



Accident Compensation Conciliation Service.

Annual Client Satisfaction Survey 2016/17.

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Issue Date: 19th February, 2018
Project number: ACCS0003

Final
Report
Version 1

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1. In summary

Overall

- Overall satisfaction with ACCS' services has remained stable since last wave (86% in the last survey, 84% in the current survey).
- Perceived value however, showed a significant decline from a peak of 91% in the last survey, to 85% in the current Wave.
- This decline in perceived value of ACCS' services contributed to a decline in the Client Service Index from a peak of 88% in the last survey, to 84% in this survey.

Drivers of perceptions of value and quality service

Multivariate driver analyses were conducted for Workers and Employers to identify specific factors that play the greatest role in determining service ratings and perceived value (i.e., underlying 'drivers' of perceived value and service quality).

- **Value:** The greatest drivers of perceived value for Workers related to the provision of an impartial service. Specifically, the greatest drivers of perceived value for Workers were how ACCS *considered all information provided by clients; and being fair to all parties*. The greatest drivers of value were somewhat different for Employers. For these clients, the most notable drivers were more procedural in nature and related to a *tightly controlled conference that is scheduled at a time that suited them*.
- **Service rating:** The greatest drivers of high service ratings for Workers again related to fairness and independence. *Fairness* was also a strong driver of Employers' service ratings, as well as practical considerations around the *suitability of the time of the conference*.

Before the conference

- One-quarter of clients phoned the ACCS prior to the conference (25%), and one-sixth contacted the service via email (17% respectively). Employers were substantially less likely to have made any contact with ACCS compared to other client types. Agents were more likely to communicate specifically via email compared to other client types.
- Overall satisfaction with communications prior to the conference was high, with over four fifths (83%) of all clients being either satisfied or very satisfied with ACCS' communication before the conference.
- More than four-fifths were satisfied with the communications' timeliness, relevance, and the provision of contact details (85%, 84% and 80% respectively).
- Agents were more satisfied with communications from ACCS compared with other client types (92% compared with 83% of all clients).
- One quarter of Workers visited the ACCS website before the conference (25%). Of these, over eight in ten were satisfied with the site overall (84%).

- Most clients felt prepared before entering the conference, eight in ten clients felt prepared (81%).

During the conference

- The introduction stage was satisfactory or very satisfactory for almost all clients (92%), while four-fifths were satisfied with the joint discussion (78%). Seven in ten clients were satisfied with the private discussion, explanation of next steps and summary of conference stages (72%, 68% and 71% respectively).
- Overall seven in ten (72%) clients were satisfied with the conference. The areas of greatest satisfaction relate to being given time to prepare (90%), the time of the conference (85%) and the conference structure (82%).
- The area of least satisfaction across all client types related to everyone at the conference having the information they needed (65%).
- Overall most clients were satisfied overall with the Conciliation Officer (CO) (87%). They were most satisfied with the CO's politeness/professionalism, the way they explained their role and their organisation and preparedness (95%, 94%, and 89%). Clients were less likely to believe that the CO had access to all the necessary information (78%).

After the conference

- Three quarters of clients recalled receiving the Outcome Certificate (76%), and eight in ten of these clients were satisfied with the Outcome Certificate overall (82%).
 - However, clients' satisfaction with the Outcomes Certificate was lower for things that may happen in the future such as guidance on future follow up and details of the next steps (61% and 76% respectively).
- Three quarters of clients felt that their expectations of conciliation had been met or exceeded (72%). However, Workers were least likely to feel that their expectations were met (61%), whereas Agents were most likely (88%).
- Six in ten clients were satisfied with the outcome of the conference (57%). Workers were least satisfied with their outcome (47%), followed by employers (61%), with Agents most satisfied (78%).

Workers and technology

- Nearly nine in ten Workers own a smartphone (85%, a similar proportion own either a desktop, and/or a laptop, and/or a tablet (87%). Two thirds (65%) of Workers own a printer.
- Almost all Workers have an email address (89%). However, a small proportion has an email address which is never checked (3%). Therefore 89% of Workers have an email and use it. Half of all Workers check their email at least daily (49%), while the remainder check weekly or more often (27%). Less than one in check a few times a month (7%), or less than monthly (2%).

2. Introduction

2.1. ACCS dispute resolution

The Accident Compensation Conciliation Service (ACCS) is an independent organisation that uses the principles of Alternative Dispute Resolution to assist parties in resolving Workers' compensation disputes in Victoria.

The ACCS facilitates the non-adversarial resolution of disputes by involving all parties - Workers, Employers and WorkSafe Agents or Self-Insurers – in a fair, economical, informal, speedy and free process. The ACCS conciliation service is a key part of the Victorian workplace compensation scheme and, for most disputes, is a compulsory step before proceedings can be taken to Court. The process of conciliation helps to resolve disputes by sharing information, identifying issues in disputes, discussing them and trying to reach an agreement.

2.2. The ACCS Client Satisfaction Survey

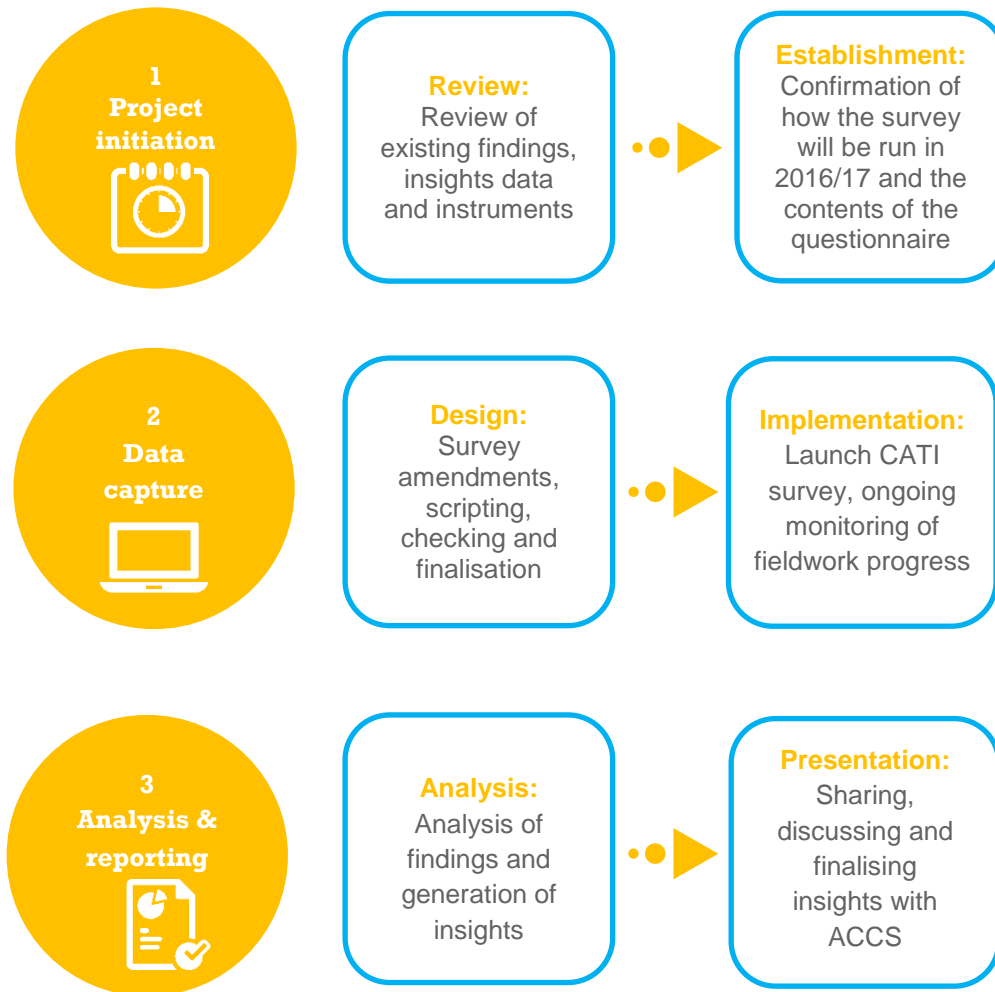
ACCS' client group comprises of Workers, their Employers, and Agents who represent Insurers. This research provides an evaluation of these clients' perceptions and experiences of ACCS' dispute resolution processes. Key outputs from the research include:

- Assessment of positive experiences and outcomes for clients in the dispute resolution process;
- Input to knowledge about issues experienced by clients during dispute resolution; and
- An evidence base for further work which could be undertaken by ACCS to strengthen the dispute resolution processes.

3. Methodology

A summary of the three stages of the project is provided below.

Figure 1: Overview of the methodology



3.1. Research Sample

The findings in this report are based on a two-wave survey of ACCS clients. The target audiences for this study were Workers, Employers and Agents who have been involved in a consolation process within the last five months. The sample comprised of n=201 Workers, n=200 Employers and n=50 Agents in total across the two waves of the survey. The total sample of clients is therefore n=451. ACCS provided the sample list to Colmar Brunton, who contacted potential survey respondents via telephone. The first wave of fieldwork was conducted between November and December 2016 and fieldwork for wave two was conducted between March 2017 and April 2017.

4. Reading this report

4.1. Interpreting quantitative findings

Throughout the report, the three types of respondents are consistently colour coded and marked with icons in tables and charts for easy identification. Where applicable, the total sample of all clients is also shown.



4.2. Single and Multiple Response Questions

Respondents answering single response questions (SR) were only allowed to select one response option, therefore percentages in these charts will add to 100%. Respondents answering multiple response questions (MR) were allowed to select more than one response option if they desired, and as a result percentages in these charts may add to more than 100%.

4.3. Determining who answered a question

Information pertaining to who answered each question is presented below each chart or table, as indicated by the 'Base'. Question numbers in the base contain the letter W, E or A at the beginning, representing one of the following questionnaire sources: Workers, Employers or Agents respectively.

4.4. Sorting of results

In all tables, rows are sorted from most frequent response to least, and columns are sorted by total responses. In all charts, statements are sorted from highest to lowest ratings.

4.5. Tests of statistical significance and reliability

A total sample size of n=451 yields a confidence interval of $\pm 4.6\%$. This means that if 50% of the sample surveyed expresses a particular sentiment, the true value would lie between 45.4% and 54.6%. The following table provides confidence intervals for the sub-group audiences:

Table 1: Sample sizes and confidence intervals

	Sample size	Confidence interval	True value range for 50% response
Total	451	$\pm 4.6\%$	45.4% - 54.6%
Workers	201	$\pm 6.9\%$	43.1% - 56.9%
Employers	200	$\pm 6.9\%$	43.1% - 56.9%
Agents	50	$\pm 13.9\%$	36.1% - 63.9%

Tests for statistical significance were conducted by comparing subgroups of interest. In tables and graphs, the figures with an upwards arrow (↑) represent a proportion that is significantly higher than the comparison group(s). Conversely, figures with a downwards arrow (↓) represent a proportion that is significantly lower than the comparison group(s).

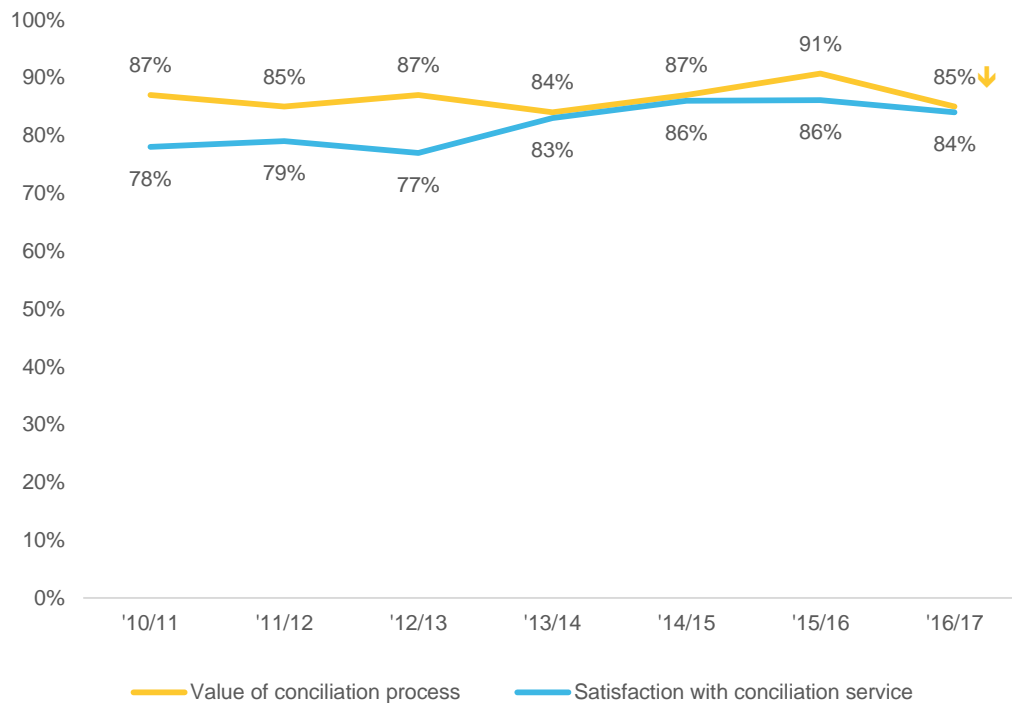
5. Overall findings, 2016/17

5.1. Overarching KPIs

Clients' overall ratings of ACCS' services remained stable between 2015/16 and 2016/17. A slight shift was seen from 86% positive rating to 84%, though this difference is not significant and is not an indication that overall ratings have declined in the population of all ACCS' clients.

Clients' perceived value, on the other hand, did show a significant decline from a peak of 91% in 2015/16 to 85% in 2016/17.

Figure 2: Service quality and perceived value of the conciliation service



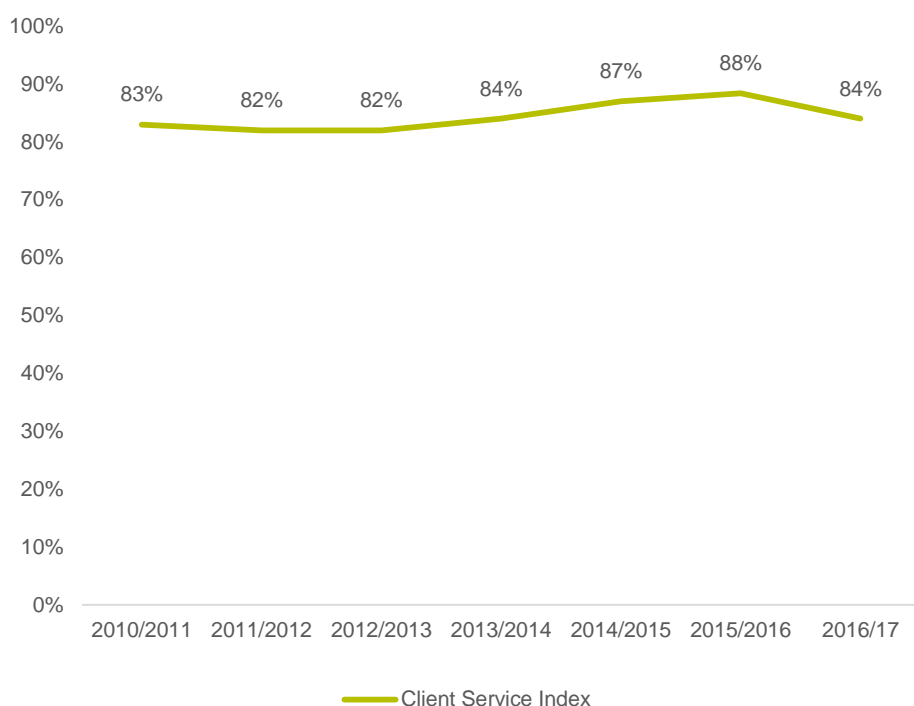
Weighing up your entire conciliation experience and regardless of the outcome, do you agree or disagree that conciliation is a valuable process? Top 2 Box Agreement charted

Weighing up your entire conciliation experience and regardless of the outcome, how would you rate the service you received? Top 2 Box Rating charted

Base (2016/17): All respondents (n=451)

The Client Service Index (CSI) is an aggregate rating that combines clients' rating of ACCS services and perceived value of conciliation. Overall, the Client Service Index remained stable, despite the significant drop in perceived value. The CSI was 88% in 2015/16 and 84% in 2016/17. The difference between these two CSI figures is not significant.

Figure 3: Client Service Index



Weighing up your entire conciliation experience and regardless of the outcome, do you agree or disagree that conciliation is a valuable process?

Weighing up your entire conciliation experience and regardless of the outcome, how would you rate the service you received?

Base (2016/17): All respondents (n=451)

Agents gave higher service ratings and saw more value in ACCS' services compared with Workers and Employers. The overall Client Service Index for Agents is correspondingly higher than other client types. Agents' perceptions of higher levels of service quality and value are likely attributable to their familiarity with ACCS; processes and requirements, rather than a higher level of service being provided specifically to Agents.

Table 2: Service quality and perceived value of the conciliation service by audience

	Total (n=451)	Workers (n=201)	Employers (n=200)	Agents (n=50)
Value of conciliation process	85%	81%	86%	96%↑
Rating of conciliation service	84%	83%	81%	96%↑
Client Service Rating Index	84%	82%	83%	96%↑

6. KPI driver analysis

6.1. Value of conciliation

The aim of this driver analysis was to identify the specific factors that ‘drive’ overall value with the conciliation process. This highlights which specific factors are most closely related to overall value and therefore should be the focus of quality improvement for ACCS. The findings of this analysis show:

- **Workers:** having the provided information to be considered is the primary driver of value (22%), followed by being fair to all parties (13%).
- **Employers:** analysis shows that the Conciliation Officer’s ability to maintain control of the conference is the largest driver of value (38%).

These drivers are summarised in the figure below. The top three (and therefore strongest) drivers of satisfaction are shown.

Figure 4: Top three drivers of value with conciliation process



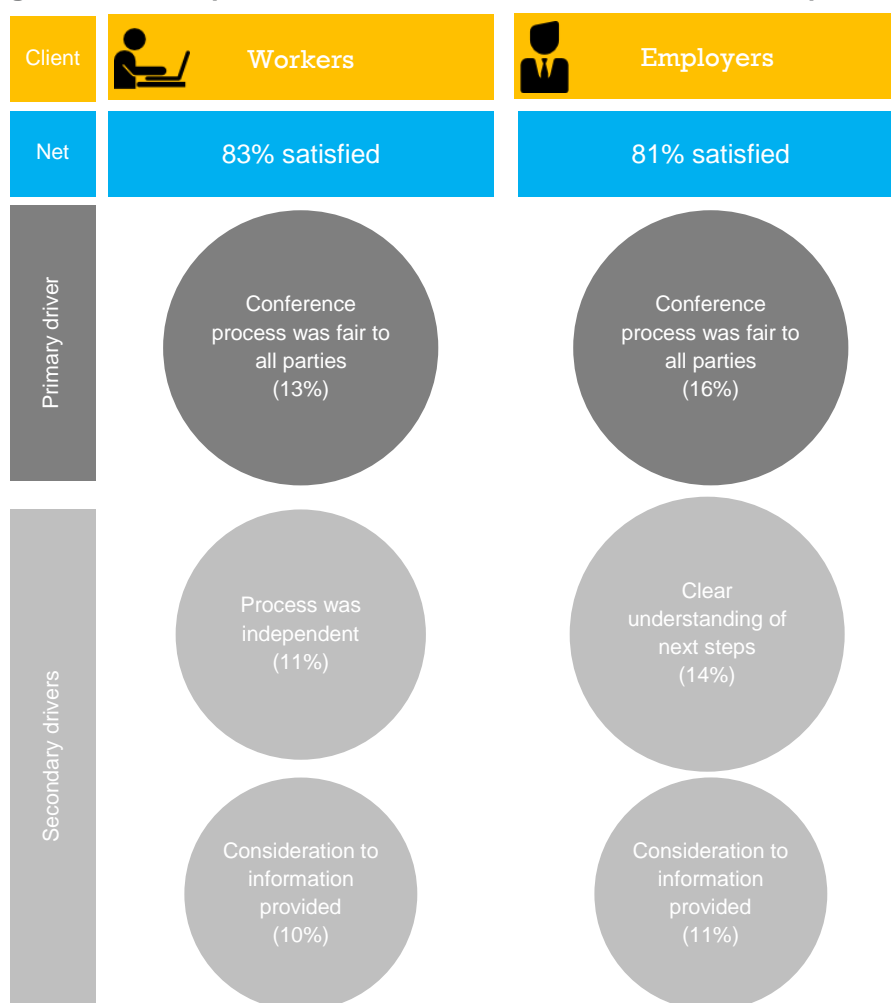
6.2. Rating of conciliation service

The second driver analysis was conducted to identify the major influencers of clients' ratings of ACCS' services. This highlights which specific factors are most closely related to overall satisfaction with the conciliation service.

- **Workers:** considering the conference process to be fair to all was the primary driver of value (13%), followed by the process being independent (11%).
- **Employers:** like Workers the process being fair was the primary driver for Employers satisfaction (16%), followed by having a clear understanding of next steps (14%).

These drivers are summarised in the figure below. The top three (and therefore strongest) drivers of satisfaction are shown.

Figure 5: Top three drivers of satisfaction with conciliation process



7. Client journey snapshot

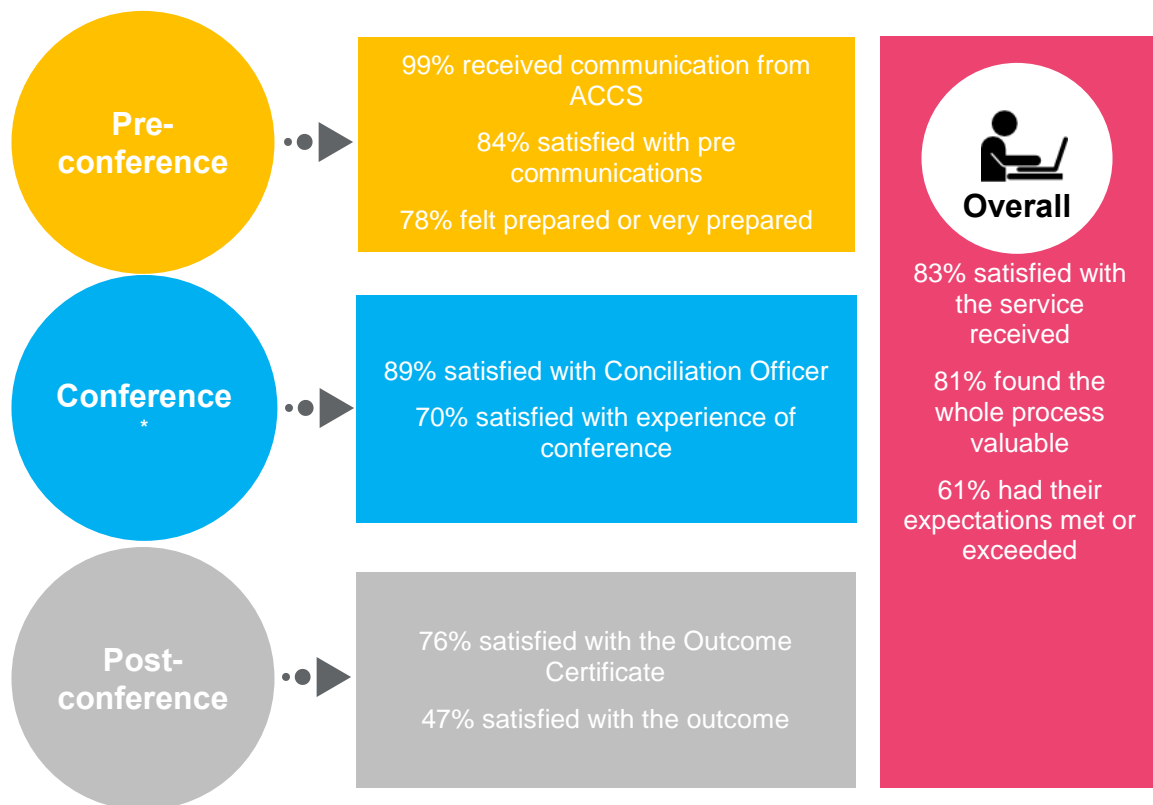
7.1. Workers

Nearly all Workers recalled receiving communication from ACCS before the conference (99%), and over eight in ten were satisfied with these communications (84%). Eight in ten felt prepared on the day of the conference (78%). Nearly all Workers were satisfied with the conduct of the Conciliation Officer (89%). However, fewer were satisfied with the conference process itself (70%) and their overall experience of conference (70%).

After the conference, three quarters were satisfied with the Outcome Certificate (76%), though only half were satisfied with the actual outcome of the conference (47%).

Eight in ten Workers were satisfied with ACCS' services overall (83%). Eight in ten perceived conciliation to be a valuable process (81%). However, only six in ten stated that ACCS had exceeded their expectations (61%).

Figure 6: Snapshot of Client journey - Workers



Base: all workers (n=201),

*Workers who attended conference (n=183).

7.2. Employers

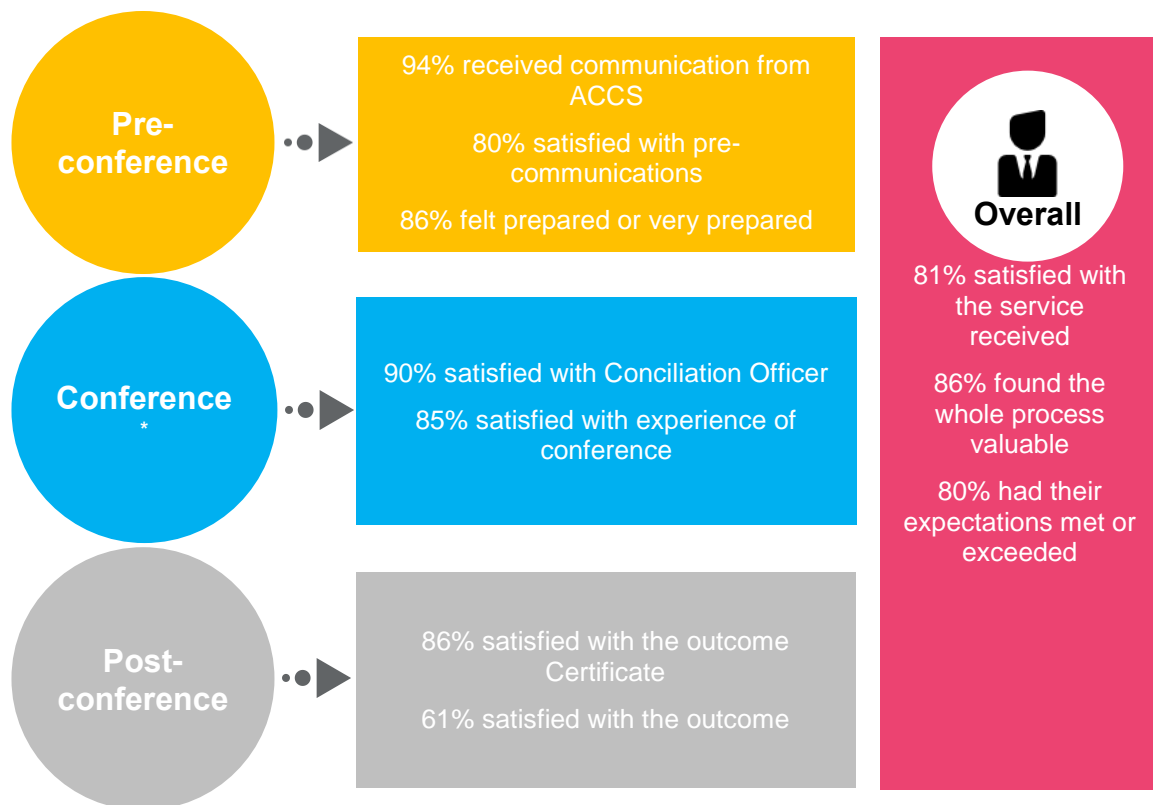
Almost all Employers recalled receiving communication from ACCS pre-conference (94%). Eight in ten of these Employers were satisfied with this communication (80%), and a nearly nine in ten felt prepared for the conference (86%).

Nine in ten Employers were satisfied with the services of the Conciliation Officer (90%) and over eight in ten were satisfied with the conference process (85%).

After the conference, nearly nine in ten Employers were satisfied with the Outcome Certificate (86%), though only six in ten were satisfied with the outcome itself (61%).

Eight in ten Employers were satisfied with ACCS' services overall (81%). Similarly, eight in ten perceived conciliation to be a valuable process (86%). The same proportion reported that ACCS had exceeded their expectations (80%).

Figure 7: Snapshot of Client journey – Employers



Base: all employers (n=200)

*Employers who attended conference (n=71).

7.3. Agents

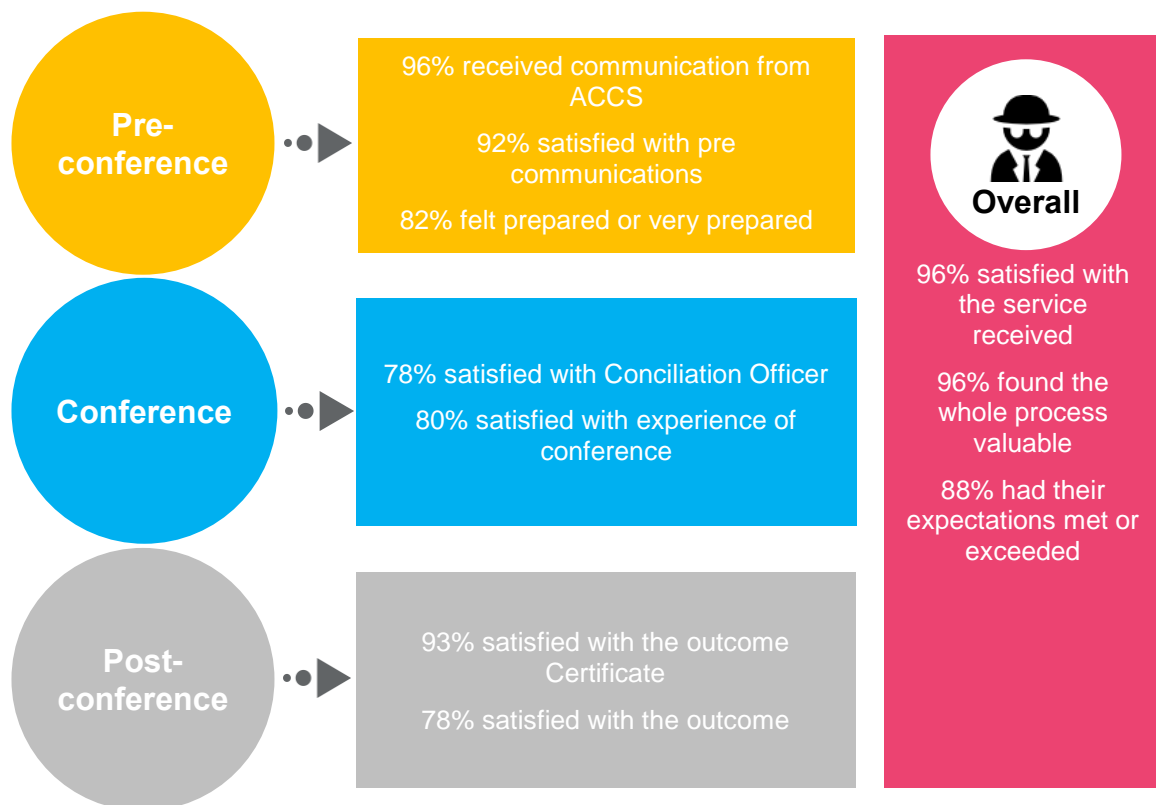
Almost all Agents recalled receiving information from ACCS before the conference (96%). Over nine in ten were satisfied with these communications (92%), and four fifths felt prepared for the conference (82%).

Eight in ten Agents were satisfied with the Conciliation Officer and with the conference process overall (78% and 80% respectively).

After the conference, nearly all Agents were satisfied with the Outcome Certificate (93%) and eight in ten were satisfied with the outcome of the conference itself (78%).

Almost all Agents were satisfied with ACCS' services overall and believed that conciliation is a valuable process (each 96%). ACCS exceeded the expectations of 88% of Agents.

Figure 8: Snapshot of Client journey - Agents



Base: all agents (n=50)

8. Conference process

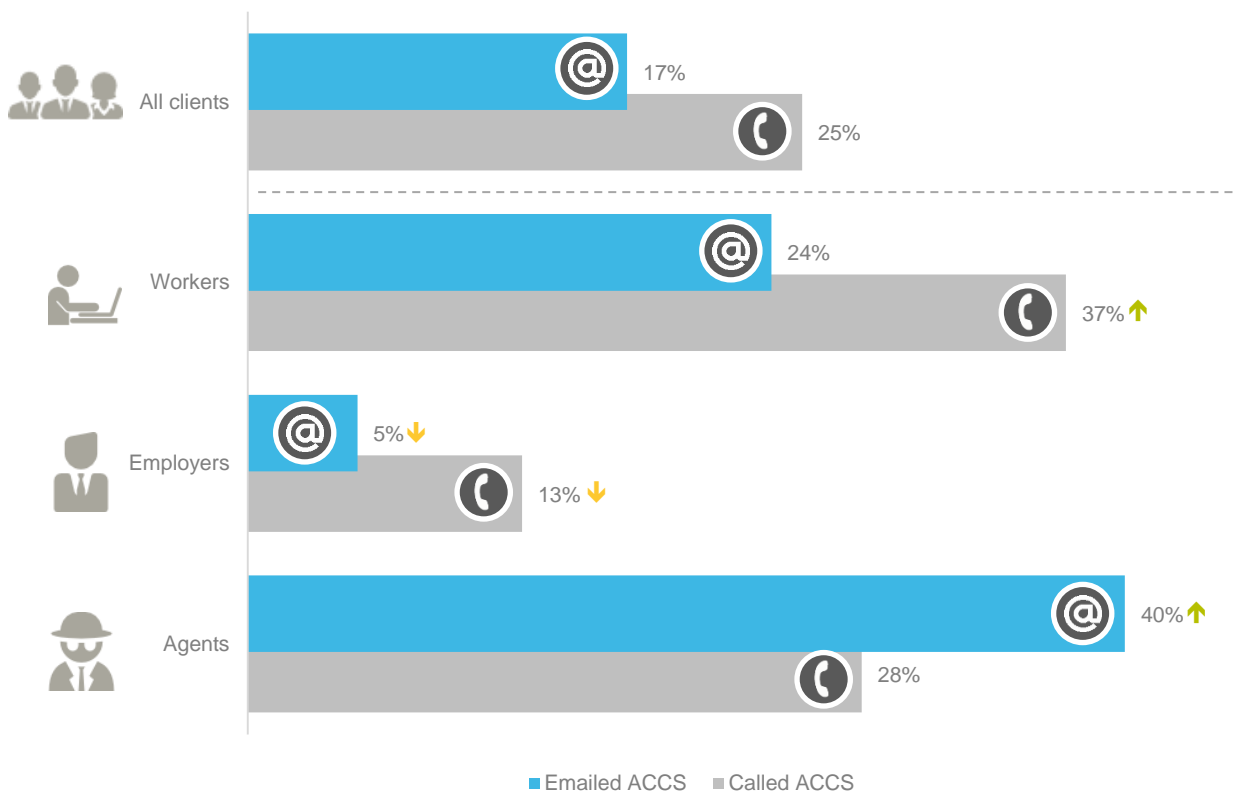
8.1. Before the conference

Made contact before conference

One-quarter of all clients phoned the ACCS prior to the conference, and one-sixth contacted them via email (25% and 17% respectively). Specifically, for each of the three client groups:

- Over one-third of Workers had contacted ACCS by phone, the highest proportion of all groups, and one-quarter contacted ACCS by email (37% and 24% respectively);
- Employers were the least likely to have made any contact with ACCS, one in ten phoned ACCS and one in twenty emailed (13% and 5% respectively);
- Unlike Workers and Employers, a significantly higher proportion of Agents had emailed than phoned ACCS in the lead-up to the conference: four in ten had contacted the ACCS by email and three in ten by phone (40% and 28%).

Figure 9: Made contact before conference



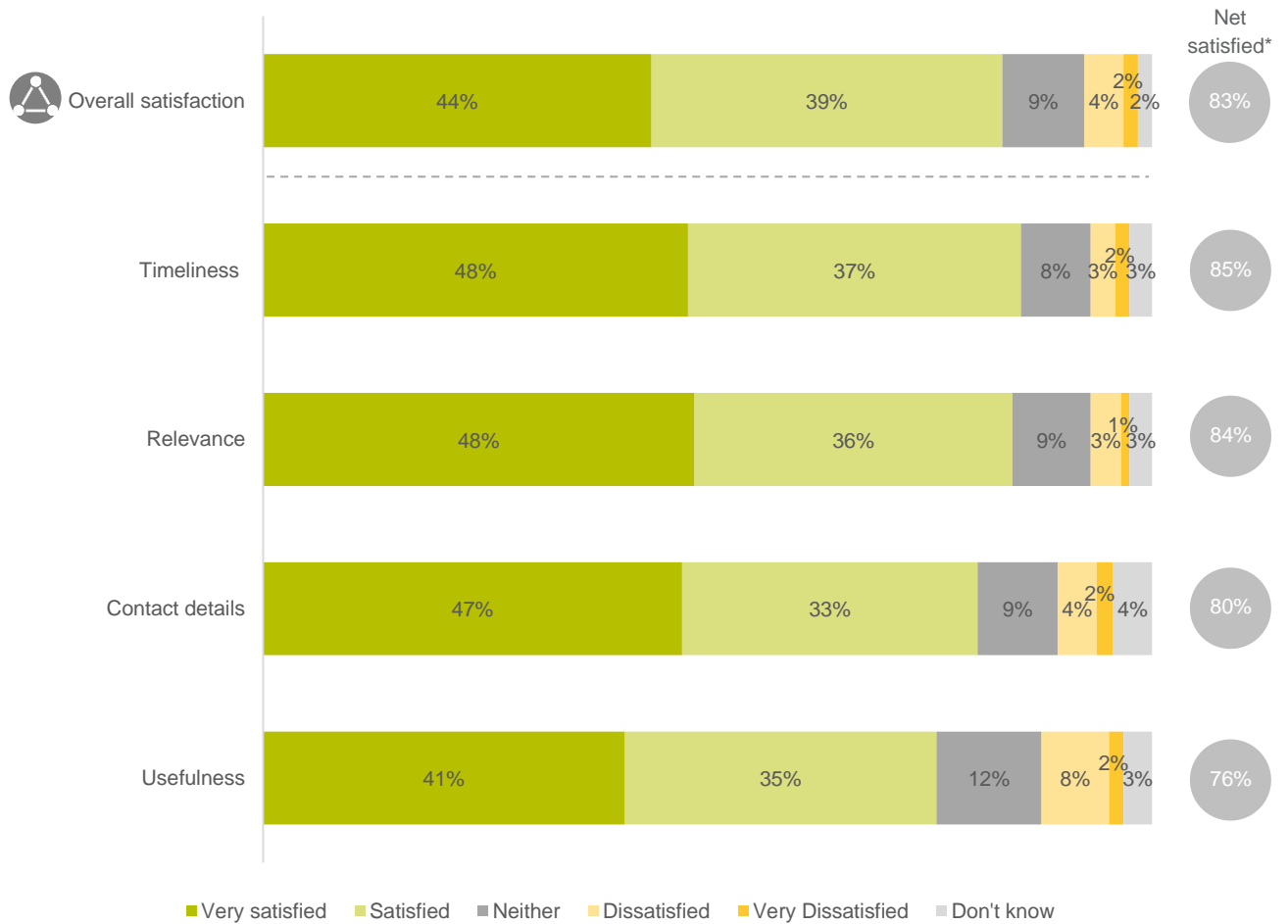
Did you at any stage prior to the conference/outcome, initiate contact with ACCS by...
Base: All respondents (n=201 Workers, n=200 Employers, n=50 Agents)

Quality of communications

Overall satisfaction with communications prior to the conference was high, with 83% of all clients being either satisfied or very satisfied with ACCS' communication before the conference.

More than four-fifths were satisfied with the communications' timeliness, relevance, and provision of contact details (85%, 84% and 80% respectively). Slightly fewer were satisfied with the usefulness of ACCS' communications (76%).

Figure 10: Quality of communications (all clients)








Thinking about all communication prior to the conference, on a 5-point scale where 1 is very satisfied and 5 is not at all satisfied, how satisfied were you with ...

Base: Received any communication from ACCS (n=433)

* Net scores may differ slightly from the figures in the chart due to rounding

Agents were more satisfied with ACCS' communications overall, as well as the contact details they received. Aside from this difference, levels of satisfaction were consistent across client types for timeliness, relevance etc.

Table 3: Quality of communications (comparison)

	Total (n=433) 	Workers (n=198) 	Employers (n=187) 	Agents (n=48) 
 Overall satisfaction	83%	84%	80%	92%↑
Timeliness	85%	85%	83%	92%
Relevance	84%	83%	84%	90%
Contact details	80%	83%	74%	94%↑
Usefulness	76%	79%	70%	85%

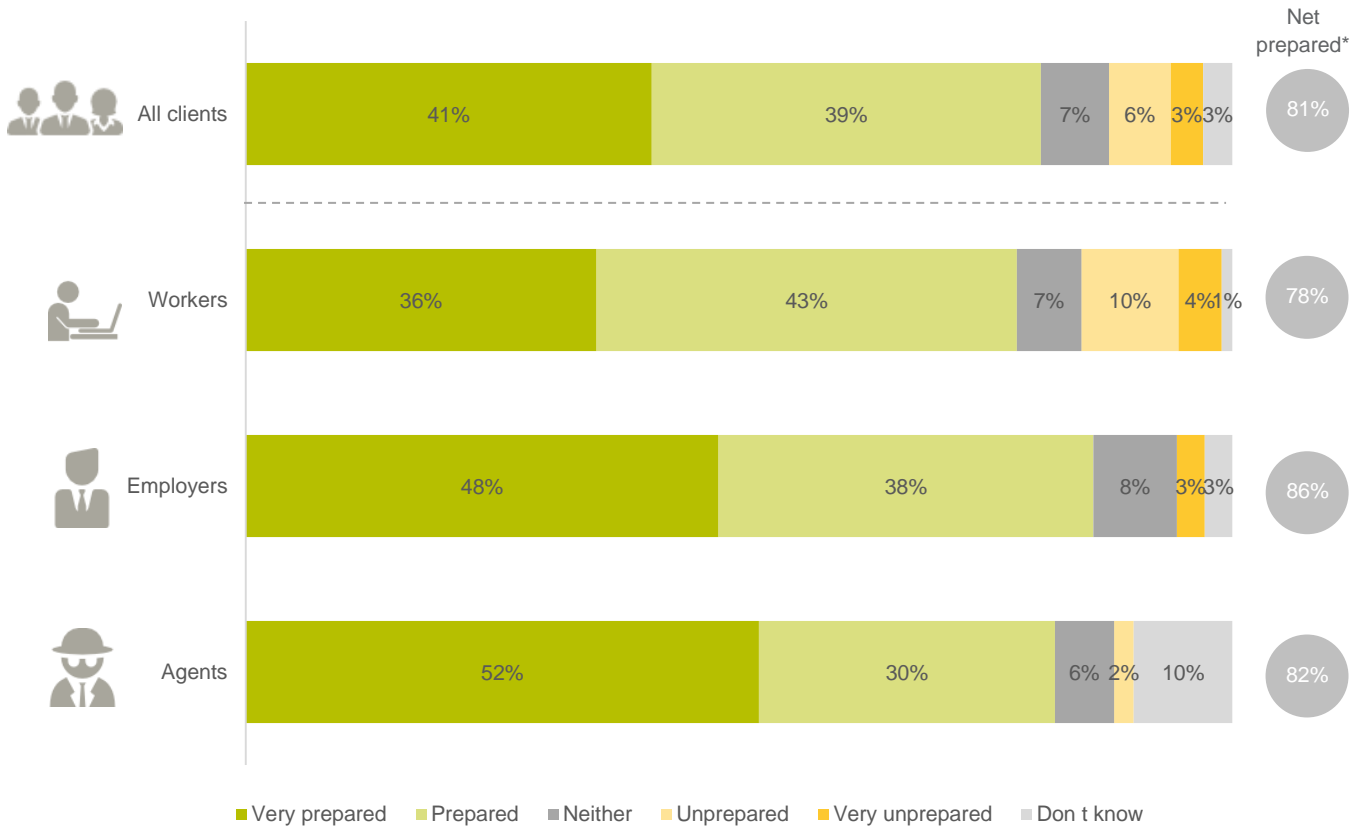
Thinking about all communication prior to the conference, on a 5-point scale where 1 is very satisfied and 5 is not at all satisfied, how satisfied were you with ...

Base: Received communications from ACCS prior to conference

Feeling prepared

The majority of clients felt prepared before entering the conference. Overall, four in five clients believed they were prepared (81%). Employers most commonly reported feeling prepared (86%), followed by Agents at (82%) and Workers (78%).

Figure 11: Feeling prepared



I'm interested now to talk to you about the communication with ACCS leading up to the conference. How prepared did you feel before entering the conference?

Attended conference: Total (n=304); Workers (n=183); Employers (n=71); Agents (n=50)









* Net scores may differ slightly from the figures in the chart due to rounding

Materials received from ACCS

The majority of clients received notification of the date and time of the conference (89%); this was the most common form of communication across client type.

Up to one third of all clients also received either an email (33%) or a phone call (30%) from ACCS prior to their conference. Communication by email and phone was most common for Workers (54% and 58% respectively), and significantly less common for Employers (12% and 5% respectively).

Table 4: Communication received from ACCS

	Total (n=451) 	Workers (n=201) 	Employers (n=200) 	Agents (n=50) 
Notification of the date/time of the conference	89%	84%	93%	94%
An email from ACCS	33%	54% 	12% 	36%
Phone call from ACCS	30%	58% 	5% 	20%
None of these	4%	2%	7%	4%

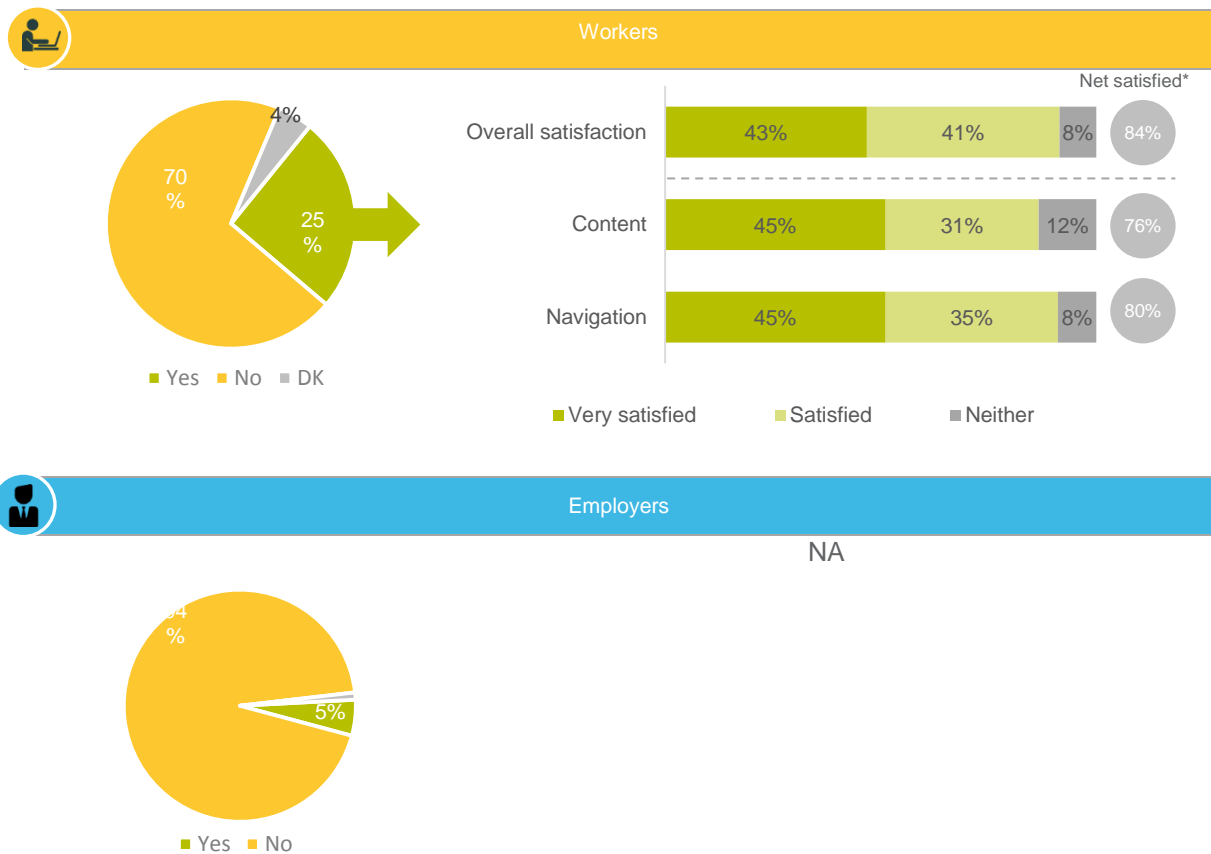
Base: Received communications from ACCS prior to conference

8.2. Usage and perceptions of ACCS website

One in four Workers visited the ACCS website before the conference (25%). Of these, over eight in ten were satisfied with the site overall (84%). Similar proportions were satisfied with both the content and the navigation of the website (76%, 80% respectively).

Only 5% of Employers visited the ACCS website pre-conference. The very small number of Employers having used the site (n=10) precludes reporting the ratings of satisfaction for this client group.

Table 5: Experience of ACCS website



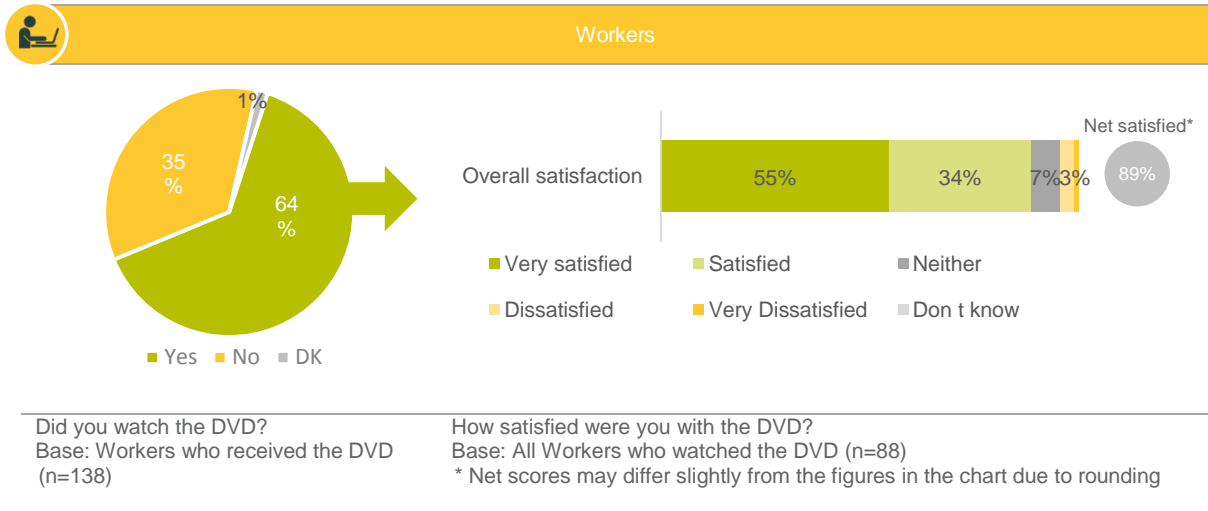
Did you access the ACCS website at any stage?
Base: All Workers (n=201), Employers (n=200)

How satisfied were you with...
Base: Workers who accessed ACCS website (n=51)
* Net scores may differ slightly from the figures in the chart due to rounding

8.3. Usage and perceptions of ‘Going to Conference’ materials

Seven in ten Workers (69%) received the ‘Going to Conference’ DVD, of these Workers three fifths reported watching the DVD before attending the conference (64%). The majority of whom were satisfied with the DVD overall (89%), only a very small proportion expressed a level of dissatisfaction (5%).

Table 6: Experience with the ‘Going to Conference’ DVD



Three quarters of workers recall they received the ‘Going to Conference’ brochure from ACCS (75%). Of those who recall receiving the brochure, four fifths recall reading it before the conference (80%). Nine in ten were satisfied with the brochure overall (90%), and only a very small proportion expressed dissatisfaction (6%)

Table 7: Experience with the ‘Going to Conference’ brochure



8.4. Experience with reception at conference

Around nine in ten clients spoke with a receptionist or staff member on arrival at conference (89% of Workers, 96% of Employers and 93% of Agents). Nearly all clients felt that the receptionist/staff member who spoke to them on arrival greeted them in a polite and professional way (Workers 96%, Employers 89% and Agents 100%). Likewise, the majority were satisfied with their experience with the staff member overall (Workers 92%, Employers 86% and Agents 100%).

Table 8: Experience at ACCS reception



On the day of your conference, do you recall speaking with the receptionist/staff member upon arrival?
 Base: Attended conference in person, Workers (n=146), Employers (n=57), Agents (n=41).

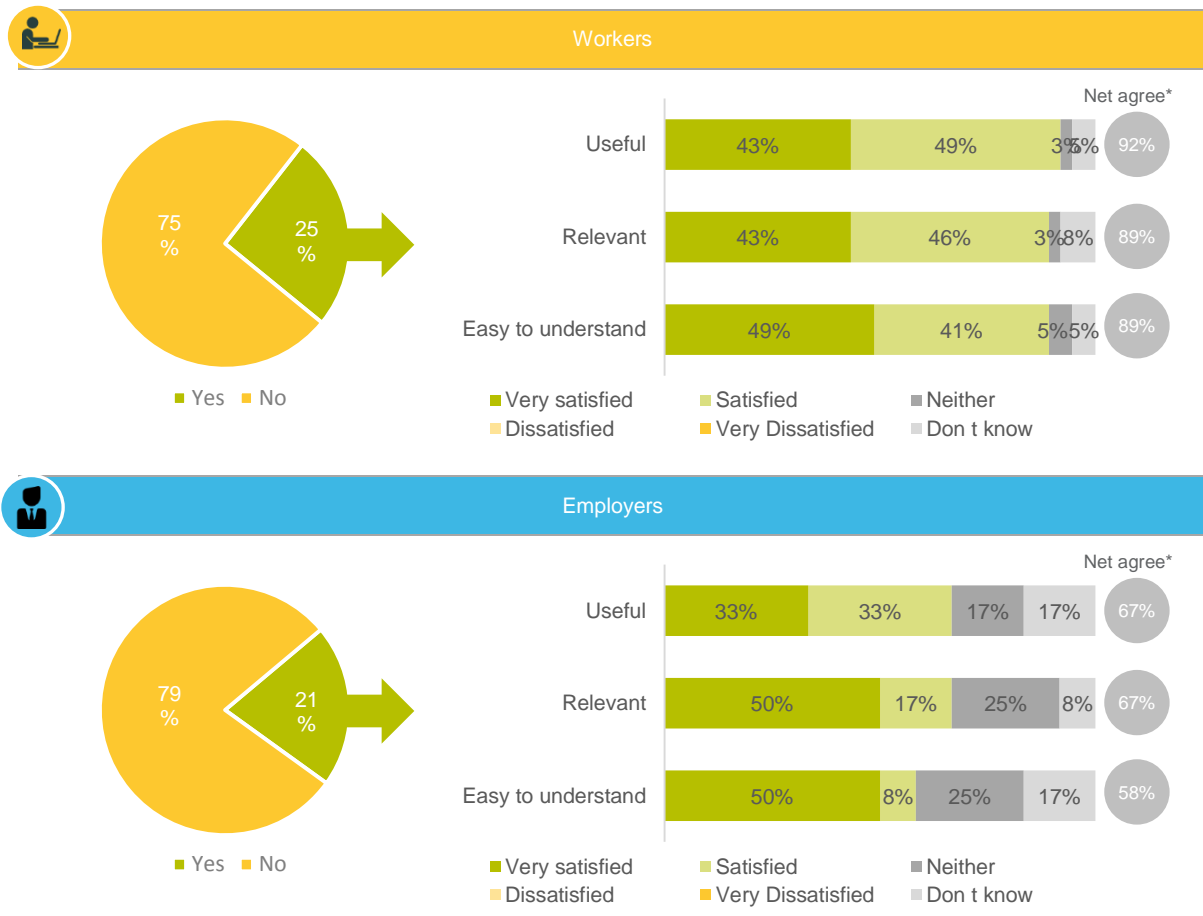
How satisfied were you with the receptionist/staff member in terms of...
 Base: All who interacted with the receptionist/staff member on arrival, Workers (n=146), Employers (n=55), Agents (n=38).
 * Net scores may differ slightly from the figures in the chart due to rounding

8.5. Video presentation at reception

One quarter of Workers recalled seeing the video presentation in the reception area (25%). Most of these Workers were satisfied with the usefulness, relevance and the ease of understanding the video (92%, 89% and 89% respectively).

A similar proportion of Employers also saw the presentation (21%), two thirds of whom considered it both useful and relevant (67%). A smaller proportion felt it was easy to understand (58%). However, due to the low base size of Employers who have seen the video presentation (n=12), these findings are indicative only.

Table 9: Experience of ACCS video presentation



In the reception area of L9 at 460 Lonsdale Street, do you recall seeing a video presentation that ran on a large TV screen?
Base: Attended conference in person, Workers (n=146), Employers (n=57)

How strongly do you agree or disagree that the presentation was...?
Base: Workers who saw the presentation (n=37), Employers who saw the presentation (n=12) * Note low base size
* Net scores may differ slightly from the figures in the chart due to rounding

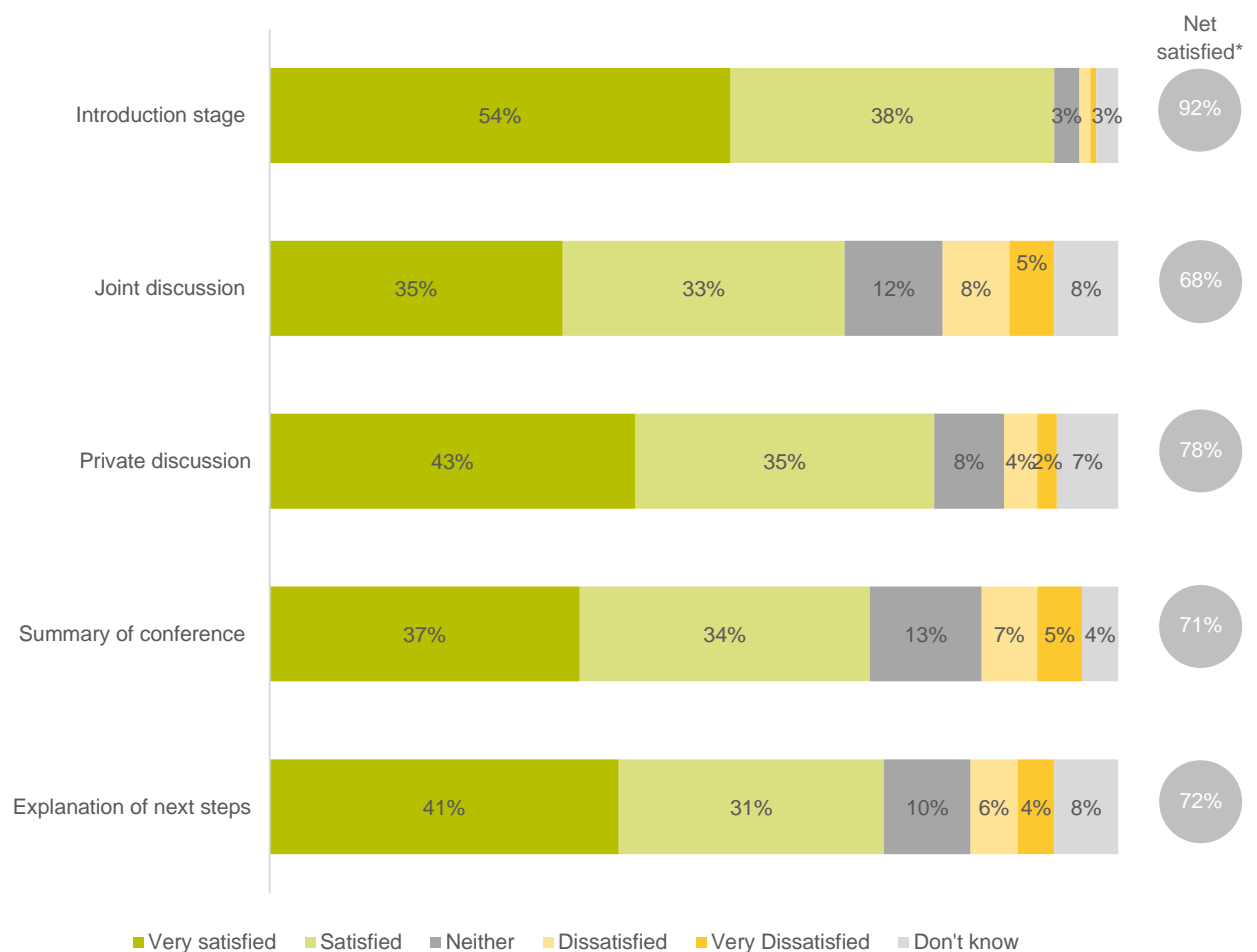
8.6. During the conference

Satisfaction with stages of conference

Some stages of the conference were perceived more positively than others. The introduction stage, for instance, was satisfactory or very satisfactory for almost all clients (92%). Between seven to eight in ten clients were satisfied with the private discussion, summary of the conference and explanation of the next steps (78%, 71% and 72% respectively).

However, only two-thirds of all clients were satisfied with the joint discussion (68%).

Figure 12: Satisfaction with stages of conference (all clients)









How satisfied were you that...

Base: Attended conference (n=304)

* Net scores may differ slightly from the figures in the chart due to rounding

Employers were more likely to be satisfied with both the Joint discussion and Summary of the conference stages than the other client types (79% and 85% respectively). No other significant differences were observed between client groups.

Table 10: Satisfaction with stages of conference (comparison)

	Total (n=304) 	Workers (n=183) 	Employers (n=71) 	Agents (n=50) 
Introduction stage	92%	94%	96%	82%
Joint discussion	68%	62%	79% 	72%
Private discussion	78%	75%	86%	78%
Summary of conference	71%	64%	85% 	76%
Explanation of next steps	72%	70%	75%	76%

I would now like to speak to you about the conference process. How satisfied were you with the following stages of the conference?

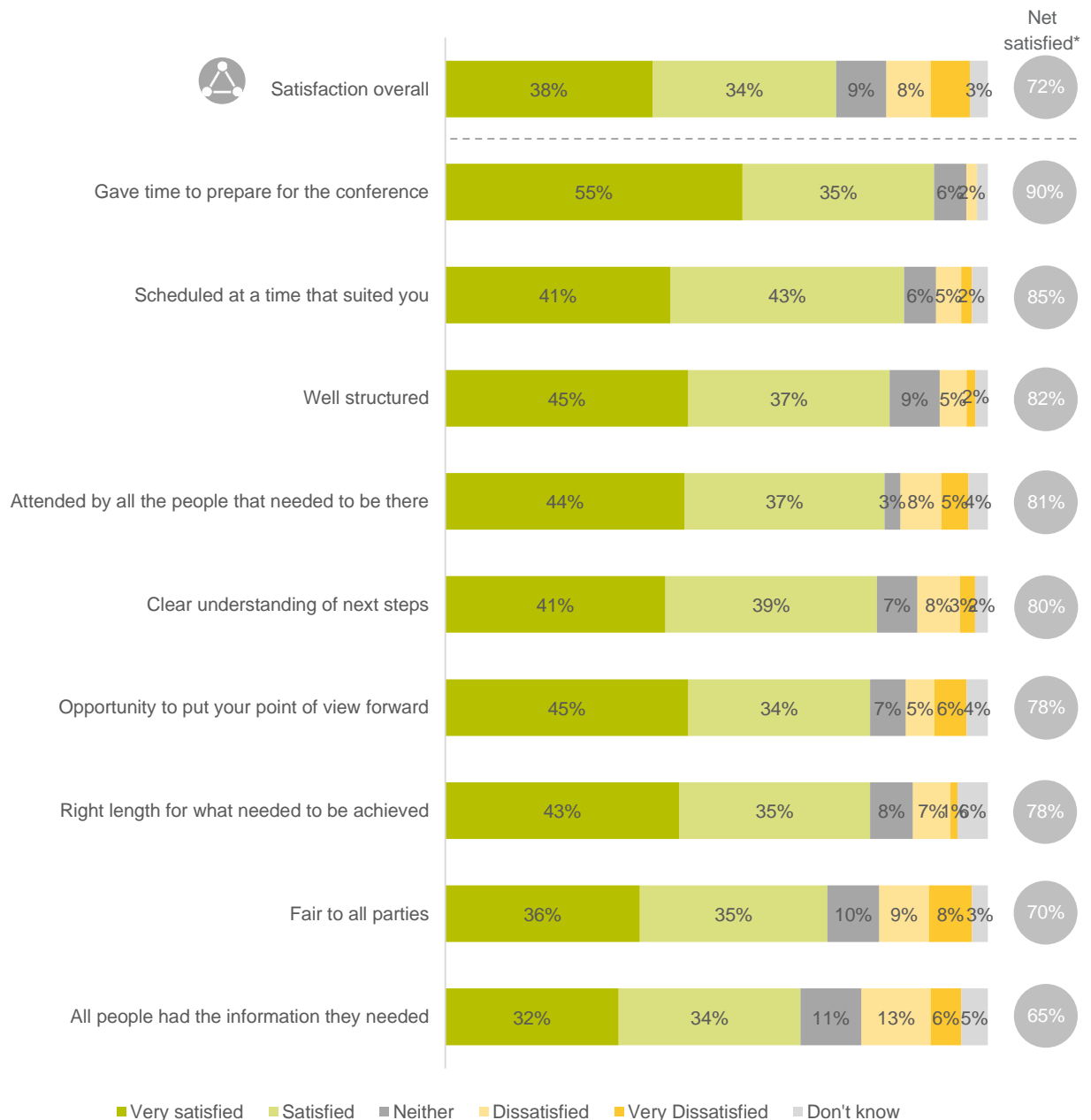
Base: Attended conference

Satisfaction with the quality of the conference

Overall, 72% of all clients were satisfied with the conference. The areas of greatest satisfaction were being given time to prepare (90% satisfied or very satisfied), the scheduled time of the conference (85%) and the well-structured nature of the conference (82%).

The areas of least satisfaction across all clients related to the conference being fair to all parties (70%) and everyone in attendance having all the information that they needed (65%).

Figure 13: Satisfaction with the quality of the conference (all clients)








How satisfied were you that the conference...

Base: Attended conference (n=304);

* Net scores may differ slightly from the figures in the chart due to rounding

Agents showed higher levels of satisfaction with the different aspects of the conference including having the opportunity to put their point of view forward, confidence that people had all the information they needed, and the length of the conference. Satisfaction with the quality of the conference overall was also higher for Agents compared with other client types.

Table 11: Satisfaction with the quality of the conference (comparison)

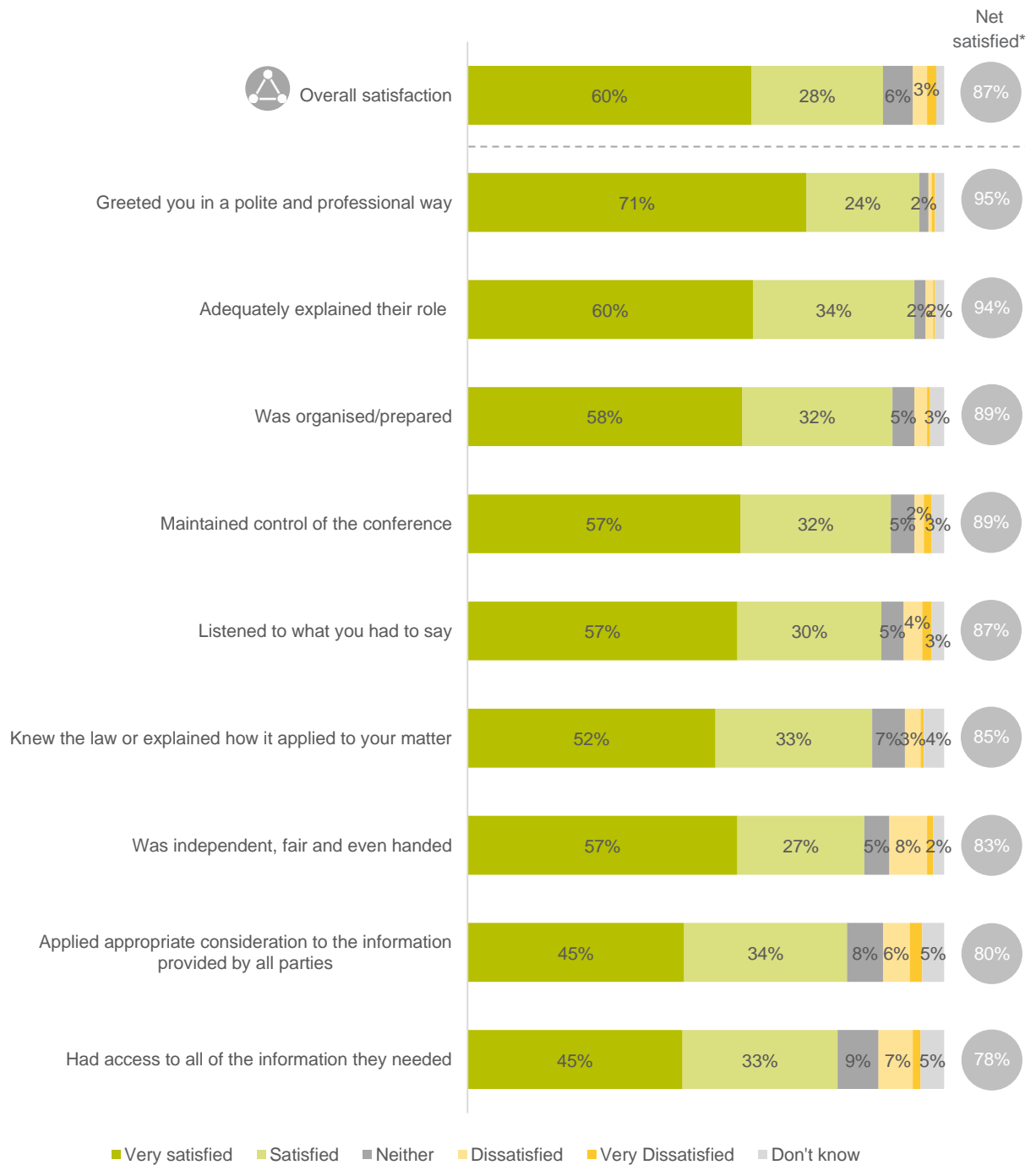
	Total (n=304) 	Workers (n=183) 	Employers (n=71) 	Agents (n=50) 
 Satisfaction overall	72%	67%	80%	80%
Gave time to prepare for the conference	90%	89%	93%	88%
Scheduled at a time that suited you	85%	86%	80%	84%
Well structured	82%	80%	87%	80%
Attended by all the people that needed to be there	81%	77%	89%	84%
Clear understanding of next steps	80%	79%	80%	80%
Opportunity to put your point of view forward	78%	77%	77%	84%
Right length for what needed to be achieved	78%	76%	82%	82%
Fair to all parties	70%	69%	72%	72%
All people had the information they needed	65%	61%	70%	76%
How satisfied were you that the conference....				

Base: Attended conference

Satisfaction with Conciliation Officer

Most clients were satisfied overall with the Conciliation Office (CO) during the conference (87%). They felt most positively toward their politeness and professionalism, the way they explained their role and how organised and prepared they were (95%, 94%, and 89% respectively). However, consistent with reports about the quality of the conference, fewer clients believed the CO had access to all the necessary information (78%).

Figure 14: Satisfaction with CO (all clients)








The Conciliation Officer/Mediator was the person who ran the conference. How satisfied were you that the Conciliation Officer/Mediator ...

Base: Attended conference (n=304)

* Net scores may differ slightly from the figures in the chart due to rounding

The only significant difference concerning clients' perceptions of the CO were for Agents, who were less likely to believe that the CO had listened to what they had to say (74%).

Table 12: Satisfaction with CO (comparison)

	Total (n=304) 	Workers (n=183) 	Employers (n=71) 	Agents (n=50) 
 Overall satisfaction	87%	89%	90%	78%
Greeted you in a polite and professional way	95%	97%	96%	86%
Was independent, fair and even handed	83%	85%	86%	74%
Adequately explained their role	94%	96%	96%	84%
Listened to what you had to say	87%	89%	92%	74%↓
Was organised/prepared	89%	89%	94%	82%
Maintained control of the conference	89%	91%	90%	80%
Knew the law or explained how it applied to your matter	85%	86%	87%	76%
Had access to all of the information they needed	78%	75%	85%	78%
Applied appropriate consideration to the information provided by all parties	80%	79%	83%	78%

The Conciliation Officer/Mediator was the person who ran the conference. How satisfied were you that the Conciliation Officer/Mediator ...

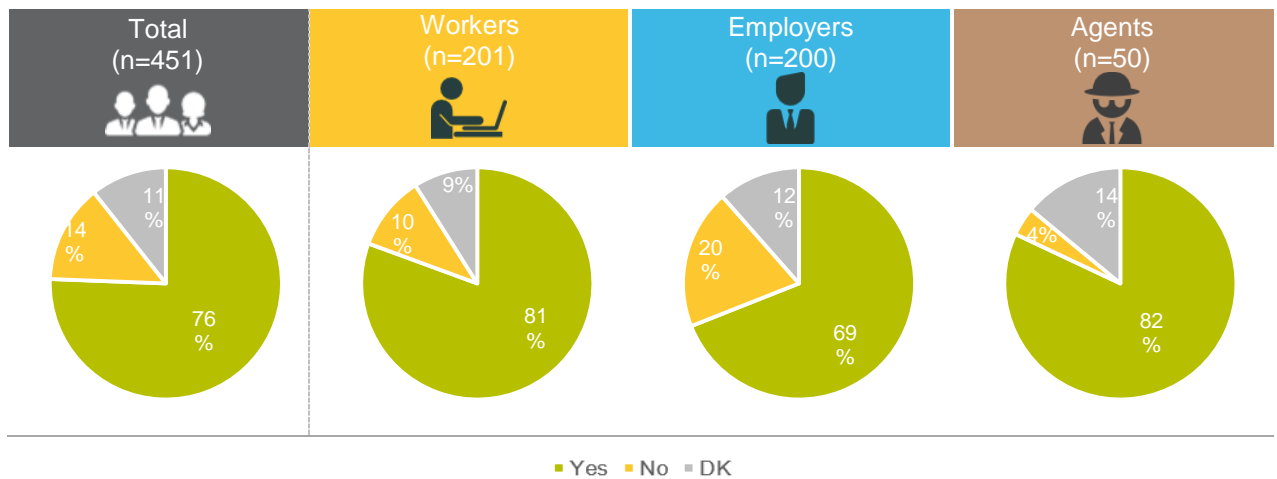
Base: Attended conference

8.7. After the conference

Outcome certificate

Overall, three quarters of clients recalled receiving the Outcome Certificate (76%). No significant differences were observed between client groups for recall of the Certificate.

Figure 15: Received Outcome Certificate



Now thinking about after the conference/outcome, do you remember receiving an Outcome Certificate from ACCS?

Base: All clients

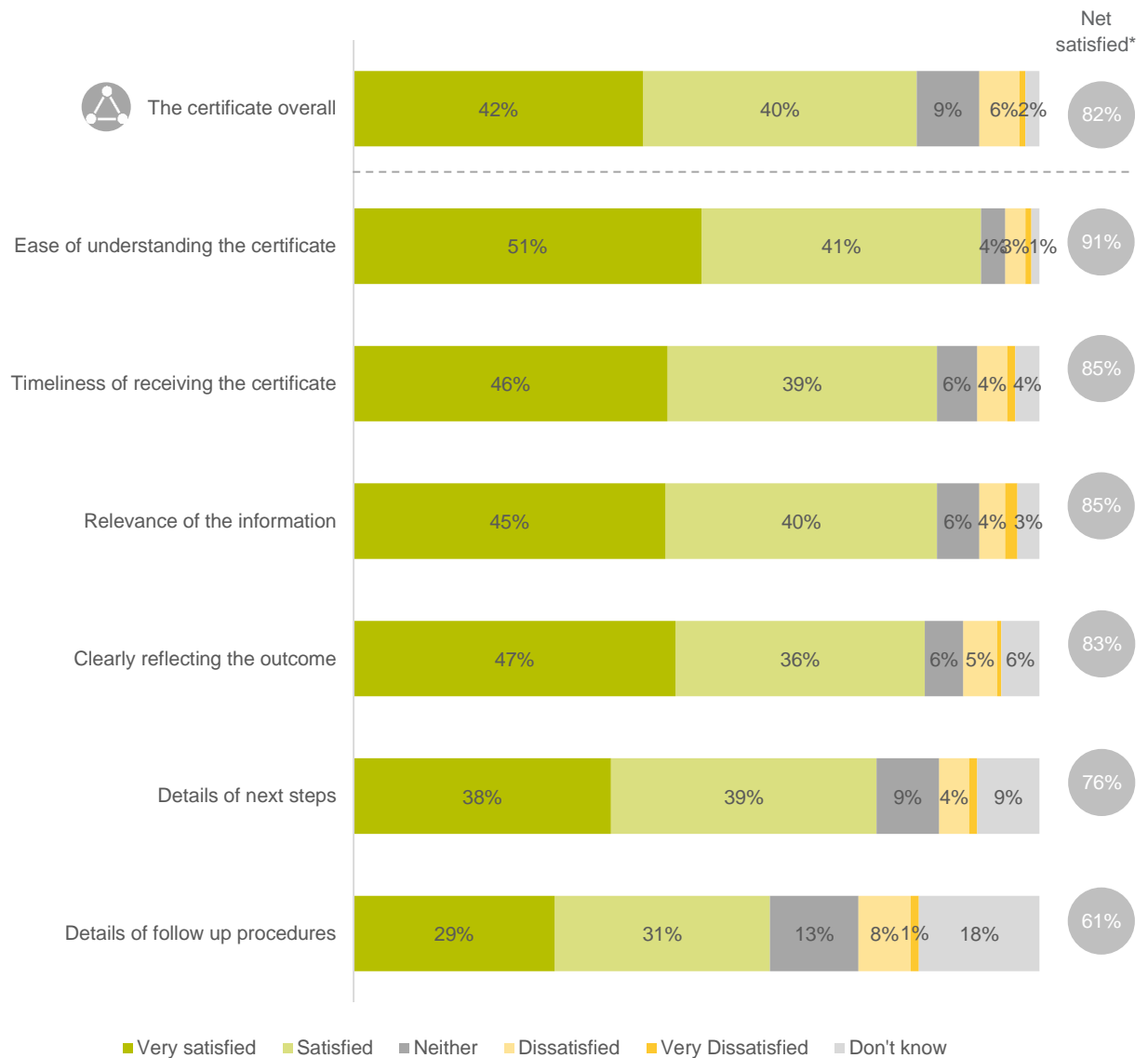
Satisfaction with Outcome Certificate

Over eight in ten clients were satisfied with the Outcome Certificate overall (82%).

Clients were most satisfied with the Outcome Certificate in terms of its ease of understanding, timeliness, and relevance (91%, 85% and 85% respectively).

Clients' satisfaction with the Outcomes Certificate was lower for things that may happen in the future such as guidance on future follow up and details of the next steps (61% and 76% respectively).

Figure 16: Satisfaction with Outcome Certificate (all clients)








How satisfied were you with the...

Base: All clients who received Outcome Certificate (n=341)

* Net scores may differ slightly from the figures in the chart due to rounding

As was the case for several satisfaction measures in the survey, Agents were more satisfied with the Outcome Certificate overall (93%). They were also more satisfied with its relevance, ease of understanding, details of next steps and the clarity of the conference outcome description.

Table 13: Satisfaction with Outcome Certificate (comparison)

	Total (n=341) 	Workers (n=162) 	Employers (n=138) 	Agents (n=41) 
 The certificate overall	82%	76%	86%	93%↑
Relevance of the information	85%	78%	91%	95%↑
Timeliness of receiving the certificate	85%	89%	78%	93%
Ease of understanding the certificate	91%	88%	93%	100%↑
Details of next steps	76%	70%	80%	88%↑
Details of follow up procedures	61%	62%	62%	54%
Clearly reflecting the outcome	83%	78%	87%	93%↑

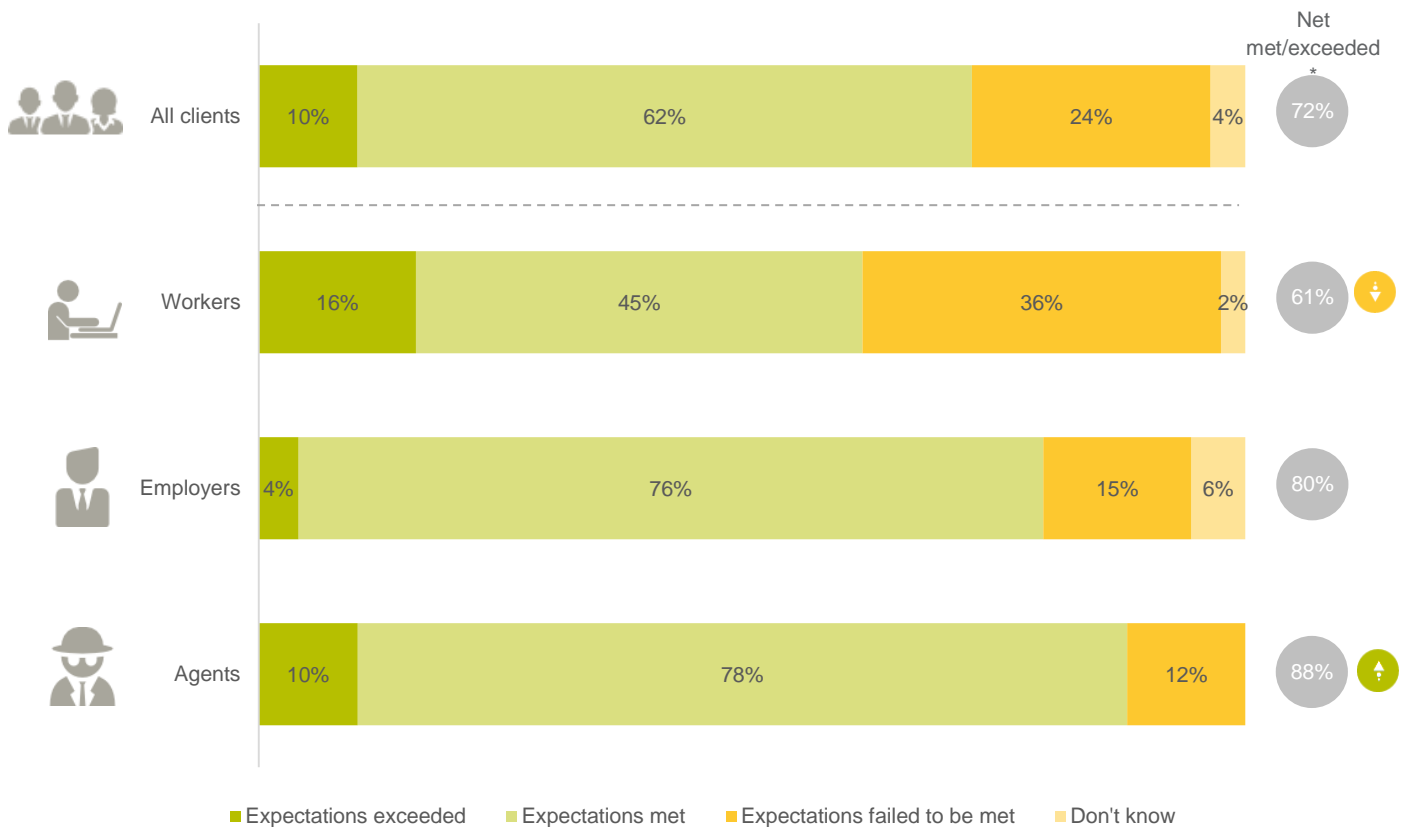
How satisfied were you with the...
Base: Received Outcome Certificate

Meeting expectations

Among all clients, almost three quarters felt that their expectations of conciliation had been met or exceeded (72%), while one-quarter reported that this had not been the case (28%).

Workers were less likely to feel that their expectations were met (61%) whereas Agents were more likely to feel that their expectations were met (88%).

Figure 17: Meeting expectations



Thinking about your overall conciliation experience, would you say your expectations have been exceeded, met or not met?

Total (n=451) Workers (n=201); Employers (n=200); Agents (n=50)

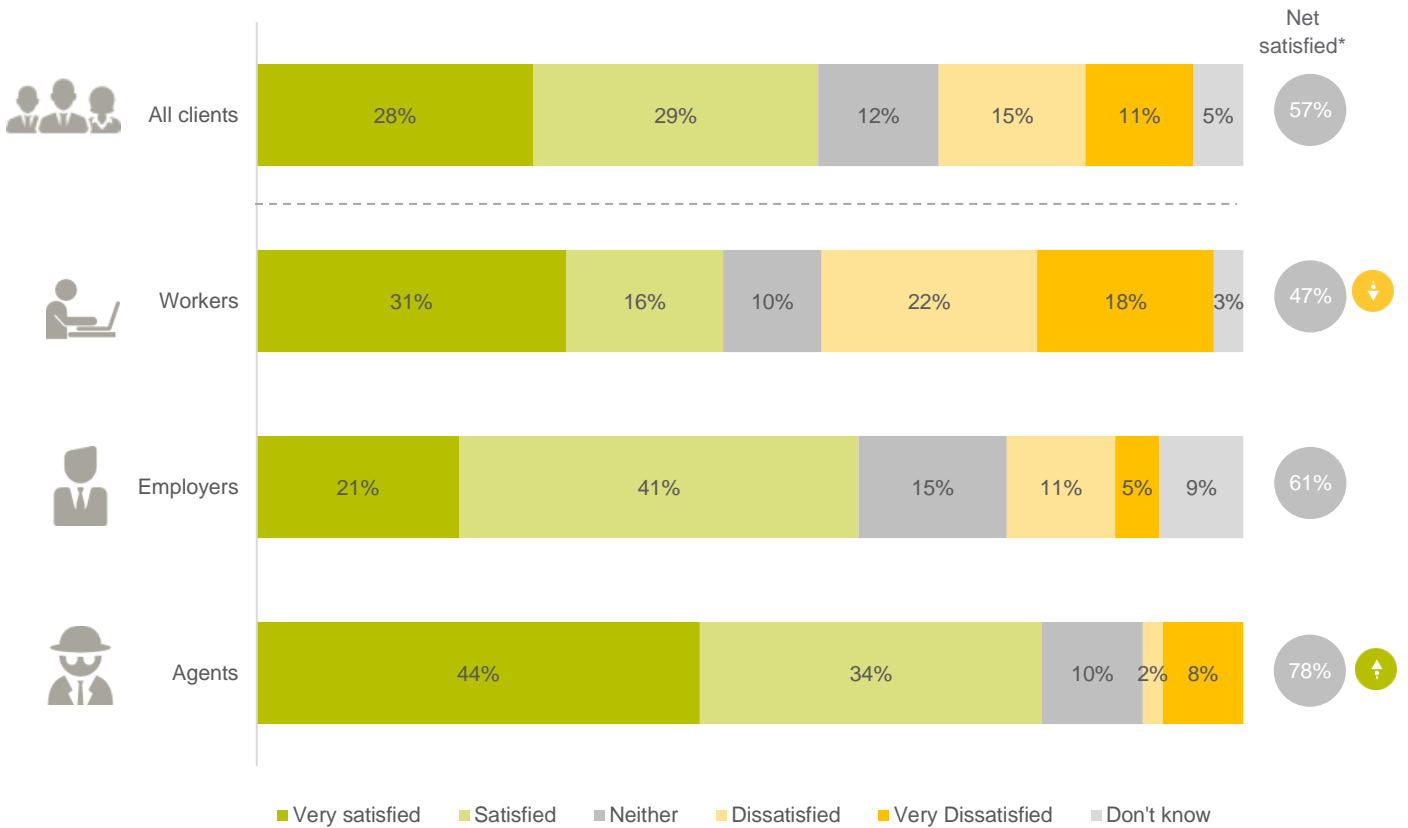
* Net scores may differ slightly from the figures in the chart due to rounding

Satisfaction with outcome

Overall nearly six in ten clients were satisfied with the outcome of the conference (57%).

Workers were least satisfied with the outcome (47%), followed by employers (61%) with Agents being significantly more satisfied than the other client types (78%).

Figure 18: Satisfaction with outcome



How satisfied were you with the outcome of the conciliation process?

Total (n=451) Workers (n=201); Employers (n=200); Agents (n=50)

* Net scores may differ slightly from the figures in the chart due to rounding

9. Workers and technology

A set of questions was asked of only Workers to gauge their possession and use of technology. These measures were designed to inform ACCS' planning for electronic communications and future service provision.

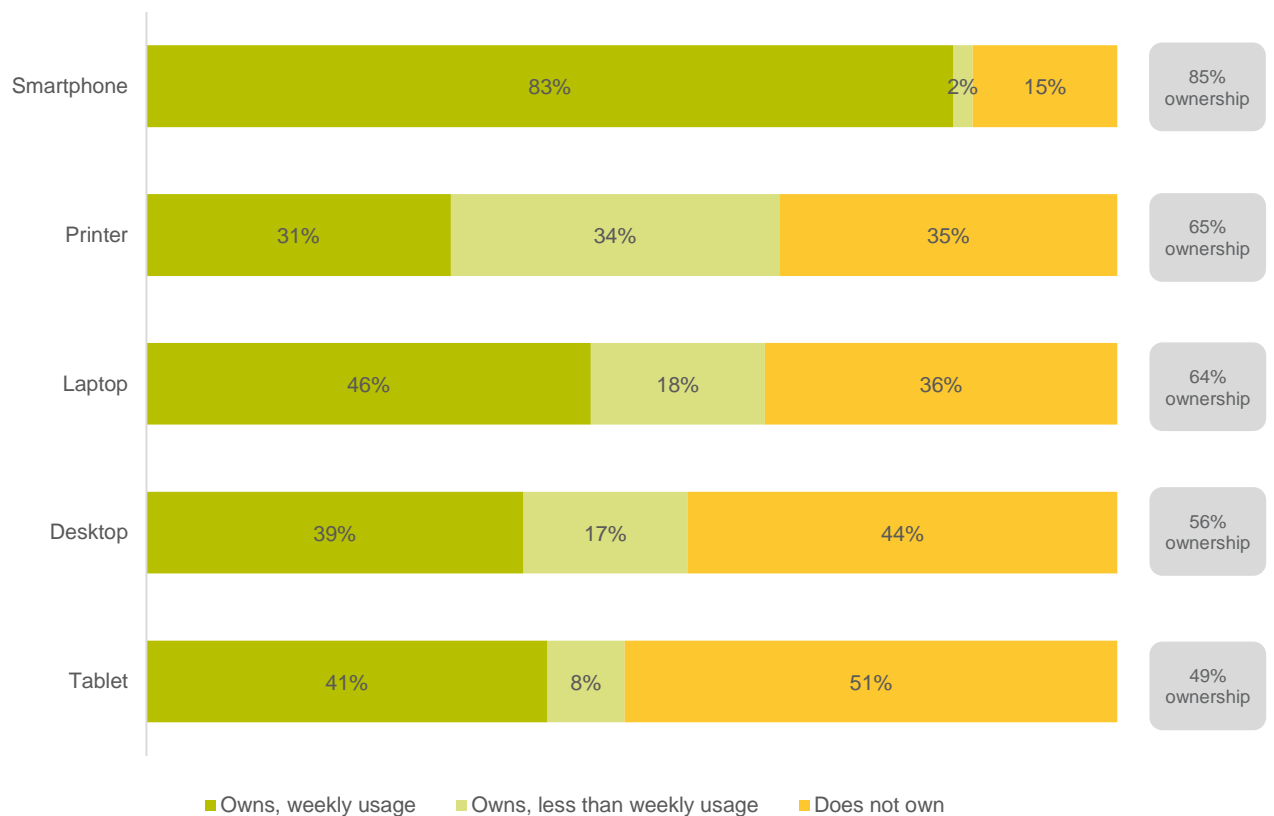
9.1. Device ownership and usage

In terms of electronic communication: nearly all Workers own a smartphone (85%) and use it weekly or more often (83%). A lower proportion own a laptop and use the device weekly (64% own, 46% weekly usage). A similar proportion own and use a desktop at least weekly (56%, 39%). Just under half own a tablet and use it weekly or more often (49%, 41%).

Two thirds (65%) of Workers own a printer.

Overall, 87% of Workers own either a desktop, and/or a laptop, and/or a tablet.

 **Figure 19: Device ownership and usage**



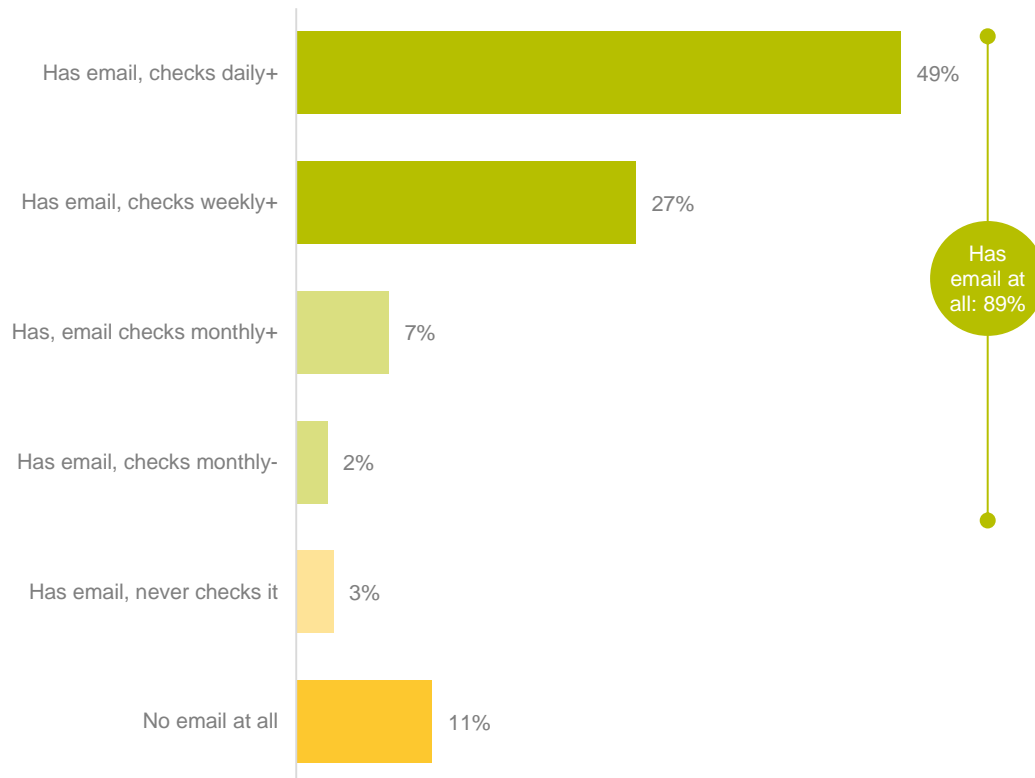
Which of the following things do you own? ... How often do you use the <DEVICE>?
Base: All Workers (n=201)

9.2. Email ownership and usage

Nine in ten Workers have an email address (89%). However, a small proportion have an email address, though never check it (3%), resulting in 86% of Workers who both have email and use it.

Half of Workers check their email at least daily (49%). The remainder check weekly or more often (27%), a few times a month (7%) or less often than monthly (2%).

 **Figure 20: Email ownership and usage**



Q51a Which of the following things do you own? RO, MR

Q51b How often do you use the <ITEM FROM Q51a>?

Base: All Workers (n=201)

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