Summary

Resources Safety and Health Performance Accountability Framework

The Resources Safety and Health Performance Accountability Framework (the Framework) was established to assess our performance when interacting with industry stakeholders while carrying out our regulatory functions. It is intended to evaluate how we perform as a regulator and our level of engagement with stakeholders.

The Framework and self-assessment reporting is modelled on the established Commonwealth Regulator Performance Framework which comprises six outcome-based KPIs to communicate the expectations of regulator performance.

Framework self-assessment

Resources Safety and Health (RSH) carried out the first annual self-assessment of its inspectorates’ performance against the Framework Key Performance Indicators (KPIs).

For the first self-assessment report, we have released details of specific activities undertaken in 2017-18 that demonstrate the KPIs on the department’s website. Another key source of supporting evidence are the results of a 2018 RSH industry stakeholder survey.

The information contained in this report is by no means an exhaustive list of the activities undertaken by the Mines Inspectorate, but it captures the main elements of the work undertaken in 2017-18.

Future self-assessment reports will focus on significant initiatives and consultation activities, as well as significant continuous improvement initiatives, rather than repeating the material covered in the framework KPI activities. We believe there is more value focusing on our significant performance efforts in future reports.

Summary of assessment

The self-assessment found RSH:

- is engaged with regulated industries, other regulatory agencies and academic and scientific institutions;
- is delivering against the KPIs and performance measures;
- effectively manages the balance between supporting industry through regular engagement and consultation and enforcing the legislation to achieve better safety and health outcomes.

Areas for improvement highlighted by the self-assessment include:

- improving understanding within industry of the risk-based approach RSH inspectorates take when monitoring compliance;
- improving our website to make it easier for our stakeholders to find the information and guidance material to assist them in their day-to-day operations.
Table of contents

Summary ....................................................................................................................................................... i
Mines Inspectorate 2017-18 supplementary activity-based evidence ......................................................... 1
  KPI 1: RSH does not unnecessarily impede the operation of regulated entities ........................................ 1
  KPI 2: Communication with regulated industries is clear, targeted and effective manner ....................... 6
  KPI 3: Actions undertaken by RSH are proportionate to the regulatory risk being managed .................. 8
  KPI 4: RSH compliance and monitoring approaches are streamlined and coordinated .................... 9
  KPI 5: RSH is open and transparent in its dealings with regulated entities ........................................... 11
  KPI 6: RSH actively contributes to the continuous improvement of regulatory frameworks ............... 13
Consultation activities ................................................................................................................................... 13
Stakeholder surveys ....................................................................................................................................... 14
Resources Safety and Health 2018 Stakeholder Survey Results ................................................................. 15
Mines Inspectorate 2017-18 supplementary activity-based evidence

**KPI 1: RSH does not unnecessarily impede the operation of regulated entities**

**Stakeholder Survey1**

**Mines Inspectorate staff demonstrate an understanding of your operation**

*Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 6*

- 73% Very Good/Good
- 10% Average
- 2% Very Poor/Poor

**Overall, how well do you feel the Mines Inspectorate performs in terms of being a proactive safety and health regulator?**

*Correlated Performance Accountability Framework KPI’s: KPI 1*

- 85% Very Good/Good
- 10% Average
- 3% Very Poor/Poor

**To what extent do you feel the Mines Inspectorate supports positive safety and health outcomes for your organisation?**

*Correlated Performance Accountability Framework KPI’s: KPI 1*

- 60% Very Good/Good
- 26% Average
- 9% Very Poor/Poor

**Raise awareness and promote safety and health outcomes - How well does the Mines Inspectorate perform in the delivery of these functions?**

*Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 2*

- 71% Very Good/Good
- 12% Average
- 4% Very Poor/Poor

**Delivery of functions - How well do you think the Mines Inspectorate performs?**

*Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 4*

- 78% Very Good/Good
- 12% Average
- 4% Very Poor/Poor

---

1 The stakeholder survey results represented in this document may not always equal 100 per cent as ‘Unsure’ or ‘Not applicable’ responses have not been included where the results were very small.
Did you access, download or receive any resources from Resources Safety and Health during the last 12 months? (quality and ease of access)

*Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 2*

![29% Very Good/Good](image1) ![42% Average](image2) ![19% Very Poor/Poor](image3)

**Industry Consultative Committees**

- Coal Mining Safety and Health Advisory Committee (CMSHAC) - seven meetings including one to review the Queensland Government’s Project Management Office discussion paper *Options for resources safety and health regulator models in Queensland*. CSHAC annual reports can be found on the department’s website [https://www.business.qld.gov.au/industries/mining-energy-water/resources/safety-health/mining/commissioner/advisory-committees/cmshac](https://www.business.qld.gov.au/industries/mining-energy-water/resources/safety-health/mining/commissioner/advisory-committees/cmshac)
- Quarterly Occupational Health Mining Advisory Committee (OHAMC) meetings.

**Consultation and engagement activities**

- RSH Industry Leaders Briefing 27 October 2017 Parliament House, Brisbane. Chief Inspectors of Mines highlighted their priorities and expectations to industry leaders. The Project Executive of the Occupational Health and Hygiene Unit also briefed industry on the Coal Mine Workers’ Health Scheme.
- Quarterly Cement Concrete and Aggregates Australia (CCAA) meetings.
- Three Queensland Resources Council Health and Safety Committee meetings.
- Three Queensland Resources Council consultation and catch-up meetings.
- Eleven consultation meetings with industrial organisations representing mine workers (Construction, Forestry, Maritime, Mining and Energy Union - Mining Division and the Australian Workers’ Union).
- Board of Examiners held three roadshows to communicate to the coal mining industry on proposed changes to qualifications and practical work experience requirements to obtain a coal certificate of competency in Emerald 3 July, Moranbah 4 July and Brisbane 6 July 2017.
- Quarterly Mine Electrical Safety Association meetings.
- Underground Coal Mine Managers forum held in Emerald 22 May 2018 and Moranbah 24 May 2018.
- Coal Open Cut Examiners and Explosion Risk Zone Controllers forum held in Emerald 6 March 2018, and Moranbah 8 March 2018.
- Coal Open Cut Managers forum held in Mackay 30 Apr 2018.
• Mechanical Engineering Managers and Electrical Trade Union (ETU) safety delegates forum held in Mackay 31 May 2018.
• Underground Mineral Mine Managers forum held in Mount Isa 23 May 2018.
• Major Hazards Facilities forum held in Sydney 6 September 2017.
• Risk management for small mines and quarries workshops held in Beenleigh 5 July 2017 and Toowoomba 27 July 2017.
• CASAR Wire meeting held in Mount Isa 24 April 2018.
• Emergency Winder Forum held at Simtars, Redbank 6 February 2018.
• Annual Level 1 Mine Emergency Exercise was held at Broadmeadow coal mine on 21 November 2017 where members took part in various activities and scenarios on the surface and underground areas of the mine.
• Mines Rescue Competition Mount Isa 31 May to 5 June 2018.
• Annual Miners Memorial Day Service held at Redbank 19 September 2017. The Redbank service included the unveiling of a permanent state monument remembering miners who lost their lives in fatal accidents and disasters are remembered.

Occupational Health and Hygiene Unit
• Mine Dust Lung Disease Industry Forum held in Brisbane 11 December 2017. Half-day event for medical, mining and health and safety stakeholders outlining progress against Monash University review recommendations and developments in the diagnosis and treatment of Mine Dust Lung Disease.
• Coal Mine Dust Lung Disease Forum held in Mackay 21 February 2017. Briefing to government, coal industry, union and medical professionals on the Coal Mine Workers’ Health Scheme
• Engagement meeting with local coal mining industry contractors to identify reform priorities held in Mackay 23 March 2018.

Conferences, seminars and workshops
• Mines Inspectorate and the Occupational Health and Hygiene Unit attended and presented at the annual Queensland Mining Industry Health and Safety Conference 6-8 August 2017. Papers included:
  o Sharing experiences: Coal Mine Workers’ Health Scheme;
  o Reflections of an inspector on communication and the impact on safety and health;
  o Respirable dust exposure database – Assessing trends in Queensland’s Coal Mines;
  o Occupational health thresholds for mine sites: The status of Respirable Crystalline Silica and Lead Hazard Regulation;
  o Intrinsically safe circuit issue;
  o The Security of Explosives;
  o Learning from Angellala Creek Ammonium Nitrate Vehicle Explosion.
• Australian Institute of Occupational Hygienists Health Monitoring Seminar held in Brisbane 15 August 2017.
• Annual Institute of Quarrying Australia Conference held in Toowoomba 5-6 September 2017.
• AusIMM Underground Operators’ Conference held on the Gold Coast 16-18 October 2017.
• Annual Australian Institute of Occupational Hygienists Conference held in Canberra 2-6 December 2017.
• Chief Inspector of Mines (Coal) attended the 2018 SME Annual Conference and Expo Minneapolis 25-28 February 2018.
• IQA Women in Quarrying Seminar held in Brisbane 22 March 2018.
• Annual Quarrying Safety and Health Seminars in Brisbane 8 June 2018 and Townsville 27 June 2018.

Occupational Health and Hygiene Unit
• B-Reader training held in Brisbane 4-8 December 2017. US MDLD experts from the National Institute for Occupational Safety and Health conducted specialist radiology training for Australian radiologists – the first time this training has been conducted in the southern hemisphere.
• Doctor training workshops held in Brisbane 9 December 2017 and Mackay 13 December 2017 (online webinars also conducted). Ongoing professional development for doctors undertaking health assessments for coal mine workers as Nominated Medical Advisers.
• Black Lung Seminar (respiratory health disease information session) held in Mackay 13 December 2017. RSH facilitated engagement between coal mine workers and their families through the CFMEU and United States MDLD experts.
• Participated in the Resource Safety Industry Conference held in Mackay 23 March 2018.

Academic and scientific institutions
• Mines Inspectorate collaborated with Simtars on dust monitoring and training for statutory positions.

Occupational Health and Hygiene Unit
• Contributing funds to support research underway through the Wesley Hospital to better understand case profiles including disease severity and occupational history of each confirmed case and inform workers and industry of the learnings from this research.
• University of Illinois, Chicago engaged to provide advisory services in relation to MDLD on an ongoing basis.
• Regular engagement with Simtars to identify knowledge gaps and research opportunities.
• Research priorities discussions with James Cook University held on 31 January 2018. Discussion with medical practitioners and academic staff to identify research priorities for coal mine worker health surveillance.

Engagement with domestic and international safety and regulatory agencies
• Chief Inspector of Mines (Coal) visited the US coal regulator the Mine Safety and Health Administration (MSHA), the National Institute for Occupational Safety and Health (NIOSH) and the University of Illinois, Chicago between 14 February and 3 March 2018 to build on working relationships between the agencies.
• Chief Inspector of Mines (Coal) and Chief Inspector of Mines (Mineral Mines and Quarries) attended the annual Conference of Chief Inspectors of Mines (CICM) in Hobart from 15 to 20 October 2017. The CICM is an independently constituted body with members from various mines inspectorates of Australia, New Zealand and Papua New Guinea.
• NSW Mechanical Engineers meeting in Sydney on 16 September 2017.
• NSW Resources Regulator on statutory functions and maintenance of competence 3 November 2017.
• Northern Australian Emergency Response Competition held in Mount Isa from 1 to 3 June 2018.
Occupational Health and Hygiene Unit

- National Institute for Occupational Safety and Health to provide the B-reader Program to Australian-based radiologists and physicians.

Professional and technical committees

Mines inspectors regularly participate in Australian Standards committees and other technical committees including:

- **AS 3007 Electrical equipment in mines and quarries – Surface installations and associated processing plant Integration Project**;
- **Joint Accreditation System of Australia/New Zealand (JAS-ANZ):**
  - Scheme for explosion protected electrical equipment (ANZEx Scheme) Part 1 Product Certification Program
  - Scheme for explosion protected electrical equipment (ANZEx Scheme) Part 2 Recognised Service Facilities Program
- **AS 4871 Electrical equipment for mines and quarries – General requirements**;
- **AS 3785 ME-018 Mining equipment**;
- **AS 5232 ME-035 Fluid power systems and components**;
- **AS 5327 ME-063 Earthmoving equipment**; and
- **ISO 45001 Occupational health and safety**.
- Participation in Simtars Certification Advisory Committee.

Occupational Health and Hygiene Unit

- Occupational Physician attended meetings of the Coal Mine Dust Lung Disease Collaborative Group (ad hoc meetings as required).
- Coal Mine Dust Lung Disease Rehabilitation and Return to Work Stakeholder Working Group, ad hoc meetings as required.
KPI 2: Communication with regulated industries is clear, targeted and effective manner

Stakeholder Survey

Raise awareness and promote safety and health outcomes - How well does the Mines Inspectorate perform in the delivery of these functions?

Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 2

- 71% Very Good/Good
- 12% Average
- 4% Very Poor/Poor

Information and Guidance Material - How well do you think the Mines Inspectorate performs:-

Correlated Performance Accountability Framework KPI’s: KPI 2

- 73% Very Good/Good
- 15% Average
- 4% Very Poor/Poor

Communication and Information - How well do you think the Mines Inspectorate performs?

Correlated Performance Accountability Framework KPI’s: KPI 2, KPI 5

- 77% Very Good/Good
- 10% Average
- 3% Very Poor/Poor

Did you access, download or receive any resources from Resources Safety and Health during the last 12 months? (quality and ease of access)

Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 2

- 29% Very Good/Good
- 42% Average
- 19% Very Poor/Poor

Consistent communication

The following documentation is stored in the Mines Inspectorate’s databases or on the department’s Intranet site and is available to all staff to promote consistency in communication with stakeholders. These documents also form part of the induction process for new employees.

- Departmental communication procedures and style guides
- Departmental protocols and templates
- RSH Compliance Policy
- RSH Investigations Manual
- Writing a mine record entry procedure
Communication and information releases

- Regular releases of information to stakeholders through tailored emails and letters, Vision6 and social media posts.
- Miners’ Health Matters web portal including videos featuring industry, mine workers, and medical professionals.
- Worker information booklets for miners and industry.
- Newsletters and industry newsletters and publications.
- Roadshows and industry forums are favoured for larger information releases (e.g. implementation of new legislation).

Feedback received on quality and availability of information

The Mines Inspectorate did not receive any direct feedback from industry or the public on the quality and availability of information and guidance material on the website.

Stated response timeframes

The *Coal Mining Safety and Health Act 1999* and *Coal Mining Safety and Health Regulation 2017* and the *Mining and Quarrying Safety and Health Act 1999* and *Mining and Quarrying Safety and Health Regulation 2017* have response timeframe provisions.

The Mines Inspectorate also has internal supporting documentation such as the *Fatality Investigation Timelines – Mines Inspectorate* and the *RSH Investigations Manual*.

RSH inspectorates comply with departmental and ministerial response timeframes.

Procedural fairness and appeal mechanisms

There were no internal or external review applications received in 2017-18.

*Coal Mining Safety and Health Act 1999* and *Mining and Quarrying Safety and Health Act 1999*

Part 9 of these Acts provides for internal review by the chief inspector of directives given by an inspector (other than the chief inspector).

Part 14 of these Acts provides a right of appeal to the Industrial Magistrates Court against particular decisions of the Minister or the Board of Examiners. For example, a Minister’s decision to remove a person as site safety and health representative or a Board of Examiners’ decision to cancel a certificate of competency.

Part 14 also provides a right of appeal to the Industrial Court against particular decisions of the chief inspector, including directives given by the chief inspector and internal review decisions of the chief inspector.
KPI 3: Actions undertaken by RSH are proportionate to the regulatory risk being managed

Stakeholder Survey

Compliance activities and complaints processes - How well does the Mines Inspectorate perform in the delivery of these functions?

Correlated Performance Accountability Framework KPI’s: KPI 3

76%
Very Good/Good

9%
Average

4%
Very Poor/Poor

How well do you think the Mines Inspectorate performs when working with industry to reduce the likelihood and consequence of serious incidents?

Correlated Performance Accountability Framework KPI’s: KPI 3

75%
Very Good/Good

10%
Average

3%
Very Poor/Poor

Communication of expectations to regulated industries

- RSH Annual Leaders Briefing at Parliament House on 27 October 2017
- Website guidance material
- Vision6 messages
- Ten Safety Alerts and nine Safety Bulletins published on the department’s website and distributed to industry.
- Chief Inspectors of Coal and Mineral Mines and Quarries distributed 18 tailored letters to industry.

Risk approach and review mechanisms

- The Mine Record database holds inspectorate interactions with mines, enforces business and legislative requirements, provides structured inspection guides, requires closeout of directives and other notices.
- The Mine Inspection Planning System prioritises inspectorate activity and provides for a risk ranking of mine sites and determination of timings for inspections.
- RSH engaged the Noetic Group in June 2018 to undertake a review of the Mines Inspectorate’s Strategy and Compliance Program for 2017-18.
KPI 4: RSH compliance and monitoring approaches are streamlined and coordinated

Stakeholder Survey

Delivery of functions - How well do you think the Mines Inspectorate performs?

Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 4

- 78% Very Good/Good
- 12% Average
- 4% Very Poor/Poor

Information sharing practices (external and internal)

- Memorandum of Understanding with the Office of Industrial Relations for the provision of regulatory cooperation and understanding of roles, responsibilities and obligations.
- Memorandum of Understanding with the Queensland Police Service for the provision of shared information and documentation concerning the investigation of fatalities, injuries or serious incidents.
- Memorandum of Understanding with Office of Industrial Relations to share information on confirmed cases of mine dust lung disease.
- The Chief Inspector of Mines may communicate anything that comes to their attention under the disclosure provisions of section 275A(2) of the Coal Mining Safety and Health Act 1999 and section 255(2) of the Mining and Quarrying Safety and Health Act 1999 to an officer or authority responsible for administering a law of Queensland, the Commonwealth or another State about safety and health in mining.
- Occupational Health and Hygiene Unit participates in meetings with key government agencies such as Queensland Health, WorkCover Queensland and the Office of Industrial Relations as required.
- Occupational Health and Hygiene Unit regularly updates the Department of Premier and Cabinet, Queensland Treasury, Queensland Health, the Office of Industrial Relations and WorkCover Queensland on confirmed cases of MDLDs reported to the department.
- RSH inspectorates share information through the monthly Chief Inspectors meetings, the monthly RSH Leadership Group meeting, RSH Newsletter, regional meetings, joint compliance meetings and day-to-day engagement.

Coordinated inspections

- Thirteen joint inspections conducted with the Explosives Inspectorate.
- Members of the Mines Inspectorate (mineral mines and quarries) also regularly undertake joint visits with the department’s mining registrars and field access officers.
Complaints

There were a total of 107 complaints made to the inspectorate in 2017-18. Of these, there were six complaints still under investigation at the end of the financial year. Feedback on the outcome of a complaint is conveyed to the complainant through email communication and phone. Information received on complaints throughout the year is published on the department’s website in the annual Queensland Mines and Quarries Safety Performance and Health Report at: https://www.business.qld.gov.au/industries/mining-energy-water/resources/safety-health/mining/accidents-incidents/safety-performance

There were no complaints received from regulated industries about information requests.

Complaints are confidentially managed in accordance with the department’s Complaints Management Policy.

The following is a breakdown of the complaints received by the Mines Inspectorate in 2017-18.

- Coal surface 40
- Coal underground 14
- Mineral surface 21
- Mineral underground 10
- Quarries 18
- Other – no mine involved 4.

The complaints received in 2017-18 related to:

<table>
<thead>
<tr>
<th>Coal</th>
<th>Mineral Mines</th>
<th>Quarries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mineworker Safety 64%</td>
<td>Mineworker Safety 67%</td>
<td>Mineworker Safety 33%</td>
</tr>
<tr>
<td>Other 16%</td>
<td>Other 17%</td>
<td>Vibration 28%</td>
</tr>
<tr>
<td>Mineworker Health 13%</td>
<td>Mineworker Health 7%</td>
<td>Nuisance Dust 11%</td>
</tr>
<tr>
<td>Public Safety 5%</td>
<td>Nuisance – Noise 3%</td>
<td>Public Safety 11%</td>
</tr>
<tr>
<td>Hazardous Substances 2%</td>
<td>Public Health 3%</td>
<td>Mineworker Health 6%</td>
</tr>
<tr>
<td>Nuisance – Noise 2%</td>
<td>Vibration 3%</td>
<td>Nuisance Noise 6%</td>
</tr>
</tbody>
</table>

There were no complaints received from regulated industries about information requests.
KPI 5: RSH is open and transparent in its dealings with regulated entities

Stakeholder Survey

Open, transparent and responsive in their dealings with industry (targeted survey question)

- 72% Very Good/Good
- 12% Average
- 2% Very Poor/Poor

Practice transparent and fair decision-making

- 71% Very Good/Good
- 14% Average
- 9% Very Poor/Poor

Performance - How well do you think Mines Inspectors perform?

Correlated Performance Accountability Framework KPI’s: KPI 5

- 78% Very Good/Good
- 11% Average
- 5% Very Poor/Poor

Communication and Information - How well do you think the Mines Inspectorate performs?

Correlated Performance Accountability Framework KPI’s: KPI 2, KPI 5

- 77% Very Good/Good
- 10% Average
- 3% Very Poor/Poor

Publication and communication of incidents and compliance approaches

- RSH Compliance Policy is published on the department’s website.
Regular engagement with stakeholders

Refer to responses in KPI 1 and KPI 6.
KPI 6: RSH actively contributes to the continuous improvement of regulatory frameworks

Stakeholder Survey

Consultation or engagement with industry on legislative or major policy changes (targeted survey question)

- 71% Very Good/Good
- 13% Average
- 5% Very Poor/Poor

Mines Inspectorate staff demonstrate an understanding of your operation

**Correlated Performance Accountability Framework KPI’s: KPI 1, KPI 6**

- 73% Very Good/Good
- 10% Average
- 2% Very Poor/Poor

Consultation on major policy and legislation changes

- Consultation with industry and union stakeholder representatives on the Coal Mining Safety and Health Advisory Committee (CMSHAC) and the Mining Safety and Health Advisory Committee (MSHAC) to finalise the remaking of the Coal Mining Safety and Health Regulation 2017 and the Mining and Quarrying Safety and Health Regulation 2017.
- Consultation with CMSHAC and MSHAC on the Mines Legislation (Resources Safety) Amendment Bill (MLRSA Bill) prior to its reintroduction in March 2018.
- Consultation on significant policy changes including introduction of civil penalties, increased maximum penalties, stricter competency requirements for ventilation officers and new powers to suspend or cancel certificates of competency.

Occupational Health and Hygiene Unit

- Consultation paper on Purpose, Roles and Responsibilities for Coal Mine Workers’ Respiratory Health Screening, March 2018

Consultation activities

Refer also to responses in KPI 1.

RSH internal information sharing activities

Regular information sharing occurs between the inspectorates and other business units at the monthly RSH Leadership Group meetings and Chief Inspectors meetings.

- Formal and informal meetings have occurred between the Mines Inspectorate and the RSH Policy Unit to discuss various policy projects and particular matters related to the regulatory framework and stakeholder feedback. This included discussion on the Mines Legislation (Resources Safety) Amendment Bill 2017, Mineral, Water and Other Legislation Amendment Bill 2018 and the remake of the Coal Mining Safety and Health Regulation 2017 and Mining and Quarrying Safety and Health Regulation 2017.
• DNRME Speaker Series 1 William Street, Brisbane 11 December 2017. Presentation to Queensland Government officers on coal workers’ pneumoconiosis and the response in the United States by Dr Robert Cohen. Event was filmed and made available to regional stakeholders.

Stakeholder surveys

Drug and alcohol survey

In 2017-18 the Mines Inspectorate conducted a survey to provide a broad snapshot of the state of our industry with regard to preventative and responsive drug and alcohol management on coal mine and mineral mine and quarry sites. Analysis of the data will help inform programs to improve the safety and health of mine workers in the future.

Feedback mechanisms

Refer to responses in KPI 2, KPI 3 and KPI 4.
Resources Safety and Health 2018 Stakeholder Survey Results

WHICH INDUSTRY SECTOR DO YOU MAINLY WORK IN?

- Coal: 33%
- Petroleum & Gas: 14%
- Minerals: 23%
- Explosives: 8%
- Quarries: 22%

WHAT SIZE (EMPLOYEES) IS YOUR ORGANISATION?

- More than 500: 37%
- 101 - 500: 20%
- 10 - 100: 24%
- Less than 10: 19%
Overall, how well do you feel that Resources Safety and Health performs in terms of being a proactive safety and health regulator?

- Very Poor: 0%
- Poor: 3%
- Average: 12%
- Good: 47%
- Very Good: 37%
- Unsure: 1%

To what extent do you feel that Resources Safety and Health supports positive safety and health outcomes for your organisation?

- Not at all: 1%
- Rarely: 12%
- Regularly: 24%
- Often: 30%
- A lot: 30%
- Unsure: 3%
<table>
<thead>
<tr>
<th>Question</th>
<th>Unsure</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency of information collection minimised and coordinated</td>
<td>10%</td>
<td>19%</td>
<td>14%</td>
<td>14%</td>
<td>3%</td>
<td>4%</td>
<td>51%</td>
</tr>
<tr>
<td>Information requests are tailored and only made when necessary to secure regulatory objectives</td>
<td>15%</td>
<td>18%</td>
<td>14%</td>
<td>14%</td>
<td>0%</td>
<td>0%</td>
<td>51%</td>
</tr>
<tr>
<td>Can be easily found on the departments website</td>
<td>8%</td>
<td>16%</td>
<td>16%</td>
<td>14%</td>
<td>3%</td>
<td>1%</td>
<td>44%</td>
</tr>
<tr>
<td>Assists industry in understanding their obligations</td>
<td>1%</td>
<td>33%</td>
<td>15%</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>48%</td>
</tr>
<tr>
<td>Is clear and definitive on what is required</td>
<td>3%</td>
<td>24%</td>
<td>20%</td>
<td>5%</td>
<td>1%</td>
<td>1%</td>
<td>48%</td>
</tr>
<tr>
<td>Is in a form appropriate for operational use on site</td>
<td>3%</td>
<td>24%</td>
<td>19%</td>
<td>4%</td>
<td>1%</td>
<td>1%</td>
<td>50%</td>
</tr>
<tr>
<td>Uses plain English to clarify legislative requirements</td>
<td>3%</td>
<td>30%</td>
<td>18%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>49%</td>
</tr>
<tr>
<td>Addresses operational needs</td>
<td>4%</td>
<td>20%</td>
<td>15%</td>
<td>6%</td>
<td>1%</td>
<td>1%</td>
<td>54%</td>
</tr>
</tbody>
</table>
Performance - How well do you think Resources Safety and Health Inspectors perform on the following?

1. Provide information in a courteous and instructive manner
   - Very Good: 44%
   - Good: 35%
   - Average: 15%
   - Poor: 1%
   - Very Poor: 1%

2. Practice transparent and fair decision-making
   - Very Good: 35%
   - Good: 35%
   - Average: 16%
   - Poor: 4%
   - Very Poor: 4%

3. Are well prepared before they go on site
   - Very Good: 38%
   - Good: 38%
   - Average: 18%
   - Poor: 0%
   - Very Poor: 5%

4. Approach their task professionally
   - Very Good: 55%
   - Good: 29%
   - Average: 10%
   - Poor: 1%
   - Very Poor: 3%

5. Are consistent in their application of the legislation
   - Very Good: 35%
   - Good: 33%
   - Average: 14%
   - Poor: 11%
   - Very Poor: 4%

6. Are consistent in their advice on the legislation
   - Very Good: 40%
   - Good: 29%
   - Average: 15%
   - Poor: 10%
   - Very Poor: 3%

7. Are knowledgeable about the legislation
   - Very Good: 54%
   - Good: 29%
   - Average: 10%
   - Poor: 4%
   - Very Poor: 0%

Legend:
- Green: Unsure
- Blue: Very Good
- Yellow: Good
- Gray: Average
- Orange: Poor
- Red: Very Poor
Delivery of functions - How well do you think Resources Safety and Health performs on the following?

- Staff are approachable: 59% Very Good, 29% Good, 2% Average, 9% Poor, 1% Very Poor
- Have a consistent response or approach to inspections and audits, both individually and between officers: 39% Very Good, 30% Good, 12% Average, 9% Poor, 5% Very Poor
- Carry out inspections and audits in a timely manner: 40% Very Good, 40% Good, 13% Average, 1% Poor, 0% Very Poor
- Coordinate inspections and audits with other jurisdictions, where applicable, to reduce disruption: 33% Very Good, 26% Good, 15% Average, 6% Poor, 6% Very Poor
- Coordinate inspections and audits so that, where possible, the aims are achieved in one visit: 40% Very Good, 35% Good, 15% Average, 2% Poor, 1% Very Poor
- Are knowledgeable about the industry that they are auditing, investigating, inspecting: 43% Very Good, 38% Good, 11% Average, 1% Poor, 1% Very Poor
- Are willing to consult our organisation: 40% Very Good, 37% Good, 16% Average, 2% Poor, 1% Very Poor
- Provide practical and easily understood advice: 50% Very Good, 32% Good, 11% Average, 2% Poor, 1% Very Poor
Communication and Information - How well do you think Resources Safety and Health performs on the following?

- Undertake roadshows and formal presentations to educate and inform industry:
  - Unsure: 16%  
  - Very Good: 26%  
  - Good: 37%  
  - Average: 17%  
  - Poor: 4%  
  - Very Poor: 1%

- Reports and statutory notices are delivered in a timely manner:
  - Unsure: 9%  
  - Very Good: 34%  
  - Good: 44%  
  - Average: 9%  
  - Poor: 5%  
  - Very Poor: 0%

- Have reasonable formal review processes in place:
  - Unsure: 18%  
  - Very Good: 27%  
  - Good: 41%  
  - Average: 12%  
  - Poor: 0%  
  - Very Poor: 1%

- Provide useful, actionable information to make operations safer and healthier:
  - Unsure: 2%  
  - Very Good: 38%  
  - Good: 45%  
  - Average: 11%  
  - Poor: 4%  
  - Very Poor: 0%

- Are available to answer queries over the telephone or email:
  - Unsure: 5%  
  - Very Good: 32%  
  - Good: 32%  
  - Average: 7%  
  - Poor: 2%  
  - Very Poor: 0%
Did you access, download or receive any of the following resources from Resources Safety and Health during the last 12 months?

- Board of Examiners examination processes
  - Unsure: 0%
  - Very Frequently: 6%
  - Frequently: 7%
  - Occasionally: 17%
  - Rarely: 11%
  - Very Rarely: 27%
  - Not at all: 32%

- Licensing information and application process
  - Unsure: 4%
  - Very Frequently: 4%
  - Frequently: 15%
  - Occasionally: 28%
  - Rarely: 6%
  - Very Rarely: 9%

- Information sheets, pamphlets and booklets
  - Unsure: 2%
  - Very Frequently: 2%
  - Frequently: 18%
  - Occasionally: 21%
  - Rarely: 4%
  - Very Rarely: 4%

- Safety and health performance reports and statistics
  - Unsure: 1%
  - Very Frequently: 2%
  - Frequently: 21%
  - Occasionally: 29%
  - Rarely: 5%
  - Very Rarely: 1%

- Guidelines/Guidance Notes
  - Unsure: 1%
  - Very Frequently: 1%
  - Frequently: 7%
  - Occasionally: 21%
  - Rarely: 4%
  - Very Rarely: 2%

- Recognised Standards, Codes of Practice
  - Unsure: 4%
  - Very Frequently: 4%
  - Frequently: 6%
  - Occasionally: 9%
  - Rarely: 2%
  - Very Rarely: 1%

- Resources Safety and Health website
  - Unsure: 0%
  - Very Frequently: 2%
  - Frequently: 9%
  - Occasionally: 9%
  - Rarely: 5%
  - Very Rarely: 2%
  - Not at all: 39%