

“Working safely for your community:
health and safety guidelines for
community and voluntary
organisations”
Evaluation Report

May 2004

**The Strategic Policy Unit
Occupational Safety and Health Service
Department of Labour
New Zealand**

Contents

Executive Summary	3
Background	3
▪ Research questions	4
▪ Reading the Report	4
Results	5
▪ Demographic profile of all respondents	5
○ Workforce type and size	5
○ Work areas	6
▪ Summary of Results	6
○ Receiving the Guidelines	6
○ Distribution of the Guidelines	6
○ Disseminating information from the Guidelines	7
○ Using the Guidelines	7
○ Response to the Guidelines	8
○ Further comments or suggestions	9
○ Past involvement with OSH	10
▪ Findings	11
○ Distribution and use of the Guidelines	11
○ Language, format and tone	12
○ Examples, definitions and concepts	12
▪ Summary of Findings	12
Appendices	14
Methodology	15
▪ Design framework	15
▪ Ethical considerations	15
▪ Components of the survey method plan	15
○ The survey design	15
○ The population and sample	15
○ Instrumentation	16
○ Data analysis	16
○ Threats to validity	16
Evaluation survey form	17
Demographic profile of 157 respondents	22

Guidelines for Voluntary Organisations' Evaluation

Summary Report of Submissions

Executive Summary

Feedback from the 157 respondents was generally positive about the Guidelines, and responses indicated that the Guidelines were being used as intended. It was also pleasing to note that most respondents were from the target audience: small organisations with a mixture of paid and voluntary staff from a wide range of work areas, that typically lack the internal capability to manage their legal obligations.

Respondents indicated that the tone and language was appropriate. On the whole, they found the 'best practice' structure and the legal definitions and examples clear and useful. Respondents reported using the Guidelines for updating or formalising current practices, or for particular situations such as understanding the stress and fatigue provisions or first aid obligations.

However this evaluation highlighted that many people remain unsure about the exact nature of their obligations and this uncertainty may lead to unnecessary concern. There was also confusion about distinguishing between obligations of volunteers and obligations of employers. Respondents were also less positive about the Guidelines' usefulness in reducing compliance costs.

It is recommended that:

1. the Guidelines should be reviewed to ensure it sufficiently distinguishes between obligations of volunteers and those of organisations;
2. the generic approach of the advice about obligations should be retained, but it may be advisable to include some additional information on specific hazards; for example Visual Display Units, stress and fatigue, mobile workers, and health and safety on the marae;
3. the Guidelines should be reviewed by Communications and Publishing, to ensure the language, tone and format are still appropriate; and
4. the legal information should be reviewed to ensure consistency with other OSH information, and for clarity.

This evaluation has also highlighted a number of minor changes that could improve the Guidelines. It is further recommended that:

- the Publishing Unit reviews the format and advises on producing alternative language versions, perhaps electronically;
- the Website Administrator ensures the Guidelines are well signposted on the website, as well as cross referenced in other information sources;
- 'removable' fact sheets for volunteers and employees outlining their rights and obligations are inserted into the Guidelines. These may be photocopied for distribution within organisations; and
- 'removable' sample hazard identification sheets, incident report sheets and sample health and safety policies are inserted into the Guidelines.

Background

At the end of 2002, Cabinet approved a *Government Policy on Volunteering* and a range of actions to reduce barriers to volunteering in government legislation, policy and practice [CAB Min (02) 31/5B and SDC Min (02) 8/16 refer].

Since the Cabinet papers on volunteering, a key legislative change relating to the 'protection and good practice' theme has been the implementation of the Health and Safety in Employment Amendment Act 2002. This came into force on 5 May 2003 and extended health and safety coverage to volunteers.

During consultation it became evident that voluntary organisations were unsure about their obligations to their volunteers regarding health and safety legislation.

The Occupational Safety and Health Service of the Department of Labour ('OSH'), in partnership with the Office for the Community and Voluntary Sector of the Ministry of Social Development ('Office for the CVS') developed an explanatory booklet *Working Safely for your Community: Health and Safety Guidelines for Community and Voluntary Organisations*, that was distributed to over 1,700 community and voluntary organisations.

One of the four priorities agreed by Cabinet [CAB Min (02) 31/5B and SDC Min (02) 8/16 refer] was an evaluation in 2003/04 of the effectiveness of a booklet for community and voluntary organisations about coverage of volunteers in the Health and Safety in Employment Amendment Act 2002.

The evaluation used a structured questionnaire survey. This involved a mixture of open ended and closed questions, including one section asking respondents to rate their level of agreement with various statements using a Likert scale. The response rate was estimated at approximately 15-20%, or 157 respondents. The majority of respondents were 'small' organisations (less than ten FTE volunteers and/or employees) from a wide range of work areas, the majority describing themselves as 'social service providers'.

Research questions

The evaluation aimed to find out how organisations have used the Guidelines, and whether they found the information relevant and useful. The questions posed included:

- What types and sizes of organisations received the Guidelines?
- How do organisations see the Guidelines applying to their work activities?
- How have they used the Guidelines?
- Are the Guidelines meeting their information requirements?
- Ease of use: what suggestions did they make for improving or clarifying aspects of the Guidelines?
- What is working well?
- Additional needs: are there further information needs that OSH can assist with?

Reading the Report

The summary of results is reported according to their question area:

- How organisations received the Guidelines
- Whether they have read or distributed the Guidelines
- How they see the Guidelines applying to their organisation
- What they have used the Guidelines for
- Their response to particular aspects of the Guidelines
- Further comments or suggestions
- Their past involvement with OSH

These results are then discussed according to the question areas, in the Findings section. This discussion includes a list of recommendations.

Results

Demographic profile of all respondents

Workforce type and size

The 157 respondents fell into four broad workforce types, with the majority having less than 10 full time equivalent (FTE) members of staff, whether as paid employees or volunteers. These four workforce types were:

- Entirely voluntary, with no paid staff
- A mixture of voluntary and paid staff
- Entirely paid, with voluntary staff only occasionally
- Entirely paid, with no voluntary staff.

Sixteen respondents had an entirely voluntary workforce, with no paid staff. Five of these organisations had between 1 and 4 FTE volunteers, 5 had between 5 and 10 FTE volunteers, and 2 organisations had between 21 and 30 FTE volunteers. Four respondents did not answer the question.

The bulk of responses came from organisations with a mixture of voluntary and paid staff. Of these 80 organisations, most were small. That is, 25 had between 1 and 4 FTE volunteers, with 19 of these also having between 1 and 4 FTE paid employees. An additional 16 respondents had between 5 and 10 FTE volunteers, and 9 of these had between 1 and 4 FTE paid employees.

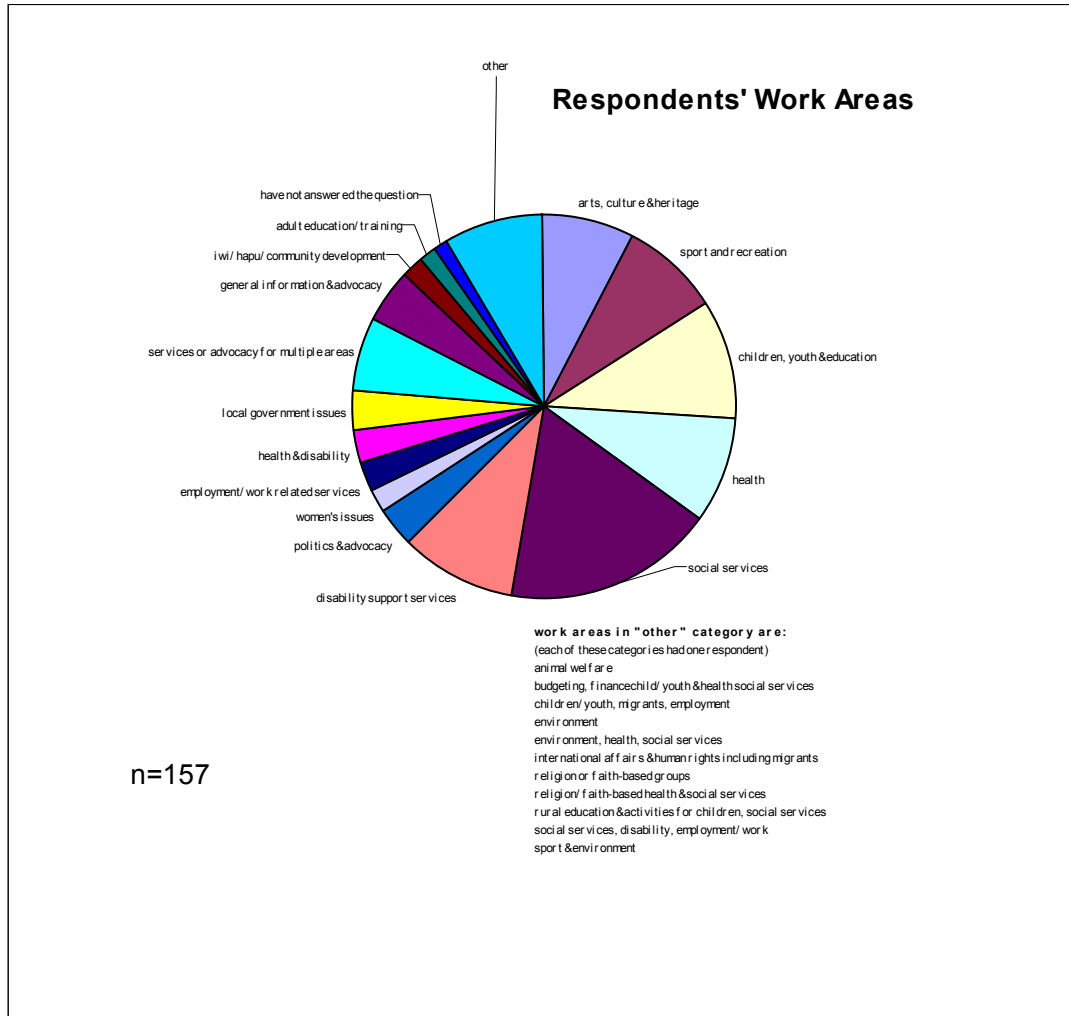
There were also larger organisations within this mixed workforce group. Twelve respondents noted they had more than 100 FTE volunteers. However, the ratio to FTE paid employees in these 12 organisations was wide, with 4 respondents noting they had between 1 and 4 FTE employees, and 4 respondents noting they had over 100 FTE paid employees.

The third group, with 52 respondents, had paid staff and volunteers occasionally as part of their workforce. Again, a number of these organisations were small, with 18 respondents having between 1 and 4 FTE paid employees, and 6 respondents 5 to 10 paid FTE employees. Nineteen of these small organisations had between 1 and 4 FTE volunteers.

The final group of respondents were 8 organisations with a fully paid workforce. The most likely explanation for these organisations is that they work with voluntary organisations or within the voluntary sector, but have no volunteers officially as part of their workforce. As with the other respondents, most of these were small organisations with between 1 and 4 paid FTE employees.¹

¹ These results are indicative only, as the data has gaps throughout from non-responses. Also, one respondent did not answer any demographic information at all. A full description of workforce size, type and work area is contained in the Appendices.

Work areas



Summary of Results

Receiving the Guidelines

One hundred and forty respondents (89%) were sent the Guidelines by the Office for the CVS or OSH. Seventeen of these had requested additional copies from the Office for the CVS or OSH, and 4 had downloaded additional copies from the OSH website.

Regarding the remaining 17 respondents (11%), 11 received their copies from their national office, community volunteer centre or union. Six respondents were unsure where they received their copies from, or did not answer the question.

Distribution of the Guidelines

One hundred and thirty-four respondents (85%) have read the Guidelines. Twenty-one respondents had not read the Guidelines, and 2 respondents answered 'non-applicable'.

Eighty six respondents (55%) have not distributed copies of the Guidelines throughout their organisation. However, a further 57 respondents (36%) noted they have given copies to all staff, while others distributed copies to other sites or branches, the director, management, committee or trustees, affiliated/member agencies, the human resources officer or the financial officer.

Fourteen respondents did not answer the question.

Disseminating information from the Guidelines

Sixty-three respondents (40%) had distributed information from the Guidelines throughout their organisation. Seventy percent of this group had provided information on obligations, duty of care and liability, while the remaining 30% highlighted information on the definition of 'volunteer', risk and hazard management, stress management, vehicle liability, or whatever topics they thought relevant.

Ninety-seven respondents (62%) noted they had discussed the Guidelines and how they applied to their organisation; the most common reason (31 responses, or 20%) being for general assistance in creating a safe environment for employees and volunteers, and practical advice. Other uses included:

- Applied to mobile or outdoor workers
- Formalising or adapting practices
- Understanding stress provisions
- Incorporated into manual or guidelines
- Staff training and development
- Guide or framework for minimum standards and legal requirements
- Used by health and safety team

However of these 97 respondents, 20 believed the Guidelines did not apply to their organisation. Again reasons were varied, and included:

- Guidelines were excessive to homecare situations
- They already used common sense, or believe they are at low risk
- They were already covered by insurance
- They did not undertake that type of work

Some examples of responses are given below.

We shared key points at a collective meeting. (Politics and advocacy; 1-4 FTE paid employees and 5-10 FTE volunteers)

[We used them] to encourage people to understand the guidelines don't mean they cannot volunteer. (Advocacy for multiple areas "all ages" "iwi/whanau/hapu"; 1-4 FTE paid employees and 1-4 FTE volunteers)

Fifty-six respondents (36%) noted that they had not discussed the Guidelines. Four respondents did not answer the question.

Using the Guidelines

Forty-eight respondents (31%) described using the Guidelines for a particular situation. Ten of these respondents had used the information when making or altering their health and safety policy or manual, and the remaining 38 respondents noted a range of uses:

- Incident reports and accident registers
- Hazard elimination (for example, removing frayed carpets)
- When transporting clients in private vehicles
- As part of everyday practice
- During a conference
- Education, training and information for staff
- Encouraging others to use the Guidelines
- As a reference guide
- Encouraging others to volunteer despite regulations
- First aid requirements

Some examples of responses are given below.

We eliminated some hazards – for example loose wires that people tripped on; a leaky gas heater replaced; and we developed an accident register. (Social services provider; 1-4 FTE paid employees and volunteers occasionally)

We provide support to community organisations in our region so we often refer them to the Guidelines. (Social services provider; 5-10 FTE paid employees and 1-4 FTE volunteers)

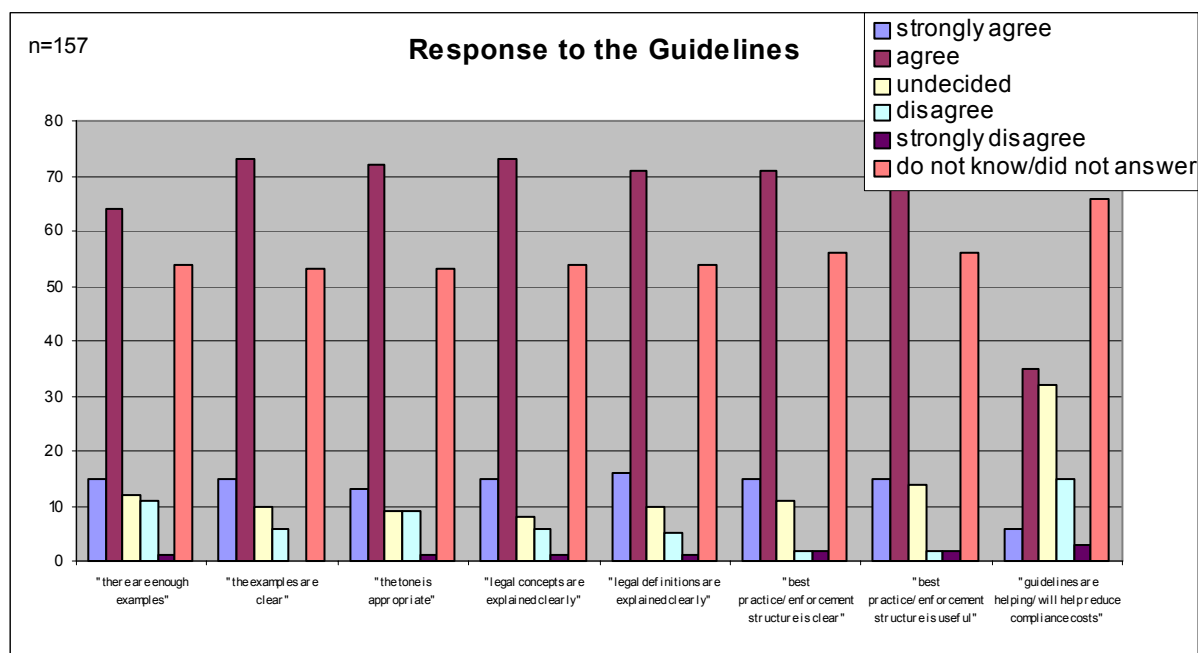
We have used them as the topic of Health and Safety seminars at our co-ordinator training. (International affairs and human rights including migrants; 31-50 FTE paid employees and 100+ volunteers)

As a community development practitioner I have shown them to organisations and groups and recommend how to use them. (Iwi/hapu/community development; 1-4 paid FTE employees, 1-4 FTE volunteers)

One hundred respondents (64%) had not yet used the Guidelines for an actual situation.

Nine respondents did not answer the question.

Response to the Guidelines



Generally, respondents agreed there were sufficient examples in the booklet, and that these examples were clear and in an appropriate tone. Respondents agreed that legal definitions and concepts were clearly explained, and that the current delineation between legal obligations and good practice standards was useful. However the statement that the guidelines were helpful or would help reduce 'compliance costs' produced the least amount of agreement from respondents.

Twenty-three respondents (15%) provided additional comments regarding the above statements:

- 3 respondents found the Guidelines patronising, heavy handed or too formal
- 4 respondents found the tone easy to read and understand
- 2 respondents found the content relevant and applied common sense
- 11 respondents would like more information and examples in the Guidelines about:
 - health and safety during hui on a marae
 - office workers
 - risky activities

- employee participation
- duties for volunteers, not just agencies/organisations
- case studies
- sample health and safety policies, hazard plan templates and manual worksheets
- 2 respondents commented on high compliance costs for voluntary organisations
- 1 respondent commented that the emergency section was especially useful.

Twenty-eight respondents (18%) made comments on the language and format of the Guidelines. Five respondents found that the format was well set out, easy to follow and well compiled, while 1 respondent commented that an improved format would make the Guidelines more conducive to reading. A further 4 respondents made suggestions about improving the format. These included more pictures or white space to break up the text, and retaining the font size and “handy A5 format”.

Other comments on the language were:

- 7 respondents found the Guidelines clear and easy to understand
- 4 respondents commented the language was appropriate for their organisation
- 3 respondents found it legalistic, boring, dry or paternalistic
- 1 respondent commented that the Guidelines were a good point of reference
- 1 respondent thought the Guidelines used appropriately generic language
- 1 respondent commented that the Guidelines were not wordy, like some Government documents
- 1 respondent recommended other language versions (for example, Maori, Samoan and Somali)

Some examples of responses are given below.

I found them easy to read and they weren't too wordy like some government documentation. (Children, youth and education; 1-4 paid FTE employees and 5-10 volunteers)

It presents as rather 'dry'. Better setting out would make it more conducive to reading. (Social services provider; 1-4 FTE paid employees)

Very clear. Good font. Good format. User friendly book size. Keep it simple. (International affairs and human rights including migrants; 31-50 FTE paid employees and 100+ volunteers)

One hundred and twenty nine respondents (82%) did not make any additional comments on the language or format of the Guidelines.

Further comments or suggestions

Twenty-three respondents (15%) made comments on the types of information assistance OSH can provide to voluntary organisations. Suggestions for OSH included having staff visit to discuss issues, check risk management plans, undertake training, refer organisations to appropriate Civil Defence courses, and raise awareness of local OSH contacts and networks. Respondents also suggested changes to the legislation and policy, such as reviewing homecare rules, making the definition of volunteer consistent across legislation, and introducing an accreditation system for volunteers.

Other respondents wanted more detailed and extensive information, such as guidance about negligence and the risk of prosecution if an accident occurred. One respondent requested clear statement to each voluntary organisation on their employee/volunteer status, while 2 other respondents suggested further distribution of the Guidelines, and to keep organisations updated in the same simple language.

One hundred and twenty eight respondents (82%) did not provide further suggestions, and 6 respondents commented that they had no further comments at this time, or that most of their information needs were fully covered.

Some examples of responses are given below.

It was great to have an OSH rep come to our organisation and discuss these issues with managers. (Local government issues; 100+ FTE paid employees and 51-100 FTE volunteers)

There is a lot of confusion with not-for-profit agencies between what is enforceable health and safety legislation and what would constitute negligence in the way an organisation operates. Organisations are wary of running community events such as Christmas parades for fear of being prosecuted if an accident occurs. (Advocacy in multiple areas "all ages" "iwi/whanau/hapu"; 1-4 FTE paid employees and 1-4 FTE volunteers)

We are aware of this information and stock OSH brochures and give referrals to the website. (Advocacy in multiple areas "all ages" "iwi/whanau/hapu"; 1-4 paid FTE employees)

We promote the need for voluntary organisations to familiarise themselves with their responsibilities under the HSE Act (General information and advocacy/distribution of funds; 1-4 FTE paid employees and 1-4 FTE volunteers)

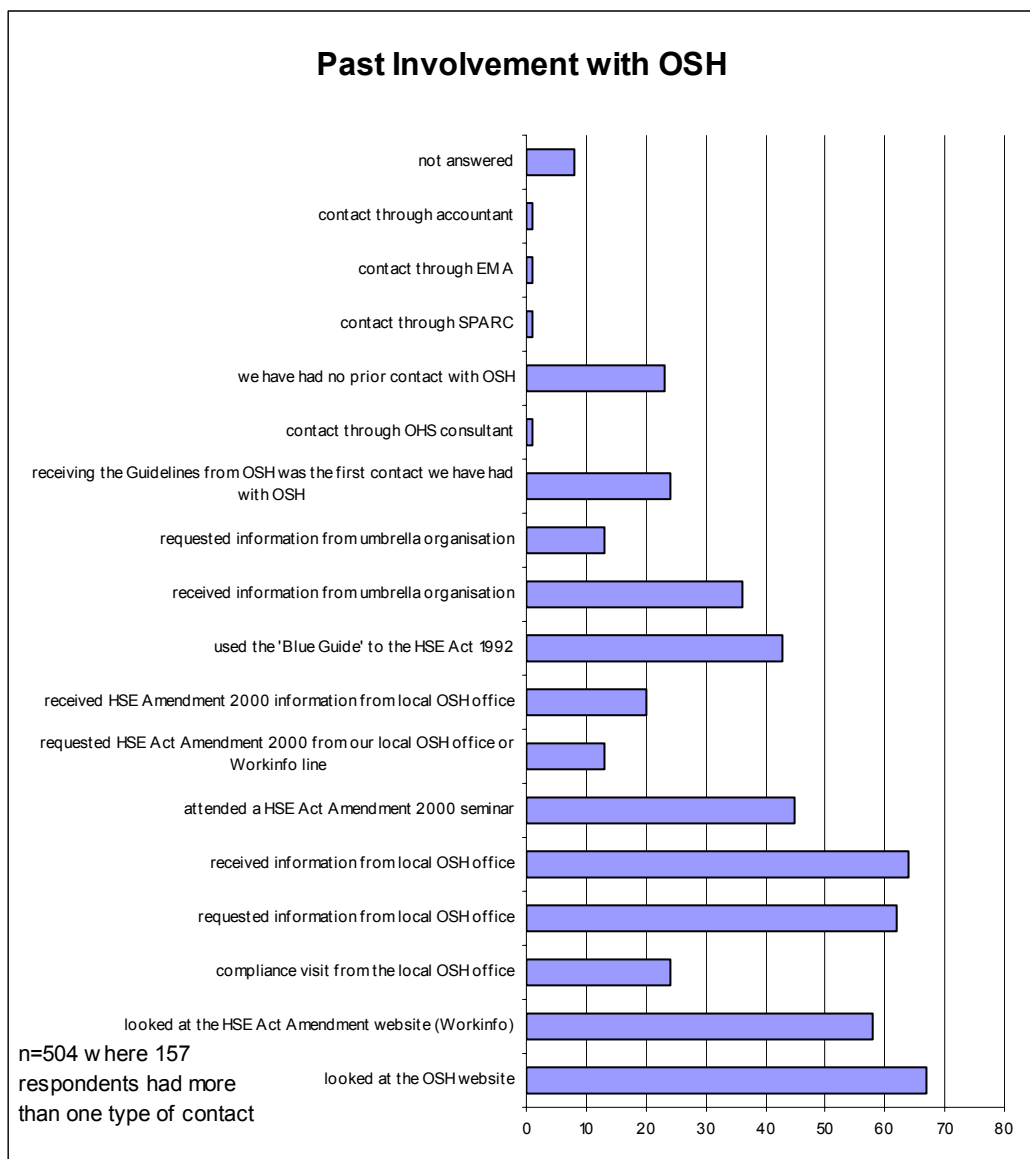
I feel that OSH is stifling New Zealanders' community activities with the 'red tape' that is so detailed it gets to be silly. (Arts, culture and heritage; entirely voluntary workforce, FTEs not provided)

I have spoken to members of other groups where your guidelines would be applicable. Their comments were that in some instances it is difficult enough to get volunteers and these guidelines are quite onerous and some are reluctant to become involved. It could add extra costs to some events where it would be better to employ professionals. (Arts, culture and heritage; 21-30 FTE volunteers)

Past involvement with OSH

This survey took the opportunity to find out what types of communication the respondents had in the past with OSH.

Most respondents noted they had prior contact with OSH, whether through the website or from a local office, or as a result of publicity surrounding the recent amendments to the HSE Act. The large number of responses may have indicated that most of the respondents have had more than one type of prior contact with OSH, using a range of communication channels.



Findings

Distribution and use of the Guidelines

Most respondents had not distributed copies of the Guidelines throughout their organisation. This may be due to the vast majority of respondents having less than 10 FTE volunteers or employees. However, this may mean that volunteers and employees are not aware of their rights and obligations if they have not seen the booklet or any other information. It may be beneficial to provide removable fact sheets that can be copied and distributed to the organisation's workforce as a quick reference guide. This would also ensure that information distributed about their legal situation is reliable and consistent.

The response from voluntary organisations indicates that the Guidelines are being used as intended. For example, respondents noted that they used the guidelines for advice in particular situations or when adapting current existing policy, such as creating incident reports, during identification and elimination of hazards, and writing hazard plans. Additional information on safety on the marae such as during hui already exists in electronic format as a fact sheet.² This fact sheet may be inserted into the text of the Guidelines.

The areas causing most concern were legal obligations, duty of care and liability. This is possibly due to recent publicity about a criminal negligence case taken by the Police regarding an accident during a

² Fact sheet: *Volunteers on Marae*. Issued 7 May 2003. www.workinfo.govt.nz

cycle race. The exact nature of an employer's obligations is a common concern. Therefore it is important to highlight extra information resources and advice that are available for individual cases. It may be worth considering incorporating other legal duties into the advice, such as the Crimes Act or the Employment Relations Act.

The majority of respondents were small organisations with a mixed workforce of paid and volunteer staff. Therefore legal obligations would apply such as taking all practicable steps, as well as some parts of employee participation provisions. In fact of the 157 respondents, just 16 (10%) would have only best practice duties and no legal obligations towards their workforce.

It is interesting to note that many organisations received their copies from OSH sources and have had contact with OSH through various websites. This may suggest that umbrella organisations are not widely distributing the guidelines and that voluntary organisations are utilising the various communication channels that OSH provides.

The level of distribution of guidelines within organisations was also low, although this may be attributed to the small workforce numbers, or that organisations are using the Guidelines at management level.

Language, format and tone

Regarding the language used in the Guidelines, it is important to retain a balance between clear, understandable and unambiguous language while correctly interpreting and summarising the legislation. Three respondents specifically commented on the tone being too legalistic or dry. Therefore it may be worth reviewing the language to ensure it is appropriate.

The changes suggested by respondents to make the Guidelines more 'reader friendly' such as increased spacing within the text, possible illustrations and producing alternative language versions (as printable electronic versions), are also worth consideration.

Examples, definitions and concepts

Respondents were largely satisfied with the examples and definitions contained in the Guidelines. It is necessary to retain the generic nature of the Guidelines to avoid being too specific to certain situations and excluding others. This information is intended for use by organisations when working out their legal obligations and rights. It is therefore important that OSH contacts and additional resources are retained in the Guidelines, and that these contacts are clearly signposted on websites. This additional support is preferable to attempting an exhaustive list of situations or case studies.

The demographic profile indicated that most respondents were smaller organisations undertaking work in office or 'business' settings, as opposed to, for example, farms or construction sites. These 'support service' organisations typically have fewer resources than larger organisations, and often involve visiting people in their own homes. It may be appropriate to provide additional information on these 'office' hazards and advice on safety in homecare situations.

One respondent requested information on obligations for volunteers and employees, not just organisations. It should be noted that there is already a section titled 'keeping yourself safe' in the Guidelines, which outlines rights and duties. The main focus of the guideline is the obligations of organisations, as this is consistent with the legislation where the primary onus is on the employer to provide a safe workplace.

Summary of Findings

Feedback from the 157 respondents was generally positive about the Guidelines, and responses indicated that the Guidelines were being used as intended. It was also pleasing to note that most respondents were from the target audience: small organisations with a mixture of paid and voluntary staff from a wide range of work areas, that typically lack the internal capability to manage their legal obligations.

Respondents indicated that the tone and language was appropriate. On the whole, they found the ‘best practice’ structure and the legal definitions and examples clear and useful. Respondents reported using the Guidelines for updating or formalising current practices, or for particular situations such as understanding the stress and fatigue provisions or first aid obligations.

However this evaluation highlighted that many people remain unsure about the exact nature of their obligations and this uncertainty may lead to unnecessary concern. There was also confusion about distinguishing between obligations of volunteers and obligations of employers. Respondents were also less positive about the Guidelines’ usefulness in reducing compliance costs.

It is recommended that:

- the Guidelines should be reviewed to ensure it sufficiently distinguishes between obligations of volunteers and those of organisations;
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- the Guidelines should be reviewed by Communications and Publishing, to ensure the language, tone and format are still appropriate; and
- the legal information should be reviewed to ensure consistency with other OSH information, and for clarity.

This evaluation has also highlighted a number of minor changes that could improve the Guidelines. It is further recommended that:

- the Publishing Unit reviews the format and advises on producing alternative language versions, perhaps electronically;
- the Website Administrator ensures the Guidelines are well signposted on the website, as well as cross referenced in other information sources;
- ‘removable’ fact sheets for volunteers and employees outlining their rights and obligations are inserted into the Guidelines. These may be photocopied for distribution within organisations; and
- ‘removable’ sample hazard identification sheets, incident report sheets and sample health and safety policies are inserted into the Guidelines.

Appendices

- Methodology
- Evaluation survey form
- Demographic profile of 157 respondents

Methodology

Design framework

The evaluation used a postal survey questionnaire of the Office of the CVS's database of voluntary organisations and associated interested parties.

Ethical considerations

The survey was anonymous except for demographic information. However, if an organisation wished to receive a hardcopy of the evaluation report, they were asked to provide contact information. The evaluation form also noted that a website version would be freely available during May 2003. It was also decided to record any additional comments, including negative comments, received on the forms.

Components of the survey method plan

The survey design

The self-administered questionnaire used a mixture of closed answer questions (including an 'other' option) and a section rating statements using a Likert scale. Advantages of this survey approach included the economy of the design and the rapid turnaround in data collection, due to the lack of resources and time to undertake indepth research.

Because the Guidelines were aimed at smaller organisations, the evaluation also aimed to include responses from small to large organisations so the option of interviewing umbrella organisations was not used.

It was noted that some organisations did not like postal surveys so to incorporate a wide range of responses, plenty of space was provided for additional suggestions of assistance or comments.

Respondents were given the maximum possible time as the survey was posted before Christmas. This was also to allow for organisations that do not meet regularly.

Data collection is cross-sectional, not longitudinal, with data collected at one point in time.

The population and sample

The population was the Office of the CVS's voluntary organisation database. Certain problems with the database contents meant the response rate can only be estimated. These problems included outdated names and addresses, organisations returning forms and noting they had not received the Guidelines, and duplicate entries.

It should be noted that returns on surveys from the Community and Voluntary sector are generally low, and databases of this type may become outdated as organisations change staff and addresses, or cease to exist, often without notifying the database administrator.

However there were some positive outcomes from this mail-out. For example, there were a number of enquiries from organisations that had received the evaluation form but not the Guidelines, and other organisations requested additional copies of the Guidelines. In these cases, the evaluation form was returned in case they had any comments to contribute.

Some forms were spoiled due to comprehension issues – misunderstanding the question or not answering certain sections. There was also some miscomprehension of the term 'Full Time Equivalent', despite an explanation on the form.

Therefore, the respondent group, which numbered one hundred and fifty-seven organisations, must be regarded as the self selected 'population sample'. Although single stage sampling was used, meaning everyone had a chance of being selected, the response is biased towards who replied.

Instrumentation

Data were collected using a self administered questionnaire. These asked for factual information, using closed answer questions with a range of options, including an 'other' option, as well as long answer questions. There was also a section using Likert-items based on a scale from 'strongly agree' through to 'strongly disagree', and including a 'don't know/non-applicable' option. The questionnaire also included open ended questions where respondents were asked to comment on various aspects of the Guidelines. The survey form also asked for demographic information to provide further information on the size and type of organisations that had used the Guidelines, and the nature of their past contact with OSH. All information used in this analysis was derived from questionnaire data.

Data analysis

Data was entered on to an access database, with each respondent assigned a unique identifier. Responses were coded and any new, additional comments or responses (including those to the long answer questions) were coded. Responses were sorted by workforce mix, and then by the number of volunteers and employees, and their work area. The results were then graphed or written into a general discussion of the findings and recommendations.

Threats to validity

As discussed in 'population and sample', there were repetitions of names and addresses, out of date names and addresses, and up to four persons in the same organisation on the mailing list. This problem was discovered after some of the mail out had been completed. In addition, some respondents contacted OSH or sent back their forms, noting they had not received the Guidelines. In as many cases as possible, the survey form was resent along with a copy of the Guidelines. Therefore there was no method of calculating an accurate response rate.

Working Safely for your community: health and safety guidelines for community organisations

Evaluation survey form

The Guidelines

1. How did you receive the Guidelines?

- a. Received from the Office of the CVS
- b. Received from OSH
- c. Received from another source: _____

- d. Requested from the Office of the CVS
- e. Requested from OSH
- f. Requested from another source: _____

2. Using the Guidelines: please answer 'yes' or 'no' to each question

- a. We have read the Guidelines Yes No
- b. We have distributed copies of the Guidelines throughout our organisation
Yes No
 - i. If yes, to whom? _____

- c. We have disseminated information from the Guidelines throughout our organisation Yes No
 - i. If yes, what information? _____

- d. We have discussed the Guidelines and its application to our organisation
Yes No
 - i. If yes, how do you see the Guidelines applying to your organisation?

- e. We have used the Guidelines for an actual situation Yes No
 - i. If yes, what was the situation?

- f. We have used the Guidelines in other ways Yes No
 - i. If yes, please describe: _____

If you answered 'yes' to any questions in 2., please go to question 3.

If you **did not** answer 'yes' to any questions in 2., please go to question 6.

3. The Guidelines contain a number of examples, concepts and terms. Please indicate your response on a scale of 1 to 5:

1: we strongly agree 2: we agree 3: we are undecided 4: we disagree

5: we strongly disagree n/a: we don't know/this is non-applicable

- a. There are enough examples in the Guidelines (1-5) _____
- b. The examples are clear (1-5) _____
- c. The tone of the overall Guidelines is appropriate (1-5) _____
- d. Legal concepts are explained clearly and are understandable (1-5) _____
- e. Legal definitions are explained clearly and are understandable (1-5) _____
- f. The best practice/enforcement structure is clear (1-5) _____
- g. The best practice/enforcement structure is useful (1-5) _____
- h. The Guidelines are helping/will help us reduce compliance costs (1-5) _____
- i. Do you have any comments about the topics covered in 3a-h?

4. Do you have any comments or suggestions about the language or format of the Guidelines?

5. Do you have any further comments or suggestions about how OSH can help you implement the Guidelines?

Past involvement with OSH

6. Please indicate **whichever categories** apply to your organisation:

- a. Looked at the OSH website (www.osh.dol.govt.nz)
-

- b. Looked at the OSH Health and Safety in Employment Amendment Act 2002 website (workinfo.govt.nz)
- c. Compliance (inspection) visit from our local OSH office
- d. Requested information/assistance from our local OSH office
- e. Received information/assistance from our local OSH office
- f. Attended a HSE Amendment Act 2000 seminar
- g. Requested HSE Amendment Act 2000 information/assistance from our local OSH office or the Workinfo line
- h. Received a HSE Amendment Act 2000 information/assistance from our local OSH office or the Workinfo line
- i. Used the 'Blue Guide' to the Health and Safety in Employment Act 1992 (<http://www.osh.dol.govt.nz/order/catalogue/808.shtml>)
- j. Received information/assistance on our health and safety obligations from a community and voluntary 'umbrella group'/association
- k. Requested information/assistance on our health and safety obligations from a community and voluntary 'umbrella group'/association
- l. Receiving the Guidelines from OSH was the first contact we have had with OSH
- m. Other (please specify) _____
- n. We have had no prior contact with OSH

Demographics

7. Please tick **one** category which **best** describes your type of organisation:

- a. A Community or Voluntary organisation
- b. An 'umbrella group' representing other organisations
- c. Other: _____

8. Please tick **one** category which **best** describes your organisation's work area:

- a. Arts, culture and heritage
- b. Consumer protection/legal advice
- c. Sport and recreation
- d. Children, youth and education
- e. Environment
- f. Health
- g. Social services
- h. Disability support services
- i. Politics and advocacy

- j. Gay rights
- k. International affairs and human rights
- l. Women's issues
- m. Employment/work related services
- n. Religion or faith-based groups
- o. Emergency services
- p. Other: _____

9. Please tick **one** category which **best** describes your organisation's total workforce type:

- a. Entirely voluntary, no paid staff
- b. A mixture of voluntary and paid staff
- c. Paid staff, and volunteers occasionally
- d. Other: _____

10. Please tick **one** category which **best** describes the **typical** number of your **full time equivalent (FTE) paid** employees:³

- a. 1 – 4 paid FTE employees
- b. 5 – 10 paid FTE employees
- c. 11 – 20 paid FTE employees
- d. 21 – 30 paid FTE employees
- e. 31 – 50 paid FTE employees
- f. 51 – 100 paid FTE employees
- g. 100+ paid FTE employees

11. Please tick **one** category which **best** describes the **typical** number of your **full time equivalent (FTE) volunteers**:

- a. 1 – 4 FTE volunteers
- b. 5 – 10 FTE volunteers
- c. 11 – 20 FTE volunteers
- d. 21 – 30 FTE volunteers
- e. 31 – 50 FTE volunteers
- f. 51 – 100 FTE volunteers
- g. 100+ FTE volunteers

³ Full-time equivalent positions are the total number of full-time employees (working a 40 hour week) plus the full-time equivalent (forty hours per week) of the part-time employees. For example, one person works 40 hours and another person works 20 hours equals 1.5 FTE.

Please provide your contact details on the response form if you would like to receive a hardcopy of the report when it goes online, or if you would like an opportunity to further discuss the Guidelines.

Thank you for replying to this survey.

Please be assured your response is **completely confidential** and the information you provide is **entirely separate** from any contact your organisation has had, or will have, with OSH.

Your participation will help ensure the results accurately describe how the Guidelines are helping community and voluntary organisations, and will provide useful information on what further assistance OSH can provide.

The results will be posted on the MSD and OSH websites during May 2004.

Thank you and kind regards
Frances Butcher

Demographic profile of 157 respondents

No. of	organisations	with	and	who are	working in
1	entirely voluntary, no paid staff	1-4 FTE volunteers	the question did not apply	Community or Voluntary organisation	arts, culture and heritage
1	entirely voluntary, no paid staff	1-4 FTE volunteers	the question did not apply	Community or Voluntary organisation	sport and recreation
2	entirely voluntary, no paid staff	1-4 FTE volunteers	the question did not apply	'umbrella group' representing other organisations	arts, culture and heritage
1	entirely voluntary, no paid staff	1-4 FTE volunteers	the question did not apply	'umbrella group' representing other organisations	sport and recreation
2	entirely voluntary, no paid staff	5-10 FTE volunteers	the question did not apply	Community or Voluntary organisation	arts, culture and heritage
2	entirely voluntary, no paid staff	5-10 FTE volunteers	the question did not apply	Community or Voluntary organisation	disability support services
1	entirely voluntary, no paid staff	5-10 FTE volunteers	the question did not apply	have not answered	have not answered the question
1	entirely voluntary, no paid staff	21-30 FTE volunteers	the question did not apply	Community or Voluntary organisation	arts, culture and heritage
1	entirely voluntary, no paid staff	21-30 FTE volunteers	the question did not apply	'umbrella group' representing other organisations	sport and recreation
2	entirely voluntary, no paid staff	have not answered the question	the question did not apply	Community or Voluntary organisation	arts, culture and heritage
1	entirely voluntary, no paid staff	have not answered the question	the question did not apply	Community or Voluntary organisation	disability support services
1	entirely voluntary, no paid staff	have not answered the question	the question did not apply	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	arts, culture and heritage
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	consumer protection/legal advice
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	environment
4	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	health
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services

No. of	organisations	with	and	who are	working in
2	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	disability support services
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	women's issues
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
2	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	general information and advocacy/distribution of funds
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	adult education/training
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	social services
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	general information and advocacy/distribution of funds
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	consumer protection/legal advice
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	disability support services
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	100+ paid FTE employees	central or local government	health
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	the question did not apply	Community or Voluntary organisation	arts, culture and heritage
1	a mixture of voluntary and paid staff	1-4 FTE volunteers	the question did not apply	Community or Voluntary organisation	disability support services
2	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	arts, culture and heritage
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	health
3	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	disability support services
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary	women's issues

No. of	organisations	with	and	who are	working in
	staff			organisation	
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	sport and recreation
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	environment, health, social services
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education
2	a mixture of voluntary and paid staff	5-10 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	31-50 paid FTE employees	'umbrella group' representing other organisations	budgeting finance
1	a mixture of voluntary and paid staff	5-10 FTE volunteers	100+ paid FTE employees	Community or Voluntary organisation	employment/work related services
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	health
3	a mixture of voluntary and paid staff	11-20 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	women's issues
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	iwi/hapu/community development
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	5-10 paid FTE employees	'umbrella group' representing other organisations	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	11-20 FTE volunteers	21-30 paid FTE employees	central or local government	sport and recreation
2	a mixture of voluntary and paid staff	21-30 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	21-30 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	employment/work related services
1	a mixture of voluntary and paid staff	21-30 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education

No. of	organisations	with	and	who are	working in
1	a mixture of voluntary and paid staff	31-50 FTE volunteers	1-4 paid FTE employees	have not answered	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	31-50 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	consumer protection/legal advice
1	a mixture of voluntary and paid staff	31-50 FTE volunteers	5-10 paid FTE employees	'umbrella group' representing other organisations	sport and recreation
1	a mixture of voluntary and paid staff	51-100 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	politics and advocacy
1	a mixture of voluntary and paid staff	51-100 FTE volunteers	51-100 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	51-100 FTE volunteers	100+ paid FTE employees	Community or Voluntary organisation	social services
2	a mixture of voluntary and paid staff	100+ FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	a mixture of voluntary and paid staff	100+ FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	100+ FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	sport and recreation
1	a mixture of voluntary and paid staff	100+ FTE volunteers	31-50 paid FTE employees	Community or Voluntary organisation	health
1	a mixture of voluntary and paid staff	100+ FTE volunteers	31-50 paid FTE employees	Community or Voluntary organisation	international affairs and human rights including migrants
1	a mixture of voluntary and paid staff	100+ FTE volunteers	51-100 paid FTE employees	Community or Voluntary organisation	animal welfare
1	a mixture of voluntary and paid staff	100+ FTE volunteers	51-100 paid FTE employees	'umbrella group' representing other organisations	social services
2	a mixture of voluntary and paid staff	100+ FTE volunteers	100+ paid FTE employees	Community or Voluntary organisation	children, youth and education
1	a mixture of voluntary and paid staff	100+ FTE volunteers	100+ paid FTE employees	Community or Voluntary organisation	religion/faith-based health and social services
1	a mixture of voluntary and paid staff	100+ FTE volunteers	100+ paid FTE employees	Community or Voluntary organisation	health and disability
1	a mixture of voluntary and paid staff	have not answered the question	have not answered the question	Community or Voluntary organisation	consumer protection/legal advice
1	a mixture of voluntary and paid staff	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	a mixture of voluntary and paid staff	the question did not apply	1-4 paid FTE employees	Community or Voluntary	disability support services

No. of	organisations	with	and	who are	working in
	staff			organisation	
1	a mixture of voluntary and paid staff	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	health and disability
1	a mixture of voluntary and paid staff	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	a mixture of voluntary and paid staff	the question did not apply	5-10 paid FTE employees	Community or Voluntary organisation	health
1	a mixture of voluntary and paid staff	the question did not apply	31-50 paid FTE employees	Community or Voluntary organisation	sport and recreation
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	sport and recreation
2	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	health
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	disability support services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	employment/work related services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	religion or faith-based groups
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	health and disability
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	general information and advocacy/distribution of funds
2	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	iwi/hapu/community development
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	social services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	social services, disability, employment/work
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education
2	paid staff, and volunteers occasionally	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	social services

No. of	organisations	with	and	who are	working in
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	general information and advocacy/distribution of funds
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	5-10 paid FTE employees	'umbrella group' representing other organisations	social services
2	paid staff, and volunteers occasionally	1-4 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	sport and recreation
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	health
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	social services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	11-20 paid FTE employees	Community or Voluntary organisation	disability support services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	sport and recreation
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	politics and advocacy
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	employment/work related services
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	21-30 paid FTE employees	central or local government	politics and advocacy
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	31-50 paid FTE employees	Community or Voluntary organisation	health and disability
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	51-100 paid FTE employees	central or local government	sport and recreation
1	paid staff, and volunteers occasionally	1-4 FTE volunteers	100+ paid FTE employees	central or local government	politics and advocacy
2	paid staff, and volunteers occasionally	1-4 FTE volunteers	100+ paid FTE employees	central or local government	local government issues
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	sport and environment
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	1-4 paid FTE employees	Community or Voluntary organisation	disability support services
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	1-4 paid FTE employees	'umbrella group' representing other organisations	children, youth and education
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	paid staff, and volunteers	5-10 FTE volunteers	5-10 paid FTE employees	'umbrella group' representing other	rural education and activities for children, social services

No. of	organisations	with	and	who are	working in
	occasionally			organisations	
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	services or advocacy for multiple areas "all ages", "iwi/whanau/hapu"
1	paid staff, and volunteers occasionally	5-10 FTE volunteers	51-100 paid FTE employees	Community or Voluntary organisation	disability support services
1	paid staff, and volunteers occasionally	11-20 FTE volunteers	21-30 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	paid staff, and volunteers occasionally	21-30 FTE volunteers	5-10 paid FTE employees	Community or Voluntary organisation	children/youth, migrants, employment
1	paid staff, and volunteers occasionally	31-50 FTE volunteers	100+ paid FTE employees	central or local government	local government issues
1	paid staff, and volunteers occasionally	51-100 FTE volunteers	100+ paid FTE employees	'umbrella group' representing other organisations	local government issues
1	paid staff, and volunteers occasionally	100+ FTE volunteers	100+ paid FTE employees	central or local government	local government issues
1	paid staff, and volunteers occasionally	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	paid staff, and volunteers occasionally	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	health
1	paid staff, and volunteers occasionally	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	social services
1	paid staff, and volunteers occasionally	the question did not apply	1-4 paid FTE employees	'umbrella group' representing other organisations	social services
2	paid staff, and volunteers occasionally	the question did not apply	31-50 paid FTE employees	Community or Voluntary organisation	disability support services
1	paid staff, and volunteers occasionally	the question did not apply	51-100 paid FTE employees	Community or Voluntary organisation	adult education/training
1	all paid	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	health
2	all paid	the question did not apply	1-4 paid FTE employees	Community or Voluntary organisation	general information and advocacy/distribution of funds
1	all paid	the question did not apply	1-4 paid FTE employees	'umbrella group' representing other organisations	social services
1	all paid	the question did not apply	1-4 paid FTE employees	central or local government	politics and advocacy
1	all paid	the question did not apply	5-10 paid FTE employees	Community or Voluntary organisation	children, youth and education
1	all paid	the question	5-10 paid FTE	Community or	social services

No. of	organisations	with	and	who are	working in
		did not apply	employees	Voluntary organisation	
1	all paid	the question did not apply	21-30 paid FTE employees	Community or Voluntary organisation	child/youth and health social services
1	have not answered the question	have not answered the question	have not answered the question	have not answered	have not answered the question