Fair Work Commission
Client Survey

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(24665) - 30th July 2015
Third party release of this report

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# Table of contents

- Executive Summary ........................................................................................................................................... 4
- Introduction ......................................................................................................................................................... 6
- Methodology ......................................................................................................................................................... 7
- Survey results ......................................................................................................................................................... 9
  - Client profile ...................................................................................................................................................... 9
  - Type of client ..................................................................................................................................................... 13
  - Experience at the Commission .......................................................................................................................... 15
  - Use of Commission digital services .................................................................................................................. 17
  - Experience with Commission Member ............................................................................................................. 19
  - Experience with courtroom/conference rooms facilities ................................................................................. 21
- Other Feedback ....................................................................................................................................................... 22
- Attachment A: Survey ............................................................................................................................................. 25
Executive summary

The Fair Work Commission (Commission) client survey has been initiated to gauge client satisfaction with the Commission’s services and to determine any areas for improvement. The survey delivers on one of the ‘Increasing Accountability’ initiatives outlined in Future Directions – Continuing the Change Program.

The survey was administered as self-completion hardcopy questionnaires that were distributed by Registry staff and Associates at all major Commission offices (Melbourne, Sydney, Brisbane, Perth, Adelaide, Canberra, Darwin, and Hobart) over a two week period (Monday 2nd to Friday 13th February 2015). During this time a total of 292 surveys were completed, primarily in Melbourne and Sydney.

The survey sought feedback on five main areas:

- Access, navigation and personal safety at the Commission building
- Staff, clarity of information and efficiency
- Commission digital services
- Experience of appearing in front of a Commission Member
- Court room/conference room facilities.

In addition, survey respondents were invited to provide general feedback about their experience at the Commission.

The survey sample largely comprised of applicants and respondents – 62.3 per cent; and legal counsel/other representatives – 27.8 per cent. The sample included clients that were visiting the Commission for the first time (37.5 per cent) as well as those who had prior experience of visiting the Commission. A notable proportion (36.7 per cent) had visited the Commission more than five times.

Key Findings

Overall the results of the survey were positive, with survey respondents providing favourable feedback on their experience at the Commission on the day of the survey.

More than 90 per cent strongly agreed or agreed that each of a large series of positive statements apply to their experience at the Commission across the five main feedback areas. The average result across all aspects evaluated was 4.2 out of 5.0.

The results for each of the five areas evaluated were:

- Access, navigation and personal safety at the Commission building – 4.4 out of 5.0 (average across six statements)
- Staff, clarity of information and efficiency – 4.3 out of 5.0 (average across nine statements)
- Commission digital services – 3.6 out of 5.0 (average across six statements)
- Experience of appearing in front of a Commission Member – 4.5 out of 5.0 (average across seven statements)
- Court room/conference room facilities – 4.3 out of 5.0 (average across three statements).

In comparison to other results, survey respondents were less favourable in their ratings of the Commission website. When asked to provide general feedback about their experience at the Commission, a number of comments were made in relation to the case search function of the website.

“The case search function on the website needs to be more user-friendly. All my other dealings with the Commission have been a pleasure.”
Survey respondents who visited a courtroom or conference room were asked to indicate their level of agreement or disagreement with three statements about the facility. The results were generally positive however, some comments were made in relation to the suitability of rooms in Melbourne. A number of survey respondents were dissatisfied with the size of the allocated room as well as the room temperature.

Within each of the five main areas evaluated, the highest rated aspects were:

- I felt safe within the Commission building – 93.8 per cent agree or strongly agree
- Commission staff were knowledgeable – 92.6 per cent agree or strongly agree
- I was able to find the information I needed on the website and/or virtual tours – 70.3 per cent agree or strongly agree
- The Commission Member listened to me or my representative – 95.4 per cent agree or strongly agree
- The court room/conference room was suitable for the hearing/conference – 94.0 per cent agree or strongly agree.

The aspects in each of the five areas which were rated least favourably were:

- It was easy to find where I needed to go within the Commission building – 2.9 per cent disagree or strongly disagree
- The forms I received were clear and easy to understand – 3.9 per cent disagree or strongly disagree
- The website was easy to navigate – 30.8 per cent disagree or strongly disagree
- I understood what was required of me throughout the hearing or conference – 2.8 per cent disagree or strongly disagree
- I felt comfortable in the court room/conference room – 3.8 per cent disagree or strongly disagree.
Introduction

In 2014 the Fair Work Commission (Commission) launched *Future Directions – Continuing the Change Program*, a publication setting out initiatives that will help guide the Commission's activities over the coming two years. The *Future Directions* program is grouped under four key themes:

- Promoting Fairness and Improving Access;
- Efficiency and Innovation;
- Increasing Accountability; and
- Productivity and Engaging with Industry.

Under the theme of 'Increasing Accountability', is a new initiative to gauge client satisfaction with the Commission's services to determine any areas for improvement.

Initiative 17 provides that:

“In 2014 the Commission will take a ‘snapshot’ of a day in the life of the Commission to capture client satisfaction with any Commission services that were provided on that day.”

Whilst the initiative is framed in terms of capturing feedback regarding a particular day, the daily traffic volume at the Commission office locations is not sufficient to yield a reliable survey sample size. Therefore the survey was conducted over a period of two weeks.

EY Sweeney was commissioned by the Commission to assist with the design of the questionnaire, data entry and preparation of this survey report. The following report details the results of the Commission client survey.
Methodology

The survey period was Monday 2\textsuperscript{nd} to Friday 13\textsuperscript{th} February 2015.

The survey was administered in hardcopy as a self-completion survey to clients visiting a Commission office for any reason during the survey period. The survey was distributed by Registry staff and Associates and, if required, Associates were available to organise interpreters to assist with survey completion.

Surveys were returned to Commission staff, placed in drop boxes at the Commission offices, or returned by mail in a prepaid envelope provided with the survey.

Survey communication

Clients were notified of the survey via an email flyer sent by Associates to clients with matters listed in Commission offices during the survey period. The flyer noted that clients may be approached to take part in the survey. In addition, news items appeared in the Commission Weekly Bulletin and the Hearings List and News and Events sections of the Commission website.

Sample

The survey was open to all types of visitors who attended the Commission offices during the survey period. This included applicants, respondents, barristers and solicitors, representatives from employer associations, union representatives, witnesses, media representatives and transcript staff.

Surveys were administered at all major Commission offices including Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth and Sydney.

During the survey period, a total of 292 surveys were completed. The diagram below shows the number of surveys completed in each location.

As shown in the diagram above, the survey sample was skewed heavily towards Melbourne and Sydney and only a small number of surveys were completed in Perth, Adelaide, Hobart, Canberra and Darwin.
Questionnaire

The survey was designed to understand the reasons for visiting the Commission, experience while at the Commission and profiling data. Survey respondents were also given the opportunity to provide unprompted feedback on their experience.

A copy of the survey is included in Attachment A.

Limitations of the methodology

This survey was focused on clients who visited the Commission offices in person. It was not intended to capture feedback from clients who accessed Commission services via other channels (i.e. website, telephone, email). The survey methodology would need to be expanded in order to capture feedback from the full spectrum of Commission clients.

During the survey period there were a limited number of hearings listed at some of the office locations (e.g. Hobart, Darwin and Canberra) resulting in low visitor traffic and small survey samples for these locations. For future waves of the survey, it may be advisable to extend the survey period to ensure a more comprehensive geographic spread of clients.
Survey results

Client profile
The survey sample was skewed slightly towards males with 57.1 per cent of Commission clients being male and 41.0 per cent female. The remaining 1.9 per cent preferred not to say.

The survey sample shows representation across all age groups, however the majority (68.1 per cent) were aged over 40 years.
Survey respondents were also asked to provide their residential postcode to understand where clients had travelled from. Across all locations, the majority of clients (80.3 per cent) visiting the Commission were from metropolitan areas whilst 19.7 per cent had travelled from outside the capital city.

<table>
<thead>
<tr>
<th>Location</th>
<th>Capital City</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL SAMPLE</td>
<td>80.3%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Melbourne</td>
<td>83.3%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Sydney</td>
<td>79.5%</td>
<td>20.5%</td>
</tr>
<tr>
<td>Other (Adelaide, Brisbane, Canberra, Darwin, Hobart, Perth)</td>
<td>76.5%</td>
<td>23.5%</td>
</tr>
</tbody>
</table>

The majority (88.6 per cent) of survey respondents only speak English at home. Around one in ten (9.1 per cent) report that they speak a language other than English (LOTE) at home, which is below the population average of 23 per cent\(^1\). Whilst interpreters were available to assist clients with language difficulties, it is understood that there was very low uptake of interpreter services. Therefore, it is possible that those who speak English as a second language are not proportionately represented in this data.

\(^1\) ABS 2011 Census of Population and Housing – Basic Community Profile of Australia
The proportion of survey respondents (5.7 per cent) who identify as Aboriginal or Torres Strait Islander (ATSI) is slightly higher than the population average of 3 per cent\(^2\). This result was consistent across all locations.

A small minority (6.1 per cent) of visitors report that they have some form of hearing, sight or mobility restriction.

\(^2\) ABS 2011 Census of Population and Housing – Basic Community Profile of Australia
Almost four in ten (37.5 per cent) survey respondents were visiting the Commission for the first time, while a similar proportion (36.7 per cent) were more experienced having visited the Commission more than five times. The remaining 25.8 per cent had visited the Commission office between two and five times.
Type of client

The survey sample was largely comprised of applicants and respondents (62.3 per cent) and legal counsel/other representatives (27.8 per cent).

Of those survey respondents who were party to a legal matter, 38.0 per cent appeared as a self-represented applicant/respondent.
The reasons for visiting the Commission are shown in the table below by the type of survey respondent. The main reasons for visiting the Commission were to attend a conference or hearing. Survey respondents classified as ‘other’ (e.g. witness, HR representative) were less likely to be attending a conference and more likely to be attending a hearing.

The main types of matters that were being dealt with during the survey period were unfair dismissal, award dispute/review, agreement dispute and general protection.
Experience at the Commission

Survey respondents were asked the extent to which they agree or disagree about their experience at the Commission on the day of the survey. In relation to personal safety, navigation and access, the results are very favourable with around 90 per cent strongly agreeing or agreeing with each of the following statements:

- I felt safe within the Commission building – 93.8 per cent total agree
- Finding the Commission building was easy – 93.5 per cent total agree
- Facilities within the Commission building were accessible to me – 92.7 per cent total agree
- It was easy to find where I needed to go within the Commission building – 90.8 per cent total agree
- There was a comfortable area for me to wait – 89.9 per cent total agree
- The Commission’s hours of operation made it easy for me to do my business – 88.5 per cent total agree.

<table>
<thead>
<tr>
<th>Experience at the Commission</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I felt safe within the Commission building</td>
<td>61.9%</td>
<td>31.9%</td>
<td>6.2%</td>
<td></td>
</tr>
<tr>
<td>Finding the Commission building was easy</td>
<td>61.6%</td>
<td>31.9%</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>Facilities within the Commission building were accessible to me</td>
<td>52.9%</td>
<td>39.8%</td>
<td>5.8%</td>
<td></td>
</tr>
<tr>
<td>It was easy to find where I needed to go within the Commission building</td>
<td>47.6%</td>
<td>43.2%</td>
<td>6.2%</td>
<td></td>
</tr>
<tr>
<td>There was a comfortable area for me to wait</td>
<td>50.9%</td>
<td>39.0%</td>
<td>7.5%</td>
<td></td>
</tr>
<tr>
<td>The Commission’s hours of operation made it easy for me to do my business</td>
<td>51.5%</td>
<td>37.0%</td>
<td>8.9%</td>
<td></td>
</tr>
</tbody>
</table>

Base: Variable 267-279 (not applicable and no response cases excluded) Note: Percentages under 3% not shown
Q4. To what extent do you agree or disagree with the following statements about the Commission building?
The results associated with staff, clarity of information and efficiency are also very positive:

- Commission staff were knowledgeable – 92.6 per cent total agree
- Commission staff treated me with courtesy and respect – 91.8 per cent total agree
- Information provided by Commission staff was clear and easy to understand – 91.7 per cent total agree
- Commission staff were able to provide the information I needed – 89.6 per cent total agree
- When I left the Commission I understood what I needed to do next about my matter – 89.2 per cent total agree
- Commission staff listened to me and understood my needs – 88.4 per cent total agree
- My business was completed efficiently and in a timely manner – 81.4 per cent total agree
- The forms I received were clear and easy to understand – 81.0 per cent total agree
- The Commission was able to assist with overcoming language/communication barriers – 76.5 per cent total agree.

Whilst the rating for assistance with language/communication barriers is lower in comparison to other attributes, only one per cent disagreed or strongly disagreed.
Use of Commission digital services

The majority (78.8 per cent) of visitors to the Commission building had also visited the Commission website. Use of the virtual tours on the website and SMS alerts is very low.

Around one in five survey respondents (21.2 per cent) had not used any of the Commission digital resources.

![Use of Commission services chart]

**Base:** 260 (no response cases excluded)

**Q6.** Have you used any of the following services provided by the Commission?

**Note:** Percentages show the proportion of survey respondents who selected each option. Responses do not total 100% as some survey respondents selected multiple options.
Survey respondents who had accessed at least one of the Commission digital services were asked to nominate the extent to which they agree or disagree with six statements about the digital services.

- I was able to find the information I needed on the website and/or virtual tours – 70.3 per cent total agree
- The information provided on the website and/or virtual tours was clear and easy to understand – 69.1 per cent total agree
- After using the website and/or virtual tours, I felt prepared for my visit to the Commission – 60.8 per cent total agree
- The website and/or virtual tours made my visit to the Commission easier – 57.1 per cent total agree
- The website was easy to navigate – 57.0 per cent total agree
- The electronic services had sufficient options to overcome language/communication barriers – 50.0 per cent total agree.

In comparison to other results, survey respondents are less favourable in their ratings of Commission digital resources. Only 57.0 per cent strongly agree or agree that the website is easy to navigate whilst a third (30.8 per cent) disagree with this statement. When asked to provide general feedback about their experience at the Commission, a number of comments were made in relation to the case search function of the website.

“The case-searching facility on the commission’s website is very bad and far inferior to the earlier, simple website.”

It is noted that the lower ratings on some attributes appear to be a result of low familiarity with the service as opposed to negative comments, with high numbers in the ‘neither agree nor disagree’ response.
Experience with Commission Member

A significant proportion (78.6 per cent) of the survey sample appeared in front of a Commission Member on the day of completing the survey. The proportion of survey respondents appearing in front of a Commission Member on the day of completing the survey was slightly higher in Sydney (88.3 per cent) and slightly lower in other locations (67.6 per cent), whilst Melbourne was in line with the total sample average (79.2 per cent).

**Appeared in front of Commission Member**

- Yes: 78.6%
- No: 21.4%

Base: 271 (no response cases excluded)
Q9. Did you appear in front of a Commission Member today?
Feedback on the Commission Members was extremely positive, with more than nine in ten survey respondents strongly agreeing or agreeing with the following seven statements:

- The Commission Member listened to me or my representative – 95.4 per cent total agree
- I understood the directions given by the Commission Member throughout the hearing or conference – 95.4 per cent total agree
- The Commission Member treated me with courtesy and respect – 94.9 per cent total agree
- The Commission Member had the necessary information to address my case – 93.9 per cent total agree
- I understood the orders or decisions of the Commission Member – 93.9 per cent total agree
- I understood what was required of me throughout the hearing or conference – 93.1 per cent total agree
- The way my matter was dealt with was impartial and fair – 90.7 per cent total agree.

### Experience in front of Commission Member

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Commission Member listened to me or my representative</td>
<td>56.2%</td>
<td>39.2%</td>
<td>2.8%</td>
<td>2.6%</td>
</tr>
<tr>
<td>I understood the directions given by the Commission Member throughout the hearing or conference</td>
<td>57.7%</td>
<td>37.7%</td>
<td>2.8%</td>
<td>3.1%</td>
</tr>
<tr>
<td>The Commission Member treated me with courtesy and respect</td>
<td>61.0%</td>
<td>33.9%</td>
<td>2.8%</td>
<td>2.2%</td>
</tr>
<tr>
<td>The Commission Member had the necessary information to address my case</td>
<td>50.9%</td>
<td>43.0%</td>
<td>6.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>I understood the orders or decisions of the Commission Member</td>
<td>55.6%</td>
<td>38.3%</td>
<td>5.6%</td>
<td>2.4%</td>
</tr>
<tr>
<td>I understood what was required of me throughout the hearing or conference</td>
<td>49.8%</td>
<td>43.3%</td>
<td>4.2%</td>
<td>2.8%</td>
</tr>
<tr>
<td>The way my matter was dealt with was impartial and fair</td>
<td>54.7%</td>
<td>36.0%</td>
<td>7.0%</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

Base: Variable 196-218 (not applicable and no response cases excluded) Note: Percentages under 2.5% not shown
Q10. To what extent do you agree or disagree with the following statements about your experience with the Commission Member today?
Note: Responses do not total 100% due to rounding
Experience with courtroom/conference room facilities

On the day of completing the survey, the majority (84.5 per cent) of survey respondents visited a courtroom or conference room.

In Melbourne, virtually all survey respondents (96.7 per cent) had visited a courtroom or conference room. The result was slightly lower in Sydney (83.8 per cent) and notably lower in other locations (65.3 per cent).

Survey respondents who visited a courtroom or conference room were asked to indicate their level of agreement or disagreement with three statements about the facility:

- The court room/conference room was suitable for the hearing/conference – 94.0 per cent total agree
- I felt comfortable in the court room/conference room – 91.4 per cent total agree
- Appropriate technology was available in the court room/conference room – 89.7 per cent total agree.

Results for these questions were generally consistent across various geographic locations.

<table>
<thead>
<tr>
<th>Experience at a Commission courtroom/conference room</th>
</tr>
</thead>
<tbody>
<tr>
<td>The court room/conference room was suitable for the hearing/conference</td>
</tr>
<tr>
<td>I felt comfortable in the court room/conference room</td>
</tr>
<tr>
<td>Appropriate technology was available in the court room/conference room</td>
</tr>
</tbody>
</table>

Base: Visited a courtroom/conference room - Variable 213-235 (not applicable and no response cases excluded)
Q12. To what extent do you agree or disagree with the following statements about the court room or conference room facility that you visited today?
Note: Responses do not total 100% due to rounding
Other feedback

Survey respondents were given the opportunity to provide unprompted feedback about their experience at the Commission. Verbatim comments are shown here:

Staff

Commission staff receive very favourable feedback:

“*My wife and I arrived early. Doors not open yet. An employee (on seeing us) advised us doors would be opened shortly. It was nice to be acknowledged!*”

“The Commission’s staff always provide excellent service and assistance.”

“*Both Elizabeth Street staff and William Street staff very helpful.*”

“I like the staff.”

“I miss the court reporters”.

“All staff very helpful and friendly.”

“The Commission Member was easily understood and met the needs of both parties. The supporting staff were professional in handling all court room issues.”

“The NT commission staff are always professional and courteous. [Staff name] and [staff name] are a credit to the commission and I always appreciate their support and assistance.”

“The staff gave me excellent service! Thank you.”

“The staff member was very nice and helpful.”

“Matter dealt with professionally by commission staff.”

Commissioners

Commissioners also received very positive feedback however, there were two survey respondents who were dissatisfied with their experience:

“I was thoroughly impressed with the Commission on their guidance and leadership during a sensitive, challenging situation. They helped us achieve a mutually beneficial and fair outcome resolution.”

“Commissioner conducted the conference in a fair and impartial way. I am impressed that he read the material and summarised it.”

“The commissioner was fantastic.”

“Commissioner was consummately professional when the barrister opposing became disrespectful he immediately initiated an apology.”

“I was disadvantaged by not having legal representation. Felt bullied by the commissioner and respondent’s lawyer who was allowed to waste time by ranting on. Little opportunity to present my case and respond. Commissioner played lip service to FWA policy and employer enterprise agreement. Disadvantaged by (having) no experience of a Fair Work conference.”

“I was very disadvantaged by having no experience of Fair Work conferences by having no legal representation. Commissioner expected yes and no answers and I wasn’t given opportunity to present my case or respond to many misconceptions presented by the respondent’s lawyer who was a master at manipulating the conference - and allowed to do so!”
General
“Always an exceptional service.”

“Thank you for taking the time to hear my case.”

“Well-structured hearing, punctuality respected, hearing was timely and efficient.”

Room size and temperature
In Melbourne, a number of survey respondents were dissatisfied with the size of the allocated room as well as the room temperature:

“Quiet air conditioned building, comfortable place to sit and fill forms.” (Sydney)

“A bit warm in conference room.” (Melbourne)

“Not adequate air-conditioning.” (Melbourne)

“Number of people involved requires a large court room. Uncomfortable if scheduled in a smaller court room.” (Melbourne)

“Put in room too small for what requested. Meeting rooms hot and some power points don't work. Toilets are too far away if around the corner.” (Melbourne)

“Very hot inside room.” (Melbourne)

“Toilets too far away from rooms. Too hot!” (Melbourne)

“Room was too hot. Requested conference room for 10 and got an 8 seat room - rang reception and didn't get a warm response. Please put phone numbers for Commission in conference rooms in case we need to contact during conference. Would be good to have room allocation before the day of conference.” (Melbourne)

“Room was too small for our dispute.” (Sydney)

Website
A number of comments were made in relation to the navigation of the Commission website:

“I wouldn't have had to go to the office today if I could've found what I needed on the website, which you need a legal degree to navigate through.”

“No Rohingya language service on the website.”

“Please make the website genuinely functional. It’s a mess.”

“The case search function on the website needs to be more user friendly. All my other dealings with the Commission have been a pleasure.”

“The case-searching facility on the commission’s website is very bad and far inferior to the earlier, simple website.”

“The new website makes it more difficult to find cases. The previous recent cases/decisions and search functions were easier to navigate and more transparent.”

“The search engine for finding cases and decisions used to be easier to navigate. The new search facility is cumbersome.”

“The website really needs fixing. It is very hard to find cases - it needs work.”

“Website needs a map to show how to get from railway station.”
Signage

“Improve the electronic signage board in the foyer - list all matters on that day rather than scrolling through.” (Sydney)

“The information screens at the building entrance scroll a bit too fast to find out which courtroom we are using.” (Melbourne)

“The listing screen needs more information for award matters as there are several on at once and the display can be confusing.” (Melbourne)

Access

“The lifts are difficult to use to get back down to the ground floor.” (Canberra)

Technical

“Some technical issues with video link but commission staff worked efficiently to resolve.”

“Initial technical problems with the video conference equipment which were resolved.”

Other

“It’s better to show information outside each court room what they can do before the hearing such as waiting/sitting on the chairs outside the court room, and advise the attendee(s) that staff will arrive/appear in the courtroom 10-15 minutes prior to the hearing. Electronic device such as document projector can be provided for the commissioner, the witness and the party representative to use to show which page of evidence they are looking at. It's easier for the hearing to go ahead; it wastes time to make sure all parties are on the same page.”

“Confusion around Fair Work Australia/ombudsman and commission.”

“I think that courtrooms should be open - that is, if there is no reason for the courtroom door to be closed (noisy people outside) then the door should be open, for openness and transparency.”

“Parking too expensive.”

“Plastic cups are poor.”

“Use of plastic cups not environmental.”

“Please leave automatic door to toilets open longer.”

“Unfortunately our matter was postponed by the commission approx. 30 minutes prior to the scheduled commencement time. All parties (including legal counsel) were here and ready to go.”

“Why is the employee given the opportunity to request cash compensation several times? Includes after arbitration and prior to findings of hearing?”
Attachment A: Survey
This survey is being conducted by the Fair Work Commission to help us improve the services we provide.

We appreciate you taking a few minutes to provide feedback on your experience at the Commission today. When you have completed the survey please place it in one of the survey drop boxes located outside meeting rooms or at the public counter, or return to a Commission staff member. If you would like to take the survey with you to complete later, please request a reply paid envelope from a Commission staff member.

If you need help to complete this survey in a language other than English, the translator involved in your matter today may be available to assist you with the survey.

LOCATION:  
Adelaide  
Brisbane  
Canberra  
Darwin  
Hobart  
Melbourne  
Perth  
Sydney

Q1. Which of the following best describes you?  
Party to a matter before the Commission (i.e. applicant or respondent)  
Barrister/solicitor/employer association/union representing a client  
Witness  
Media representative  
Transcript staff  
Other (please describe below)

Q2. Which of the following best describes what you did at the Commission today?  
Attend a conference  
Attend a hearing  
Attend a mediation/conciliation  
Search records/obtain document  
To get information/application  
Other (please describe below)

Q3. What type of matter brought you to the Commission today?  
Anti-bullying  
Awards (i.e. award dispute/award review)  
Industrial Action  
Registered Organisations  
Unfair Dismissal  
Agreement Dispute  
Bargaining Dispute  
General Protection  
Other (please describe below)  
Prefer not to say  
Not applicable
We would now like to ask a few questions about your experience at the Commission today. We would like you to focus on your experience at the Commission today, and not on the outcome of your matter, prior dealings with the Commission or any other organisation you may have dealt with.

Q4. To what extent do you agree or disagree with the following statements about the Commission building? PLEASE TICK ONE RESPONSE FOR EACH STATEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finding the Commission building was easy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It was easy to find where I needed to go within the Commission building</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>I felt safe within the Commission building</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>There was a comfortable area for me to wait</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>The Commission’s hours of operation made it easy for me to do my business</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Q5. And to what extent do you agree or disagree with the following statements about your experience at the Commission today? PLEASE TICK ONE RESPONSE FOR EACH STATEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>My business was completed efficiently &amp; in a timely manner</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Commission staff treated me with courtesy and respect</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Commission staff were knowledgeable</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Commission staff were able to provide the information I needed</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Commission staff listened to me and understood my needs</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Information provided on the website and/or virtual tours was clear and</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>easy to understand</td>
<td></td>
<td></td>
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<tr>
<td>The Commission was able to assist with overcoming language/communication</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>barriers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The forms I received were clear and easy to understand</td>
<td></td>
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</tr>
<tr>
<td>When I left the Commission I understood what I needed to do next about</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>my matter</td>
<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Q6. Have you used any of the following services provided by the Commission? PLEASE TICK ALL THAT APPLY

- Fair Work Commission website
- Virtual tours available on the Commission website
- SMS (text message) alerts
- None of the above (Go to Q8)

Q7. To what extent do you agree or disagree with the following statements about the electronic services provided by the Commission? PLEASE TICK ONE RESPONSE FOR EACH STATEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The website was easy to navigate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to find the information I needed on the website and/or virtual</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>tours</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The information provided on the website and/or virtual tours was clear and</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>easy to understand</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>After using the website and/or virtual tours, I felt prepared for my</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>visit to the Commission</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The website and/or virtual tours made my visit to the Commission easier</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The electronic services had sufficient options to overcome language/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>communication barriers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please complete Q8 and Q9 if you are party to a legal matter and appeared before a Commission Member (i.e. Commissioner, President, Senior Deputy President, Deputy President or Vice President). Otherwise please go to Q10.

Q8. Were you appearing as a self-represented person today (i.e. not represented by a barrister/solicitor/ employer association/ union)?

PLEASE TICK ONE RESPONSE ONLY

Yes ☐
No ☐
Prefer not to say ☐

Q9. Did you appear in front of a Commission Member today?

PLEASE TICK ONE RESPONSE ONLY

Yes (Go to Q10) ☐
No (Go to Q11) ☐

Q10. To what extent do you agree or disagree with the following statements about your experience with the Commission Member today? Remember we are interested in feedback on your overall experience at the Commission, not the outcome of your matter. PLEASE TICK ONE RESPONSE FOR EACH STATEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Commission Member had the necessary information to address my case</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I understood what was required of me throughout the hearing or conference</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>The Commission Member listened to me or my representative</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I understood the directions given by the Commission Member throughout the hearing or conference</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I understood the orders or decisions of the Commission Member</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>The way my matter was dealt with was impartial and fair</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>The Commission Member treated me with courtesy and respect</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Q11. Did you visit a court room or conference room today?

PLEASE TICK ONE RESPONSE ONLY

Yes (Answer Q12) ☐
No (Go to Q13) ☐

Q12. To what extent do you agree or disagree with the following statements about the court room or conference room facility that you visited today? PLEASE TICK ONE RESPONSE FOR EACH STATEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The court room/conference room was suitable for the hearing/conference</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I felt comfortable in the court room/conference room</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Appropriate technology was available in the court room/ conference room</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Q13. Are there any other comments you would like to make about your experience at the Commission today?

PLEASE PROVIDE YOUR COMMENTS BELOW

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

If you would like to provide additional feedback directly to the Commission please visit www.fwc.gov.au/about-us/contact-us/complaints-feedback
Finally, a few questions to help us classify the survey responses...

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q14. We are interested to know how far you have travelled to visit the Commission today. Please provide the postcode for the town or suburb where you usually live.</td>
<td>☐ ☐ ☐ ☐</td>
</tr>
<tr>
<td>Q15. Are you...?</td>
<td>Male ☐ Female ☐ Prefer not to say ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q16. What is your age? Are you...?</td>
<td>Under 18 years ☐ 18 to 29 years ☐ 30 to 39 years ☐ 40 to 49 years ☐ 50 to 59 years ☐ 60 to 69 years ☐ 70+ years ☐ Prefer not to say ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q17. Do you regularly speak a language other than English at home?</td>
<td>No, only speak English at home ☐ Yes, speak a language other than English at home ☐ Prefer not to say ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q18. Do you identify as Aboriginal or Torres Strait Islander?</td>
<td>Yes ☐ No ☐ Prefer not to say ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q19. Do you have any hearing, sight or mobility restrictions?</td>
<td>Yes ☐ No ☐ Prefer not to say ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q20. Is this the first time you have visited the Commission building?</td>
<td>Yes (Go to End) ☐ No (Go to Q21) ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
<tr>
<td>Q21. Prior to your visit today, how many times have you visited the Commission building in the last 12 months?</td>
<td>2-3 times ☐ 4-5 times ☐ More than 5 times ☐</td>
</tr>
<tr>
<td>PLEASE TICK ONE RESPONSE ONLY</td>
<td></td>
</tr>
</tbody>
</table>

Please place the completed survey in one of the survey drop boxes located outside meeting rooms or at the public counter, or return to a Commission staff member. Alternatively you can request a reply paid return envelope.

The information provided in this survey will be processed by an independent market research company – EY Sweeney.

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