

Consultation@Work Conference 2018

Post Implementation Report and Evaluation Report

January 2019

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Executive summary

The Work Health and Safety (WHS) Roadmap of NSW (The Roadmap) outlines a range of initiatives aimed at making the lives of workers and business owners healthier, safer and more productive. The Roadmap strategies relate specifically to embedding a health and safety landscape and focus on key priority sectors, harms, workers and workplaces and building exemplar regulatory services.

Consultation is the central diamond of the 'Landscape' outlined in Action Area I of the Roadmap. The principal objective of the Consultation@Work (C@W) project is to deliver sustainable improvements in workplace consultation aligned to the objectives of the Roadmap. The C@W strategy was developed to support and assist workplaces to build their capability to consult more effectively and better facilitate the resolution of health and safety issues. The inaugural C@W conference proved to be a significant deliverable of this strategy and was held on 25th October, 2017 at the Sydney Cricket Ground (SCG) during SafeWork Month. Due to the success of the 2017 Conference a second conference was held on the 31st October 2018 and aimed to further develop the communication and consultation skills of HSRs and others involved in consultation across all industries.

The purpose of the 2018 C@W conference evaluation is to:

- evaluate the overall success of the 2018 conference program.
- determine whether the design and delivery of this event was resource and cost effective.
- determine the viability of delivering a future conference to continue building sustainable networks and to continue to provide learning opportunities for HSRs and others involved in consultation

Key Findings

Key evaluation findings confirmed that the delegates found the conference:

- venue appropriate;
- content and resources relevant and useful; and
- was interactive and well-paced.

Delegates

While 312 delegates registered to attend the conference only 216 attended on the day giving a short fall of 96 delegates. The majority of those who did not attend were from Government agencies located in Sydney. Reasons for non attendance included other work commitments, person commitments and the cost of travel and accommodation.

Small business made up 44 delegates / 20 per cent (13% in 2017) of attendees with medium business at 25 delegates 11% (7% in 2017) and large business well represented with 68% (80% in 2017) of all conference attendees.

There was a lot of effort put into engaging with small and medium business and their attendance increased from 20% of attendees in 2017 to 31% of attendees in 2018 which is encouraging.

Although the initial scope of the C@W project was to concentrate on supporting small to medium sized businesses it was identified that issues, appeals and union complaints have involved government agencies and large organisations therefore it was deemed crucial to support these large organisations also. This conference provided an ideal opportunity to engage with a broad range of small, medium and large businesses to share their different perspectives and provide a true representation of industry reach.

It is unclear why small and medium businesses were under represented at the conference however previous 'Focus on Industry' (FOI) projects identified they were often reluctant to commit to attending events (eg workshops, focus groups) due to limited staff and resources. In conversations in 2018 with the Office of the Small Business Commissioner and NSW Business Chamber, time away from the small business for a full day is not always possible. Suggestion was made for short segments to be relevant to particular cohorts. This could be considered for future events.

Key recommendations:

#	Recommendation
3.3a	Conduct research in collaboration with Communications Group to determine effective methods of engaging with our target stakeholders.
12.2a	Conduct research in 2020 to determine stakeholder needs for a future C@W Conference.
12.2b	Investigate feasibility of holding a regional C@W interaction in conjunction with existing events.
12.2c	Schedule future conferences so they don't conflict with Safe Work Month.
12.2d	Consider scheduling of other SafeWork NSW events when considering date or resource requirements.

1 Background

In 2016 SafeWork NSW (SWNSW) established a number of initiatives to improve WHS in NSW workplaces through the Roadmap. The Roadmap's vision is for healthy, safe and productive working lives, and it sets out targets to measure success. Its purpose is to 'drive state-wide activities for improvement in WHS in NSW'. The Roadmap identifies three action areas:

1. Embed the health and safety landscape in NSW workplaces.
2. Prioritise sectors, harms, workers and workplaces where the most significant WHS risks exist.
3. Build exemplar regulatory services.

Consultation and communication is the central focus of the Roadmap's Action Area 1 – Embed the health and safety landscape in NSW workplaces and underpins Action area 2 – by prioritising sectors, harms, workers and workplaces where the most significant WHS risks exist. Effective consultation and communication strategies will also contribute towards Action Area 3 – to build an exemplar regulator

1.1 C@W Strategy

Since the introduction of the model WHS legislation in 2011, there have been requests to SWNSW to assist in resolving issues related to Part 5 of the WHS Act's obligations for Consultation, Representation and Participation.

In response to this issue SWNSW implemented a C@W strategy to support and assist NSW businesses to build their capability to consult effectively with their workers and provide support to HSRs. This strategy also recognises the need to improve inspectors' knowledge and their ability to resolve these matters more effectively.

The Consultation@Work (C@W) Project was initiated in November 2016 to be implemented over a two year period.

The project was closed at the 2018 Conference and will be evaluated over a period of time to determine whether it has achieved its key objective to ensure sustainable improvements in consultation practices and outcomes by supporting NSW workplaces to:

- build their capability to consult more effectively in order to better facilitate the resolution of health and safety issues.
- develop resources for NSW businesses and workers to improve C@W
- build connections to improve engagement opportunities with major stakeholders, industry networks, HSRs and others involved in consultation.

1.2 Conference objective

The 2017 C@W conference represented a key project deliverable of the C@W project.

The 2018 conference was an **additional** conference held to build on the success of the 2017 conference. The 2018 conference was not within the scope of the C@W project.

The conferences are an opportunity to provide innovative yet practical information, learning and networking opportunities for a range of key stakeholders, industry networks, health and safety representatives (HSRs) and others involved in consultation, with the intent of further building and strengthening their consultation skills and knowledge.

Initial conference planning began in February 2018 by Intervention Design staff working together to develop the conference program and resources.

The conference was successfully promoted to NSW businesses through a number of channels including:

- Direct invitations to over 5000 HSRs, approved training providers and other contacts.
- SWNSW stakeholder database incorporating a diverse range of industry representation.
- Social media channels including Facebook, Twitter & Instagram.
- Eventbrite promoted and managed the conference registration process.
- Face to face consultation during the planning stage included:
 - Safe Work Australia Strategic Issues Group (SWASIG),
 - WorkSafe Victoria (Conference facilitators),
 - Unions NSW,
 - Australian Council of Trade Unions,
 - Australian Manufacturers Workers Union,
 - Australian Retailers Association,
 - Health Services Union,
 - Office of the Small Business Commissioner,
 - Recruitment Consulting Services Association and the
 - Small Business Reference Group.

2 Conference evaluation

Evaluation of the C@W conference is important to assist in understanding what was successful, what was not, and the reasons why. This evaluation plays a key role in:

- assessing the effectiveness of the conference program in building the confidence and capability of attendees to understand what consultation involves and their various responsibilities to consult more effectively.

- determining whether those HSRs that attended the conference feel better supported by SWNSW
- determining the viability of sponsoring a future conference to continue to build innovative and sustainable networks, engagement and learning opportunities for HSRs and others involved in consultation.
- improving conference scope, conference program, content and resources.
- determining the extent to which the C@W conference assisted in contributing to the project's overall outcomes.

2.1 Conference Key Evaluation questions:

Internal and external key evaluation questions were developed for the project as a whole however only specific questions have been selected for the conference evaluation.

The questions listed below are addressed throughout this report.

KEQ 1 To what extent are PCBUs more aware of and understand what consultation is?

KEQ 2 To what extent are the managers who attended the conference more aware of their responsibilities to consult?

KEQ 3 To what extent do HSRs feel supported by SWNSW?

KEQ 4 Have the unions been adequately consulted with regard to the conference program?

KEQ 5 To what extent did the conference improve SWNSW reputation as a trusted source of information and advice?

2.2 Evaluation methods

The methodology involved collecting a combination of quantitative and qualitative data based on observation, informal face to face discussion, responses to self-completion questionnaires and online polling surveys. All delegates were provided with a conference evaluation questionnaire (See Appendix B) with the MC prompting delegates to fill out the form during and after each presentation.

3. Delegate Profiles

After the success of the 2017 Conference where 300 available places were booked in 13 days and a waitlist created, it was decided to would increase registration capacity to 500 for the 2018 Conference.

As planning progressed it soon became apparent that this number was not suitable for the venue. The challenges of a lack of breakout spaces to hold workshops and maximum numbers possible for workshops required the maximum conference numbers to be revised down to 400 in 2018.

3.1 Delegate registrations by ticket type

There were 304 registrations with 21% being repeat registrations from the 2017 conference.

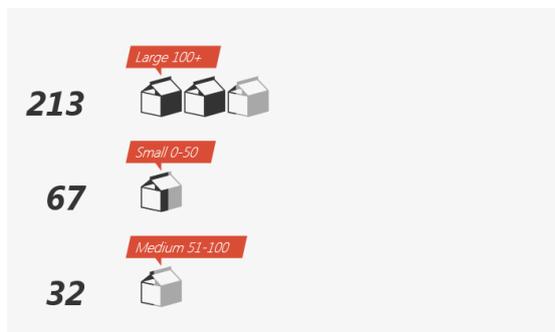
Sales by Ticket Type

Ticket Type	Price	Sold
Small business (0-50 employees) RSVP		36/80
Health and Safety Representative (HSR) RSVP		113/140
General RSVP		155/180

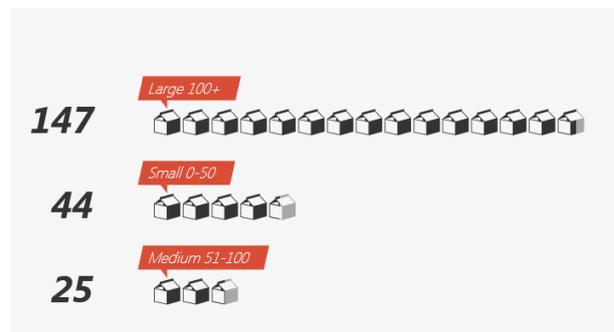
3.2 Delegate registrations and attendees by business size

Larger employers were the most prominent attendee but they were also the majority of the cancellation / non attendees on the day followed by small business.

BUSINESS SIZE BY REGISTERED



BUSINESS SIZE BY ATTENDED

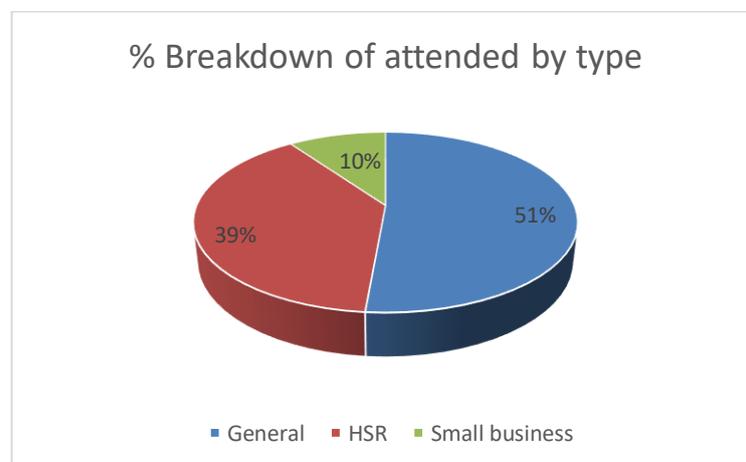


Note: the discrepancy in numbers on this image compared to the "Sales by Ticket Type" image is due to delegate cancellations.

3.3 Delegate attendees by type

There was a 10% increase in the number of HSRs attending from the 2017 conference. This is reflective of the number of large employers represented at the conference.

'General' attendees may be medium or large employers, employees, managers or union representatives. This group may also include HSRs depending on how they registered for the event.



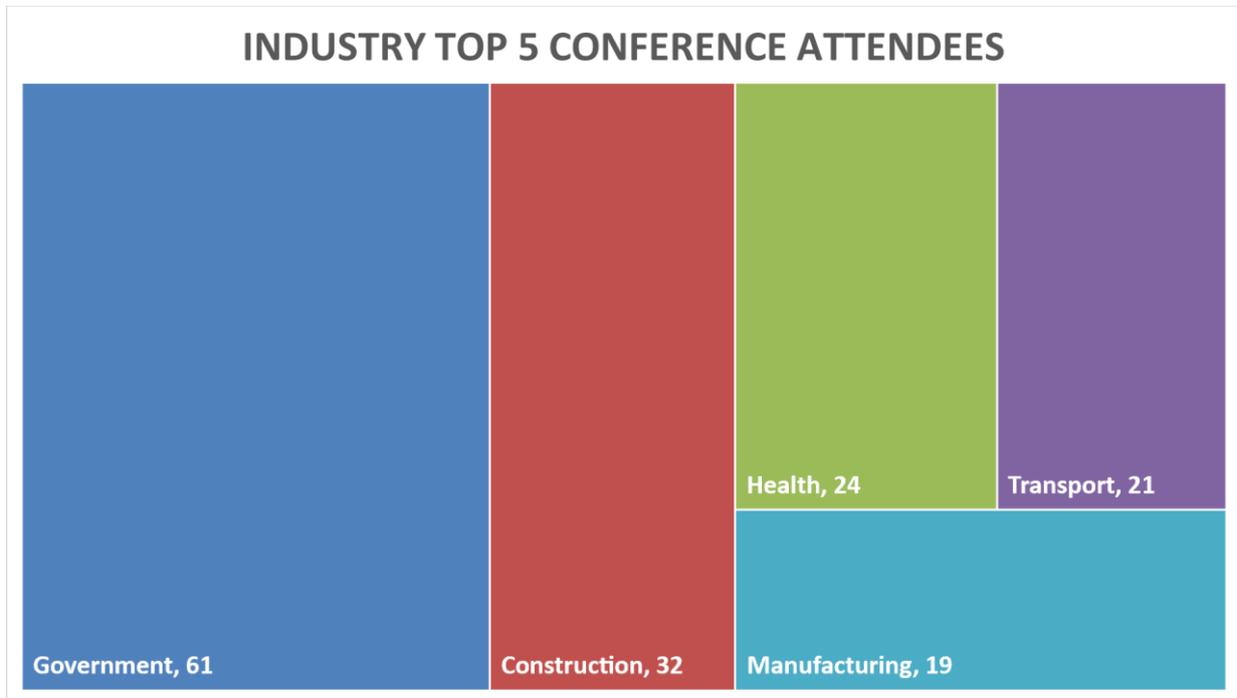
A number of different sources were used to disseminate information out to small business with the goal of increasing registration numbers for small business. Attendance in 2017 was 216 and also 216 for 2018. The additional channels had no impact on attendance. Channels included:

- 2017 C@W Conference attendees
- Small business rebate recipient distribution
- Webinar attendee distribution list
- SafeWork Wrap Newsletter distribution list
- Easy to do WHS distribution list
- Office of Small Business Commissioner
- Miscellaneous Communications distribution lists that we could access

Recommendation 3.3a: conduct research in collaboration with Communications Group to determine effective methods of engaging with our target stakeholders.

3.4 Delegate attendees by industry

Government was by far the sector with the highest representation at the Conference.



3.5 Delegate attendees by location

Map of attendees within Sydney Metropolitan (excluding Central Coast).

There was a spread of attendees throughout the Sydney Metropolitan area with a concentration in the CBD area. This is reflective of the high number of Government attendees.

Delegates also attended from Queensland and Victoria.

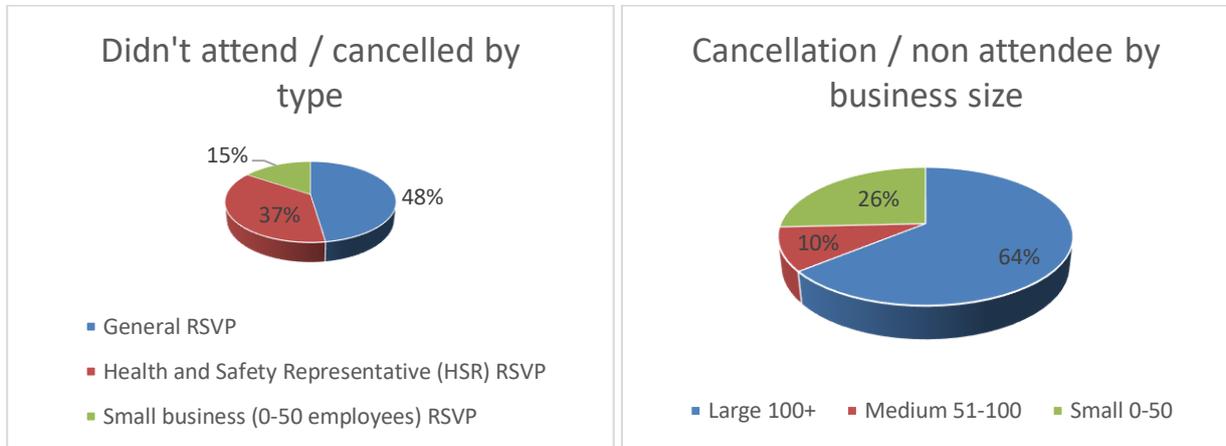


Map of attendees by State



3.6 Delegate cancellations / non attendees by type and business size

In the couple of days leading up to the conference we received 32 cancellations from various industries and had 96 registrants who did not attend on the day and gave no prior notice. This had a large financial impact as these registration numbers had been included in the catering costs.



3.7 Delegate cancellations / non attendees impact on workshop numbers

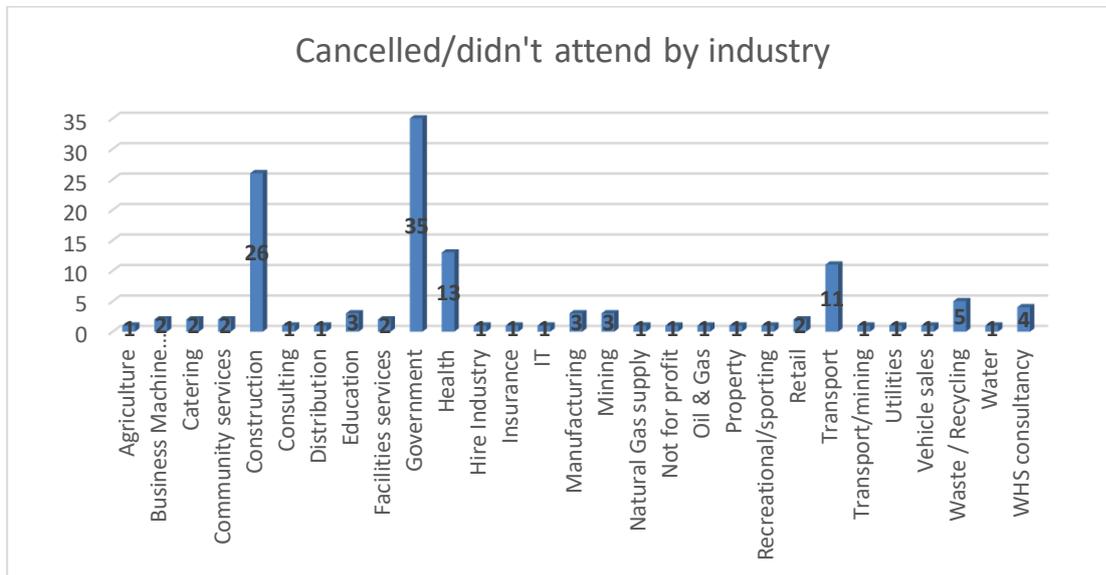
The high number of cancellations / non attendees also had a significant impact on workshop numbers with the following numbers not attending the scheduled workshops.

CANCELLATION/NON ATTENDEE BY WORKSHOP



3.8 Delegate cancellations / non attendees by industry

Government represented the largest industry for cancellations / non attendees. Most did not provide prior notice. They also represented the largest industry group of attendees.



3.9 Government sector cancellations / non attendees

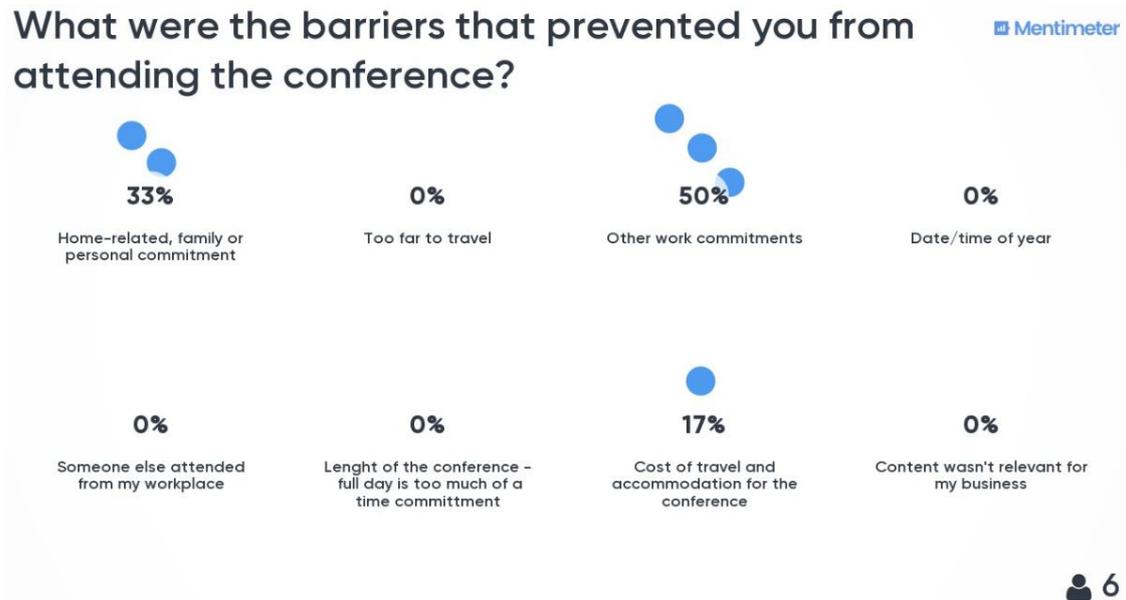
There was a cross section of registrations from multiple agencies throughout the Government who did not attend. As Sydney metro was the largest region for non attendees it indicates that location of the conference was not the barrier to attendance.

Government cancellations and non attendees



3.10 Cancellation / non attendance survey

As a follow up to the conference information was requested from the registrants who did not attend and they were asked what the barriers were that prevented them from attending. The response rate was poor but may still be indicative of the barriers.



4. Delegate Feedback

4.1 Conference delegates' feedback.

216 delegates attended the conference with 84 delegates completing the evaluation questionnaire on the day of the event. This equated to a response rate of 39%. The majority of respondents agreed that:

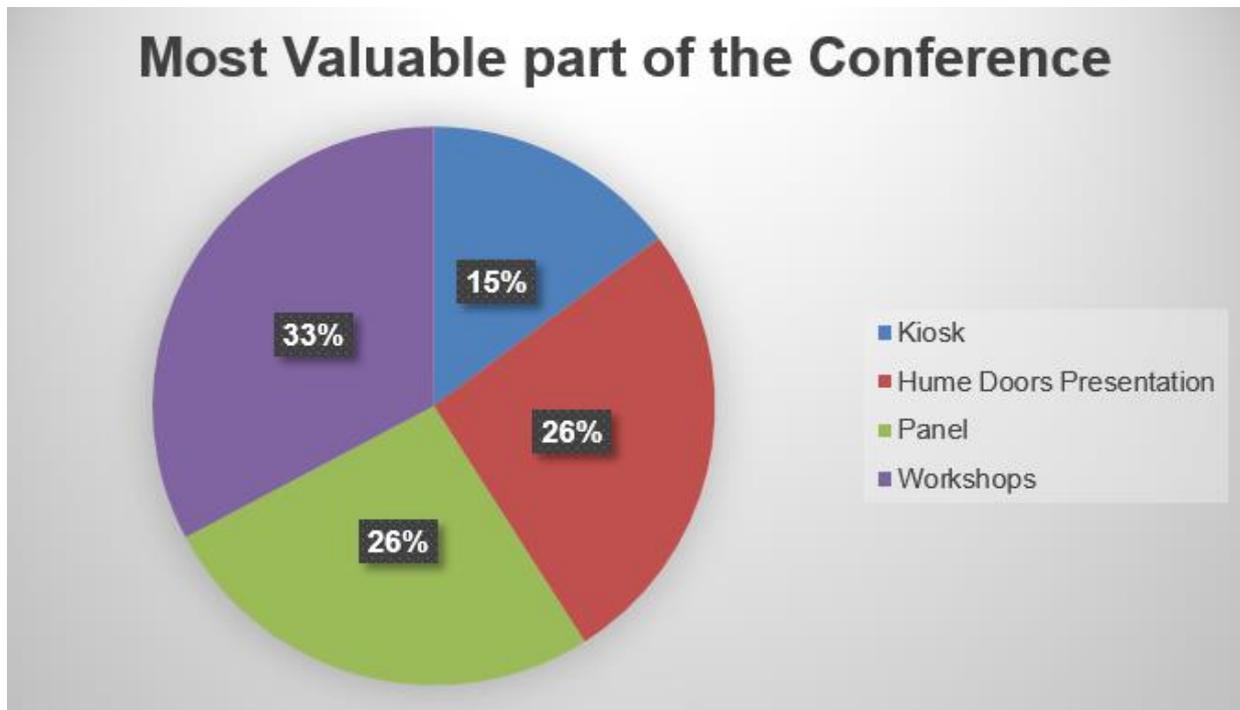
98% of delegates who responded rated the conference as good to excellent.



- The conference provided opportunities to network with other colleagues/business
- The conference provided opportunities to engage with SafeWork representatives
- The information kiosk staff provided valuable and relevant information and advice
- They would recommend this conference to Health & Safety Representatives and others
- They would recommend this conference be a regular event.

4.2 Quality, relevance and innovative nature of conference content

According to the feedback received on the day the workshops were the most valuable part of the conference, with a number of delegates expressing an interest in attending more than one workshop.



5. All Delegate Activities

The following activities were available to all delegates:

5.1 Presentation – Transforming our Safety Culture

(Presented by Sarah-Jane Dunford of Hume Doors & Timber)



26% of delegates who responded rated this presentation as the most valuable part of the Conference for them.



98% of delegates who responded rated this presentation as good to excellent.



This presentation was about the journey Hume Doors & Timber employees and owners took when one of their employees was seriously injured at work. The impacts it had not only on the injured worker but also his colleagues and workers from other factories. It talked about the changes made as a result of the injury and consequent Enforceable Undertaking that led to positive changes made to the culture of the workplace.

The case study was recommended by an Inspector of the Investigations & Emergency Response Unit, Janet Attwood, as a result of the enforceable undertaking completed.

Feedback received from delegates:

- *Highlighted importance of good communication*
- *Great focus on journey but less on consultation*
- *Measurable progress of commitment to safety*
- *Real life story, good presenter*
- *Good info*
- *Positive resources to enforcing culture*
- *Relevant content, engaging speaker*
- *Clear & concise*
- *Useful real life experience & change*
- *Her presentation style cut with the video was a bit disjointed. Content good though*
- *Good, identifications of culture*
- *Would have liked more concrete details (step by step)*
- *Well explained*
- *2013 surely more recent cases*
- *Honesty*
- *Reality!*
- *Typical story of manufacturing incident with predomance. Workers are gathered in 1 site - not mobile*
- *Issues with video quality*
 - *Some of videos were hard to hear*
 - *Some apparent video problems*
 - *poor sound on video*
 - *Hard to understand video*
 - *Acoustics were difficult to understand*
 - *Video quality poor*
 - *A little difficult to understand workers*

Generally the feedback was excellent but it highlighted how difficult it is to find “good” stories to tell. SafeWork typically don’t interact with workplaces when things are going well. This was a very difficult thing to do for Hume Doors & Timber, they stood up on stage and talked about their failures to help others learn about their journey of change.

For the future:

Recommendation 5.1a: Identify a workplace, that has not had an injury or incident, that is going through change.

Recommendation 5.1b: Engage with Communications for the preparation of the presentation and videos to ensure the final product is suitable for a conference eg. audio & video presentations are of a high quality.

Recommendation 5.1c: Engage with workplace and presenter at least eight months prior to event to ensure time for preparation of presentation, development of videos, reviews and approvals.

Recommendation 5.1d: Identify opportunities to explore workplaces in more detail, possibly as a workshop where there can be discussion and an exchange of views and experiences.

Recommendation 5.1e: Prepare and have available a back up presenter and presentation / workshop to use in the event there is a late cancellation or incident on the day.

Recommendation 5.1f: Investigate including CALD, Migrant, Young worker entrepreneurial / academic presenters who can provide a motivating speech addressing the need for HSR's to understand and confidently represent the needs of the wider workplace. In particular those representing 'At Risk' groups.

5.2 Industry Panel



The panel discussion had a number of SafeWork award winners, a union representative and a SWNSW Inspector from left to right: Adam Spencer (MC), Natasha Flores, Nada Voorbij, Nicole Le Grange, Raymond Pratt, Craig Murray, Paul Lyndon, Darren Davidson, Brian Hughes. Duration 1hr.

26% of delegates who responded rated this panel as the most valuable part of the Conference for them.



97% of delegates who responded rated this presentation as good to excellent.



Questions asked by the MC of the panel members

1. What challenges / success have you experienced in establishing your WHS consultation arrangements? In dealing with the challenges, share how you did that eg tips that others may learn from.
2. Can you give examples of the ways good consultation has improved your workplace safety, productivity and culture?
3. What are some of the myths you have encountered regarding consultation?

4. Can you share a situation where you believe the consultation process had run its course on a particular issue?

Business name / Industry	PROFILE	Contribution to C@W Conference panel
SafeWork NSW Brian Hughes Inspector / HSR	Brian (HSR) plays a lead role representing the WHS interests of his colleagues by facilitates the flow of WHS information between the organisation & workers. HSRs can help achieve better WHS outcomes & make a real difference by addressing & resolving issues.	As a SWNSW inspector/HSR Brian has a unique dual role which will enable him to contribute a great deal of experience & legislative advice as a panel member. Brian can represent the WHS interests of his colleagues while also facilitating the flow of WHS information between workers & management.
Unions NSW Natasha Flores Industrial Officer for WHS & Workers Compensation	Natasha has extensive experience in the Textile Clothing Footwear Union, Independent Education Union & Unions NSW.	Natasha brings a great deal of experience and knowledge to the panel in terms of Union related WHS. Natasha has a strong commitment to advocacy for workers' rights.
Construction Diona Civil Engineering Contractor Paul Lyndon Director Darren Davidson HSR	<ul style="list-style-type: none"> • Diona Video on C@W toolkit • SWNSW Leadership in Safety award 2017 • WHS Project of Distinction award 2018 • National Safety Council excellence award 2018 	Paul and Darren will discuss consultation examples involving staff & contractors, innovative designs to reduce risks from the outset, extensive training & capability building systems. They believe open communication is critical to boost morale & empower people with knowledge so they become part of the solution.
Government Port Stevens Council Nicole Le Grange WHS Manager Nada Voorbij HSR	<ul style="list-style-type: none"> • Port Stevens Council Video on C@W toolkit • SafeWork NSW Excellence in WHS Culture award 2017. Council's WHS audit score exceeds other regional councils by more than 20%. Council has 13 HSRs + deputies, hazard Identification app, dedicated online safety page, WHS notice boards, ergonomic assessments, safety alerts, monthly newsletters, health & wellness program	Nicole and Nada will show how improving workplace culture has improved their safety record. For example, the general manager attends induction sessions for new employees and chairs WHS committee meetings and all senior managers are required to do two field visits every month. As a result premiums are down 50% over the past seven years.

Business name / Industry	PROFILE	Contribution to C@W Conference panel
Retail Sydney Fish Markets (SFM) Craig Murray WHS & Environmental Systems Manager Raymond Pratt HSR	SFM is the largest market of its kind in the southern hemisphere, trading more than 13,500 tonnes of seafood a year. <ul style="list-style-type: none"> • SafeWork Award winner in Leadership 2015 With 50+ employees, SFM has a duty of care to its tenants, visitors, contractors, suppliers and wholesalers. Craig Murray's commitment and his willingness to work with other businesses to improve their safety, was recognised in winning the 2015 SafeWork NSW Safety Leadership Award. With a background in horticulture and landscaping, Craig Murray is a mentor to Jason Reading Landscapes to improve their WHS performance .	Craig and Raymond will contribute to the panel by discussing working with such a diverse range of people and the benefits that his role has had on the SFM environment. Craig & Raymond will demonstrate that safety doesn't need to be complicated. He will also reinforce that safety management should support your business and maximise your operational efficiencies. Ultimately success is in the safety planning.

Feedback received from delegates:

- *Port Stephen Council (Nicole) - excellent feedback and ideas*
- *Great real life examples*
- *Bit long at the end of the day*
- *Lapel mikes couldn't compete well, the background chatter*
- *interesting to hear perspectives & experiences from a range of industries*
- *High level a bit waffly*
- *Good suggestions*
- *Q&A experience*
- *Would like feedback from large complex organisations in the midst of transformational change in relation to Safety Culture & Process*
- *Good example & great insights*
- *Great variations of panel*

Generally the feedback was very good but it again highlighted that delegates want to hear from people who are doing it, who have real life experience.

Recommendation 5.2a: Identify panel members from different industries who are undertaking cultural change programs relevant to consultation.

Recommendation 5.2b: Identify opportunities and methods of utilising our SafeWork Award Winners to engage with regional workplaces.

Recommendation 5.2c: Engage with panel members at least eight months prior to event to ensure time for development of questions, preparation of responses, reviews and approvals.

5.3 Information and advice kiosks

Information kiosks, staffed by SWNSW and Service NSW staff provided specific technical expertise and information on the following topics before and during the conference. Kiosks were rated as very valuable by attending delegates.

- Consultation@Work / Products and Incentives
- At Risk Workers
- Easy to do WHS
- Service NSW
- Emergency Response / Enforcable Undertakings
- Quad Bike Safety Program
- Hazardous Manual Tasks
- Chemicals
- Get Healthy@Work
- Mentally Healthy Workplaces
- Construction and Asbestos
- Return to Work and Psychosocial Services
- Centre for Work Health Safety

15% of delegates who responded rated the kiosks as the most valuable part of the Conference for them.



97% of delegates who responded rated kiosks as good to excellent.



Delegates were very positive about information and advice received from SWNSW kiosk staff. Staff were encouraged to have a proactive approach to networking and engaging with delegates to ensure their specific information needs were met and exceeded.

The kiosks were extremely popular in the morning prior to the start of the conference and during breaks. Consideration will be given to reviewing the information kiosks for relevance and innovation for future conferences.

Recommendation 5.3a: Review programs and projects represented to ensure appropriate coverage of SafeWork priorities at the time.

Recommendation 5.3b: Investigate opportunities to collaborate with other Government agencies.

Recommendation 5.3c: Allow a larger area to ensure space for exhibits without delegate crowding.

Recommendation 5.3d: Coordinate the availability of promotional items so there is variety.

6. Workshops

Delegates were required to select one of the following workshops when they registered:

33% of delegates who responded rated the workshops as the most valuable part of the Conference for them.



6.1 Safety Leadership and Due Diligence

Alena Titterton presented a workshop titled "Safety Leadership and Due Diligence. What CEOs and Managers need to know".

100% of delegates who responded rated this workshop as good to excellent.



Live polling sessions conducted during the workshop indicated a need to focus on:

- Conducting refresher training for leaders on their health and safety leadership obligation to exercise due diligence.
- Conducting legal compliance audits as a large number of responses indicated that an audit had not been undertaken in the last 5 years.
- Implementing due diligence frameworks and updating of safety performance reporting frameworks for a greater focus on positive safety performance indicators so that monitoring safety performance becomes more proactive.

Feedback received from delegates:

- *Very well presented and informative*
- *So knowledgeable and enthusiastic*
- *Brilliant, clear & practical*
- *Very very engaging*
- *The most dynamic speaker I have ever encountered*
- *Great knowledge of content and delivery*
- *Presenter extremely knowledgeable*
- *Well presented, great content*
- *Overall information presented but purple colour of powerpoint hard to see*



Recommendation 6.1a: Investigate training options for leaders on their health and safety leadership obligations.

Recommendation 6.1b: Develop due diligence self audit tool for leaders.

6.2 Consultation Best Practice

Workshop delivered by BOHO Interactive.

The workshops and games delivered have a systems science focus that allows participants to think about the systems operating in their workplaces (and lives) from new perspectives.

Workshop scenario had a focus on:

- Interconnectivity
- Thresholds and resilience
- Scales

Scenario: Manufacturing plant, injured worker, new equipment, unexpected event.

Feedback received from delegates:

- *too many people talk @ once*
- *Proved how bad we were at communicating*
- *Didn't seem to address consultation in a practical way*
- *well presented, however there was no new learning for me personally*
- *Fun*
- *Interactive*
- *did not like interactive approach, a bit patronising - childish. Came to learn not tell the Facilitators what safety is all about.*
- *Missed to how to implement in reality*
- *Good participation*
- *Learnings got lost in the games*
- *Interesting & interactive - put communication into perspective*
- *was fun and didn't specifically address consultation*
- *have learnt a lot*
- *Quite good*
- *Did not add value to participants, disfunction*
- *Provided a thorough understanding of Consultation*
- *Tiny bit long but good*
- *very interactive*
- *interactive needs to be done on stage. Activities need to be done clearer*

86% of delegates who responded rated this workshop as good to excellent.



The feedback on this workshop was very mixed. There were people who thought it was great and people who didn't learn from it or enjoy the experience. This may be due to the different learning styles people have.

Recommendation 6.2a: Ensure all workshop descriptions provide enough information for delegates to select the most appropriate workshop for them.

Recommendation 6.2b: Investigate options of linking video or websites to registration pages in future so delegates can review workshop facilitators or presenters prior to registration.

6.3 Effective two way consultation for HSRs

A workshop targeting HSRs. Providing a brief summary of legislation, information on workgroups and role as HSR.

96% of delegates who responded rated this workshop as good to excellent.

Feedback received from delegates:

- Lots of information maybe could be a bit longer
- Very informative
- Good workshop, good presenters
- HSR's need focus
- the interactive website was great
- unfortunately it was hi jacked by unions!
- Good video, good open conversation
- Very interactive, knowledgeable presentors
- Live examples of HSRs power / issuing PIN
- Awesome

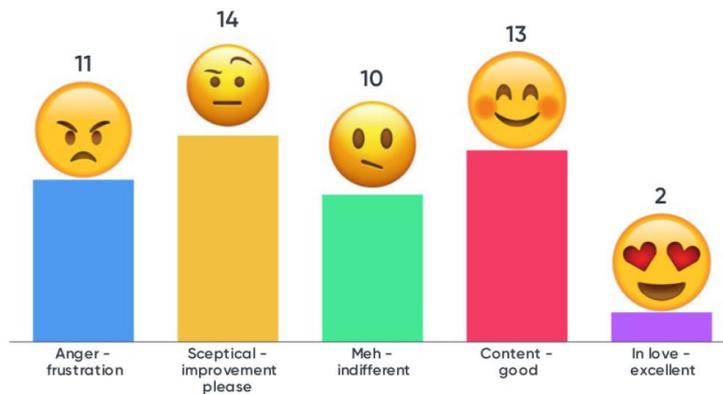


The feedback again highlights the need for HSR focused events and information.

69% of workshop attendees identified themselves as HSRs with 50% of respondents expressing anger, frustration and scepticism with improvement needed within their workplace. Another 20% were indifferent, expressing neither satisfaction or dissatisfaction with the arrangements within their workplace. This is an area for improvement.

Which emoji represents your satisfaction of the WHS consultation at your workplace?

Mentimeter



50

The attendees rated the workshop very highly and indicated at the completion of the workshop that they were more aware of their legal responsibilities and had a better understanding of consultation at work.

They also indicated an ability to apply what they have learned to their workplace and this could be an opportunity to build on.

If this workshop was available to more HSRs then it would increase the exposure of HSRs to this information.

It's then anticipated that there would be a corresponding increase in the knowledge of HSRs.

Recommendation 6.3a: Run this workshop as a live webinar for HSRs to attend, ask questions and seek feedback.

Recommendation 6.3b: Future events specifically targeting HSRs and their role.

6.4 Easy to do WHS

This workshop was held in the Members Pavilion which was in another building to the main Conference. This required participants to exit the main building, walk outside and enter the Members Pavilion via stairs.

No disabled access was available. Air conditioning was also not available however weather was fine on the day.

Of the 33 small business that registered to attend the Conference and the Easy to do WHS workshop, only 23 actually attended on the day with 11 of these turning up to the workshop. Due to the low numbers on the day there was no requirement to monitor or check that delegates were in the appropriate workshop.

This may have led to some delegates changing and attending an alternative workshop on the day.

The workshop started 13 minutes late due to the commute from the main conference building, this impacted on the delivery of the workshop.

Recommendation 6.4a: Ensure all conference activities, presentations and workshops are located in the same building.

Please rate on a scale from 0-5



46

100% of delegates who responded rated this workshop as very good to excellent.



7 Delegate Resources

Delegates received the following resources when attending the conference. Unfortunately there were a high number of resources remaining due to the number of people not attending. The remaining stock was distributed to delegates at the MSD Symposium the following week.

USB Pen

The pen was preloaded with resources from various projects and work areas as well as a flyer linking them to the Consultation @ Work Toolkit on the SWNSW website. Bitly tracking indicates there have only been 19 hits on the C@W Toolkit via the USB Pen distributed to delegates.

Recommendation 7a: Investigate alternative methods of resource distribution to delegates as the Bitly tracking indicates there is little benefit to the cost of providing the USB.

Delegates Bag

We gave a delegates bag for the first time this year and wanted to make it something that would be used again, something people would be proud to take to health & safety meetings, inspections or incidents. Something that would hold all of their gear on a daily basis. Given the branding it was also hoped that this would prompt conversation.

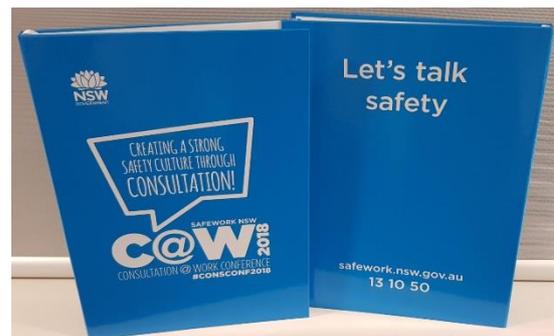


Recommendation 7b: Consider collateral such as bags for future conferences.

Diary

The diary was also something people would be able to use on a daily basis for health & safety meetings, inspections or incidents.

Due to resourcing issues in Comms there was a delay in obtaining quotes so there was insufficient time to customise the diary as planned but we were still able to customise the front and back cover as well as “For help with your consultation, visit safework.nsw.gov.au or call **13 10 50**” on each page opening.



We were planning to customise the diary to commence on 1 November 2018 so the delegates could leave the conference and start their journey immediately. We also wanted to include some pages at the front or back with SWNSW general information on incident notification, emergency contacts, non disturbance etc as well as space for them to record their workgroups, HSRs, committee members contact details, meeting dates, locations etc

Recommendation 7c: Consider providing diaries again for future conferences if budget is available.

Recommendation 7d: Explore customisation options for the delegate diary to align with the conference date.

Recommendation 7e: Explore options for developing a notebook as an alternative that provides the opportunity for customisation while being flexible enough to be used all year around and at alternative events.

Recommendation 7f: Investigate packing options to have the bags delivered directly to the venue already packed with resources.

8 Staff Resources on the day

In addition to the project team there was a large contingent of SafeWork NSW staff required to attend and assist in various roles on the day including the following:

- Workshops – 13
- Information Kiosks – 25
- Assist DFSI Creative Team – 1
- Assist Photographer – 1
- Industry Panel - 1

There were a number of people who held dual roles so the staffing requirements were 33 individuals.

Remote assistance was also provided by the Communications Team in Gosford.

The SW Executive was invited with several attending. This enabled informal stakeholder engagement – beneficial for the executive team. .

9 Budget

Total Conference cost over the 17/18 & 18/19 financial years was \$110,249.87.

A budget of \$14,653.91 was approved for the 17/18 financial year to pay the deposits for the venue, MC and photographer.

A budget of \$110,000 was approved for the 18/19 financial year for the remaining conference costs with \$95,595.96 expended.

Conference Budget	
16/17 Venue – Sydney Cricket Ground (Deposit)	\$ 6,309.91
16/17 MC - Adam Spencer (Deposit)	\$ 7,000.00
16/17 Photographer – Zoom in with Eden (Deposit)	\$ 1,344.00
SCG - Ful Day Networking Package	\$ 21,927.35
SCG - Members Pavilion rental	\$ 1,363.64
SCG - Bradman Media Centre rental	\$ 1,363.64
SCG - Sports Bar rental	\$ 1,363.64
SCG - Noble Dining Room - fee waived	\$ 0.01
SCG - Security	\$ 632.73
SCG - Wifi rental Noble stand	\$ 454.55
SCG - Encore Event Technologies Staging Connections	\$ 18,733.58
MC – Adam Spencer (Balance)	\$ 7,000.00
MC - Adam Spencer accommodation	\$ 310.93
Photographer – Zoom in with Eden (Balance)	\$ 942.00
Presenter – BOHO Interactive (Deposit)	\$ 6,700.00
Presenter - BOHO Interactive (Balance)	\$ 6,350.00
Conference Bag x 420	\$ 10,862.40
Diary x 420	\$ 9,866.40
Freight (Conference Bag & Diary)	\$ 206.75
Tablecloths for Kiosk x 10	\$ 2,547.60
Printing - Kiosk (Fact Sheets)	\$ 220.00
Printing - Programs	\$ 193.87
Instagram Placards	\$ 466.62
Banner x 4	\$ 1,152.13
A frame entry sign - artwork design	\$ 175.00
A frame entry sign - printing	\$ 70.00
Affirmation Boards + translation	\$ 1,220.30
Welcome to Country - Dr McKenzie	\$ 450.00
Event Staff x 6 (2 more than 2017 Conf)	\$ 647.82
Courier - Gosford to SCG	\$ 152.30
Courier - Gosford to SCG	\$ 101.52
Courier - SCG to Maritime Museum (MSD Symposium)	\$ 121.18
Total Conference Expenditure	\$ 110,249.87

It's important to note that there was no charge from Clyde & Co for the presentation from Alena Titterton and our presenters cost substantially less in 2018 than they did in 2017 so this needs to be factored in to future planning.

The 2017 Conference expenditure was \$109,729.95. The time and wages of SafeWork staff are not factored into the budget.

The budget cycle impacted on the delivery of the conference as it was not possible to commit to delegate resources or the conference until budget had been granted. This resulted in increased costs for some items and a number of important tasks that couldn't be finalised which caused delays to the release of the final program and opening of delegate registration. This also resulted in a demand on staff resources in a reduced amount of time which impacted on the delivery of other activities.

Recommendation 9a: Investigate the options for charging delegates to attend on either a cost return or voucher basis for attendees to try and mitigate against non attendees.

Recommendation 9b: Investigate potential presenters and workshop costs before allocating a budget for future events.

Recommendation 9c: Schedule future conferences in the 2nd half of the budget financial year to allow for

approvals and sufficient time to undertake tasks.

10. Major Challenges

10.1 Budget

The delay in budget approval impacted on the planning of the conference for the following reasons:

- a. The program could not be approved for distribution until the budget was approved.
- b. The launch of the event registration was delayed waiting for the approved program.
- c. The delay in launching the event registration contributed to the event numbers being lower than expected.
- d. The cost of diaries for the delegates increased in price due to the reduced timeframe for production.
- e. The quality of the diaries for the delegates was reduced due to the reduced timeframe for customisation and production.

10.2 Communications

The changes within Communications presented a number of challenges to the Conference organisers.

a. Change of Structure

The timing of the Communications restructure impacted on the organisation of the conference as there was a change of responsibilities with tasks previously performed by Communications becoming the responsibility of the project team.

This was unknown at the time of initial conference planning and created a great deal of confusion at the time of the staff changes. It also increased the workload on the project team without warning or preparation.

This was further complicated by the Communications staff being unsure of their responsibilities resulting in them committing to undertake tasks and later having a changed focus in the team. This caused increased time pressures for the project team to perform additional tasks.

b. New Website

The launch of the new SafeWork NSW website on 2 October 2018 impacted on event registrations as the program and event registration page failed to transfer over to the new site and took a week to be rectified.

10.3 Case Study Presentation

The case study presentation was finalised very close to the date of the conference without assistance from Communications. This was a high risk to the organisation as there was very little time for the presentation to be reviewed. Fortunately the outcome was an excellent presentation with assistance provided by Operational Capability staff outside of the Intervention Design team, however it placed additional time pressures on staff.

The videos accompanying the presentation had quality and sound issues which were not evident earlier due to the late completion date.

11. Learnings for the future

The following items are for future consideration only.

11.1 Program development

The conference program was delayed in approval and release due to the budget cycle. This resulted in reduced time to promote and register delegates and contributed to lower than expected numbers.

Additional amendments to the program were required as we were not permitted to advertise the “Easy to do WHS” workshop until after the program launch on 2 October 2018. Registration pages were updated after this date to reflect the change, resulting in additional work for Communications and the project team. It is critical to note that sourcing suitable sessions for the Conference takes time given the niche nature of the topic of consultation. Many months can be taken in sourcing appropriate content.

Recommendation 11.1a: The approved Conference program be finalised at least 16 weeks prior to the event.

11.2 Registration

Event registration opened on 26 September 2018, five weeks prior to the event. This was far too late for the event resulting in lower than expected numbers.

The low numbers and delay in opening the registration resulted in registrations being open right up until the morning of the event. This caused increased pressure on the project team in finalising registrations, preparing name tags and other associated administrative tasks.

Opening registrations earlier and advertising a closing date well in advance of the event will result in the majority of registrations being received with sufficient time to outsource time consuming tasks such as printing and collation.

Recommendation 11.2a: Event registration open 16 weeks prior to the event and close six weeks prior to the event.

11.3 Master of Ceremonies (MC)

Adam Spencer has significant experience as an MC, including facilitating a number of SWNSW events. Adam contributed a great deal of expertise and advice to conference proceedings especially by encouraging and preparing panel members to be confident in responding to questions. He also promoted the conference through his social media network.

Recommendation 11.3a: Engage a professional MC for future conferences. If it is a different host, it's essential to brief the individual on their role and importance to the event.

11.4 Welcome to Country

We were fortunate to have Dr Peter McKenzie again and it was very nice to receive the following feedback:

The "Welcome to Country" was by far the best I have ever heard [and I've heard a lot].

For the first time that I can remember, we [non indigenous] were actually welcomed while remembering the custodians from the past.

Recommendation 11.4a: Engage Dr Peter McKenzie for any future conferences, if appropriate to location.

11.5 Photographer

Eden Connell from 'Zoom In With Eden' is frequently engaged as a SWNSW photographer for various events. Eden provided a high quality product and service and value for money. He is easy to work with and provided images throughout the day for social media updates. A SWNSW Officer was allocated to assist Eden on the day to facilitate the taking of appropriate / usable photos.

Recommendation 11.5a: Eden Connell of Zoom in with Eden or other professional photographer be engaged for future events as required.

11.6 Social Media

A Communications Officer located at Gosford was able to do social media updates based on the images provided by Eden.

Recommendation 11.6a: Ensure a Communications Officer is contactable at all times throughout the day.

11.7 Videographer / VOX Pop

DFSI provided the services of a videographer who also had VOX pop expertise at no cost to the project. These videos can be used to promote future conferences. It should be noted that given this is a service provided at no cost, there is little control over the timeframe of the product being returned to the project team.

Recommendation 11.7a: DFSI Creative team be engaged for future events as required.

11.8 Registration platform

Eventbrite was the program selected to manage the conference registrations. It proved to be an efficient tool, especially tailored for conferences and networking, where the event can be listed and widely promoted on their website.

Eventbrite has a number of tools available which can track events, sell tickets, track sales, manage registrations, send and resend emails, provide a waitlist, generate and print name badges and organise mail merges amongst other things. Eventbrite can also be used to collect information and generate a broad range of reports.

The use of all tools stopped the day after the event. We are unsure if this is normal or because a new pricing structure was introduced on 1 November which put an end to free use.

If printed in high resolution pre-registered attendees can scan their barcodes to confirm their registration at the door saving time and resources. Note: very few people print in high resolution

Recommendation 11.8a: Investigate the most suitable platform for conference registration and reporting at future events.

Recommendation 11.8b: Investigate what other areas of DFSI are using for conference management.

11.9 Temporary Staff - Registration

'Event Staffing Australia' were engaged to provide six staff, experienced in using Eventbrite technology, to assist delegates at the registration table for a very reasonable cost. This proved to be a very cost effective exercise however less staff could have been hired given that delegate numbers were significantly less than anticipated.

Recommendation 11.9a: Engage temporary staff to assist with registration at future events if automatic registration is not available.

11.10 Eligibility for the small business rebate program

Attendance at the C@W conference enabled delegates to apply for the small business rebate. Advice about the rebate program was available at the information kiosks.

Zero applications were received at this time as a result of attending the conference. It is common for it to take some months for applications to be submitted.

If small business can be engaged to attend then the number of rebates at future conferences may increase.

Recommendation 11.10a: Continue to have the Conference as a qualifying activity for the rebate.

11.11 Feedback from Bitly embedded link

Trackable links were embedded in direct emails to conference attendees and non-attendees, from these emails, we were able to offer feedback mechanisms to stakeholders via the Mentimeter survey for the conference and the consultation mailbox for the conference and the consultation toolkit.

- several emails were received via the consultation email with positive feedback about the conference, no feedback on the toolkit.
- received 31 Mentimeter survey responses from the 216 conference attendees emailed.

- received 7 Mentimeter survey responses from the 128 conference non-attendees emailed.

We also included cross promotion of the Get Healthy at Work program and the Mental Health program and a direct link to our Consultation toolkit.

From this we know that of the 344 people that received the emails:

- 82 clicked on the consultation toolkit
- 39 clicked on the mental health at work – what I can do page link
- 35 clicked on the mental health registration page
- 34 clicked on the mental health strategy page
- 34 clicked on the Get Healthy at Work registration page

Recommendation 11.11a: Embed Bitly links wherever possible during the conference as a source of feedback.

12 Discussion, learning and conclusion

Based on stakeholder and SWNSW staff feedback, the 2018 C@W conference was a success. The key findings of this report have provided an insight into the topics, key speakers and presentations, resources and information required to further improve the capability of individuals and organisations to consult more effectively.

12.1 Response to Evaluation Questions

KEQ 1 To what extent are PCBUs more aware of and understand what consultation is?

Response: Feedback from conference delegates suggested that all attendees (including PCBUs) were more aware of and had a better understanding of what consultation is after attending the conference.

KEQ 2 To what extent are the PCBUs who attended the conference more aware of their responsibilities to consult?

Response: Feedback from conference delegates, especially those attending the Due Diligence session, suggested they had gained more detailed knowledge about their responsibilities involving consultation.

KEQ 3 To what extent do HSRs feel supported by SWNSW?

Response: 39% of conference attendees were identified as HSRs. 'General' attendees accounted for 51% of attendees and may have also included HSRs depending on how they registered for the event.

KEQ 4 Have the unions been adequately consulted regarding the conference program?

Response: SWNSW conducted extensive consultation with the unions during the development of the Conference program. Due to feedback received after the 2017 Conference Unions NSW were invited to participate in the Industry Panel. This opportunity was accepted and the Panel was very well received by delegates.

KEQ 5 To what extent did the conference improve SWNSW reputation as a trusted source of information and advice?

It is suggested that SWNSW's reputation has improved as a trusted source of information and advice as evidenced by the positive nature of the 2018 conference feedback. The extent of improvement included feedback such as:

- *I was impressed (same as last year) by the generosity of SafeWork NSW in organising this event*
- *the highlight was – by far – finding out that “evidence based WHS” is not only a dream, as showcased at the kiosk of ‘Centre for WHS’*
- *Highly educational and I walked away feeling motivated to do my bit to ensure we all make it home from work safely.*
- *15% of delegates who responded rated the kiosks as the most valuable part of the Conference for them.*

12.2 Future Conference

This report recommends that a third C@W conference be run however given the resources and cost involved in running an event, that is likely to be larger than the 2018 conference, it would be appropriate to consider running the conference every two years instead of annually. This is mainly due to ongoing resourcing commitments and the ability of SWNSW to maintain industry interest and engagement through this event. This would also provide an opportunity to source new speakers and content.

SafeWork month occurs in October every year with the result that there are numerous activities running consecutively with often insufficient resources to service them. In 2018 there was very limited access to communications staff which impacted on Intervention Design’s ability to support the conference and the project simultaneously. This situation may be better managed if the conference was held at a less activity intense time of year. It would also allow for the conference to be showcased separately.

Delegate feedback has been received again they would like a more regional approach with regional events.

Recommendation 12.2a: Conduct research in 2020 to determine stakeholder needs for a future C@W Conference.

Recommendation 12.2b: Investigate feasibility of holding a regional C@W interaction in conjunction with existing events.

Recommendation 12.2c: Schedule future conferences so they don’t conflict with Safe Work Month.

Recommendation 12.2d: Consider scheduling of other SafeWork NSW events when considering date or resource requirements.

12.3 Conference Venue

The choice of an appropriate venue, MC and conference program is pivotal to the success of any conference.

While the Conference was an overall success and delegates and staff generally thought the venue and catering at Sydney Cricket Ground was excellent the difficulty experienced accommodating conference numbers and workshop locations proved to be challenging. The venue capacity is 400 with workshops being held in a bar area, on another level of the building and in a separate building. This was very challenging when moving delegates from one area to another. The separate building also had challenges with a lack of air conditioning and a lack of disabled access.

A number of Conference venues were inspected previously with preference given to Government owned / operated facilities that met DFSI requirements. Consideration should be given to the following facilities listed in order of preference:

1. The International Convention Centre (ICC) located at Darling Harbour with State of the Art technology and is central to reliable public transport and car parking facilities.
2. Ariel University of Technology (UTS) Function centre in Jones Street Ultimo. This venue holds maximum, 450 pax, is inexpensive and close to reliable public transport and car parking facilities.

Recommendation 12.3a: Investigate alternative venues for future conferences.

13 Delegate Testimonials

The following testimonials were received after the conference:

Delegate 1 – Anon (Email)

“I was impressed (same as last year) by the generosity of SafeWork NSW in organising this event. In my experience, many events of similar kind, that cost big money (out of your own pocket, these days), may not provide a lot more relevant learning opportunities.

I was particularly impressed by the exceptional presentation of Alena Titterton (same as last year), and I agree that Hume Doors’ journey is an exemplary case of WHS actualisation (beyond demonstrating utility of enforceable undertakings).

For me, the highlight was – by far – finding out that “evidence based WHS” is not only a dream, as showcased at the kiosk of ‘Centre for WHS’ (I am inspired to ‘watch their space’ on the web).

Networking opportunities are also appreciated, although, to be honest, “horizontal” networking has rarely brought work related benefits (in my experience). However, “vertical” networking empowered by SW-NSW senior managers was also impressive”.

Delegate 2 – Andrew (Facebook)

“I travelled 400ms to attend this conference and it was well worth the trip.

Highly educational and I walked away feeling motivated to do my bit to ensure we all make it home from work safely.

Excellent, well run conference I would highly recommend attending, especially if you are a HSR.

Looking forward to next years event! Let’s keep the consultation going.

This was my second year attending and I mut say “it did not disappoint”. It’s nice to see money being invested by the NSW government where it is needed to ensure the safety of every worker !”

Delegate 3 – Martin (email)

I came down from Northern Rivers area and did not know what to expect.

From the very start, I was impressed. Reception was smooth; venue comfortable and heaps of interesting people wanting to discuss things.

The “Welcome to Country” was by far the best I have ever heard [and I’ve heard a lot]

For the first time that I can remember, we [non indigenous] were actually welcomed while remembering the custodians from the past.

The conference never slipped into “box ticking”; there was no time wasted [except for perhaps to much time eating]

I attended the “Effective 2 way consultation...” and found it encouraging and well presented. Neither Abe, nor Megan backed away from some potentially difficult questions and remarks, and answered in an open manner.

I was there as a presenter of the HSR course [both NSW and Comcare] and was interested in how HSR’s perceive the theory compared to the practice of being an HSR in industry. I found from discussions and hearing comments, many of my concerns are also being voiced in the wide world.

I then was please to hear from the Local Council; Humes doors and the Sydney Fish market, about how it [Consultation] can and does work, if we think about it and not just do it because we have to.

Please accept my thanks, and expect to see me next year

14 Recommendations

Four types of recommendations are identified in this report and include:

- key recommendations;
- recommendations to the design and delivery of the conference;
- recommendations for any future conferences held, including key recommendations; and
- recommendations for future Consultation@Work project activities, including key recommendations.

14.1 Key Recommendations for holding future conferences

#	Recommendation
3.3a	Conduct research in collaboration with Communications Group to determine effective methods of engaging with our target stakeholders
12.2a	Conduct research in 2020 to determine stakeholder needs for a future C@W Conference.
12.2b	Investigate feasibility of holding a regional C@W interaction in conjunction with existing events.
12.2c	Schedule future conferences so they don’t conflict with Safe Work Month.
12.2d	Consider scheduling of other SafeWork NSW events when considering date or resource requirements.

14.2 Recommendations for the design and delivery of the conference program

Category	#	Recommendation
Presentation	5.1a	Identify a workplace, that has not had an injury or incident, that is going through change.
Presentation	5.1b	Engage with Communications for the preparation of the presentation and videos to ensure the final product is suitable for a conference eg. audio & video presentations are of a high quality.
Presentation	5.1c	Engage with workplace and presenter at least eight months prior to event to ensure time for preparation of presentation, development of videos, reviews and approvals.
Presentation	5.1d	Identify opportunities to explore workplaces in more detail, possibly as a workshop where there can be discussion and an exchange of views and experiences.
Presentation	5.1e	Prepare and have available a back up presenter and presentation / workshop to use in the event there is a late cancellation or incident on the day.
Presentation	5.2f	Investigate including CALD, Migrant, Young worker entrepreneurial / academic presenters who can provide a motivating speech addressing the need for HSR's to understand and confidently represent the needs of the wider workplace. In particular those representing 'At risk' groups.
Industry Panel	5.2a	Identify innovative panel members from different industries who are undertaking cultural change programs relevant to consultation.
Industry Panel	5.2b	Identify opportunities and methods of utilising our SafeWork Award Winners to engage with regional workplaces.
Industry Panel	5.2c	Engage with panel members at least eight months prior to event to ensure time for preparation of questions, development of questions, reviews and approvals.
Information and advice kiosks	5.3a	Review programs and projects represented to ensure appropriate coverage of SafeWork priorities at the time.
Information and advice kiosks	5.3b	Investigate opportunities to collaborate with other Government agencies.
Information and advice kiosks	5.3c	Allow a larger area to ensure space for exhibits without delegate crowding.
Information and advice kiosks	5.3d	Coordinate the availability of promotional items so there is variety.
Workshops	6.2a	Ensure all workshop descriptions provide enough information for delegates to select the most appropriate workshop for them.
Workshops	6.2b	Investigate options of linking video or websites to registration pages in future so delegates can review workshop facilitators or presenters prior to registration.
Workshops	6.3b	Future events specifically targeting HSRs and their role.
Workshops	6.4a	Ensure all conference activities, presentations and workshops are located in the same building.
Delegate Resources – USB Pen	7a	Investigate alternative methods of resource distribution to delegates as the Bitly tracking indicates there is little benefit to the cost of providing the USB.

14.3 Recommendations for any future conferences held

Category	#	Recommendation
Delegate Resources – Bag	7b	Consider using bags again for future conferences if budget is available.
Delegate Resources – Diaries	7c	Consider providing diaries again for future conferences if budget is available.
Delegate Resources – Diaries	7d	Explore customisation options for the delegate diary to align with the conference date.
Delegate Resources – Diaries	7e	Explore options for developing a notebook as an alternative that provides the opportunity for customisation while being flexible enough to be used all year around and at alternative events.
Delegate Resources	7f	Investigate packing options to have the bags delivered directly to the venue already packed with resources.
Budget	9a	Investigate the options for charging delegates to attend on either a cost return, voucher basis for attendees to try and mitigate against non attendees.
Budget	9b	Investigate potential presenters and workshop costs before allocating a budget for future events.
Budget	9c	Schedule future conferences in the 2 nd half of the budget financial year to allow for approvals and sufficient time to undertake tasks.
Program	11.1a	The approved Conference program be finalised at least 16 weeks prior to the event.
Registration	11.2a	Event registration open 16 weeks prior to the event and close six weeks prior to the event.
Master of Ceremonies	11.3a	Engage Adam Spencer for any future conferences.
Wecome to Country	11.4a	Engage Dr Peter McKenzie for any future conferences, if appropriate to location.
Photographer	11.5a	Eden Connell of Zoom in with Eden or other professional photographer be engaged for future events as required.
Social Media	11.6a	Ensure a Communications Officer is contactable at all times throughout the day.
Videographer / VOX Pop	11.7a	DFSI Creative team be engaged for future events as required.
Registration Platform	11.8a	Investigate the most suitable platform for conference registration and reporting at future events.
Registration Platform	11.8b	Investigate what other areas of DFSI are using for conference management.
Temporary Staff - Registration	11.9a	Engage temporary staff to assist with registration at future events if automatic registration is not available.
Small Business Rebate	11.10a	Continue to have the Conference as a qualifying activity for the rebate.
Bitly links	11.11a	Embed Bitly links wherever possible during the conference as a source of feedback.
Future Events	12.2c	Schedule future conferences so they don't conflict with Safe Work Month.
Future Events	12.2d	Consider scheduling of other SafeWork NSW events when considering date or resource requirements.
Conference Venue	12.3a	Investigate alternative venues for future conferences.

14.4 Recommendations for future Consultation@Work project activities

Category	#	Recommendation
Workshop – Safety Leadership and Due Diligence	6.1a	Investigate training options for leaders on their health and safety leadership obligations.
Workshop – Safety Leadership and Due Diligence	6.2b	Develop due diligence self audit tool for leaders.
Workshop – Effective two way consultation for HSRs	6.3a	Run this workshop as a live webinar for HSRs to attend, ask questions and seek feedback.
Future Events	12.2a	Conduct research in 2020 to determine stakeholder needs for a future C@W Conference.
Future Events	12.2b	Investigate feasibility of holding a regional C@W interaction in conjunction with existing events.

15 Other items to consider during the conference planning

Topic	Consideration
Conference Preparation	<ol style="list-style-type: none"> 1. When sending invitations externally, do a bulk mail out followed by targeted direct contact with key stakeholders to confirm they are aware of the event and lock in the date. 2. Consider who you think should attend internally eg SIRA (Workers Comp), appropriate external agencies eg Small Business Commissioner or those relevant to the specific audience. 3. When inviting other organisations, be clear on what they can contribute on the day and what is expected of them. Send an Outlook placeholder with full details. 4. Consider if SW Directors will add value to the event and activities that would benefit the conference. If yes, discuss their role directly with them and if agreed book it in their calendar well in advance and state why they have been invited. 5. Sessions requiring concentration, should be in the morning with engaging / dramatic presentations held in the afternoon to keep delegates energised. 6. Ensure speakers have allowed for question time if appropriate 7. Organise the final session in the main plenary room and break out sessions during the day as it is difficult to bring people back together in the final session if they are ready to leave.
Staff briefings	<p>Staff briefing:</p> <ol style="list-style-type: none"> 1. Consider whether the executive be included in the staff briefing or briefed individually or in small groups for their specific requirements. 2. Remind staff to network informally with delegates. When staffing a kiosk don't remain behind the kiosk if it's not necessary. 3. Book the staff briefing at least 2 weeks prior to the event to ensure everyone knows the purpose of the event etc what to do / where to go.
Ministerial issues	If the Minister is to launch or be involved in the event, then all products related to the launch need to be reviewed by the Minister's office. All products should be with the Minister at least 6weeks prior to the event to enable review.
Social media	To make use of social media on the day of the event ensure:

	<ol style="list-style-type: none"> 1. the photographer has the resources to download pics during the event and send to Coms contact. 2. you identify and promote the # tag prior to the event. 3. there is a # tag for the event to enable you to track peoples comments on the day. 4. there is a communications contact in the office/Comms who can do this.
On the day.	<p>On the day:</p> <ol style="list-style-type: none"> 1. Have food on arrival, especially for delegates/staff travelling long distances and arriving early or arrange for an early morning tea, depending on the event program. 2. Consider where people arriving early will wait for the event to open. 3. Do not hold rehearsals on the morning of the event unless a private room is available as some attendees arrive at 7am for a 9am start. 4. Kiosks work well first thing in the morning and give the early arrivals something to do with their time. Not as much morning tea and lunch interaction. 5. Consider lighting and the need for blinds to be adjusted during the course of the day to avoid diminished light, sun glare. If the blinds are down, consider turning the lights up. 6. Organise to have music played during the breaks. 7. Organise for the MC to repeat key info several times eg complete your evaluation questionnaire after each session; advise delegates inspectors are present to provide advice and information. 8. Consider having fruit or snacks available after lunch to help maintain energy levels in the afternoon 9. Ensure the event organiser is in attendance on the day and follows the run sheet and confirms conference requirements including: <ul style="list-style-type: none"> • Escalators and lifts running • Conference signage in position at recommended time • Wifi activated and Conference password confirmed first thing in the morning • Coffee and tea served before delegates arrived • Registration tables located in the correct position • Barriers erected • All food served at same time including special dietary requirements
Panel Discussion	<p>When organising the panel discussion consider the following:</p> <ol style="list-style-type: none"> 1. Each panel member providing an overview with the MC asking one question then opening discussion to delegates.If no questions, proceed to next pre prepared question? 2. Pre prepared questions that the panel can prep for will assist in improving responses and also help to build confidence. Suggest panel bring bring notes to help them. 3. The panel reflects priority industries / work place / workplace size. 4. A balance of one SW person on the panel with 5 members in total for a 45mins session.
Misc	<p>Consider the following:</p> <ol style="list-style-type: none"> 1. Ensure there is some interaction / ice breaker for delegates to start networking/ talking to each other The MC. SW staff or speakers could initiate this in their sessions. 2. Live polling, particularly for a 'dry' topic, proved beneficial and entertaining and is worthwhile repeating. 3. Include stand and stretch breaks throughout the day

16 Appendices

Appendix A – Conference Program

Appendix B – Conference Evaluation

Appendix A:



**SAFEWORK NSW CONSULTATION@WORK
CONFERENCE PROGRAM – WEDNESDAY 31/10/18**

The Noble Dining Room, Level 2, Sydney Cricket Ground, Driver Avenue, Moore Park.
Enter via SCG Gate A.

TIME	EVENT	PRESENTER
7.00 – 8.55 am	Registration, refreshments and networking	
9.00 – 9.10 am	Welcome to country	Dr Peter McKenzie
9.10 – 9.20 am	Conference overview	Adam Spencer MC
9.20 – 9.30 am	Welcome to conference	Andrew Gavrielatos, Executive Director, SafeWork NSW
9.30 – 10.30 am	Transforming our safety culture	Hume Doors and Timber
10.30 – 10.50 am	Building connections	Jodie Deakes, Director Operational Capability, SafeWork NSW
10.50 – 11.20 am	Morning tea and networking Questions, queries or concerns about health and safety? Visit one of our kiosks.	
11.20 – 12.50 pm	Choose your own workshop <ul style="list-style-type: none"> • Consultation best practice workshop with participating facilitators and inspectors. • Effective two-way consultation for HSRs. • Safety leadership and due diligence. What CEOs and managers need to know. • Easy to do WHS. 	Boho Interactive SafeWork NSW Alena Titterton, Clyde & Co SafeWork NSW
12.50 – 1.45 pm	Lunch and networking Come and visit the kiosks.	

Appendix B:

Document Owner: Intervention Design

SafeWorkNSW in Confidence

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CONFERENCE EVALUATION

Thank you for attending the Consultation@Work (C@W) Conference at the SCG today. Your feedback is valuable and will enable us to improve our services for you and other businesses. The questions should take a few minutes to complete and your responses will remain confidential. Please tell us whether you agree or disagree with the following statements by ticking the appropriate box and providing explanations for your responses.

1 Your feedback after attending the C@W Conference?	Agree	Disagree	Please provide additional comment
The 2018 Consultation conference provided new information & learnings to build on the 2017 event. (Do not respond if you did not attend 2017 event).			
I am more aware of my legal responsibilities to consult.			
I feel more confident about how to consult more effectively.			
I can apply what I have learnt about consultation to my workplace.			
The conference content and resources were relevant and useful.			
The conference was interactive and well-paced.			
The conference venue was appropriate.			
The conference provided opportunities to network with other colleagues/businesses.			
The conference provided opportunities to engage with SafeWork representatives.			
The information kiosk staff provided valuable and relevant information and advice.			
I would recommend this conference to Health & Safety Representatives and others.			
I would recommend this conference be a regular event. Can you suggest other venues?			



CONFERENCE EVALUATION

2. Please rate the conference presentations/workshops/panel from 1 to 5: (1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent).	1	2	3	4	5	Briefly explain why?
'Transforming our safety culture' - Hume Doors & Timber						
Please comment on the specific workshop you attended below:						
'Consultation best practice' workshop - BOHO Interactive						
'Safety leadership and due diligence' workshop – Alena Titterton, Clyde & Co						
'Effective 2-way consultation for HSRs' workshop. SafeWork NSW						
East to do WHS workshop – SafeWork NSW						
Industry Discussion Panel						



CONFERENCE EVALUATION

3. What were the most valuable parts of the C@W conference?

4. Please rate the overall C@W conference by ticking the most appropriate box? (1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent).

1	2	3	4	5
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5. Please provide any further feedback below and / or your name and e-mail address if you are happy for us to contact you.

Name:	
Email:	