



# **ANNUAL CLIENT SURVEY REPORT**

***2011-2012***

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## 1. Introduction.

This report provides an overview of responses to the Conciliation Service's 2011-2012 Client Survey. This is the tenth report of the Accident Compensation Conciliation Service which was established as an independent body corporate from 1 July 2002. Prior to this date, the Conciliation Service had been known as the WorkCover Conciliation Service.

The 2011-2012 Client Survey is the 19<sup>th</sup> consecutive survey of this nature that has been conducted by the Conciliation Service<sup>1</sup>. In 2001 a full review of the survey was undertaken and where appropriate, its approach and questions were updated and fine-tuned.

The annual survey obtains valuable feedback from Workers, Employers and WorkSafe Agents / Self-Insurers that is used to help assess how the Conciliation Service has been operating and explore opportunities for improvement.

## 2. Methodology

### 2.1 Scope

The findings presented in this report are based on 897 surveys with ACCS clients over two survey waves. The first wave of interviews were conducted in November/December 2011 and the second in May 2012. These interviews, conducted by The Social Research Centre, were comprised of 401 Workers, 400 Employers and 96 WorkSafe Agents/Self-Insurers. Employers and Workers participated in telephone surveys and again this year the survey of WorkSafe agents / self-insurers was conducted by way of an online questionnaire that was emailed to respondents. This methodology was introduced in 2008-09 in response to emerging issues surrounding population size and respondent burden. In the second data collection period, follow up telephone surveys were conducted with the Agent / Self-Insurer sample to improve response rates.

The sample for the Worker, Employer and WorkSafe Agent/Self-Insurer surveys was a random selection of "cases" from the Conciliation Service database over the previous three month period. Worker and Employer samples included requests for conciliation that were completed both with and without a conference being held. No one Worker, Employer or WorkSafe Agent/Self-Insurer was interviewed more than once in the year.

In the main, the questionnaires used for each of the client groups (Worker, Employer and WorkSafe agent / self-insurer) were the same as those used for the 2010-2011 surveys.

Most of the questions ask respondents to confirm their level of agreement with a particular statement, their level of satisfaction with a particular facet of the Conciliation Service, or in some cases, asks them to provide a rating of the service they received.

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<sup>1</sup> The Social Research Centre is currently engaged to conduct this survey on behalf of the ACCS (selected via a tender process).

For questions that asked for a level of agreement or satisfaction, the results have been added together in a positive or negative context in order to provide brevity in the text and to highlight a generalised overall response (e.g. responses of "Satisfied" and "Very Satisfied" were summarised as "Satisfied").

## 2.2 Reporting

This report provides a summary of responses to questions asked in the Accident Compensation Conciliation Service client survey. For clarity, some 'filter' questions have been omitted from the report as they provide little direct information in terms of client service, as have questions that were added with the purpose of providing feedback of a purely administrative nature (e.g. how did you get the "Request for Conciliation" form?).

When making comparisons between the responses of WorkSafe Agents / Self-Insurers and those of Workers and Employers, it is important to note that there is a fundamental difference in their experience. In particular, WorkSafe Agents / Self-Insurers tend to have contact with the Conciliation Service and attend conferences on a repeat basis whereas Workers and Employers generally participate in one matter only.

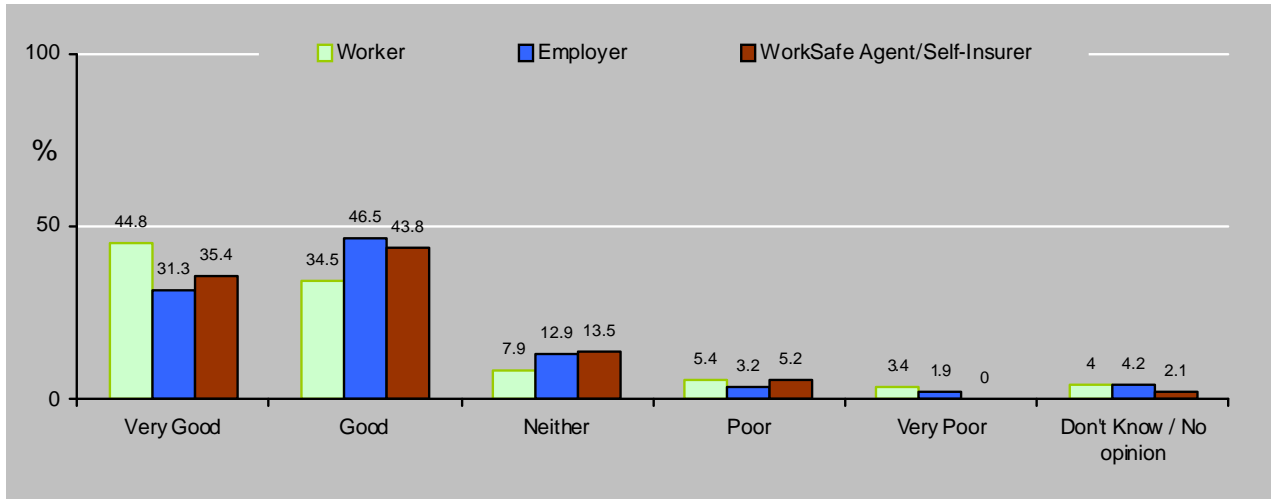
The results produced for both the Worker and Employer surveys are based on data that is weighted to maintain the proportions between conference attendees and non-attendees that was reported in the 2000-2001 baseline survey. While feedback on both experiences is important, ensuring these proportions remain consistent avoids variability in the survey findings due solely to these differing proportions. This consistency then allows for any other emerging trends to be more readily identified.

Throughout this report, results from the previous two survey years (2010-2011 and 2009-2010) are presented alongside the 2011-2012 results, by way of comparison. When considering differences in the results across this three year period, any variation of 5% or more from one year to the next is considered significant and caused by factors which the Conciliation Service will investigate. Variations of less than 5% are due to sampling error or minor respondent variations that are expected. Finally, as a result of rounding, figures may not always total exactly 100%.

**3. Comparison – Overall Perceptions**

At the beginning of the interview the three groups (Workers, Employers and WorkSafe Agents / Self-Insurers) were asked to rate the Conciliation Service regardless of the outcome of the matter in which they were involved. All three groups were asked:

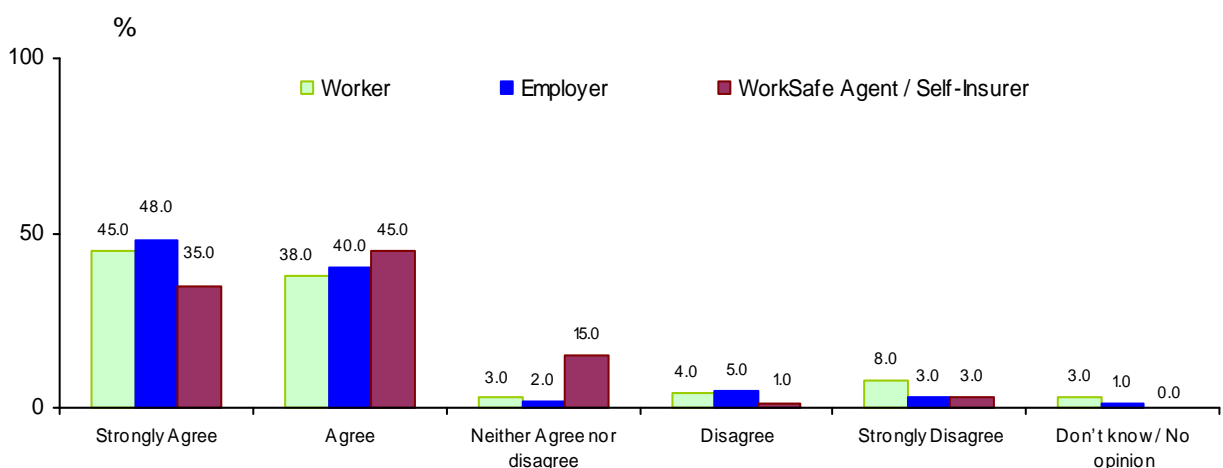
**“Thinking about all of your dealings with the Conciliation Service involving this dispute, regardless of the outcome, how would you rate the service provided?”**



As indicated in the above graph, 79% of Workers, 78% of Employers and 79% of WorkSafe Agents / Self-Insurers felt that the service they received, regardless of outcome, was good or very good. The graph also indicates that 8.8% of Workers, 11.3% of Employers and 5.2% of WorkSafe Agents / Self-Insurers felt that the service they received was poor or very poor.

At the conclusion of the interview all three groups were asked:

**“Regardless of the outcome, do you agree or disagree that conciliation is a valuable process?”**

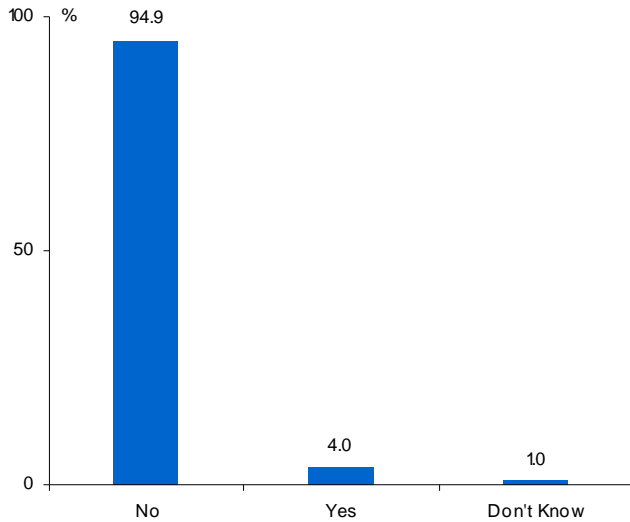


As indicated above 83% of Workers, 88% of Employers and 80% of WorkSafe Agents / Self-Insurers agreed that, regardless of outcome, conciliation is a valuable process. The graph also indicates that 12% of workers, 8% of employers and 4% of WorkSafe agents / self-insurers disagreed that, regardless of outcome, conciliation is a valuable process.

### 4. WORKER RESPONSES

A total of 401 workers were interviewed as part of the 2011-2012 client survey. The following provides a graphical representation of these responses as well as a summary of responses that were obtained in the 2010-2011 and the 2009-2010 surveys. Of the 401 workers interviewed 305 (76%) attended a conciliation conference.

#### 4.1 Did you have any difficulties in finding out about the Conciliation Service?



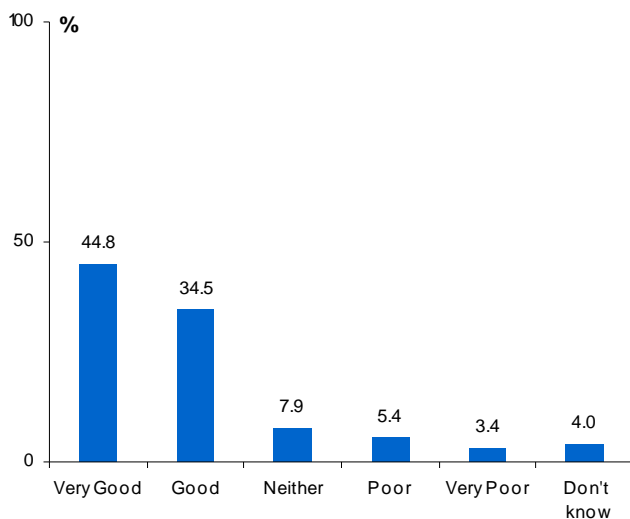
Of all workers surveyed, 94.9% stated that they did not experience difficulties in finding out about the Conciliation Service, 4% said they did experience difficulties and 1% didn't know or couldn't say.

The most common ways of finding out about the ACCS was through:

- Legal advisor (35%)
- Their union (22%)
- WorkSafe Agent (15%)

2010-2011	2009-2010
No: 95%	No: 92.4%
Yes: 3.7%	Yes 5.8%
Don't know: 1.3%	Don't know 1.8%

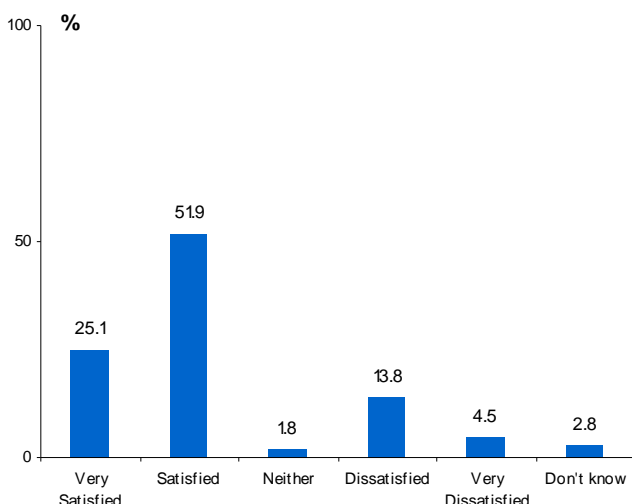
#### 4.2 Thinking about all of your dealings with the Conciliation Service involving this dispute, regardless of the outcome, how would you rate the service provided?



Of all workers surveyed, 79.3% rated the service they received, regardless of outcome, as good, 8.8% as poor, 7.9% said the service was neither good nor poor and 4% didn't know or couldn't say.

2010-2011	2009-2010
Very Good: 43.2%	Very Good: 49.8%
Good: 36.3%	Good: 32.9%
Neither: 5.8%	Neither: 7.9%
Poor: 7.5%	Poor: 4.5%
Very Poor: 5.0%	Very Poor: 4.3%
Don't know: 2.2%	Don't know: 0.5%

#### 4.3 Were you satisfied or dissatisfied with the length of time between sending in your Request for Conciliation form and when your conference was held?

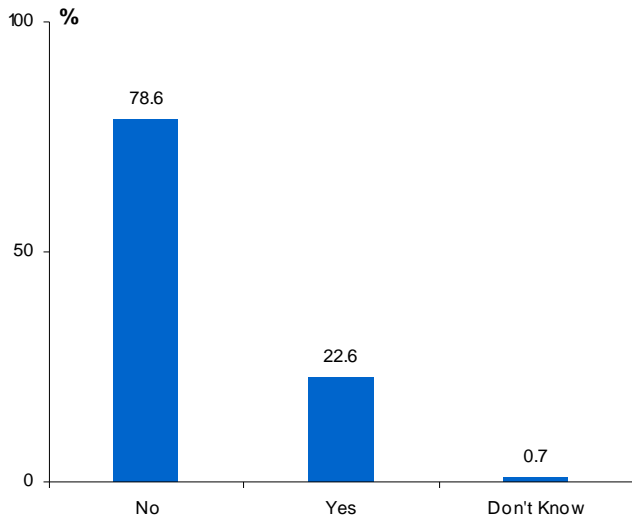


Of those workers who attended a conference, 77% were satisfied with the time between sending in their Request for Conciliation form and when the conference was held, 18.3% were dissatisfied, 1.8% were neither satisfied nor dissatisfied and 2.8% didn't know or couldn't say.

2010-2011	2009-2010
Very satisfied: 24.4%	Very satisfied: 30.8%
Satisfied: 56 %	Satisfied: 51%
Neither: 2.4%	Neither: 1.6%
Dissatisfied: 11.8%	Dissatisfied: 10.4%
Very dissatisfied: 3.7%	Very dissatisfied: 3.7%
Don't know: 2%	Don't know: 2.4%

### 4. WORKER RESPONSES

#### 4.4 Did you have any concerns regarding the time, date or location of the conference?



Of those workers who attended a conference, 78.6% did not have any concerns regarding the time, date or location of the conference and 22.6% did have concerns.

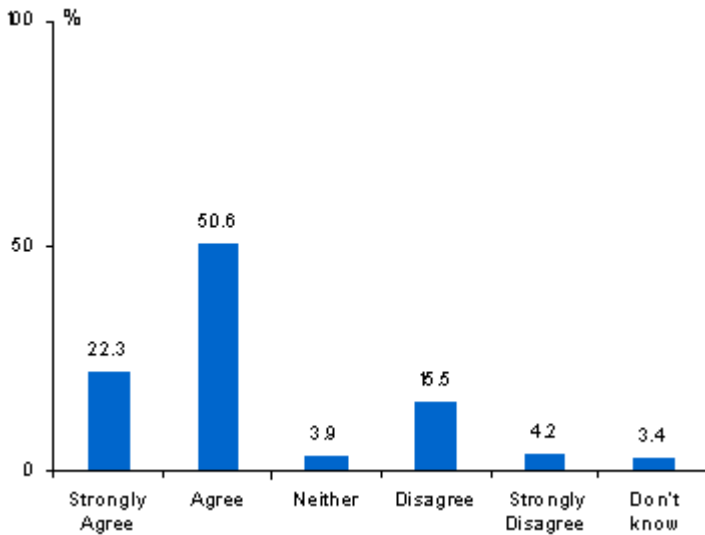
Of the 22.6% responding that they did have concerns, the main reasons given were\*

Inconvenient location /too far away/travel time	10.9%
Parking Issues	5.6%

\*Note: Respondents were able to provide more than one reason.

<b>2010-2011</b>	<b>2009-2010</b>
No: 90.3%	No: 82.5%
Yes: 9.7%	Yes: 17.2%

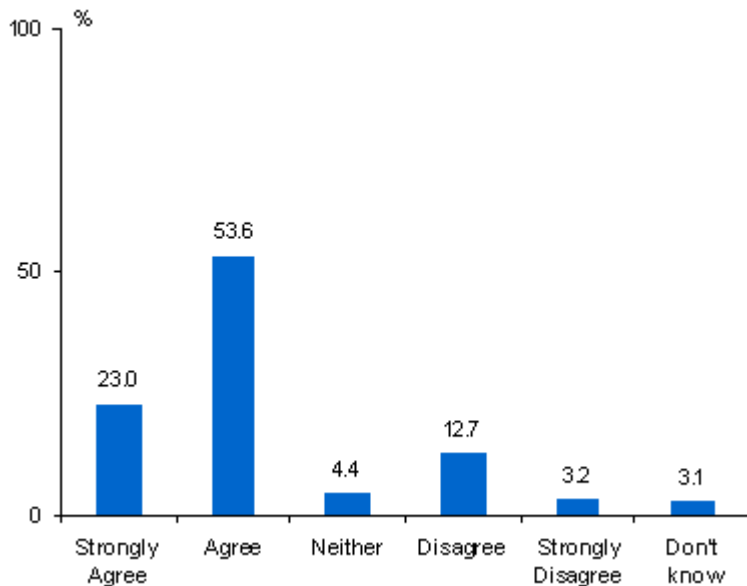
#### 4.5 Do you agree or disagree that you had a good idea about what conciliation was going to be like?



Of all workers surveyed, 72.9% agreed that they had a good idea about what conciliation was going to be like, 19.7% disagreed, 3.9% neither agreed nor disagreed and 3.4% didn't know or had no opinion.

<b>2010-2011</b>	<b>2009-2010</b>
Strongly Agree: 26.8%	Strongly Agree: 36%
Agree: 48%	Agree: 44.5%
Neither: 1%	Neither: 2.7%
Disagree: 18.8%	Disagree: 12.1%
Strongly disagree: 4.7%	Strongly disagree: 3.7%
Don't know: 0.7%	Don't know: 1.3%

#### 4.6 Do you agree or disagree that you felt well prepared for the conciliation process?

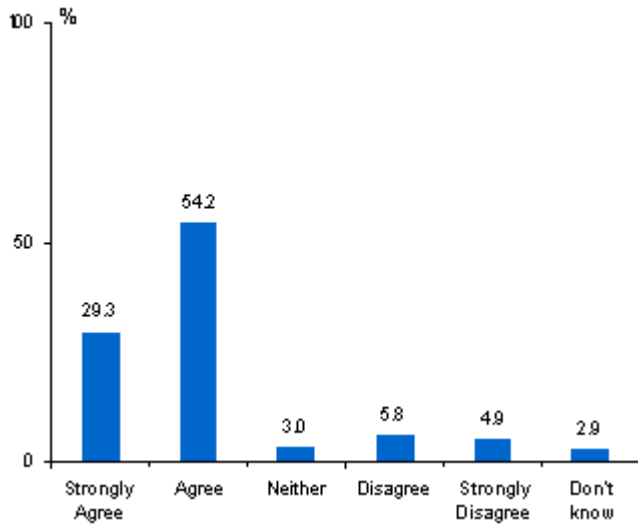


Of all workers surveyed, 76.6% agreed that they felt well prepared for the conciliation process, 15.9% disagreed, 4.4% neither agreed nor disagreed and 3.1% didn't know or had no opinion.

<b>2010-2011</b>	<b>2009-2010</b>
Strongly agree: 28.9%	Strongly agree: 35.7%
Agree: 48%	Agree: 44.5%
Neither: 2.7%	Neither: 2.7%
Disagree: 12.7%	Disagree: 12.1%
Strongly disagree: 5%	Strongly disagree: 3.7%
Don't know: 2.7%	Don't know: 1.3%

**4. WORKER RESPONSES**

**4.7 Do you agree or disagree that the DVD was effective in helping you know what to expect at your conference?**



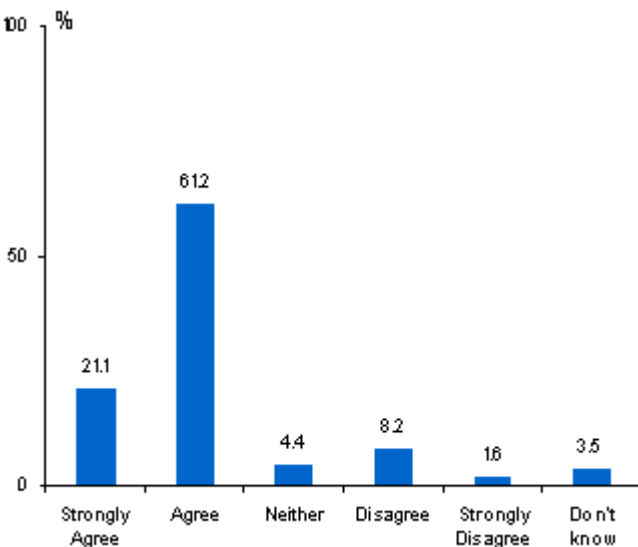
86.3% of workers remember receiving the Conciliation Service DVD. 69.8% of these people watched it.

Of those who watched it, 83.5% agreed that the DVD was effective in helping them know what to expect at the conference, 10.7% disagreed, 3% neither agreed nor disagreed and 2.9% didn't know or had no opinion.

**2010-2011**  
 Strongly agree: 38.7 %  
 Agree: 46.5%  
 Neither: 2.5%  
 Disagree: 6.9%  
 Strongly disagree: 3.7%  
 Don't know: 1.6%

**2009-2010**  
 Strongly agree: 44.6%  
 Agree: 45.2%  
 Neither: 2.4%  
 Disagree: 5.5%  
 Strongly Disagree: 0.8%  
 Don't know: 1.5%

**4.8 Do you agree or disagree that the booklet was effective in helping you know what to expect at your conference?**



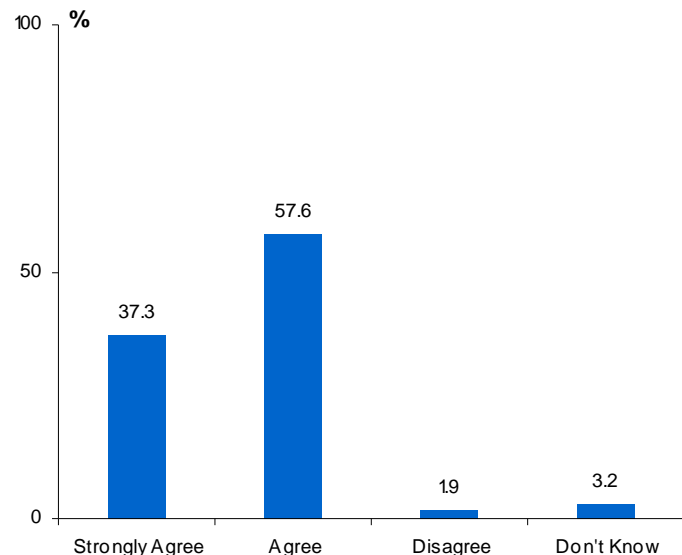
Of the workers who remember receiving the DVD, 66.4% read the accompanying booklet.

Of those who read the booklet, 82.3% agreed that the booklet was effective in helping them know what to expect at the conference, 9.8% disagreed, 4.4% neither agreed nor disagreed and 3.5% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 30.8%  
 Agree: 55.3%  
 Neither: 4%  
 Disagree: 5.1%  
 Strongly Disagree: 2.2%  
 Don't Know: 2.9%

**2009-2010**  
 Strongly Agree: 36.7%  
 Agree: 53.3%  
 Neither: 3.1%  
 Disagree: 4.2%  
 Strongly Disagree: -  
 Don't Know: 2.7%

**4.9 Overall, do you agree or disagree that the Conciliation Service website was useful?**



Of all workers surveyed, 42.7% were aware of the Conciliation Service website. Of those workers who were aware of the website, 30.5% had used it.

Of those workers who had used the website, 97.2% agreed that it was useful, 1.9% disagreed, and 3.2% didn't know or had no opinion.

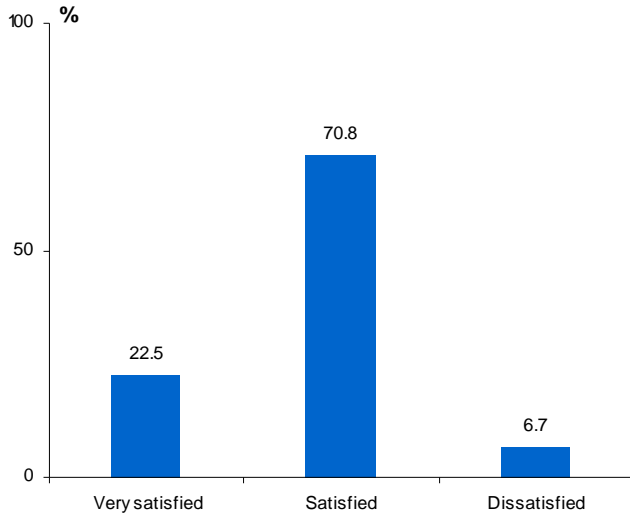
**2010-2011**  
 Strongly agree: 30.4%  
 Agree: 52.2%  
 Neither: 4.4%  
 Disagree: 6.5%  
 Strongly disagree: 4.4%  
 Don't know: 2.2%

**2009-2010**  
 Strongly agree: 38.2%  
 Agree: 46.7%  
 Neither: 5.7%  
 Disagree: 1.8%  
 Strongly disagree: -  
 Don't know: 5.7%



### 4. WORKER RESPONSES

#### 4.10 Overall, would you say you were satisfied or dissatisfied with the service you received from an interpreter?



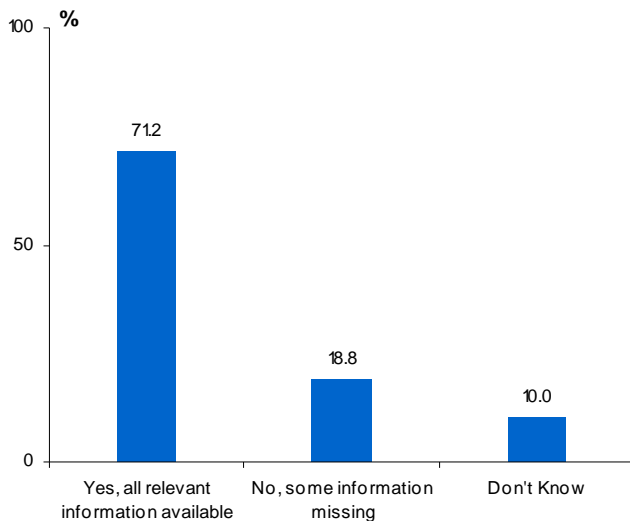
Of those workers that attended a conference, 28 (8.8%) workers responded that they received assistance from an interpreter.

Of these, 93.3% were satisfied with the service they received from an interpreter, and 6.7% were dissatisfied.

**2010-2011**  
 Very satisfied: 23.4  
 Satisfied: 60%  
 Neither: 3.4%  
 Dissatisfied: 13.3%  
 Very dissatisfied: -  
 Don't know: -

**2009-2010**  
 Very satisfied: 40%  
 Satisfied: 40.6%  
 Neither: 5.1%  
 Dissatisfied: 11.9%  
 Very dissatisfied: 2.3%  
 Don't know: -

#### 4.11 To the best of your knowledge was the information relevant to the claim available at the time of the conference?

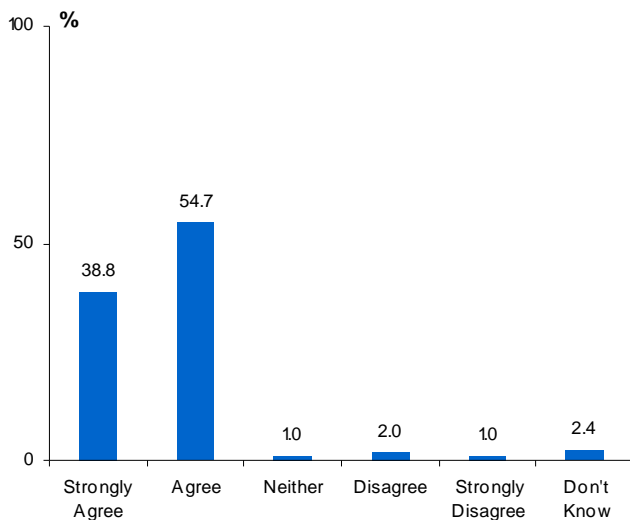


Of those workers who attended a conference, 71.2% believed that the information relevant to the claim was available at the time of the conference, 18.8% considered that some information was missing and 10% didn't know or couldn't say.

**2010-2011**  
 Yes: 81.6%  
 No: 13.1%  
 Don't know: 5.4%

**2009-2010**  
 Yes: 77.7%  
 No: 18.2%  
 Don't know: 4%

#### 4.12 At the start of the conference the Conciliation Officer clearly outlined to participants what was going to happen.



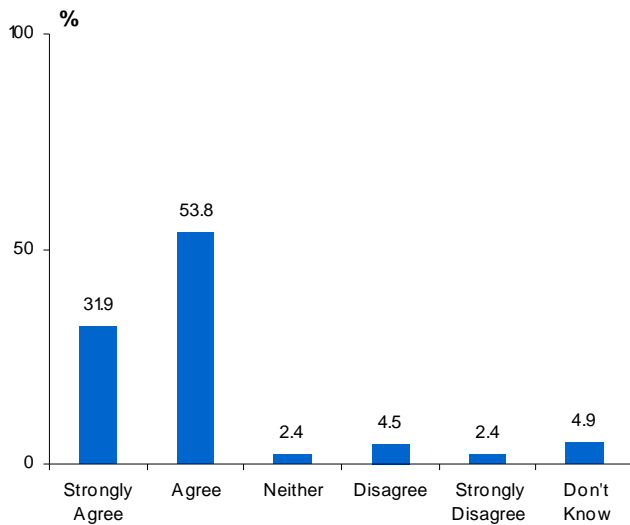
Of those workers who attended a conference, 93.5% agreed that at the start of the conference the Conciliation Officer clearly outlined what was going to happen, 3% disagreed, 1% neither agreed nor disagreed, and 2.4% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 50%  
 Agree: 44%  
 Neither: 1%  
 Disagree: 3%  
 Strongly disagree: 0.7%  
 Don't know: 1.4%

**2009-2010**  
 Strongly agree: 53.3%  
 Agree: 36.2%  
 Neither: 1.4%  
 Disagree: 2.7%  
 Strongly disagree: 3.2%  
 Don't know: 3.1%

### 4. WORKER RESPONSES

#### 4.13 The Conciliation Officer had a demonstrated understanding of the dispute.

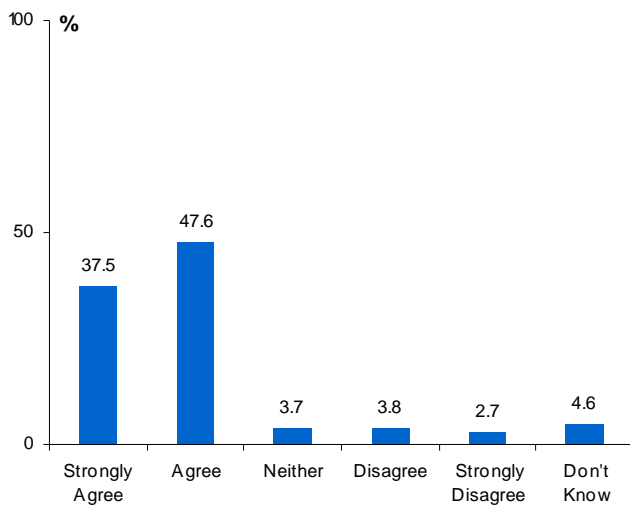


Of those workers who attended a conference, 85.7% agreed that the Conciliation Officer had a demonstrated understanding of the dispute, 6.9% disagreed, 2.4% neither agreed nor disagreed, and 4.9% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 42.2%  
 Agree: 46.4%  
 Neither: -  
 Disagree: 6.7%  
 Strongly disagree: 3%  
 Don't know: 1.7%

**2009-2010**  
 Strongly agree: 54.3%  
 Agree: 35.1%  
 Neither: 2.3%  
 Disagree: 2.7%  
 Strongly disagree: 3.3%  
 Don't know: 2.3%

#### 4.14 The Conciliation Officer did not take sides.

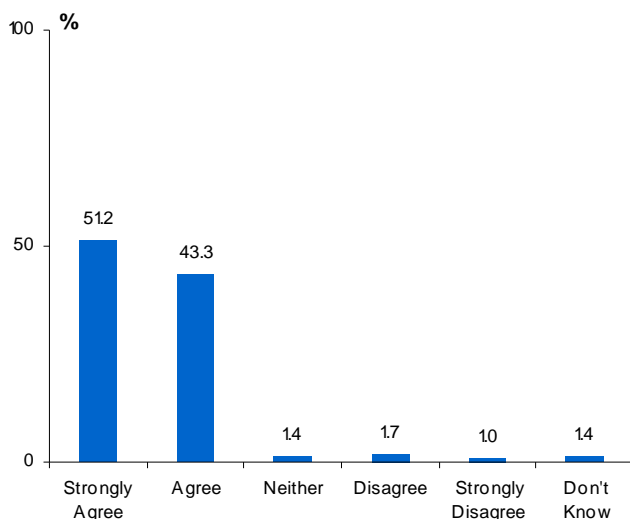


Of those workers who attended a conference, 85.1% agreed that the Conciliation Officer did not take sides, 6.5% disagreed, 3.7% neither agreed nor disagreed and 4.6% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 51%  
 Agree: 34.9%  
 Neither: 2.4%  
 Disagree: 3%  
 Strongly disagree: 5.1%  
 Don't know: 3.7%

**2009-2010**  
 Strongly agree: 56.9%  
 Agree: 28.6%  
 Neither: 2%  
 Disagree: 3.7%  
 Strongly disagree: 3.4%  
 Don't know: 5.4%

#### 4.15 The Conciliation Officer treated me with respect.



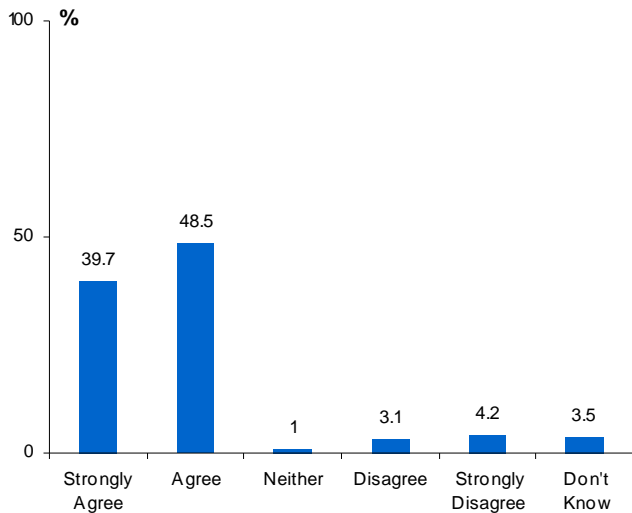
Of those workers who attended a conference, 94.5% agreed that the Conciliation Officer treated them with respect, 2.7% disagreed, 1.4% neither agreed nor disagreed and 1.4% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 62.7%  
 Agree: 31.6%  
 Neither: -  
 Disagree: 2.3%  
 Strongly disagree: 3%  
 Don't know: 1%

**2009-2010**  
 Strongly agree: 67.1%  
 Agree: 26.3%  
 Neither: 2.3%  
 Disagree: 2.3%  
 Strongly disagree: 1%  
 Don't know: 1%

### 4. WORKER RESPONSES

#### 4.16 I was given sufficient time to explain my point of view.

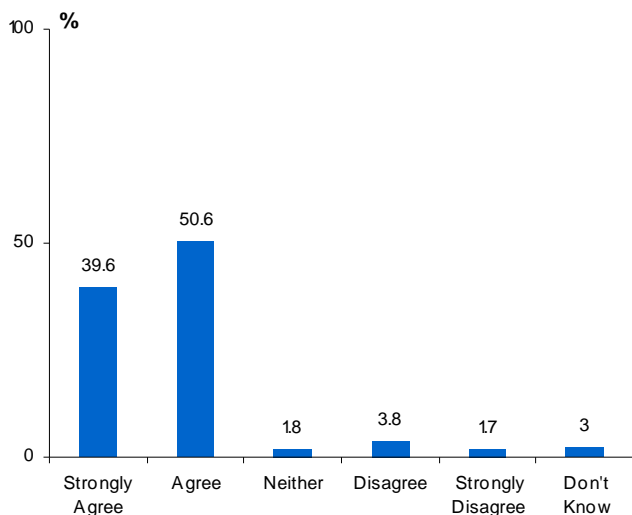


Of those workers who attended a conference, 88.2% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 7.3% disagreed, 1% neither agreed nor disagreed and 3.5% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 50%  
 Agree: 37.2%  
 Neither: 1%  
 Disagree: 4.7%  
 Strongly disagree: 4%  
 Don't know: 3%

**2009-2010**  
 Strongly agree: 51.3%  
 Agree: 35.7%  
 Neither: 3%  
 Disagree: 4%  
 Strongly disagree: 3.7%  
 Don't know: 2.3%

#### 4.17 The Conciliation Officer made sure that everything that happened during the conference was explained to me.

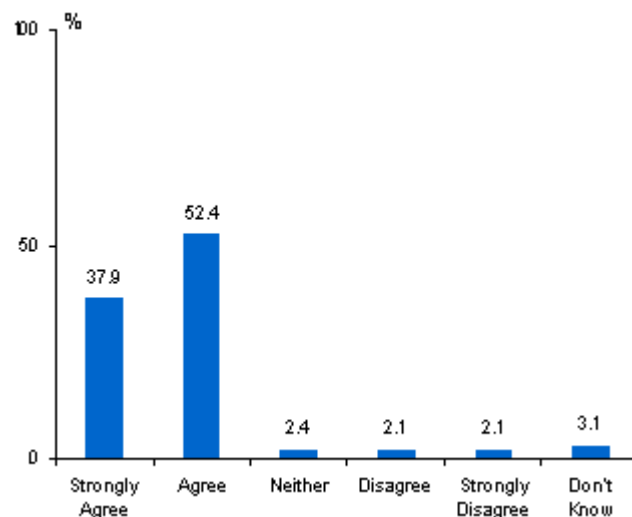


Of those workers who attended a conference, 90.2% agreed that the Conciliation Officer made sure that everything that happened during the conference was explained to them, 5.5% disagreed, 1.8% neither agreed nor disagreed and 3% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 51.6%  
 Agree: 39.3%  
 Neither: 1.3%  
 Disagree: 3.7%  
 Strongly disagree: 2%  
 Don't know: 2%

**2009-2010**  
 Strongly agree: 56%  
 Agree: 35.2%  
 Neither: 1.7%  
 Disagree: 2.7%  
 Strongly Disagree: 2.3%  
 Don't know: 2%

#### 4.18 The outcome of the conference and what was to happen next was clearly explained by the Conciliation Officer.



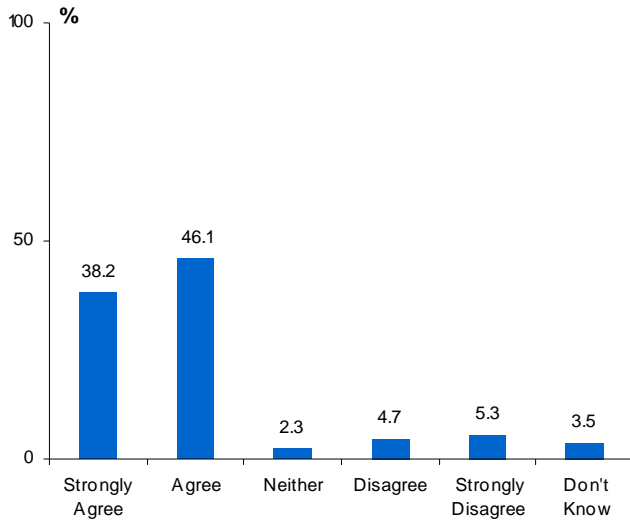
Of those workers who attended a conference, 90.3% agreed that the Conciliation Officer clearly explained the outcome of conference and what was going to happen next, 4.2% disagreed, 2.4% neither agreed nor disagreed and 3.1% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 48.6%  
 Agree: 39.3%  
 Neither: 1.7%  
 Disagree: 5%  
 Strongly disagree: 2.3%  
 Don't know: 3%

**2009-2010**  
 Strongly agree: 59.7%  
 Agree: 31.2%  
 Neither: 0.7%  
 Disagree: 3.7%  
 Strongly Disagree: 3%  
 Don't know: 1.6%

### 4. WORKER RESPONSES

#### 4.19 Do you agree or disagree the Outcome Certificate clearly reflected the outcome of the conciliation process?



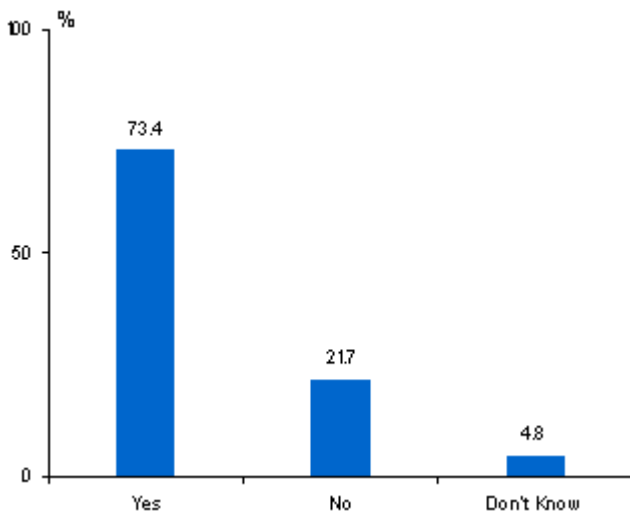
All workers were asked whether they remembered receiving an Outcome Certificate from the Conciliation Service, 85.9% confirmed that they did.

Of those workers that did remember receiving the Outcome Certificate, 84.3% agreed that it clearly reflected the outcome of the conciliation process, 10% disagreed, 2.3% neither agreed nor disagreed and 3.5% didn't know or had no opinion.

**2010-2011**  
 Strongly agree: 39.9%  
 Agree: 43.2%  
 Neither: 0.6%  
 Disagree: 5.8%  
 Strongly disagree: 5.8%  
 Don't know: 4.6%

**2009-2010**  
 Strongly agree: 52.8%  
 Agree: 30.4%  
 Neither: 2%  
 Disagree: 6.7%  
 Strongly disagree: 6.5%  
 Don't know: 1.8%

#### 4.20 Where there was some action required of your employer as a result of the conciliation process, has this been done?



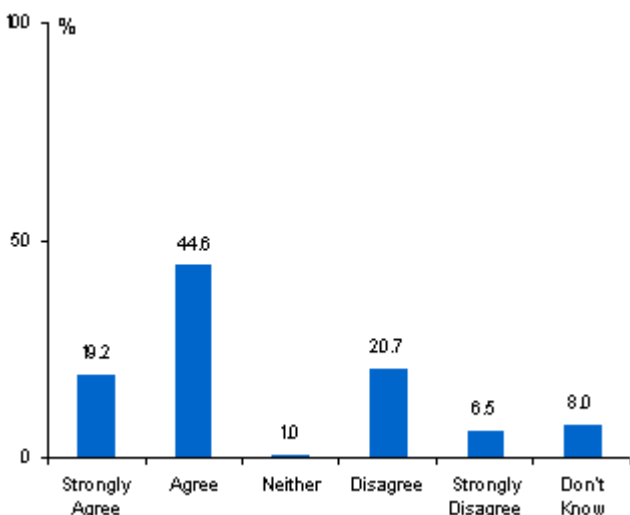
Of all workers surveyed, 24.9% stated the employer was required to take some sort of action as a result of the conciliation process.

Of those matters where workers stated that some action was required of the employer, 73.4% of workers said this had been done, 21.7% said it had not and 4.8% didn't know or couldn't say.

**2010-2011**  
 Yes, done: 62.8%  
 No, not done: 30.6%  
 Don't know: 6.6%

**2009-2010**  
 Yes: 78%  
 No: 18%  
 on't know: 4%

#### 4.21 Do you agree or disagree that that your employer acted in a timely fashion?



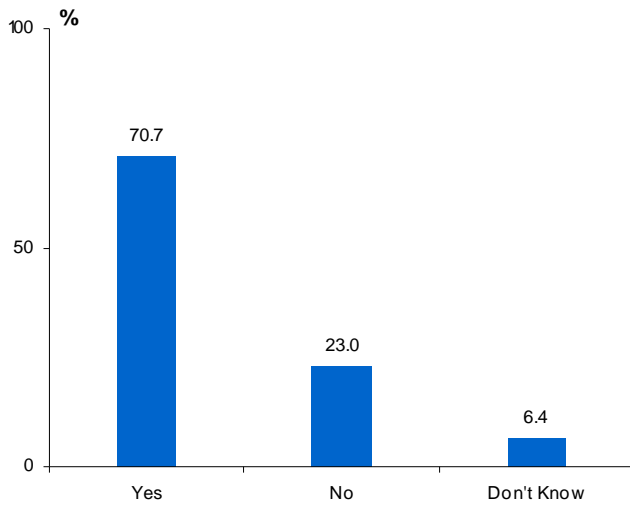
Of the workers who responded that some action was required of the employer and that this had been done, 63.8% agreed that this had been done in a timely fashion, 27.2% disagreed, 1 % neither agreed nor disagreed and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 22.3%  
 Agree: 34.3%  
 Neither: 2.6%  
 Disagree: 14.4%  
 Strongly disagree: 26.3%  
 Don't know: -

**2009-2010**  
 Strongly agree: 20.5%  
 Agree: 36.2%  
 Neither: -  
 Disagree: 10.4%  
 Strongly disagree: 26.7%  
 Don't know: 2.9%

### 4. WORKER RESPONSES

#### 4.22 Where there was some action required of the insurance company as a result of the conciliation process, has this been done?



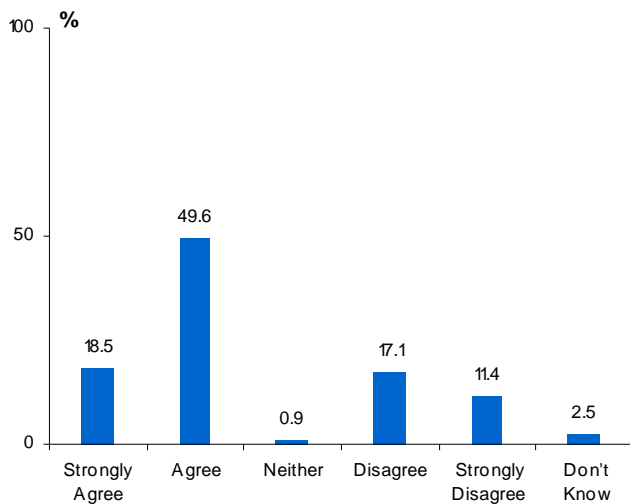
Of all workers surveyed, 53.7% stated the insurance company was required to take some sort of action as a result of the conciliation process.

Of those matters where workers stated that some action was required of the insurance company, 70.7% of workers said that this had been done, 23% said this had not been done and 6.4% didn't know or couldn't say.

**2010-2011**  
 Yes: 67.3%  
 No: 29.3 %  
 Don't know: 3.5%

**2009-2010**  
 Yes: 78.7%  
 No: 17.6%  
 Don't know: 3.7%

#### 4.23 Do you agree or disagree that that the insurance company acted in a timely fashion?

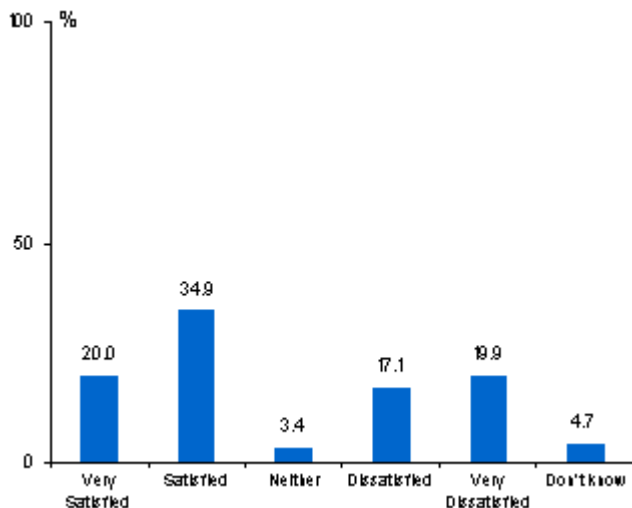


Of the workers who responded that some action was required of the insurance company and that this had been done, 68.1% agreed that this had been done in a timely fashion, and 28.5% disagreed, 0.9% neither agreed nor disagreed and 2.5% didn't know or couldn't say.

**2010-2011**  
 Strongly agree: 14.5%  
 Agree: 48.7%  
 Neither: -  
 Disagree: 11.2%  
 Strongly disagree: 25.6%  
 Don't know: -

**2009-2010**  
 Strongly agree: 27.3%  
 Agree: 37.4%  
 Neither: 2.9%  
 Disagree: 12.1%  
 Strongly Disagree: 18.3%  
 Don't know: 1.9%

#### 4.24 Were you satisfied or dissatisfied with the outcome of your Request for Conciliation?



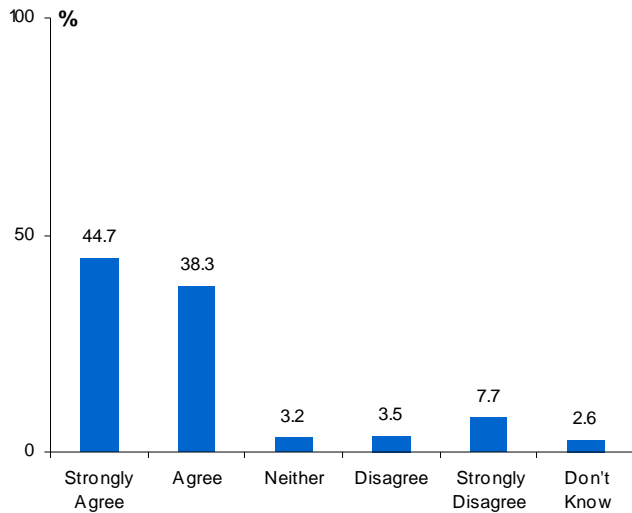
Of all workers surveyed 54.9% were satisfied with the outcome of their Request for Conciliation, 37% were dissatisfied, 3.4% were neither satisfied nor dissatisfied and 4.7% didn't know or couldn't say.

**2010-2011**  
 Very satisfied: 24%  
 Satisfied: 36.8%  
 Neither: 4%  
 Dissatisfied: 12%  
 Very dissatisfied: 19.3%  
 Don't know: 4%

**2009-2010**  
 Very satisfied: 35.1  
 Satisfied: 27.4%  
 Neither: 2.5%  
 Dissatisfied: 10.7%  
 Very Dissatisfied: 22.7%  
 Don't know: 1.7%

**4. WORKER RESPONSES**

**4.25 Regardless of the outcome, do you agree or disagree that conciliation is a valuable process?**



Of the workers surveyed 83% agreed that, regardless of the outcome, conciliation is a valuable process, 11.2% disagreed, 3.2% neither agreed nor disagreed and 2.6% didn't know or had no opinion.

**2010-2011**  
 Strongly agree: 54.4%  
 Agree: 29.3%  
 Neither: 2%  
 Disagree: 4.3%  
 Strongly disagree: 8%  
 Don't know: 2%

**2009-2010**  
 Strong agree: 62.3%  
 Agree: 26.2%  
 Neither: 1.8%  
 Disagree: 4.3%  
 Strongly disagree: 4.2%  
 Don't know: 1.2%

In addition to the preceding questions which are quantitative in nature, workers were asked to provide their perceptions about the best and worst features of the service they received from the Conciliation Service\*. These are provided below:

**4.26 Thinking about all of your dealing with the Conciliation Service involving this claim, what was the best thing about the service you received?**

85% of workers identified a best feature (88% in 2010-2011 and 89.2% in 2009-2010), these were grouped and the following main areas were identified\*\*:

- 24.2% cited the nature of the service, eg helpful, friendly, kind, supportive (20.2% identified this in 2010-2011 and 17.8% in 2009-2010)
- 20% referred to aspects of communication, eg clarity and levels of explanation involved (17% identified this in 2010-2011 and 17.3% in 2009-2010)
- 14.7% said the resolution or closure of the matter (13.8% identified this in 2010-2011 and 10.6% in 2009-2010)
- 10.9% said the opportunity for both sides to have their say and express their opinions (9.5% identified this in 2010-2011 and 4.2% in 2009-2010)
- 10.9% said the independence/impartiality and fairness of the mediator (4.5% identified this in 2010-2011)

Other features mentioned (by less than 10%) related to: the professional and well organised, efficient service.

**4.27 And what was the worst thing?**

31% of workers did not cite a worst feature (35% in 2010-2011 and 40.8% in 2009-2010). Of the workers that did cite a worst feature the main areas identified were:

- 16.8% referred to the lack of a result or the outcome not being enforced (15.8% identified this in 2010-2011 and 12.4% in 2009-2010)
  - 10.4% referred to the slowness or waiting time involved (8% identified this in 2010-2011 and 7.2% in 2009-2010)
- Other features mentioned related to: perceived lack of action on behalf of the employer or insurer, perceptions of service and the need to seek further information/explanation.

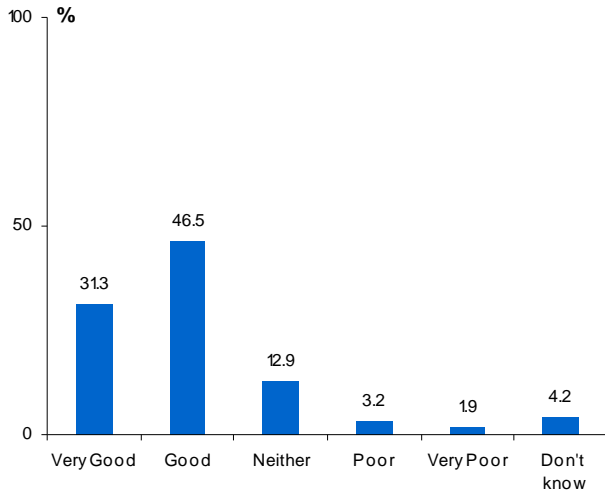
\* Respondents were able to identify more than one feature.

\*\* Responses of 10% or more in the 2011-2012 survey have been reported in detail.

### 5. EMPLOYER RESPONSES

A total of 400 employers were interviewed as part of the 2011-2012 client survey. The following provides a graphical representation of these responses as well as a summary of responses that were obtained in the 2010-2011 and 2009-2010 surveys. Of the 400 employers interviewed 72.7% (242) attended a conciliation conference.

#### 5.1 Thinking about all of your dealings with the Conciliation Service involving this dispute, regardless of the outcome, how would you rate the service provided?

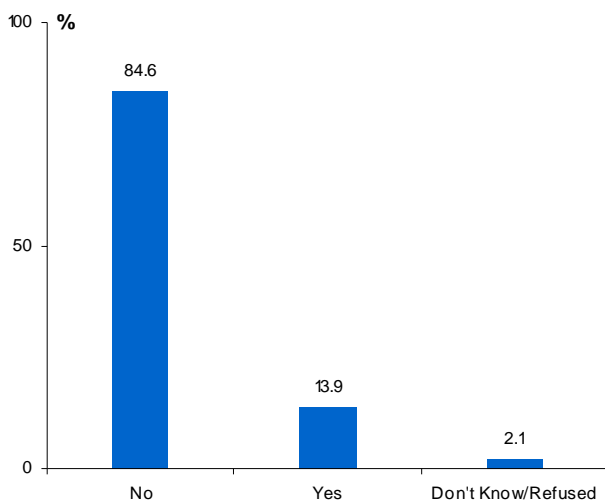


Of all employers surveyed 77.8% rated the service they received, regardless of outcome, as good, 5.1% as poor, 12.9% said the service was neither good nor poor and 4.2% didn't know or had no opinion.

**2010-2011**  
 Very Good: 24.5%  
 Good: 50.8%  
 Neither: 8%  
 Poor: 7%  
 Very Poor: 4.4%  
 Don't Know: 5.4%

**2009-2010**  
 Very Good: 26.1%  
 Good: 47.5%  
 Neither: 9.5%  
 Poor: 7.2%  
 Very Poor: 3.1%  
 Don't Know: -

#### 5.2 Did you have any concerns about the time, date or location of the conference?



Employers were first asked whether a conference was held to try to resolve the dispute. 83.3% responded that this was the case.

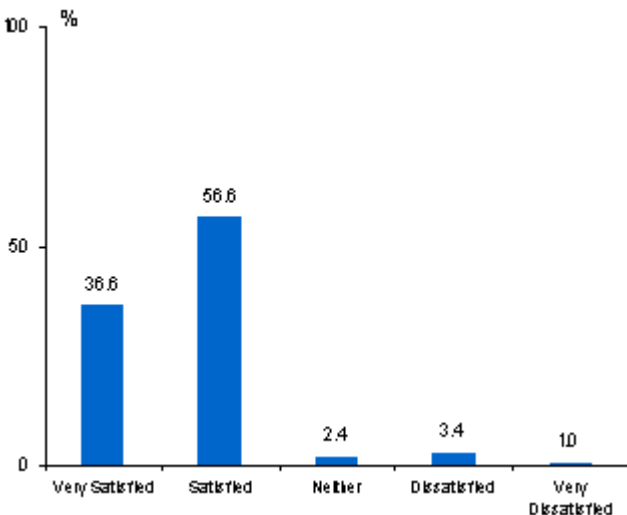
Of those employers who stated that a conference was held, 84.6% had no concerns about the time, date or location of the conference, 13.9% did have concerns and 2.1% didn't know or refused to say.

*Of the 13.9% that responded they did have concerns, the main reason given was:*  
 Inconvenient location: 8.6%

**2010-2011**  
 No: 82.8%  
 Yes: 14.9%  
 Don't Know: 2.3%

**2009-2010**  
 No: 89.3%  
 Yes: 10.6%  
 Don't Know: 2.3%

#### 5.3 Were you satisfied or dissatisfied with the time between being notified about the conference and when the conference was held?



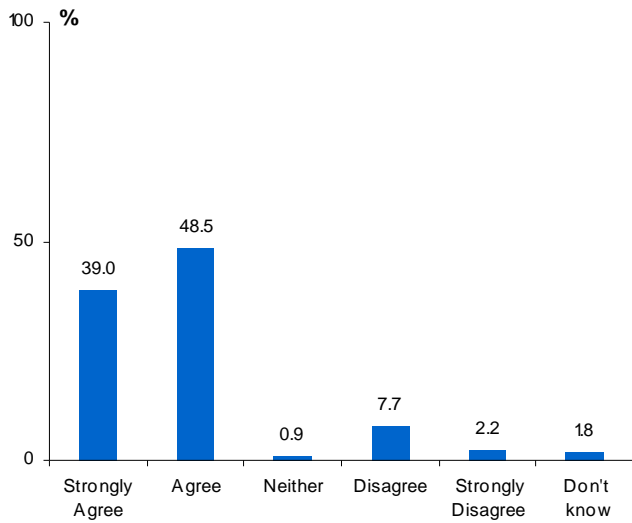
Of those employers who attended a conference, 93.2% were satisfied with the time between being notified about the conference and when the conference was held, 4.4% were dissatisfied, and 2.4% were neither satisfied nor dissatisfied.

**2010-2011**  
 Very Satisfied: 30%  
 Satisfied: 65.4%  
 Neither: 1.1%  
 Dissatisfied: 1.4%  
 Very Dissatisfied: 1.1%  
 Don't know: 1.1%

**2009-2010**  
 Very Satisfied: 38.5%  
 Satisfied: 52.9%  
 Neither: 3%  
 Dissatisfied: 3.7%  
 Very Dissatisfied: 1.2%  
 Don't know: -

### 5. EMPLOYER RESPONSES

#### 5.4 Do you agree or disagree that you had a good idea about what conciliation was going to be like?

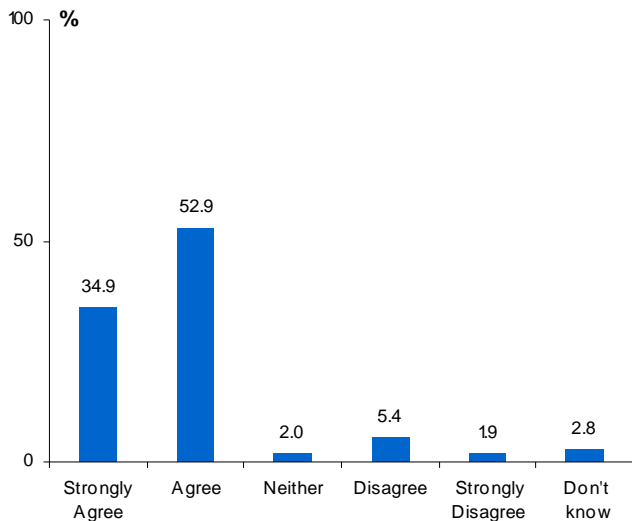


Of all employers surveyed, 87.5% agreed that they had a good idea about what conciliation was going to be like, 9.9% disagreed, 0.9% neither agreed nor disagreed and 1.8% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 27.7%  
 Agree: 51.1%  
 Neither: 1%  
 Disagree: 13.4%  
 Strongly Disagree: 4.5%  
 Don't know: 2.4%

**2009-2010**  
 Strongly Agree: 43.9%  
 Agree: 41.2 %  
 Neither: 2.5 %  
 Disagree:6.5 %  
 Strongly Disagree: 3.3%  
 Don't know: -

#### 5.5 Do you agree or disagree that you felt well prepared for the conciliation process?

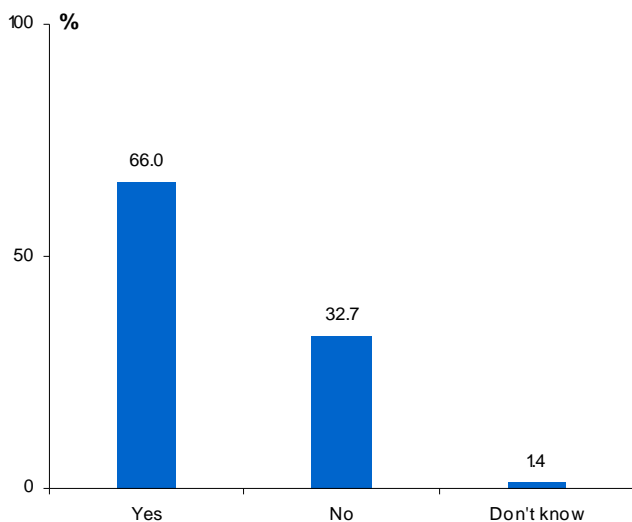


Of all employers surveyed, 87.8% agreed that they felt well prepared for the conciliation process, 7.3% disagreed, 2% neither agreed nor disagreed and 2.8% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 19.1%  
 Agree: 54.6%  
 Neither: 1.8%  
 Disagree: 14.9%  
 Strongly Disagree: 3%  
 Don't know: 6.6%

**2009-2010**  
 Strongly Agree: 40.1%  
 Agree: 41.7%  
 Neither: 2.8%  
 Disagree: 6.6 %  
 Strongly Disagree: 2.9 %  
 Don't know: -

#### 5.6 Did the WorkSafe Agent, that is the insurance company, help you prepare for conciliation?



Of all employers surveyed, 66% said they were helped in their preparations by the WorkSafe Agent, 32.7% said they were not and 1.4% didn't know or couldn't say.

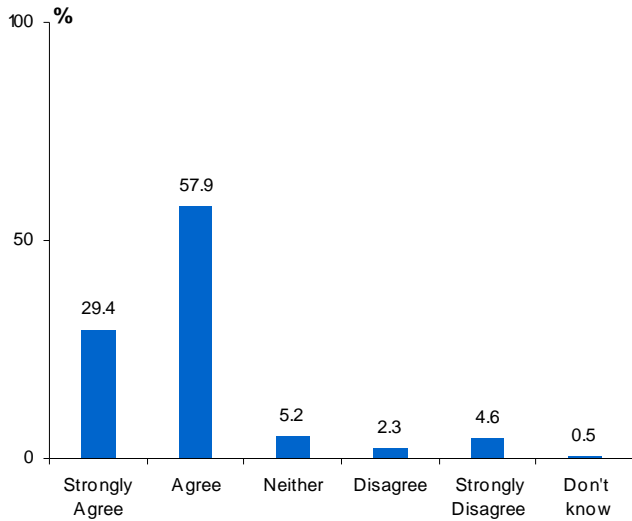
**2010-2011**  
 Yes: 67.3%  
 No: 30.3%  
 Don't know: 2.4%

**2009-2010**  
 Yes: 69.4%  
 No: 28.2%  
 Don't Know: 2.5%



**5. EMPLOYER RESPONSES**

**5.7 Do you agree or disagree that the DVD was effective in helping you know what to expect from conciliation?**



51.5% of all employers remembered receiving the Conciliation Service DVD. 48.3% of these watched the DVD.

Of those employers who watched the DVD, 87.3% agreed that the DVD was effective in helping them know what to expect from conciliation, 6.9% disagreed, 5.2% neither agreed nor disagreed, and 0.5% didn't know or had no opinion.

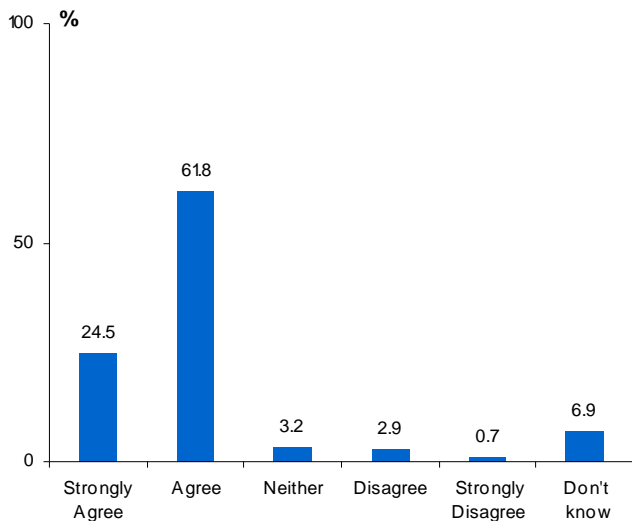
**2010-2011**

Strongly Agree: 30.8%  
 Agree: 50.2%  
 Neither: 2.4%  
 Disagree: 9.6%  
 Strongly Disagree: 5.9%

**2009-2010**

Strongly Agree: 44.7%  
 Agree: 41.6%  
 Neither: 3.3%  
 Disagree: 3.4%  
 Strongly Disagree: 2.3%

**5.8 Do you agree or disagree that the booklet was effective in helping you know what to expect from conciliation?**



Of all employers who remember receiving the DVD, 35.8% read the accompanying booklet.

Of those who read the booklet, 86.3% agreed that the booklet was effective in helping them know what to expect from conciliation, 3.6% disagreed, 3.2% neither agreed nor disagreed and 6.9% didn't know or had no opinion.

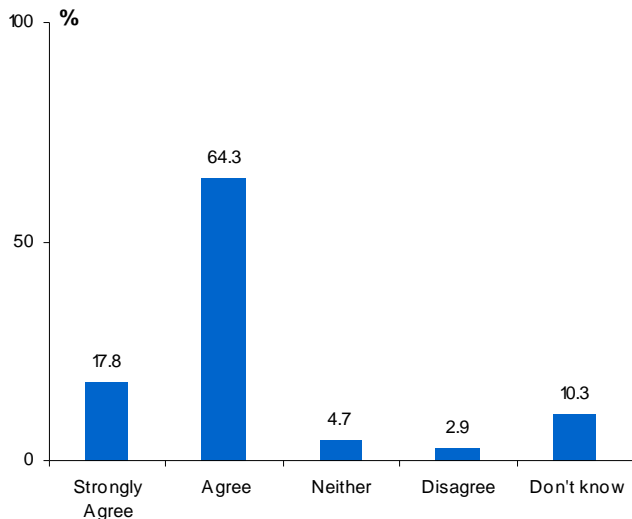
**2010-2011**

Strongly Agree: 23.3%  
 Agree: 60.1%  
 Neither: 1.8%  
 Disagree: 9.3%  
 Strongly Disagree: 2.6%  
 Don't know: 2.9%

**2009-2010**

Strongly Agree: 31.7%  
 Agree: 51.7%  
 Neither: 3.8%  
 Disagree: 3.6%  
 Strongly Disagree: 2.7%  
 Don't know: -

**5.9 Overall, do you agree or disagree that the Conciliation Service website was useful?**



Of all employers surveyed, 39.6% were aware of the Conciliation Service website. Of those employers who were aware of the website, 39.1% had used it.

Of those employers who had used the website, 82.1% agreed that it was useful, 2.9% disagreed, 4.7% neither agreed nor disagreed and 10.3% didn't know or had no opinion.

**2010-2011**

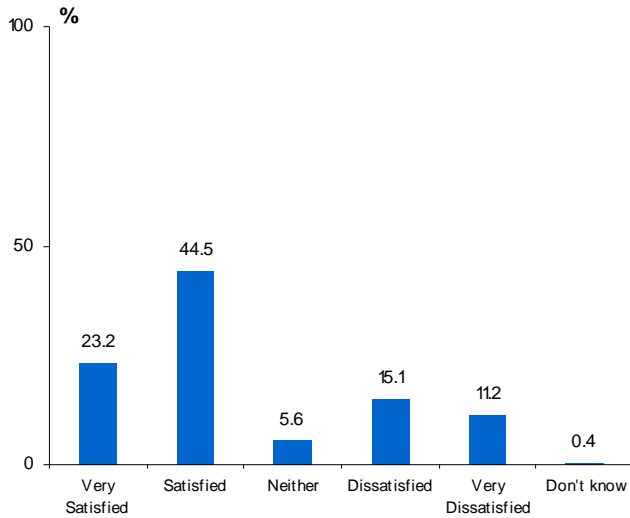
Strongly Agree: 12.5%  
 Agree: 71.3%  
 Neither: 2.1%  
 Disagree: 7.5%  
 Strongly Disagree: -  
 Don't know: 6.6%

**2009-2010**

Strongly Agree: 16.7%  
 Agree: 64.7%  
 Neither: 2.4%  
 Disagree: 2.6%  
 Strongly Disagree: 2.6%  
 Don't know: 10.8%

**5. EMPLOYER RESPONSES**

**5.10 Overall would you say you were satisfied or dissatisfied with the service you received from your insurance company?**

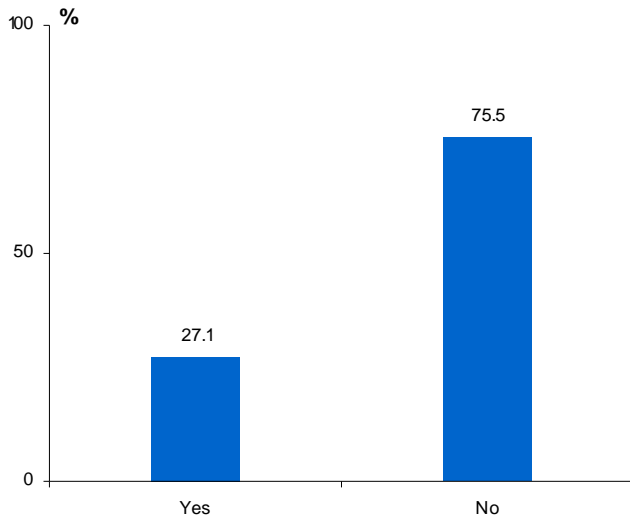


Of all employers surveyed, 67.7% were satisfied with the service they received from their insurance company, 26.3% were dissatisfied, 5.6% were neither satisfied nor dissatisfied and 0.4% didn't know or couldn't say.

**2010-2011**  
 Very Satisfied: 22.1%  
 Satisfied: 48.4%  
 Neither: 3.1%  
 Dissatisfied: 15.4%  
 Very Dissatisfied: 10.1%  
 Don't Know: 1%

**2009-2010**  
 Very Satisfied: 31.3%  
 Satisfied: 43.5%  
 Neither: 3.4%  
 Dissatisfied: 10.1%  
 Very Dissatisfied: 10.6%  
 Don't Know: 1%

**5.11 Did you receive any other assistance with this conciliation matter?**



Of all employers surveyed 27.1% received assistance with this conciliation matter and 75.5% did not.

*Of the 27.1% who received assistance, this was gained from\*:*

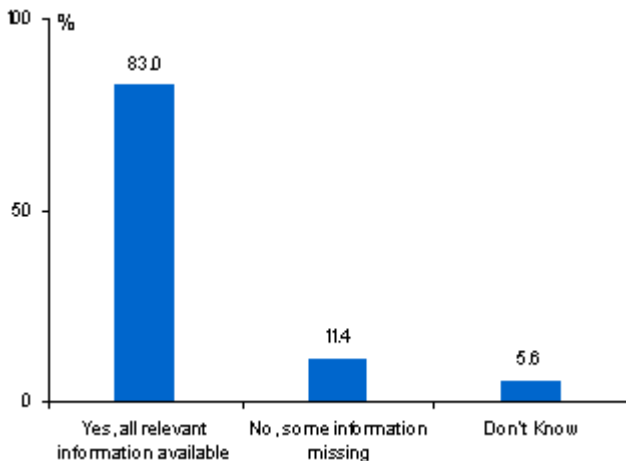
Professional Colleague or friends: 13.2%  
 An Employer or Professional Organisation: 8.7%  
 Other: 5.2%

*\*Note: Respondents were able to provide more than one answer*

**2010-2011**  
 Yes: 30.5 %  
 No: 74.6%

**2009-2010**  
 Yes: 23.2%  
 No: 76.8%

**5.12 To the best of your knowledge was the information relevant to the claim available at the time of the conference?**



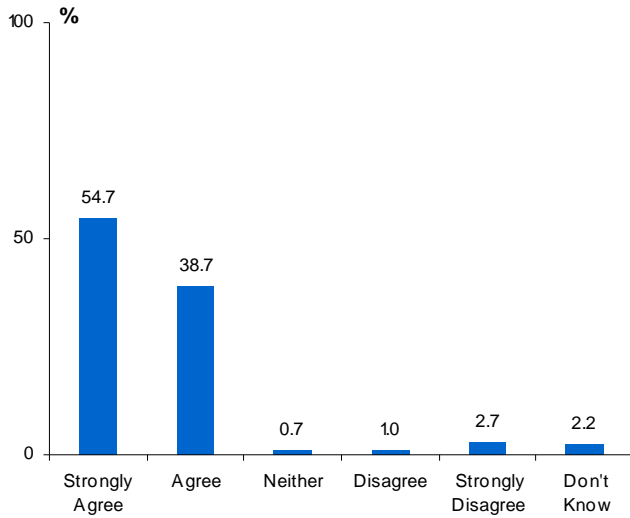
Of those employers who attended a conference, 83% responded that the information relevant to the claim was available at the time of the conference, 11.4% said some information was missing and 5.6% didn't know or couldn't say.

**2010-2011**  
 Yes: 72.8%  
 No: 21.5%  
 Don't know: 5.2%

**2009-2010**  
 Yes: 69.2%  
 No: 25.8%  
 Don't know: 5%

**5. EMPLOYER RESPONSES**

**5.13 At the start of the conference the Conciliation Officer clearly outlined to participants what was going to happen.**

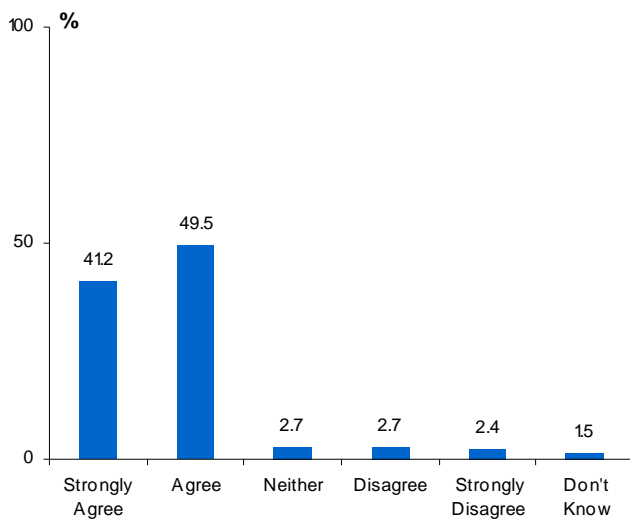


Of those employers who attended a conference, 93.4% agreed that at the start of the conference the Conciliation Officer clearly outlined to participants what was going to happen, 3.7% disagreed, 0.7% neither agreed nor disagreed and 2.2% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 45.2%  
 Agree: 47.1%  
 Neither: -  
 Disagree: 3%  
 Strongly Disagree: 1.9%  
 Don't know: 2.2%

**2009-2010**  
 Strongly Agree: 57.7%  
 Agree: 36.2%  
 Neither: 0.6%  
 Disagree: 1.8%  
 Strongly Disagree: 2.4%  
 Don't know: 1.2%

**5.14 The Conciliation Officer had a demonstrated understanding of the dispute.**

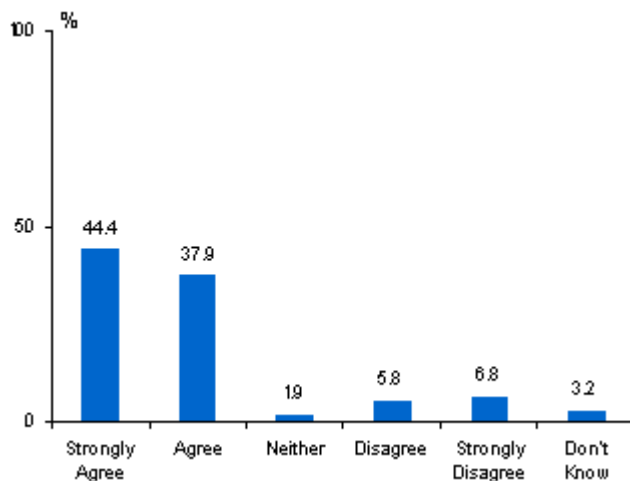


Of those employers who attended a conference, 90.7% agreed that the Conciliation Officer had a demonstrated understanding of the dispute, 5.1% disagreed, 2.7% neither agreed nor disagreed and 1.5% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 39%  
 Agree: 45.2%  
 Neither: 1.1%  
 Disagree: 7%  
 Strongly Disagree: 3.8%  
 Don't know: 3%

**2009-2010**  
 Strongly Agree: 47.7%  
 Agree: 40.4%  
 Neither: 1.3%  
 Disagree: 5%  
 Strongly Disagree: 3.1%  
 Don't know: 2.5%

**5.15 The Conciliation Officer did not take sides.**



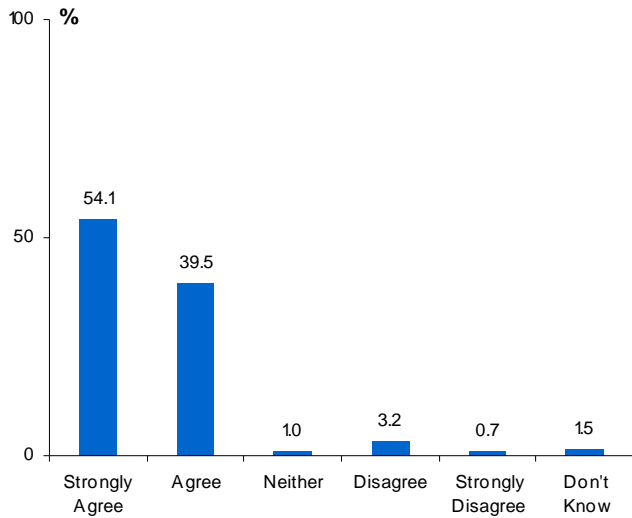
Of those employers who attended a conference, 82.3% agreed that the Conciliation Officer did not take sides, 12.6% disagreed, 1.9% neither agreed nor disagreed and 3.2% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 45%  
 Agree: 37.6%  
 Neither: 0.8%  
 Disagree: 8.4%  
 Strongly Disagree: 5.2%  
 Don't know: 2.4%

**2009-2010**  
 Strongly Agree: 55.1 %  
 Agree: 25.6%  
 Neither: 2.5%  
 Disagree: 7.5%  
 Strongly Disagree: 7.5%  
 Don't know: 1.8%

**5. EMPLOYER RESPONSES**

**5.16 The Conciliation Officer treated me with respect.**

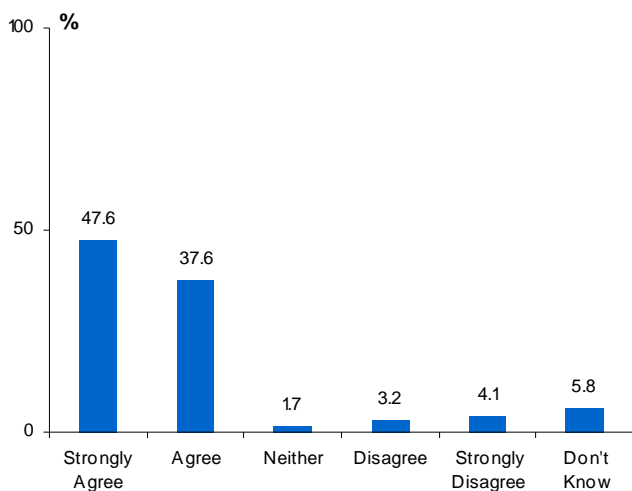


Of those employers who attended a conference, 93.6% agreed that the Conciliation Officer treated them with respect, and 3.9% disagreed, 1% neither agreed nor disagreed and 1.5% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 54.2%  
 Agree: 42.2%  
 Neither: -  
 Disagree: 0.5%  
 Strongly Disagree: 1.9 %  
 Don't Know: 0.5%

**2009-2010**  
 Strongly Agree: 64.4%  
 Agree: 30.1%  
 Neither: 0.6%  
 Disagree: 1.8%  
 Strongly Disagree: 3.1%  
 Don't Know: -

**5.17 I was given sufficient time to explain my point of view.**

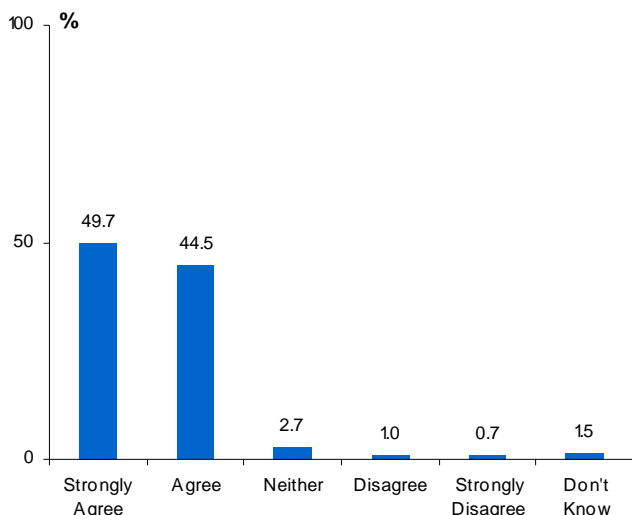


Of those employers who attended a conference, 85.2% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 7.3% disagreed, 1.7% neither agreed nor disagreed and 5.8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 44.7%  
 Agree: 41.4%  
 Neither: -  
 Disagree: 4.9%  
 Strongly Disagree: 4.9%  
 Don't Know: 3.5%

**2009-2010**  
 Strongly Agree: 56.2%  
 Agree: 30.8%  
 Neither: 0.6%  
 Disagree: 3.1%  
 Strongly Disagree: 6.2%  
 Don't Know: 3.1%

**5.18 The Conciliation Officer made sure that everything that happened during the conference was explained to me.**



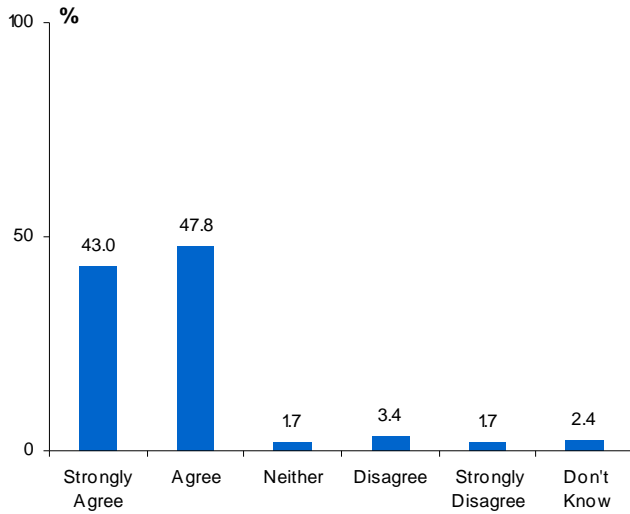
Of those employers who attended a conference, 94.2% agreed that the Conciliation Officer made sure everything that happened during the conference was explained to them, 1.7% disagreed, 2.7% neither agreed nor disagreed, and 1.5% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 42.2%  
 Agree: 45.8%  
 Neither: 1.1%  
 Disagree: 5.2%  
 Strongly Disagree: 3.8%  
 Don't know: 1.4%

**2009-2010**  
 Strongly Agree: 51.4%  
 Agree: 42.5%  
 Neither: 0.6%  
 Disagree: 3.7%  
 Strongly Disagree: 1.8%  
 Don't know: -

**5. EMPLOYER RESPONSES**

**5.19 The outcome of the conference and what was to happen next was clearly explained by the Conciliation Officer.**

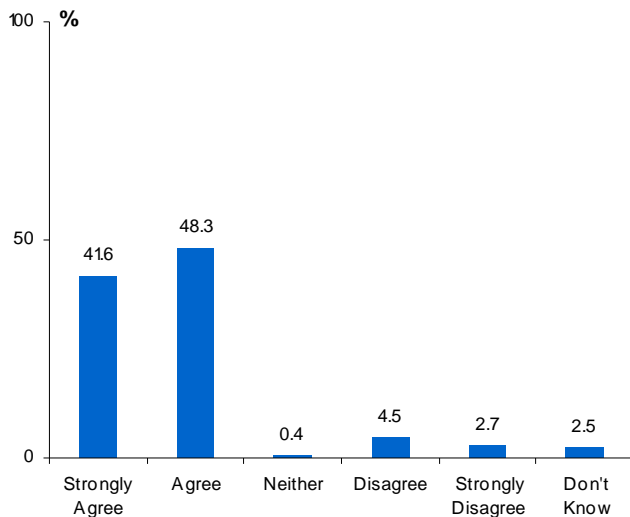


Of those employers who attended a conference 90.8% agreed that the Conciliation Officer clearly explained the outcome of the conference and what was going to happen next, 5.1% disagreed, 1.7% neither agreed nor disagreed, and 2.4% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 38.4%  
 Agree: 50.1%  
 Neither: 1.4%  
 Disagree: 5.5%  
 Strongly Disagree: 2.7%  
 Don't know: 1.4%

**2009-2010**  
 Strongly Agree: 58.2%  
 Agree: 33.1%  
 Neither: -  
 Disagree: 4.9%  
 Strongly Disagree: 2.5%  
 Don't know: 1.3%

**5.20 Do you agree or disagree the Outcome Certificate clearly reflected the outcome of the conciliation process?**



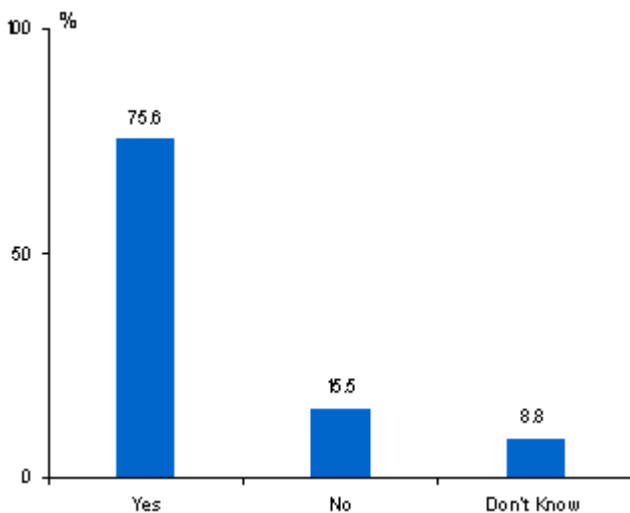
All employers were asked whether they remembered receiving an Outcome Certificate from the Conciliation Service, 80% confirmed that they did.

Of those employers that did remember receiving the Outcome Certificate, 89.9% agreed that it clearly reflected the outcome of the conciliation process, 7.2% disagreed, 0.4% neither agreed nor disagreed and 2.5% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 33.8%  
 Agree: 50%  
 Neither: 0.6%  
 Disagree: 6.4%  
 Strongly Disagree: 2.9%  
 Don't know: 6.6%

**2009-2010**  
 Strongly Agree: 47.3%  
 Agree: 40%  
 Neither: 0.2%  
 Disagree: 2.1%  
 Strongly Disagree: 4.2%  
 Don't know: 6.2%

**5.21 Where there was some action required of the worker as a result of the conciliation process, has this been done?**



Of all employers surveyed, 28% stated the worker was required to take some sort of action as a result of the conciliation process.

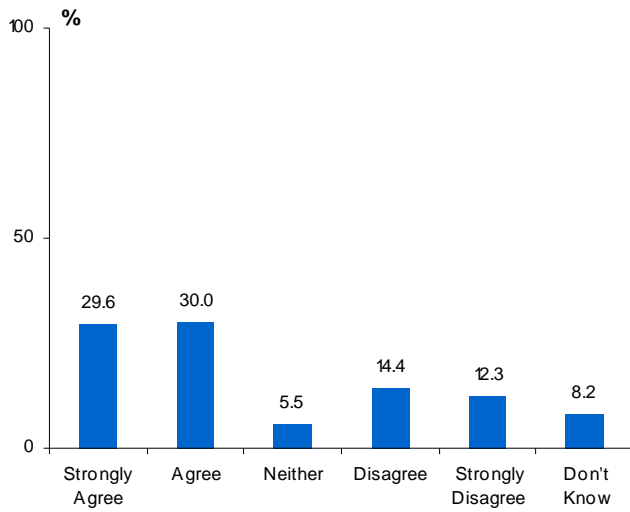
Of those matters where employers stated that some action was required from the worker, 75.6% said this had been done, 15.5% said this had not been done and 8.8% didn't know or couldn't say.

**2010-2011**  
 Yes: 66.7%  
 No: 14.2%  
 Don't know: 19%

**2009-2010**  
 Yes: 63.9%  
 No: 21.8%  
 Don't know: 14.3%

**5. EMPLOYER RESPONSES**

**5.22 Do you agree or disagree that that the worker acted in a timely fashion?**

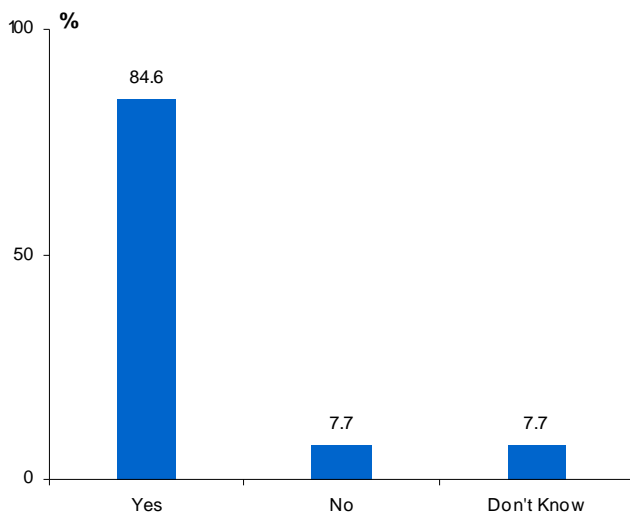


Of the employers who responded that some action was required of the worker and that this had been done, 59.6% agreed that this had been done in a timely fashion, 26.7% disagreed, 5.5% neither agreed nor disagreed and 8.2% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 12.7%  
 Agree: 54.7%  
 Neither: -  
 Disagree: 12%  
 Strongly Disagree: 15.3%  
 Don't know: 5.7%

**2009-2010**  
 Strongly Agree: 24.1%  
 Agree: 47.3%  
 Neither: 3.7%  
 Disagree: 8%  
 Strongly Disagree: 12.5%  
 Don't know: 4.4%

**5.23 Where there was some action required of the insurance company as a result of the conciliation process, has this been done?**



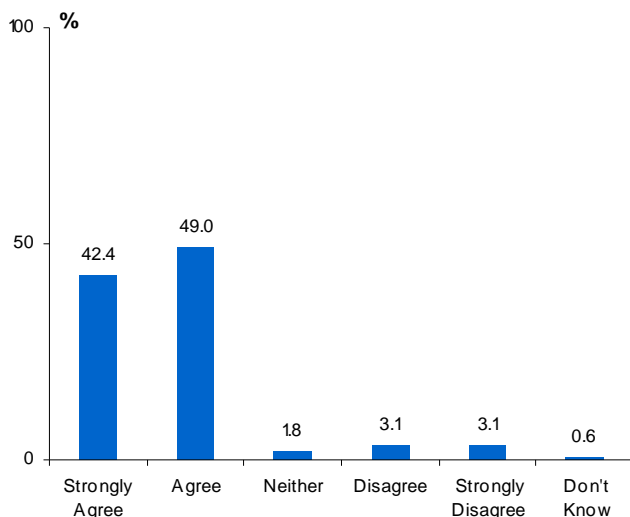
Of the employers surveyed, 48.8% stated the insurance company was required to take some sort of action as a result of the conciliation process.

Of those matters where employers stated that some action was required from the insurance company, 84.6% said that this had been done, 7.7% said that it had not been done and 7.7% didn't know or couldn't say.

**2010-2011**  
 Yes: 83.3%  
 No: 8.1%  
 Don't know: 8.6%

**2009-2010**  
 Yes: 85%  
 No: 9.3%  
 Don't know: 5.7%

**5.24 Do you agree or disagree that the insurance company acted in a timely fashion?**



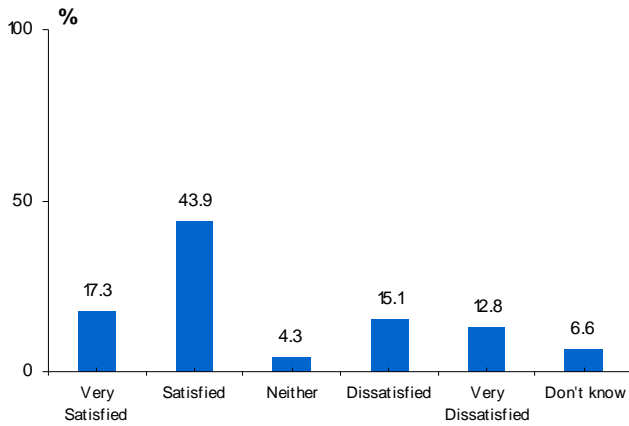
Of the employers who responded that any action required of the insurance company had been done, 91.4% agreed that this had been done in a timely fashion, 6.2% disagreed, 1.8% neither agreed nor disagreed and 0.6% didn't know or had no opinion.

**2010-2011**  
 Strongly Agree: 19.3%  
 Agree: 59.6%  
 Neither: -  
 Disagree: 7.7%  
 Strongly Disagree: 6.1%  
 Don't Know: 7.4%

**2009-2010**  
 Strongly Agree: 34.8%  
 Agree: 48.9%  
 Neither: -  
 Disagree: 6.5%  
 Strongly Disagree: 4.3%  
 Don't Know: 5.6%

### 5. EMPLOYER RESPONSES

#### 5.25 Were you satisfied or dissatisfied with the outcome of the conciliation process?



Of the employers surveyed, 61.2% were satisfied with the outcome of the conciliation process, 27.9% were dissatisfied, 4.3% were neither satisfied nor dissatisfied and 6.6% didn't know or couldn't say.

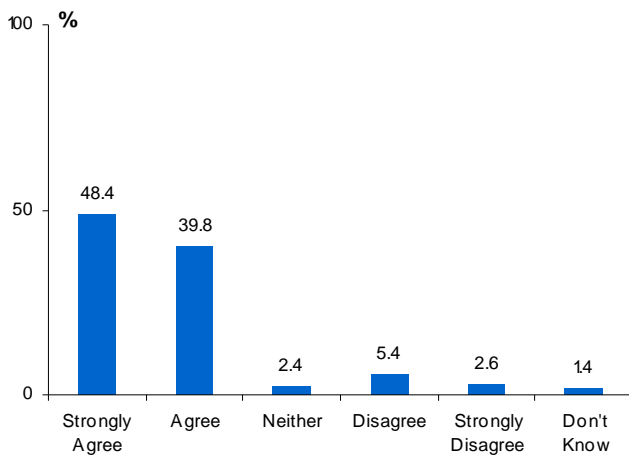
**2010-2011**

Very satisfied: 14%  
 Satisfied: 45.9%  
 Neither: 4%  
 Dissatisfied: 16%  
 Very Dissatisfied: 16.6%  
 Don't know: 4.6%

**2009-2010**

Very satisfied: 26%  
 Satisfied: 39.2%  
 Neither: 3%  
 Dissatisfied: 10%  
 Very Dissatisfied: 17.2%  
 Don't know: 4.5%

#### 5.26 Regardless of the outcome, do you agree or disagree that conciliation is a valuable process?



Of the employers surveyed, 88.2% agreed that, regardless of the outcome, conciliation is a valuable process, 8% disagreed, 2.4% neither agreed nor disagreed and 1.4% didn't know or had no opinion.

**2010-2011**

Strongly Agree: 43.4%  
 Agree: 45%  
 Neither: 1.8%  
 Disagree: 3.9%  
 Strongly Disagree: 5.3%  
 Don't know: 0.6%

**2009-2010**

Strongly Agree: 51%  
 Agree: 36.5%  
 Neither: 1.9%  
 Disagree: 4.4%  
 Strongly Disagree: 4.6%  
 Don't know: 1.6%

In addition to the preceding questions which are quantitative in nature, employers were asked to provide their perceptions about the best and worst features of the service they received from the Conciliation Service\*. These are provided below:

**5.27 Thinking about all of your dealing with the Conciliation Service involving this claim, what was the best thing about the service you received?**

77% of employers identified a best feature (79% in 2010-2011 and 77.1% in 2009-2010). These were grouped and the following main areas were identified\*\*:

18.9% cited the fact they were kept well informed (24% identified this in 2010-2011 and 21.8% in 2009-2010)

14.8% cited the resolution or closure of the matter (9.1% identified this in 2010-2011 and 11.6% in 2009-2010)

12.4% cited the independence, and the impartiality of the Conciliation Officer (9.4% identified this in 2010-2011 and 8.9% in 2009-2010)

11% cited the professional, competent service (11% identified this in 2010-2011 and 10.3% in 2009-2010)

Other features mentioned (by less than 10%) related to: prompt/on time, opportunity for both sides to have their say and it is a free service (less expensive than court).

**5.28 And what was the worst thing?**

62% of employers did cite a worst feature (64.8% in 2010-2011 and 58.3% in 2009-2010) and of those that did, the following main area identified was:

8.6% identified lack of explanation / information (10% identified this in 2010-2011 and 8% in 2009-2010)

Other features mentioned (by less than 10%) related to: the unprofessional or poor mediator/Conciliation Officer, a perceived bias towards the worker, no resolution, and process too slow/long.

\* Respondents were able to identify more than one feature

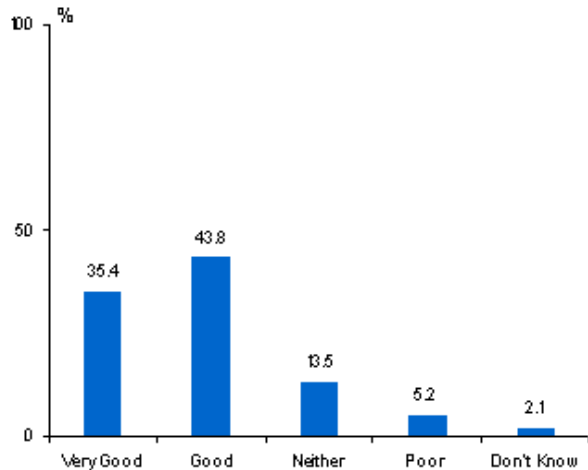
\*\* Responses of 10% or more in the 2011-2012 survey have been reported in detail.



### 6. WORKSAFE AGENT / SELF-INSURER RESPONSES

A total of 96 WorkSafe agents and self-insurer representatives participated in the 2011-2012 client survey via an online questionnaire. In the second data collection period, follow up telephone surveys were conducted with the agent / self-insurer sample to improve response rates. The following provides a graphical representation of WorkSafe agent and self-insurer responses, together with a summary of 2010-2011 and 2009-2010 responses.

#### 6.1 Thinking about all of your dealings with the Conciliation Service involving this dispute, regardless of the outcome, how would you rate the service provided?

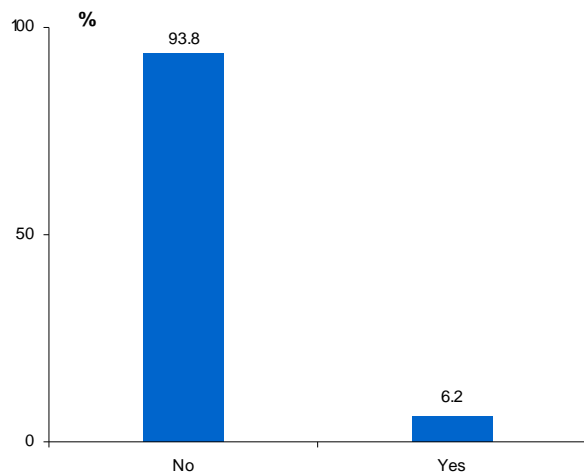


Of all WorkSafe agents / self-insurers surveyed, 79.2% rated the service they received, regardless of outcome, as good, 5.2% rated the service received as poor, 13.5% said the service was neither good nor poor and 2.1% didn't know or couldn't say.

**2010-2011**  
 Very Good: 35 %  
 Good: 47%  
 Neither: 9%  
 Poor: 3%  
 Very Poor: 3%  
 Don't Know: 3%

**2009-2010**  
 Very Good: 37%  
 Good: 48%  
 Neither: 9%  
 Poor: 3%  
 Very Poor: 2 %  
 Don't Know: 1%

#### 6.2 Did you have any concerns about the time, date or location of the conference?

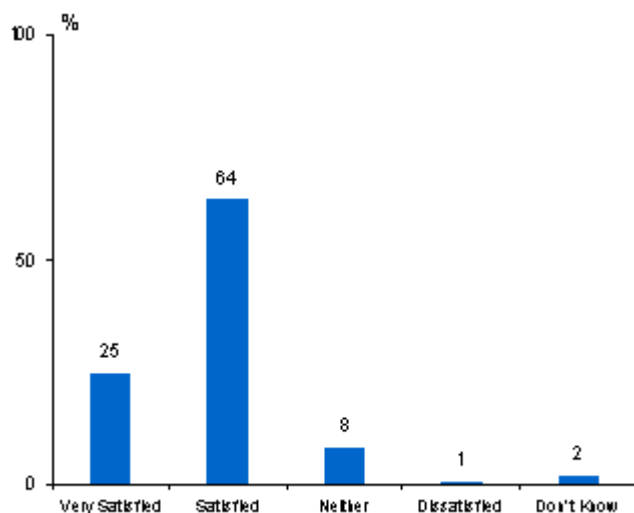


Of all WorkSafe agents / self-insurers surveyed, 93.8% did not have any concerns about the time, date or location of the conference while 6.2% responded that they did have concerns.

**2010-2011**  
 No: 96%  
 Yes: 4%

**2009-2010**  
 No: 91%  
 Yes: 8%

#### 6.3 Were you satisfied or dissatisfied with the time between being notified about the conference and when the conference was held?



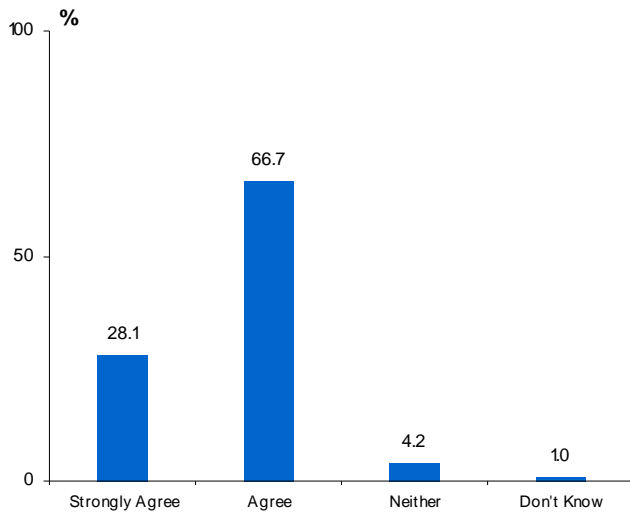
Of all WorkSafe agents / self-insurers surveyed, 89% said that they were satisfied with the time between being notified about the conference and when the conference was held, 1% said they were dissatisfied, 8% said they were neither satisfied nor dissatisfied and 2% didn't know or couldn't say.

**2010-2011**  
 Very Satisfied: 24%  
 Satisfied: 67%  
 Neither: 5%  
 Dissatisfied: 2%  
 Very dissatisfied: -  
 Don't Know: 4%

**2009-2010**  
 Very Satisfied: 18%  
 Satisfied: 67%  
 Neither: 8%  
 Dissatisfied: 2%  
 Very Dissatisfied: 1%  
 Don't know: 4%

**6. WORKSAFE AGENT / SELF-INSURER RESPONSES**

**6.4 Do you agree or disagree you had sufficient time to prepare for the conference?**

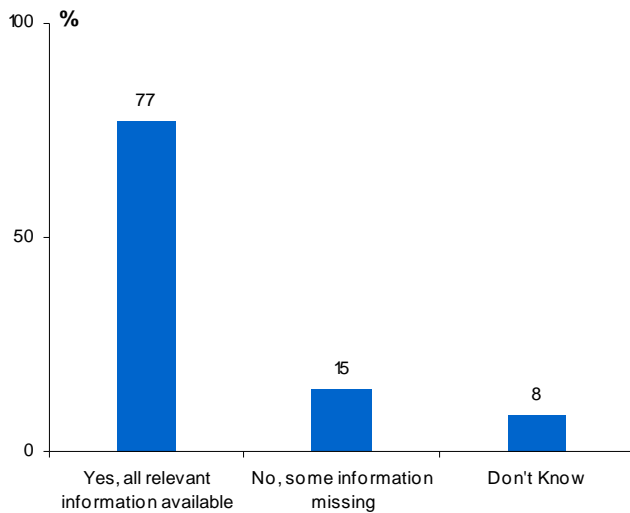


Of all WorkSafe agents / self-insurers surveyed, 94.8% agreed they had sufficient time to prepare for the conference, 4.2% said they neither agreed nor disagreed and 1% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 24%  
 Agree: 73%  
 Neither: 1%  
 Disagree: -  
 Strongly Disagree: -  
 Don't know: 3%

**2009-2010**  
 Strongly Agree: 33%  
 Agree: 60%  
 Neither: 3%  
 Disagree: -  
 Strongly Disagree: 2%  
 Don't know: 1%

**6.5 To the best of your knowledge was the information relevant to the claim available at the time of the conference?**

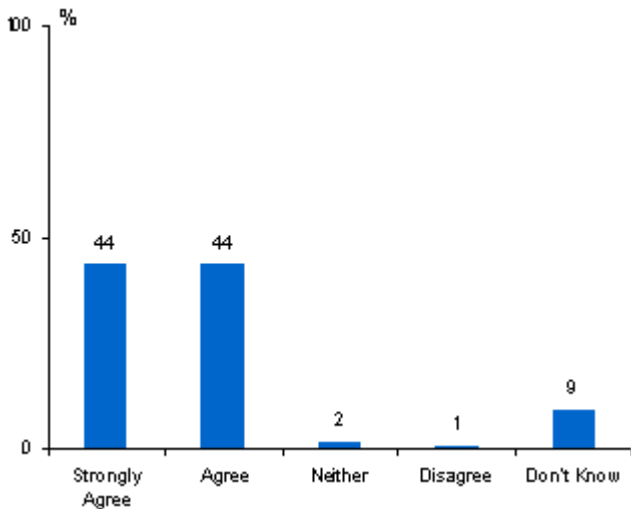


Of all WorkSafe agents / self-insurers surveyed, 77% responded that the information relevant to the claim was available at the time of the conference, 15% stated that some information was missing and 8% didn't know or couldn't say.

**2010-2011**  
 Yes: 79%  
 No: 16%  
 Don't know: 5%

**2009-2010**  
 Yes: 74%  
 No: 20%  
 Don't Know: 5%

**6.6 At the start of the conference the Conciliation Officer clearly outlined to participants what was going to happen.**



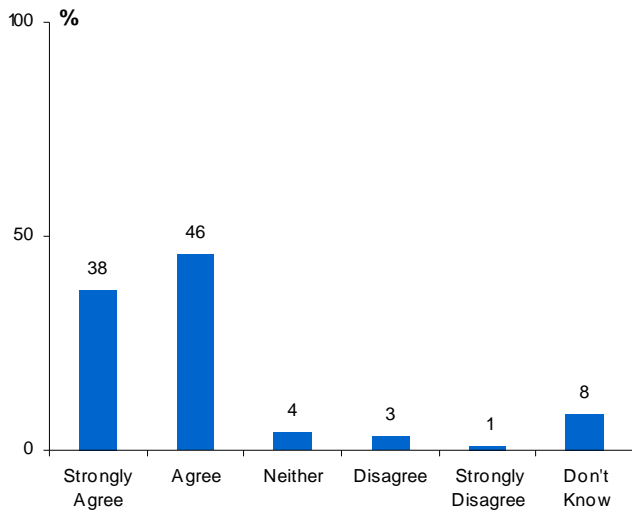
Of all WorkSafe agents / self-insurers surveyed, 88% agreed that at the start of the conference the Conciliation Officer clearly outlined to participants what was going to happen, 1% disagreed, 2% neither agreed nor disagreed and 9% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 50%  
 Agree: 36%  
 Neither: 3%  
 Disagree: 3%  
 Strongly Disagree:-  
 Don't know: 8%

**2008-2009**  
 Strongly Agree: 46%  
 Agree: 43%  
 Neither: 2%  
 Disagree: 2%  
 Strongly Disagree: 1%  
 Don't know: 5%

**6. WORKSAFE AGENT / SELF-INSURER RESPONSES**

**6.7 The Conciliation Officer had a demonstrated understanding of the dispute.**

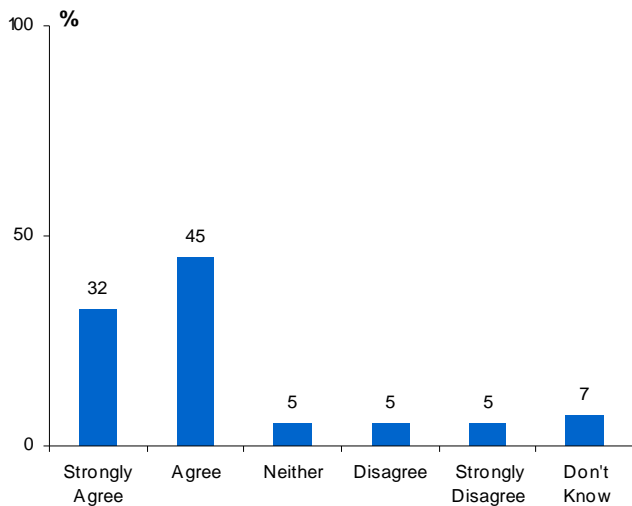


Of all WorkSafe agents / self-insurers surveyed, 84% agreed that the Conciliation Officer had a demonstrated understanding of the dispute, 4% disagreed, 4% neither agreed nor disagreed, and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 42%  
 Agree: 47%  
 Neither: 1%  
 Disagree: 3%  
 Strongly Disagree: 2%  
 Don't know: 5%

**2009-2010**  
 Strongly Agree: 39%  
 Agree: 51%  
 Neither: 1%  
 Disagree: 4%  
 Strongly Disagree: 1%  
 Don't know: 4%

**6.8 The Conciliation Officer did not take sides.**

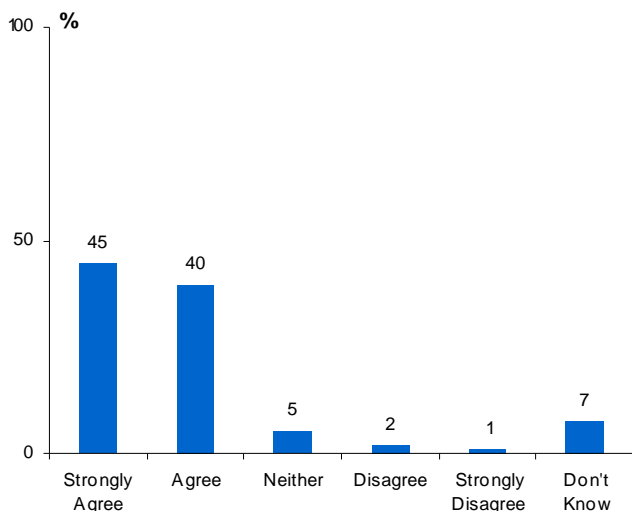


Of all WorkSafe agents / self-insurers surveyed, 77% agreed that the Conciliation Officer did not take sides, 10% disagreed, 5% neither agreed nor disagreed and 7% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 37%  
 Agree: 47%  
 Neither: 2%  
 Disagree: 5%  
 Strongly Disagree: 3%  
 Don't know: 5%

**2009-2010**  
 Strongly Agree: 32%  
 Agree: 43%  
 Neither: 11%  
 Disagree: 2%  
 Strongly Disagree: 8%  
 Don't know: 4%

**6.9 The Conciliation Officer treated me with respect.**



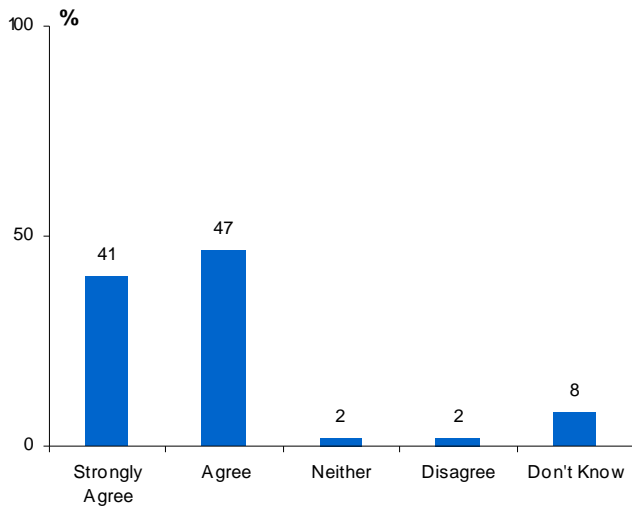
Of all WorkSafe agents / self-insurers surveyed, 85% agreed that the Conciliation Officer treated them with respect, 3% disagreed, 5% neither agreed nor disagreed and 7% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 45%  
 Agree: 45%  
 Neither: 1%  
 Disagree: 4%  
 Strongly Disagree: 1%  
 Don't know: 4%

**2009-2010**  
 Strongly Agree: 47%  
 Agree: 39%  
 Neither: 6%  
 Disagree: 1%  
 Strongly Disagree: 1%  
 Don't know: 4%

### 6. WORKSAFE AGENT / SELF-INSURER RESPONSES

#### 6.10 I was given sufficient time to explain my point of view.

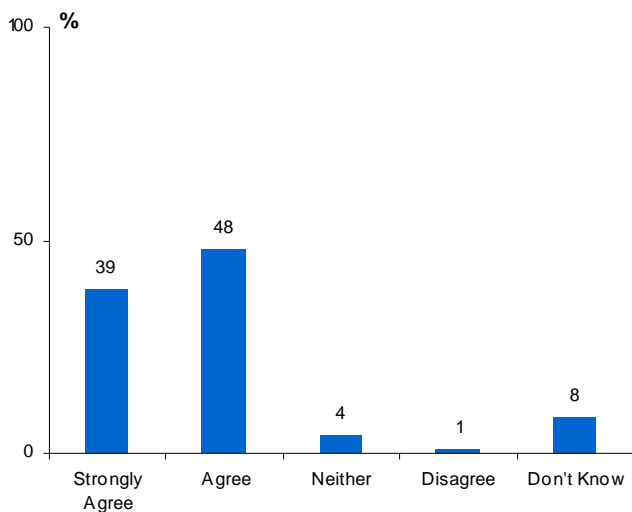


Of all WorkSafe agents / self-insurers surveyed, 88% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 2% disagreed, 2% neither agreed nor disagreed and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 49%  
 Agree: 41%  
 Neither: 3%  
 Disagree: 2%  
 Strongly Disagree: 1%  
 Don't know: 4%

**2009-2010**  
 Strongly Agree: 44%  
 Agree: 46%  
 Neither: 1%  
 Disagree: 2%  
 Strongly Disagree: 2%  
 Don't know: 4%

#### 6.11 The outcome of the conference and what was to happen next was clearly explained by the Conciliation Officer.

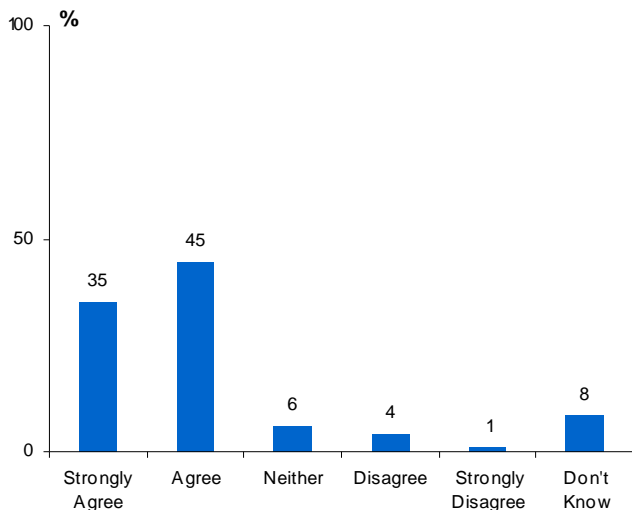


Of all WorkSafe agents / self-insurers surveyed, 87% agreed that the Conciliation Officer clearly explained the outcome of the conference and what was to happen next, 1% disagreed, 4% neither agreed nor disagreed and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 44%  
 Agree: 43%  
 Neither: 3%  
 Disagree: 4%  
 Strongly Disagree: 2%  
 Don't know: 4%

**2009-2010**  
 Strongly Agree: 39%  
 Agree: 52%  
 Neither: 3%  
 Disagree: 1%  
 Strongly Disagree: 1%  
 Don't know: 4%

#### 6.12 The Conciliation Officer had a demonstrated understanding of the legislation.



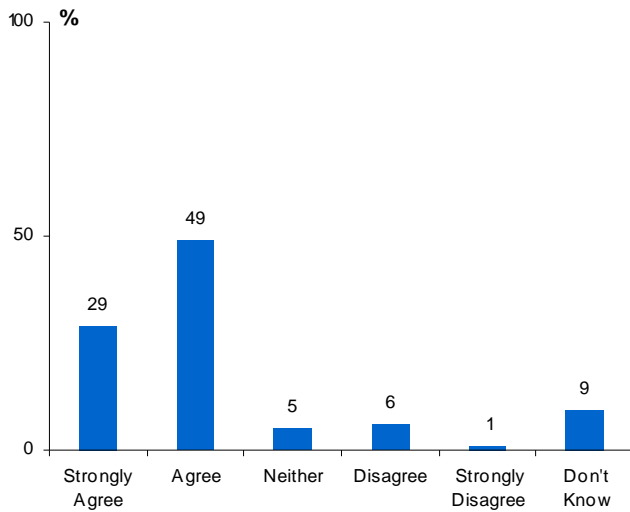
Of all WorkSafe agents / self-insurers surveyed, 80% agreed that the Conciliation Officer had a demonstrated understanding of the legislation, 5% disagreed, 6% neither agreed nor disagreed and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 47%  
 Agree: 40%  
 Neither: 3%  
 Disagree: 5%  
 Strongly Disagree: 2%  
 Don't know: 4%

**2009-2010**  
 Strongly Agree: 38%  
 Agree: 45%  
 Neither: 8%  
 Disagree: 2%  
 Strongly Disagree: 1%  
 Don't Know: 6%

**6. WORKSAFE AGENT / SELF-INSURER RESPONSES**

**6.13 The Conciliation Officer had a demonstrated understanding of how the claims system works.**

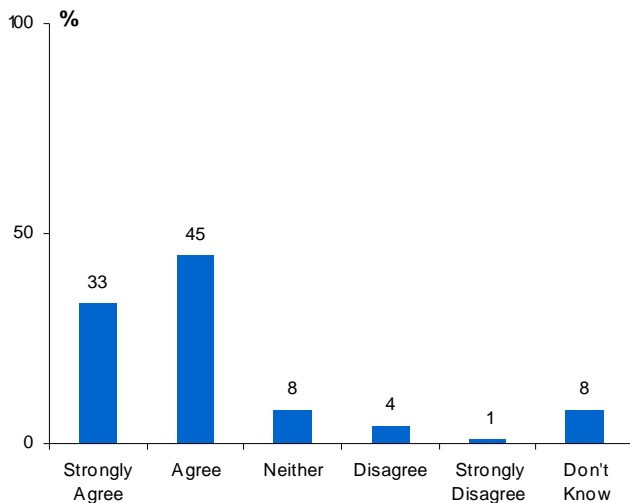


Of all WorkSafe agents / self-insurers surveyed, 78% agreed that the Conciliation Officer had a demonstrated understanding of how the claims system works, 7% disagreed, 5% neither agreed nor disagreed and 9% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 41%  
 Agree: 45%  
 Neither: 2%  
 Disagree: 6%  
 Strongly Disagree: 2%  
 Don't know: 5%

**2009-2010**  
 Strongly Agree: 29%  
 Agree: 49%  
 Neither: 11%  
 Disagree: 2%  
 Strongly Disagree: 2%  
 Don't know: 6%

**6.14 The Conciliation Officer had effective dispute resolution skills.**

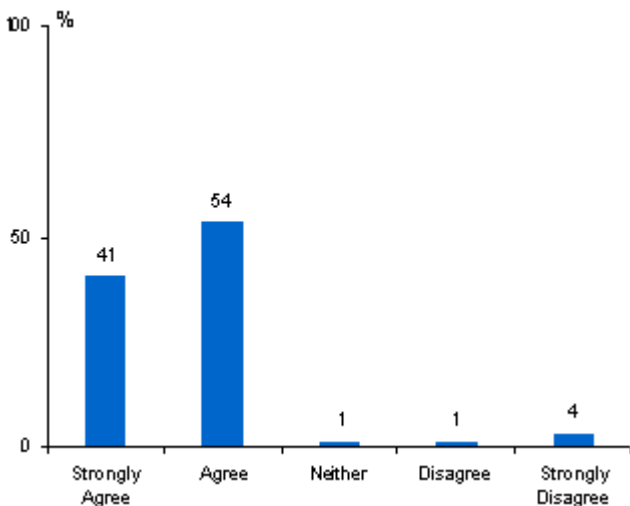


Of all WorkSafe agents / self-insurers surveyed, 78% agreed that the Conciliation Officers had effective dispute resolution skills, 5% disagreed, 8% neither agreed nor disagreed and 8% didn't know or couldn't say.

**2010-2011**  
 Strongly Agree: 39%  
 Agree: 43%  
 Neither: 4%  
 Disagree: 5%  
 Strongly Disagree: 3%  
 Don't know: 5%

**2009-2010**  
 Strongly Agree: 33%  
 Agree: 49%  
 Neither: 9%  
 Disagree: -  
 Strongly Disagree: 4%  
 Don't know: 4%

**6.15 Do you agree or disagree the Outcome Certificate clearly reflected what you were told was going to happen?**



When asked whether they remembered receiving an Outcome Certificate from the Conciliation Service, 90% of WorkSafe Agents / self-insurers confirmed that they did.

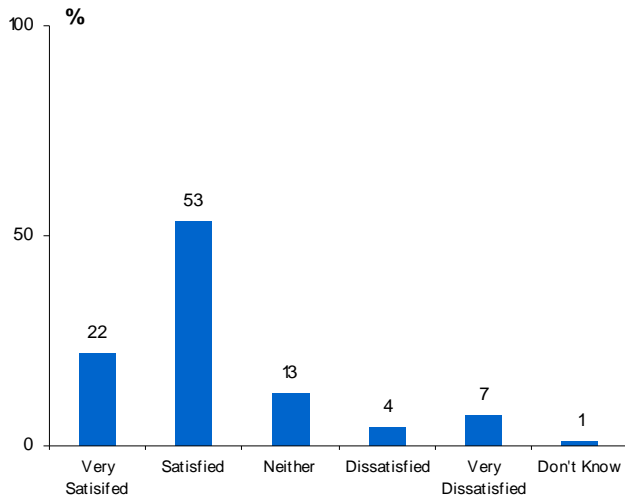
Of those WorkSafe Agents / self-insurers who did remember receiving the Outcome Certificate, 95% agreed that it clearly reflected what they were told was going to happen, 5% disagreed and 1% neither agreed nor disagreed.

**2010-2011**  
 Strongly Agree: 41%  
 Agree: 58%  
 Neither: 1%  
 Disagree: -  
 Strongly Disagree: -  
 Don't know: -

**2009-2010**  
 Strongly Agree: 38%  
 Agree: 53%  
 Neither: 5%  
 Disagree: 1%  
 Strongly Disagree: 3%  
 Don't know: 1%

**6. WORKSAFE AGENT / SELF-INSURER RESPONSES**

**6.16 Were you satisfied or dissatisfied with the outcome of this particular conciliation process?**

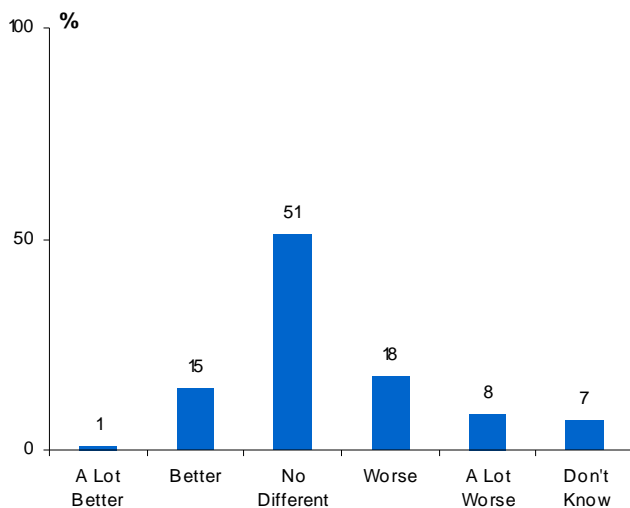


Of the WorkSafe agents / self-insurers surveyed, 75% were satisfied with the outcome of this particular conciliation process, 11% were dissatisfied, 13% were neither satisfied nor dissatisfied and 1% didn't know or couldn't say.

**2010-2011**  
 Very satisfied: 24%  
 Satisfied: 61%  
 Neither: 6%  
 Dissatisfied: 3%  
 Very Dissatisfied: 3%  
 Don't know: 3%

**2009-2010**  
 Very satisfied: 26%  
 Satisfied: 48%  
 Neither: 16%  
 Dissatisfied: 4%  
 Very Dissatisfied: 3%  
 Don't know: 2%

**6.17 Thinking about all of your dealings with the Conciliation Service over the last 6 months, do you think the service has got better or worse?**

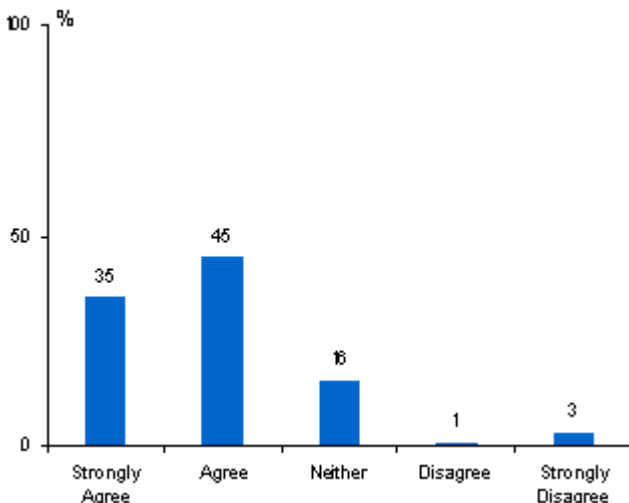


Of all WorkSafe agents / self-insurers surveyed, 16% felt that the service had improved in the last 6 months, 26% felt that it had worsened, 51% felt that it was neither better nor worse and 7% didn't know or had no opinion.

**2010-2011**  
 A lot better: 8%  
 Better: 12%  
 Neither: 53%  
 Worse: 12%  
 A lot worse: 9%  
 Don't know: 6%

**2009-2010**  
 A lot better: 3%  
 Better: 13%  
 Neither: 46%  
 Worse: 24%  
 A lot worse: 8%  
 Don't know: 6%

**6.18 Regardless of the outcome, do you agree or disagree that conciliation is a valuable process?**



Of all WorkSafe agents & self-insurers surveyed, 80% agreed that, regardless of the outcome, conciliation is a valuable process, 4% disagreed, and 16% neither agreed nor disagreed.

**2010-2011**  
 Strongly Agree: 43%  
 Agree: 47%  
 Neither: 7%  
 Disagree: 3%  
 Strongly Disagree: -  
 Don't know: -

**2009-2010**  
 Strongly Agree: 30%  
 Agree: 55%  
 Neither: 6%  
 Disagree: 5%  
 Strongly Disagree: 2%  
 Don't know: 1%

## 6. WORKSAFE AGENT / SELF-INSURER RESPONSES

In addition to the preceding questions which are quantitative in nature, WorkSafe agents / self-insurers were asked to provide their perceptions about the best and worst features of the service they received from the Conciliation Service\*. These are provided below:

### 6.19 Over the last six months, what has been the best thing about the service you have received from the Conciliation Service?

57% of WorkSafe agents and self-insurers identified a best feature, (62% in 2010-2011 and 54% in 2009-2010).

These were grouped and the main areas identified were\*\*:

9% responded the approachable and informal nature of the service (10% identified this in 2010-2011 and 11% in 2009-2010)

8% identified the fair, impartial service provided (15% identified this in 2010-2011 and 17% in 2009-2010).

6% cited the the professionalism displayed (10% identified this in 2010-2011 and 10% in 2009-2010)

\* Respondents were able to identify more than one feature.

\*\* Responses of 10% or more in the 2011-2012 survey have been reported in detail.

### 6.20 And what was the worst thing?

70% of WorkSafe agents / self-insurers did cite a worst feature (63% in 2010-2011 and 71% in 2009-2010) and of those that did, the following main areas were identified\*\*:

11% noted a perceived bias towards the worker (22% identified this in 2010-2011 and 24% in 2009-2010)

11% identified poor communication and/or notification (5% identified this in 2010-2011 and 12% in 2009-2010)

Other features mentioned (by less than 10%) related to the nature of the service e.g. rude, unhelpful, unprofessional, and the slowness of the service.

\*\* Responses of 10% or more in the 2011-2012 survey have been reported in detail.

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Copies of this report are available on request from the Accident Compensation Conciliation Service. Contact details as follows:

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Melbourne Vic 3000  
G.P.O. Box 251  
Melbourne Vic 3001

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**fax:** (03) 9940 1000  
**freecall:** 1800 635 960  
**email:** [info@conciliation.vic.gov.au](mailto:info@conciliation.vic.gov.au)  
**website:** [www.conciliation.vic.gov.au](http://www.conciliation.vic.gov.au)