing to consider and adapt to industry safety innovations | 54.9% | 45.7% | 69.6% | 69.4% | 7.5 | 7.1 | 8.2 | 7.7 | |
| Approach their task professionally | 69.3% | 64.3% | 73.5% | 77.8% | 8.0 | 7.8 | 8.3 | 8.3 | |
| Are knowledgeable about the industry that they are auditing or investigating | 66.2% | 65.7% | 72.1% | 75.5% | 7.8 | 7.7 | 8.3 | 8.1 | |
| Are knowledgeable about the type of operation that they are auditing or investigating | 61.0% | 58.6% | 72.3% | 71.7% | 7.7 | 7.5 | 8.3 | 8.0 | |
| Are well prepared before they go on site | 60.9% | 52.9% | 73.9% | 77.8% | 7.6 | 7.3 | 8.1 | 7.9 | |
| Are available to visit sites when needed | 54.2% | 44.3% | 63.4% | 72.7% | 7.1 | 7.0 | 7.6 | 7.8 | |
| Coordinate inspections and audits so that, where possible, the aims are achieved in one visit | 55.3% | 44.3% | 63.0% | 78.3% | 7.2 | 6.8 | 7.8 | 7.9 | |
| Carry out audits and inspections in a timely manner | 57.2% | 47.1% | 67.4% | 76.5% | 7.3 | 7.1 | 7.8 | 8.0 | |
| Are available to answer queries over the telephone or online | 55.8% | 48.6% | 74.6% | 63.6% | 7.4 | 7.3 | 8.2 | 7.5 | |
| Have a consistent approach to audits and inspections, both individually and between inspectors | 56.8% | 51.4% | 69.0% | 72.9% | 7.3 | 7.3 | 8.0 | 7.7 | |
| Provide useful, actionable information to make operations safer | 62.6% | 55.7% | 70.4% | 70.0% | 7.5 | 7.4 | 7.9 | 7.7 | |
| Provide information in a friendly and cooperative way | 64.0% | 62.9% | 74.3% | 76.9% | 7.7 | 7.8 | 8.2 | 8.1 | |
| Guidance material | | | | | | | | | |
| Addresses operational needs | 51.4% | 37.1% | 57.3% | 63.0% | 7.3 | 6.7 | 7.5 | 7.8 | |
| Uses plain English to clarify legislative requirements | 53.8% | 44.3% | 66.3% | 73.2% | 7.5 | 7.2 | 7.7 | 8.6 | |
| Is in a form appropriate for operational use on site | 55.2% | 44.3% | 64.4% | 68.5% | 7.4 | 7.0 | 7.8 | 7.8 | |
| Is concise | 55.7% | 42.9% | 66.7% | 67.3% | 7.4 | 7.0 | 7.8 | 8.4 | |

| | | | | | | | | | |
|---|-------|-------|-------|-------|-----|-----|-----|-----|--|
| Is clear and definitive on what is required | 53.1% | 48.6% | 69.1% | 67.9% | 7.4 | 7.1 | 7.8 | 8.5 | |
| Is accurate and consistent in what it says | 60.6% | 51.4% | 70.7% | 72.7% | 7.6 | 7.2 | 7.9 | 8.5 | |

MINES SHReps

ADDING VALUE

Note: adds value refers to the ratings from “Would add a lot of value” and “Would add some value”

| | Adds value | | | | |
|--|------------|-------|-------|-------|--|
| | 2010 | 2012 | 2014 | 2016 | |
| Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans | 78.9% | 81.4% | 80.4% | 60.9% | |
| Provide positive feedback on what has been done well | 82.9% | 88.6% | 88.1% | 83.0% | |
| Provide practical advice and examples of how things can be done better | 83.8% | 85.7% | 92.0% | 82.7% | |
| Be willing to provide guidance and act as mentors | 79.1% | 88.6% | 87.9% | 86.3% | |
| Ensure mandatory training for safety and health representatives | 85.1% | 85.7% | 89.1% | 86.8% | |
| Undertake roadshows and formal presentations to companies and industry groups | 75.2% | 80.0% | 85.1% | 73.1% | |
| Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together | 77.1% | 88.6% | 86.3% | 77.1% | |
| Ensure greater consultation and feedback to industry | 80.6% | 87.1% | 87.9% | 82.4% | |
| Be available to answer queries when needed | 84.3% | 91.4% | 91.5% | 86.8% | |

MINES SHReps

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

=====

50.8% say outstandingly well (8-10/10), a significant increase compared to 2014 (35.2%), 2012 (40.0%) and 2010 (36.6%)

The average rating is 6.8, a slight increase from 6.5 in 2014, 6.3 in 2012 and 6.7 in 2010

| | High rating (8-10/10) | | | | Average rating | | | | |
|--|-----------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Meeting goal of proactive, consultative safety culture | | | | | | | | | |
| Culture of reform rather than repair | 34.7% | 31.4% | 31.3% | 35.6% | 6.5 | 6.1 | 6.2 | 6.5 | |
| Shared responsibility for safety across the organisation | 38.4% | 42.9% | 40.7% | 49.2% | 6.7 | 6.6 | 6.4 | 6.7 | |
| New ideas about safety actively sought | 38.0% | 37.1% | 44.4% | 45.8% | 6.7 | 6.3 | 6.6 | 6.9 | |
| Messenger rewarded not shot | 24.2% | 27.1% | 27.9% | 32.2% | 5.8 | 5.6 | 5.6 | 5.9 | |
| A proactive as well as reactive culture | 34.5% | 38.6% | 37.4% | 40.7% | 6.4 | 6.1 | 6.2 | 6.3 | |

Appendix 3: Comparison of survey responses from petroleum stakeholders

PETROLEUM STAKEHOLDERS

STAKEHOLDER GROUP PROFILE

35 site managers and safety representatives from onshore petroleum operations (petroleum and geothermal) took part in the survey, a slight decrease to the number of respondents in 2014 (38) and 2012 (37), but higher than in 2010 (20).

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

- Mostly occupational health and safety and other professionals followed by other senior management
- Representing a range of organisation sizes, with 31% from organisations of more than 500 employees
- Having considerable experience in the resources sector, with 65% having worked in the industry for more than ten years

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

- Three-quarters had contact with Resources Safety in the past year but this was less than in 2012 and 2010
- Contact was slightly more likely to have been initiated by the client organisation than Resources Safety
- In most instances, contact was made several or many times over the year
- Contact was initiated for a wide variety of reasons but mainly audit or inspection
- Majority of the respondents had access, downloaded or received resources from Resources Safety in particular Resources Safety news alerts (86%), department website (77%) and safety alerts (73%).

NOTE: THE SAMPLE SIZE OF PETROLEUM STAKEHOLDERS IS SMALL AND RESULTS SHOULD BE INTERPRETED WITH CAUTION

* fewer than 20 respondents ** fewer than 10 respondents

| | 2010* | 2012 | 2014 | 2016 |
|---|-------|------|------|------|
| RESPONDENT PROFILE | % | % | % | % |
| Size of organisation | | | | |
| Less than 10 employees | 15 | 16 | 3 | 17 |
| 10-100 employees | 25 | 27 | 21 | 40 |
| 101-500 employees | 10 | 24 | 34 | 11 |
| TOTAL – Less than 500 employees | 50 | 67 | 58 | 68 |
| More than 500 employees | 50 | 33 | 42 | 32 |
| Respondent's current role | | | | |
| General manager or senior executive | 20 | 46 | 19 | 20 |
| Operations manager | 25 | 13 | 11 | 11 |
| Supervisor | 0 | 3 | 3 | 8 |
| Safety and health representative | 5 | 8 | 11 | 0 |
| Contractor | 5 | 0 | 0 | 6 |
| Occupational health and safety professional | 20 | 30 | 32 | 36 |
| Other – professional | 15 | 0 | 24 | 19 |
| Other – administrative | 10 | 0 | 0 | 0 |
| Length of time respondent has been working in the resources industry | | | | |
| Less than 3 years | 10 | 3 | 5 | 9 |
| 3-10 years | 25 | 27 | 30 | 26 |
| More than 10 years | 65 | 70 | 65 | 65 |


| | 2010* | 2012 | 2014 | 2016 |
|--|----------|----------|----------|----------|
| CONTACT PROFILE | % | % | % | % |
| Contact with Resources Safety in the past year | | | | |
| Only initiated by our organisation | 10 | 13 | 6 | 25 |
| Only initiated by Resources Safety | 5 | 0 | 0 | 6 |
| Initiated by our organisation <i>and</i> by Resources Safety | 75 | 73 | 70 | 53 |
| TOTAL initiated by Resources Safety (solely or also initiated by organisation) | 80 | 73 | 70 | 59 |
| TOTAL initiated by our organisation (solely or also initiated by Resources Safety) | 85 | 86 | 76 | 78 |
| TOTAL had contact with Resources Safety | 90 | 86 | 76 | 84 |
| No contact with Resources Safety | 10 | 14 | 24 | 16 |
| Where applicable, how often was contact with Resources Safety during 2013-14? | | | | |
| Once | 17 | 7 | 4 | 19 |
| Several times | 61 | 51 | 57 | 16 |
| Many times | 22 | 42 | 39 | 65 |
| Nature of these contacts (multiple responses allowed) | | | | |
| Audit or inspection | 50 | 56 | 68 | 22 |
| Investigation of a complaint | 0 | 3 | 7 | 5 |
| Investigation of an incident | 17 | 16 | 36 | 9 |
| Consultation regarding a safety matter | 39 | 44 | 57 | 17 |
| Response to an enquiry by you | 61 | 47 | 50 | 14 |
| A request for information from Resources Safety | 56 | 47 | 68 | 18 |
| Information session (e.g. safety roadshow, industry briefing) | 39 | 34 | 36 | 12 |
| Other | 33 | 31 | 36 | 3 |

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF


Being a proactive safety regulator

28.6% say outstandingly well (8-10/10), a slight decrease from 28.1% in 2014, a decrease from 44.1% in 2012 but slightly higher than in 2010 (25.0%)











The average rating is 6.1, a decrease from 6.5 in 2014 and 7.0 in 2012 but the same as in 2010 (6.1) 

Adding value to your organisation











28.6% say an exceptional amount (8-10/10), a slight increase from 28.1% in 2014, a decrease from 41.2% in 2012 but higher than 2010 (5.0%)

The average rating is 6.2, an increase from 5.8 in 2014, a decrease from 6.6 in 2012 but higher than 4.9 in 2010 

RATING THE IMPORTANCE OF REGULATORY ROLES (excludes “Don’t knows”)

| | Essential (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 65.0% | 79.3% | 67.7% | 74.1% | 7.9 | 8.5 | 7.8 | 8.2 |  |
| Conduct independent audits of safety systems | 63.2%* | 79.3% | 45.2% | 57.7% | 7.5 | 8.4 | 7.1 | 8.1 |  |
| Undertake safety inspections | 52.6%* | 69.0% | 61.3% | 60.0% | 7.1 | 8.0 | 7.9 | 8.1 |  |
| Carry out independent investigations of incidents | 55.0% | 55.2% | 50.0% | 64.0% | 7.2 | 7.9 | 7.2 | 8.2 |  |
| Respond to complaints about safety | 63.2%* | 72.4% | 83.3% | 80.8% | 7.7 | 8.2 | 8.4 | 8.6 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 68.8%* | 69.0% | 59.4% | 73.1% | 7.9 | 8.1 | 7.7 | 8.0 |  |
| Monitor safety performance data | 73.3%* | 55.2% | 53.1% | 56.0% | 7.5 | 7.6 | 7.0 | 7.6 |  |
| Monitor health surveillance programmes | 40.0%* | 44.8% | 40.6% | 54.2% | 6.5 | 6.8 | 6.4 | 6.9 |  |
| Support safety and health representatives | 71.4%* | 58.6% | 54.8% | 66.7% | 7.4 | 7.6 | 7.0 | 7.6 |  |
| Resolve disputes about safety in the workplace | 53.3%* | 48.3% | 40.6% | 60.9% | 6.6 | 6.9 | 6.3 | 7.3 |  |

RATING RESOURCES SAFETY’S PERFORMANCE IN REGULATORY ROLES (excludes “Don’t knows”)

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 25.0%* | 51.7% | 55.6% | 34.8% | 5.5 | 7.3 | 7.2 | 6.6 |  |
| Conduct independent audits of safety systems | 33.3%* | 44.8% | 42.3% | 31.8% | 5.2 | 6.8 | 7.0 | 6.3 |  |
| Undertake safety inspections | 25.0%* | 55.2% | 42.9% | 30.4% | 4.8 | 6.8 | 6.8 | 6.5 |  |
| Carry out independent investigations of incidents | 11.1%** | 24.1% | 44.0% | 37.5% | 4.7 | 6.7 | 7.6 | 6.9 |  |
| Respond to complaints about safety | 0.0%** | 34.5% | 43.8% | 37.5% | 4.2 | 7.0 | 6.9 | 6.9 |  |
| Raise awareness and promote safety outcomes | | | | | | | | | |
| Provide advice and information about safety | 46.2%* | 41.4% | 37.0% | 45.8% | 6.3 | 7.2 | 6.2 | 7.1 |  |
| Monitor safety performance data | 28.6%** | 24.1% | 29.2% | 36.4% | 4.7 | 6.7 | 6.3 | 6.5 |  |
| Monitor health surveillance programmes | 0.0%** | 20.7% | 15.8% | 29.4% | 3.0 | 6.2 | 5.3 | 6.3 |  |
| Support safety and health representatives | 25.0%** | 24.1% | 36.8% | 36.8% | 5.5 | 6.7 | 6.4 | 6.6 |  |
| Resolve disputes about safety in the workplace | 0.0%** | 20.7% | 27.8% | 35.7% | 3.5 | 6.3 | 5.7 | 6.6 |  |

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCE OF SERIOUS INCIDENTS

REGULATORY PERFORMANCE (excludes “Don’t knows”)

| | Very well (8-10/10) | | | | Average rating | | | | |
|--|---------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Regulator overall | | | | | | | | | |
| Supports a risk management approach | 47.4% | 65.5% | 57.1% | 57.7% | 6.3 | 7.7 | 7.4 | 7.6 | |
| Publishes appropriate industry safety performance indices | 43.8% | 34.5% | 21.4% | 48.0% | 5.8 | 6.7 | 6.3 | 7.2 | |
| Encourages consistent application of safety standards across all operations | 26.3% | 51.7% | 44.4% | 45.8% | 5.5 | 7.4 | 6.9 | 7.2 | |
| Prosecutes if necessary | 16.7% | 27.6% | 23.8% | 42.9% | 5.3 | 6.6 | 5.7 | 7.0 | |
| Provides guidance on development of documentation to meet legislative requirements | 38.9% | 37.9% | 39.3% | 37.5% | 5.8 | 6.6 | 6.6 | 6.3 | |
| Clarifies where legal responsibilities lie | 12.5% | 31.0% | 42.3% | 50.0% | 5.7 | 6.5 | 6.7 | 6.9 | |
| Adds value to site safety procedures | 31.6% | 31.0% | 12.0% | 27.3% | 5.1 | 6.3 | 5.0 | 5.9 | |
| Responds in a timely manner | 44.4% | 41.4% | 48.2% | 52.2% | 6.5 | 7.0 | 7.6 | 7.1 | |
| Reviews submitted documents in a timely manner | 38.9% | 41.4% | 50.0% | 52.4% | 6.0 | 7.1 | 7.5 | 7.2 | |
| Petroleum safety assessors | | | | | | | | | |
| Are knowledgeable about the legislation | 52.6% | 58.6% | 59.3% | 62.5% | 6.9 | 7.6 | 7.3 | 7.7 | |
| Are consistent in their interpretation of the legislation | 35.3% | 41.4% | 37.0% | 50.0% | 4.9 | 6.8 | 6.3 | 6.9 | |
| Interpret the legislation in a practical way | 33.3% | 41.4% | 48.2% | 54.2% | 5.1 | 7.0 | 6.5 | 7.0 | |
| Are consistent in the application of the legislation | 25.0% | 41.4% | 46.2% | 45.8% | 4.6 | 6.8 | 6.3 | 7.0 | |
| Are willing to consult our organisation | 58.8% | 65.5% | 59.3% | 54.5% | 6.8 | 7.6 | 7.3 | 7.1 | |
| Are willing to consider and adapt to industry safety | 20.0% | 48.3% | 42.9% | 57.1% | 5.2 | 7.1 | 6.8 | 7.2 | |
| Approach their task professionally | 55.6% | 62.1% | 42.3% | 58.3% | 6.7 | 7.7 | 7.3 | 7.4 | |
| Are knowledgeable about the industry that they are auditing or investigating | 50.0% | 31.0% | 29.6% | 47.8% | 6.1 | 6.8 | 6.2 | 7.0 | |
| Are knowledgeable about the type of operation that they are auditing or investigating | 50.0% | 31.0% | 30.8% | 47.8% | 6.0 | 6.7 | 6.2 | 7.0 | |
| Are well prepared before they go on site | 38.5% | 51.7% | 39.1% | 52.2% | 6.2 | 7.2 | 6.8 | 7.3 | |
| Are available to visit sites when needed | 38.5% | 44.8% | 47.4% | 60.0% | 6.5 | 6.7 | 7.2 | 7.5 | |
| Coordinate inspections and audits so that, where possible, the aims are achieved in one visit | 61.5% | 48.3% | 59.1% | 54.5% | 6.7 | 7.1 | 7.3 | 6.9 | |
| Carry out audits and inspections in a timely manner | 35.7% | 48.3% | 56.5% | 56.5% | 6.6 | 7.2 | 7.4 | 7.5 | |
| Are available to answer queries over the telephone or online | 64.3% | 72.4% | 64.0% | 62.5% | 6.9 | 7.8 | 7.7 | 7.8 | |
| Have a consistent approach to audits and inspections, both individually and between inspectors | 35.7% | 37.9% | 47.6% | 45.5% | 5.1 | 6.7 | 6.8 | 6.3 | |
| Provide useful, actionable information to make operations safer | 23.1% | 31.0% | 26.9% | 40.9% | 5.2 | 6.8 | 6.2 | 6.5 | |
| Provide information in a friendly and cooperative way | 58.8% | 58.6% | 55.6% | 66.7% | 7.1 | 7.7 | 7.3 | 7.7 | |
| Guidance material | | | | | | | | | |
| Addresses operational needs | 12.5% | 34.5% | 25.9% | 41.7% | 5.1 | 6.7 | 6.3 | 7.0 | |
| Uses plain English to clarify legislative requirements | 31.3% | 48.3% | 40.7% | 43.5% | 5.9 | 7.1 | 6.7 | 7.3 | |

PETROLEUM STAKEHOLDERS

| | | | | | | | | | |
|--|-------|-------|-------|-------|-----|-----|-----|-----|--|
| Is in a form appropriate for operational use on site | 13.3% | 37.9% | 28.0% | 43.5% | 4.9 | 6.6 | 6.0 | 6.9 | |
| Is concise | 12.5% | 41.4% | 33.3% | 39.1% | 5.1 | 6.8 | 6.2 | 6.8 | |
| Is clear and definitive on what is required | 53.1% | 34.5% | 29.6% | 47.8% | 4.8 | 6.7 | 6.1 | 7.0 | |
| Is accurate and consistent in what it says | 26.7% | 41.4% | 29.6% | 47.8% | 5.7 | 6.9 | 6.2 | 7.2 | |

PETROLEUM STAKEHOLDERS

ADDING VALUE

Note: adds value refers to the ratings from “Would add a lot of value” and “Would add some value”

| | Adds value | | | | |
|--|------------|-------|-------|-------|--|
| | 2010 | 2012 | 2014 | 2016 | |
| Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans | 83.3% | 82.8% | 74.1% | 76.2% | |
| Provide positive feedback on what has been done well | 89.5% | 96.6% | 96.6% | 82.6% | |
| Provide practical advice and examples of how things can be done better | 73.7% | 96.6% | 89.3% | 78.3% | |
| Be willing to provide guidance and act as mentors | 57.9% | 65.5% | 59.3% | 77.3% | |
| Ensure mandatory training for safety and health representatives | 50.0% | 58.6% | 55.6% | 50.0% | |
| Undertake roadshows and formal presentations to companies and industry groups | 28.6% | 51.7% | 60.7% | 47.6% | |
| Facilitate the development of industry networks to enable specific groups, such as managers or safety and health representatives, to get together | 53.3% | 58.6% | 71.4% | 68.2% | |
| Ensure greater consultation and feedback to industry | 68.4% | 96.6% | 89.7% | 87.0% | |
| Be available to answer queries when needed | 78.9% | 93.1% | 89.7% | 91.3% | |

PETROLEUM STAKEHOLDERS

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

Meeting goal of proactive, consultative safety culture

45.5% say exceptionally well (8-10/10), lower than the 46.7% in 2014, 58.6% in 2012 and 50.0% in 2010
 The average rating was lower at 7.3 in 2016 compared to 7.4 in 2014 and 7.7 in 2012 but slightly higher than 2010 (7.2)

| | High rating (8-10/10) | | | | Average rating | | | | |
|--|-----------------------|-------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Culture of reform rather than repair | 35.0% | 44.8% | 46.7% | 45.5% | 6.6 | 7.0 | 7.3 | 6.9 | |
| Shared responsibility for safety across the organisation | 50.0% | 55.2% | 60.0% | 59.1% | 7.1 | 7.3 | 7.5 | 7.6 | |
| New ideas about safety actively sought | 35.0% | 55.2% | 53.3% | 45.5% | 6.9 | 7.2 | 7.3 | 7.0 | |
| Messenger rewarded not shot | 25.0% | 44.8% | 43.3% | 40.9% | 6.4 | 7.2 | 6.8 | 6.7 | |
| A proactive as well as reactive culture | 31.6%* | 41.4% | 53.3% | 50.0% | 6.8 | 7.1 | 7.0 | 7.1 | |

Appendix 4: Comparison of survey responses from MHF stakeholders

MHF STAKEHOLDERS

STAKEHOLDER GROUP PROFILE

83 MHF stakeholder representatives took part in the 2016 survey. This is more than in 2014, when there was 38 respondents and in 2012, when there were 22 and 2010, when there were 15.

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

- Working in the industries of mining (35%), petroleum (34%) and the chemical industry (24%)
- Mostly occupational health and safety professionals (28%). The 2014 survey had no safety and health representatives whilst 19% respondents were SHReps in the 2016 survey.
- Over half were working for organisations with more than 500 employees (50/83) and only six respondents were from an organisation with less than ten employees
- Generally having extensive experience in the resources sector, with 50 out of 80 having worked there for more than ten years.

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

- Most MHF clients (68%) had contact with Resources Safety in the past year
- Contact was mainly initiated by Resources Safety and the organisation and most had contact several or many times
- Contact was initiated for a wide variety of reasons but in particular audit or inspection and information sessions
- Majority of the respondents had access, downloaded or received resources from Resources Safety in particular Resources Safety news alerts (80%), department website (76%) and safety alerts (72%).

NOTE: THE SAMPLE SIZE OF PETROLEUM STAKEHOLDERS IS SMALL AND RESULTS SHOULD BE INTERPRETED WITH CAUTION

* fewer than 15 respondents ** fewer than 10 respondents

| | 2010* | 2012 | 2014 | 2016 |
|---|----------|----------|----------|----------|
| RESPONDENT PROFILE | % | % | % | % |
| Size of organisation | | | | |
| Less than 10 employees | 0 | 0 | 3 | 7 |
| 10-100 employees | 33 | 4 | 13 | 13 |
| 101-500 employees | 20 | 32 | 32 | 20 |
| TOTAL - Less than 500 employees | 53 | 36 | 48 | 40 |
| More than 500 employees | 40 | 64 | 52 | 60 |
| Respondent's current role | | | | |
| General manager or senior executive | 14 | 14 | 22 | 7 |
| Operations manager | 36 | 14 | 48 | 13 |
| Supervisor | 7 | 4 | 3 | 5 |
| Safety and health representative | 7 | 32 | 0 | 19 |
| Occupational health and safety professional | 22 | 14 | 11 | 28 |
| Other | 14 | 22 | 16 | 28 |
| Length of time respondent has been working in the resources industry | | | | |
| Less than 3 years | 0 | 14 | 3 | 6 |
| 3-10 years | 29 | 41 | 8 | 31 |
| More than 10 years | 71 | 45 | 89 | 63 |


| | 2010* | 2012 | 2014 | 2016 |
|--|----------|----------|----------|----------|
| CONTACT PROFILE | % | % | % | % |
| Contact with Resources Safety in the past year | | | | |
| Only initiated by our organisation | 0 | 4 | 8 | 11 |
| Only initiated by Resources Safety | 0 | 5 | 0 | 10 |
| Initiated by our organisation <i>and</i> by Resources Safety | 93 | 50 | 92 | 47 |
| TOTAL initiated by Resources Safety (solely or also initiated by organisation) | 93 | 55 | 92 | 57 |
| TOTAL initiated by our organisation (solely or also initiated by Resources Safety) | 93 | 54 | 100 | 58 |
| TOTAL had contact with Resources Safety | 93 | 59 | 100 | 68 |
| No contact with Resources Safety | 7 | 41 | 0 | 32 |
| Where applicable, how often was contact with Resources Safety during 2013-14? | | | | |
| Once | 0 | 8 | 3 | 19 |
| Several times | 29 | 58 | 70 | 34 |
| Many times | 71 | 34 | 27 | 47 |
| Nature of these contacts (multiple responses allowed) | | | | |
| Audit or inspection | 64 | 54 | 76 | 26 |
| Investigation of a complaint | 0 | 8 | 16 | 3 |
| Investigation of an incident | 21 | 38 | 51 | 14 |
| Consultation regarding a safety matter | 14 | 38 | 49 | 12 |
| Response to an enquiry by you | 50 | 46 | 49 | 8 |
| A request for information from Resources Safety | 43 | 31 | 60 | 16 |
| Information session (e.g. safety roadshow, industry briefing) | 50 | 62 | 35 | 18 |
| Other | 57 | 23 | 24 | 3 |

ROLES AND PERFORMANCE OF SAFETY REGULATOR

PERFORMANCE OF REGULATOR IN TERMS OF


Being a proactive safety regulator

35.2% [25/71 respondents] say outstandingly well (8-10/10), which is an increase compared to 2014 (22%) [8/37 respondents], 2012 (20%) [4/20 respondents] and 2010 (13%) [2/15 respondents].






The average rating is 6.5, a significant increase since 2014, 2012 and 2010 which had an average rating of 5.6 

Adding value to your organisation






31.0% respondents [22/71 respondents] said an exceptional amount (8-10/10), an increase compared to 21.6% in 2014 [7/37], 0% in 2012 and 13.3% in 2010.

The average rating in 2016 increased slightly to 6.0 compared to 5.6 in 2014, 4.5 in 2012 and 4.9 in 2010 




























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

| | Essential (8-10/10) | | | | Average rating | | | | |
|---|---------------------|---------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 93.3% | 55.6%** | 80.6% | 74.2% | 8.8 | 7.8 | 8.3 | 8.4 |  |
| Conduct independent audits of safety systems | 66.7% | 44.4%** | 72.2% | 65.2% | 7.0 | 7.6 | 7.8 | 7.8 |  |
| Undertake safety inspections | 73.3% | 55.6%** | 66.7% | 57.6% | 7.7 | 7.8 | 7.5 | 7.6 |  |
| Carry out independent investigations of incidents | 73.3% | 55.6%** | 65.7% | 62.1% | 7.9 | 7.7 | 7.8 | 8.1 |  |
| Respond to complaints about safety | 73.3% | 66.7%** | 60.0% | 54.5% | 8.3 | 8.0 | 7.9 | 8.3 |  |

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

| | Very well (8-10/10) | | | | Average rating | | | | |
|---|---------------------|---------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Compliance activities | | | | | | | | | |
| Set appropriate safety standards | 14.3%* | 33.3%** | 41.7% | 43.9% | 5.0 | 5.6 | 6.4 | 7.1 |  |
| Conduct independent audits of safety systems | 9.1%* | 22.2%** | 42.9% | 36.4% | 4.1 | 4.8 | 6.4 | 6.7 |  |
| Undertake safety inspections | 25.0%* | 22.2%** | 45.5% | 39.4% | 5.6 | 5.6 | 6.4 | 6.9 |  |
| Carry out independent investigations of incidents | 33.3%** | 22.2%** | 30.0% | 36.4% | 4.7 | 5.2 | 6.0 | 7.0 |  |
| Respond to complaints about safety | 28.6%** | 33.3%** | 57.7% | 36.4% | 5.4 | 6.1 | 7.2 | 7.9 |  |

WORKING WITH INDUSTRY TO REDUCE LIKELIHOOD AND CONSEQUENCES OF SERIOUS INCIDENTS
REGULATORY PERFORMANCE (excludes "Don't knows")

| | Very well (8-10/10) | | | | Average rating | | | | |
|---|---------------------|---------|-------|-------|----------------|------|------|------|---|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Regulator overall | | | | | | | | | |
| Supports a risk management approach | 35.7%* | 33.3%** | 48.6% | 52.7% | 6.7 | 6.0 | 6.8 | 7.4 |  |
| Publishes appropriate industry safety performance indices | 23.1%* | 11.1%** | 46.9% | 44.4% | 4.8 | 4.6 | 6.2 | 7.0 |  |
| Encourages consistent application of safety standards across all operations | 27.3%* | 22.2%** | 31.3% | 47.2% | 5.2 | 4.3 | 5.9 | 7.0 |  |
| Prosecutes if necessary | 20.0%** | 22.2%** | 54.6% | 52.5% | 4.0 | 5.4 | 6.2 | 6.8 |  |
| Provides guidance on development of documentation to meet legislative requirements | 26.7% | 22.2%** | 41.2% | 52.8% | 5.3 | 4.1 | 6.2 | 6.6 |  |
| Clarifies where legal responsibilities lie | 30.8%* | 11.1%** | 40.6% | 52.9% | 5.5 | 4.7 | 7.0 | 6.6 |  |
| Adds value to site safety procedures | 14.3%* | 22.2%** | 43.8% | 42.6% | 4.7 | 4.4 | 5.9 | 6.0 |  |
| Responds in a timely manner | 46.7% | 33.3%** | 62.9% | 45.8% | 6.8 | 5.6 | 6.9 | 6.9 |  |
| Reviews submitted documents in a timely manner | 42.9%* | 22.2%** | 41.2% | 37.8% | 5.6 | 4.9 | 6.2 | 6.5 |  |
| MHF dangerous goods officers | | | | | | | | | |
| Are knowledgeable about the legislation | 53.3% | 33.3%** | 63.6% | 65.4% | 6.9 | 6.3 | 7.2 | 7.5 |  |
| Are consistent in their interpretation of the legislation | 33.3% | 33.3%** | 30.3% | 51.1% | 4.3 | 4.7 | 5.5 | 6.6 |  |
| Interpret the legislation in a practical way | 26.7% | 33.3%** | 33.3% | 44.0% | 4.9 | 4.8 | 5.8 | 6.7 |  |
| Are consistent in the application of the legislation | 21.4%* | 22.2%** | 39.4% | 51.0% | 4.5 | 4.9 | 5.7 | 6.6 |  |
| Are willing to consult our organisation | 46.7% | 44.4%** | 59.4% | 56.9% | 6.9 | 6.6 | 7.0 | 7.1 |  |
| Are willing to consider and adapt to industry safety innovations | 45.5%* | 33.3%** | 41.9% | 51.1% | 6.2 | 6.2 | 6.7 | 6.9 |  |
| Approach their task professionally | 66.7% | 55.6%** | 66.7% | 68.0% | 7.3 | 7.8 | 7.5 | 7.6 |  |
| Are knowledgeable about the industry that they are auditing or investigating | 40.0% | 33.3%** | 43.8% | 59.2% | 6.1 | 5.3 | 6.5 | 7.1 |  |
| Are well prepared before they go on site | 33.3% | 44.4%** | 39.4% | 53.1% | 5.6 | 6.4 | 6.3 | 7.0 |  |
| Are available to visit sites when needed | 46.7% | 33.3%** | 37.5% | 55.6% | 6.2 | 6.2 | 6.5 | 7.1 |  |
| Coordinate inspections and audits so that, where possible, the aims are achieved in one visit | 76.9%* | 44.4%** | 62.1% | 53.3% | 7.8 | 7.0 | 7.3 | 7.2 |  |
| Carry out inspections and audits so that, where possible, the aims are achieved in one visit | 46.2%* | 33.3%** | 40.0% | 50.0% | 6.2 | 6.8 | 7.3 | 6.8 |  |
| Carry out inspections and audits in a timely manner | 50.0%* | 44.4%** | 46.9% | 50.0% | 7.3 | 7.0 | 7.1 | 7.0 |  |
| Are available to answer queries over the telephone or online | 69.2%* | 55.6%** | 64.5% | 56.8% | 7.5 | 7.8 | 7.8 | 7.3 |  |
| Have a consistent response or approach to inspections | 27.3%* | 22.2%** | 31.3% | 40.4% | 4.7 | 4.6 | 5.6 | 6.1 |  |
| Provide useful, actionable information to make operations safer | 30.8%* | 22.2%** | 45.5% | 49.0% | 5.7 | 5.4 | 6.3 | 6.5 |  |
| Provide information in a friendly and cooperative way | 66.7% | 44.4%** | 56.3% | 66.7% | 7.5 | 6.9 | 7.5 | 7.4 |  |
| Guidance material | | | | | | | | | |
| Addresses operational needs | 28.6%* | 11.1%** | 21.2% | 40.4% | 6.4 | 5.3 | 5.8 | 7.1 |  |
| Uses plain English to clarify legislative requirements | 26.7% | 11.1%** | 37.5% | 55.1% | 6.5 | 6.0 | 6.2 | 7.0 |  |

| | | | | | | | | | |
|--|--------|---------|-------|-------|-----|-----|-----|-----|--|
| Is in a form appropriate for operational use on site | 21.4%* | 22.2%** | 36.4% | 48.0% | 5.9 | 5.7 | 6.4 | 6.8 | |
| Is concise | 26.7% | 22.2%** | 30.3% | 46.0% | 5.9 | 5.4 | 6.2 | 6.8 | |
| Is clear and definitive on what is required | 26.7% | 22.2%** | 18.2% | 46.9% | 5.1 | 5.2 | 5.7 | 6.8 | |
| Is accurate and consistent in what it says | 20.0% | 33.3%** | 25.0% | 53.1% | 5.4 | 5.9 | 5.6 | 6.9 | |

MHF STAKEHOLDERS

ADDING VALUE

=====

Note: adds value refers to the ratings from "Would add a lot of value" and "Would add some value"

| | Adds value | | | | |
|--|------------|---------|-------|-------|--|
| | 2010 | 2012 | 2014 | 2016 | |
| Provide pro forma documents, information packs for contractors and preformatted risk assessments to assist small companies in writing their safety plans | 64.3% | 66.7%** | 89.3% | 66.7% | |
| Provide positive feedback on what has been done well | 100.0% | 88.9%** | 93.8% | 84.6% | |
| Provide practical advice and examples of how things can be done better | 93.3% | 88.9%** | 84.9% | 90.4% | |
| Be willing to provide guidance and act as mentors | 60.0% | 66.7%** | 69.7% | 81.1% | |
| Ensure greater consultation and feedback to industry | 93.3% | 77.8%** | 90.6% | 94.3% | |
| Be available to answer queries when needed | 93.3% | 66.7%** | 87.9% | 90.6% | |

MHF STAKEHOLDERS

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

41.1% [23/56 respondents] say outstandingly well (8-10/10) compared to 33.3% [11/33 respondents] in 2014, 37.5% [3/8 respondents] in 2012 and 60.0% [9/15 respondents] in 2010

Meeting goal of proactive, consultative safety culture

The average rating in 2016 was 5.8, significantly lower than 2014 (7.0), 2012 (7.0) and 2010 (7.1)

| | High rating (8-10/10) | | | | Average rating | | | | |
|--|-----------------------|---------|-------|-------|----------------|------|------|------|--|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 | |
| Culture of reform rather than repair | 46.7% | 37.5%** | 24.2% | 37.5% | 6.9 | 6.5 | 6.6 | 6.6 | |
| Shared responsibility for safety across the organisation | 46.7% | 50.0%** | 39.4% | 48.2% | 7.0 | 6.9 | 6.9 | 6.9 | |
| New ideas about safety actively sought | 46.7% | 62.5%** | 51.5% | 48.2% | 7.1 | 6.4 | 7.2 | 6.8 | |
| Messenger rewarded not shot | 73.3% | 50.0%** | 48.5% | 41.1% | 7.9 | 6.5 | 7.2 | 6.3 | |
| A proactive as well as reactive culture | 60.0% | 50.0%** | 33.3% | 51.8% | 7.3 | 6.6 | 6.9 | 6.8 | |

Appendix 5: Survey 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. Which mines inspectorate do you currently work in? Please see link for defined boundaries

(http://www.dmp.wa.gov.au/documents/Misc/MSH_Misc_InspectorateBoundaries.pdf)

- North (Pilbara) ₁
North (Kimberley) ₂
West ₃
East ₄
Not specified – exploration ₅

3. 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

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

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

5. 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

6. 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

7. How often did you have contact with Resources Safety during the 2013-14 financial year?

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

8. 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*)

9 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

10 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

11&12 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} |

13&14 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"/> 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} |

15,16 &17. 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"/> 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 |

18. 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 |

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

.....

INDUSTRY CULTURE

20. **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

21. **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 | |

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

.....

Appendix 6: Survey questions for MHF 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?**
 - Less than 3 years ₁
 - 3-10 years ₂
 - More than 10 year 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 2013-14 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 exceptionally well. Tick the box closest to your view.

Very poor Exceptionally 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 exceptional amount. Tick the box closest to your view.

Not at all Exceptional 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 NA 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |

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 exceptionally well. If you do not know or have no experience with this, tick the NA box.

| | Very poorly | Exceptionally well |
|---|--|--|
| 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |
| 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"/> _{NA} |

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 exceptionally well. If you do not know or have had no experience with this, tick the NA 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"/> _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"/> _NA |
| 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"/> _NA |
| 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"/> _NA |
| 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"/> _NA |
| 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"/> _NA |
| 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"/> _NA |

11. Did you access, download or receive (where applicable) any of the following resources from Resources Safety?

- Department website _1
- Resources Safety News Alert _2
- Safety Alerts (Significant Incident Report or Mines Safety Bulletin) _3
- Codes of practice _4
- Guidelines _5
- Audits _6
- Posters _7
- Information sheets and pamphlets _8
- Safety performance reports _9
- Toolbox presentations _10
- Hazard awareness videos _11
- Templates, checklists, guides or procedures _12
- Resources Safety Magazine _13

12. 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 significant value | Would add some value | May add value | May not add value | Does not 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"/> _6 |
| 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"/> _6 |
| 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"/> _6 |
| 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"/> _6 |
| 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"/> _6 |
| 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"/> _6 |

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

.....

INTERACTION WITH THE DEPARTMENT AS A WHOLE

Questions 14 to 17 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 exceptionally well. Tick the box closest to your view.

Very poorly **Exceptionally 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"/> 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?

.....

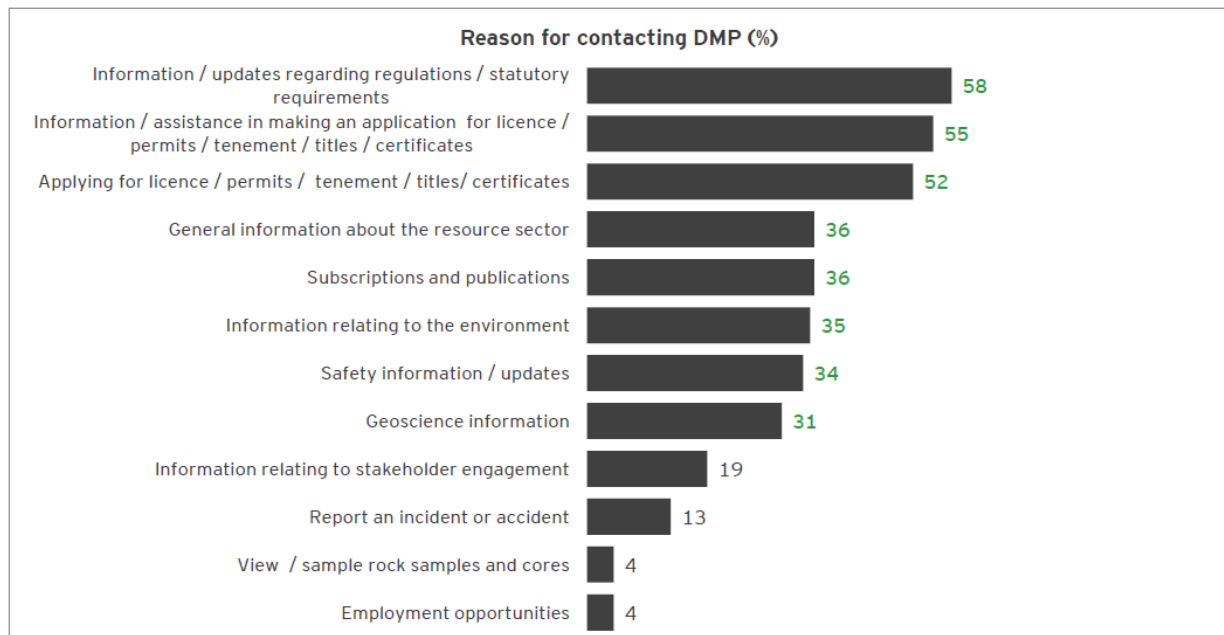
Appendix 7: Sample outputs from 2016 departmental survey

The final sample size achieved for the departmental stakeholder satisfaction trial survey was 617.

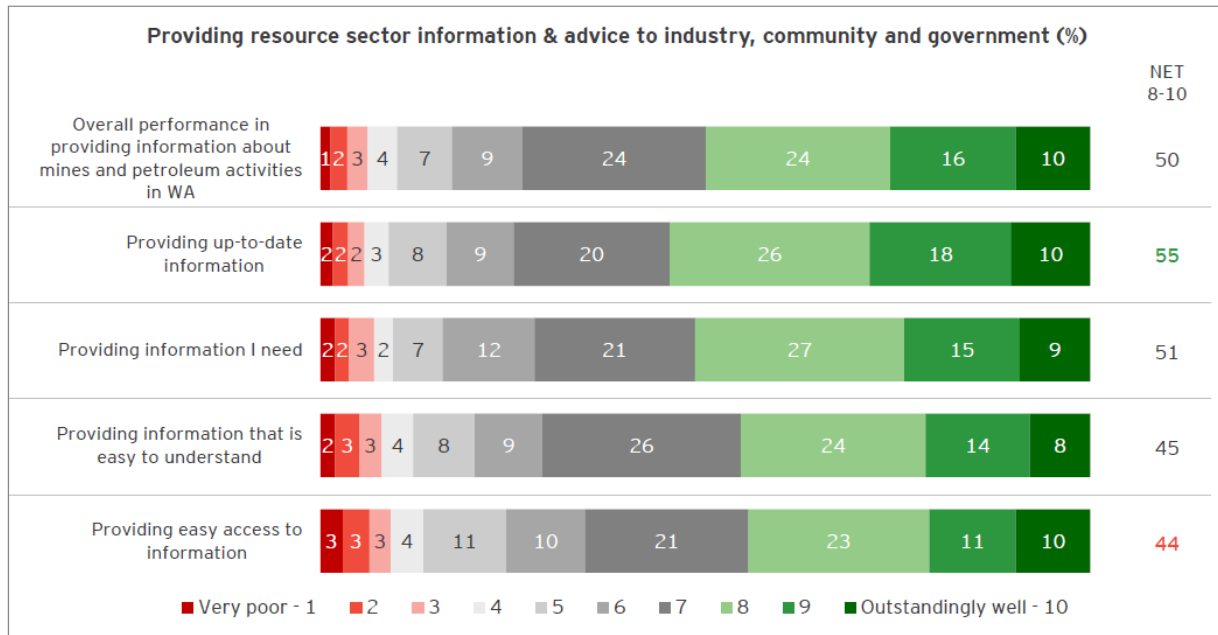
The results shown below were produced using the same methodology as Resources Safety's stakeholder perceptions surveys:

- net results are shown for ratings of 8 to 10 out of 10
- results are based on all those who gave a score (i.e. those who stated 'Don't Know' were removed from the score).

Note: Results for base sizes under n = 30 are not shown as results for percentages can fluctuate.



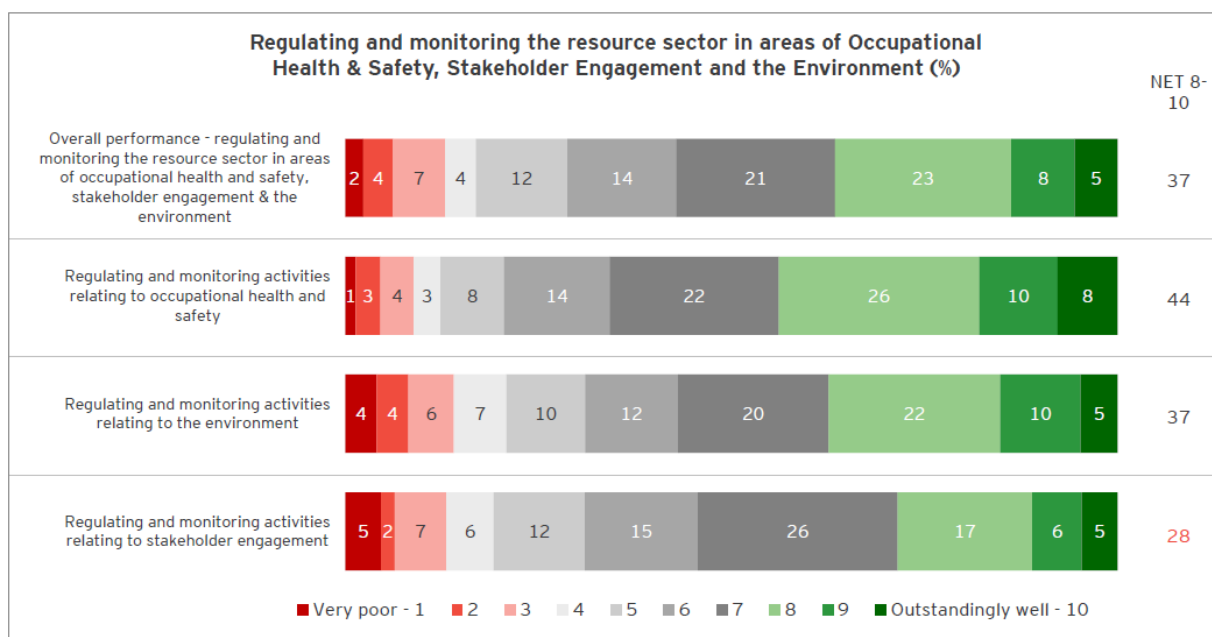
DMP's performance in 'providing resource sector information & advice'



Providing resource sector information & advice to industry, community and government (NET 8-10 %)

| | Minerals (n=530-542) | Petroleum (n=94-97) | Dangerous Goods (n=93-95) | Government (n=41-43) | Industry (n=470-478) | Community (n=89-93) |
|---|-------------------------|------------------------|---------------------------------|-------------------------|-------------------------|------------------------|
| Overall performance in providing information about mines and petroleum activities in WA | 50 | 47 | 52 | 50 | 48 | 62 |
| Providing up-to-date information | 55 | 53 | 55 | 61 | 52 | 65 |
| Providing information I need | 52 | 51 | 51 | 47 | 49 | 65 |
| Providing information that is easy to understand | 46 | 48 | 50 | 51 | 44 | 51 |
| Providing easy access to information | 45 | 44 | 43 | 51 | 41 | 57 |

DMP's 'performance in regulating and monitoring the resource sector'



Regulating and monitoring the resource sector in areas of Occupational Health & Safety, Stakeholder Engagement and the Environment (NET 8-10 %)

| | Minerals (n=331-426) | Petroleum (n=50-67) | Dangerous Goods (n=65-86) | Government (n=13-27) | Industry (n=317-395) | Community (n=35-54) |
|--|-------------------------|------------------------|------------------------------|---------------------------|-------------------------|------------------------|
| Overall performance in terms of regulating and monitoring the resource sector in areas of occupational health and safety, stakeholder engagement and the environment | 37 | 34 | 38 | Base size too low to show | 36 | 45 |
| Regulating and monitoring activities relating to occupational health and safety | 45 | 38 | 49 | | 44 | 49 |
| Regulating and monitoring activities relating to the environment | 38 | 37 | 37 | | 37 | 46 |
| Regulating and monitoring activities relating to stakeholder engagement | 29 | 27 | 33 | | 28 | 38 |