



# Accident Compensation Conciliation Service.

*Client Satisfaction Survey 2017-18.*

Final  
Report

Prepared for: Tony Mastroianni, Chief Financial Officer

CB Contacts: David Spicer, Research Director & Matthew Hutton, Project Manager

Phone: (03) 8640 5200

Email Addresses: David.Spicer@colmarbrunton.com & Matthew.Hutton@colmarbrunton.com

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# 1. In summary

## Overall

- Satisfaction with ACCS' is high among its clients, with its key performance indicators remaining stable compared to previous waves of surveying. Overall satisfaction with ACCS' services has remained stable since the last wave of surveying (84% in the last survey, 81% in the current survey).
- Perceived value recovered from a dip of 85% in the last survey, to 89% in the current wave.
- The Client Service Index remained stable this wave at 85%, compared to 84% in the previous wave.

## Before the conference

- While smaller proportions of ACCS' clients communicate with ACCS before conference, those that do are highly satisfied with these communications. One-quarter of clients phoned ACCS prior to the conference (23%), and one-fifth contacted the service via email (20% respectively). Employers were substantially less likely to have made any contact with ACCS compared to other client types. While Workers were more likely to communicate prior to conference compared to other client types.
- Overall satisfaction with communications prior to the conference was high, with eight in ten (82%) of all clients being either satisfied or very satisfied with ACCS' communication before the conference.
- More than four-fifths of all clients were satisfied with the communications' relevance, and the provision of contact details (85% and 83% respectively).
- Agents were more satisfied with communications from ACCS compared with other client types (96% compared with 82% of all clients).
- Only one in three Workers visited the ACCS website before the conference (29%). Of these, nine in ten were satisfied with the site overall (90%).
- Most clients felt prepared before entering the conference (77%), however significantly fewer workers felt prepared (67%).

## During the conference

- Satisfaction is also high for a majority of clients in relation to the various stages of the conference; this includes the processes at ACCS as well as the role of staff.
- The introduction stage was satisfactory or very satisfactory for almost all clients (94%), while eight in ten were satisfied with the joint discussion (79%). Most clients were satisfied with the private discussion, explanation of next steps and summary of conference stages (85%, 82% and 71% respectively).

- Overall, seven in ten (73%) clients were satisfied with the conference. The areas of greatest satisfaction relate to being given time to prepare (91%), details of next steps (89%) and the conference being well structured (87%).
- The area of least satisfaction across all client types related to everyone at the conference having the information they needed (73%).
- Most clients were satisfied overall with the Conciliation Officer (CO) (90%). They were most satisfied with the way they explained their role and their politeness and professionalism (97% and 94%). A majority of clients also believed that the CO had access to all the necessary information (80%).

## After the conference

- A majority of all ACCS clients are satisfied post conference, while fewer may express satisfaction with the specific outcome they receive, satisfaction with the post-conference processes are high. Three quarters of all clients recalled receiving the Outcome Certificate (73%), and eight in ten of these clients were satisfied with the Outcome Certificate overall (86%).
  - Similar to previous waves, 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 (69% and 79% respectively).
- Three quarters of all clients felt that their expectations of conciliation had been met or exceeded (75%). However, Workers were least likely to feel that their expectations were met (63%), whereas Agents were most likely (92%).
- Six in ten of all clients were satisfied with the outcome of the conference (63%). Workers were least satisfied with their outcome (54%), Agents were most satisfied (76%).

## Workers and technology

- Most workers own and use the technology required to interact with ACCS using digital technology. Nearly nine in ten Workers own a smartphone (84%, a similar proportion owns a desktop, and/or a laptop, and/or a tablet (87%). Two thirds (66%) of Workers own a printer.
- Almost all Workers have an email address (81%). However, a small proportion has an email address which is never checked (3%). Therefore 81% of Workers have an email and use it. Two thirds of all Workers check their email at least daily (66%), while the remainder check weekly or more often (11%). Less check it a few times a month (1%), or less than monthly (3%).

# 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

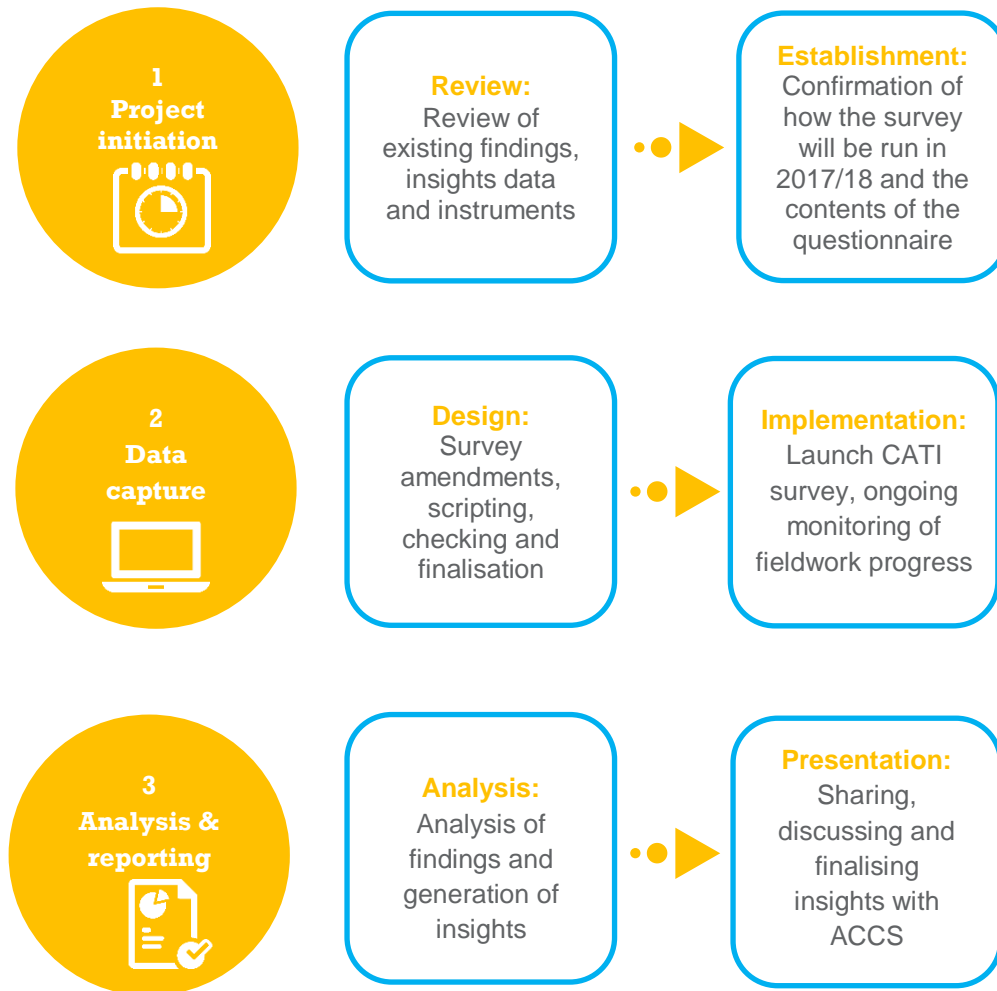
ACCS' client group comprises of Workers, their Employers, and Agents who represent Insurers. This research provides an evaluation of these clients' perceptions and experiences of ACCS' dispute resolution processes. Key outputs from the research include:

- 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 consolidation process within the last five months. The sample comprised of n=200 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=450. ACCS provided the sample list to Colmar Brunton, who contacted potential survey respondents via telephone. The first wave of fieldwork was conducted between November 2017 and fieldwork for wave two was conducted between March and April 2018.



# 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=450 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	450	$\pm 4.6\%$	45.4% - 54.6%
Workers	200	$\pm 6.9\%$	43.1% - 56.9%
Employers	200	$\pm 6.9\%$	43.1% - 56.9%
Agents	50	$\pm 13.9\%$	36.1% - 63.9%

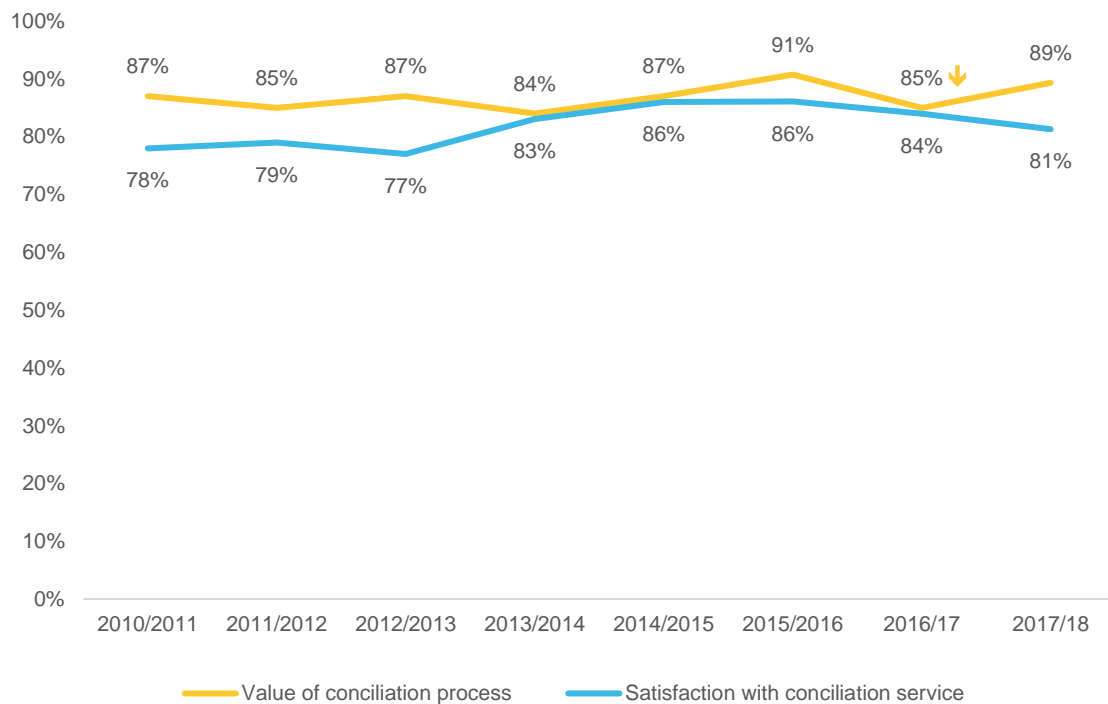
Tests for statistical significance were conducted by comparing subgroups of interest. In tables and graphs, the figures with an upwards arrow (↑) represent a proportion that is significantly higher than the comparison group(s). Conversely, figures with a downwards arrow (↓) represent a proportion that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

# 5. Overall findings, 2017/18

## 5.1. Overarching KPIs

Overall satisfaction with ACCS' services remained stable in 2017/18. Perceived value of conciliation is 89%, while satisfaction is at 81%. These results indicate that perceptions of service quality have stabilised following a period of change.

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



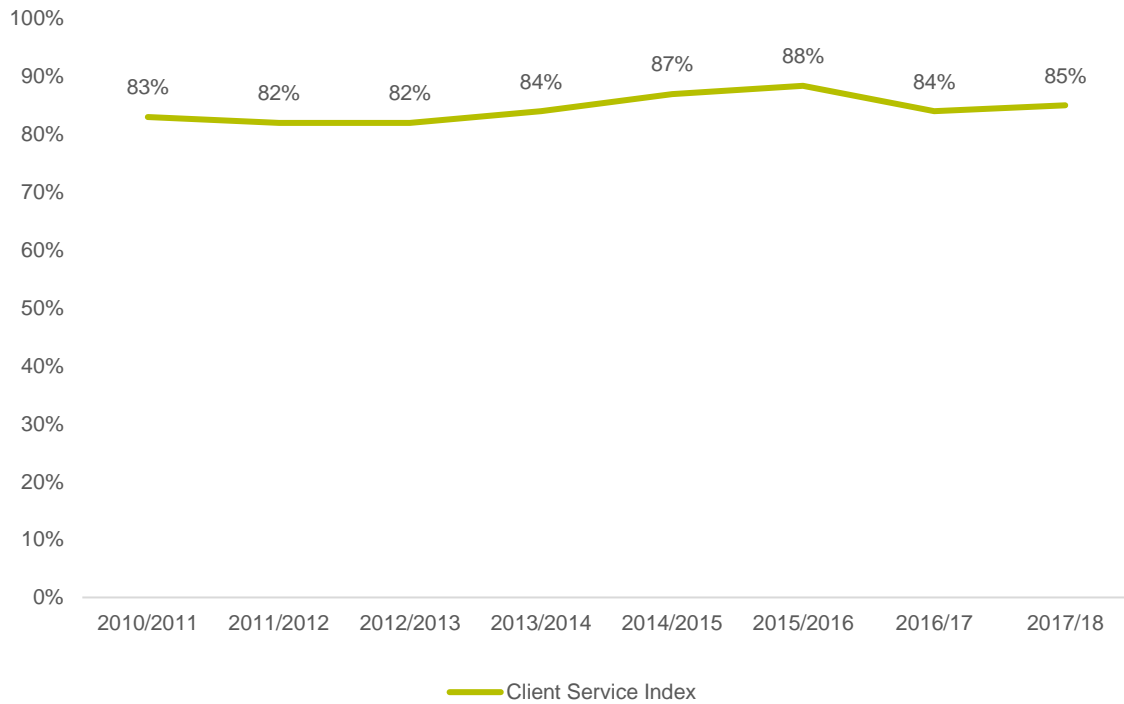
Weighing up your entire conciliation experience and regardless of the outcome, do you agree or disagree that conciliation is a valuable process? Top 2 Box Agreement charted

Weighing up your entire conciliation experience and regardless of the outcome, how would you rate the service you received? Top 2 Box Agreement charted. Base (2017/18): All respondents (n=450),

↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

ACCS' Client Service Index has remained stable for 2017/18 at 85%.

**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 (2017/18): All respondents (n=450)

Agents were more satisfied, see more value in the conciliation process and have a higher Client Service Rating Index compared with Workers and Employers.

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

	Total (n=450) 	Workers (n=200) 	Employers (n=200) 	Agents (n=50) 
Value of conciliation process	89%	87%	90%	96% 
Satisfaction with conciliation service	81%	82%	78%	92% 
Client Service Rating Index	85%	85%	84%	94% 

 /  Indicates statistically significantly higher / lower difference at 95% confidence.

## 6. Driver analysis

A driver analysis is used to understand how a suite of dimensions/attributes impact a particular target measure. In this study, this analysis was run for both value and the service rating of conciliation.

The analysis measures the degree to which the suite of attributes 'drive' or influence the particular target measure, such as overall satisfaction, it is evaluated using standard regression analysis. To this end, attributes which explain the most variance in the outcome variable can be identified.

## 6.1. Value of conciliation

The aim of this driver analysis was to identify the specific factors that ‘drive’ perceptions of 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:** being listened to is the primary driver of value, followed by having an opportunity to put their point of view forward.
- **Employers:** analysis shows that the conference process being fair to all parties is the largest driver of value.

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**



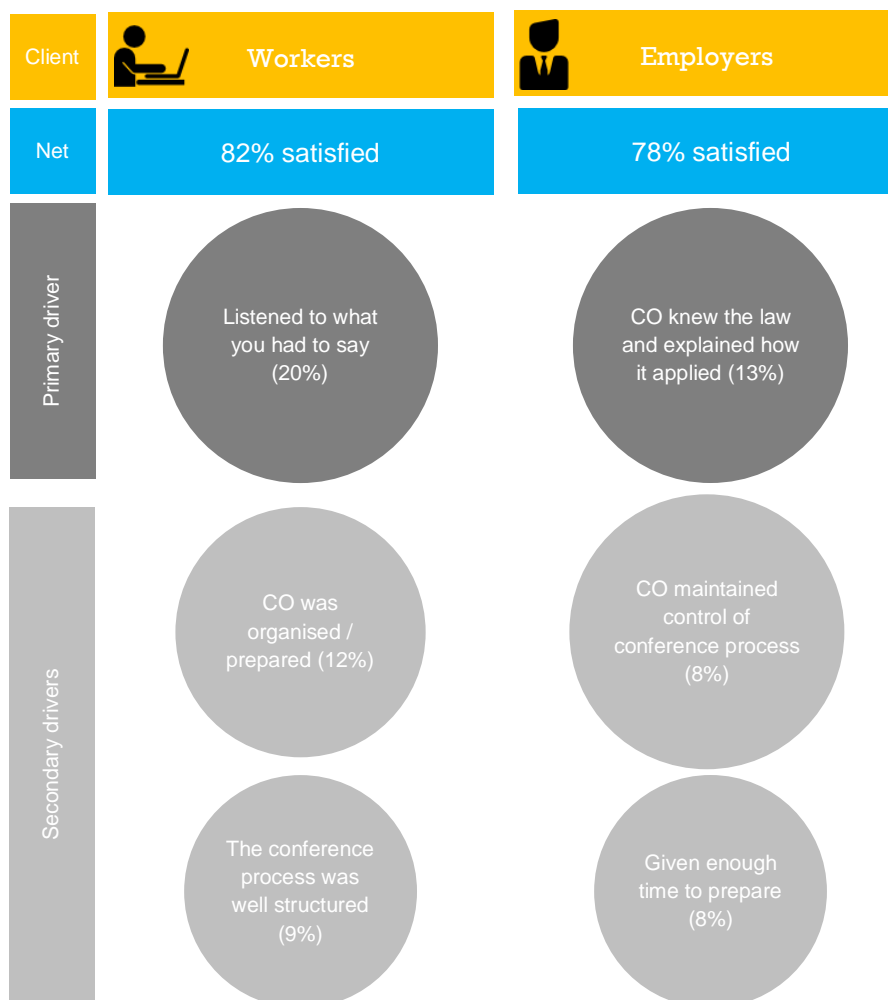
## 6.2. Rating of conciliation service

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:** similar to value, the primary driver of service rating was being listened to, followed by the CO being organised and prepared.
- **Employers:** the CO knowing the law and how it applied was the primary driver for Employers satisfaction, followed by the CO having control of the conference process.

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

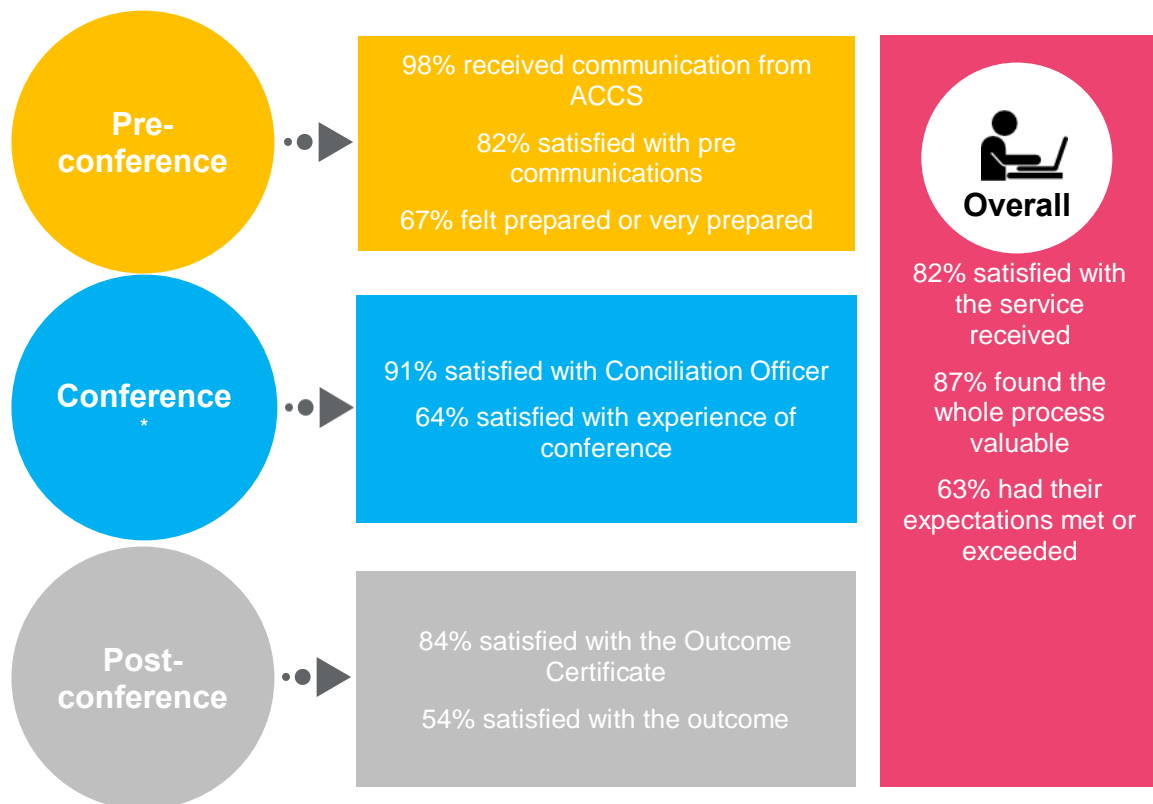
## 7.1. Workers

Nearly all Workers recalled receiving communication from ACCS before the conference (98%), and eight in ten were satisfied with these communications (82%). Two thirds felt prepared on the day of the conference (67%), the lowest of all client groups. Nearly all Workers were satisfied with the conduct of the Conciliation Officer (91%). However, fewer were satisfied with their overall experience of conference (64%).

After the conference, three quarters were satisfied with the Outcome Certificate (84%), though only half were satisfied with the actual outcome of the conference (54%).

Eight in ten Workers were satisfied with ACCS' services overall (82%). Eight in ten perceived conciliation to be a valuable process (87%). However, only six in ten stated that ACCS had met or exceeded their expectations (63%).

Figure 6: Snapshot of Client journey - Workers



Base: all workers (n=200),

\*Workers who attended conference (n=152).

## 7.2. Employers

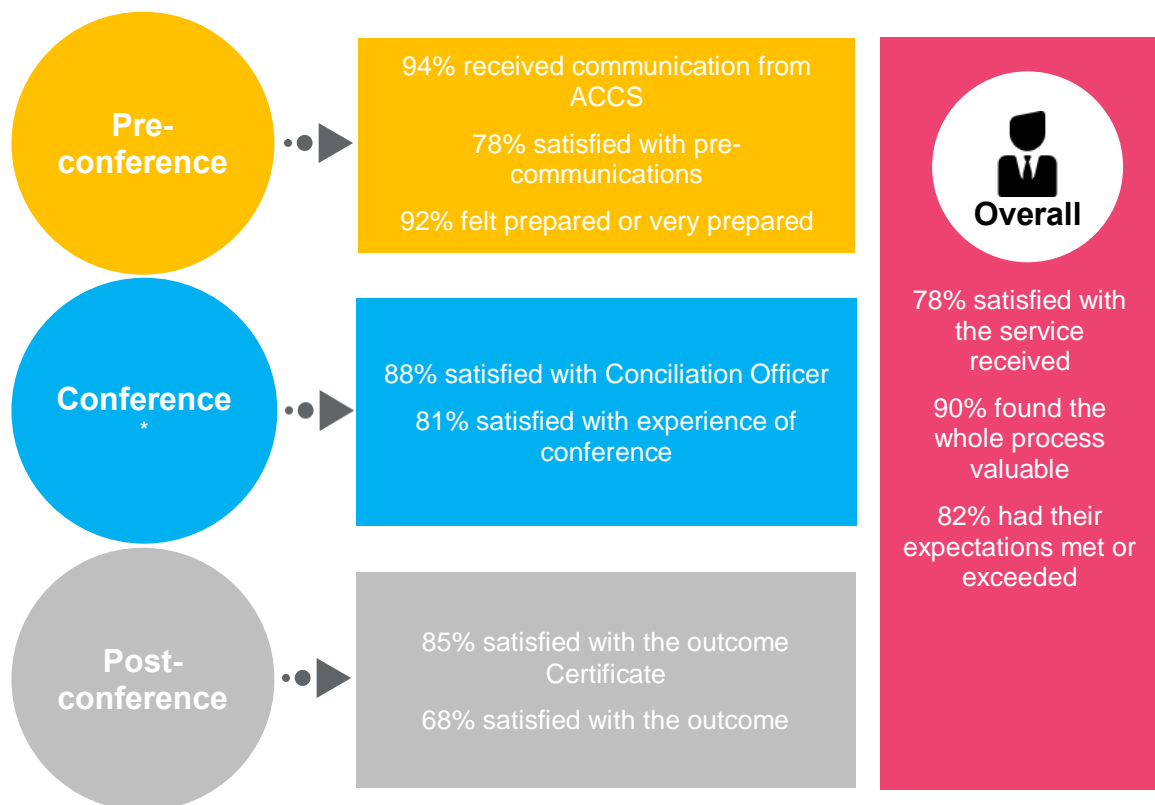
Almost all Employers recalled receiving communication from ACCS pre-conference (94%). Eight in ten of these Employers were satisfied with this communication (78%), and a nine in ten felt prepared for the conference (92%).

Nine in ten Employers were satisfied with the services of the Conciliation Officer (88%) and eight in ten were satisfied with the conference process (81%).

After the conference, nearly nine in ten Employers were satisfied with the Outcome Certificate (85%), though only seven in ten were satisfied with the outcome itself (68%).

Eight in ten Employers were satisfied with ACCS' services overall (78%) and a higher proportion perceived conciliation to be a valuable process (90%). Again, eight in ten reported that ACCS had exceeded their expectations (82%), higher than that of Workers.

**Figure 7: Snapshot of Client journey – Employers**



Base: all employers (n=200)

\*Employers who attended conference (n=52).

## 7.3. Agents

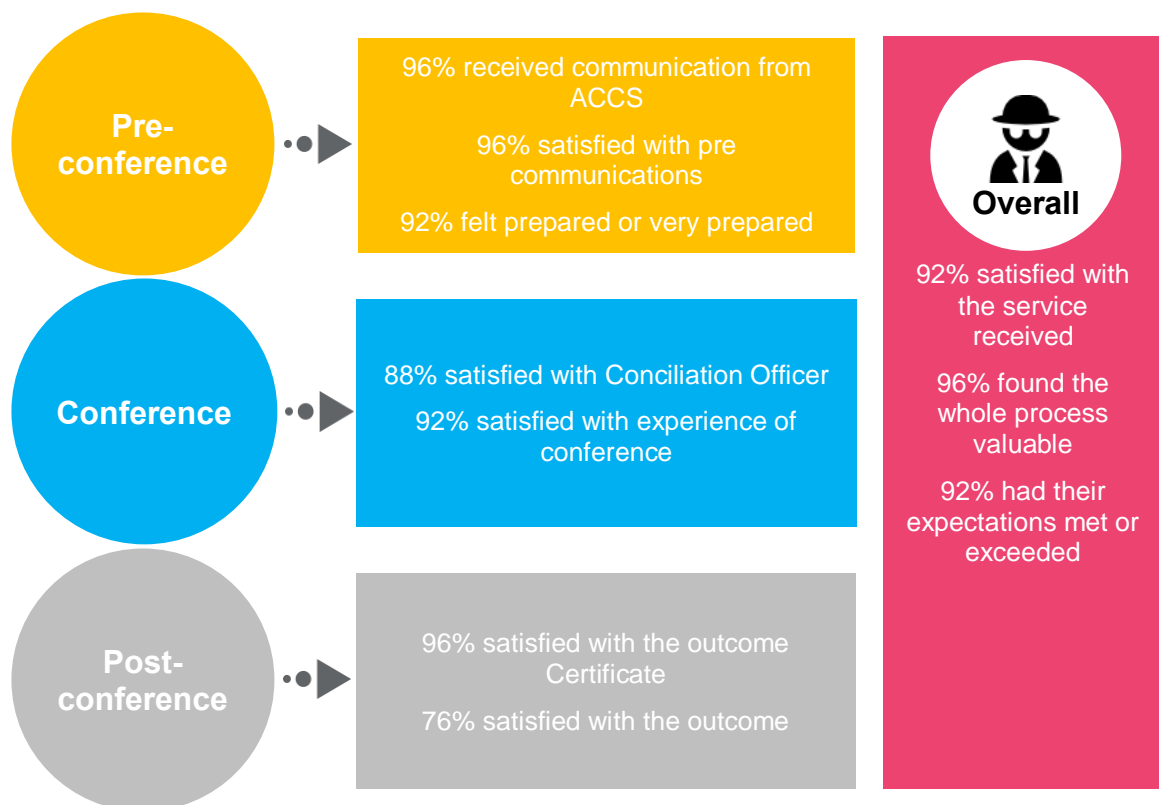
Almost all Agents recalled receiving information from ACCS before the conference (96%). Over nine in ten were satisfied with these communications (96%), and the same proportion felt prepared for the conference (92%).

Nine in ten Agents were satisfied with the Conciliation Officer and with the conference process overall (88% and 92% respectively).

After the conference, nearly all Agents were satisfied with the Outcome Certificate (96%) and over seven in ten were satisfied with the outcome of the conference itself (76%).

Almost all Agents were satisfied with ACCS' services overall (92%) and believed that conciliation is a valuable process (96%). ACCS exceeded the expectations of 92% of Agents.

**Figure 8: Snapshot of Client journey - Agents**



Base: all agents (n=50)

# 8. Conference process

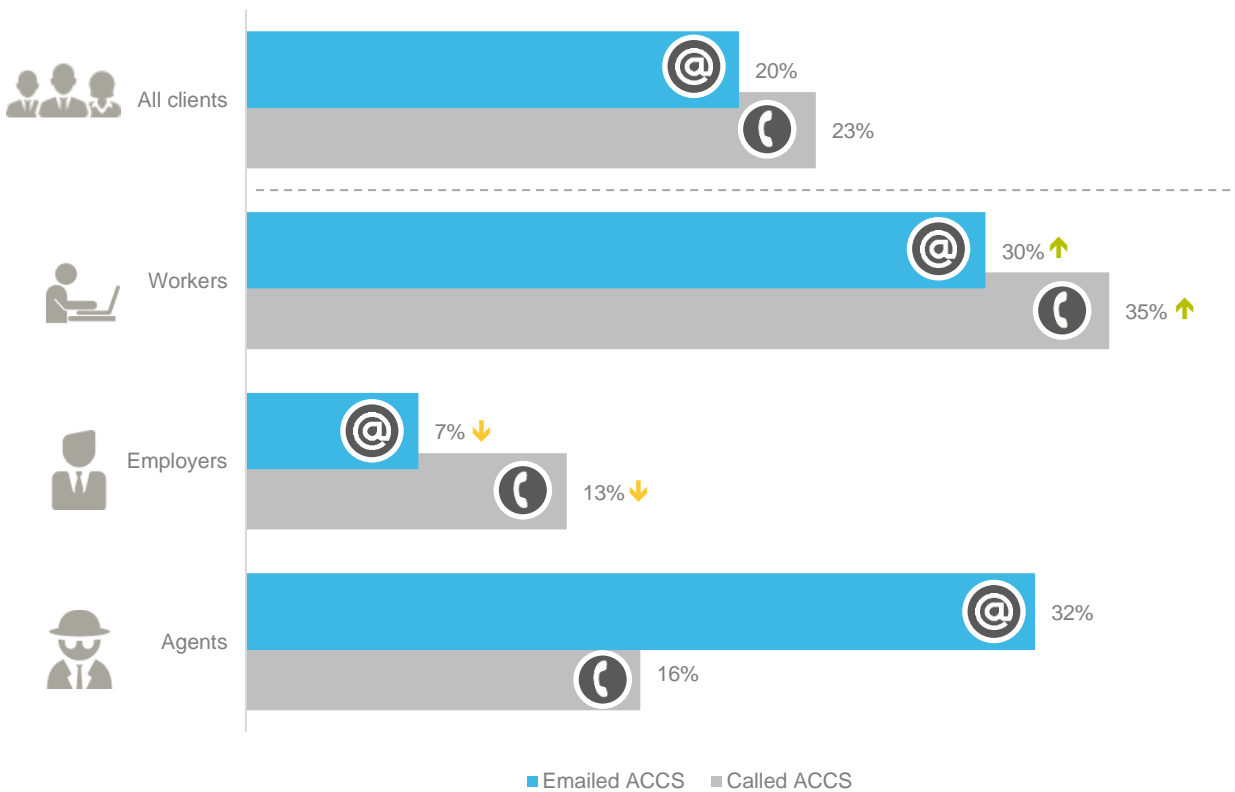
## 8.1. Before the conference

### Made contact before conference

Relatively few clients make contact with ACCS prior to conference. One-quarter of all clients phoned the ACCS prior to the conference, and one-fifth contacted them via email (23% and 20% 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 a smaller proportion contacted ACCS by email (35% and 30% respectively);
- Employers were the least likely to have made any contact with ACCS, one in eight phoned ACCS and one in twelve emailed (13% and 7% respectively);
- One third of Agents had contacted the ACCS by email and one in six by phone prior to the conference (32% and 16%).

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=200 Workers, n=200 Employers, n=50 Agents)

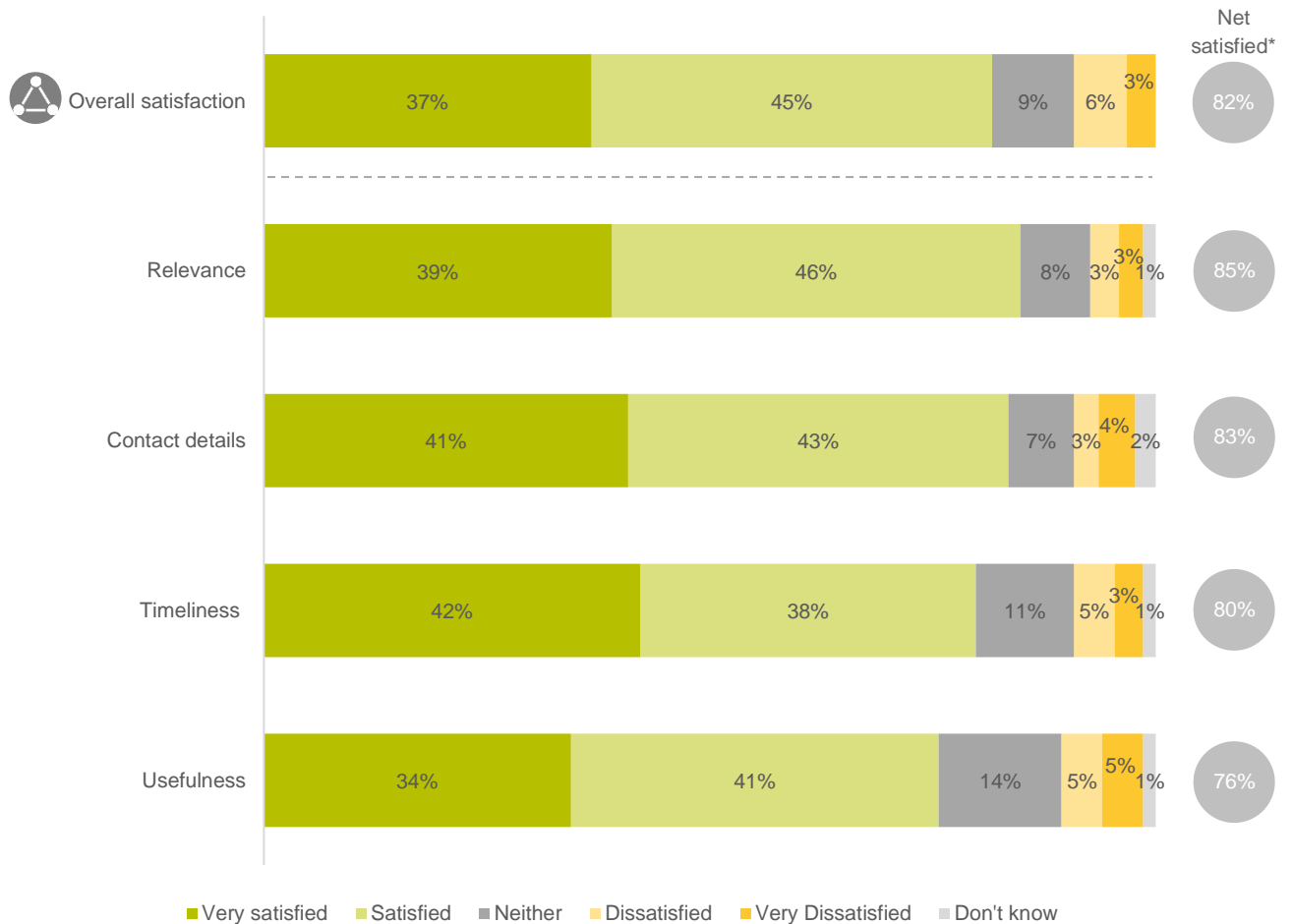
↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

## Quality of communications

Overall satisfaction with communications prior to the conference was high, with 82% of all clients being either satisfied or very satisfied with ACCS' communication before the conference.

More than four-fifths were satisfied with the communications' relevance, provision of contact details and timeliness (85%, 83% 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=436)

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



Agents were more satisfied with ACCS' communications overall (96%), as well as the individual elements. However, Employers were significantly less likely to state they found preconference communications from ACCS to be useful (68%).

**Table 3: Quality of communications (comparison)**

	Total (n=436) 	Workers (n=200) 	Employers (n=188) 	Agents (n=48) 
 Overall satisfaction	82%	82%	78%	96% 
Relevance	85%	84%	83%	96% 
Contact details	83%	86%	78%	96% 
Timeliness	80%	80%	76%	96% 
Usefulness	76%	79%	68% 	92% 

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 ...

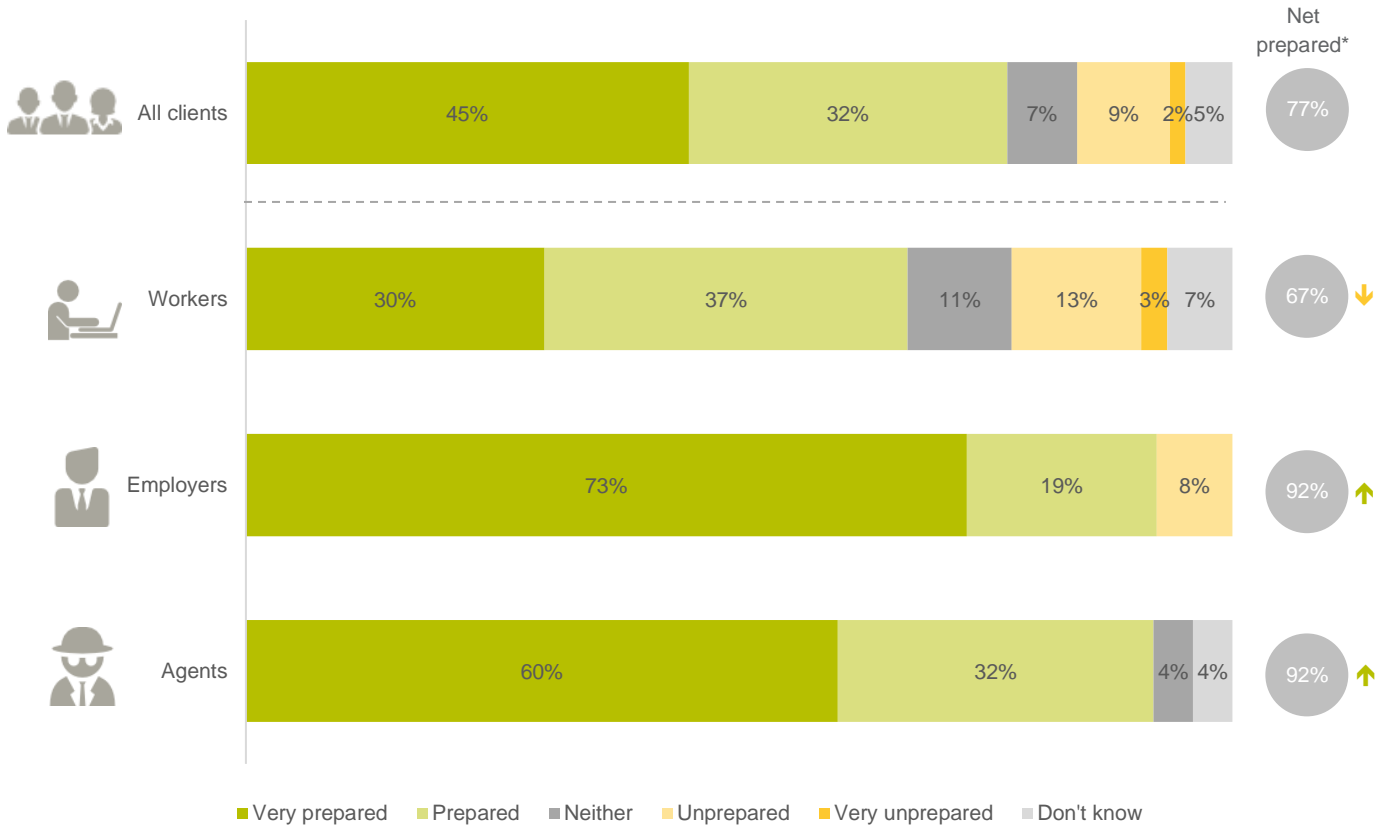
Base: Received communications from ACCS prior to conference

 /  Indicates statistically significantly higher / lower difference at 95% confidence.

## Feeling prepared

Three in four clients felt prepared before entering the conference (77%). Workers were significantly less likely to feel prepared for conference, with two in three feeling prepared (67%). Both Employers and Agents were significantly more likely to feel prepared when going to conference (92% each).

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=254); Workers (n=152); Employers (n=52); Agents (n=50)

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










↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

## Materials received from ACCS

The majority of clients received notification of the date and time of the conference (96%); this was the most common form of communication across client type.

Up to three in ten of all clients also received either an email (31%) or a phone call (28%) from ACCS prior to their conference. Communication by email and phone was most common for Workers (51% each), and significantly less common for Employers (11% and 10% respectively).

**Table 4: Communication received from ACCS**

	Total (n=450) 	Workers (n=200) 	Employers (n=200) 	Agents (n=50) 
Notification of the date/time of the conference	96%	98%	94%	96%
A phone call from ACCS	28%	51% 	10% 	4% 
An email from ACCS	31%	51% 	11% 	32%
None of these	3%	0%	6%	4%

Base: Received communications from ACCS prior to conference

 /  Indicates statistically significantly higher / lower difference at 95% confidence.

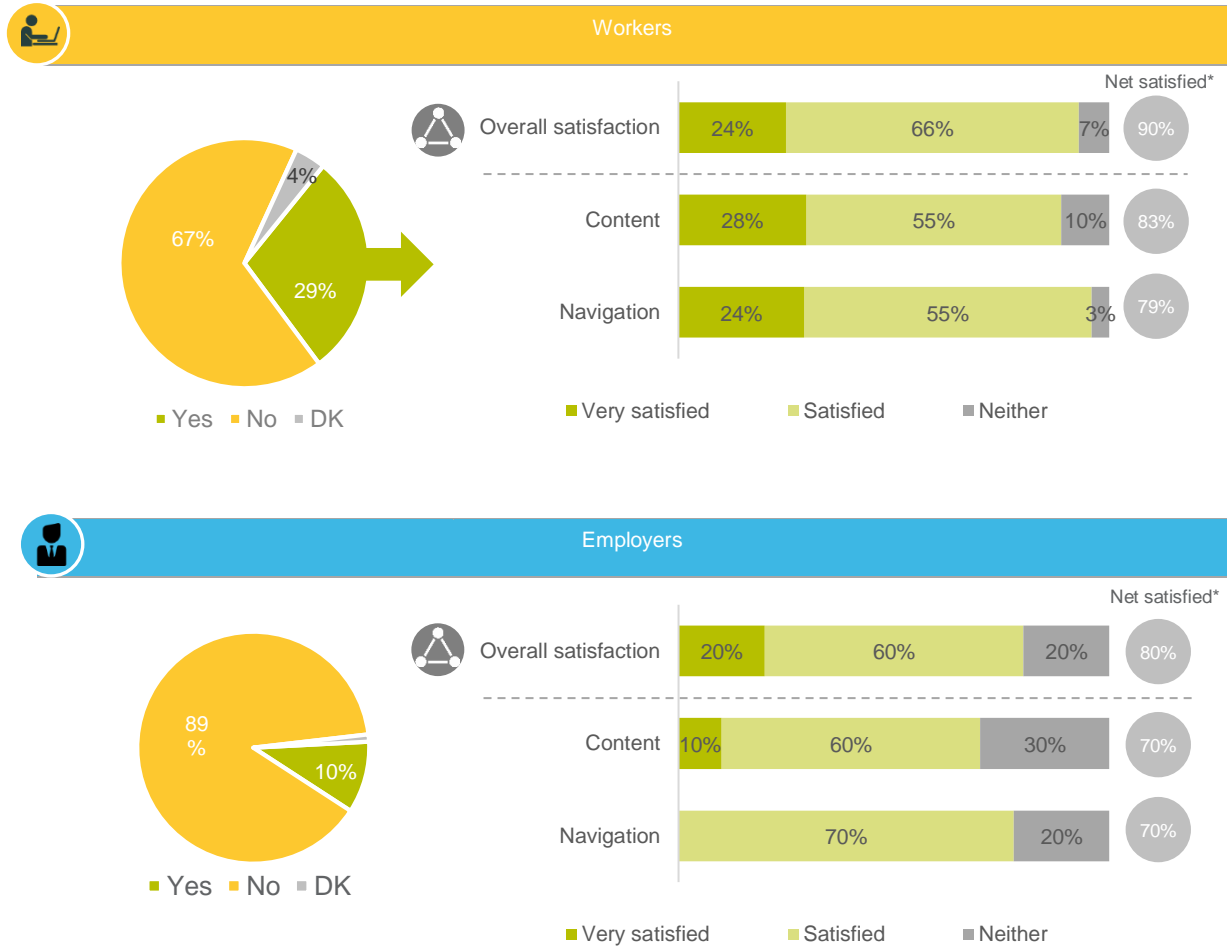


## 8.2. Usage and perceptions of ACCS website

Three in ten Workers visited the ACCS website before the conference (29%). Of these, over nine in ten were satisfied with the site overall (90%). Similar proportions were satisfied with both the content and the navigation of the website (83%, 79% respectively).

One in ten Employers visited the ACCS website pre-conference (10%), with four in five satisfied with the overall experience of using the website (80%).

**Table 5: Experience of ACCS website**



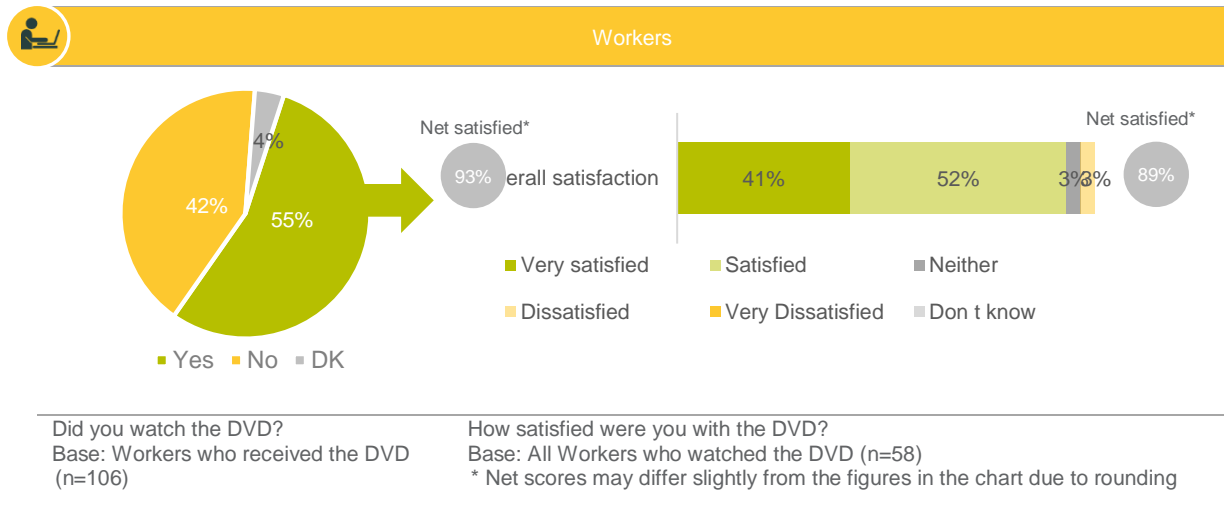
Did you access the ACCS website at any stage?  
Base: All Workers (n=200), Employers (n=200)

How satisfied were you with...  
Base: Workers who accessed ACCS website (n=58)  
Base: Employers who accessed ACCS website (n=20)  
\* Net scores may differ slightly from the figures in the chart due to rounding

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

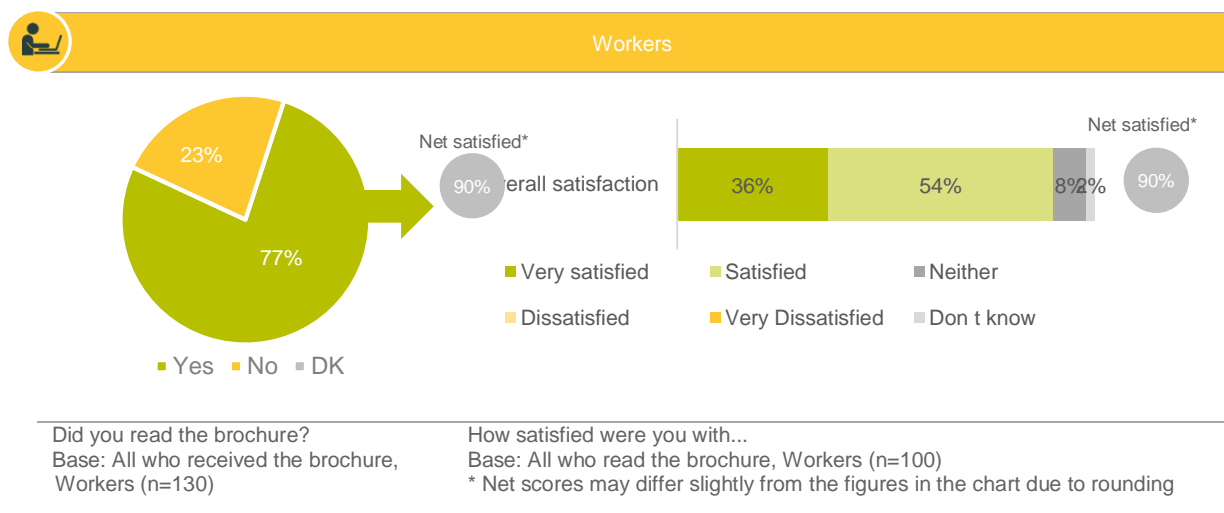
Three in five Workers (53%) received the ‘Going to Conference’ DVD, of these Workers one half reported watching the DVD before attending the conference (55%). The majority of these workers were satisfied with the DVD overall (93%), only a very small proportion expressed a level of dissatisfaction (3%).

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



Two thirds of workers recall they received the ‘Going to Conference’ brochure from ACCS (65%). Of those who recall receiving the brochure, three quarters read it before the conference (77%). Nine in ten were satisfied with the brochure overall (90%).

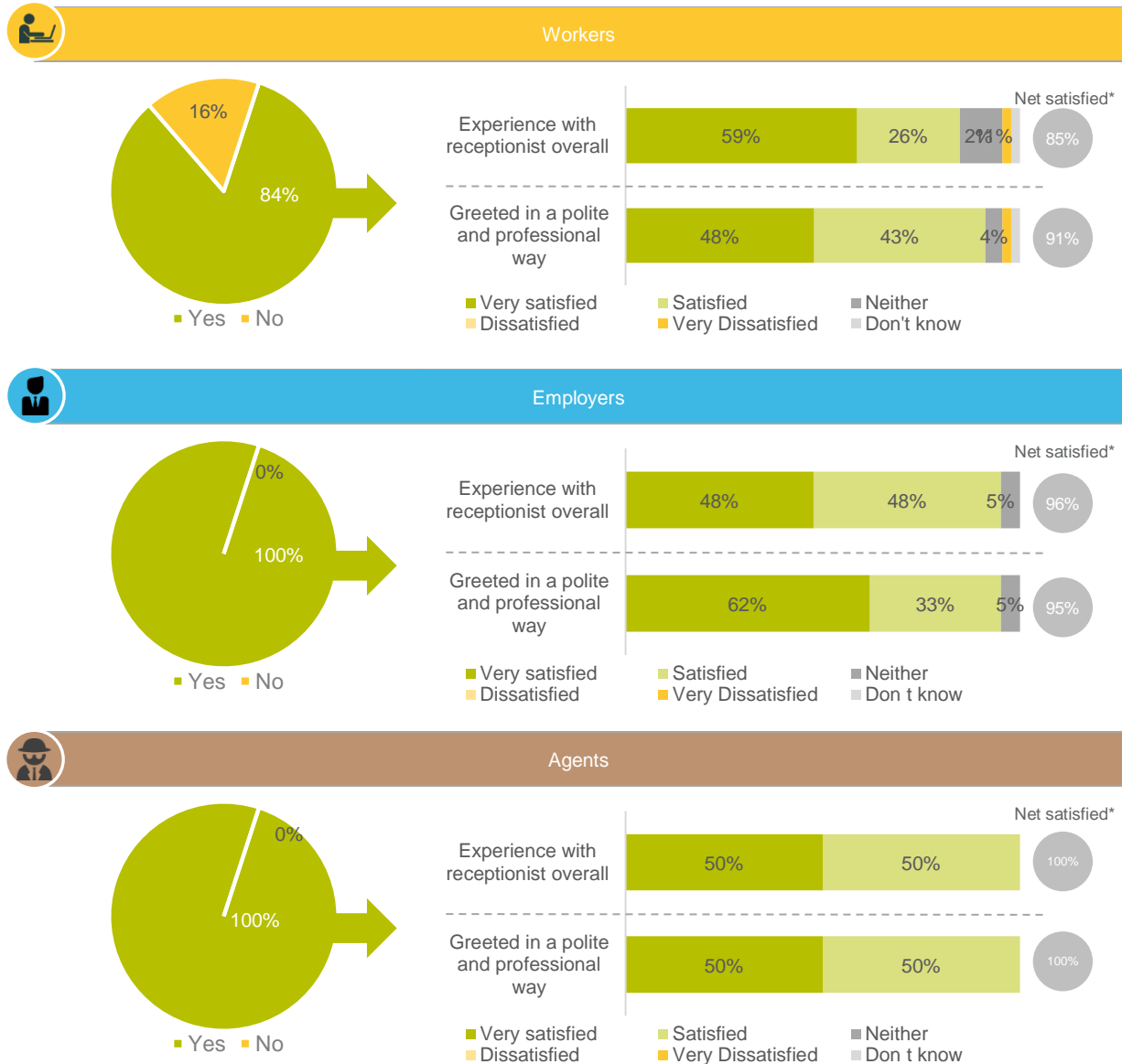
**Table 7: Experience with the ‘Going to Conference’ brochure**



## 8.4. Experience with reception at conference

The majority of clients recall speaking with a receptionist or staff member on arrival at conference (84% of Workers, 100% of Employers and 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 91%, Employers 95% and Agents 100%). Likewise, the majority were satisfied with their experience with the staff member overall (Workers 85%, Employers 96% 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=110), Employers (n=42), Agents (n=44).

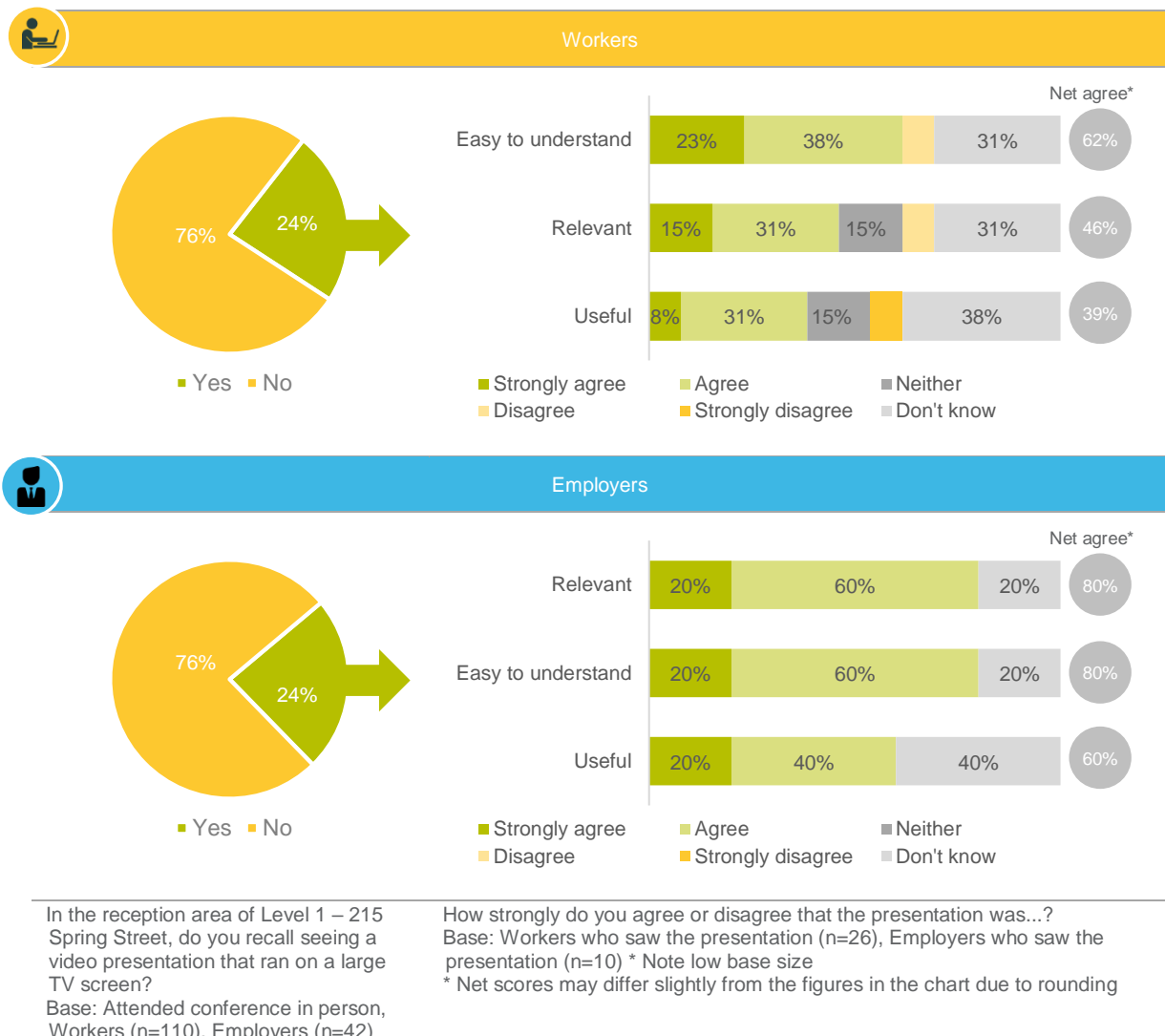
How satisfied were you with the receptionist/staff member in terms of...  
Base: All who interacted with the receptionist/staff member on arrival, Workers (n=92), Employers (n=42), Agents (n=44).  
\* Net scores may differ slightly from the figures in the chart due to rounding

## 8.5. Video presentation at reception

One quarter of Workers recalled seeing the video presentation in the reception area at ACCS (24%). The majority that did see the presentation found it to be easy to understand (62%), while smaller proportions agreed it was both relevant (46%) and useful (39%).

The same proportion of Employers also saw the presentation (24%), four in five considered it both relevant and easy to understand (80% each). A smaller proportion felt it was useful (60%). However, due to the low base size of Employers who have seen the video presentation (n=10), these findings are indicative only.

**Table 9: Experience of ACCS video presentation**



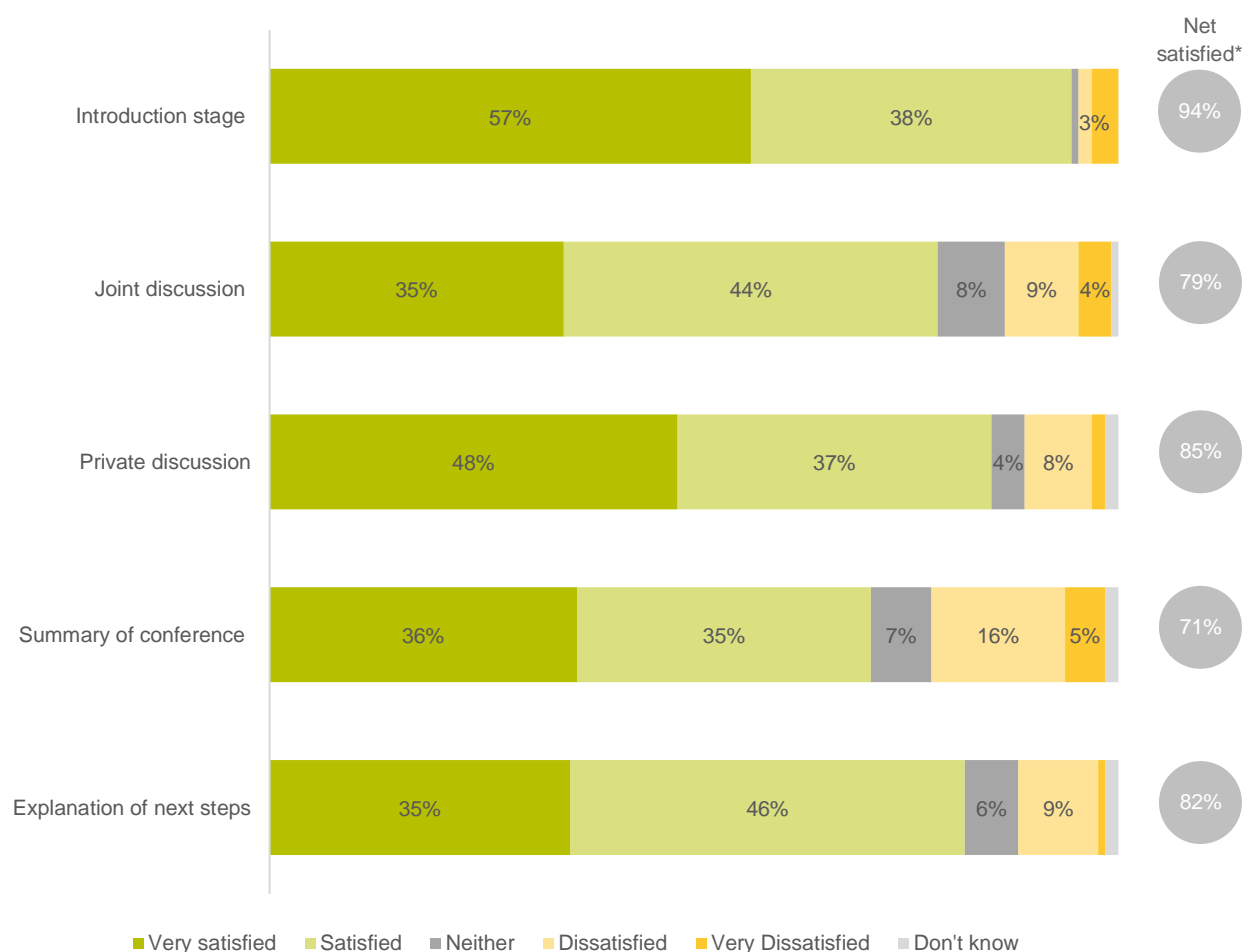
## 8.6. During the conference

### 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 (94%). Four in five clients were satisfied with the private discussion and explanation of the next steps (85% and 82% respectively).

Seven in ten clients were satisfied with the summary of conference (71%), the lowest of all stages.

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












How satisfied were you that...

Base: Attended conference (n=254)

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

Workers were less likely to be satisfied with the 'summary of conference' stage, with three in five stating they were satisfied (61%). Agents were more likely to be satisfied with a number of stages of the conference.

**Table 10: Satisfaction with stages of conference (comparison)**

	Total (n=254) 	Workers (n=152) 	Employers (n=52) 	Agents (n=50) 
Introduction stage	94%	93%	92%	100% 
Joint discussion	79%	71%	88%	92% 
Private discussion	85%	82%	88%	92%
Summary of conference	71%	61% 	81%	92% 
Explanation of next steps	82%	76%	85%	96% 

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

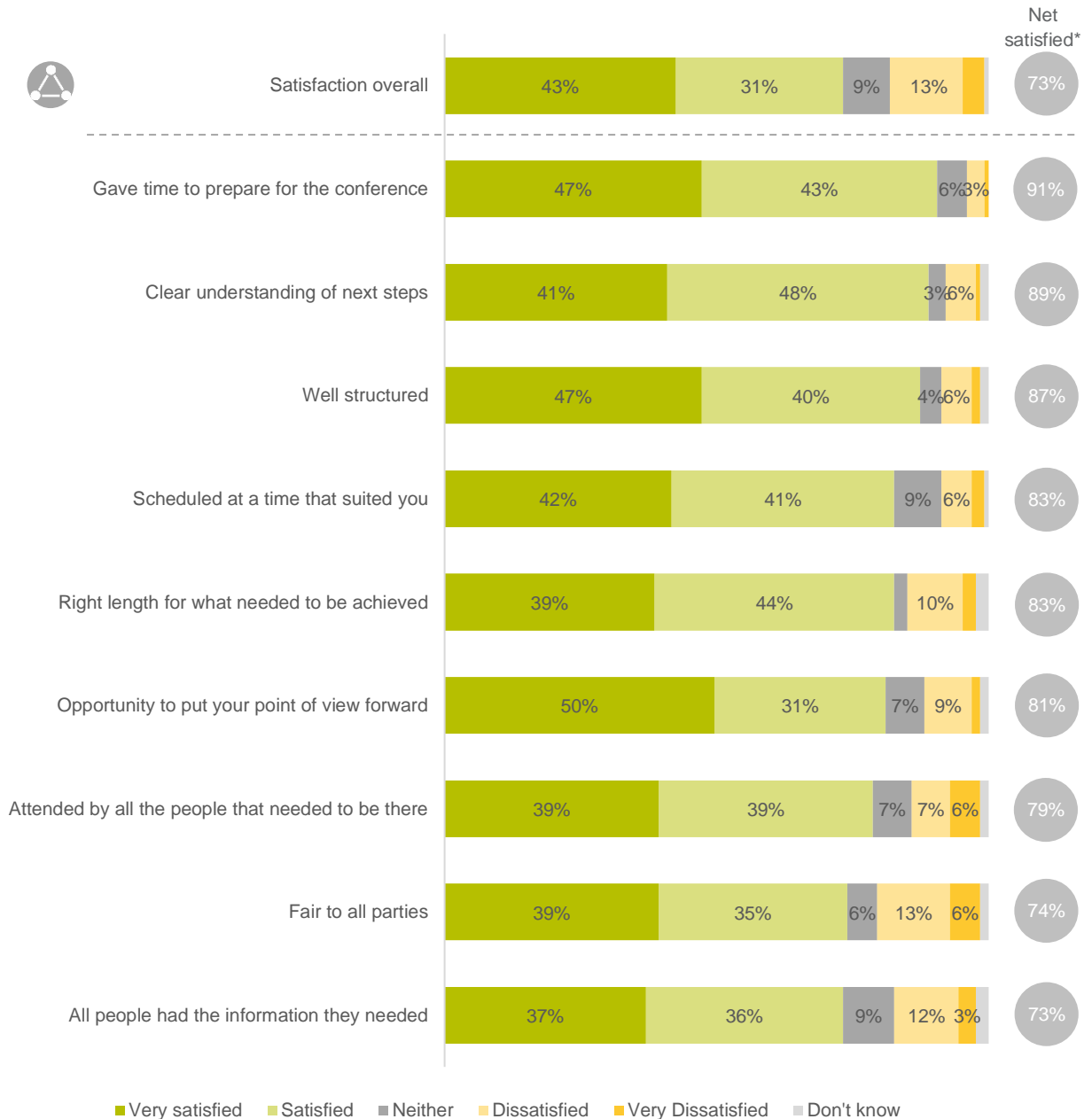
 /  Indicates statistically significantly higher / lower difference at 95% confidence.

## Satisfaction with the quality of the conference

Overall, 73% of all clients were satisfied with the conference. The areas of greatest satisfaction were being given time to prepare (91% satisfied or very satisfied), having a clear understanding of next steps (89%) and being well structured (87%).

The areas of least satisfaction across all clients related to the conference being fair to all parties (74%) and everyone having the needed information (73%).

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



















How satisfied were you that the conference...

Base: Attended conference (n=254);

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


Compared to all clients, Workers were less likely to be satisfied that all people had the information they needed (62%). However, this view was not shared by Employers or Agents, the majority of whom were satisfied (85% and 96% respectively).

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

	Total (n=254) 	Workers (n=152) 	Employers (n=52) 	Agents (n=50) 
 Satisfaction overall	73%	64%	81%	92% 
Gave time to prepare for the conference	91%	91%	85%	96%
Clear understanding of next steps	89%	83%	96% 	100% 
Well structured	87%	83%	96% 	92%
Scheduled at a time that suited you	83%	83%	73%	92% 
Right length for what needed to be achieved	83%	76%	88%	96% 
Opportunity to put your point of view forward	81%	76%	81%	96% 
Attended by all the people that needed to be there	79%	74%	88%	84%
Fair to all parties	74%	66%	81%	92% 
All people had the information they needed	73%	62% 	85% 	96% 

How satisfied were you that the conference....

Base: Attended conference

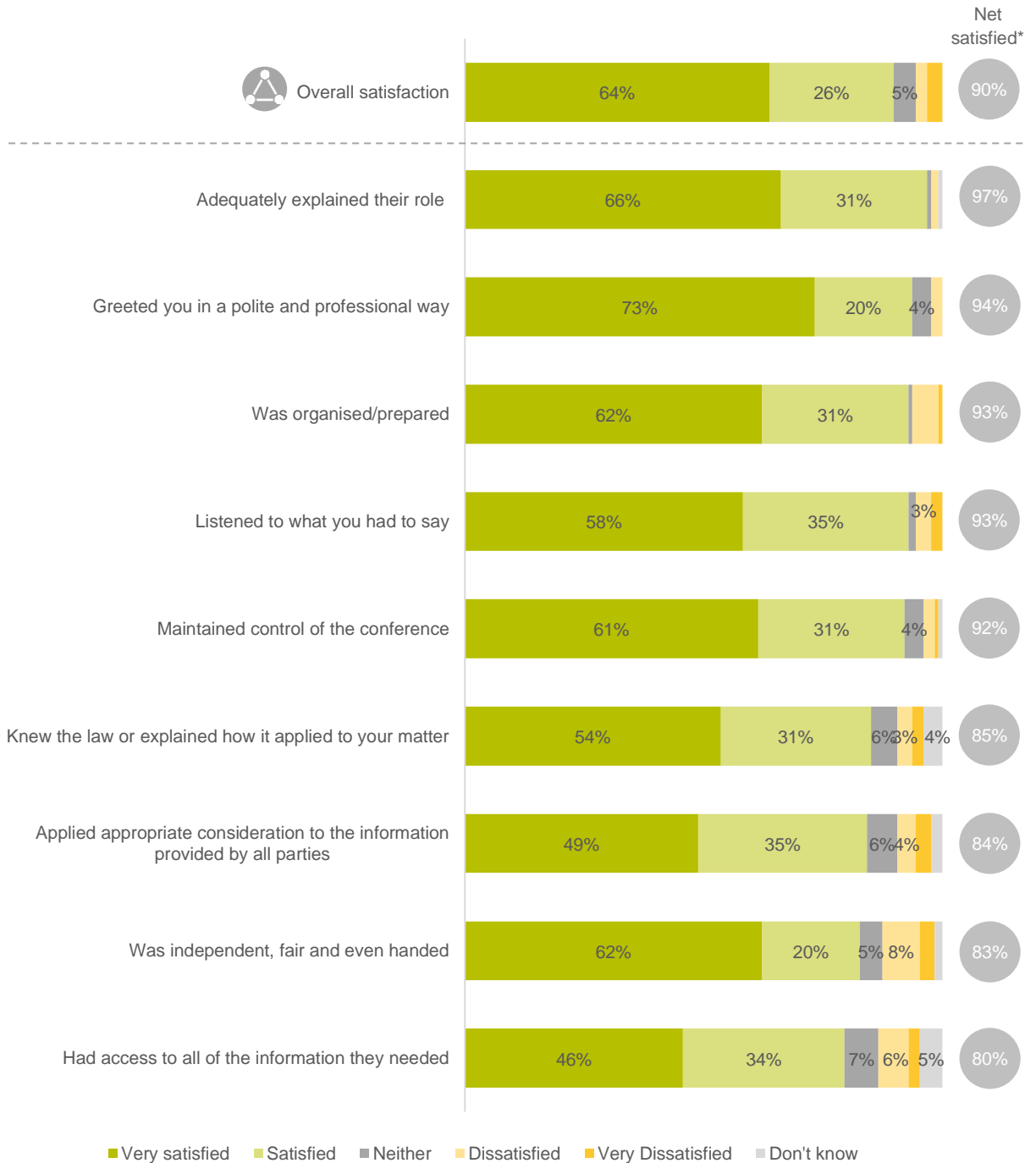
 /  Indicates statistically significantly higher / lower difference at 95% confidence.



## Satisfaction with Conciliation Officer

Most clients were satisfied overall with the Conciliation Office (CO) during the conference (90%). They felt most positively toward the way they explained their role, their politeness and professionalism, and how organised and prepared they were (97%, 94%, and 93% respectively). However, consistent with reports about the quality of the conference, fewer clients believed the CO had access to all the necessary information (80%), while still high satisfaction, consistently ranked last.

**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

Agents were significantly more likely to be satisfied that Conciliation Officer (CO) was able to adequately explain their role, be organised and prepared, apply appropriate consideration and have access to all the needed information (100% and 96%).

**Table 12: Satisfaction with CO (comparison)**

	Total (n=252) 	Workers (n=152) 	Employers (n=52) 	Agents (n=50) 
 Overall satisfaction	90%	91%	88%	88%
Adequately explained their role	97%	96%	96%	100% 
Greeted you in a polite and professional way	94%	95%	88%	96%
Listened to what you had to say	93%	93%	88%	96%
Was organised/prepared	93%	92%	88%	100% 
Maintained control of the conference	92%	92%	92%	92%
Knew the law or explained how it applied to your matter	85%	86%	85%	84%
Applied appropriate consideration to the information provided by all parties	84%	80%	85%	96% 
Was independent, fair and even handed	83%	82%	85%	84%
Had access to all of the information they needed	80%	78%	69%	96% 
The Conciliation Officer/Mediator was the person who ran the conference. How satisfied were you that the Conciliation Officer/Mediator ...				

Base: Attended conference

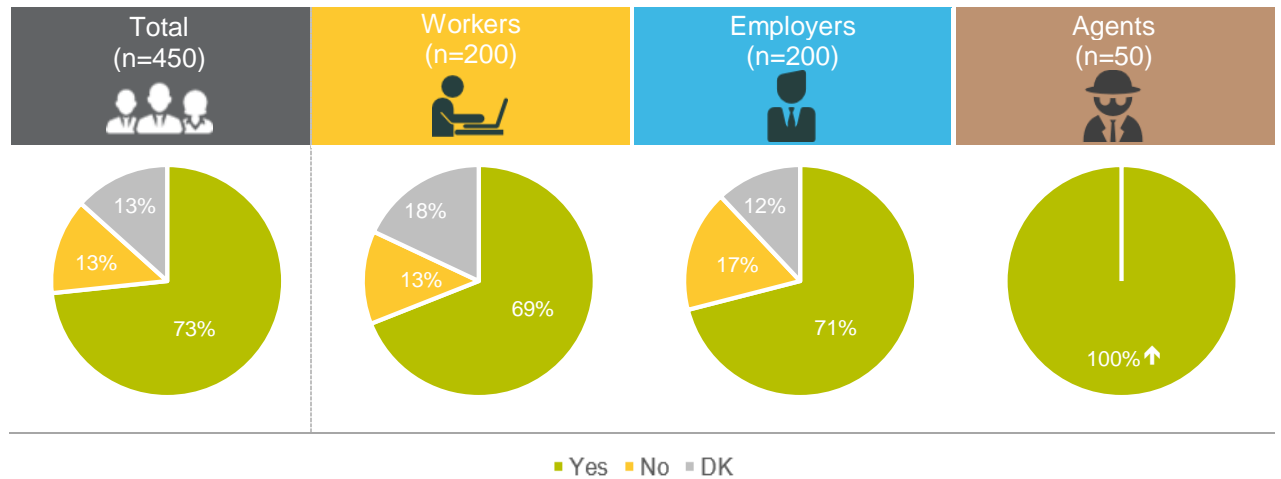
 /  Indicates statistically significantly higher / lower difference at 95% confidence.

## 8.7. After the conference

### Outcome certificate

Overall, three quarters of clients recalled receiving the Outcome Certificate (73%), with Agents significantly more likely to have recalled receiving the Outcome Certificate (100%).

**Figure 15: Received Outcome Certificate**



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

Base: All clients

↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

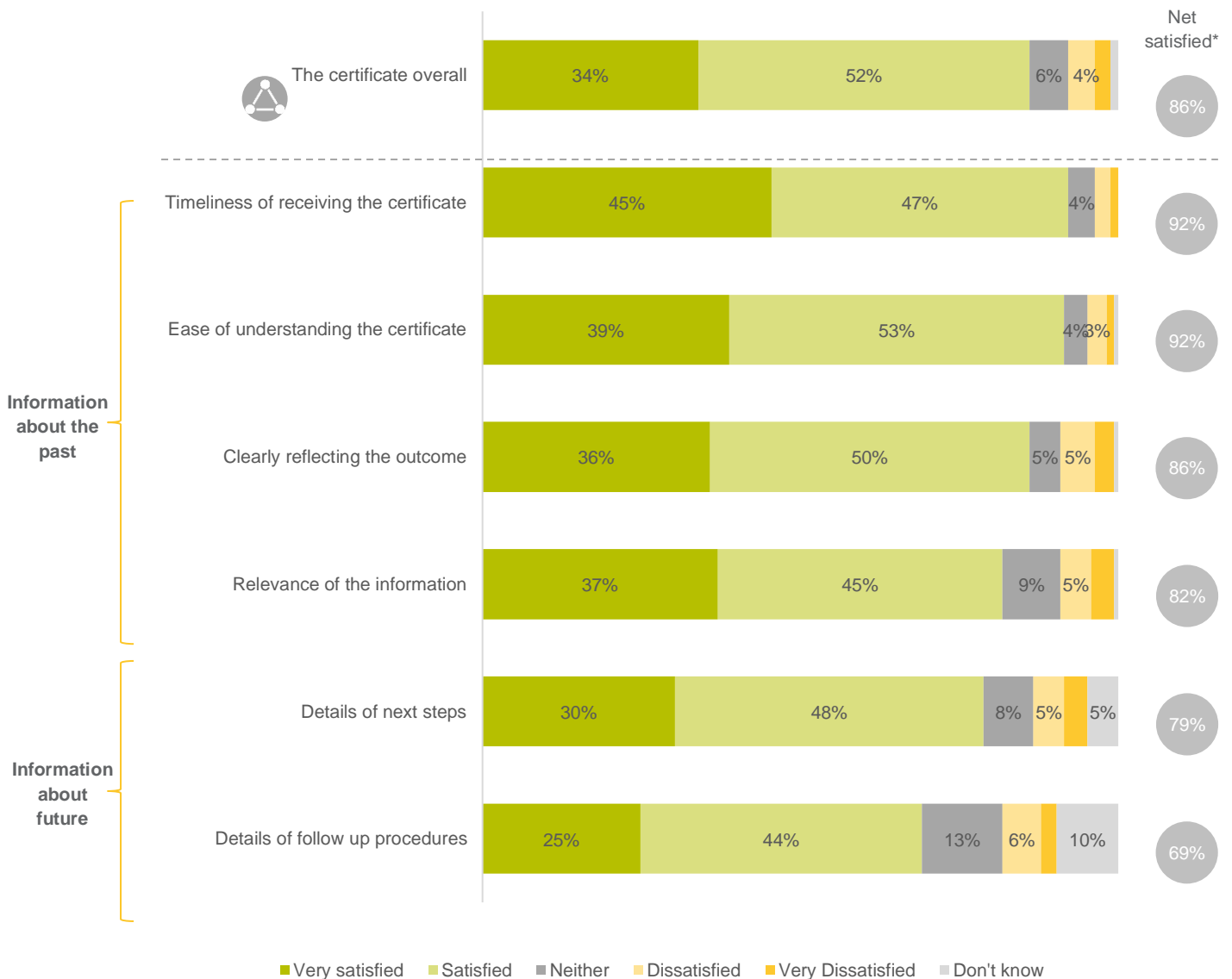
## Satisfaction with Outcome Certificate

Over eight in ten clients were satisfied with the Outcome Certificate overall (86%).

Clients were most satisfied with the Outcome Certificate in terms of its timeliness, ease of understanding and being reflective of the outcome (92%, 92% and 86% respectively).

Clients' satisfaction with the Outcomes Certificate was lower for things that may happen in the future such as guidance on future next steps and follow up procedures (79% and 69% respectively).

**Figure 16: Satisfaction with Outcome Certificate (all clients)**








How satisfied were you with the...

Base: All clients who received Outcome Certificate (n=330)

\* 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 (96%). They were also more satisfied with its timeliness (100%), relevance (96%) and details of next steps (100%).

**Table 13: Satisfaction with Outcome Certificate (comparison)**

	Total (n=330) 	Workers (n=138) 	Employers (n=142) 	Agents (n=50) 
 The certificate overall	86%	84%	85%	96%↑
Timeliness of receiving the certificate	92%	94%	87%	100%↑
Ease of understanding the certificate	92%	93%	89%	96%
Clearly reflecting the outcome	86%	88%	82%	92%
Relevance of the information	82%	81%	77%	96%↑
Details of next steps	79%	77%	73%	100%↑
Details of follow up procedures	69%	70%	65%	80%
How satisfied were you with the...				

Base: Received Outcome Certificate

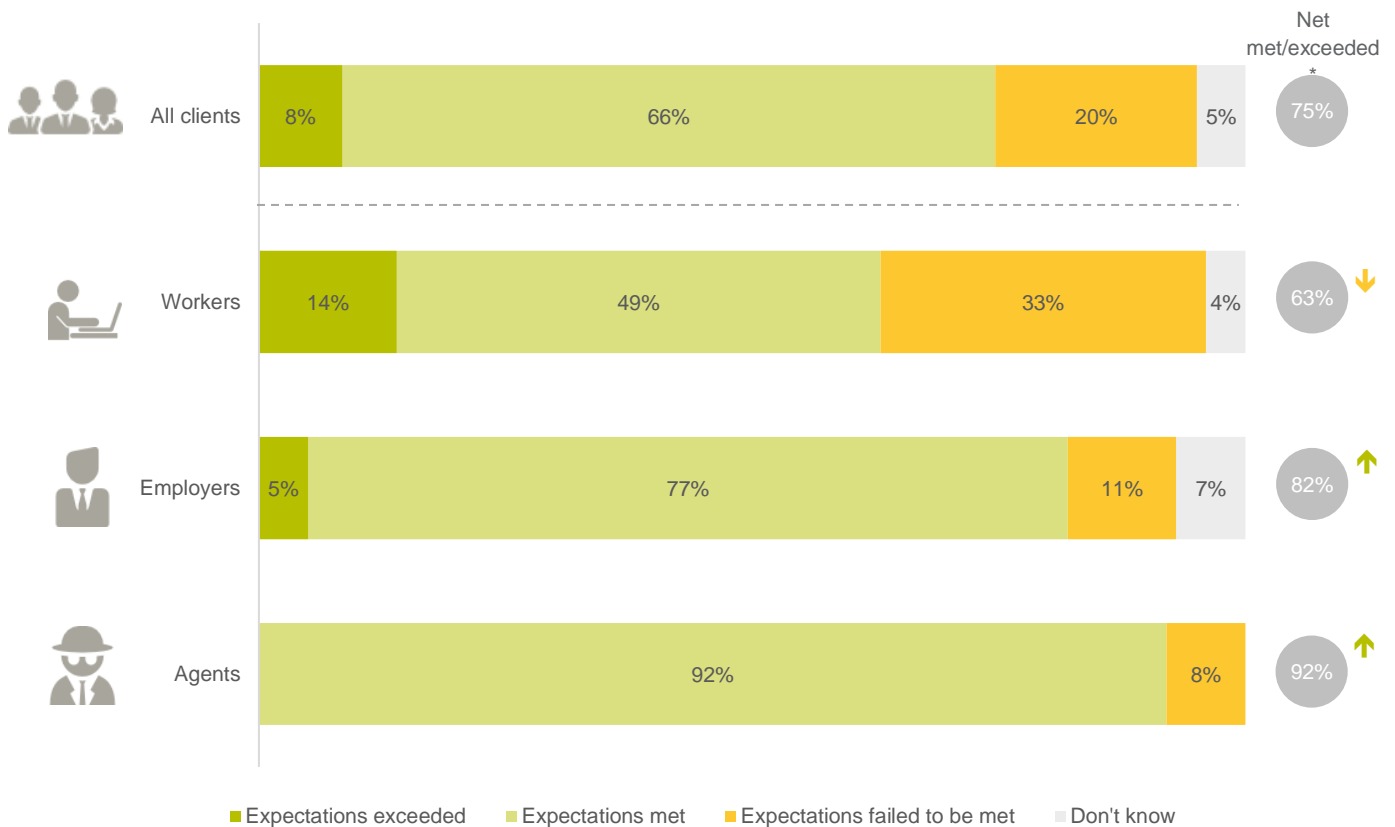
↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

## Meeting expectations

Among all clients, three quarters felt that their expectations of conciliation had been met or exceeded (75%), while one-fifth reported that this had not been the case (20%).

Workers were less likely to feel that their expectations were met (63%) whereas Workers and Agents were more likely to feel that their expectations were met (82% and 92% respectively).

**Figure 17: Meeting expectations**



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

Total (n=450) Workers (n=200); Employers (n=200); Agents (n=50)

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

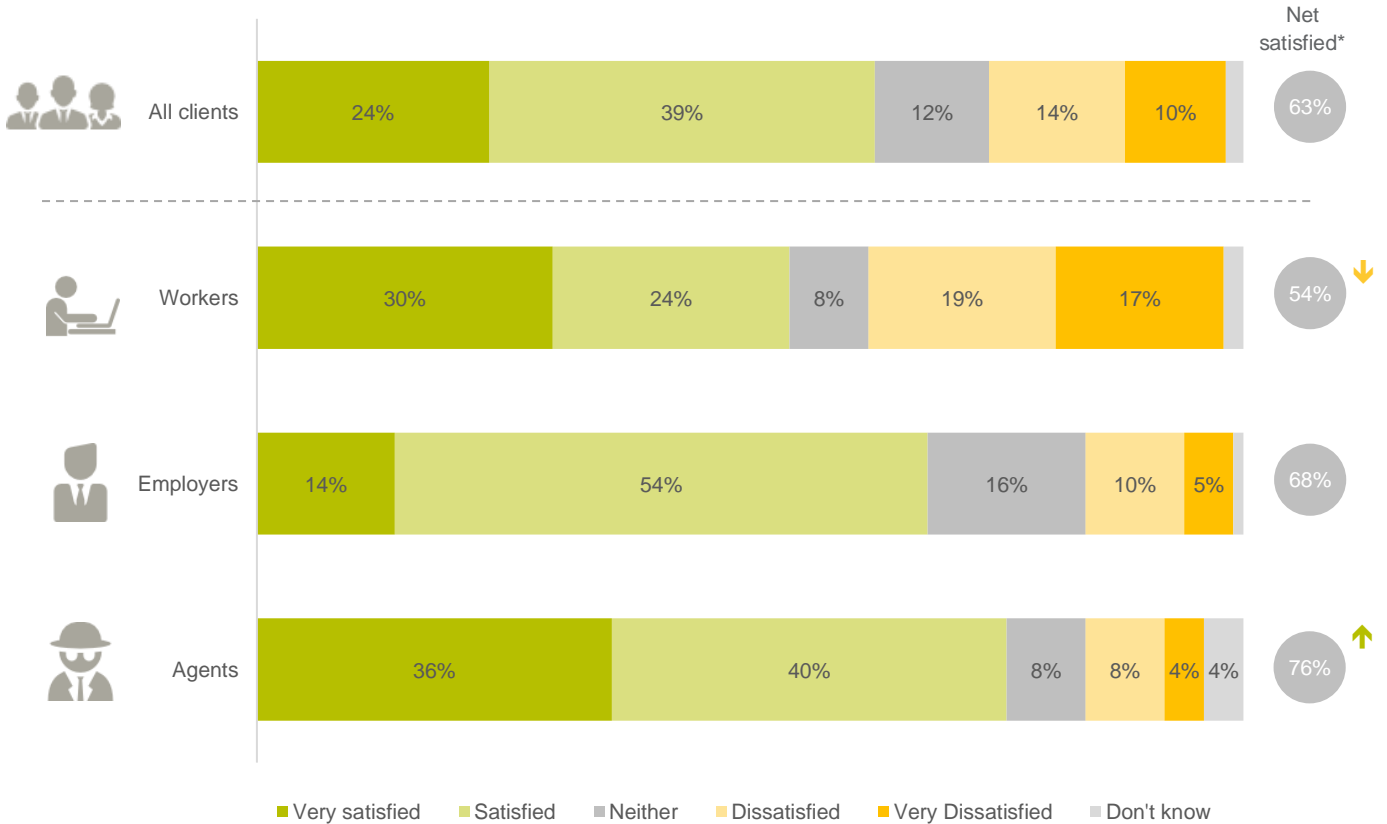
↑ / ↓ Indicates statistically significantly higher / lower difference at 95% confidence.

## Satisfaction with outcome

Overall six in ten clients were satisfied with the outcome of the conference (63%).

Workers were significantly less satisfied with the outcome (54%), with Agents being significantly more satisfied than the other client types (76%).

**Figure 18: Satisfaction with outcome**



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

Total (n=450) Workers (n=200); Employers (n=200); Agents (n=50)

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

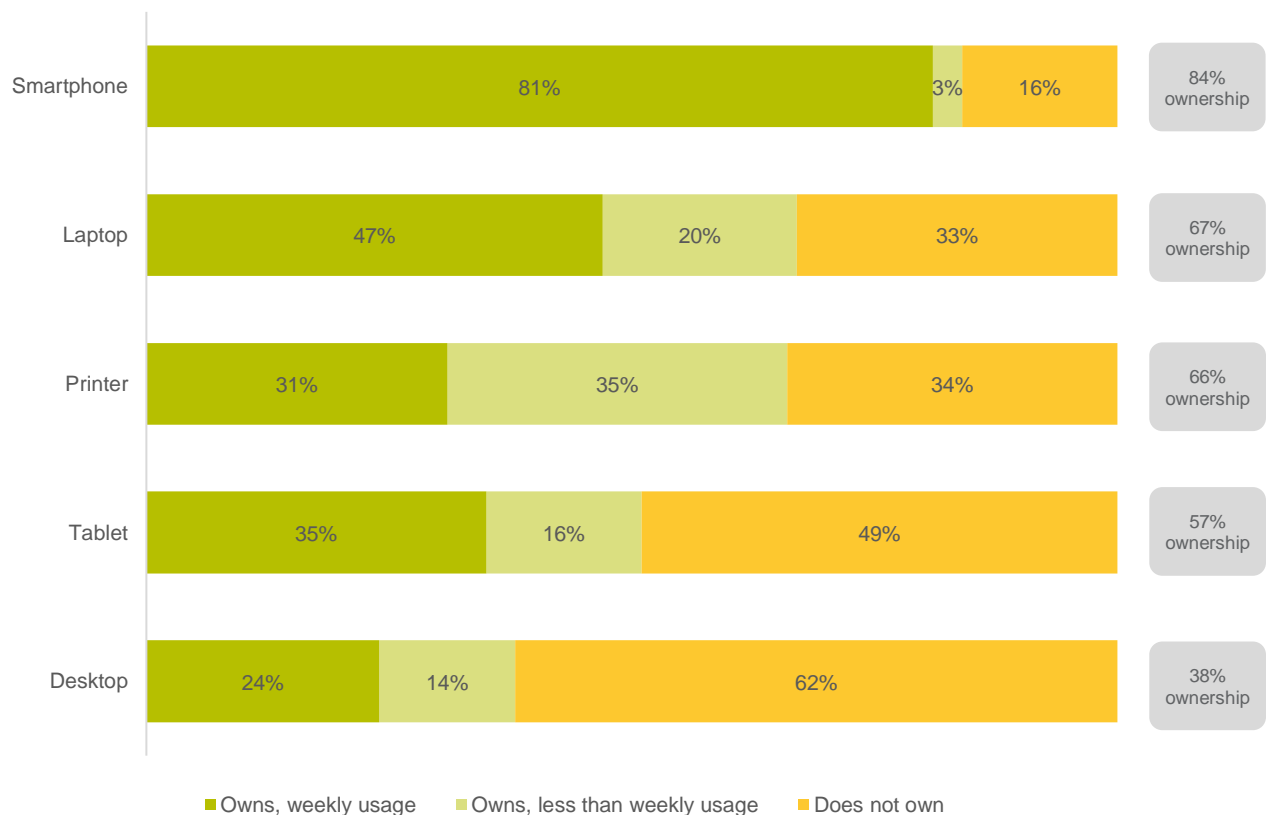
# 9. Workers and technology

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. The survey indicates that most workers own and use the technology required to interact with ACCS using digital technology

## 9.1. Device ownership and usage

In terms of electronic communication: nearly all Workers own a smartphone (84%) and use it weekly or more often (81%). A lower proportion own a laptop and use the device weekly (67% own, 47% weekly usage). Two thirds (66%) of Workers own a printer.

 **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=200)



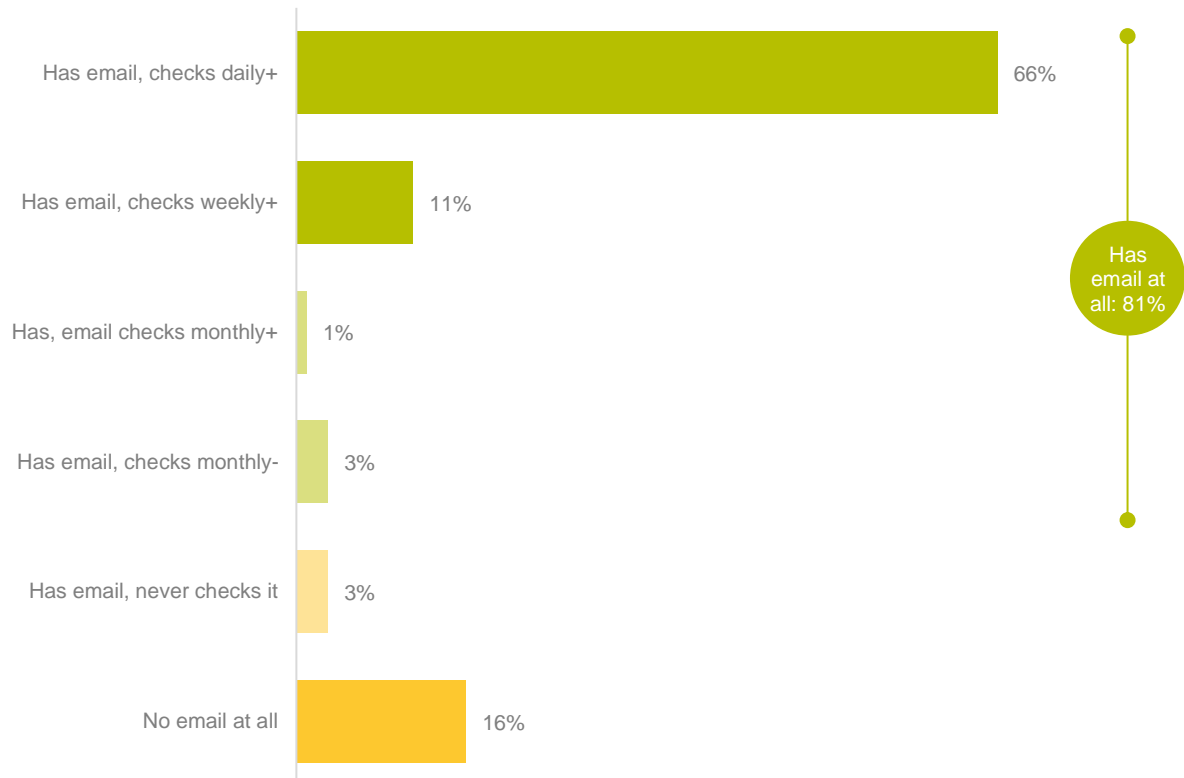
## 9.2. Email ownership and usage

Eight in ten Workers have an email address (81%). However, small proportions have an email address; though never check it (3%), resulting in 81% of Workers who both have email and use it.

Half of Workers check their email at least daily (66%). The remainder check weekly or more often (11%), a few times a month (1%) or less often than monthly (3%).



**Figure 20: Email ownership and usage**



Do you have an email address that you check from time to time? Which of the following best describes you? RO, SR  
Base: All Workers (n=200)

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