

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION  
LEGISLATION COMMITTEE**

**2005-2006 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING  
2 and 3 NOVEMBER 2005**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**OFFICE OF THE EMPLOYMENT ADVOCATE**

**Question Number: W542-06**

**Question:**

Senator Marshall asked at *Hansard* at page 43:

Can the OEA table the 2005 client service survey?

**Answer:**

The report on the 2004-05 Client Services Survey is enclosed.

CLIENT  
SERVICES  
SURVEY  
2005



IMPROVING  
AUSTRALIAN  
WORKPLACES



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## EXECUTIVE SUMMARY

The third annual OEA Client Services Survey was conducted in May 2005<sup>1</sup>. The primary objectives of the survey were to assist the OEA in measuring its performance against to key organisational indicators in the Portfolio Budget Statements (PBS), OEA Strategic Plan, and OEA Client Service Charter, as well as supporting the Small Business Project by providing 'benchmark' performance measures against indicators in the Project Plan.

In total, 603 telephone interviews were collected with OEA industry partners, employers and 'service-user' employees.

Excellent results were achieved for the performance indicators in the PBS and the OEA Strategic Plan. Both indicators contained in the PBS were exceeded:

- 87.9 per cent of clients agreed OEA advice and assistance was timely; and
- over 90 per cent agreed that OEA advice and assistance was helpful.

Performance also exceeded expectations for Objective 2.1a of the Strategic Plan. 89 per cent of all employers who had used a better workplaces product were satisfied with their content and presentation. An extremely positive result was also achieved for Objective 2,2b of the Plan. A substantial 72.2 per cent of all employers agreed that OEA AWA products were used to improve their workplace. This performance went considerably beyond the indicator of 40 per cent.

Clients were positive when responding about the majority of the OEA Service Charter indicators, with some areas for improvement also identified. Indicators with positive performance results included:

- Being able to contact a regional office during business hours (85.1 per cent);
- Being able to easily access publications (94.1 per cent);
- That OEA staff were professional (94.3 per cent); and
- Being assisted by the OEA or suitably referred (98.8 per cent).


However, less than 80 per cent of clients agreed that the OEA obtained information on a single occasion where possible (78.4 per cent), undertook information liaison (75.9 per cent), or kept clients informed on the progress of their query (73.0 per cent).

Overall, small business employers were satisfied with OEA products and services (87.1 per cent), with a massive 77.6 per cent also agreeing that these contributed to workplace improvements. The majority also reported the introduction of AWAs:

- improved flexibility (82.1 per cent);
- improved competitiveness (53.7 per cent); and
- improved productivity (59.5 per cent).

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<sup>1</sup> Previous to 2002-03, Client Services Surveys were conducted, however, were considerably smaller in scope.



As expected, employers were largely unaware that the OEA was developing products tailored for small businesses. However, employers from small business were almost twice as likely to be aware of the targeted initiative, than employers from medium to large enterprises (30.1 per cent compared to 16.3 per cent). Slightly over two thirds of small business had utilised an OEA 'better workplaces' product or service, most commonly a template or framework AWA, or assistance in drafting an AWA.

The majority of employers and industry partners had used OEA products, such as publications, templates and frameworks, and electronic services. These products were also viewed favourably, with clients agreeing:

- publications were easy to access, easy to understand, and helpful overall (over 90 per cent);
- templates simplified the process of drafting AWAs, were cost effective, saved time, and were useful in making AWAs (around 90 per cent for each indicator);
- the website was easy to use and useful (75.6 per cent and 95.8 per cent); and
- AWAonline was easy to use and useful (75.5 per cent and 97.5 per cent)

A concerning 30.2 per cent of service-user employees reported not having received the information statement from their employers, despite this being a legislative requirement. 46.9 per cent of small business employers and industry partners reported having used the small business template.

Overall, the OEA was viewed as an effective organisation. An excellent 96.7 per cent rated the ease of contacting the OEA as acceptable or better. Around 91 per cent agreed that the OEA was responsive and that staff had the relevant expertise to address their needs and concerns.

In order, the three most positive aspects of the OEA were regarded by clients as:

- the assistance information and advice offered by the OEA;
- the ease / efficiency of AWA lodgement or processing (mainly AWAonline);
- the flexibility or simplicity of AWAs.

Almost 30 per cent of clients could not provide an answer about an area the OEA could improve as they had not had enough contact. The next most common response, however, was 'nothing, fully satisfied, or no improvement necessary'. Over 10 per cent of clients reported there could be improvements in OEA advice (13.9 per cent), and with OEA lodgement / AWAonline (10.9 per cent). These were also rated as the 'best aspects' of the OEA, suggesting that these areas are important to clients.

Information additional to the content of this report is available with regard to industry, state, business size and gender, should it be required.

# METHODOLOGY

## SURVEY OBJECTIVES

The central objective of the 2004-05 Client Services Survey was to support the OEA in its evaluation of the Agency's performance against key indicators in the 2004-05 Strategic Plan, the Portfolio Budget Statements (PBS), and the OEA Client Service Charter. A further aim was to assist the Small Business Project, by providing 'benchmarks' for performance indicators where possible, and to measure current effectiveness.

A secondary objective of the survey was to inform on client satisfaction levels with existing services, including publications, templates, and electronic services. Summary style questions also aimed to provide a picture of overall effectiveness, and client views about positive areas of the OEA, and areas for improvement.

## PARTICIPANTS<sup>2</sup>

A total of 603 interviews were collected from the following client groups:

- 484 from employers with an AWA approved: 1 July 2004 - 28 February 2005
- 75 with current industry partners: at 28 February 2005
- 43 with 'service-user' employees, who had an AWA approved at any time and had contacted the National Telephone Advisory Service in early 2005.

44 more employer interviews were collected than originally planned. Unfortunately, the objective of achieving up to 100 service-user employee interviews was not realised. The reduction in the planned number of service-user employee interviews was primarily due to the difficulty in collecting an adequate sample<sup>3</sup>. The fieldwork provider proactively boosted the number of employer interviews when the quota for service-user employees was not achieved.

## MEDIUM

The survey was conducted via a telephone based interview of respondents using Computer Assisted Telephone Interviewing (CATI). CATI works by programming survey questions into a central computer system with built-in controlled skip patterns. When collecting a survey response, the questions are displayed on the terminal of each interviewer and are tailored according to respondents' previous answers. Interview responses are entered directly into the system by the interviewers.

## PROCESS


### **Consultation**

Meetings were held in early March with the EA, and representatives from the Small Business Project Team to discuss the Project requirements and content. Project stakeholders from the CSN, AWA Operations, Legal and Communications teams

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<sup>2</sup> See also, the 'Reliability of Survey Estimates' section of this methodology.

<sup>3</sup> See 'Reliability of Survey Estimates' section of this methodology.



were also invited to a round-table meeting, to discuss an initial survey draft and the proposed survey content. These stakeholders were then provided the opportunity to provide written feedback about the second draft survey which incorporated their suggestions.

## **Tender**

The previous two Client Services Surveys had been conducted by the Wallis Consulting Group Pty Ltd. Given this experience and project time constraints, a minute seeking to waive the requirement for three quotations was approved by the EA on 27 February 2005 and Wallis Consulting Group approached. Their quotation was approved on 30 March 2005. The total cost of the contract was \$36,113.

## **Survey and Pilot Testing**

CATI scripting was written by the Project Team to ensure the flow of the hard copy questionnaire was fluid and ran to the desired outcome. Comprehensive testing was also undertaken on the CATI program by the Wallis Consulting Group.

20 interviews were pilot tested using the 'live' CATI system over two days in late April 2005; 10 with AWA employers, five with industry partners and five with service-user employees. The pilot testing was an iterative process. Changes were made to the questionnaire after monitoring of the pilot test interviews, debriefing the pilot test interviewing team, examining responses to open ended questions, and tracking respondent's progress through the questionnaire and CATI scripting.

## **Fieldwork and Response Rates**

The main fieldwork was conducted between 4 May and 22 May 2005. 559 interviews were achieved from employers and industry partners; 484 with employers and 75 with industry partners. The average interview length was 15.8 minutes and the overall response rate was 69 per cent of resolved contacts<sup>4</sup>.

43 interviews were conducted with service-users employees, from a total sample of 60. 240 telephone calls were made to achieve the 43 interviews with a response rate of 83% of resolved contacts.

## **RELIABILITY OF ESTIMATES**

The previous 2003-04 Client Services Survey collected interviews with 50 industry partners, 300 employers and 400 employees (service-user or with an approved AWA).


Following a Federal Court decision in 2004<sup>5</sup>, OEA legal advice recommended that employees with an approved AWA should not be included as survey participants for privacy reasons. It was also advised that any 'service-user' employees, approached by the OEA for interview, should have provided previous and active consent.

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<sup>4</sup> A contact may be unresolved, for example, if the phone number is engaged, wrong or disconnected, or the quota for the client type is full, meaning appointments made for interviews at a later time are not followed-up.

<sup>5</sup>Seven Network (Operations) Limited ("Seven") v Media Entertainment and Arts Alliance ("MEAA") [2004] FCA 637 (21 May 2004).





As a result, the NTAS undertook to ask each AWA employee who rang the service whether they would consent to their details being used for a survey purpose and given to an external consultant. Details for only 60 employees could be collected.

The small number of service-user clients included in the survey has serious implications for the reliability of estimates drawn for this group, and whether the survey is truly able to reflect OEA 'clients' as a whole. **Care should also be taken when comparing estimates to previous years, due to considerable differences in sample design.**

## CONTEXT: CLIENT CONTACT WITH THE OEA

Prior to examining performance against key OEA indicators, it is useful to examine the degree of client contact with the OEA.

It is recognised that many clients may have no need to make contact. However, in order to assess performance, particularly against the OEA Service Charter, it is helpful to have a background about the level of client contact with officers across the OEA.

### Contact with the OEA

Industry partners and employers were asked whether they had any contact with the OEA, since July 2004, aside from formal correspondence. 56.1 per cent reported having had contact with the OEA in some form. Only 1.3 per cent reported not knowing if they had had contact or not. Service-user employees were not asked this question, as it was known they had contacted the NTAS in early 2005.

Almost all industry partners had some form of contact with OEA staff since July 2004 (98.7 per cent). Around half of all employers had contact with the OEA; medium to large employers (53.0 per cent)<sup>6</sup> more likely than small business (42.9 per cent)<sup>7</sup>.

### Contact with the National Telephone Advisory Service (NTAS)

Clients, who reported contact with the OEA, were then asked whether they had contacted the NTAS and/or another area of the OEA. 49.2 per cent reported having had contact with the NTAS since July 2004. Table one shows contact with the NTAS by client type.

Employers were considerably more likely to have contacted the NTAS (57.5 per cent) than industry partners (22.2 per cent). The difference between small business employers and medium to large employers was negligible (58.5 per cent compared to 57.2 per cent).

**Table 1: Contact with the NTAS by Client Type**

Client Type	Contact: National Telephone Advisory Service		Total
	Yes	No	
Industry Partner	22.2%	77.8%	100.0% (72)
Small Business Employers	58.5%	41.5%	100.0% (53)
Medium to Large Employers	57.2%	42.8%	100.0% (180)
Total	<b>49.2%</b>	<b>50.8%</b>	<b>100.0% (305)</b>

**Notes:** Only employers and industry partners who had contacted the OEA were asked this question n = 314. 'Don't know who contacted' and 'can't say if contacted or not' removed n = 305. Service User Employees were not asked this question, as it was known from their sample selection that they had contacted the NTAS.

<sup>6</sup> For the purposes of this report, medium to large businesses are defined as those with more than 20 employees.

<sup>7</sup> For the purposes of this report, small businesses are defined as those with less than 20 employees.

## Contact with an OEA Staff Member External to the NTAS

Of those clients who had had some form of contact with the OEA since July 2004, the majority (83.1 per cent) sought contact with, or were referred by the NTAS, to an OEA officer external to the advisory service. An additional 2.6 per cent had been contacted by OEA officers without initiating contact. Table two shows contact with OEA officers outside the NTAS by client type.

Almost all industry partners had contact with an OEA officer outside of the NTAS. This result is in line with expectations, considering industry partners have their own partner manager in the Client Services Network (CSN). Slightly over half of all service-user employees reported having had contact with a broader OEA officer (53.5 per cent).

Medium to large employers were more likely than small business employers to have had contact with the OEA aside from the NTAS (87.2 per cent compared to 71.7 per cent). In considering this finding, it is useful to remember that the small business initiative and the small business hotline were only launched at the time of the survey.

**Table 2: Contact with OEA Officer outside the NTAS by Client Type**

Client Type	Contact with OEA Officer external to the NTAS			Total
	Yes	No	The OEA Contacted Me	
Industry Partner	98.6%	1.4%	0.0%	100.0% (73)
Small Business Employers	71.7%	24.5%	3.8%	100.0% (53)
Medium-Large Employers	87.2%	8.9%	3.9%	100.0% (180)
Service-User Employees	53.5%	46.5%	0.0%	100.0% (43)
<b>Total</b>	<b>83.1%</b>	<b>14.3%</b>	<b>2.6%</b>	<b>100.0% (349)</b>

**Notes:** Service-user employees as well as employers and industry partners who had contacted the OEA, and previously reported they knew who they had spoken to, were included n = 351. Respondents answering at this question 'Don't know who I contacted' removed from analysis n = 349.

## Type of Contact with the OEA

Clients, who had some form of contact with the OEA since July 2004, were asked by what means they had contact. Clients were able to respond if they had multiple methods of contact, and for this reason, results will not sum to 100 per cent.

As shown in table three, telephone contact was the most common means of contact with the OEA (84.2 per cent), whilst almost 75 per cent had contacted by e-mail. Around one in five clients reported having contact by letter, attending the OEA offices, or being visited by the OEA. These are surprisingly high figures; although in relation to the 18.9 per cent who had attended an OEA office, the majority were industry partners. Less than three per cent had been in contact with an OEA officer at a seminar, function or workshop.

**Table 3: Method of Contact with an OEA Officer**

Type of Contact	Count	% of Responses	% of Cases
Telephone	250	36.9%	84.2%
E-mail	222	32.8%	74.7%
Letter	62	9.2%	20.9%
Attended OEA Office	56	8.3%	18.9%
Visited by OEA	66	9.7%	22.2%
Fax	12	1.8%	4.0%
Seminar /Function /Workshop	7	1.0%	2.4%
Other	2	.3%	0.7%
<b>Total</b>	<b>677</b>	<b>100.0%</b>	<b>227.9%</b>

**Notes:** Service-user employees, employers and industry partners who had contacted the OEA, were included. 'Can't say' responses were excluded from the analysis. n = 297. % of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

### Frequency of Contact with the OEA

Respondents were also asked how frequently they had contacted the OEA. Table four shows the number of times clients had contact with the OEA since July 2004.

Industry partners were considerably more likely than other clients to have contacted the OEA on more than ten occasions (84.9 per cent). 27.6 per cent of employers had also maintained this level of contact. Small business employers were the most likely to have had contact between two and five times (46.0 per cent). Service user employees often only contacted the OEA on one occasion (52.4 per cent).

**Table 4: Frequency of Contact with the OEA**

Number of Contacts	Frequency	Valid Percent	Cumulative Percent
Once Only	38	11.2%	11.2%
Two to Five Times	119	35.0%	46.2%
Six to Ten times	59	17.4%	63.5%
More than Ten Times	124	36.5%	100.0%
<b>Total</b>	<b>340</b>	<b>100.0%</b>	

**Notes:** Service-user employees, employers and industry partners who had contacted the OEA, were included. 'Can't say' responses were excluded from the analysis. n = 339.

### Contact with OEA Community Partners

As an extension of direct OEA contact, service-user employees were asked about their awareness of the community partners, and whether they had ever had contact with a community partner. Seven per cent of the service user clients (three) reported being aware of community partners. None had contacted a community partner.

# PERFORMANCE AGAINST KEY OEA INDICATORS

One of the primary objectives of the 2004-05 Client Services Survey was to assist the OEA in the evaluation of performance and effectiveness against key indicators in the OEA Service Charter, 2004-05 Strategic Plan, and the Portfolio Budget Statements. This section does not contain a complete evaluation of these indicators, as a number of these are not suitable to be measured using a survey design, or are measured by other means across the OEA.

## PERFORMANCE: PORTFOLIO BUDGET STATEMENT INDICATORS

### Indicator 1: 80 per cent of Clients Find Advice and Assistance Timely.

In order to assess performance against the first Portfolio Budget Statement indicator, clients were asked whether they agreed or disagreed that OEA advice and assistance was timely. This is also an OEA Strategic Plan indicator.

The OEA achieved this indicator with 87.9 per cent of clients agreeing that they found advice and assistance timely. Over a quarter of all clients (26.5 per cent) strongly agreed with this statement. Almost 10 per cent did not agree, whilst 2.7 per cent strongly disagreed.

Table five provides a breakdown of responses by client group. As the table highlights, industry partners were the most likely to strongly agree that they received timely OEA advice and assistance (34.2 per cent), Employers from small businesses (28.0 per cent) were slightly more likely to strongly agree than medium to large businesses (23.7 per cent). Small business employers were also the most likely to disagree or strongly disagree (14 per cent).

**Table 5: The OEA Provides Timely Advice and Assistance**

Client Type	The OEA Provides Timely Advice and Assistance						Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Sometimes	
Industry Partner	34.2%	52.1%	0.0%	11.0%	1.4%	1.4%	100.0% (73)
Small Business Employers	28.0%	52.0%	6.0%	4.0%	10.0%	0.0%	100.0% (50)
Medium -Large Employers	23.7%	64.7%	2.3%	6.9%	1.7%	0.6%	100.0% (173)
Service-User Employees	23.3%	74.4%	2.3%	0.0%	0.0%	0.0%	100.0% (43)
Total	26.5%	61.4%	2.4%	6.5%	2.7%	0.6%	100.0% (339)

**Notes:** Service-user employees, employers and industry partners who had contacted the OEA, were included. 'Can't say' responses were excluded from the analysis. n = 339.

The minority of respondents who disagreed or strongly disagreed that the advice and assistance they received was timely, were asked why they held this view. These responses broadly fell into three categories:

- Extended duration for response to queries;
- Needing to follow-up with the OEA or having queries left unanswered; and
- Length of time for an AWA to be approved / delays concerning the NDT.

### Indicator 2: 80 per cent of Clients Find Advice and Assistance Helpful.

Clients were also asked if they agreed or disagreed that the advice and assistance they received from the OEA was helpful, in order to fulfil reporting requirements for the second indicator of the 2004-05 Portfolio Budget Statement. This is also an OEA Strategic Plan Indicator.

The OEA exceeded this indicator, with over 90 per cent of respondents agreeing that they found OEA advice and assistance helpful. 32.2 per cent strongly agreed with this statement, whilst around 6 per cent disagreed or strongly disagreed. In comparison, 88 per cent of clients in the 2003-04 survey, and 92 per cent of clients in the in the 2002-03 survey agreed that OEA advice and assistance is helpful<sup>8</sup>.

Table six provides a breakdown of responses by client group. Industry Partners were the most likely to strongly agree with this statement (45.2 per cent). There was little difference between employers from small businesses and medium to large businesses who strongly agreed (27.5 per cent and 29.7 per cent respectively). Service-user employees were slightly less likely to strongly agree (25.6 per cent).

**Table 6: The OEA Provides Helpful Advice and Assistance**

Client Type	The OEA Provides Helpful Advice and Assistance						Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Sometimes	
Industry Partner	45.2%	50.7%	1.4%	1.4%	0.0%	1.4%	100.0% (73)
Small Business Employers	27.5%	60.8%	0.0%	2.0%	7.8%	2.0%	100.0% (51)
Medium-Large Employers	29.7%	59.4%	4.0%	6.3%	0.6%	0.0%	100.0% (175)
Service-User Employees	25.6%	62.8%	4.7%	4.7%	0.0%	2.3%	100.0% (43)
Total	32.2%	58.2%	2.9%	4.4%	1.5%	0.9%	100.0% (342)

**Notes:** Service-user employees, employers and industry partners who had contacted the OEA, were included. 'Can't say' responses were excluded from the analysis. n = 342.

<sup>8</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

The small proportion of respondents who disagreed or strongly disagreed that they received helpful advice and assistance were asked why they held this view. The three most common reasons for dissatisfaction were:

- The OEA only provided general advice /lack of expertise;
- Lack of follow-up to queries /assistance was not timely /insufficient referral;
- Lack of understanding about how businesses work, or inconsistent advice.

## **PERFORMANCE: STRATEGIC PLAN INDICATORS**

### **Objective 2.1a: 80 per cent of Employers who have used Better Workplaces Products are satisfied with their Content and Presentation**

In order to assess performance against this Strategic Plan Indicator, employers were first questioned about their use of a number of better workplaces products and services available through the OEA. In total, 61.3 per cent of employers reported having used a better workplaces product or service. Interestingly, a larger proportion of employers from small business had used one or more better workplaces product (67.9 per cent), compared to employers from medium to large enterprises (58.8 per cent).

Table seven shows the proportion of employers who had used each type of better workplaces product or service. Clients were able to respond if they had used multiple products or services, and for this reason, results will not sum to 100 per cent.


Surprisingly, whilst small business reported greater use of better workplaces products there was little difference in the types of products they and employers from medium to large enterprises had utilised.

**Table 7: Types of Better Workplaces Products and Services used by Employers.**

Type of Contact	Count	% of Responses	% of Cases
Information: Performance Pay	23	3.5	7.9
Information: Converting Casuals to Permanent	34	5.2	11.6
Information: negotiation / re-negotiation AWAs	115	17.6	39.4
Information: flexible hours	58	8.9	19.9
AWA templates / frameworks	210	32.1	71.9
Seminars by OEA Staff	57	8.7	19.5
Advice / Assistance (OEA staff) drafting AWAs	148	22.6	50.7
Other product or service	10	1.5	3.4
<b>Total</b>	<b>655</b>	<b>100.0%</b>	<b>224.3</b>

**Notes:** Only employers who had used a better workplaces product were included in the analysis. 'Don't Know' responses were excluded. n = 292 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).



Employers, who had used a better workplaces product or service, were then asked about their satisfaction with the content and presentation. 93.4 per cent reported being at least fairly satisfied with the content, with over 40 per cent being very satisfied. Similarly, 93.3 per cent reported being at least fairly satisfied with the presentation, with 40.8 per cent reporting being very satisfied. Only 1.7 per cent of employers reported being dissatisfied with the content of these materials and less than one per cent with their presentation. 'Don't know' responses (around one per cent) were removed in the above, however, were counted as 'not satisfied' when deriving the overall performance figure (below).

Overall, the strategic plan indicator was exceeded, with 89 per cent of employers who had used a better workplaces product or service reporting satisfaction with the content and presentation. When measuring the overall performance, only employers who agreed that they were satisfied with the content and the presentation of better workplaces products or services were considered satisfied overall. Those employers who had only used 'assistance in drafting AWAs' were not asked about their satisfaction with presentation, and counted as 'satisfied' only on the basis of their answers concerning content.

**Objective 2.2b: 40 per cent of AWA Employers Surveyed Report that OEA AWA Products were used to improve their Workplace.**

Employers were given some examples of OEA products and services, and asked about their satisfaction with OEA products and services in general. Only 2.9 per cent of employers reported either not knowing, or not having used an OEA product or service.

In total, 88.7 per cent of employers reported at least being fairly satisfied with OEA products and services. 40.8 per cent of those reported being very satisfied. Small business employers were more likely than those from medium to large enterprises to express that they were very satisfied with OEA products (45.5 per cent compared to 35.7 per cent).

With a base of all employers, a substantial 72.1 per cent of all employers agreed that OEA products and services had contributed to workplace improvements, smashing the performance indicator of 40 per cent. Table eight shows the results.



**Table 8: OEA Products and Services Contribute to Workplace Improvements**

OEA Products / Services Contribute to Workplace Improvements	Count	Percent	Valid Percent	Cumulative Percent
Strongly Agree	87	17.9	19.1	19.1
Agree	263	54.2	57.8	76.9
Neither Agree or Disagree	75	15.5	16.5	93.4
Disagree	28	5.8	6.2	99.6
Strongly Disagree	2	0.4	0.4	100.0
Valid: Total	455	93.8	100.0	
Excluded: Don't Know	16	3.3		
Excluded: Don't know or haven't used an OEA Product or Service	14	2.9		
Excluded: Total	30	6.2		
<b>Total</b>	<b>485</b>	<b>100.0%</b>		

**Notes:** All employers were included to derive performance figure n = 485.

The small number of employers who reported dissatisfaction with OEA products and services were asked to give a verbatim response about why they felt this. Although asked about OEA products and services, these responses were mainly general complaints, such as about the time taken to approve an AWA.

### **PERFORMANCE: CLIENT SERVICE CHARTER INDICATORS**

This section measures performance against key indicators in the OEA Client Service Charter. It does not contain a complete evaluation, as a number of indicators are not suitable to be measured using a survey design. For other indicators, an attempt has been made in this survey for measurement in the absence of other evaluation strategies, despite this not being an ideal method.

**Client Service Charter Indicator 1:** When responding to your enquiries the OEA will be available to clients from 8:30am to 5:00pm each business day, except in the Northern Territory, where the OEA operates 8:00am to 4:30pm. Some offices may only be contactable by phone or e-mail on some occasions due to their small staff numbers.

Respondents were surveyed about whether they had experienced an occasion where the OEA regional office in their state was not available, at least by telephone or e-mail, between the hours of 8:30am and 5:00pm (States and the Australian Capital Territory [ACT]), or 8:00am and 4:40pm (Northern Territory, [NT]). 14.5 per cent of State and ACT clients reported they had experienced the OEA regional office being unavailable. One third of all NT clients had also found their regional office unavailable, however, this estimate is based upon a very small number of NT clients.

Overall performance, combining the states and territories, was that 85.1 per cent found the OEA was always available during their business hours.

**Client Service Charter Indicator 2:** When responding to your enquiries the OEA will refer you to an appropriate organisation when it is not appropriate for us to help you.

Clients reported that the OEA was able to assist with 94 per cent of enquiries. This was primarily the case with industry partners (98.6 per cent), and employers (95.5 per cent), however less so with service-user employees (79.1 per cent).

Clients, who were told by the OEA that they needed to contact another organisation, were asked whether details of an appropriate organisation were provided. 80 per cent of respondents stated that details of an appropriate organisation were provided. In 15 per cent of cases, no details were provided, whilst in five per cent of cases the client was referred to an unsuitable organisation<sup>9</sup>.

Combining these results showed that 98.8 per cent of clients were either directly assisted by the OEA or referred to an appropriate organisation. This result is similar to 2003-04 where 98 per cent of clients were assisted or suitably referred<sup>10</sup>.

**Client Service Charter Indicator 3:** As a client you can expect the OEA to treat you professionally.

The OEA performed particularly well on this indicator with 94.3 per cent of clients agreeing that the OEA staff they dealt with were professional. These results are consistent with findings from previous Client Services Surveys. In 2002-03, 98 per cent of clients agreed that OEA staff were professional. In 2003-04, 92 per cent agreed<sup>11</sup>.

Table nine shows the proportion of clients who agreed and disagreed that OEA staff were professional in their interaction, by client type. Over 50 per cent of clients strongly agreed that staff they dealt with were professional. Industry partners were the most likely to strongly agree (58.9 per cent), whilst small business employers were the most likely to disagree (almost one in ten).

**Table 9: OEA Staff were Professional**

Client Type	OEA Staff Were Professional.						Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Sometimes	
Industry Partner	58.9%	35.6%	1.4%	1.4%	0.0%	2.7%	100.0% (73)
Small Business Employers	39.6%	50.9%	0.0%	3.8%	3.8%	1.9%	100.0% (53)
Medium-Large Employers	52.2%	42.2%	1.1%	2.8%	0.6%	1.1%	100.0% (175)
Service-User Employees	46.5%	51.2%	0.0%	0.0%	0.0%	2.3%	100.0% (43)
Total	51.0%	43.3%	0.9%	2.3%	0.9%	1.7%	100.0% (349)

**Notes:** Service-user employees, employers and industry partners who had contacted the OEA were included. 'Can't say / Don't Remember' responses were excluded from the analysis. n = 349.

<sup>9</sup> These figures should be treated with caution due to the small number who required referral (only 20 in total)

<sup>10</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

<sup>11</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

**Client Service Charter Indicator 4:** As a client you can expect the OEA to obtain information with you on a single occasion wherever possible.

In order to isolate clients who had an ongoing matter, respondents were asked whether the OEA was always able to assist them at the time of their first call, if they needed to wait for someone to contact them at a later period, or whether they were asked to re-contact later. Those who required contact at a later period (either by the OEA or self initiated), were asked if they agreed or disagreed that where possible, the OEA obtained all the information it needed on just one occasion.

Overall performance for this indicator showed that 78.4 per cent of clients requiring follow-up agreed that wherever possible, the OEA obtained information on a single occasion. Table ten provides a further breakdown of results.

**Table 10:** OEA Obtained all Required Information on a Single Occasion.

OEA obtained all information it needed on a single occasion where possible.	Count	Percent	Valid Percent	Cumulative Percent
Strongly Agree	20	3.3	17.2	17.2
Agree	71	11.8	61.2	78.4
Neither Agree or Disagree	6	1.0	5.2	83.6
Disagree	15	2.5	12.9	96.6
Strongly Disagree	4	0.7	3.4	100.0
Valid: Total	116	19.2	100.0	
Excluded: Don't Know / No Contact with OEA / No Follow-up Required	487	80.8		
<b>Total</b>	<b>603</b>	<b>100.0%</b>		

**Notes:** Only those clients who required follow-up to their query were included in the analysis n = 116.

**Client Service Charter Indicator 5:** As a client you can expect the OEA to undertake information liaison with you wherever possible.

Clients who required follow-up to their query were surveyed about whether they agreed or disagreed that the OEA kept in touch and shared information. Overall, only 75.9 per cent of clients requiring follow-up agreed that the OEA kept in touch and shared information with them. Verbatim responses from similar questions indicate that this result may reflect dissatisfaction with delays in the AWA approval process.

**Client Service Charter Indicator 6:** As a client you can expect the OEA to keep you informed on the progress of your matter.

Clients who required follow-up to their query were also asked about whether they agreed or disagreed that the OEA kept them informed on the progress of their query. Overall, 73.0 per cent of clients requiring follow-up agreed that the OEA kept them informed of the progress of their query. Again, for those clients who did not agree, it is probable that this result reflects dissatisfaction with delays in the AWA approval process.

**Client Service Charter Indicator 7:** As a client you can expect the OEA to provide all information in paper or electronic formats appropriate to your needs.

In order to evaluate availability of OEA publications, clients who had used a publication were asked whether they agreed or disagreed that OEA publications are easy to access.

94.1 per cent of clients agreed that the publications were easy to get hold of, with over a third strongly agreeing with this statement. No clients strongly disagreed that the OEA publications were easy to access. Industry partners were particularly likely to strongly agree that the publications were easy to access (45.1 per cent). Differences between small and medium to large businesses were negligible. Table 11 shows these results by client type.

**Table 11:** OEA Publications were Easy to Access.

Client Type	Publications were Easy to get Hold of.				Total
	Strongly Agree	Agree	Neutral	Disagree	
Industry Partner	45.1%	49.3%	1.4%	4.2%	100.0% (71)
Small Business Employers	33.3%	62.7%	2.7%	1.3%	100.0% (75)
Medium-Large Employers	29.8%	63.3%	4.3%	2.7%	100.0% (188)
Service-User Employees	0.0%	3.3%	0.0%	0.0%	100.0% (3)
Total	51.0%	43.3%	0.9%	2.3%	100.0% (337)

**Notes:** Only those clients who had used an OEA publications were included in the analysis n = 337.

## THE SMALL BUSINESS INITIATIVE

At the end of April 2005, the OEA launched its small business initiative; to deliver a range of new or targeted services and initiatives, tailored specifically to provide assistance and meet the needs of small business workplaces regarding AWAs and related issues.

Another central aim of the 2004-05 Client Services Survey was to provide the OEA with information regarding small business needs, and in particular, provide a 'baseline' from which performance could be measured against key indicators in the Small Business Project plan. As the small business initiative was launched at the same time as the 2004-05 Client Services Survey began collecting survey results, this survey is an ideal means by which to collect initial information. The following is a list of indicators from the Small Business Project Plan, which the 2004-05 Client Services Survey aimed to provide a 'baseline' result:

- Indicators
- Increase the number of small business employers using OEA AWA products to improve their workplace.
  - Small business with increased flexibility enhancing business capacity and competitiveness
  - Small Business as a 'Better Workplace'
  - Increased awareness in the small business community of the benefits of AWAs and the services provided by the OEA
  - A developed profile of the OEA as a small business service provider

It should be noted that this section does not contain a complete evaluation of indicators in the Small Business Project plan, as a number of these are measured by other means across the OEA. For other indicators listed above, an attempt has been made in this survey for measurement, although in some cases this not an ideal method for evaluation. This is particularly in relation to indicators about small business generally, or the small business 'community'. The small business 'population' at large was outside the survey scope, which only measured a sample of small business employers with an approved AWA.

**Small Business Indicator 1:** Increase the number of small business employers using OEA AWA products to improve their workplace<sup>12</sup>.

In order to collect information for an evaluation of performance against a similar strategic plan indicator, all employers were given some example areas of OEA products and services, and asked about their satisfaction with OEA products and services in general. Results from small business employers were then statistically drawn out to provide a baseline figure for this client group.

Only 1.5 per cent of small business employers stated they had not used an OEA product or service. In total, 87.1 per cent reported at least being fairly satisfied with OEA products and services. 45.5 per cent reported being very satisfied. Table 12 shows small business' satisfaction with general OEA products and services.

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<sup>12</sup> In line with the survey scope, this indicator was assessed using a sample of small business employers with an approved AWA. It does not represent the population of small businesses at large, i.e. those operating under another type of industrial arrangement.

**Table 12: Satisfaction with OEA Products and Services: Small Business Employers**

Satisfaction with OEA Products / Services	Count	Percent	Valid Percent	Cumulative Percent
Very Satisfied	60	44.8	45.5	45.5
Fairly Satisfied	55	41.0	41.7	87.1
Neither Satisfied or Dissatisfied	9	6.7	6.8	93.9
Not Very satisfied	5	3.7	3.8	99.7
Not at All satisfied	3	2.2	2.3	100.0
Valid: Total	132	98.5	100.0	
Excluded: Haven't Used OEA Product/Service	2	1.5		
<b>Total</b>	<b>134</b>	<b>100.0%</b>		

**Notes:** Only small business employer clients who had used an OEA product or service were included in the analysis n = 132.

With a base of all small business employers, a massive 77.6 per cent agreed that OEA products and services had contributed to workplace improvements. Of these, about one in five (20.1 per cent) strongly agreed. Only six per cent of small business employers disagreed and none disagreed strongly.

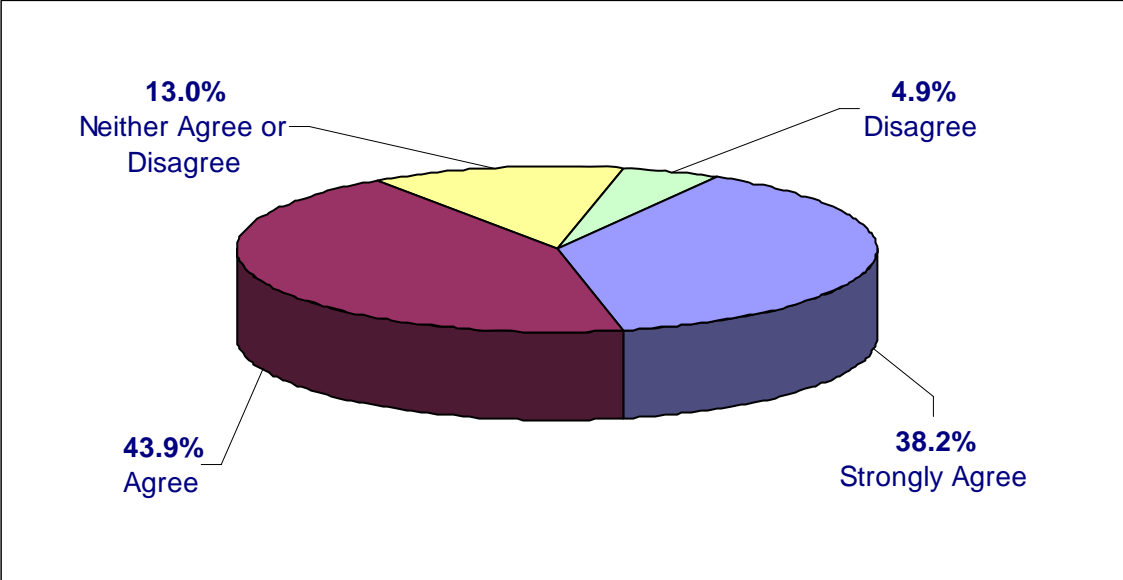
### **Small Business Indicator 2<sup>13</sup>:** Small business with increased flexibility enhancing business capacity and competitiveness

Small business employers (that is, those with an approved AWA) were asked a series of questions, designed to evaluate the impact of the introduction of AWAs on the workplace in relation to flexibility, competitiveness, and productivity.

Figure one shows the number of small business employers who agreed and disagreed that the introduction of AWAs into their workplace had improved flexibility for their business. 38.2 per cent of small business employers strongly agreed that the introduction of AWAs into their workplace had improved flexibility for their business, whilst over 80 per cent either agreed or strongly agreed. Less than five per cent of all small business disagreed. It should be noted that 8.2 per cent of small business employers answered 'don't know'. Whilst these respondents were removed from the analysis, this may reflect a lack of awareness by these clients of the flexibilities an AWA can provide.

<sup>13</sup> In line with the survey scope, this indicator was assessed using a sample of small business employers with an approved AWA. It does not represent the population of small businesses at large, i.e. those operating under another type of industrial arrangement.

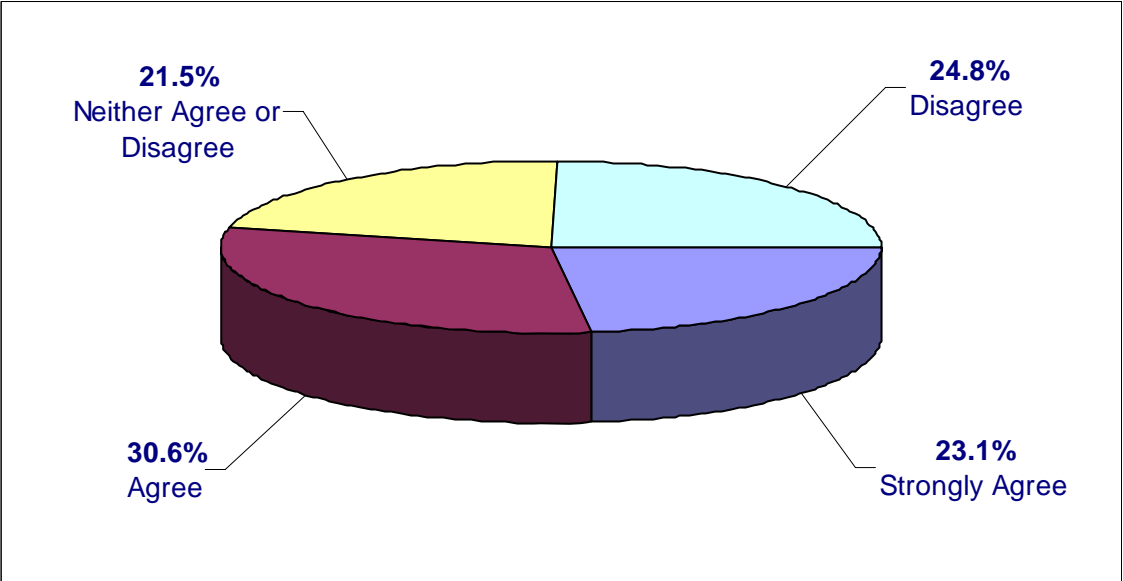
**Figure 1: The Introduction of AWAs into my Workplace has Improved Flexibility**



**Notes:** Only small business employer clients were included in the analysis, n = 134 'Don't know' responses removed n = 11 (8.2 per cent), n = 123

Figure two illustrates the number of small business employers who agreed and disagreed with the statement 'the introduction of AWAs into my workplace had improved the competitiveness of my business'. 23.1 per cent of small business employers strongly agreed that the introduction of AWAs into their workplace had improved their competitiveness, whilst almost 53.7 per cent either agreed or strongly agreed. However, almost a quarter of small business employers disagreed with the statement. It should be noted that 9.7 per cent of small business employers answered 'don't know', which were removed from the analysis.

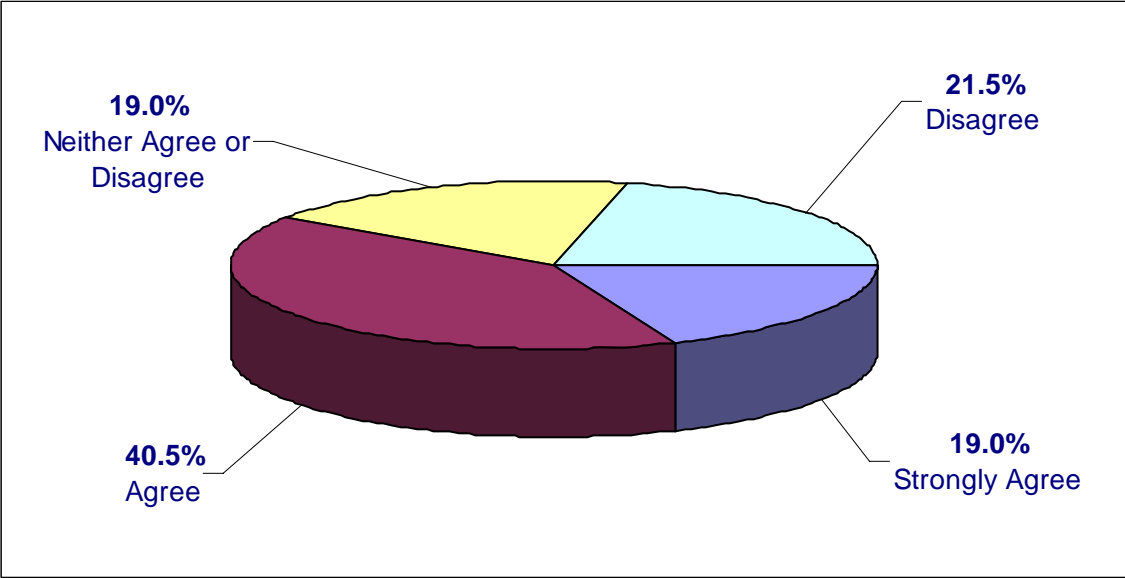
**Figure 2: The Introduction of AWAs into my Workplace has Improved Competitiveness**



**Notes:** Only small business employer clients were included in the analysis, n = 134 'Don't know' responses removed n = 13 (9.7 per cent), n = 121

Figure three shows the number of small business employers who agreed and disagreed that the introduction of AWAs into their workplace had improved the productivity of their business. Almost one in five small business employers strongly agreed that the introduction of AWAs into their workplace had improved their productivity, whilst almost three in five agreed or strongly agreed. 21.5 per cent of small business employers' disagreed that AWAs had enhanced productivity. It should be noted that again almost 10 per cent of small business employers answered 'don't know', which were removed from the analysis.

**Figure 3: The Introduction of AWAs into my Workplace has Improved Productivity**



**Notes:** Only small business employer clients were included in the analysis, n = 134 'Don't know' responses removed, n = 13 (9.7 per cent), n = 121

**Small Business Indicator 3: Small Business as a 'Better Workplace'<sup>14</sup>**

All employers were asked about their use of better workplaces products and services in order to assess performance against one of the strategic plan indicators. The use of better workplaces products and services by small business employers was then statistically drawn out to provide a 'baseline' indication of small business as a 'better workplace'.

Slightly over two thirds of small business had utilised a better workplaces service or product (67.9 per cent). Table 13 provides a breakdown of the different better workplaces products and services used. Clients were able to report multiple products or services, and for this reason results will not sum to 100 per cent.

The most popular better workplaces products and services utilised by employers from small business were AWA templates or frameworks (69.7 per cent) or assistance with drafting AWAs (50.6 per cent). The large number of responses received indicates that small business employers were often utilising multiple products and services.

<sup>14</sup>In line with the survey scope, this indicator was assessed using a sample of small business employers with an approved AWA. It does not represent the population of small businesses at large, i.e. those operating under another type of industrial arrangement.



**Table 13: Types of Better Workplaces Products and Services used by Small Business.**

Type of Contact	Count	% of Responses	% of Cases
Information: Performance Pay	8	4.0	9.0
Information: Converting Casuals to Permanent	10	5.0	11.2
Information: negotiation / re-negotiation AWAs	34	16.9	38.2
Information: flexible hours	21	10.4	23.6
AWA templates / frameworks	62	30.8	69.7
Seminars by OEA Staff	18	9.0	20.2
Advice / Assistance (OEA staff) drafting AWAs	45	22.4	50.6
Other product or service	3	1.5	3.4
<b>Total</b>	<b>201</b>	<b>100.0%</b>	<b>225.8</b>

**Notes:** Only small business employers who had used a better workplaces product were included in the analysis. 'Don't Know' responses were excluded. n = 89 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

**Small Business Indicator 4:** A developed profile of the OEA as a small business service provider<sup>15</sup>

To provide a baseline figure of the profile of the OEA as a small business service provider, employers of all sizes were asked about their awareness of the newly developed OEA products and services for small business; including a small business template, website, and hotline. As the survey was only conducted when initiative was in its infant stages, it is believed that awareness of the OEA as a small business provider will increase over time.

As shown in table 14 below, only one in five employers were aware in May 2005 that the OEA has developed products and services targeted towards small business.

**Table 14: Awareness of Products and Services Developed for Small Business.**

Awareness OEA is developing products designed specifically for small business	Count	Percent	Valid Percent	Cumulative Percent
Yes	97	16.1	20.1	20.1
No	386	64.0	79.9	100.0
Valid: Total	483	19.2	100.0	
Excluded: Don't Know (2)	2	0.3		
Excluded: Industry Partners (75) / Service-User Employees (43)	118	19.6		
<b>Total</b>	<b>485</b>	<b>100.0%</b>		

**Notes:** All Employers n = 485. Industry partners, service-user employees and 'don't know' removed n = 483.

<sup>15</sup> In line with the survey scope, this indicator was assessed using a sample of small business employers with an approved AWA. It does not represent the population of small businesses at large, i.e. those operating under another type of industrial arrangement.



**Small Business Indicator 5:** Increased awareness in the small business community of [a] the benefits of AWAs and [b] the services provided by the OEA<sup>16</sup>

In order to provide some baseline figures, this indicator was split into two parts (a) increased awareness in the small business community of the benefits of AWAs; and (b) increased awareness in the small business community of the services provided by the OEA.

Part (a) was examined by asking small business employers to provide an open-ended response about what they felt were 'the main benefits for of AWAs for you as a small business'. For analysis purposes, these responses were then coded, once to a detailed level, and once to a more compressed level. Table 15 highlights the compressed coded responses of small business employers about what they felt were the main benefits of AWAs for their small business. Detailed coded responses are provided in Appendix two and free-text responses from each small business client are provided in Appendix four.

Over two in five respondents (41.0 per cent) felt the main benefit of AWAs were that they assisted in financial planning, provided simpler administration, or simpler negotiation for their business. This broad category included such areas as:

- Simplified administration /less red tape / less hassle involved
- AWAs make management easier / more efficient / easier to plan ahead / budget
- Way of keeping things uniform / standardising wages
- Containment of labour costs / wage control
- Makes it easier to engage / negotiate with employees.

A further 39.6 per cent reported the main benefit of AWAs was flexibility. This broad category included such areas as:

- Offers more flexibility for EMPLOYERS /tailored to our business needs
- Flexibility for EMPLOYERS and EMPLOYEES /to be able to tailor to business needs and individual staff
- Flexibility with rates of pay /work outside awards /able to use a number of awards
- Flexibility with rostering /working hours /and its effect on rates of pay

Significantly, 9.0 per cent of employers' responded 'don't know' when questioned about the main benefit of AWAs for their business. Through the targeted initiative it is hoped an increasing number of small business employers will become aware of the benefits of AWAs, and the proportion reporting 'don't know' will decrease.

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<sup>16</sup> In line with the survey scope, this indicator was assessed using a sample of small business employers with an approved AWA. It does not represent the population of small businesses at large, i.e. those operating under another type of industrial arrangement.

**Table 15: Benefits of AWAs: Small Business Responses.**

Reported Benefit of AWAs *Compressed Coding	Count	% of Responses	% of Cases
Clearly Outlines Terms and Conditions of Employment	36	21.1	26.9
Employee Satisfaction / Ability to Offer Improved Conditions / Benefits	8	4.7	6.0
Flexibility	55	32.2	41.0
Assists Financial Planning / Simpler Administration / Simpler Negotiation	53	31.0	39.6
Reduced Scope for Third Party Intervention / Less Room for Disputes	6	3.5	4.5
Other	1	0.6	0.7
Don't Know	12	7.0	9.0
<b>Total</b>	<b>134</b>	<b>100.0%</b>	<b>127.6</b>

**Notes:** All small Businesses were asked this question n = 134 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

Part (b) of this performance indicator, 'increased awareness in the small business community of the services provided by the OEA' was analysed by statistically drawing out responses by small business employers to the question 'are you aware that the OEA is developing products designed specifically for small business'<sup>17</sup>.

30.1 per cent of small business employers were aware that the OEA was developing targeted products and services, including the small business template, website, and dedicated hotline. This was almost double the percentage of medium to large employers who were aware of the initiative (16.3 per cent).

<sup>17</sup> See 'Small Business Indicator Four' for responses from all employers, regardless of size.

## OEA PRODUCT AND SERVICE AREAS

Whilst it is very important to the OEA's strategic direction to assess performance against key indicators, and the success of major initiatives, the 2004-05 Client Services Survey also sought to provide information about the effectiveness of existing OEA products and services. To this end, the survey examined client use and satisfaction with OEA publications, templates and frameworks, and electronic services.

### OEA PUBLICATIONS

#### Employee Information Statement

Under the *Workplace Relations Act (1996)*, an employee must be provided with the AWA Information Statement by their employer before they sign their AWA. To provide an indication of conformance with the legislation, service-user employees were asked whether they had received the information statement.

Only 60.5 per cent of service-user employees reported that their employer provided them with the information statement. Slightly less than one in ten did not know if they had being given the information or not. Even considering that employees may not remember receiving the material, it is of concern that 30.2 per cent reported not receiving the statement. It is important to note, however, that this finding is in line with previous results from the 2003-04 survey. This reported that 60 per cent of 'random' employees and 45.2 per cent of service-user employees received the information statement from their employer.

Employees who had received the information statement were asked whether the brochure answered all the questions they had about AWAs. As shown in Table 16, almost 70 per cent stated it answered all of their questions.


**Table 16:** AWA Information Statement answered Questions: Service-User Employees

AWA Information Statement Answered all Questions About AWAs	Count	Valid Percent	Cumulative Percent
Yes	18	69.2	69.2
No	5	19.2	88.5
Didn't Read the Brochure	2	7.7	96.2
Don't Know	1	3.8	100.0
<b>Total</b>	<b>26</b>	<b>100.0</b>	

**Notes:** Only service-user employees who had received the information statement were included in the analysis, n = 26. This result should be read with caution. It is likely to have high variability due to the small number of cases.

#### Use of OEA Publications

All clients were asked if they had read any OEA publications since July 2004. Seven per cent of service-user employees reported reading an OEA publication in addition to the information statement. 94.7 per cent of industry partners, and 54.6 per cent of employers also reported reading at least one OEA publication. There was little difference between employers from small business, and medium to large enterprises.



These results indicate a positive surge in the use of OEA publications by industry partners, and particularly employers, compared to the previous 2003-04 Client Services Survey<sup>18</sup>. In the 2003-04 survey, 92 per cent of industry partners, and only 43 per cent of employers reported reading an OEA publication. The use of OEA publications by service-user employees dropped substantially from 21 per cent in the 2003-04 survey. However, it is possible this is related to the reduced service-user sample size in the current research.

### **Effectiveness of OEA Publications**

Clients, who had used an OEA publication in the 2004-05 financial year, were asked a series of statements to assess the effectiveness of this material. These results were very positive for the OEA:

- 94.1 per cent of clients agreed that it was easy to access OEA publications.
- 92.6 per cent of clients agreed that the information was easy to understand
- 90.5 per cent of clients agreed that OEA publications are helpful overall.

The 2004-05 results, concerning the availability of publications, are similar to findings in the 2002-03 and 2003-04 surveys<sup>19</sup>. In 2002-03, 91 per cent of employers and industry partners agreed that it was easy to access OEA publications, whilst in 2003-04, 94 per cent of these clients agreed. Thus it is evident that clients believe OEA publications are easy to access if and when they require information.

Whilst findings in the 2004-05 survey concerning whether the information in the publications is easy to understand and helpful overall were excellent, these are slightly lower than results from previous surveys<sup>20</sup>. In the 2003-04 survey, 96 per cent of industry partners and employers agreed that the information in OEA publications is easy to understand. Similarly, in 2002-03, 93 per cent found the publications helpful, whilst in 2003-04, 98 per cent of respondents agreed the publications contained helpful information. Some potential avenues for further OEA publications are discussed in the next section.

### **Scope for Further OEA Publications**

Clients, who had utilised an OEA publication since July 2004, were asked if they agreed or disagreed that they would like to see publications on a broader range of issues. Overall, 44.7 per cent of clients either agreed (38.1 per cent) or strongly agreed (6.6 per cent) that they would like publications on a wider range of issues.

Clients' indicated that they would welcome additional information about the following six main areas (in no order, responses were not coded):

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<sup>18</sup>Care should be taken when comparing estimates to previous surveys due to differences in sample design.

<sup>19</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design.

<sup>20</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design.

- Legislative changes / industrial relations matters / legal issues;
- NDT and NDT calculator / changes to policies or procedures;
- Industry specific information / award interpretation;
- Information to provide staff when negotiating an AWA;
- Model clauses / innovative ideas / case studies; and
- General HR issues, such as flexibility, OH&S, dealing with unions.

## **OEA TEMPLATES AND FRAMEWORKS**

OEA templates and frameworks have become increasingly important OEA products across the 2004-05 financial year, both with regard to meeting employer needs for assistance in drafting AWAs, and to assist with processing demands as the number of AWAs continues to rise. Whilst this area has not been examined in previous surveys, the 2004-05 survey measured industry partners and employer awareness of these products, use of the products, and the degree of benefit these bring to business.

### **Use of AWA Templates and Frameworks and Awareness of the Products**

As highlighted in section two of this report, templates and frameworks were the most popular better workplace product or services. Of those who had utilised a better workplaces product or service (66.2 per cent), 71.9 per cent of employers and 67.1 per cent of industry partners had used an AWA template or framework. There was little difference between employers from medium to large enterprises and small businesses (72.9 per cent compared to 69.7 per cent). In total, this equated to 43.3 per cent of all employers and 65.3 per cent of all industry partners surveyed, having utilised an AWA template or framework.

Industry partners and employers who had not reported using a template or framework were asked whether they were aware of these products. All industry partners were aware of AWA templates and frameworks. A little over half of all employers who had not used a template or framework were aware, with medium to large enterprises being slightly more aware than small businesses (56.7 per cent compared to 54.2 per cent).

### **Use of the Small Business Template**

Small business employers are increasingly lodging AWAs in large numbers. In line with this, the survey aimed to measure whether small business employers and industry partners who have utilised an AWA template or framework, had used the small business template.

In total, 46.9 per cent of small business employers and industry partners reported using the small business template, 12.5 per cent of these along with other templates / frameworks. Overwhelming, the small business template is being used by small business employers, rather than industry partners (57.1 per cent compared to 10.6 per cent). Table 17 shows these results broken down by client type

**Table 17:** Use of the Small Business Template: Small Business Employers and Industry Partners

Client Type	Use of Small Business Template			Total
	Yes	Yes, along with others	No	
Industry Partner	10.6%	17.0%	72.3%	100.0% (47)
Small Business Employers	57.1%	8.2%	34.7%	100.0% (49)
<b>Total</b>	<b>34.4%</b>	<b>12.5%</b>	<b>53.1%</b>	<b>100.0% (96)</b>

**Notes:** Only small business employers and Industry partners who had used a template were included in the analysis. n = 111. Don't know / not applicable responses removed, n = 96

### **Business Benefits of OEA Template or Framework AWAs**

Industry Partners and employers of all sizes who had used an AWA template or framework were asked about their agreement with four statements, designed to assess the usefulness of these 'ready-made' products for their business. Extremely positive results were achieved:

- 90.1 per cent agreed that AWA templates and frameworks simplified the process of drafting an AWA;
- 90.8 per cent agreed that AWA templates and frameworks were a cost effective way to draft an AWA
- 89.4 per cent agreed that AWA templates and frameworks saved 'us' time when developing our AWAs; and
- 92.9 per cent agreed that AWA template and framework AWAs were useful in helping 'us to make AWAs.

Small business employers were particularly positive about AWA templates and frameworks, with over 45 per cent strongly agreeing that AWA templates and frameworks simplified the process of drafting an AWA, 41 per cent strongly agreeing that they saved time, and 37.7 per cent strongly agreeing that template and framework AWAs were useful overall.

### **OEA ELECTRONIC SERVICES**

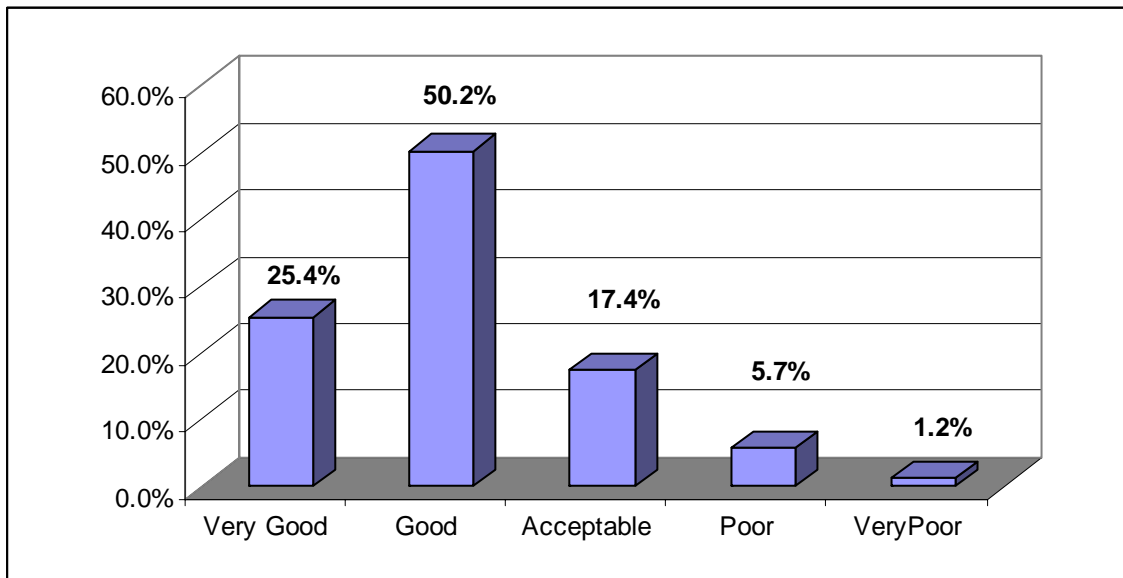
The OEA's electronic services, including the OEA website and AWAonline, continue to be the gateway for many clients to OEA products and services, and to lodge AWAs. The 2004-05 survey examined use of the website by OEA clients, as well as satisfaction with the ease of use and usefulness. Employers and industry partners were also surveyed about their use of AWAonline, and their satisfaction with the ease of use and usefulness of the product.

## OEA Website: Product Use, and Perceptions of Ease of Use and Usefulness

Over 70 per cent of employers, 82.7 per cent of industry partners, and 16.3 per cent of service-user employees reported using the OEA website since July 2004. These results highlight an increased website usage for employers and service-user employees compared to the 2003-04 survey<sup>21</sup>, highlighting the importance of this product.

Figure four shows client ratings of the OEA website for ease of use. Overall, 75.6 per cent of clients rated the website's ease of use as good or better. Employers were generally more positive than industry partners; 77.8 per cent of employers rated the ease of use of the website as good or better, compared with 67.8 per cent of industry partners. There was no difference between employers from small business and medium to large enterprises.

**Figure 4:** Client Ratings of the Ease of Use of the OEA Website.



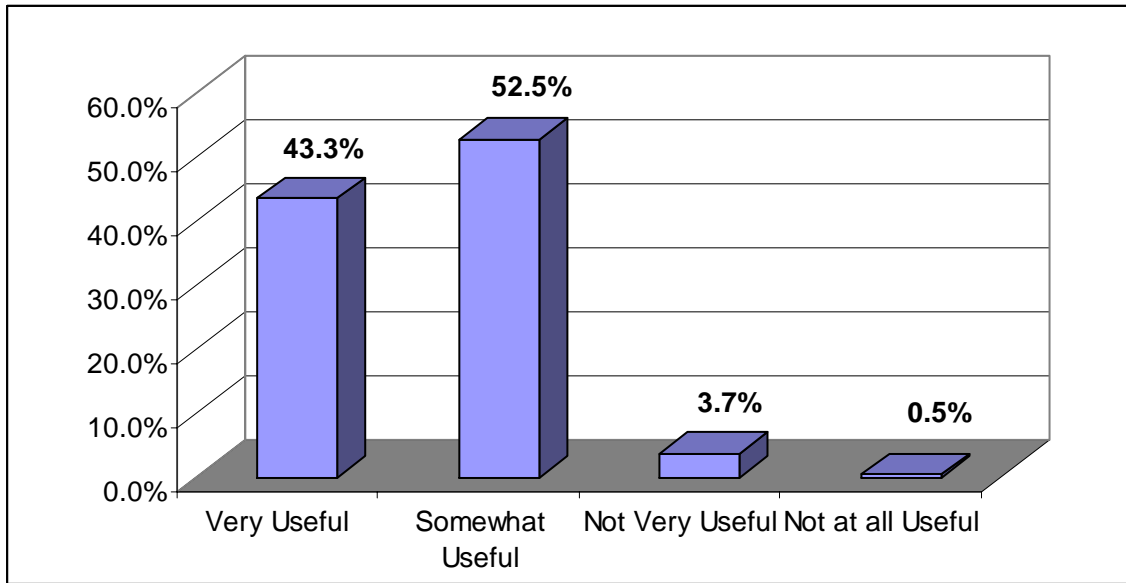
**Notes:** Only industry partners, employers, service-user employees who had used the OEA website were included in the analysis. n = 410. Don't know responses removed, n = 406

Figure five illustrates client ratings of the usefulness of the OEA website. An excellent 95.8 per cent of clients reported the OEA website was at least somewhat useful and 43.3 per cent as very useful. Employers were generally more positive than industry partners; 46.9 per cent rating the website as very useful compared to 29.0 per cent of industry partners. There was little difference between ratings from small and medium to large employers.

<sup>21</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design



**Figure 5: Client ratings of the Usefulness of the OEA Website.**



**Notes:** Only industry partners, employers, service-user employees who had used the OEA website were included in the analysis. n = 410. Don't know responses removed, n = 402

Overall, clients expressed greater satisfaction with both the ease of use and usefulness of the OEA website compared to the 2002-03 and 2004-05 surveys. Table 18 provides a comparison of results across the last three year cycles of the survey<sup>22</sup>.

**Table 18: Comparison of Results, Website Ease of Use and Usefulness: 3 Fin. Years.**

		Financial Year		
		2002-03	2003-04	2003-04
Ease of Use	Satisfied	71%	66%	76%
	Neutral	24%	20%	17%
	Not Satisfied	5%	6%	7%
Usefulness	Satisfied	77%	74%	96%
	Neutral	18%	14%	4%
	Not Satisfied	5%	3%	<1%

**Notes: 2002-03:** Sample: industry partners, AWA employers/employees & Compliance employers/employees. Ease of Use n = 180, Usefulness n = 186. Don't know responses excluded.

**2003-04:** Sample: AWA employers/employees & service-user employees. Ease of Use n = 224, Usefulness n = 224. Don't know responses included as valid responses.

**2004-05:** Sample: industry partners, AWA employers & service-user employees. Ease of Use n = 224, Usefulness n = 224. Don't know responses excluded.

4pt. scale 'v. useful - not at all useful' used in 2004-05. 5 pt. scale 'v. good - v. poor' used in 2002-03 & 2003-04

<sup>22</sup> These results should be read with caution, due to different analysis choices and participants

## AWAonline: Product Use, and Perceptions of Ease of Use and Usefulness

In terms of reducing net AWA cost and OEA filing burden, it is important that employers and industry partners have no impediment to online lodgement of AWAs. In this light, industry partners and employers were questioned about their use of AWAonline, and their perceptions of the ease of use and usefulness of the product.

Only 65.6 per cent of employer and industry partner clients reported they had used AWAonline. Table 19 shows AWAonline use by client group. Employers from small business are considerably less likely to lodge AWAs online (49.3 per cent) compared to medium to large enterprises (68.0 per cent) and industry partners (84.0 per cent).

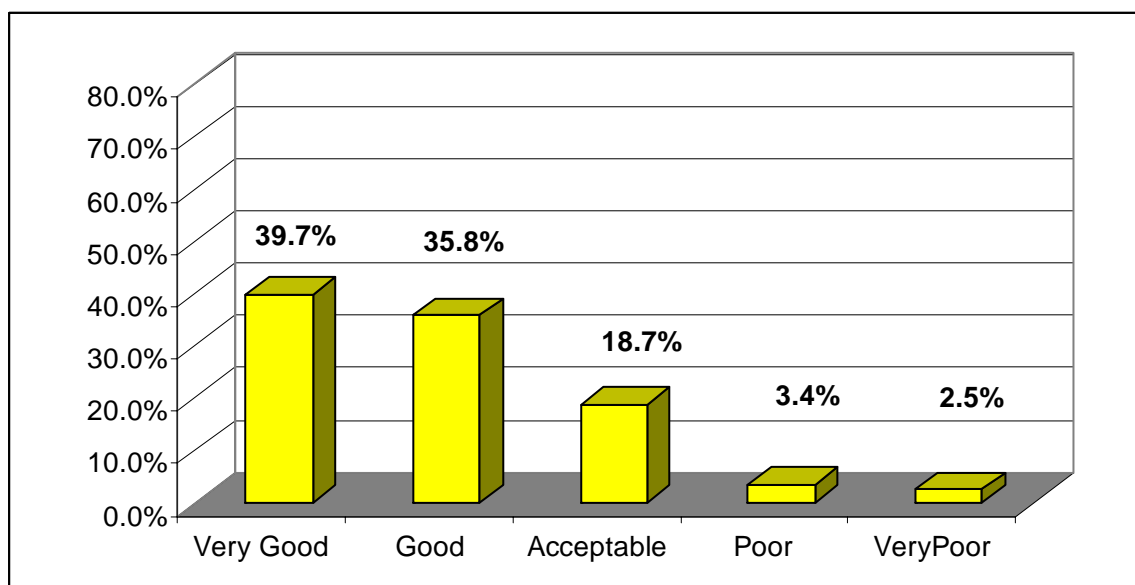
**Table 19:** Use of AWA Online: Since July 2004

Client Type	Use of AWAonline		Total
	Yes	No	
Industry Partner	84.0%	16.0%	100.0% (75)
Small Business Employers	49.3%	50.7%	100.0% (134)
Medium to Large Employer	68.0%	32.0%	100.0% (347)
<b>Total</b>	<b>34.4%</b>	<b>53.1%</b>	<b>100.0% (556)</b>

**Notes:** Industry partners and employers included in analysis n = 560. Don't know responses removed, n = 556

Figure six shows client ratings of the AWAonline for ease of use. Overall, more than three quarters of industry partners and employers rated the ease of use of AWAonline as good or better. Small business employers were slightly less positive than industry partners or employers from medium to large organisations; 69.2 per cent of small business employers rated ease of use as good or very good compared to 78.0 per cent of medium to large employers and 72.6 per cent of industry partners.

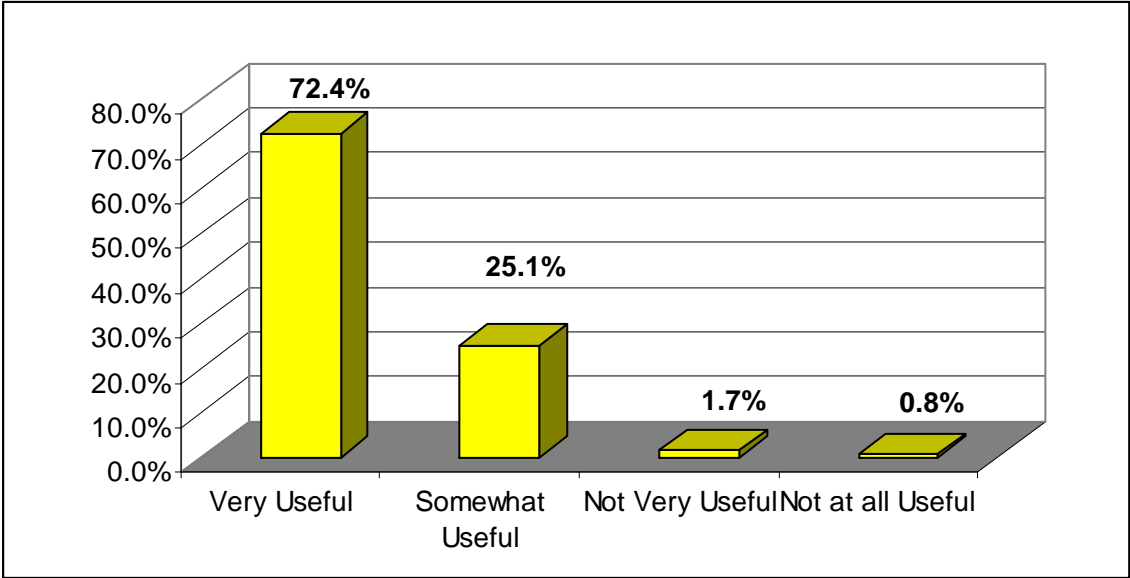
**Figure 6:** Client ratings of the Ease of Use of AWAonline.



**Notes:** Only industry partners and employers who had used AWAonline were included in the analysis. n = 365. Don't know responses removed, n = 358

Figure seven shows client ratings of the AWAonline for usefulness. Overall, a remarkable 97.5 per cent of industry partners and employers rated the usefulness of AWAonline as at least somewhat useful. There were only minor differences between industry partners, employers from small organisations, and employers from medium to large organisations.

**Figure 7:** Client ratings of the Usefulness of AWAonline.



**Notes:** Only industry partners and employers who had used AWAonline were included in the analysis. n = 365. Don't know responses removed, n = 362

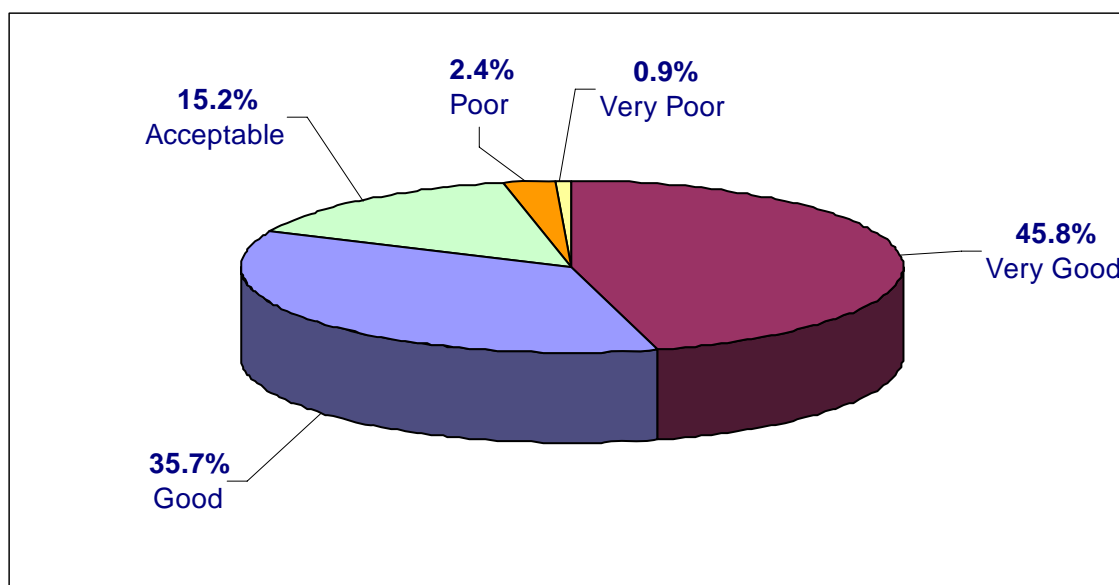
## GENERAL IMPRESSIONS OF THE OEA

To gain an insight into how the OEA is viewed generally by clients, respondents were asked five summary-style questions. Accessibility and responsiveness of the Agency, and the expertise of its staff, were examined as key pointers about client satisfaction with the OEA as a whole, and to measure how the OEA is considered in the main. Opened ended responses were also sought about the best aspect of the OEA and one aspect the OEA could improve. This provides valuable information about where the Agency is performing effectively, and where its services could be enhanced.

### Accessibility and Responsiveness of the OEA

A previous indicator in the 2002-03 and 2003-04 Portfolio Budget Statements, clients who had contact with the OEA in this financial year were asked to rate how easy it was to contact the OEA. Overall, an excellent 96.7 per cent rated the ease of contact with the OEA as acceptable or better. Over 80 per cent rated the ease of contact with the OEA as good or very good. Figure eight illustrates these results

**Figure 8:** Client Ratings about the Accessibility of the OEA.



**Notes:** Clients who had contact with the OEA included in analysis n = 343. 'Not applicable' removed n = 336

The results from previous cycles of the Client Services Survey provide some comparison<sup>23</sup>. In both the 2002-03<sup>24</sup> and 2003-04 surveys, around 95 per cent of clients rated the ease of contacting the OEA as acceptable or better. In the 2003-04 research, 84 per cent rated the accessibility of the OEA as good or better.

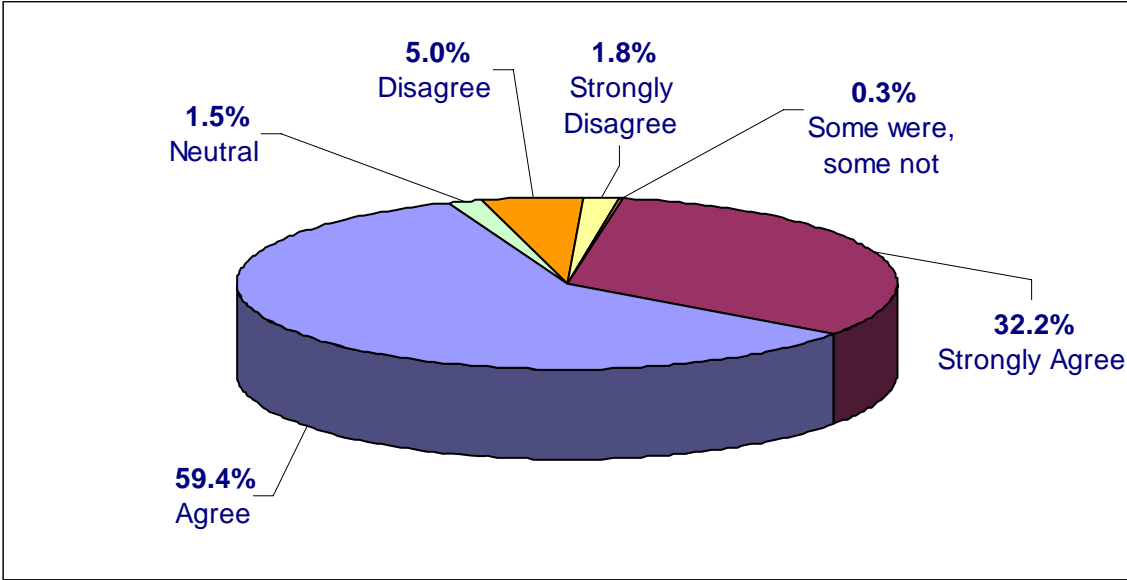
The minority of respondents who rated the ease of contact as 'poor' or 'very poor' were asked what factors had caused them to form such a view. The verbatim responses indicated that the majority of reasons concerned the length of time on hold or to connect to the NTAS. Two clients disliked the computer generated prompts for the 1300 number.

<sup>23</sup>Care should be taken when comparing estimates to previous surveys due to differences in sample design

<sup>24</sup> The focus in the 2002-03 survey was evaluating OEA service areas, so only estimates can be provided.

Clients who had contacted the OEA since July 2004-05 were also asked whether they agreed or disagreed that they found the OEA to be responsive. This was also an indicator in previous Portfolio Budget Statements. Overall, 91.6 per cent agreed that the OEA was responsive. Figure nine shows these results.

**Figure 9:** Client Agreement that the OEA is Responsive.



**Notes:** Clients who had contact with the OEA included in analysis n = 343. 'Not applicable' removed, n = 342

The 2004-05 survey results for responsiveness similar to previous surveys<sup>25</sup>. In 2002-03 around 91.5 per cent of clients agreed the OEA was responsive. In 2003-04, a total of 88 per cent agreed that they found the OEA to be responsive, 44 per cent agreeing and 44 per cent strongly agreeing with the statement.

The small proportion of respondents, who disagreed or strongly disagreed that the OEA was responsive, were asked to provide a free text response about why they felt this way. The verbatim responses indicated that some of the reasons for dissatisfaction were:

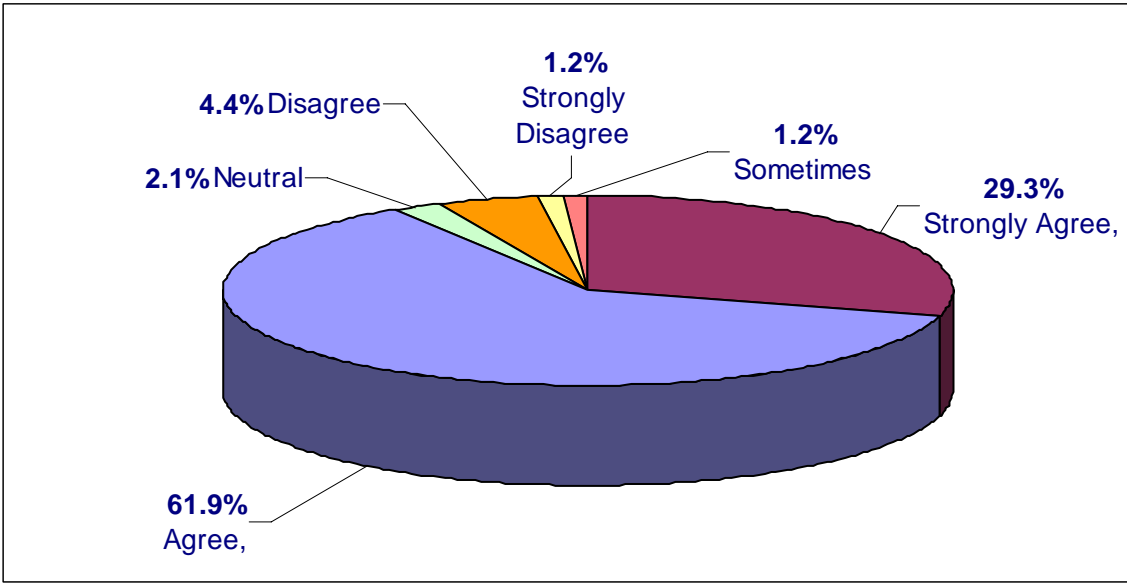
- Extended periods of time required to follow up enquiries;
- AWA approval timeframes;
- Agency is under resourced; and
- Staff inconsistency / different perspectives / opinions about AWA matters.

**Expertise of OEA Staff**

To provide a baseline figure for the CSN Business Plan, and to gain a greater understanding of client perceptions' of the expertise of OEA staff, clients who had contact with the OEA were asked about their agreement with the statement 'Overall I am satisfied that the OEA has the relevant expertise to address my needs and concerns'. 91.2 per cent of clients agreed or strongly agreed with the statement. Figure ten illustrates these results.

<sup>25</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

**Figure 10: The OEA has the Relevant Expertise to Address Needs/Concerns**



**Notes:** Clients who had contact with the OEA included in analysis n = 343. 'Not applicable' removed, n = 341

**Best Aspect of the OEA**

OEA clients were asked to provide free text about what they considered to be the best aspect of the OEA. For analysis purposes, these responses were then coded, once to a detailed level, and once to a more compressed level. Table 20 highlights the compressed coded responses about what clients felt was the best aspect of the OEA. Detailed coded responses are provided in appendix Two.

Responses to this question were highly varied. The most common response about the best aspect of the OEA, given by almost three in ten respondents, was OEA information, assistance and advice. Slightly less than two in ten respondents rated the best aspect of the OEA to be customer service (17.7 per cent), the flexibility or simplicity of AWAs (18.7 per cent), or the ease and/or efficiency of AWA lodgement or processing (mainly AWAonline - 19.2 per cent).

Client perceptions about 'the best aspect of the OEA', was not examined in the 2003-04 survey due to limitations in survey length. However, comparing the 2004-05 result with those collected in 2002-03 reveal remarkably similar results<sup>26</sup>. The three most common responses for best aspect of the OEA in 2002-03 were

1. Information/Assistance/Advice (21.4 per cent);  
This was the most common response in both 2002-03 and 2004-05.
2. Customer Service (20.3 per cent);  
This was the fourth most common response 2004-05.
3. Independence/choice/increased flexibility/simplicity of AWAs (17.9 per cent).  
The third most common response in 2004-05 was flexibility/simplicity of AWAs.

<sup>26</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

**Table 20: Best Aspect of the OEA: All Clients**

Best Aspect of the OEA*Compressed Coding	Count	% of Responses	% of Cases
Accessibility	70	9.4	11.6
Customer Service	107	14.3	17.7
Information / Assistance / Advice	173	23.1	28.7
Ease / Efficiency of Lodgement / Processing	116	15.5	19.2
Ensures Compliance / Lays the Ground Rules	28	3.7	4.6
Flexibility / Simplicity of AWAs	113	15.1	18.7
Assists Dispute Resolution / Eliminates Need for Third Parties	11	1.5	1.8
Nothing or Other	45	6.0	7.5
Don't know	85	11.4	14.1
<b>Total</b>	<b>748</b>	<b>100.0%</b>	<b>124.8</b>

**Notes:** All clients were included in the analysis. n = 603 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

### One Area the OEA Could Improve

Clients were also asked to provide a verbatim response about what they considered to be the one aspect the OEA could improve. Again, for analysis purposes these responses were coded, once to a detailed level, and once to a more compressed level. Table 21 highlights the compressed coded responses about what clients felt was the one aspect the OEA could improve. Detailed coded responses are provided in Appendix two.

It is very encouraging for the OEA, that one in five clients reported there were no improvements necessary, or that they were fully satisfied. This was the most common response, after 'not had enough contact to say'. About 14 per cent of clients reported the aspect they would like to see improved was 'better quality, relevant, or consistent assistance and advice'.

Around one in ten respondents suggested the one aspect they would like improved was 'AWAonline or lodgement', (10.9 per cent), or 'approval times /consistency with AWA approval' (9.1 per cent)

Whilst client perceptions about 'the one aspect of the OEA that could be improved' were not examined in 2003-04, it is interesting for trend purposes to compare results with those collected in 2002-03<sup>27</sup>. Similar to 2004-05, the most common response in 2002-03 was that there was nothing to improve (28.5 per cent). Processing time also featured significantly in 2002-03 (23.6 per cent). Surprisingly, a considerably lower proportion of clients reported this is as an area for improvement in the 2004-05 survey (9.1 per cent). A significantly higher percentage of participants in 2004-05 felt they did not have enough contact with the OEA to report an area for improvement (29.0 per cent), compared to 2002-03 (13.9 per cent).

<sup>27</sup> Care should be taken when comparing estimates to previous surveys due to differences in sample design

**Table 21: One Aspect the OEA Could Improve**

Area the OEA could improve *Compressed Coding	Count	% of Responses	% of Cases
Accessibility	52	8.6	8.6
Customer Service	31	5.1	5.1
Better Quality /Relevant / Consistent Assistance and Advice	84	13.9	13.9
Lodgement and AWA On-line	66	10.9	10.9
Approval time / Consistency with AWA Approval	55	9.1	9.1
Not Enough Contact to Say / Cant Say	175	28.9	29.0
Nothing /Fully Satisfied /No Improvement Necessary	125	20.7	20.7
Other	16	2.6	2.7
Don't know	1	0.2	0.2
<b>Total</b>	<b>605</b>	<b>100.0</b>	<b>100.3</b>

**Notes:** All clients were included in the analysis. n = 603 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).



# APPENDIX ONE

## SUMMARY OF PERFORMANCE AGAINST KEY OEA INDICATORS.

### Portfolio Budget Statements

Indicators: 80 per cent of clients find advice and assistance timely.  
80 per cent of clients find advice and assistance helpful.

Results:

1. 87.9 per cent of clients agreed that they found OEA advice and assistance timely.
2. 90.4 per cent of respondents agreed they found OEA advice and assistance helpful.

### Strategic Plan Indicators<sup>28</sup>

Indicators: Objective 2.1a: 80 per cent of employers who have used better workplaces products are satisfied with their content and presentation  
Objective 2.2b: 40 per cent of AWA employers surveyed report that OEA AWA products were used to improve their workplace.

Results:

1. 89.0 per cent of employers who had used a better workplaces product or service reported satisfaction with the content and presentation.
2. 72.1 per cent of all employers agreed that OEA products and services had contributed to workplace improvements.

### Service Charter Indicators

Indicators: When responding to your enquiries the OEA will be available to clients from 8:30am to 5:00pm each business day, except in the Northern Territory where the OEA operates 8:00am to 4:30pm. Some offices may only be contactable by phone or e-mail on some occasions due to their small staff numbers.

When responding to your enquiries the OEA will refer you to an appropriate organisation when it is not appropriate for us to help you.

As a client you can expect the OEA to treat you professionally.

As a client you can expect the OEA to obtain information with you on a single occasion wherever possible.

As a client you can expect the OEA to undertake information liaison with you wherever possible.

As a client you can expect the OEA to keep you informed on the progress of your matter.

As a client you can expect the OEA to provide all information in paper or electronic formats appropriate to your needs.

---

<sup>28</sup> Note: The OEA Strategic Plan also contains two indicators, regarding timely and helpful information, which are almost identical the PBS indicators. The difference between the two is that the words 'and assistance' are removed from the strategic plan indicators. To reduce respondent burden in the survey, the indicator was assessed in the same way for both the PBS and OEA Strategic Plan, and the results used interchangeably.

## Results:

1. Combining the states and territories, 85.1 per cent reported the OEA was always available during the regional offices' business hours.
2. 98.8 per cent of clients were either assisted directly by the OEA or referred to an appropriate organisation.
3. 94.3 per cent of clients agreed that the OEA staff they had contact with were professional.
4. 78.4 per cent of clients requiring follow-up agreed that wherever possible the OEA obtained information on a single occasion.
5. 75.9 per cent of clients requiring follow-up agreed that the OEA kept in touch with them and shared information.
6. 73.0 per cent of clients requiring follow-up agreed that the OEA kept them informed of the progress of their query.
7. 94.1 per cent of clients agreed that OEA publications were easy to access.

## Small Business Project Plan

Indicators: Increase the number of small business employers using OEA AWA products to improve their workplace  
Small business with [a] increased flexibility [b] enhancing business capacity and [c] competitiveness  
Small Business as a 'Better Workplace'  
Increased awareness in the small business community of the [a] benefits of AWAs and the [b] services provided by the OEA  
A developed profile of the OEA as a small business service provider

## Results:

1. With a base of all small business employers, a massive 77.6 per cent agreed that OEA products and services had contributed to workplace improvements.
2. (a) 82.1 per cent of small business employers agreed that the introduction of AWAs into their workplace had improved flexibility for their business.  
(b) 53.7 per cent of small business employers agreed that the introduction of AWAs into their workplace had improved their competitiveness  
(c) 59.5 per cent of small business employers agreed that the introduction of AWAs into their workplace had improved their productivity
3. 67.9 per cent of small business employers had used a better workplaces service or product. These were mainly 'AWA templates or frameworks' (69.7 per cent), or 'assistance with drafting AWAs' (50.6 per cent).
4. (a) 41.0 per cent felt the main benefit of AWAs were that they assisted in financial planning, provided simpler administration, or simpler negotiation for their business. A further 39.6 per cent reported the main benefit of AWAs was flexibility. Significantly, 7.0 per cent of employers' responded 'don't know'.  
(b) 30.1 per cent of small business employers were aware that the OEA was developing targeted products and services, including the small business template, website, and dedicated hotline.
5. 20.1 per cent of employers were aware that the OEA has developed products and services targeted particularly towards small business.

## APPENDIX TWO:

### DETAILED CODING

**Table 1:** Benefits of AWAs: Small Business Responses.

Reported Benefit of AWAs *Detailed Coding	Count	% of Responses	% of Cases
Provides Guidelines/Boundaries for Employees	8	4.3	6.0
Provides Guidelines for Employers	2	1.1	1.5
Defines Obligations/Guidelines for All Parties	6	3.3	4.5
AWAs Keep Employees Satisfied	20	10.9	14.9
Improve Conditions or Benefits for Employees	8	4.3	6.0
Flexibility for Employers	18	9.8	13.4
Flexibility for Both Parties	16	8.7	11.9
Flexibility in Rates of Pay / Work Outside Award	23	12.5	17.2
Flexibility in Working Hours / Rostering	9	4.9	6.7
Simpler Administration / Less Red Tape / Hassle	17	9.2	12.7
AWAs make Management Easier / More Efficient / Easier to Plan Ahead / Budget	6	3.3	4.5
Way of Keeping things Uniform / Standardising Wages	3	1.6	2.2
Containment of Labour Costs / Wage Control	4	2.2	3.0
Easier to Engage /Negotiate with Employees	2	1.1	1.5
Reduce Scope Third Party / Legally Binding Document	16	8.7	11.9
Less Room for Disputes / Resolution Clear	13	7.1	9.7
Other	1	0.5	0.7
Don't Know	12	6.5	9.0
<b>Total</b>	<b>184</b>	<b>100.0%</b>	<b>137.5</b>

**Notes:** Only small business employers who had used a better workplaces product were included in the analysis, n = 89 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

**Table 2: Best Aspect of the OEA: All Clients**

<b>Best Aspect of the OEA* Detailed Coding</b>	<b>Count</b>	<b>% of Responses</b>	<b>% of Cases</b>
Accessible /Easy to Contact	26	3.3	4.3
Phone Service /Helpline	21	2.7	3.5
OEA Website /Able To E-mail / Access Online	27	3.4	4.5
Useful /Comprehensive Service	12	1.5	2.0
Good Customer Service / Personal Service	60	7.6	10.0
Responsive /Good Follow-up	12	1.5	2.0
Professional /Efficient /Prompt	34	4.3	5.6
Staff Well Informed /OEA Informative	106	13.4	17.6
Having a Specific Person to Deal With /Partnership Manager	14	1.8	2.3
Publications Documentation: Easy to Understand /Informative	17	2.1	2.8
Good Online Facilities /Information on Website	14	1.8	2.3
Support Tools /Services: Templates /NDT Calculator	36	4.6	6.0
Ease of Lodging AWA	20	2.5	3.3
Ability to Lodge AWAs Online	89	11.3	14.8
Efficiency of AWA Processing	17	2.1	2.8
Provides the Ground Rules / Know AWA Complies with Legislation	28	3.5	4.6
AWAs are Easy to Use /Straightforward /Simple	81	10.2	13.4
AWAs Increase Workplace Flexibility	36	4.6	6.0
Mediates Between Parties / Assists Dispute Resolution / No Need for Union Involvement	11	1.4	1.8
Nothing	24	3.0	4.0
Other	21	2.7	3.5
Don't Know	85	10.7	14.1
<b>Total</b>	<b>791</b>	<b>100.0%</b>	<b>131.2</b>

**Notes:** All clients were included in the analysis. n = 603 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

**Table 3: One Aspect the OEA Could Improve: All Clients**

<b>Aspect the OEA Could Improve* Detailed Coding</b>	<b>Count</b>	<b>% of Responses</b>	<b>% of Cases</b>
Not Enough Contact to Say	175	28.9	29.0
Nothing /Fully Satisfied /No Improvement Necessary	125	20.7	20.7
Easier to Access / Contact	4	0.7	0.7
More Prompt Helpline / Training of Staff	12	2.0	2.0
Website: Improve /Make More User-Friendly	31	5.1	5.1
Website Response Times	5	0.8	0.8
More Customer Focus / Personal Contact / Assign Designated Contact Person	12	2.0	2.0
More Follow-up / Communication about Issues /Reports on Progress	9	1.5	1.5
More Prompt Follow-up / Replies	10	1.7	1.7
More Consistent Advice / Consistency Between OEA Staff	13	2.1	2.2
More Client Education About Products /Services /Workplace Issues	43	7.1	7.1
More Tailored Information Appropriate to Our Business	12	2.0	2.0
More Specific Information	16	2.6	2.7
Reduce Paperwork in Lodging AWAs	22	3.6	3.6
Simplify /Make More Efficient /Improve On-line Lodgement	44	7.3	7.3
Improve Processing /Approval Time	50	8.3	8.3
Consistency with Approval of AWAs / Policy Application	5	0.8	0.8
Other	16	2.6	2.7
Dont Know	1	0.2	0.2
<b>Total</b>	<b>605</b>	<b>100.0%</b>	<b>100.3%</b>

**Notes:** All clients were included in the analysis. n = 603 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

# APPENDIX THREE:

## FINAL SURVEY INSTRUMENT.

<b>Quota Group</b>			
<b>Client Group</b>	<b>Type</b>	<b>Number Surveyed</b>	<b>Filter</b>
- 1	<b>Industry Partners</b>	Up to 75	S1
- 2	<b>AWA Employers.</b> Employers with an AWA Approved in the period 1 July 2004 to 29 February 2005. New and Existing identified through questionnaire.	440	S2
- 3	<b>AWA Employees – ‘Service User’</b> Employees with an AWA lodged, filed or approved and contact with the NTAS in early 2005.	Up to 100	S3
	<b>Total</b>	<b>615</b>	

### INTRODUCTION (ALL):

Good morning/afternoon/evening. My name is ( ) from the Wallis Group. We are conducting a survey on behalf of the Office of the Employment Advocate, which is an Agency of the Federal Department of Employment Workplace Relations. May I speak to...(NAME)

S1 I believe that your organisation is an Industry Partner of the OEA. Is that correct?

Yes ..... 1      **GO TO INTRO 1**  
 No (OBTAIN DETAILS) ..... 2      **CLOSE**

S2 Your organisation has been selected at random as being one that have had an Australian Workplace Agreement approved by the Office of the Employment Advocate, that is, the OEA since July 2004. Is that correct?

Yes ..... 1      **GO TO INTRO 1**  
 No (OBTAIN DETAILS) ..... 2      **CLOSE**

**INTRO 1:** This survey concerns your organisation’s contacts with the OEA, your satisfaction with its client service and products. Are you the most relevant person in your organisation to discuss these issues?

- Yes ..... 1
  - No ..... 2
- LOCATE CORRECT PERSON**

The survey is voluntary and anonymous, nothing that you say will be reported in any way that could identify you. The interview takes about 12 minutes, may I continue now?

**(IF NECESSARY:** This survey has been approved by the Commonwealth Government Statistical Clearing House. The approval number is 01404 - 01. You may phone the Statistical Clearing House on (02) 6252 5285 to verify the approval number.)

**GO TO OUTCOME CODES**

S3 Your name has been selected at random from among employees who have contacted the Office of the Employment Advocate via their 1300 number in early 2005. Is that information correct?

- Yes ..... 1
  - No (OBTAIN DETAILS) ..... 2
  - Can't say if I have contacted or not ..... 3
- GO TO INTRO 2**  
**CLOSE**  
**CLOSE**

**INTRO 2:** The Office of the Employment Advocate, which is called the OEA, is undertaking this survey into its clients’ use of its services and satisfaction with them. The survey is voluntary and anonymous, nothing that you say will be reported in any way that could identify you. The interview takes less than 10 minutes, may I continue now?

**OUTCOME CODES**

- Interview ..... 1
  - Relevant respondent temporarily absent..... 2
  - Not able to do interview now ..... 3
  - Immediate refusal on contacting household /business ..... 4
  - Refusal by respondent..... 5
- GO TO PREQ1**  
**ARRANGE CALL BACK**  
**ARRANGE CALL BACK**  
**CLOSE**  
**CLOSE**

**PREQ1:** The survey may be monitored for quality control purposes - if you do not wish this to happen, please let me know.

## **SECTION 1: ORGANISATIONAL DEMOGRAPHICS**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**

**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO Q3**

**PREQ1:** To better understand your business circumstances, could you tell me...

**Q1** How many people are employed in your organisation across Australia including any part time or casual staff? RECORD:

1 – 19.....	1
20 – 99.....	2
100 – 499.....	3
500 or more .....	4
Can't say.....	5
Refused .....	6

**Q2** And in which State or Territory is the business registered?

NSW .....	1
Victoria.....	2
Queensland .....	3
South Australia .....	4
Tasmania.....	5
Western Australia .....	6
ACT .....	7
NT .....	8
Don't know.....	9

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO PRE Q4**

**Q2a** Is your business registered in (Name of capital city) or elsewhere in the State?

Capital city .....	1
Elsewhere in the State .....	2
Both .....	3
Don't Know .....	4

**NOW GO TO PREQ4**

**Q3** To start, we have just a one question about you to check that we have covered a good cross section of employees. In which State or Territory do you work (if more than one, in which state or territory do you mainly work?)

NSW .....	1
Victoria.....	2
Queensland .....	3
South Australia .....	4
Tasmania.....	5
Western Australia .....	6
ACT .....	7
NT .....	8



**SECTION 2: CONTACT WITH THE OEA AND CUSTOMER SERVICE**

**PREQ4:**  
**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**  
**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**  
**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO PREQ6**

Q4 Apart from receiving formal correspondence have you had any other contact with OEA staff since July 2004?

- Yes ..... 1
  - No ..... 2
  - Don't know..... 3
- GO TO NEXT SECTION**  
**GO TO NEXT SECTION**

Q5 Have you contacted the OEA on their 1300 number (that is their National Telephone Advisory Service) since July 2004?

- Yes ..... 1
  - No ..... 2
  - Don't know who I contacted at OEA..... 3
  - Can't say if I have contacted or not..... 4
- GO TO PRE Q7**

**PREQ6:** (In addition to contact via the 1300 number...) – for use with EMPLOYEES – SU)

Q6 Have you (also) had contact with an OEA staff member, apart from the 1300 number, either in person, by telephone, by e-mail, or by writing to the office since July 2004?

- Yes ..... 1
- No ..... 2
- Don't know who I contacted at OEA..... 3
- Can't say if I have contact or not ..... 4
- Not applicable – the OEA contacted me ..... 5

**PREQ7:**  
**IF (Q5 = 2 or 4) AND (Q6 = 2 or 4) GO TO SECTION 3.**  
**IF (Q5 = 2 or 4 AND Q6 = 5) GO TO Q19**  
**IF (Q5 = 1 AND Q6 = 2 or 4) GO TO Q8**  
**IF (QUOTA GROUP = 3 [EMPLOYEES – SU] AND Q6 = 2 or 4) GO TO Q8**  
**ELSE CONTINUE**

Q7 By what means did you have contact with the OEA? **(MULTICODE)**  
**PROBE FOR ALL MEANS OF CONTACT**

- By telephone..... 1
- By email..... 2
- By letter ..... 3
- By going to the offices of the OEA ..... 4
- OEA came to our workplace..... 5
- Other (SPECIFY)..... 6
- Can't say..... 7

Q8 Since July 2004 how many times have you had contact with the OEA?

- Once only ..... 1
- Two to five times..... 2
- Six to ten times..... 3
- More than ten times..... 4
- Can't remember..... 5

**PREQ9:**  
**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) AND Q2 = 8 GO TO Q10**  
**IF QUOTA GROUP = 2 (EMPLOYERS) AND Q2 = 8 GO TO Q10**  
**IF QUOTA GROUP = 3 (EMPLOYEES - SU) AND Q3 = 8 GO TO Q10**  
**ELSE CONTINUE**

Q9 Have you experienced an occasion where the OEA regional office in your state was not available, at least by telephone or e-mail, between the hours of 8:30am and 5:00 pm each business day?

- Yes ..... 1 **GO TO Q11**
- No ..... 2 **GO TO Q11**
- Don't know..... 3 **GO TO Q11**
- Not Applicable ..... 4

Q10 Have you experienced an occasion where the OEA regional office in your state was not available, at least by telephone or e-mail, between the hours of 8:00am and 4:30 pm each business day?

- Yes ..... 1
- No ..... 2
- Don't know..... 3
- Not Applicable ..... 4

Q11 And generally, how would you rate how easy it was to contact the OEA? Would you say...? **READ OUT:**

- Very good ..... 1 **GO TO Q13**
- Good..... 2 **GO TO Q13**
- Acceptable..... 3 **GO TO Q13**
- Poor ..... 4
- Very poor ..... 5
- Don't know (DO NOT READ) ..... 6 **GO TO Q13**
- Not Applicable ..... 7 **GO TO Q13**

Q12 Why do you say that? PROBE FULLY RECORD VERBATIM

Q13 When you had contact with the OEA, was it appropriate for the OEA to assist with your enquiry or did they say you needed to contact another organisation?

- Appropriate for OEA to assist..... 1 **GO TO Q15**
- Said I needed to contact another organisation..... 2
- OEA did not assist or suggest another organisation (DO NOT READ) ..... 3 **GO TO Q19**
- Can't remember..... 4 **GO TO Q19**
- Not applicable..... 5 **GO TO Q19**

Q14 Did the person you spoke to give you details of a suitable organisation to contact?

- Yes ..... 1
- Gave someone to contact but it was not suitable ..... 2
- No, did not tell me who to contact ..... 3

Q15 When you contacted the OEA, were the staff able to assist you the first time you contacted, or did you sometimes have to wait for someone to follow-up the enquiry?

- (Always) able to help at time of first contact..... 1 **GO TO Q19**
- Had to wait for someone to contact me at a later period..... 2
- Was asked to contact again later ..... 3
- OEA did not assist (DO NOT READ) ..... 4 **GO TO Q19**
- Don't know / can't remember..... 5 **GO TO Q19**

Q16 I'll read out some statements about the OEA's service when you contacted them, please tell me if you agree or disagree with each one. **READ OUT IN TURN CHECK FOR EACH:** Is that strongly agree/disagree or just agree/disagree?

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know	N/A
<b>a)</b> in order to address my query and where possible, the OEA obtained all the information it needed from me on just one occasion	1	2	3	4	5	6	7
<b>b)</b> to a reasonable degree, the OEA kept in touch and shared information with me.	1	2	3	4	5	6	7
<b>c)</b> the OEA kept me informed, to a reasonable degree, on the progress of my query.	1	2	3	4	5	6	7

Q17 SKIP

Q18 SKIP

Q19 Overall, in your contact with the OEA would you agree or disagree that the OEA staff you dealt with were professional?

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

- Strongly agree ..... 1 **GO TO PREQ21**
- Agree ..... 2 **GO TO PREQ21**
- Neither agree nor disagree..... 3 **GO TO PREQ21**
- Disagree ..... 4
- Strongly disagree ..... 5
- Some were, some were not (DO NOT READ) ..... 6
- Don't know / can't remember..... 7 **GO TO PREQ21**

Q20 Why do you say that? PROBE FULLY - RECORD VERBATIM

**PREQ21:**  
**IF (Q5 =2 or 4 AND Q6=5) GO TO PREQ27**  
**ELSE CONTINUE**

Q21 And, overall, in your contact with the OEA would you agree or disagree that you found the OEA to be responsive?

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

- Strongly agree ..... 1 **GO TO Q23**
- Agree ..... 2 **GO TO Q23**
- Neither agree nor disagree..... 3 **GO TO Q23**
- Disagree ..... 4
- Strongly disagree ..... 5
- Some were, some were not (DO NOT READ) ..... 6
- Don't know / can't remember..... 7 **GO TO Q23**

Q22 Why do you say that? **PROBE FULLY - RECORD VERBATIM**

Q23 Again, overall would you agree or disagree that you received helpful advice and assistance?

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

- Strongly agree ..... 1 **GO TO Q25**
- Agree ..... 2 **GO TO Q25**
- Neither agree nor disagree..... 3 **GO TO Q25**
- Disagree ..... 4
- Strongly disagree ..... 5
- Sometimes did, sometimes did not ..... 6
- Don't know / can't remember..... 7 **GO TO Q25**

Q24 Why do you say that? **PROBE FULLY - RECORD VERBATIM**

Q25 And would you agree or disagree that the advice and assistance you received was timely?

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

- Strongly agree ..... 1 **GO TO Q26a**
- Agree ..... 2 **GO TO Q26a**
- Neither agree nor disagree..... 3 **GO TO Q26a**
- Disagree ..... 4
- Strongly disagree ..... 5
- Sometimes did, sometimes did not ..... 6
- Don't know / can't remember..... 7 **GO TO Q26a**

Q26 Why do you say that? **PROBE FULLY - RECORD VERBATIM**

Q26a.. And would you agree or disagree with the following statement? Overall, I am satisfied the OEA has the relevant expertise to address my needs and concerns.

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

- Strongly agree ..... 1
- Agree ..... 2
- Neither agree nor disagree..... 3
- Disagree ..... 4
- Strongly disagree ..... 5
- Sometimes did, sometimes did not ..... 6
- Don't know / can't remember..... 7

## **SECTION 3: OEA PRODUCTS AND SERVICES**

### **A. PUBLICATIONS**

**PREQ27:**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO Q31**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO Q31**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) CONTINUE**

**Q27** Did your employer give you an information brochure about AWAs before you signed your AWA?

Yes ..... 1  
 No ..... 2 **GO TO Q30**  
 Don't know ..... 3 **GO TO Q30**

**Q28** Did the brochure answer all the questions you had about AWAs?

Yes ..... 1 **GO TO Q30**  
 No ..... 2  
 Didn't read the brochure ..... 3 **GO TO Q30**  
 Don't know ..... 4 **GO TO Q30**

**Q29** Could you briefly explain to me what other information you feel might be needed or why you felt it didn't answer all questions?

**Q30** Have you seen or read any other OEA materials, for example information on your right to join or not join a union, balancing work and family, or flexible hours under AWAs?

Yes ..... 1 **GO TO Q32**  
 No ..... 2 **GO TO PREQ43**  
 Don't know ..... 3 **GO TO PREQ43**

**Q31** Have you read or used any of the OEA's publications since July 2004?

**READ EXAMPLES ARE: THE ADVOCATE NEWSLETTER, GUIDES ON MAKING AWA'S, OR PUBLICATIONS ON ISSUES LIKE WORK AND FAMILY OR HOURS OF WORK AND AWAs).**

**NOTE: WE'LL ASK ABOUT AWA TEMPLATES AND FRAMEWORKS LATER**

Yes ..... 1  
 No – don't use any ..... 2 **GO TO PREQ34**

**Q32** I'll read out some statements about the OEA's publications, please tell me if you agree or disagree with each one. **READ OUT IN TURN (ROTATE A\_C) CHECK FOR EACH: Is that strongly agree/disagree or just agree/disagree?**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
<b>a)</b> It was easy to get hold of the publication(s)	1	2	3	4	5	6
<b>b)</b> The information was easy to understand	1	2	3	4	5	6
<b>c)</b> Overall, I found the publication/s helpful	1	2	3	4	5	6
<b>d)</b> I'd like to see publications on a broader range of issues	1	2	3	4	5	6

**PREQ33**

**IF Q32 (d) = CODE 1 or CODE 2 GO TO NEXT QUESTION**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO PREQ34**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO PREQ34**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO PREQ43**

**Q33** What areas would you like the OEA to publish further information about? - **RECORD VERBATIM**

**B) TEMPLATES AND OTHER OEA SERVICES/ INFORMATION/ PRODUCTS**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO PREQ34**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO PREQ34**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO PREQ43**

**PREQ34** - I'm now going to ask you some questions about other OEA product and service areas....

**Q34** To date, have you used any of the following Better Workplaces information or services available to you through the OEA? (**READ OUT**) (**ACCEPT MULTIPLES**)

- Performance pay information ..... 1
- Information on converting casuals to permanent ..... 2
- Information on negotiation and re-negotiation of AWAs..... 3
- Flexible Hours information..... 4
- AWA templates or frameworks..... 5
- Seminars by OEA staff ..... 6
- Advice / assistance by OEA staff in drafting AWAs..... 7
- Any others I haven't mentioned (SPECIFY) ..... 8
- Don't know..... 9 **GO TO PREQ38**
- Not used any services / information ..... 10 **GO TO PREQ38**

**Q35** How satisfied were you with the **CONTENT** of (this/these) services or information? Would you say...**READ OUT**

- Very satisfied ..... 1 **GO TO PREQ37**
- Fairly satisfied..... 2 **GO TO PREQ37**
- Neither satisfied or dissatisfied..... 3 **GO TO PREQ37**
- Not very satisfied ..... 4
- Not at all satisfied ..... 5
- Don't know (**DO NOT READ**) ..... 6 **GO TO PREQ37**

**Q36** Why do you say that? **PROBE FULLY - RECORD VERBATIM**

**PREQ37**

**IF Q34 = CODE 7 ONLY GO TO PREQ38**

**Q37** How satisfied were you with the **PRESENTATION** of (it/them)? **IF NECESSARY:** Presentation refers to the 'look, feel and format' of the products/ services? Would you say...**READ OUT**

- Very satisfied ..... 1
- Fairly satisfied..... 2
- Neither satisfied or dissatisfied..... 3
- Not very satisfied ..... 4
- Not at all satisfied ..... 5
- Don't know (**DO NOT READ**) ..... 6

**PREQ38**

**IF QUOTA GROUP = 1 and Q34 = 5 GO TO PREQ40 INTRO 2**

**IF QUOTA GROUP = 2 and Q1 = 1 and Q34 = 5 GO TO PREQ40 INTRO 1**

**IF QUOTA GROUP = 2 and Q1 = 2-6 and Q34 = 5 GO TO PREQ41 INTRO 1**

**ELSE CONTINUE**

Q38 Are you aware that the OEA has developed template and framework AWAs (READ: AWA templates and frameworks are 'ready made' products which set out model terms and conditions of employment tailored to particular business needs)

- Yes ..... 1
- No ..... 2
- Don't know ..... 3
- Not Applicable ..... 4

**NOW GO TO PREQ43**

Q39 SKIP

**PREQ40 INTRO 1:** You indicated earlier that you represent a small business and had used a template / framework previously...

**PREQ40 INTRO 2:** You indicated earlier that you are an Industry Partner and have used a template / framework...

Q40 Was the template or framework you used the Small Business Template?

- Yes ..... 1 **GO TO Q41 (NO INTRO)**
- Yes, along with other templates/frameworks ..... 2 **GO TO Q41 (NO INTRO)**
- No ..... 3 **GO TO Q41 (NO INTRO)**
- Don't know ..... 4 **GO TO Q41 (NO INTRO)**
- Not Applicable ..... 5 **GO TO Q41 (NO INTRO)**

**PREQ41 INTRO1:** You indicated earlier you had used an AWA template or framework...

**READ OUT IN TURN (ROTATE ORDER FOR A to C)**

**PROBE FOR EACH:** Is that strongly agree/disagree or just agree/disagree?

Q41 Thinking generally about the OEA templates you've used, please tell me if you agree or disagree with the following statements.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know
a) AWA templates and frameworks <b>simplified</b> the process of drafting an AWA	1	2	3	4	5	6
b) AWA templates and frameworks were a <b>cost effective</b> way to draft AWAs	1	2	3	4	5	6
c) AWA templates and frameworks <b>saved us time</b> when developing our AWAs	1	2	3	4	5	6
d) <b>Overall</b> , AWA templates and frameworks were <b>useful</b> in helping us to make AWAs	1	2	3	4	5	6

**IF Q41 (d) = CODE 4 or CODE 5 CONTINUE, ELSE GO TO PREQ43**

Q42 In what ways could their effectiveness be improved? **RECORD VERBATIM**

## **C. ELECTRONIC SERVICES**

**PREQ43:**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO Q44**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO Q45**

Q43 Aside from using the Partners' web site, have you visited the OEA website since July 2004 (that is, this financial year)?

Yes ..... 1 **GO TO Q46**  
No ..... 2 **GO TO Q48**

Q44 Since July 2004, have you visited the OEA website? (**IF NECESSARY:** The website address is [www.oea.gov.au](http://www.oea.gov.au)).

Yes ..... 1 **GO TO Q46**  
No ..... 2 **GO TO Q48**

Q45 Since July 2004, have you visited the OEA website? (**IF NECESSARY:** it is [www.oea.gov.au](http://www.oea.gov.au))

Yes ..... 1 **CONTINUE**  
No ..... 2 **GO TO PREQ51**

Q46 How would you rate the web site for EASE OF USE, that is finding it and navigating around it, would you say it is ... **READ OUT:**

Very good ..... 1  
Good ..... 2  
Acceptable ..... 3  
Poor ..... 4  
Very poor ..... 5  
Don't know (DO NOT READ) ..... 6

Q47 And overall how would you rate the usefulness of the OEA web site to you? Would you say it is ... **READ OUT**

Very useful ..... 1  
Somewhat useful ..... 2  
Not very useful ..... 3  
Not at all useful ..... 4  
Don't know (DO NOT READ) ..... 5

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**

**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**

**IF QUOTA GROUP = 4 (EMPLOYEES - SU) GO TO PREQ51**

Q48 Have you ever used AWA Online to draft, store or lodge an AWA?

Yes ..... 1  
No ..... 2 **GO TO NEXT SECTION**  
Don't know ..... 3 **GO TO NEXT SECTION**



Q49 How would you rate the USEFULNESS of AWA online for YOUR BUSINESS. Would you say ... **READ OUT**

- Very useful..... 1
- Somewhat useful..... 2
- Not very useful..... 3
- Not at all useful..... 4
- Don't know (DO NOT READ) ..... 5

Q50 And how would you rate AWA Online for EASE OF USE? Would you say it is... **READ OUT:**

- |                                  |                           |
|----------------------------------|---------------------------|
| Very good..... 1                 | <b>GO TO NEXT SECTION</b> |
| Good..... 2                      | <b>GO TO NEXT SECTION</b> |
| Acceptable..... 3                | <b>GO TO NEXT SECTION</b> |
| Poor ..... 4                     | <b>GO TO NEXT SECTION</b> |
| Very poor ..... 5                | <b>GO TO NEXT SECTION</b> |
| Don't know (DO NOT READ) ..... 6 | <b>GO TO NEXT SECTION</b> |

**D. COMMUNITY PARTNERS PROGRAM**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO SECTION 5**  
**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO NEXT SECTION (4)**  
**IF QUOTA GROUP = 3 (EMPLOYEES - SU) CONTINUE**

**(PREQ51: READ OUT)** The OEA operates a scheme called Community Partners. This scheme provides assistance to certain categories of employees, such as women, trainees or apprentices, those whose first language is not English, or those who work at home. Community Partners can help these groups in discussing or negotiating their AWA with their employer.

Q51 Had you previously heard of the Community Partners scheme?

- |                   |                        |
|-------------------|------------------------|
| Yes ..... 1       |                        |
| No ..... 2        | <b>GO TO SECTION 5</b> |
| Don't know..... 3 | <b>GO TO SECTION 5</b> |

Q52 Have you ever spoken to a Community Partner?

- |             |                        |
|-------------|------------------------|
| Yes ..... 1 |                        |
| No ..... 2  | <b>GO TO SECTION 5</b> |

Q53 How satisfied were you with the assistance provided by the Community Partner? Would you say....

- |  |                        |
|--|------------------------|
| Very satisfied ..... 1                   | <b>GO TO SECTION 5</b> |
| Fairly satisfied..... 2                  | <b>GO TO SECTION 5</b> |
| Neither satisfied or dissatisfied..... 3 | <b>GO TO SECTION 5</b> |
| Not very satisfied..... 4                | <b>GO TO SECTION 5</b> |
| Not at all satisfied ..... 5             | <b>GO TO SECTION 5</b> |
| Don't know (DO NOT READ)..... 5          | <b>GO TO SECTION 5</b> |

**SECTION 4: SMALL BUSINESS SECTION**

**PREQ54**

**IF QUOTA GROUP = 2 [EMPLOYERS] AND Q1 = 2-6 GO TO INTRO 1**  
**IF QUOTA GROUP = 2 [EMPLOYERS] AND Q1 = 1 GO TO INTRO 2**  
**ELSE, GO TO NEXT SECTION**

**INTRO1:** Now I just want to ask about a new OEA initiative...

**INTRO2:** Now I just wanted to ask some questions to you as a small business employer...

Q54 Are you aware that the OEA is developing products designed specifically for small business? These include, for example, a small business template, a website and a hotline for small business?

- Yes ..... 1
- No ..... 2
- Don't know (DO NOT READ) ..... 3

**PREQ55**

**IF Q1 = 2-6 GO TO SECTION 5**  
**IF Q1 = 1 CONTINUE**

Q55 What do you feel are the main benefits of AWAs for you as a small business?

- Don't know / can't say ..... 1 **GO TO Q57**
- Response given (Specify) ..... 2

Q56 How important were these benefits in making your decision to use AWAs? Would you say....

- Very important..... 1
- Somewhat important ..... 2
- Not really important..... 3
- Not at all important..... 4
- Can't Say (DO NOT READ) ..... 5

Q57 Please tell me if you agree or disagree with the following statements: The introduction of AWAs into my workplace has.... READ OUT IN TURN  
 CHECK FOR EACH: Is that strongly agree/disagree or just agree/disagree?

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
a) improved flexibility in my business	1	2	3	4	5	6
b) improved the competitiveness of my business?.	1	2	3	4	5	6
c) improved the productivity of my business?	1	2	3	4	5	6

Q58 SKIP

Q59 SKIP

## **SECTION 5: SUMMARY SECTION**

**PREQ60:** I now have some summary type questions...

**PREQ60:**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) CONTINUE**

**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) Q62**

**Q60** Overall, how satisfied would you say you are with OEA products and services? (USE EXAMPLES AS NECESSARY: These products include templates and frameworks, publications, assistance to develop AWAs, seminars, or the OEA website and AWA Online).

Would you say you are ...**READ OUT**

Very satisfied .....	1	<b>GO TO Q61</b>
Fairly satisfied.....	2	<b>GO TO Q61</b>
Neither satisfied or dissatisfied.....	3	<b>GO TO Q61</b>
Not very satisfied.....	3	
Not at all satisfied .....	4	
Don't know (DO NOT READ) .....	5	<b>GO TO Q62</b>
Haven't used any products or services (DO NOT READ).....	6	<b>GO TO Q62</b>

**Q60a** Why do you say that?

**PROBE FULLY - RECORD VERBATIM**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO Q62**

**Q61** And would agree or disagree that these OEA products and services have contributed to improvements to your workplace?

**PROBE:** Is that strongly agree/ disagree or just agree/disagree?

Strongly agree .....	1
Agree .....	2
Neither agree nor disagree.....	3
Disagree .....	4
Strongly disagree .....	5
Don't know.....	6

**Q62** In your opinion, what is the best aspect of OEA advice, products and services?

**PROBE FULLY RECORD VERBATIM**

**Q63** What is the one aspect of OEA advice, products or services, above all others, that could be improved?

**PROBE FULLY RECORD VERBATIM**

Not had enough contact to say / can't say .....	1
No improvement possible.....	2
Response given (Specify) .....	3

## **SECTION 6: DEMOGRAPHICS**

### **PREQ64**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO Q65**

**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) GO TO Q68**

**PREQ64:** I'd like to finish with just asking one or two questions to understand further the demographics of your organisation.

Q64 Is your business registered (Name of capital city) or elsewhere in the State?

Capital city ..... 1  
Elsewhere in the State ..... 2  
Both ..... 3  
Don't Know ..... 4

Q65 RECORD RESPONDENT'S SEX:

Male ..... 1  
Female ..... 2

### **PREQ67**

**IF QUOTA GROUP = 1 (INDUSTRY PARTNERS) GO TO CONCLUSION STATEMENT**

**IF QUOTA GROUP = 2 (EMPLOYERS) CONTINUE**

Q66 What does your organisation make or do? **(INDUSTRY) RECORD VERBATIM**

Q67 Were the AWAs you have had approved since 2004, the first you'd EVER had or have you had some approved before July 2004?

Had some approved prior to July 2004  
**(Existing Employer)** ..... 1  
First AWA approved since July 2004 **(New  
Employer)** ..... 2  
Can't say ..... 3

### **PREQ68**

**IF QUOTA GROUP = 2 (EMPLOYERS) GO TO CONCLUSION STATEMENT**

**IF QUOTA GROUP = 3 (EMPLOYEES - SU) CONTINUE**

Q68 What is your employers main type of business? (PROBE FOR DESCRIPTION OF MAIN BUSINESS ACTIVITIES, e.g. Manufactures men's shirts, Sells electrical appliances, Fast food retailer)

Q69 How many people are employed in your organisation across Australia including any part time or casual staff? **RECORD:**

1 to 19 ..... 1  
20 – 99 ..... 2  
100 – 499 ..... 3  
500 or more ..... 4  
Can't say ..... 5  
Refused ..... 6

Q70 RECORD RESPONDENT'S SEX:

Male ..... 1  
Female ..... 2



## **CONCLUSION STATEMENT**

That's the end of the survey. Thank you for answering our questions. Information from this survey will help the Office of the Employment Advocate to improve its services and inform new initiatives.

As I said information from this survey will be kept completely confidential and following analysis nothing that could identify you will be retained.

If you have any questions or concerns, I can give you a number to contact at the Office or the Employment Advocate. (Number is: 1300 366 632).

In case you missed it my name is -----from Wallis Consulting Group.