



# **ANNUAL CLIENT SURVEY REPORT**

***2007-2008***

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## 1. Introduction.

This report provides an overview of responses to the Conciliation Service's 2007-2008 Client Survey. This is the sixth 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 2007-2008 Client Survey is the 15<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 WorkCover 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 969 telephone interviews with Conciliation Service clients. The interviews were undertaken in two waves, the first conducted in November 2007 and the second in June 2008. These interviews, conducted by The Social Research Centre, were comprised of 401 workers, 401 employers and 167 WorkCover agents / self-insurers.

The sample for the worker and employer 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. The sample for the WorkCover agent / self-insurer survey was drawn from conference participants over the preceding three months. No one worker, employer or WorkCover agent / self-insurer representative was interviewed more than once in the year.

In the main, the questionnaires used for each of the client groups (worker, employer and WorkCover agent / self-insurer) were the same as those used for the 2006-2007 surveys.

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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).

In the 2007-2008 survey, all respondents were asked additional questions to gauge their preferred mode of contact when dealing with the Conciliation Service on both day to day matters and under urgent circumstances. Certain questions regarding the availability of information relevant to a dispute (such as medical or other information) were extended, where appropriate, to gain further insight into this area.

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.

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 WorkCover 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, WorkCover 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.

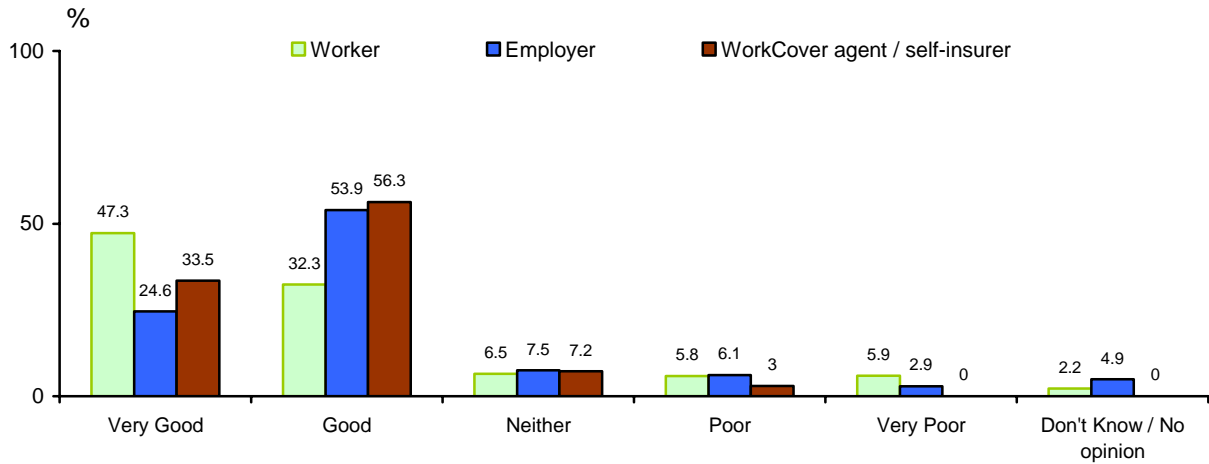
The results produced for both the worker and employer surveys are based on data that is weighted to maintain the proportions between conference attendees and non-attendees that was reported in the 2000-2001 baseline survey. While feedback on both experiences is important, ensuring these proportions remain 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 (2006-2007 and 2005-2006) are presented alongside the 2007-2008 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 WorkCover 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:

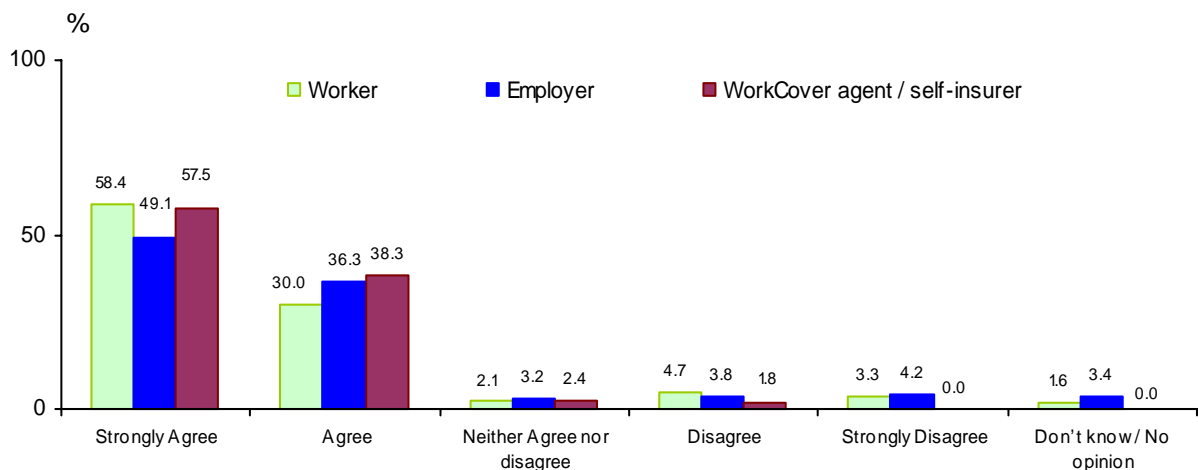
**“Thinking about all of your dealings with the Conciliation Service involving this dispute, regardless of the outcome, how would you rate the service provided?”**



As indicated in the above graph, 79.6% of workers, 78.5% of employers and 89.8% of WorkCover agents / self-insurers felt that the service they received, regardless of outcome, was good or very good. The graph also indicates that 11.7% of workers, 9% of employers and 3% of WorkCover 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?”**

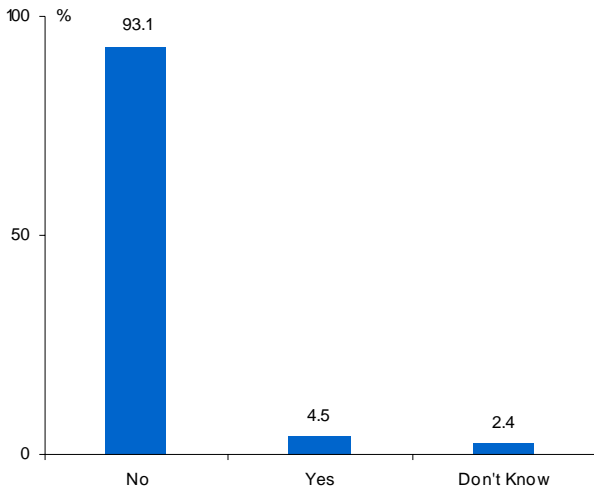


As indicated above 88.4% of workers, 85.4% of employers and 95.8% of WorkCover agents / self-insurers agreed that, regardless of outcome, conciliation is a valuable process. The graph also indicates that 8% of workers, 8% of employers and 1.8% of WorkCover agents / self-insurers disagreed that, regardless of outcome, conciliation is a valuable process.

### 4. WORKER RESPONSES

A total of 401 workers were interviewed as part of the 2007-2008 client survey. The following provides a graphical representation of these responses as well as a summary of responses that were obtained in the 2006-2007 and the 2005-2006 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, 93.1% stated that they did not experience difficulties in finding out about the Conciliation Service, 4.5% said they did experience difficulties and 2.4% didn't know or couldn't say.

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

a legal advisor (29.8%)	their union (13.9%)
the WorkCover Agent (22%)	the VWA (8%)

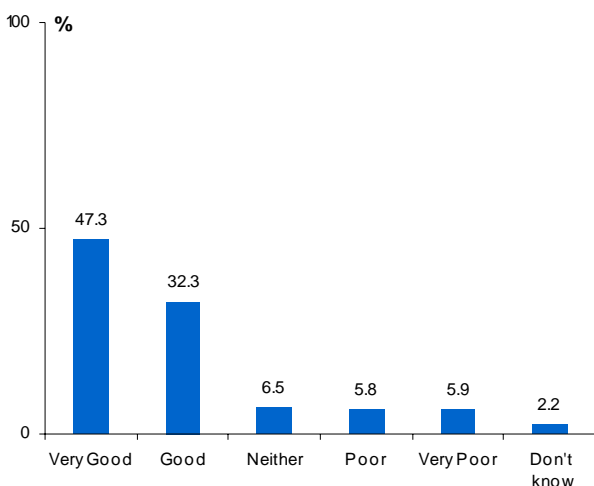
**2006-2007**

No: 92.9%  
 Yes: 5.4%  
 Don't know: 1.7%

**2005-2006**

No: 93.7%  
 Yes: 5%  
 Don't know: 1.3%

#### 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, 79.6% rated the service they received, regardless of outcome, as good, 11.7% as poor, 6.5% said the service was neither good nor poor and 2.2% didn't know or couldn't say.

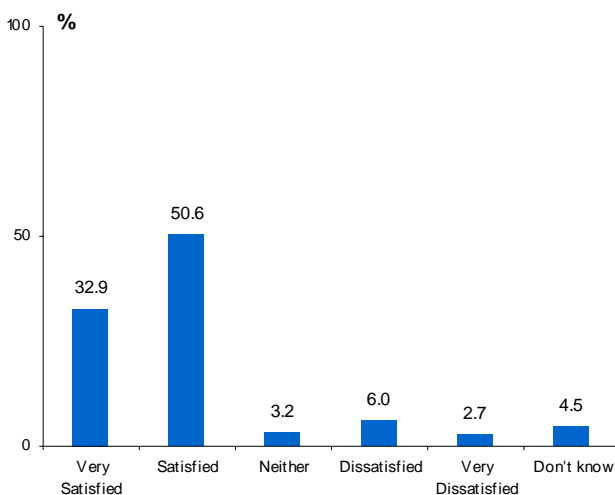
**2006-2007**

Good: 82.4%  
 Poor: 9%  
 Neither: 5.9%  
 Don't know: 2.8%

**2005-2006**

Good: 85.5%  
 Poor: 8.8%  
 Neither: 4.2%  
 Don't know: 1.5%

#### 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, 83.5% were satisfied with the time between sending in their Request for Conciliation form and when the conference was held, 8.7% were dissatisfied, 3.2% were neither satisfied nor dissatisfied and 4.5% didn't know or couldn't say.

**2006-2007**

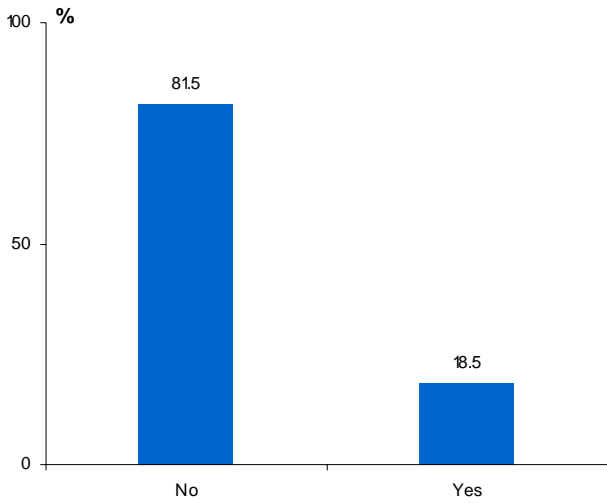
Satisfied: 81.5%  
 Dissatisfied: 11.1%  
 Neither: 5.4%  
 Don't know: 2%

**2005-2006**

Satisfied: 80.7%  
 Dissatisfied: 11.5%  
 Neither: 4.3%  
 Don't know: 3.6%

### 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, 81.5% did not have any concerns regarding the time, date or location of the conference and 18.5% did have concerns.

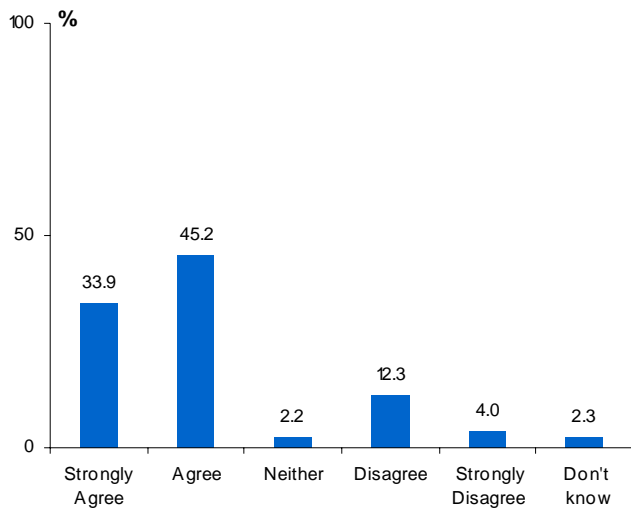
Of the 18.5% that responded they did have concerns, the main reasons given were\*:  
 Inconvenient location: 62.5%  
 Inconvenient day/date: 12.5%

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

**2006-2007**  
 No: 82.3%  
 Yes: 17%  
 Don't know: 0.7%

**2005-2006**  
 No: 81.6%  
 Yes: 19.3%  
 Don't know: 1%

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

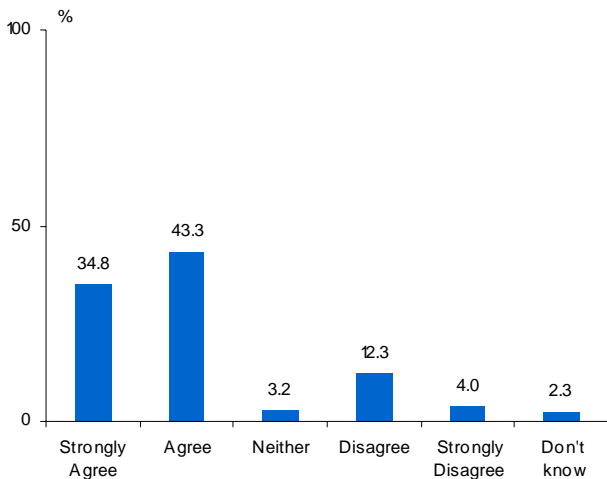


Of all workers surveyed, 79.1% agreed that they had a good idea about what conciliation was going to be like, 16.3% disagreed, 2.2% neither agreed nor disagreed and 2.3% didn't know or had no opinion.

**2006-2007**  
 Agree: 76%  
 Disagree: 17.7%  
 Neither: 4%  
 Don't know: 2.4%

**2005-2006**  
 Agree: 79%  
 Disagree: 16.3%  
 Neither: 2.5%  
 Don't know: 2.3%

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



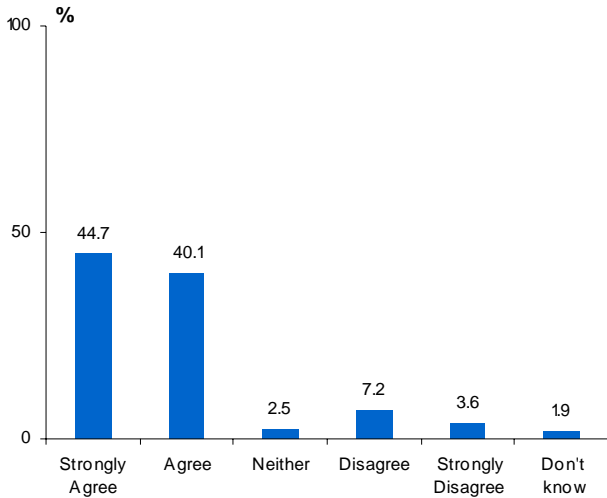
Of all workers surveyed, 78.1% agreed that they felt well prepared for the conciliation process, 16.3% disagreed, 3.2% neither agreed nor disagreed and 2.3% didn't know or had no opinion.

**2006-2007**  
 Agree: 78.7%  
 Disagree: 14.8%  
 Neither: 3.8%  
 Don't know: 2.8%

**2005-2006**  
 Agree: 79.8%  
 Disagree: 15.2%  
 Neither: 3.2%  
 Don't know: 1.8%

### 4. WORKER RESPONSES

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



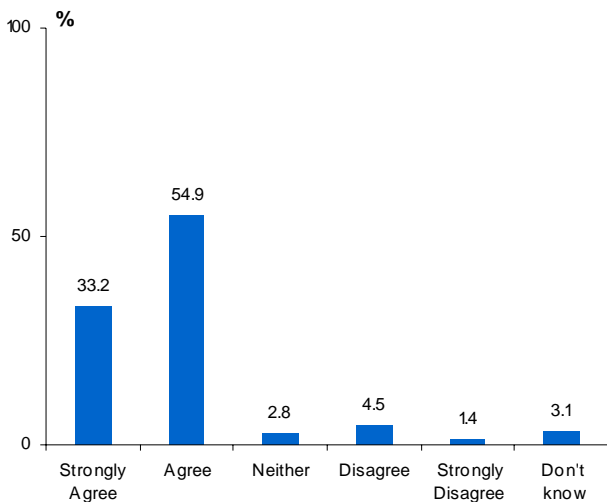
93.2% of workers remember receiving the Conciliation Service video or DVD. 84.5% of these people watched it.

Of those who watched it, 84.8% agreed that it was effective in helping them know what to expect at their conference, 10.8% disagreed, 2.5% neither agreed nor disagreed and 1.9% didn't know or had no opinion.

**2006-2007**  
 Agree: 86%  
 Disagree: 8.1%  
 Neither: 4.1%  
 Don't know: 1.9%

**2005-2006**  
 Agree: 83.8%  
 Disagree: 9.6%  
 Neither: 4.2%  
 Don't know: 2.4%

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



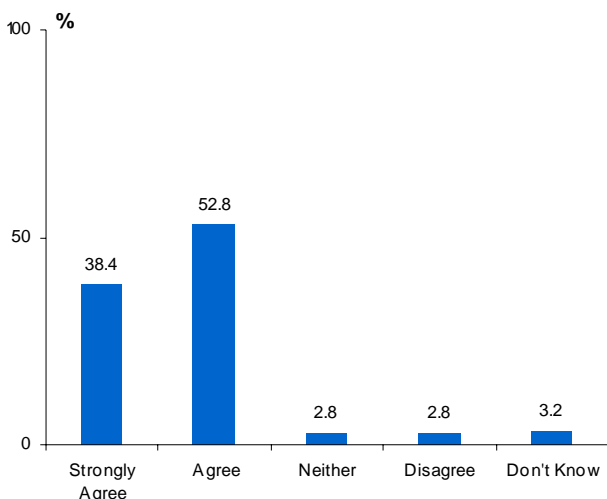
Of the workers who remember receiving the video or DVD, 74.1% read the accompanying booklet.

Of those who read the booklet, 88.1% agreed that the booklet was effective in helping them know what to expect at their conference, 5.9% disagreed, 2.8% neither agreed nor disagreed and 3.1% didn't know or had no opinion.

**2006-2007**  
 Agree: 88%  
 Disagree: 6.2%  
 Neither: 4%  
 Don't know: 1.8%

**2005-2006**  
 Agree: 85.3%  
 Disagree: 9.5%  
 Neither: 1%  
 Don't know: 4.1%

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



Of all workers surveyed, 28.9% were aware of the Conciliation Service website. Of those workers who were aware of the website, 24.7% had used it.

Of those workers who had used the website, 91.2% agreed that it was useful, 2.8% disagreed, 2.8% neither agreed nor disagreed and 3.2% didn't know or had no opinion.

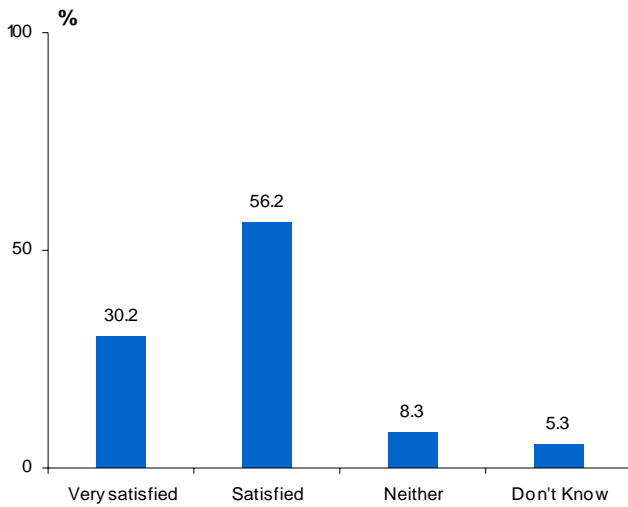
\*Note: This question was introduced in the 2006-2007 survey.

**2006-2007**  
 Agree: 75.2%  
 Disagree: 6.6%  
 Neither: 10.7%  
 Don't know: 7.5%



### 4. WORKER RESPONSES

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



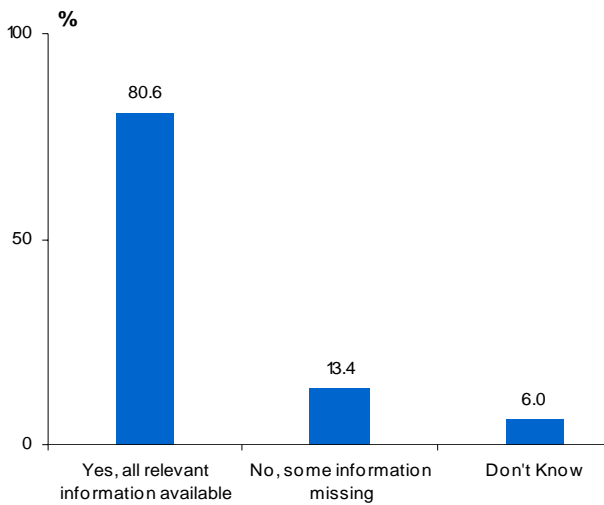
Of all workers surveyed, 9.7% received assistance with their Request for Conciliation from an interpreter.

Of these, 86.4% were satisfied with the service they received from an interpreter, 8.3% were neither satisfied nor dissatisfied and 5.3% didn't know or had no opinion.

**2006-2007**  
 Satisfied: 86.5%  
 Dissatisfied: 3%  
 Neither: 10.6%

**2005-2006**  
 Satisfied: 85.7%  
 Neither: 9.6%  
 Don't Know: 4.8%

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

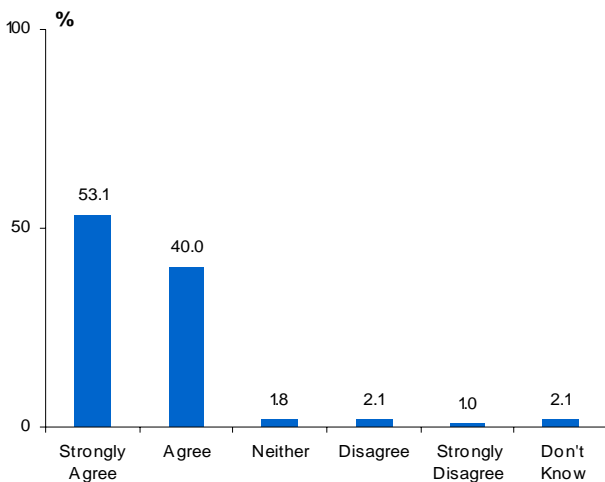


Of those workers who attended a conference, 80.6% believed that the information relevant to the claim was available at the time of the conference, 13.4% considered that some information was missing and 6% didn't know or couldn't say.

**2006-2007**  
 Yes: 73.7%  
 No: 21.1%  
 Don't know: 5.2%

**2005-2006**  
 Yes: 74.8%  
 No: 18.7%  
 Don't know: 6.6%

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



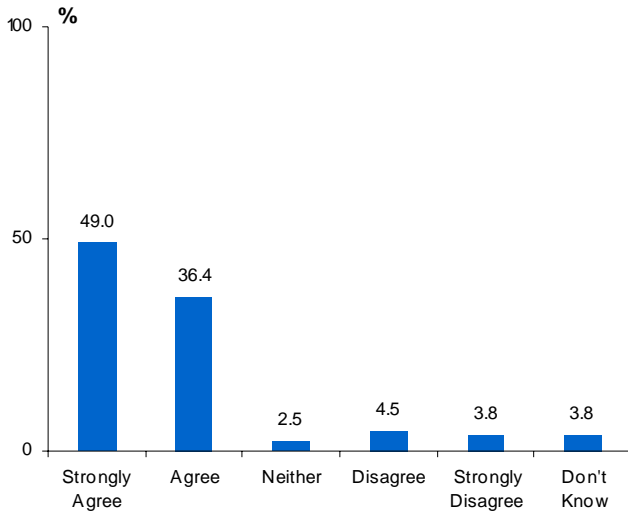
Of those workers who attended a conference, 93.1% agreed that at the start of the conference the Conciliation Officer explained clearly what was going to happen, 3.1% disagreed, 1.8% neither agreed nor disagreed, and 2.1% didn't know or couldn't say.

**2006-2007**  
 Agree: 93.4 %  
 Disagree: 3.9 %  
 Neither: 1%  
 Don't know: 1.7%

**2005-2006**  
 Agree: 92.5 %  
 Disagree: 3.9 %  
 Neither: 1%  
 Don't know: 2.6%

4. WORKER RESPONSES

4.13 The Conciliation Officer had a good understanding of the dispute.

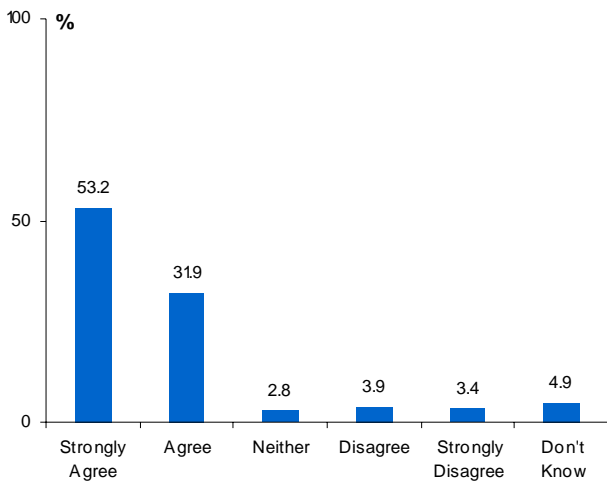


Of those workers who attended a conference, 85.4% agreed that the Conciliation Officer had a good understanding of the dispute, 8.3% disagreed, 2.5% neither agreed nor disagreed and 3.8% didn't know or couldn't say.

**2006-2007**  
 Agree: 87.8%  
 Disagree: 9.8%  
 Neither: 1.1%  
 Don't know: 1.4%

**2005-2006**  
 Agree: 84.3%  
 Disagree: 8.8%  
 Neither: 2.3%  
 Don't know: 4.6%

4.14 The Conciliation Officer did not take sides.

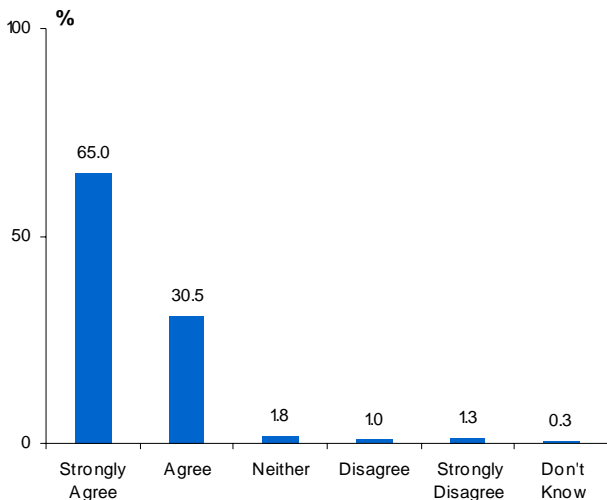


Of those workers who attended a conference, 85.1% agreed that the Conciliation Officer did not take sides, 7.3% disagreed, 2.8% neither agreed nor disagreed and 4.9% didn't know or couldn't say.

**2006-2007**  
 Agree: 87.5%  
 Disagree: 7.3%  
 Neither: 2.1%  
 Don't know: 3.1%

**2005-2006**  
 Agree: 86.9%  
 Disagree: 6.2%  
 Neither: 1.6%  
 Don't know: 5.2%

4.15 The Conciliation Officer treated me with respect.



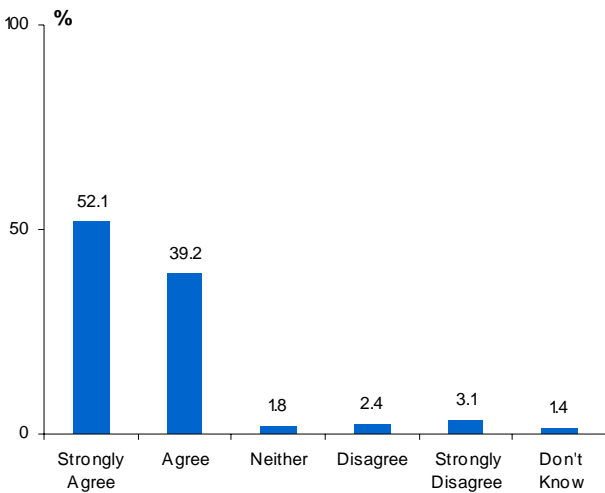
Of those workers who attended a conference, 95.5% agreed that the Conciliation Officer treated them with respect, 2.3% disagreed, 1.8% neither agreed nor disagreed and 0.3% didn't know or couldn't say.

**2006-2007**  
 Agree: 96.2%  
 Disagree: 2.5%  
 Neither: 0.3%  
 Don't know: 1%

**2005-2006**  
 Agree: 94.8%  
 Disagree: 2.6%  
 Neither: 0.7%  
 Don't know: 2%

4. WORKER RESPONSES

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

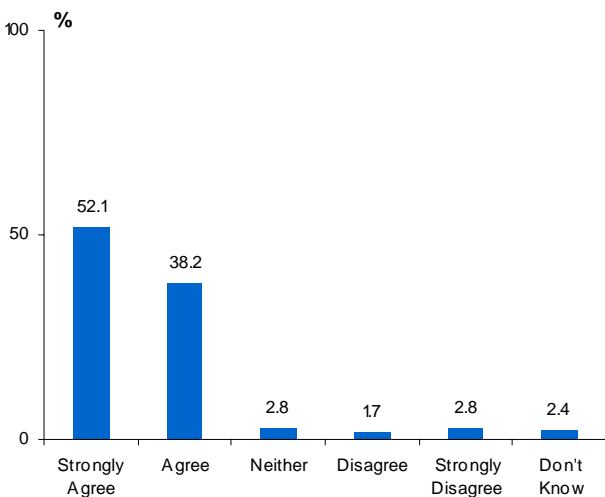


Of those workers who attended a conference, 91.3% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 5.5% disagreed, 1.8% neither agreed nor disagreed and 1.4% didn't know or couldn't say.

**2006-2007**  
 Agree: 87.5%  
 Disagree: 8.2%  
 Neither: 1.8%  
 Don't know: 2.4%

**2005-2006**  
 Agree: 88.2%  
 Disagree: 7.9%  
 Neither: 1.6%  
 Don't know: 2.3%

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

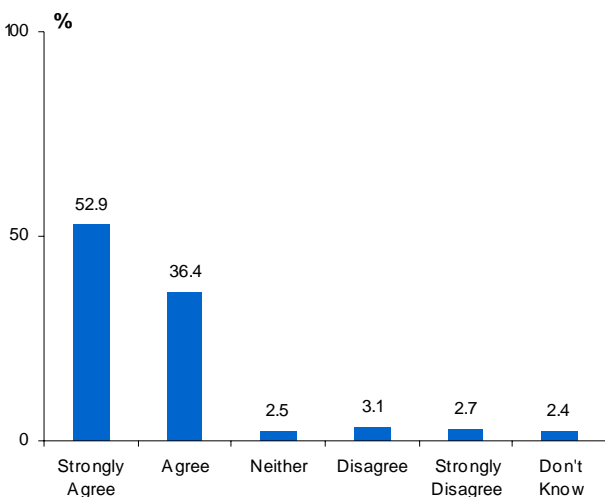


Of those workers who attended a conference, 90.3% agreed that the Conciliation Officer made sure that everything that happened during the conference was explained to them, 4.5% disagreed, 2.8% neither agreed nor disagreed and 2.4% didn't know or couldn't say.

**2006-2007**  
 Agree: 93%  
 Disagree: 4.7%  
 Neither: 0.3%  
 Don't know: 2%

**2005-2006**  
 Agree: 92.8%  
 Disagree: 5.6%  
 Neither: 0.3%  
 Don't know: 1.3%

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



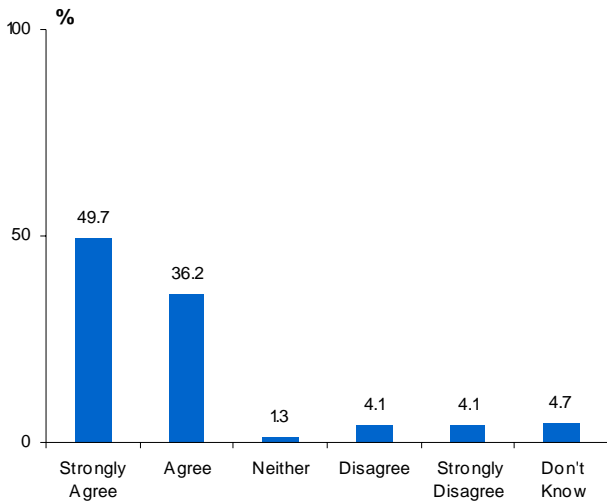
Of those workers who attended a conference, 89.3% agreed that the Conciliation Officer clearly explained the outcome of conference and what was going to happen next, 5.8% disagreed, 2.5% neither agreed nor disagreed and 2.4% didn't know or couldn't say.

**2006-2007**  
 Agree: 89.7%  
 Disagree: 6.2%  
 Neither: 1%  
 Don't know: 3.1%

**2005-2006**  
 Agree: 92.4%  
 Disagree: 5.6%  
 Neither: 0.3%  
 Don't know: 1.6%

### 4. WORKER RESPONSES

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



All workers were asked whether they remembered receiving an Outcome Certificate from the Conciliation Service, 84.3% confirmed that they did.

Of those workers that did remember receiving the Outcome Certificate, 85.9% agreed that it clearly reflected what they were told was going to happen, 8.2% disagreed, 1.3% neither agreed nor disagreed and 4.7% didn't know or had no opinion.

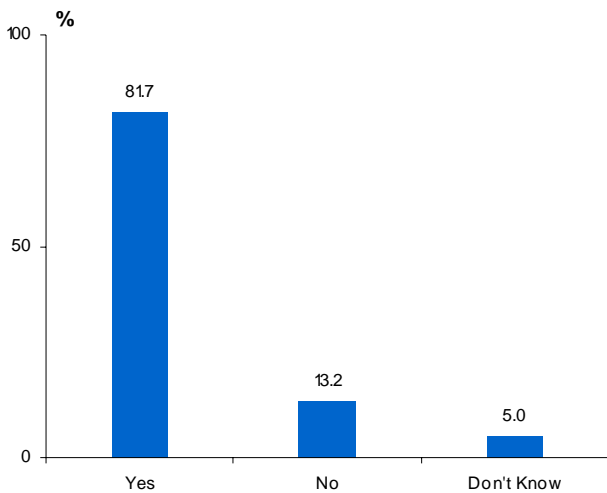
**2006-2007**

Agree: 86.1%  
 Disagree: 6.1%  
 Neither: 1.2%  
 Don't know: 6.5%

**2005-2006**

Agree: 86.9%  
 Disagree: 7.4%  
 Neither: 0.6%  
 Don't know: 5.1%

#### 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, 26.3% 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, 81.7% of workers said this had been done, 13.2% said it had not and 5% didn't know or couldn't say.

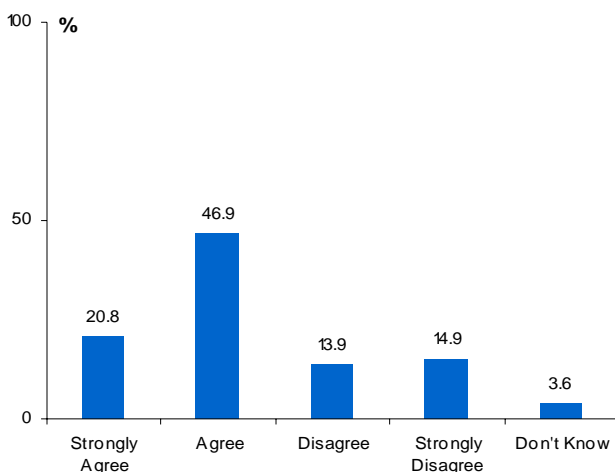
**2006-2007**

Yes: 78.8%  
 No: 16%  
 Don't know: 5.2%

**2005-2006**

Yes: 67.9%  
 No: 28.8%  
 Don't know: 3.4%

#### 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, 67.7% agreed that this had been done in a timely fashion, 28.8% disagreed and 3.6% didn't know or had no opinion.

**2006-2007**

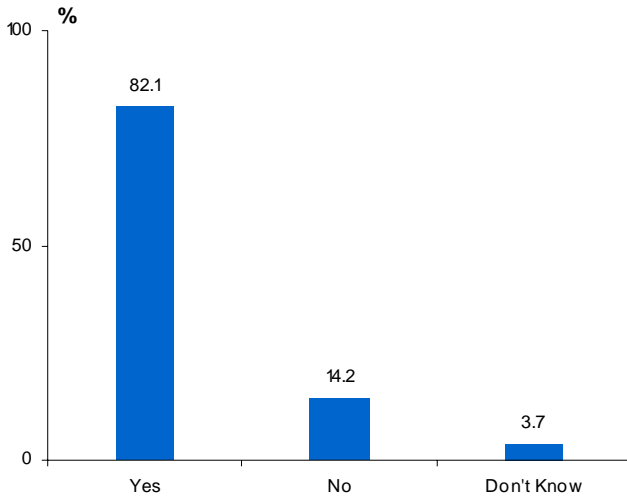
Agree: 79.4%  
 Disagree: 16.5%  
 Neither: 1.4%  
 Don't Know: 2.7%

**2005-2006**

Agree: 75%  
 Disagree: 20%  
 Neither: 1.2%  
 Don't Know: 3.8%

### 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?



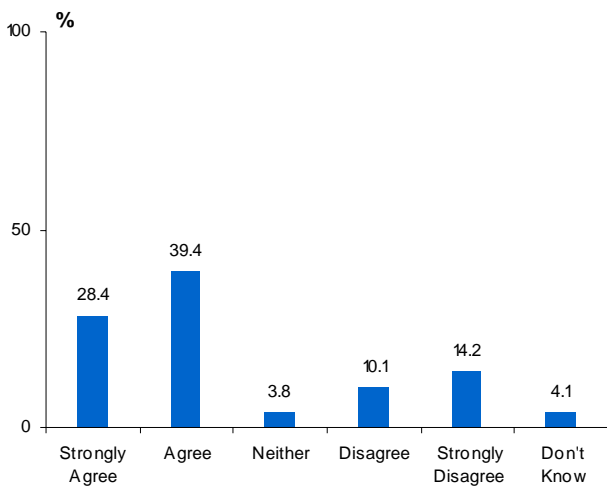
Of all workers surveyed, 55.4% stated the insurance company was required to take some sort of action as a result of the conciliation process.

Of those matters where workers stated that some action was required of the insurance company, 82.1% of workers said that this had been done, 14.2% said this had not been done and 3.7% didn't know or couldn't say.

**2006-2007**  
 Yes: 75.2%  
 No: 18.1%  
 Don't know: 6.8%

**2005-2006**  
 Yes: 75.6%  
 No: 20.9%  
 Don't know: 3.6%

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

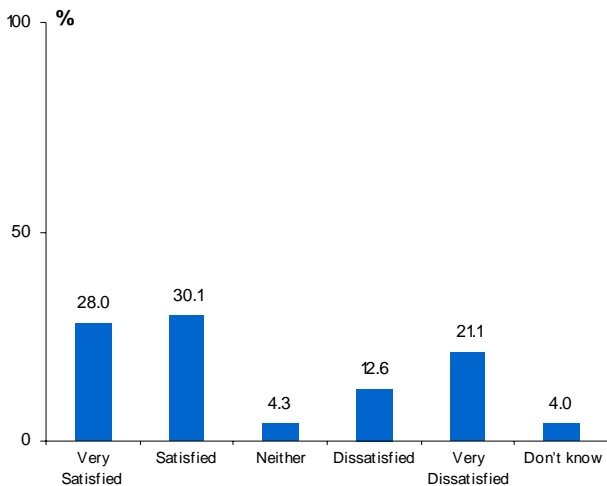


Of the workers who responded that some action was required of the insurance company and that this had been done, 67.8% agreed that this had been done in a timely fashion, 24.3% disagreed, 3.8% neither agreed or disagreed and 4.1% didn't know or had no opinion.

**2006-2007**  
 Agree: 71.6%  
 Disagree: 23.6%  
 Neither: 3.1%  
 Don't know: 1.8%

**2005-2006**  
 Agree: 70.6%  
 Disagree: 25.9%  
 Neither: 2.3%  
 Don't know: 1.2%

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



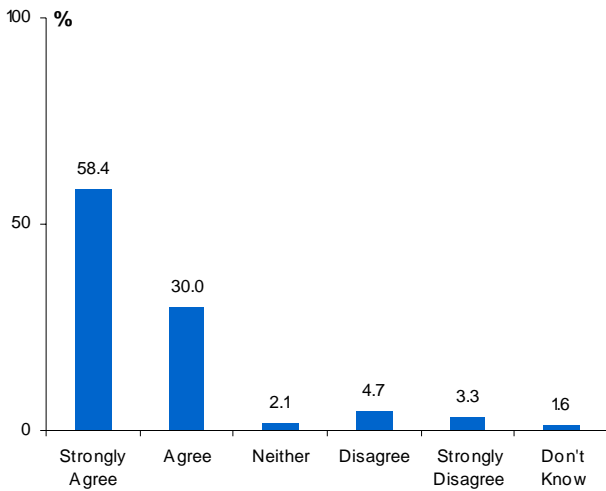
Of all workers surveyed 58.1% were satisfied with the outcome of their Request for Conciliation, 33.7% were dissatisfied, 4.3% were neither satisfied nor dissatisfied and 4% didn't know or couldn't say.

**2006-2007**  
 Satisfied: 59.5%  
 Dissatisfied: 30.4%  
 Neither: 4.5%  
 Don't know: 5.6%

**2005-2006**  
 Satisfied: 62.5%  
 Dissatisfied: 27.5%  
 Neither: 6.7%  
 Don't know: 3.3%

### 4. WORKER RESPONSES

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

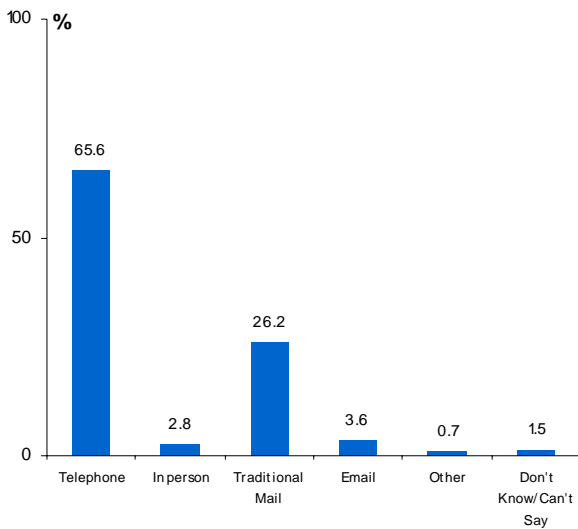


Of all workers surveyed 88.4% agreed that, regardless of the outcome, conciliation is a valuable process, 8% disagreed, 2.1% neither agreed nor disagreed and 1.6% didn't know or had no opinion.

**2006-2007**  
 Agree: 89.9%  
 Disagree: 7%  
 Neither: 1.8%  
 Don't know: 1.3%

**2005-2006**  
 Agree: 85.7%  
 Disagree: 10%  
 Neither: 2%  
 Don't know: 2.3%

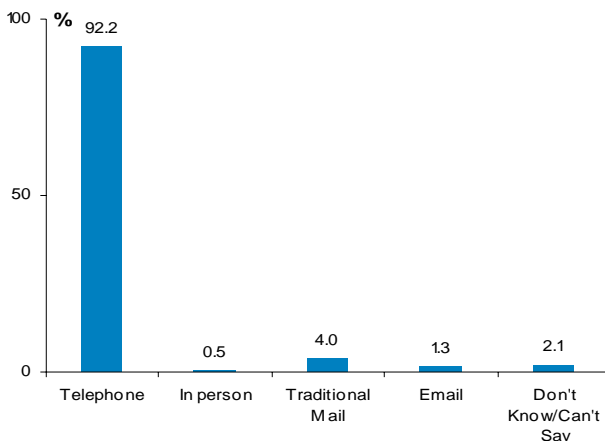
#### 4.26 In your day to day dealings with the Conciliation Service, how would you prefer to be contacted?\*



When dealing with the Conciliation Service on day to day matters, 65.6% of all workers surveyed cited the telephone as their preferred mode of contact, with 26.2% citing traditional mail, 3.6% citing email, 2.8% said they preferred to be contacted in person and 1.5% were unsure, or couldn't say.

*\*Note: This question was introduced in the 2007-2008 survey.*

#### 4.27 If the Conciliation Service had to contact you quickly, how would you prefer to be contacted?\*



Of all workers surveyed, 92.2% stated that if the Conciliation Service had to contact them quickly, they preferred to be contacted via telephone. 4% indicated they preferred traditional mail contact, 1.3% preferred email and 2.1% didn't know or couldn't say.

*\*Note: This question was introduced in the 2007-2008 survey.*

#### 4. WORKER RESPONSES

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:

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

85.2% of workers identified a best feature (84.4% in 2006-2007 and 89% in 2005–2006), these were grouped and the following main areas were identified\*\*:

19.7% cited the nature of the service, eg helpful, friendly, kind, supportive (20% identified this in 2006-2007 and 20.3% in 2005-2006)

12.8% referred to aspects of communication, eg clarity and levels of explanation involved (16.2% identified this in 2006-2007 and 21% in 2005-2006)

Other features mentioned (by less than 10%) related to: the resolution or closure of the matter and the independence and impartiality of the mediator.

##### **4.29 And what was the worst thing?**

49.1% of workers did not cite a worst feature (43.8% in 2006-2007 and 44.7% in 2005-2006). 50.9% of workers did cite a worst feature (56.2% in 2006-2007 and 55.3% in 2005-2006) and of those that did, the main area identified was\*\*:

14.1% referred to the lack of a result or the outcome not being enforced (9.1% identified this in 2006-2007 and 12.8% in 2005-2006)

Other features mentioned related to: the stressful nature of the process and the slowness or waiting time involved.

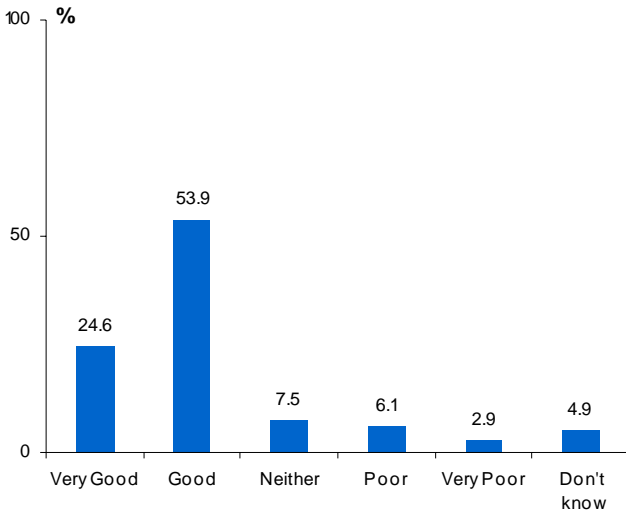
\* Respondents were able to identify more than one feature.

\*\* Responses of 10% or more in the 2007-2008 survey have been reported in detail.

### 5. EMPLOYER RESPONSES

A total of 401 employers were interviewed as part of the 2007-2008 client survey. The following provides a graphical representation of these responses as well as a summary of responses that were obtained in the 2006-2007 and 2005-2006 surveys. Of the 401 employers interviewed 243 (60.6%) 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?

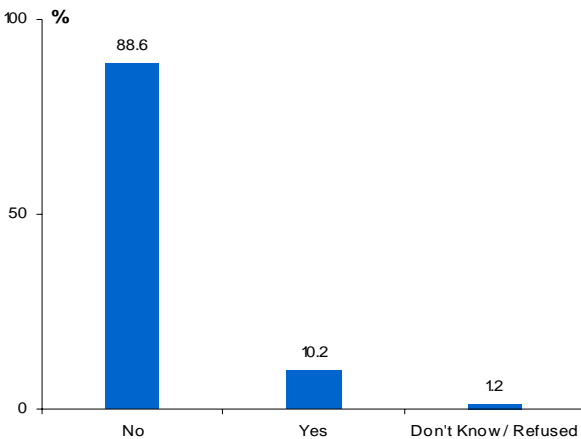


Of all employers surveyed 78.5% rated the service they received, regardless of outcome, as good, 9% as poor, 7.5% said the service was neither good nor poor and 4.9% didn't know or had no opinion.

**2006-2007**  
 Good: 77.3%  
 Poor: 8.2%  
 Neither: 12.8%  
 Don't Know: 1.7%

**2005-2006**  
 Good: 75.1%  
 Poor: 10.6%  
 Neither: 11.3%  
 Don't Know: 3%

#### 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. 88.1% responded that this was the case.

Of those employers who stated that a conference was held, 88.6% had no concerns about the time, date or location of the conference and 10.2% did.

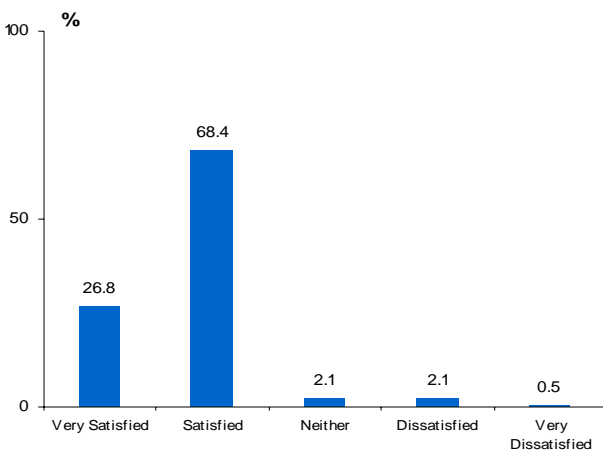
Of the 10.2% that responded they did have concerns, the main reasons given were\*:  
 Inconvenient location: 40%  
 Inconvenient day of the week: 10%

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

**2006-2007**  
 No: 79.6%  
 Yes: 20%

**2005-2006**  
 No: 79.5%  
 Yes: 22%

#### 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, 95.2% were satisfied with the time between being notified about the conference and when the conference was held, 2.6% were dissatisfied, and 2.1% were neither satisfied nor dissatisfied.

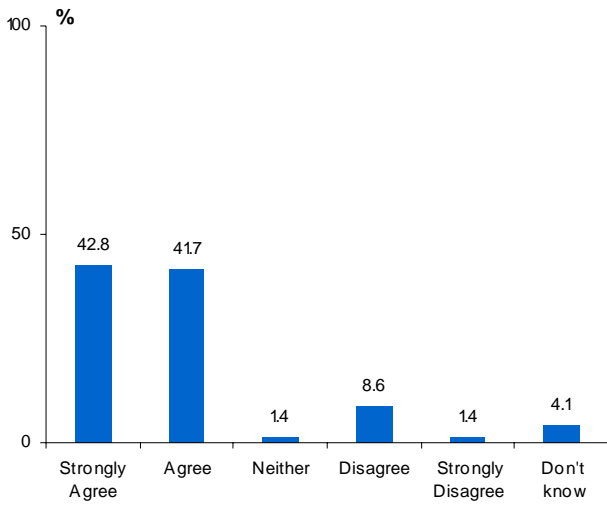
**2006-2007**  
 Satisfied: 92.9%  
 Dissatisfied: 3.7%  
 Neither: 1.3%  
 Don't know: 2.1%

**2005-2006**  
 Satisfied: 96.2%  
 Dissatisfied: 2.1%  
 Neither: 1.7%  
 Don't know: 0%



### 5. EMPLOYER RESPONSES

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

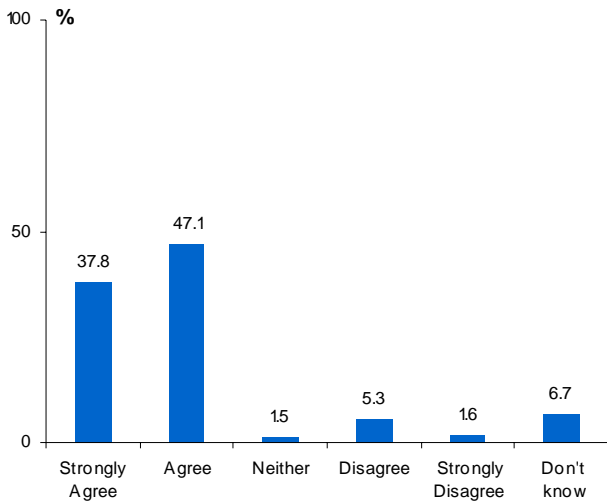


Of all employers surveyed, 84.5% agreed that they had a good idea about what conciliation was going to be like, 10% disagreed, 1.4% neither agreed nor disagreed and 4.1% didn't know or had no opinion.

**2006-2007**  
 Agree: 87.9%  
 Disagree: 10%  
 Neither: 0.2%  
 Don't know: 1.9%

**2005-2006**  
 Agree: 84%  
 Disagree: 11.4%  
 Neither: 1.8%  
 Don't know: 2.7%

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

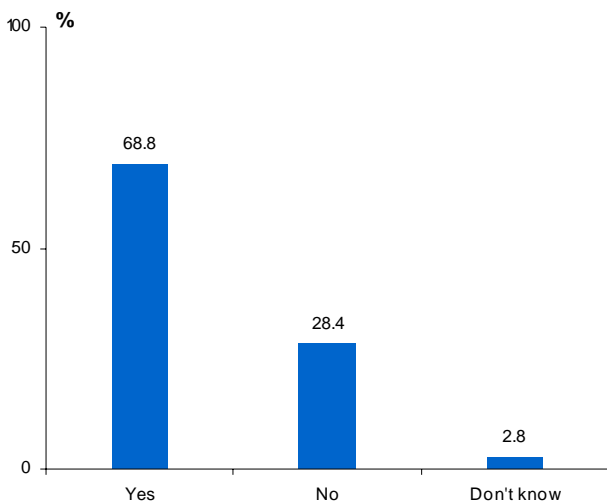


Of all employers surveyed, 84.9% agreed that they felt well prepared for the conciliation process, 6.9% disagreed, 1.5% neither agreed nor disagreed and 6.7% didn't know or had no opinion.

**2006-2007**  
 Agree: 81.3%  
 Disagree: 11.1%  
 Neither: 2.7%  
 Don't know: 4.9%

**2005-2006**  
 Agree: 79.9%  
 Disagree: 9.4%  
 Neither: 2.6%  
 Don't know: 8.1%

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



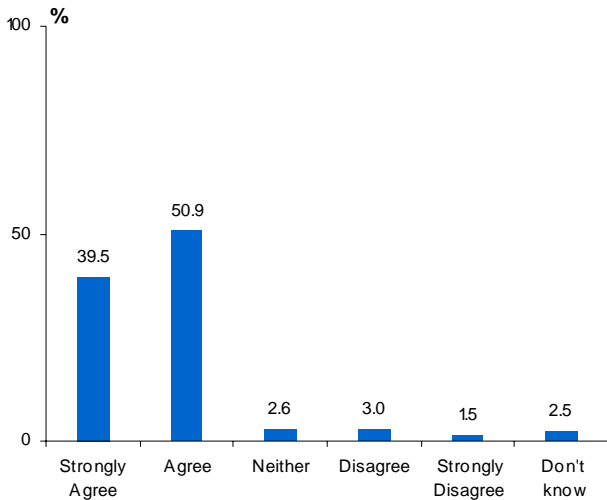
Of all employers surveyed, 68.8% said they were helped in their preparations by the WorkCover Agent, 28.4% said they were not and 2.8% didn't know.

**2006-2007**  
 Yes: 74.8%  
 No: 24.4%  
 Don't know: 0.7%

**2005-2006**  
 Yes: 64.7%  
 No: 33.8%  
 Don't know: 1.5%

### 5. EMPLOYER RESPONSES

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



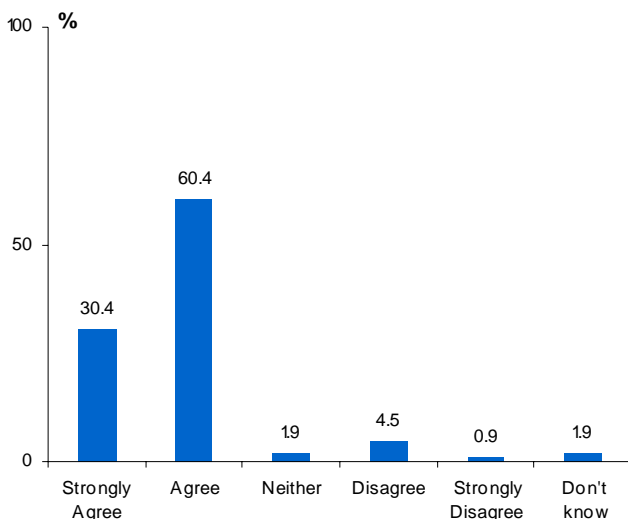
61.9% of employers remember receiving the Conciliation Service video or DVD. 54.7% of these watched it.

Of those employers who watched it, 90.4% agreed that it was effective in helping them know what to expect at their conference, 4.5% disagreed, 2.6% neither agreed nor disagreed and 2.5% didn't know or had no opinion.

**2006-2007**  
 Agree: 90.7%  
 Disagree: 7.3%  
 Neither: 1.3%  
 Don't know: 0.7%

**2005-2006**  
 Agree: 80.7%  
 Disagree: 9.4%  
 Neither: 5.3%  
 Don't know: 4.6%

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



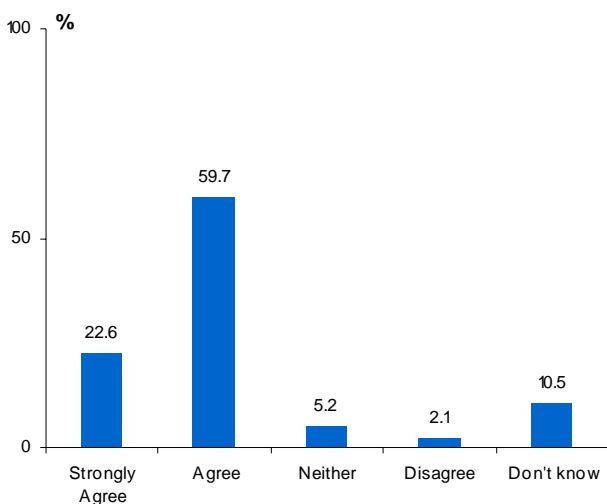
Of all employers who remember receiving the video or DVD, 36.8% read the accompanying booklet.

Of those who read the booklet, 90.8% agreed that the booklet was effective in helping them know what to expect at their conference, 5.4% disagreed, 1.9% neither agreed or disagreed and 1.9% didn't know or had no opinion.

**2006-2007**  
 Agree: 87%  
 Disagree: 7.1%  
 Neither: 1.6%  
 Don't know: 4.3%

**2005-2006**  
 Agree: 83.9%  
 Disagree: 5.5%  
 Neither: 1.9%  
 Don't know: 8.7%

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



Of all employers surveyed, 43% were aware of the Conciliation Service website. Of those employers who were aware of the website, 37.2% had used it.

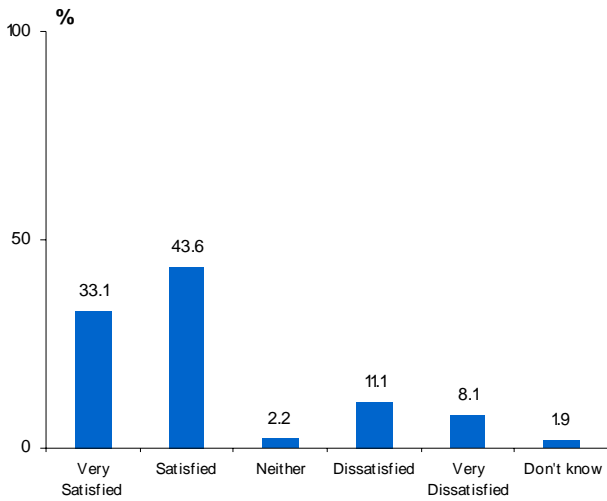
Of those employers who had used the website, 82.3% agreed that it was useful, 2.1% disagreed, 5.2% neither agreed nor disagreed and 10.5% didn't know or had no opinion.

\*Note: This question was introduced in the 2006-2007 survey.

**2006-2007**  
 Agree: 78.5%  
 Disagree: 4.2%  
 Neither: 4.2%  
 Don't know: 13%

### 5. EMPLOYER RESPONSES

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

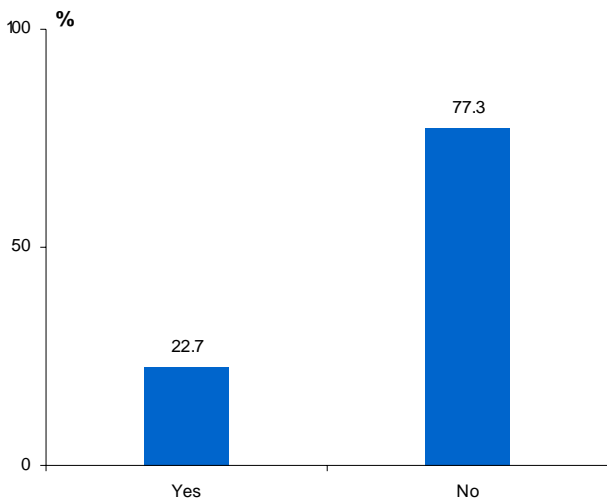


Of all employers surveyed, 76.7% were satisfied with the service they received from their insurance company, 19.2% were dissatisfied, 2.2% were neither satisfied nor dissatisfied and 1.9% didn't know or couldn't say.

**2006-2007**  
 Satisfied: 77.2%  
 Dissatisfied: 18.9%  
 Neither: 3%  
 Don't know / can't say: 0.8%

**2005-2006**  
 Satisfied: 73.7%  
 Dissatisfied: 18.8%  
 Neither: 6%  
 Don't know / can't say: 1.5%

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



Of the employers surveyed 22.7% received assistance with this conciliation matter and 77.3% did not.

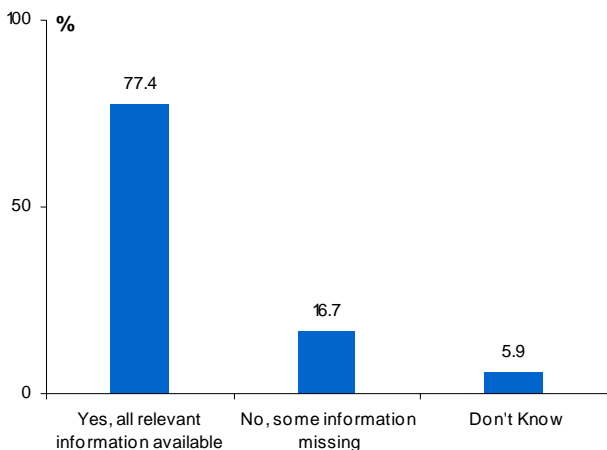
Of the 22.7% who received assistance, this was gained from\*:  
 An Employer or Professional Organisation: 37.4%  
 Professional Colleague or friends: 28.6 %  
 Other: 13%

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

**2006-2007**  
 Yes: 25.5 %  
 No: 74.4%

**2005-2006**  
 Yes: 19.6 %  
 No: 82.1%

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



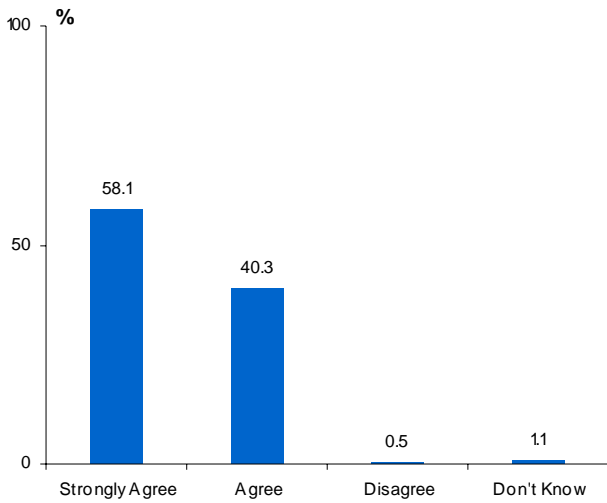
Of those employers who attended a conference, 77.4% responded that the information relevant to the claim was available at the time of the conference, 16.7% said some information was missing and 5.9% didn't know or couldn't say.

**2006-2007**  
 Yes: 77%  
 No: 19.3%  
 Don't know: 3.8%

**2005-2006**  
 Yes: 79.7%  
 No: 17.3%  
 Don't know: 3.1%

5. EMPLOYER RESPONSES

5.13 At the start of the conference the Conciliation Officer clearly explained what was going to happen.

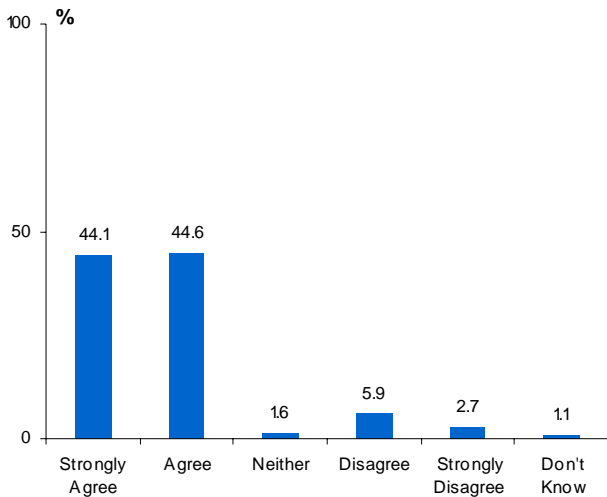


Of those employers who attended a conference, 98.4% agreed that at the start of the conference the Conciliation Officer explained clearly what was going to happen, 0.5% disagreed, and 1.1% didn't know or couldn't say.

**2006-2007**  
 Agree: 93.2%  
 Disagree: 4.2%  
 Neither: 0.8%  
 Don't know: 1.7%

**2005-2006**  
 Agree: 94.9%  
 Disagree: 3.7%  
 Neither: 0%  
 Don't know: 1.4%

5.14 The Conciliation Officer had a good understanding of the dispute.

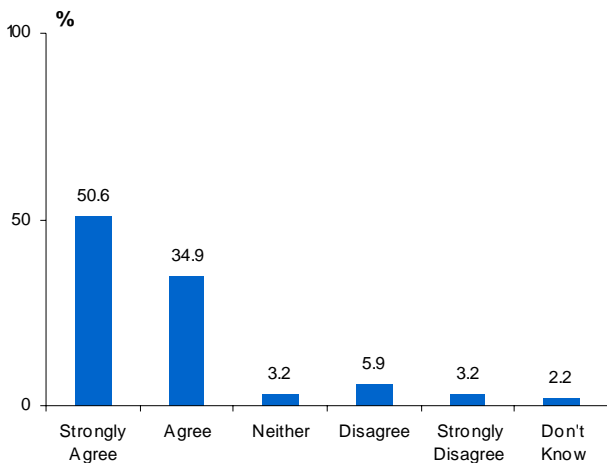


Of those employers who attended a conference, 88.7% agreed that the Conciliation Officer had a good understanding of the dispute, 8.6% disagreed, 1.6% neither agreed nor disagreed and 1.1% didn't know or couldn't say.

**2006-2007**  
 Agree: 83.2%  
 Disagree: 11.8%  
 Neither: 0.4%  
 Don't know: 4.6%

**2005-2006**  
 Agree: 78.7%  
 Disagree: 16.7%  
 Neither: 2.5%  
 Don't know: 2.2%

5.15 The Conciliation Officer did not take sides.



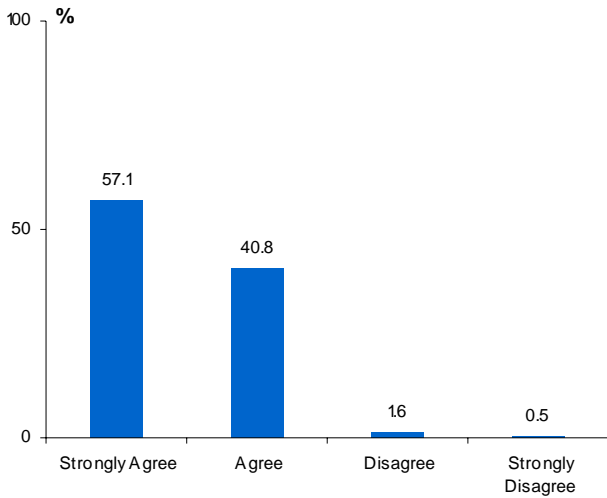
Of those employers who attended a conference, 85.5% agreed that the Conciliation Officer did not take sides, 9.1% disagreed, 3.2% neither agreed nor disagreed and 2.2% didn't know or couldn't say.

**2006-2007**  
 Agree: 83.2%  
 Disagree: 11.4%  
 Neither: 1.3%  
 Don't know: 4.2%

**2005-2006**  
 Agree: 80.3%  
 Disagree: 15.6%  
 Neither: 1.6%  
 Don't know: 2.5%

5. EMPLOYER RESPONSES

5.16 The Conciliation Officer treated me with respect.

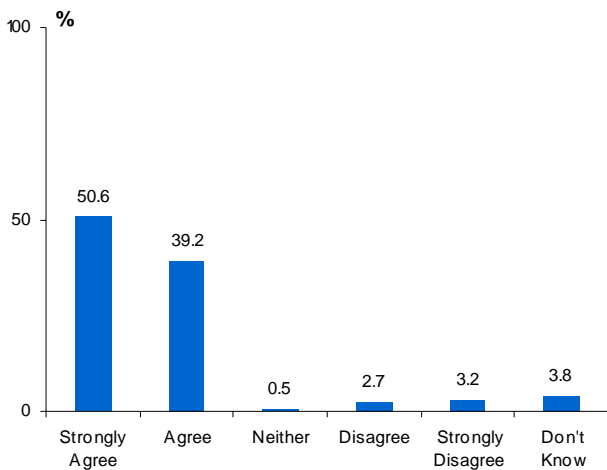


Of those employers who attended a conference, 97.9% agreed that the Conciliation Officer treated them with respect, and 2.1% disagreed.

**2006-2007**  
 Agree: 94.1%  
 Disagree: 4.2%  
 Neither: 0.4%  
 Don't know: 1.3%

**2005-2006**  
 Agree: 95.1%  
 Disagree: 3.2%  
 Neither: 1.2%  
 Don't know: 0.5%

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

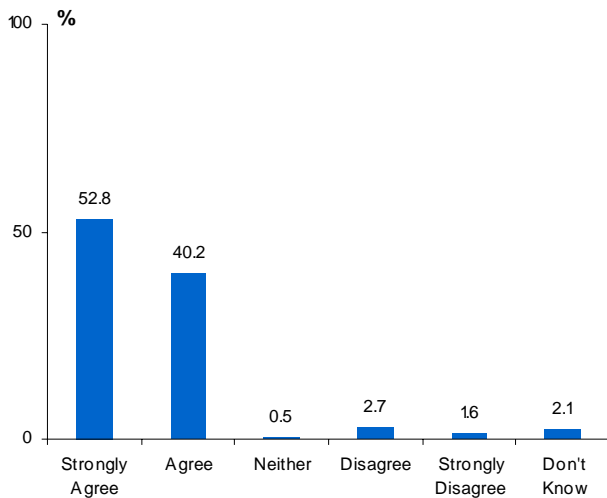


Of those employers who attended a conference, 89.8% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 5.9% disagreed, 0.5% neither agreed nor disagreed and 3.8% didn't know or couldn't say.

**2006-2007**  
 Agree: 88.1%  
 Disagree: 9.3%  
 Neither: 0.4%  
 Don't know: 2.1%

**2005-2006**  
 Agree: 88.5%  
 Disagree: 8.1%  
 Neither: 1.2%  
 Don't know: 2.2%

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



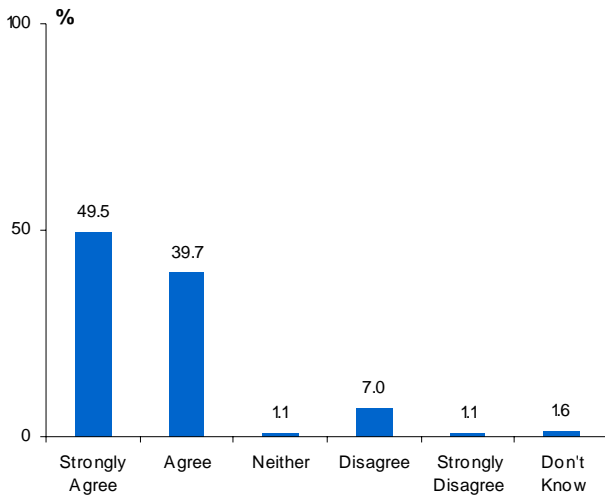
Of those employers who attended a conference, 93% agreed that the Conciliation Officer made sure everything that happened during the conference was explained to them, 4.3% disagreed, 0.5% neither agreed nor disagreed and 2.1% didn't know or couldn't say.

**2006-2007**  
 Agree: 92%  
 Disagree: 5.9%  
 Don't know: 2.1%

**2005-2006**  
 Agree: 93%  
 Disagree: 4%  
 Neither: 1.2%  
 Don't know: 1.8%

### 5. EMPLOYER RESPONSES

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

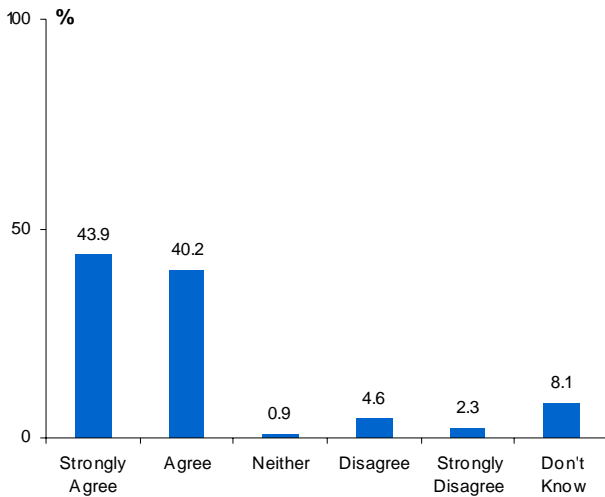


Of those employers who attended a conference 89.2% agreed that the Conciliation Officer clearly explained the outcome of the conference and what was going to happen next, 8.1% disagreed, 1.1% neither agreed nor disagreed and 1.6% didn't know or couldn't say.

**2006-2007**  
 Agree: 91.5%  
 Disagree: 6.3%  
 Neither: 0.4%  
 Don't know: 1.7%

**2005-2006**  
 Agree: 94%  
 Disagree: 3.8%  
 Neither: 0.8%  
 Don't know: 1.4%

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



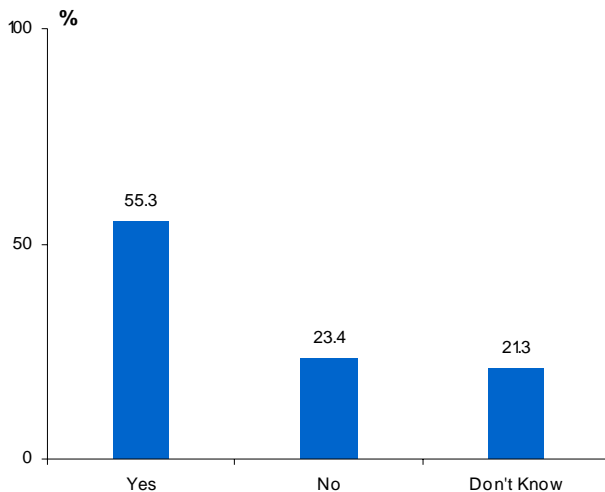
All employers were asked whether they remembered receiving an Outcome Certificate from the Conciliation Service, 79.7% confirmed that they did.

Of those employers that did remember receiving the Outcome Certificate, 84.1% agreed that it clearly reflected what they were told was going to happen, 6.9% disagreed, 0.9% neither agreed nor disagreed and 8.1% didn't know or had no opinion.

**2006-2007**  
 Agree: 87.3%  
 Disagree: 6.2%  
 Neither: 0.3%  
 Don't know: 6.2%

**2005-2006**  
 Agree: 82.4%  
 Disagree: 8.6%  
 Neither: 1%  
 Don't know: 8%

#### 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, 28.5% stated the worker was required to take some sort of action as a result of the conciliation process.

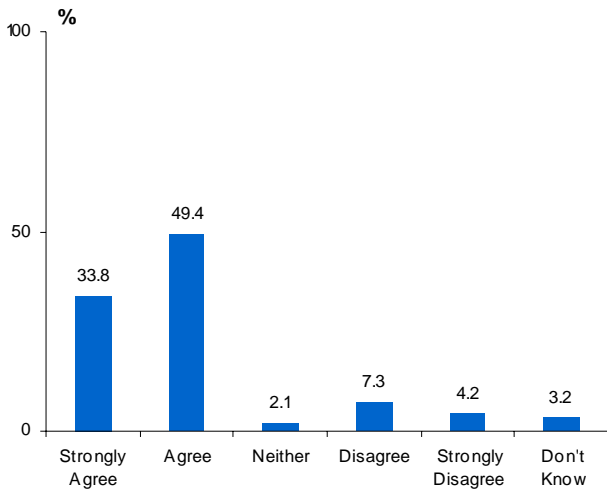
Of those matters where employers stated that some action was required from the worker, 55.3% said this had been done, 23.4% said this had not been done and 21.3% didn't know or couldn't say.

**2006-2007**  
 Yes: 64.3%  
 No: 15.3%  
 Don't know: 20.4%

**2005-2006**  
 Yes: 64.5%  
 No: 22.4%  
 Don't know: 13.1%

**5. EMPLOYER RESPONSES**

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

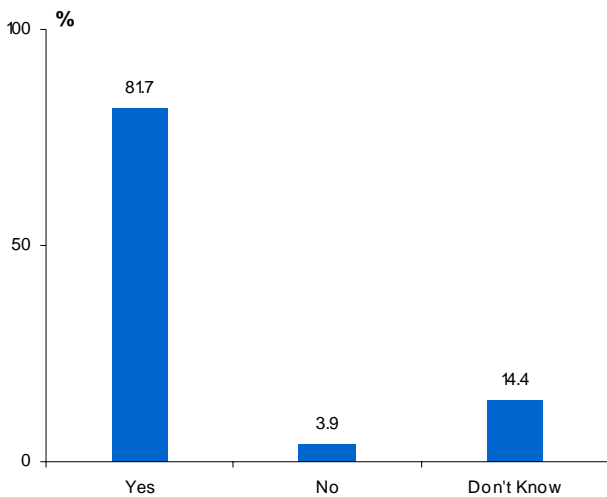


Of the employers who responded that some action was required of the worker and that this had been done, 83.2% agreed that this had been done in a timely fashion, 11.5% disagreed, 2.1% neither agreed nor disagreed and 3.2% didn't know or had no opinion.

**2006-2007**  
 Agree: 62.4%  
 Disagree: 26.1%  
 Neither: 4.6%  
 Don't know: 7%

**2005-2006**  
 Agree: 67.4%  
 Disagree: 19.6%  
 Neither: 2.5%  
 Don't know: 10.4%

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



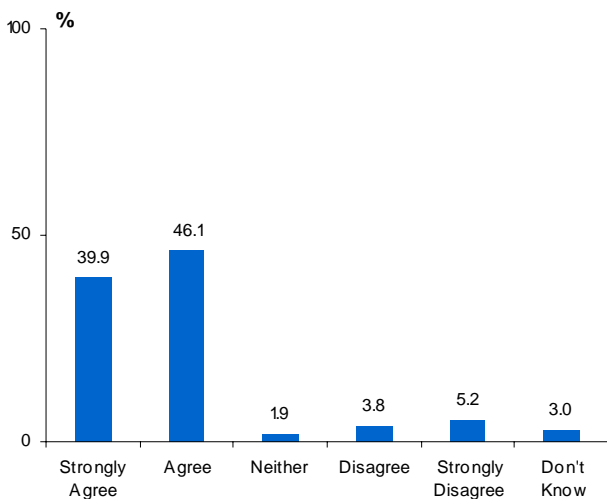
Of the employers surveyed, 42.8% stated the insurance company was required to take some sort of action as a result of the conciliation process.

Of those matters where employers stated that some action was required from the insurance company, 81.7% said that this had been done, 3.9% said that it had not been done and 14.4% didn't know or couldn't say.

**2006-2007**  
 Yes: 83.1%  
 No: 5.9%  
 Don't know: 10.9%

**2005-2006**  
 Yes: 84.7%  
 No: 4.2%  
 Don't know: 11.1%

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



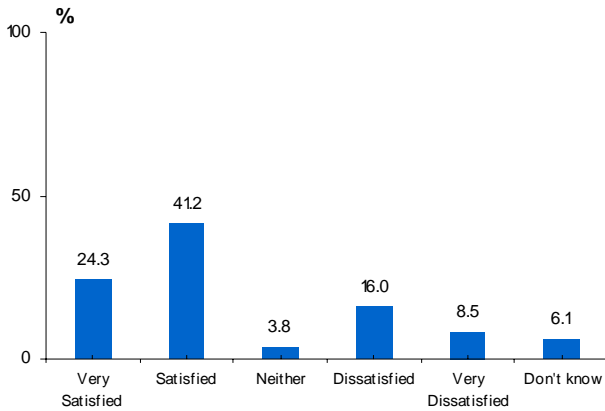
Of the employers who responded that any action required of the insurance company had been done, 86% agreed that this had been done in a timely fashion, 9% disagreed, 1.9% neither agreed nor disagreed and 3% didn't know or had no opinion.

**2006-2007**  
 Agree 83.8%  
 Disagree: 12.6%  
 Don't know: 3.6%

**2005-2006**  
 Agree 85.4%  
 Disagree: 9.8%  
 Don't know: 4.8%

5. EMPLOYER RESPONSES

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

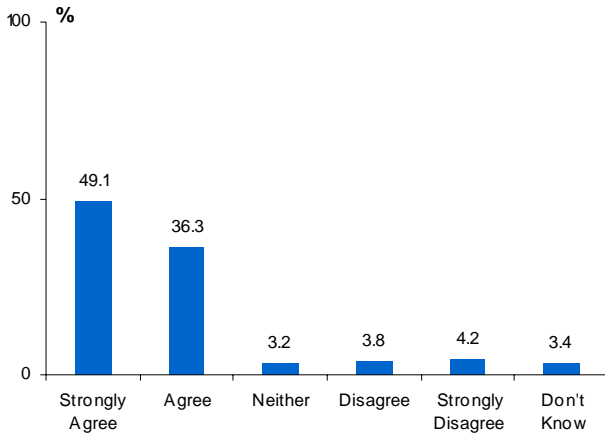


Of all employers surveyed, 65.5% were satisfied with the outcome of the conciliation process, 24.5% were dissatisfied, 3.8% were neither satisfied nor dissatisfied and 6.1% didn't know or couldn't say.

**2006-2007**  
 Satisfied: 61.3%  
 Dissatisfied: 27.5%  
 Neither: 4.5%  
 Don't know: 6.6%

**2005-2006**  
 Satisfied: 60.4%  
 Dissatisfied: 28.1%  
 Neither: 6.2%  
 Don't know: 5.2%

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

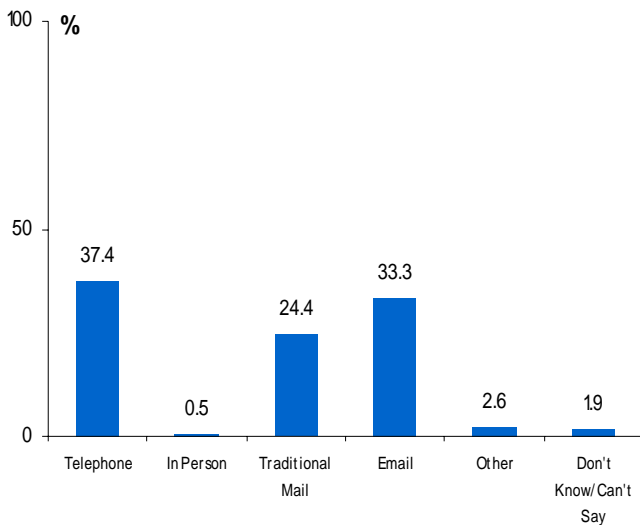


Of all employers surveyed, 85.4% agreed that, regardless of the outcome, conciliation is a valuable process, 8% disagreed, 3.2% neither agreed nor disagreed and 3.4% didn't know or had no opinion.

**2006-2007**  
 Agree: 88.8%  
 Disagree: 7.3%  
 Neither: 2%  
 Don't know: 2%

**2005-2006**  
 Agree: 87.5%  
 Disagree: 8.8%  
 Neither: 2.6%  
 Don't know: 1.2%

5.27 In your day to day dealings with the Conciliation Service, how would you prefer to be contacted?\*



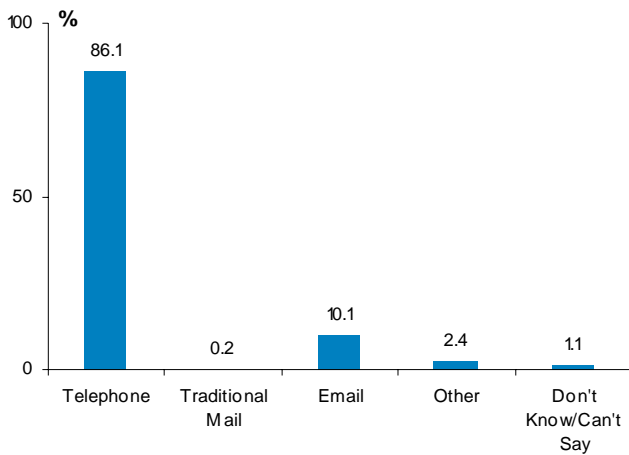
When dealing with the Conciliation Service on day to day matters, 37.4% of all employers surveyed cited the telephone as their preferred mode of contact, with 33.3% citing email, 24.4% citing traditional mail, 0.5% said they preferred to be contacted in person and 1.9% were unsure, or couldn't say.

\*Note: This question was introduced in the 2007-2008 survey.



### 5. EMPLOYER RESPONSES

#### 5.28 If the Conciliation Service had to contact you quickly, how would you prefer to be contacted?\*



Of all employers surveyed, 86.1% stated that if the Conciliation Service had to contact them quickly, they preferred to be contacted via telephone. 10.1% indicated they preferred to be contacted by email, 0.2% preferred traditional mail and 1.1% didn't know or couldn't say.

*\*Note: This question was introduced in the 2007-2008 survey.*

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:

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

74% of employers identified a best feature (79.6% in 2006-2007 and 86.6% in 2005-2006). These were grouped and the following main areas were identified\*\*:

- 19.1% cited the fact they were kept well informed (23.3% identified this in 2006-2007 and 21.6% in 2005-2006)
- 16.3% said the resolution or closure of the matter (18.1% identified this in 2006-2007 and 18.9% in 2005-2006)
- 12.8% cited the professional, competent service (15.3% identified this in 2006-2007 and 17.1% in 2005-2006)
- 11% noted the impartiality and independence of the conciliation officer (12.8% identified this in 2006-2007 and 12.9% in 2005-2006)

Other features mentioned (by less than 10%) related to: the opportunity for both sides to have their say and the service being prompt or on-time.

#### 5.30 And what was the worst thing?

53.9% of employers did not cite a worst feature (41.9% in 2006-2007 and 48.2% in 2005-2006). 46.1% of employers did cite a worst feature (58.1% in 2006-2007 and 51.8% in 2005-2006) and of those that did, the following main area was identified:

- 9.4% cited a lack of resolution or outcome (4.8% identified this in 2006-2007 and 6.3% in 2005-2006)

Other features mentioned related to: a perceived bias towards the worker and the slowness or waiting time involved

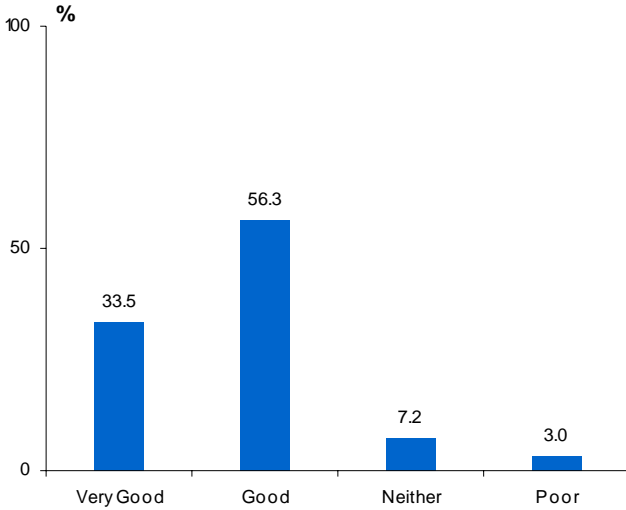
\* Respondents were able to identify more than one feature

\*\* Responses of 10% or more in the 2007-2008 survey have been reported in detail.

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

A total of 167 representatives of WorkCover agents and self-insurers were interviewed as part of the 2007-2008 client survey. The following provides a graphical representation of WorkCover agent and self-insurer responses as well as a summary of responses that were obtained in the 2006-2007 and the 2005-2006 surveys.

#### 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?

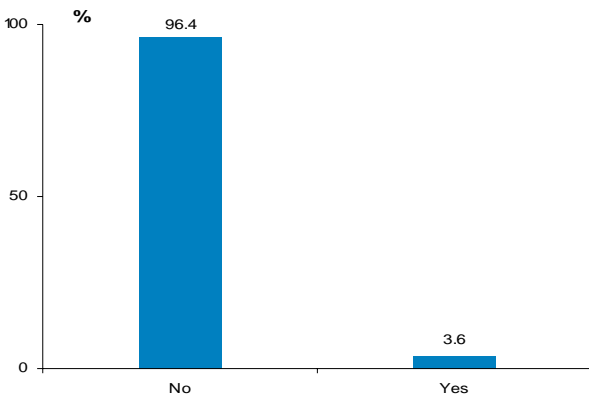


Of all WorkCover agents / self-insurers surveyed, 89.8% rated the service they received, regardless of outcome, as good, 3% rated the service received as poor, and 7.2% said the service was neither good nor poor.

**2006-2007**  
 Good: 88.5%  
 Poor: 6%  
 Neither: 4.5%  
 Don't Know: 1%

**2005-2006**  
 Good: 88.5%  
 Poor: 7.5%  
 Neither: 4%

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



Of all WorkCover agents / self-insurers surveyed, 96.4% did not have any concerns about the time, date or location of the conference while 3.6% responded that they did have concerns.

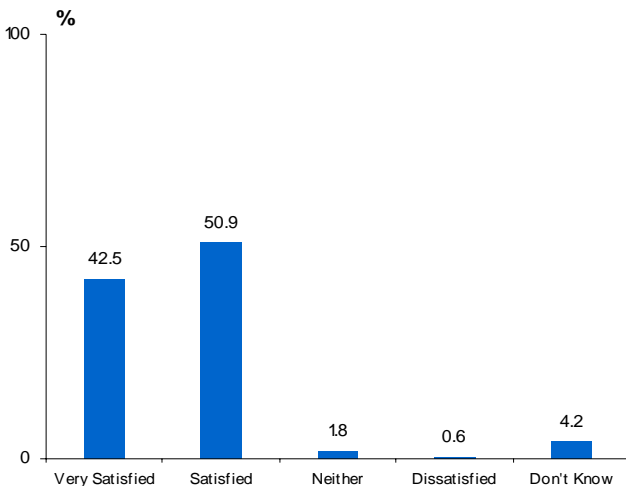
*Of the 3.6% that responded they did have concerns, the main reasons given were\*:*  
 Inconvenient location: 67%  
 Inconvenient time: 16.7%

*\*Note: Respondents were able to provide more than one reason. Figures reflect very small number of respondents.*

**2006-2007**  
 No: 96.5%  
 Yes: 3.5%

**2005-2006**  
 No: 95%  
 Yes: 5%

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



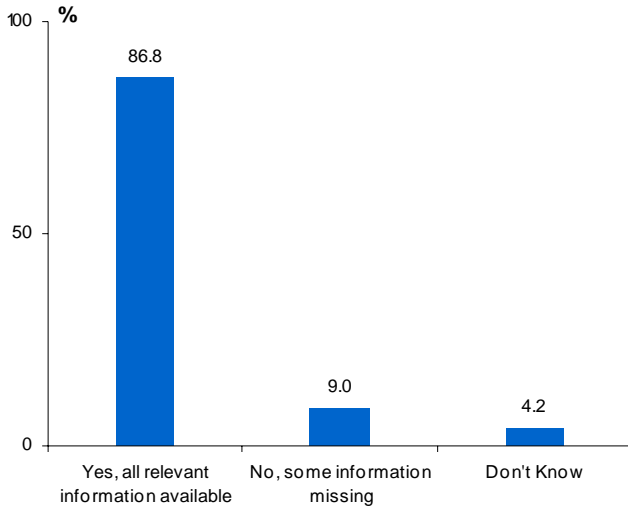
Of all WorkCover agents / self-insurers surveyed, 93.4% said that they were satisfied with the time between being notified about the conference and when the conference was held, 0.6% said they were dissatisfied, 1.8% said they were neither satisfied nor dissatisfied and 4.2% said that they didn't know or couldn't say.

**2006-2007**  
 Satisfied: 95%  
 Dissatisfied: 2%  
 Nether: 1%  
 Don't know: 2%

**2005-2006**  
 Satisfied: 94.5%  
 Dissatisfied: 2.5%  
 Nether: 1%  
 Don't know: 2.5%

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

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

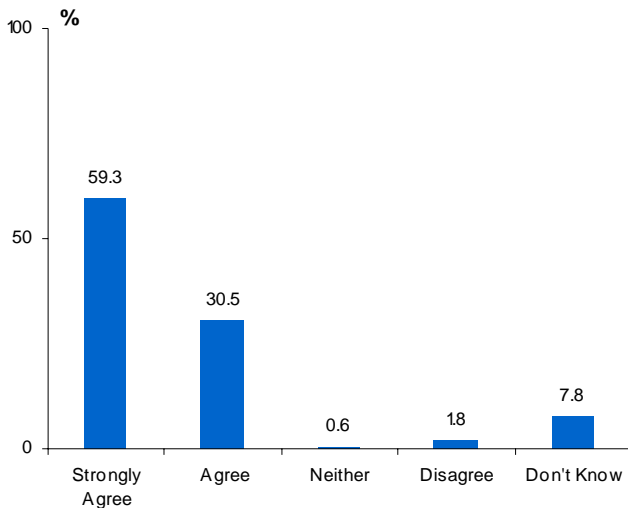


Of all WorkCover agents / self-insurers surveyed, 86.8% responded that the information relevant to the claim was available at the time of the conference, 9% stated that some information was missing and 4.2% didn't know or couldn't say.

**2006-2007**  
 Yes: 84%  
 No: 13%  
 Don't know: 3%

**2005-2006**  
 Yes: 84.5%  
 No: 14.5%  
 Don't know: 1%

**6.5 At the start of the conference the Conciliation Officer clearly explained what was going to happen.**

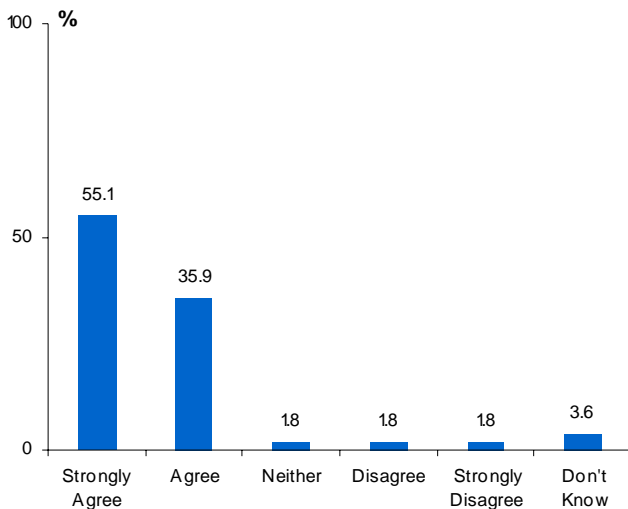


Of all WorkCover agents / self-insurers surveyed, 89.8% agreed that at the start of the conference the Conciliation Officer explained clearly what was going to happen, 1.8% disagreed, 0.6% said they neither agreed or disagreed, and 7.8% didn't know or couldn't say.

**2006-2007**  
 Agree: 94.5%  
 Disagree: 0.5%  
 Neither: 0.5%  
 Don't know: 4.5%

**2005-2006**  
 Agree: 97%  
 Disagree: 0%  
 Neither: 0.5%  
 Don't know: 2.5%

**6.6 The Conciliation Officer had a good understanding of the dispute.**



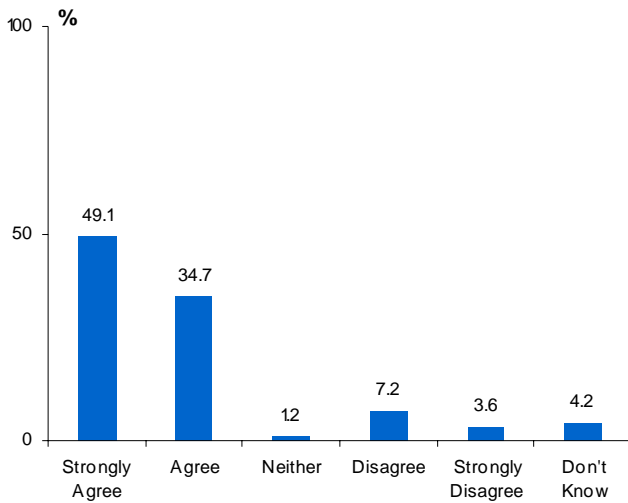
Of all WorkCover agents / self-insurers surveyed, 91% agreed that the Conciliation Officer had a good understanding of the dispute, 3.6% disagreed, 1.8% said they neither agreed or disagreed and 3.6% didn't know or couldn't say.

**2006-2007**  
 Agree: 92%  
 Disagree: 5.5%  
 Don't know: 2.5%

**2005-2006**  
 Agree: 90.5%  
 Disagree: 6%  
 Neither: 2%  
 Don't know: 1.5%

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

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

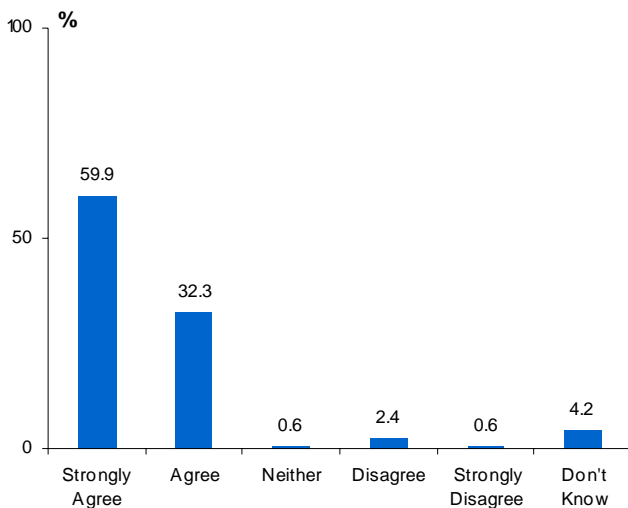


Of all WorkCover agents / self-insurers surveyed, 83.8% agreed that the Conciliation Officer did not take sides, 10.8% disagreed, 1.2% neither agreed nor disagreed and 4.2% didn't know or couldn't say.

**2006-2007**  
 Agree: 88.5%  
 Disagree: 8.5%  
 Neither: 1%  
 Don't know: 2%

**2005-2006**  
 Agree: 84.5%  
 Disagree: 11%  
 Neither: 2.5%  
 Don't know: 2%

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

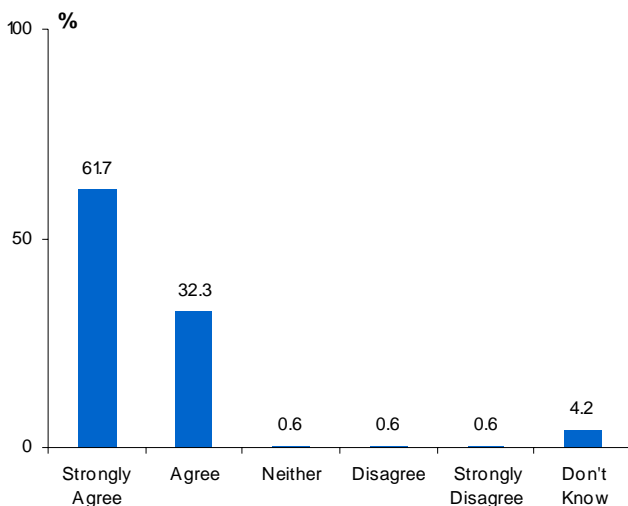


Of all WorkCover agents / self-insurers surveyed, 92.2% agreed that the Conciliation Officer treated them with respect, 3% disagreed, 0.6% neither agreed nor disagreed and 4.2% didn't know or couldn't say.

**2006-2007**  
 Agree: 94%  
 Disagree: 3%  
 Neither: 1%  
 Don't know: 2%

**2005-2006**  
 Agree: 95%  
 Disagree: 2.5%  
 Neither: 1.5%  
 Don't know: 1%

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



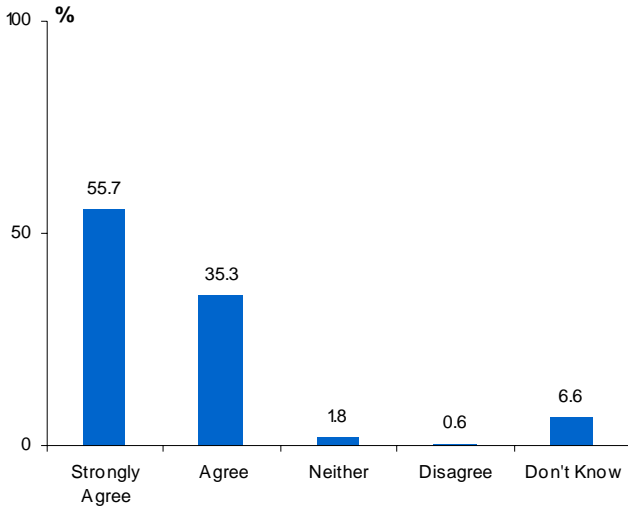
Of all WorkCover agents / self-insurers surveyed, 94% agreed that the Conciliation Officer gave them sufficient time to explain their point of view, 1.2% disagreed, 0.6% neither agreed nor disagreed and 4.2% didn't know or couldn't say.

**2006-2007**  
 Agree: 96.5%  
 Disagree: 1.5%  
 Neither: 0.5%  
 Don't know: 1.5%

**2005-2006**  
 Agree: 96%  
 Disagree: 2.5%  
 Neither: 0.5%  
 Don't know: 1%

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

**6.10 The Conciliation Officer made sure that everything that happened during the conference was explained.**

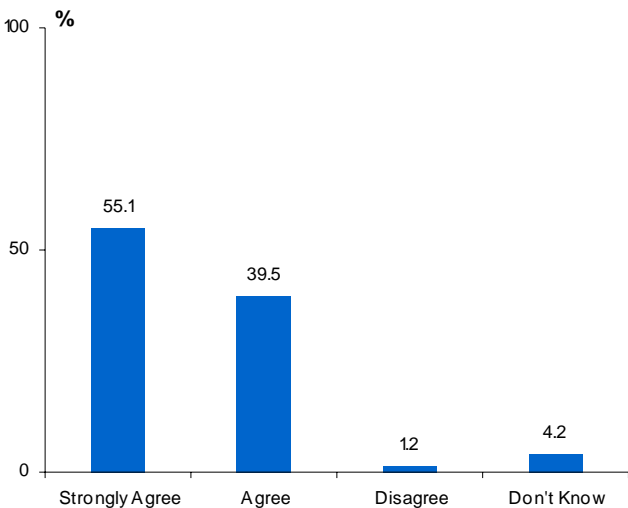


Of all WorkCover agents / self-insurers surveyed, 91% agreed that the Conciliation Officer made sure that everything that happened during the conference was explained, 0.6% disagreed, 1.8% neither agreed nor disagreed and 6.6% didn't know or couldn't say.

**2006-2007**  
 Agree: 94%  
 Disagree: 1.5%  
 Don't know: 4.5%

**2005-2006**  
 Agree: 94.5%  
 Disagree: 2.5%  
 Neither: 1.5%  
 Don't know: 1.5%

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

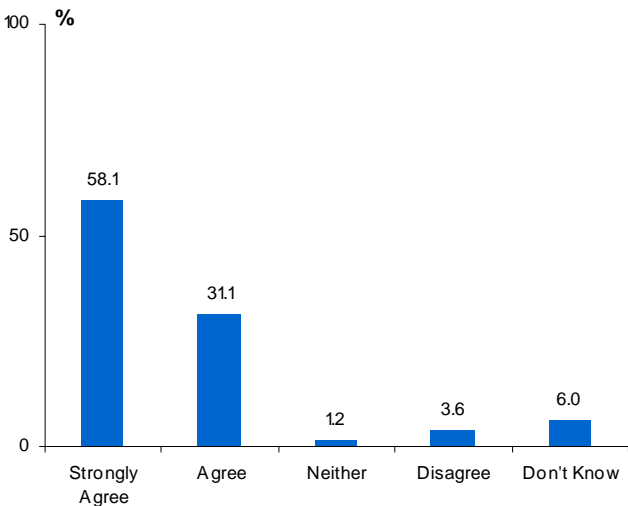


Of all WorkCover agents / self-insurers surveyed, 94.6% agreed that the Conciliation Officer clearly explained the outcome of the conference and what was to happen next, 1.2% disagreed, and 4.2% didn't know or couldn't say.

**2006-2007**  
 Agree: 93.5%  
 Disagree: 4%  
 Don't know: 2.5%

**2005-2006**  
 Agree: 94%  
 Disagree: 3%  
 Neither: 1%  
 Don't know: 2%

**6.12 The Conciliation Officer had a good understanding of the legislation.**



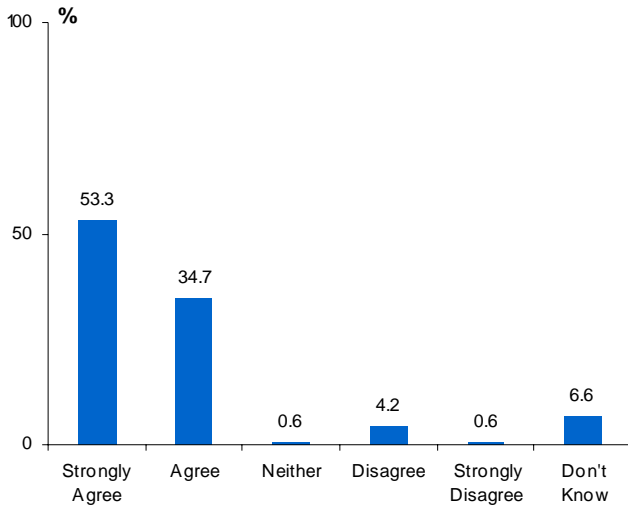
Of all WorkCover agents / self-insurers surveyed, 89.2% agreed that the Conciliation Officer had a good understanding of the legislation, 3.6% disagreed, 1.2% neither agreed nor disagreed and 6% didn't know or couldn't say.

**2006-2007**  
 Agree: 92.5%  
 Disagree: 4%  
 Neither: 0.5%  
 Don't know: 3%

**2005-2006**  
 Agree: 94.5%  
 Disagree: 3.5%  
 Neither: 1%  
 Don't know: 1%

## 6. WORKCOVER AGENT / SELF-INSURER RESPONSES

### 6.13 The Conciliation Officer had a good understanding of how the claims system works.

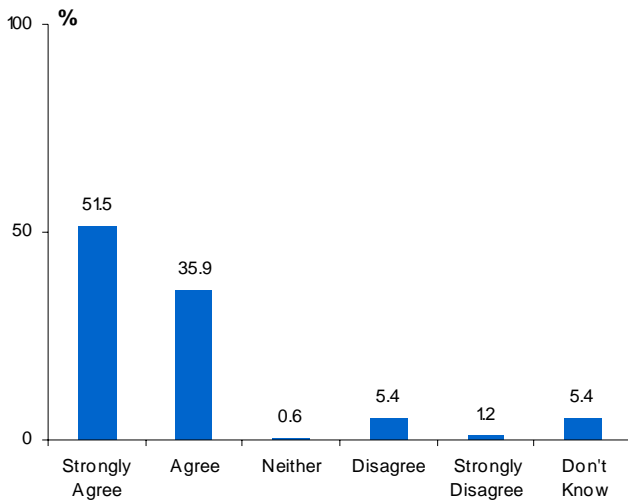


Of all WorkCover agents / self-insurers surveyed, 88% agreed that the Conciliation Officer had a good understanding of how the claims system works, 4.8% disagreed, 0.6% neither agreed nor disagreed and 6.6% didn't know or couldn't say.

**2006-2007**  
 Agree: 92.5%  
 Disagree: 3%  
 Neither: 1.5%  
 Don't know: 3%

**2005-2006**  
 Agree: 89%  
 Disagree: 2.5%  
 Neither: 4.5%  
 Don't know: 4%

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

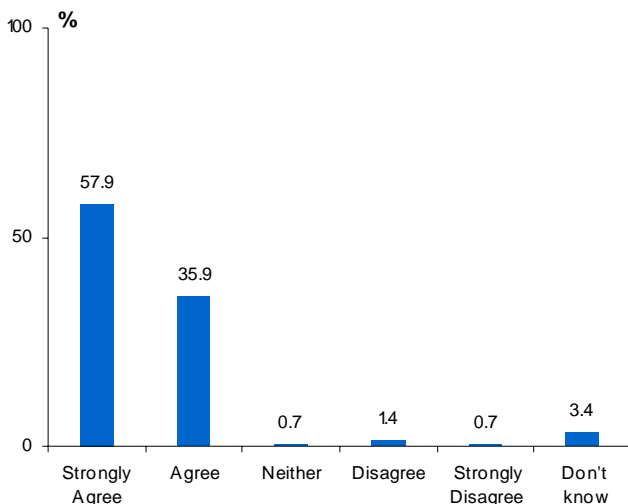


Of all WorkCover agents / self-insurers surveyed, 87.4% agreed that the Conciliation Officers had effective dispute resolution skills, 6.6% disagreed, 0.6% neither agreed nor disagreed and 5.4% didn't know or couldn't say.

**2006-2007**  
 Agree: 90.5%  
 Disagree: 5.5%  
 Neither: 1%  
 Don't know: 3%

**2005-2006**  
 Agree: 88%  
 Disagree: 8%  
 Neither: 2%  
 Don't know: 2%

### 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, 86.8% of WorkCover Agents / self-insurers confirmed that they did.

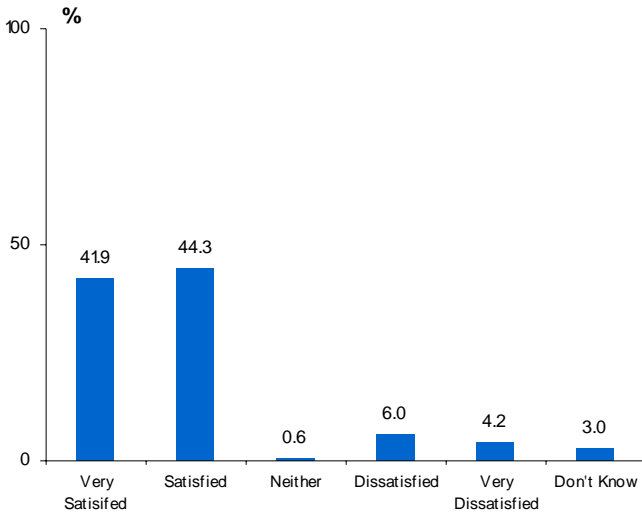
Of those WorkCover agents / self-insurers who did remember receiving the Outcome Certificate, 93.8% agreed that it clearly reflected what they were told was going to happen, 2.1% disagreed, 0.7% neither agreed nor disagreed and 3.4% didn't know.

**2006-2007**  
 Agree: 94.8%  
 Disagree: 4%  
 Don't know: 1.1%

**2005-2006**  
 Agree: 91.6%  
 Disagree: 3%  
 Neither: 1.8%  
 Don't know: 3.6%

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

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

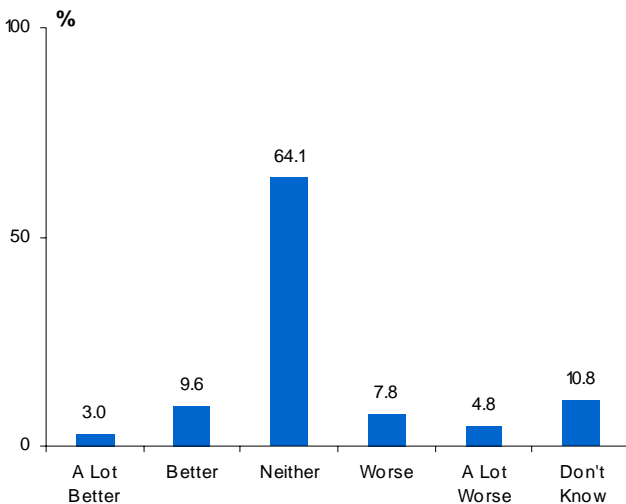


Of all WorkCover agents / self-insurers surveyed, 86.2% were satisfied with the outcome of this particular conciliation process, 10.2% were dissatisfied, 0.6% were neither satisfied nor dissatisfied and 3% didn't know or couldn't say.

**2006-2007**  
 Satisfied: 90%  
 Dissatisfied: 8%  
 Neither: 0.5%  
 Don't know: 1.5%

**2005-2006**  
 Satisfied: 90%  
 Dissatisfied: 9%  
 Neither: 0.5%  
 Don't know: 0.5%

#### 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?

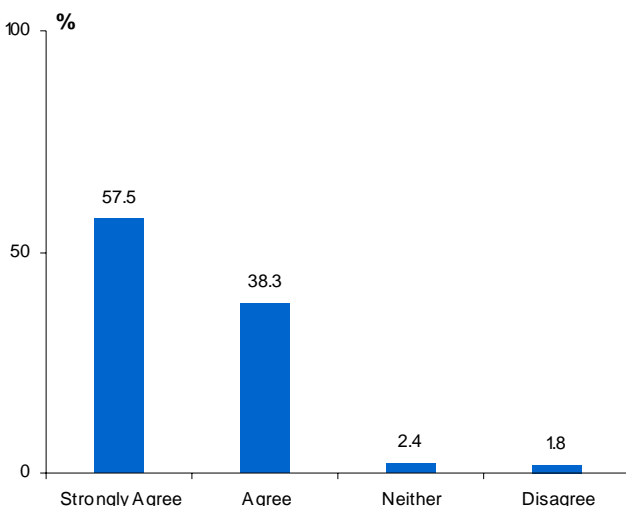


Of all WorkCover agents / self-insurers surveyed, 12.6% felt that the service had improved in the last 6 months, 12.6% felt that it had worsened, 64.1% felt that it was neither better nor worse and 10.8% didn't know or had no opinion.

**2006-2007**  
 Better: 19.5%  
 Worse: 10%  
 Neither: 64.5%  
 Don't know: 6%

**2005-2006**  
 Better: 9.5%  
 Worse: 14.5%  
 Neither: 72.5%  
 Don't know: 3.5%

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



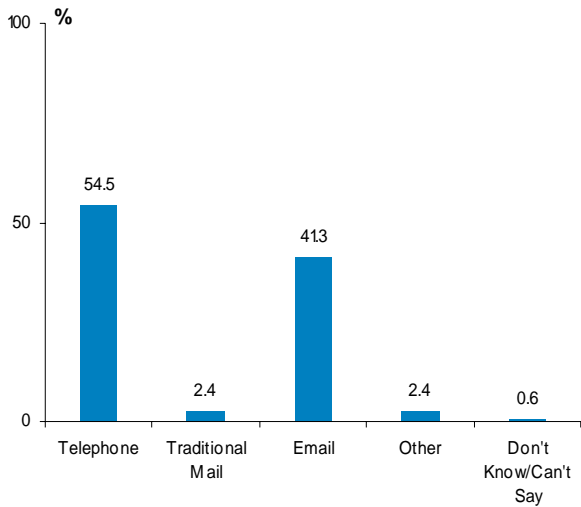
Of all WorkCover agents & self-insurers surveyed, 95.8% agreed that, regardless of the outcome, conciliation is a valuable process, 1.8% disagreed, and 2.4% neither agreed nor disagreed.

**2006-2007**  
 Agree: 94%  
 Disagree: 3.5%  
 Neither: 1%  
 Don't know: 1.5%

**2005-2006**  
 Agree: 92%  
 Disagree: 4.5%  
 Neither: 3%  
 Don't know: 0.5%

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

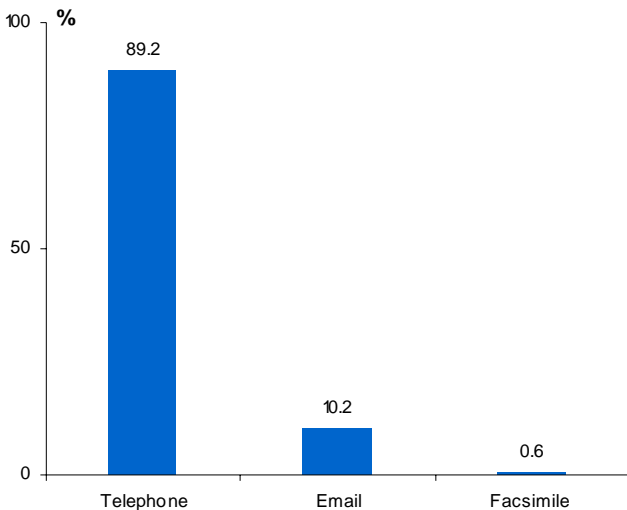
**6.19 In your day to day dealings with the Conciliation Service, how would you prefer to be contacted?\***



When dealing with the Conciliation Service on day to day matters, 54.5% of all WorkCover agents & self-insurers surveyed cited the telephone as their preferred mode of contact, with 41.3% citing email. 2.4% said they preferred to be contacted by traditional mail and 0.6% were unsure, or couldn't say.

*\*Note: This question was introduced in the 2007-2008 survey.*

**6.20 If the Conciliation Service had to contact you quickly, how would you prefer to be contacted?\***



Of all WorkCover agents & self-insurers surveyed, 89.2% stated that if the Conciliation Service had to contact them quickly, they preferred to be contacted via telephone. 10.2% indicated they preferred email contact and 0.6% preferred to be contact by facsimile.

*\*Note: This question was introduced in the 2007-2008 survey.*

In addition to the preceding questions which are quantitative in nature, WorkCover 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:

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

74.2% of WorkCover agents and self-insurers identified a best feature, (73% in 2006-2007 and 80.5% in 2005-2006). These were grouped and the following main areas were identified\*\*:

19.8% responded that the conciliation process brings parties together, brings dispute to resolution, outcome or closure (22% identified this in 2006-2007 and 25.5% in 2005-2006)

16.8% identified the good follow-up or return contact (7% identified this in 2006-2007 and 8% in 2005-2006)

13.8% identified the fair, impartial service provided (14.5% identified this in 2006-2007 and 18.5% in 2005-2006)

Other features mentioned (by less than 10%) related to the helpful, friendly, understanding nature of the service and the efficient and prompt service.

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

\*\* Responses of 10% or more in the 2007-2008 survey have been reported in detail.



## 6. WORKCOVER AGENT / SELF-INSURER RESPONSES

### 6.22 And what was the worst thing?

31.1% of WorkCover agents / self-insurers did not cite a worst feature (32.5% in 2006-2007 and 30.5% in 2005-2006). 68.9% of WorkCover agents / self-insurers did cite a worst feature (67.5% in 2006-2007 and 69.5% in 2005-2006) and of those that did, the following main areas were identified\*\*:

28.1% identified the nature of the service e.g. rude, unhelpful, unprofessional (30% identified this in 2006-2007 and 22.5% in 2005-2006)

26.3% noted a perceived bias towards the worker (24% identified this in 2006-2007 and 32.5% in 2005-2006)

Other features mentioned (by less than 10%) related to: perceived slowness of service and poor communication or notification.

\*\* Responses of 10% or more in the 2007-2008 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)