



SAFETY CULTURE SURVEY: HOW TO USE THE SURVEY

1. TALK TO YOUR WORKERS

Before you undertake the survey, tell your workers that:

- the aim is to improve the overall safety culture – individual answers will be anonymous
- you are keen to understand what they really think and experience
- if they can't figure out an exact answer, they should choose the closest statement
- they must provide one answer only to each question
- they must answer all questions in each section
- the survey takes approximately 15 minutes to complete.

2. GET THEM TO COMPLETE THE QUESTIONNAIRE

You can either distribute the questionnaire to your workers by email, or print it and hand out copies.

The questionnaire is split into six sections, on:

- training and supervision
- safe work procedures
- consultation
- reporting safety
- management commitment
- injury management and return to work.

You can give your workers the whole questionnaire in one go, or in sections over time. Choose what will work best in your workplace.

Remember to tell your workers how they can return their completed questionnaires – eg into an anonymous box.

3. ENTER THE DATA INTO THE EXCEL TOOL

Once you have all of the completed questionnaires, someone will need to enter all the responses into the Excel tool.

- Save the Excel tool somewhere appropriate.
- Open your saved copy of the Excel tool, clicking on 'Enable macros' when prompted.
- Go to the **data input sheet** (first tab) of the Excel tool. Here you will find basic instructions on how to input data.
- Once you have read through the instructions, click 'Start'.
- Working through the completed questionnaires one at a time, enter the workers' responses by clicking on the corresponding answers.
- Save the changes to the Excel tool after entering the responses from each worker's questionnaire.

Note: If you do the whole survey again at a later date, ensure that you delete all of the respondents and their answers from row 3 onwards on the **data sheet** (fourth tab) of the Excel tool, before you start entering the new data.

4. REVIEW THE RESULTS

When all of the data is entered into the Excel tool, you are in a position to review the results.

Look at the **summary sheet** and **traffic light chart** (second and third tabs), which break down the results by question and by section.

The green-orange-red coding shows how your workers perceive the safety culture in your organisation.

Green zone	Workers think you have a good safety culture in this area. You still need to monitor and review your systems to maintain this level and to continually improve.
Orange zone	Workers think that you have started improving safety culture and are on the right track, but there is more you can do in this area.
Red zone	Workers are expressing a lack of belief in your commitment to safety culture, and your systems may not be in place or not working well. Something has broken down or has not been started. You need to take immediate action in this area.

5. FIX ANY PROBLEMS

Once you recognise any weaknesses in your organisation's safety culture, you can do something about them.

WorkCover's *Serious about safe business* pack offers practical advice on each of the main sections addressed by this survey, along with templates and forms that you can start using straight away.

The advice sheets from the pack include:

- *Training and supervision* (catalogue no WC04949)
- *Safe work procedures* (catalogue no WC04948)
- *Consultation* (catalogue no WC04947)
- *Reporting safety* (catalogue no WC04950)
- *Management commitment* (catalogue no WC04946)
- *Workers compensation and return to work* (catalogue no WC04950).

You can download these publications from www.workcover.nsw.gov.au or order free copies through WorkCover's publications hotline 1300 799 003.

You can also use WorkCover's online *Safety self-assessment tool*, available at www.workcover.nsw.gov.au

After you have answered a series of questions, the tool provides reports and industry benchmarks on how well you are handling your workplace health, safety and injury management.

Combined with the results from your safety culture survey, this can help you understand any gaps between what systems you have in place and what your workers think about those systems.

If you would like more advice or assistance, call the WorkCover Assistance Service on 13 10 50.

Start to create a strong safety culture in your organisation now – because safe business is good business.

Disclaimer

This publication may contain occupational health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website (www.legislation.nsw.gov.au) or by contacting the free hotline service on 02 9321 3333.

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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