

Impact Effectiveness of General Inspections

1 July 2024 to 30 June 2025



**Rangahau
Aotearoa**
**Research
New Zealand**



About this report

This report presents the results of the 'Intentions Survey' for 2024-25. The survey relates to inspected businesses interviewed between **1 July 2024 and 30 June 2025**.

The primary objectives of the survey are to measure:

1. The **nature of the health and safety improvements** that businesses report they have made as a result of direct contact with WorkSafe.
2. Their opinions about the 'usefulness' of **WorkSafe guidance** materials.
3. The extent to which businesses agree that WorkSafe '**educates**' as a result of their contact with WorkSafe.
4. The extent to which businesses in priority industry sectors improve workplace safety following enforcement notices.



How was this research completed?

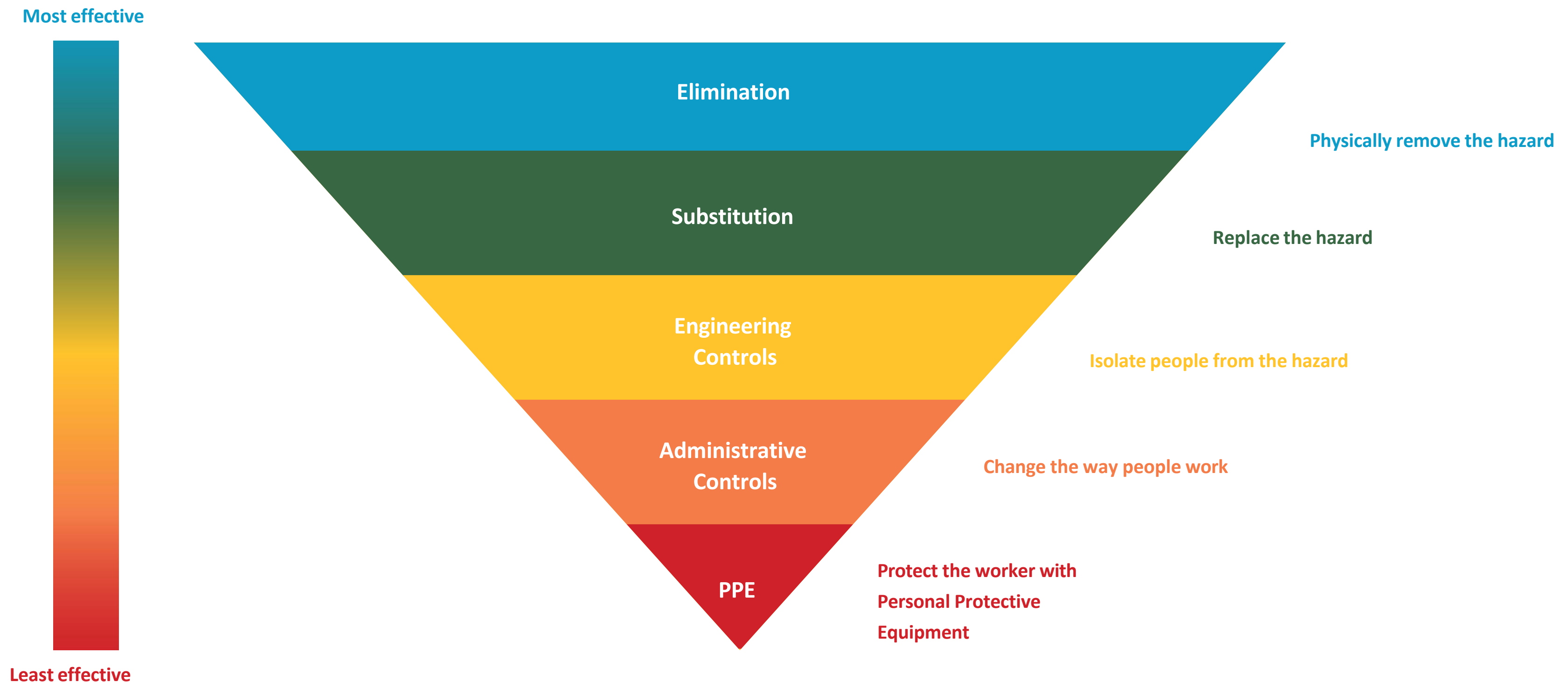
The 'Intentions Survey' is designed to be completed with the PCBU in the business immediately following the completion of WorkSafe's inspection:

- The interviewing is completed on a rolling basis, with samples of businesses that had completed their WorkSafe inspection provided on a monthly basis.
- All interviews were completed online.



How are health and safety improvements assessed in this report?

The results relating to the health and safety improvements that businesses intended to and actually made as a result of WorkSafe's inspection are assessed in this report using the Hierarchy of Controls.



How is this report organised?

This report is organised into **two** sections:

1. **Section 1** is based on all respondents (n=740) that completed the Intentions Survey between 1 July 2024 and 30 June 2025.

This section focuses on the health and safety improvements that these businesses intended or actually made as a result of their contact with WorkSafe.

2. **Section 2** is based on a sub-set of these respondents (n=263) that operate in priority industry sectors (defined as Agriculture, Forestry, Construction and Manufacturing), and received some type of enforcement notice .

This section focuses on the extent to which the intended changes have been made by these businesses or were in progress.



What did we find? - Statement of Intent results

Table 1 below presents the Statement of Intent results against target. This shows that within approximately one month of the completion of their assessment:

- **95%** of respondents, in businesses where a change was identified, reported that their business **had already made** or was **in the process of making the improvements** to workplace safety identified during their contact with WorkSafe. This exceeds the SOI target of 85%.
- **68%** of respondents stated that as a result of contact with WorkSafe they now **knew more about** what they need to do about health and safety in the workplace. This exceeds the SOI target of 60%.

Table 1: Impact Effectiveness Monitor 2024-25 – Statement of Intent results

Statement of Intent	Target	Result	Total
Percentage of respondents (workers and employers) who made at least one change (done or in progress) to improve workplace safety and/or reduce risks to workers’ health, after interaction with WorkSafe	=> 85%	72% Done 24% In Progress	95%
Percentage of people who know more about what they need to do about health and safety in the workplace after interaction with WorkSafe	=> 60%	68%	68%

Total may not appear to sum to 95% due to rounding.

What did we find? – Other results of interest

1. 94% of respondents **acknowledged** that there are health and safety risks within their business.
2. Many of the changes made as a result of their WorkSafe inspection had been **made by the time of the survey** (i.e., within a month following the inspector's visit). 72% had completed at least one of the changes identified as a result of the inspection.
3. 65% agreed that changes planned and made would **make a difference** to health and safety in the workplace.
4. 83% made the identified changes **voluntarily** and 84% **did not consider the changes onerous**.
5. 80% of business owners (PCBUs) were **involved in planning** these changes (and 78% in making the changes) compared with workers (57% and 51% respectively).
6. 70% of respondents reported **use of WorkSafe guidance material**. HSWA Guidelines were the most commonly used (42%) and also rated highly for usefulness (66%).
7. Most respondents in **priority sector** businesses who had received an enforcement notice had already made health and safety improvements by the time they were surveyed (between 88% and 59% completed depending on the improvement). 77% had completed at least one of the changes identified as a result of the inspection.
8. 80% of respondents in **priority sector** businesses that had received an enforcement notice agreed that, as a result of their business's contact with WorkSafe, they now know more about 'what they need to do about health and safety in the workplace'

Section 1

Health and safety improvements resulting from contact with WorkSafe



A description of the businesses that were inspected and the health and safety improvements that were identified as a result of their contact with WorkSafe



Almost all respondents reported they have serious health and safety risks in their business

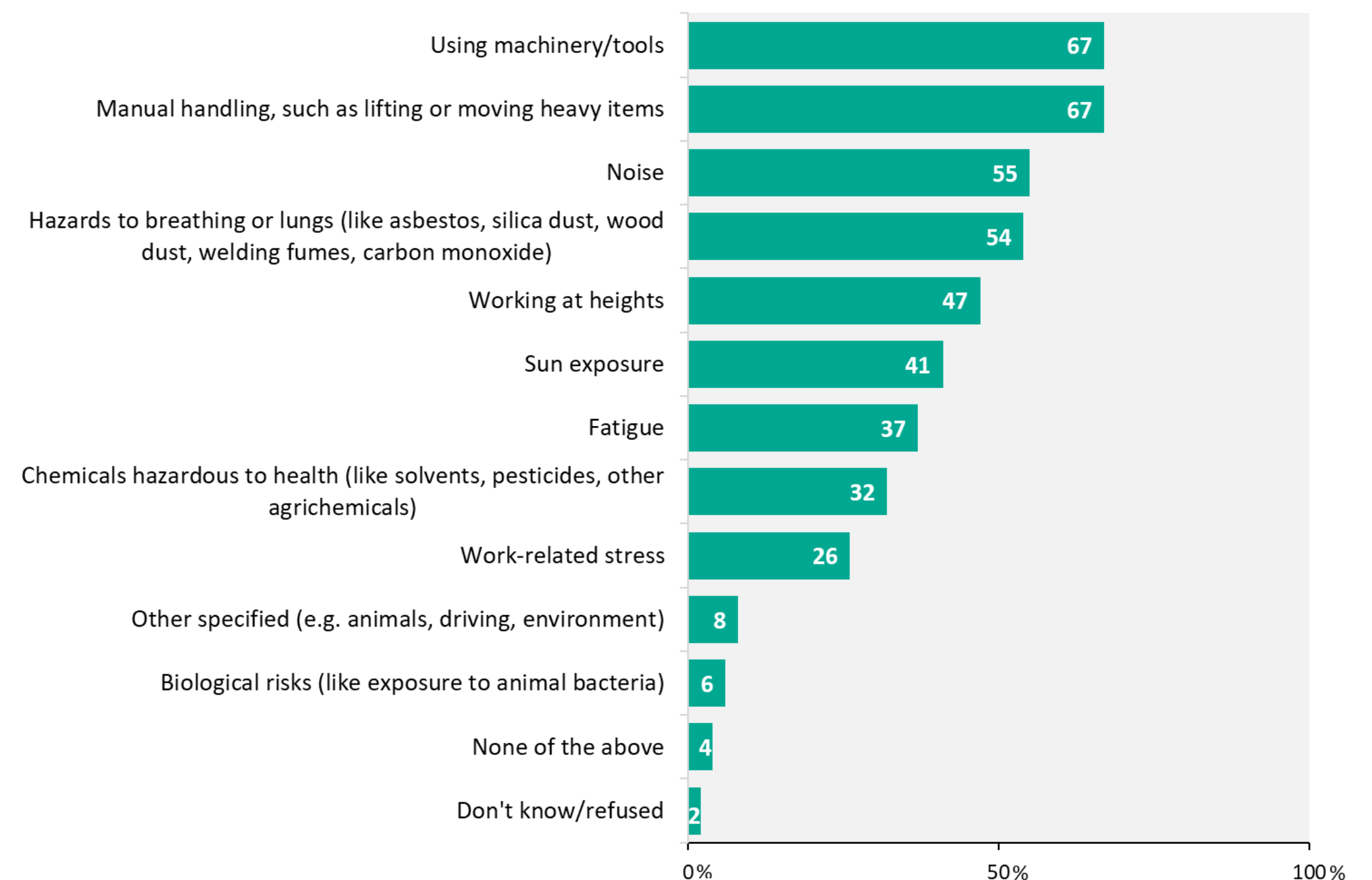
At the beginning of the survey, respondents were asked about the health and safety risks in their business. Almost all (94%) indicated their business has **at least one** of the risks listed in Figure 1 to the right.

Over two-thirds identified these risks as 'using machinery/tools' (67%) and 'manual handling, such as lifting or moving heavy items' (67%).

In addition, one-half stated 'noise' (55%), 'hazards to breathing/lungs' (54%), and 'working at heights' (47%), were also serious risks.

Health and safety risks identified less frequently were 'sun exposure' (41%), 'fatigue' (37%), 'chemicals hazardous to health' (32%) and 'work-related stress' (26%).

Figure 1: Percentage of respondents that indicated the following are serious health and safety risks in their business, if any (%)



Based on Intentions Survey Total (n=652)

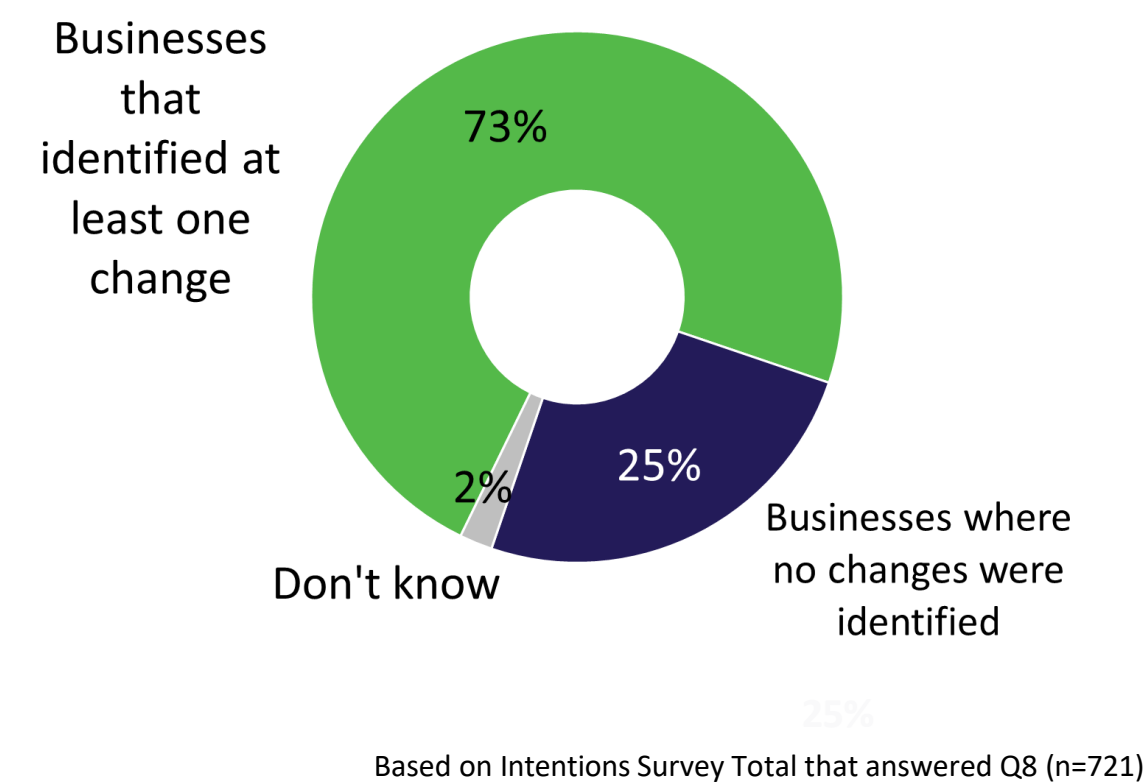
"Good reminder to constantly improve the business's health and safety. When things are busy, it's hard to make time to improve, but having a WorkSafe visit is helpful to check ourselves!"

Canterbury, construction)

Most respondents stated their business had identified health and safety improvements as a result of their contact with WorkSafe

Overall, 73% of respondents stated their business had identified changes it could make to improve health and safety ‘as a result of the contact it had with WorkSafe’ (Figure 2).

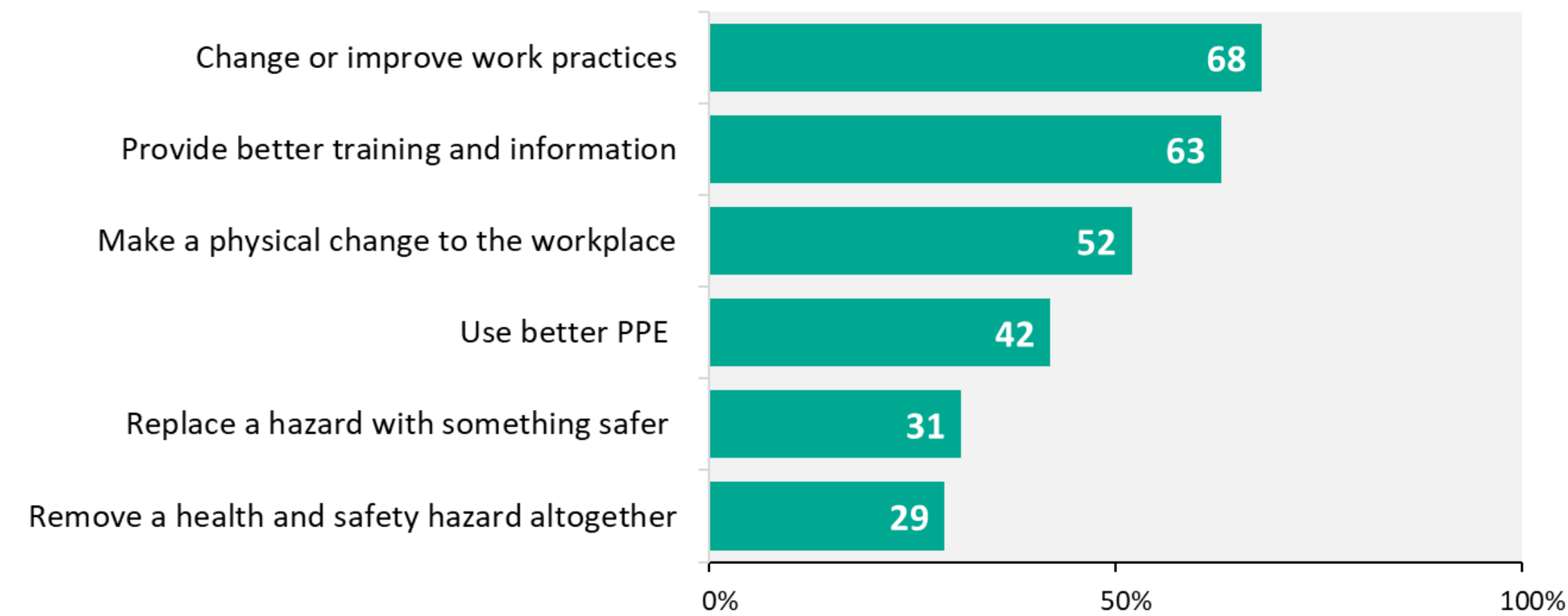
Figure 2: Proportion of businesses that identified they could make changes to improve their health and safety as a result of contact with WorkSafe (%)



The **most frequently** identified improvements (identified by more than one-half of respondents), were to ‘improve work practices’ (identified by 68%), ‘provide better training and information’ (63%), and to ‘make a physical change to the workplace’ (52%) (Figure 3).

Significantly **fewer** identified ‘removing a health and safety hazard altogether’ (29%) and ‘replacing a hazard with something safer’ (31%).

Figure 3: Changes respondents identified they could make to improve their health and safety as a result of contact with WorkSafe (%)



Based on respondents identifying health and safety improvements their business could make as a result of its business’s contact with WorkSafe (n=523)

Most respondents in businesses where changes were not identified during contact with WorkSafe reported they highly value health and safety in their business

As shown in Figure 2 on the previous page, 25% of respondents identified **no** changes they could make to improve their business's health and safety 'as a result of the contact it had with WorkSafe'. Most stated that health and safety was **critically important** to their business.

"We are a high-profile site in [city]. Our company health and safety procedures/ processes are stringent. Our team on site all understand their duties in keeping themselves and others safe on site. We have daily prestart briefings, several safety walks every day completed by the H&S Manager and Project Manager. The supervisor on site runs the team very well and everyone knows what their task is for the day, and they all have the correct gear to do what they need to do. We strive every day to improve on what we already do."
(Otago, construction)

"There is an ongoing focus in the environment, health and safety space involving persons from across various functions. The HASWA 2015 and attaining a robust EHS safety culture is a constant focus. Our business has recently attained ISO45001 compliance further reinforcing effective procedure, process and engaged staff. That said, there is a constant need to drive continuous improvement, and having WorkSafe visit our sites, in my view, helps to drive a pro-active environment."
(Bay of Plenty, manufacturing)

Also, it should be noted that in some cases, the WorkSafe inspection was viewed as 'random' or the result of an incorrect or malicious complaint.

"The visit was the result of a vexatious complaint made to WorkSafe. WorkSafe attended and were satisfied with the safety standards on our site."
(Auckland, construction)

"A member of the public complained as they could not see a safety harness being worn as it blended in with the worker's Hi-Viz. WorkSafe came to site to check and saw that all workers had the appropriate safety equipment."
(Central, construction)

"There was no action needed from WorkSafe NZ after conducting the random notification audit."
(Waikato, construction)

"Your employee visited and did an assessment and found no issues. If he had, we would have listened and implemented them, as we are always open to guidance from WorkSafe."
(Tasman, retail)



Which businesses are making health and safety improvements?

The 73% of respondents reporting their business had identified health and safety improvements as a result of its contact with WorkSafe were **more likely** (compared with businesses where no changes were identified) to:

- Be in one of the top four priority industry sectors (Agriculture, Forestry, Construction and Manufacturing) (87% cf. 79%).
- Report their recent contact with WorkSafe was mainly about ‘an investigation/assessment of a specific health and safety issue’ (13% cf. 7%).
- Have received an enforcement notice (41% cf. 15%).
- Agree the WorkSafe contact was appropriate given the health and safety risks in their business or industry (84% cf. 68%).
- Be based in Auckland (38% cf. 26%).

The 73% that had safety improvements identified were also **less likely** to have reported their business ‘regularly inspects equipment for health and safety issues and replaces as necessary’ (87% cf. 93%).



Many businesses had made their health and safety improvements already

Respondents who reported that health and safety improvements were identified as a result of their business's contact with WorkSafe were asked to indicate what progress, if any, had been made towards making these improvements (i.e. by the time of the Intentions Survey). Note that they were contacted to complete this survey approximately **one month** after their inspection had been completed.

Of note, many respondents reported that their business had **already made** the identified improvements (between 51% and 73%, depending on the improvement), or they were in progress (between 15% and 40%, depending on the improvement) (Figure 4). For example, 73% reported their business had already replaced the hazard with 'something safer' and 15% were in progress towards this (88% in total).

Overall, 72% had already completed at least one of the changes identified as a result of the WorkSafe inspection.

- Around seven out of ten reported their business had made some of the more effective changes according to the Hierarchy of Controls. For example they had 'removed a hazard' (68%), and/or 'made a physical change to the workplace' (65%).
- More than one-half also reported having 'changed or improved work practices' (58%), or 'provided better training and information' (51%).

Figure 4: Changes businesses have made since their contact with WorkSafe (%)

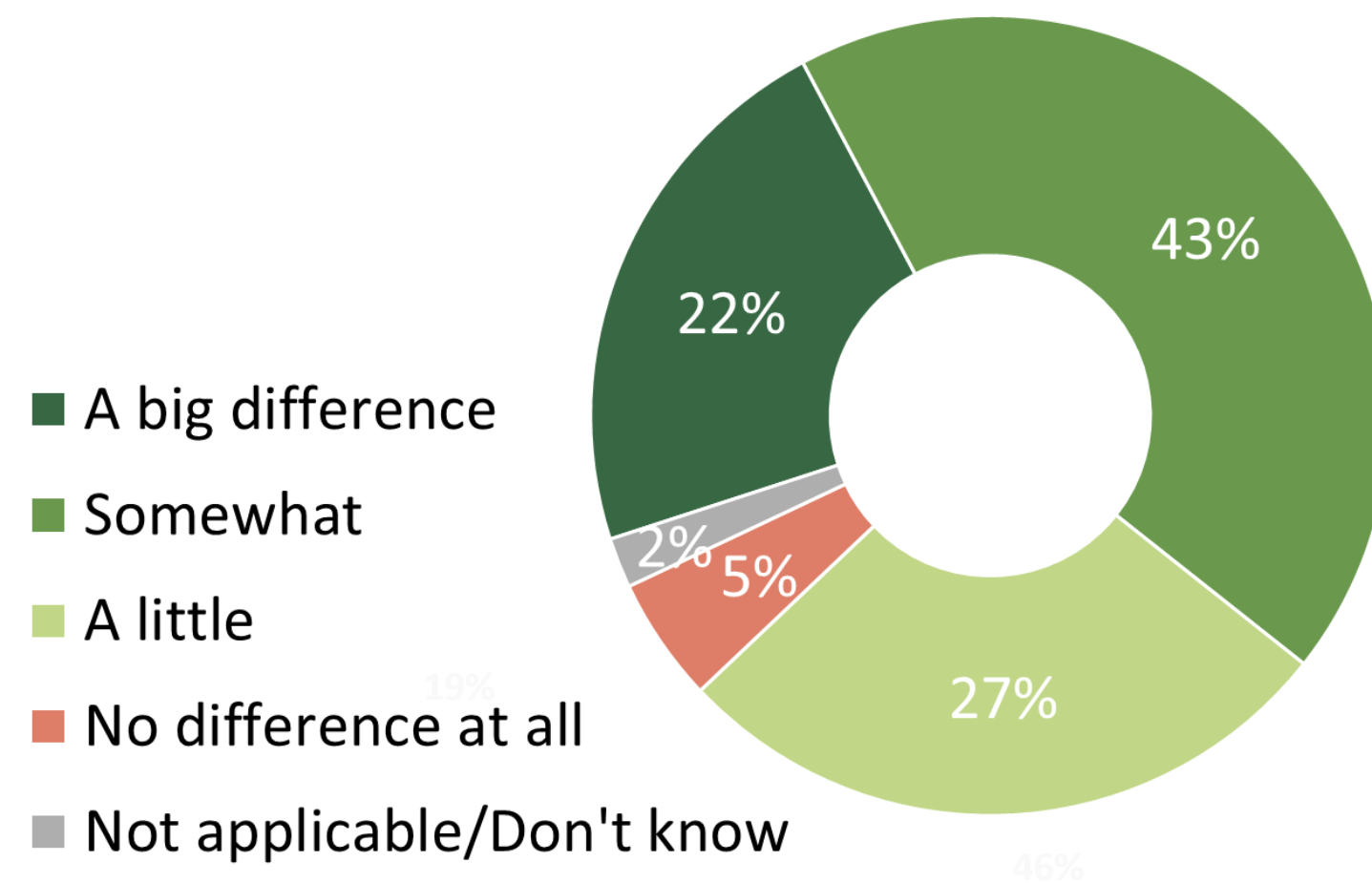


Based on respondents identifying each particular health and safety improvement their business could make after its contact with WorkSafe (n=523)

Overall, most agreed that the changes planned and made will make a difference to health and safety in their business

Two-thirds of respondents (65%) agreed that all the health and safety improvements their business has made (or is in the process of making) will **make a difference** to 'improve health and safety' (i.e. a 'big' or 'somewhat' of a difference) (Figure 5). Over one-quarter agreed it will make 'a little difference' (27%).

Figure 5: Thinking about all the changes that you have made or are still making, how much of a difference do you think these changes in total will make to improving health and safety in your business? (%)



Based on respondents in businesses that identified changes after contact with WorkSafe and are planning or have made those health and safety improvements to their business (n=505)

"WorkSafe highlighted an area of concern that we had not considered (manual handling) and we now see this should be an important part of our induction and ongoing training. We wanted advice regarding having Contractors on site as we were finding it hard to find any documentation or advice, and WorkSafe provided clarification and supporting documentation regarding this."

Canterbury, manufacturing)



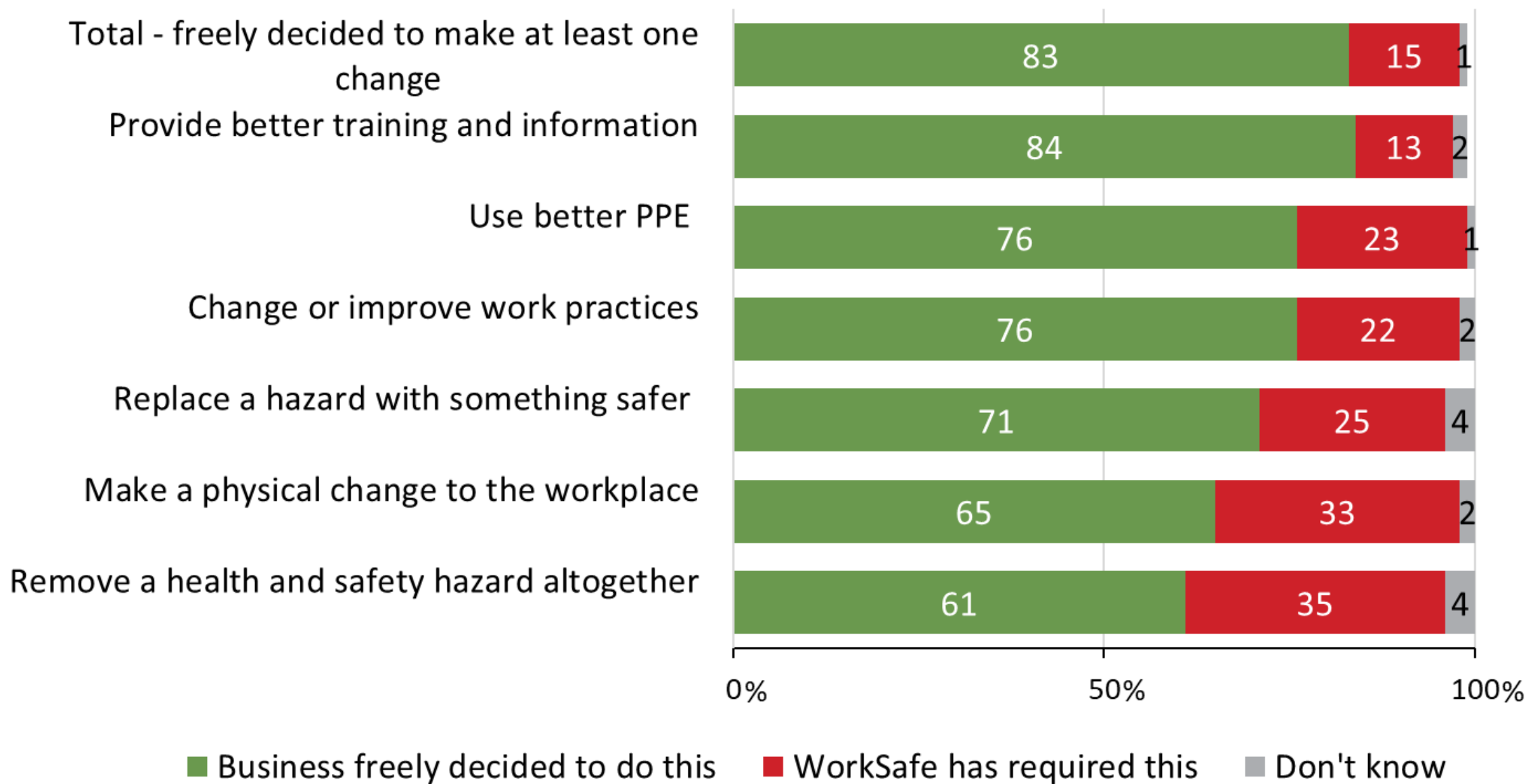
Most respondents stated their business had made health and safety improvements on a voluntary basis

Most respondents who stated their business had identified health and safety improvements as a result of its contact with WorkSafe, reported it had made or was planning to make at least some of these changes **voluntarily** (i.e., of its own accord) (83%), as opposed to being required by WorkSafe (Figure 6).

The most frequently identified changes in this regard were to ‘provide better training and information’ (84%), ‘use better PPE’ (76%), ‘improve work practices’ (76%), and ‘replace a hazard’ (71%).

In contrast, the changes most frequently required by WorkSafe included ‘removing a health and safety hazard altogether’ (35%) and ‘making a physical change to the workplace’ (33%). Note that these latter changes are some of the more effective changes according to the Hierarchy of Controls.

Figure 6: Changes required by WorkSafe versus those businesses decided to do of their own accord (%)



Based on respondents identifying each particular health and safety improvement their business could make after its contact with WorkSafe (n=509)

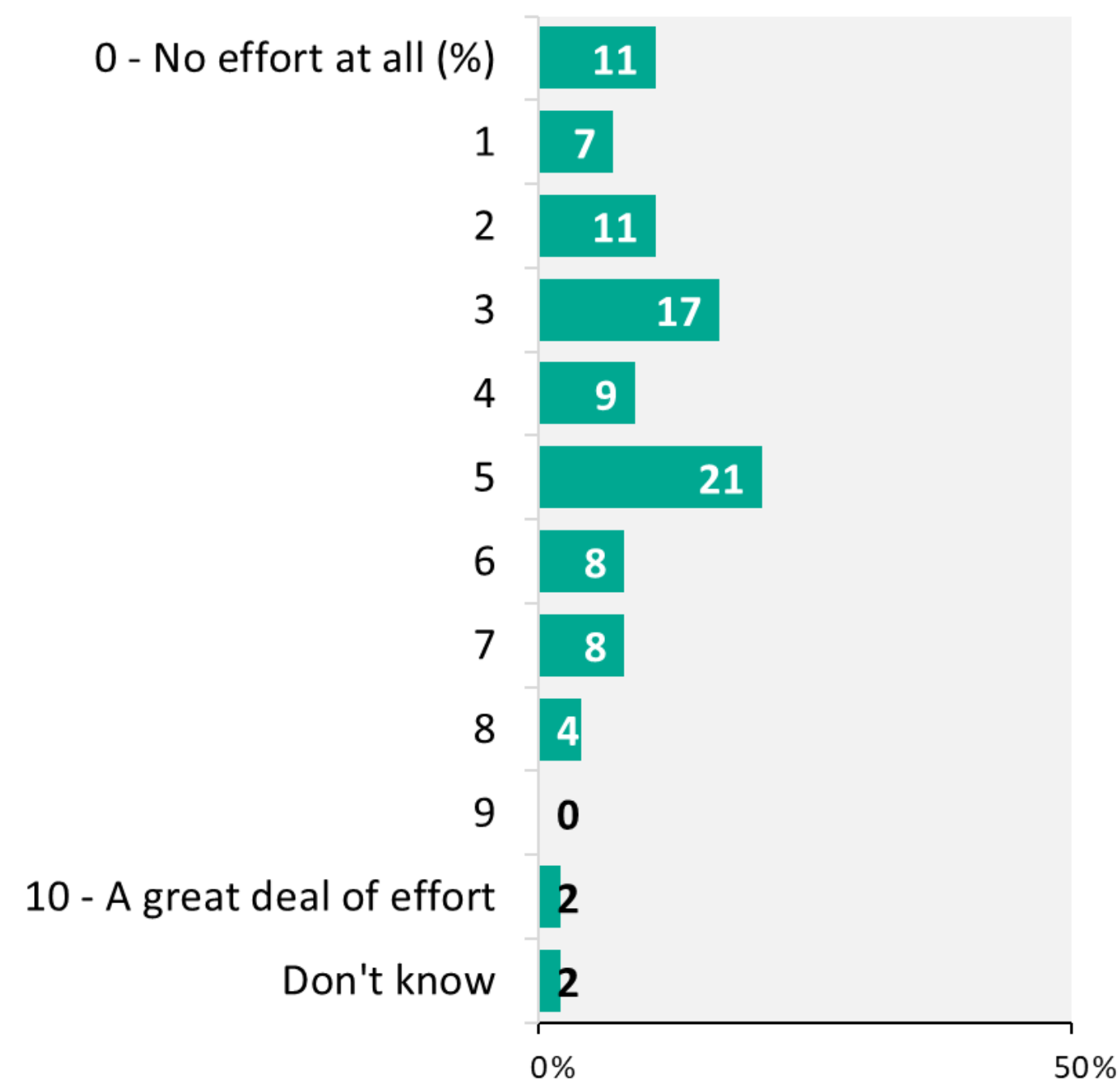


Overall, making health and safety improvements is not considered too onerous

Overall, a relatively small percentage of respondents (14%) whose business had made health and safety improvements (or was in the process of doing so) reported making these changes took **'significant effort'** (rated from 7 to 10 'a great deal of effort') (Figure 7).

In contrast, almost half (46%) stated that making these changes took **'little effort'** (rated from 0 'no effort at all' to 3), and 38% gave a neutral response; that is neither requiring little nor significant effort.

Figure 7: Effort required to make health and safety changes identified after contact with WorkSafe (%)



Based on respondents identifying health and safety improvements their business could make after its contact with WorkSafe (and providing a rating) (n=502)

"Just vacuum up our factory floor instead of sweeping. We didn't know that a broom just pushes the dust around. I have been in the trade over 20 years now and this is the first time I have been told a broom is not good for dust."

(Auckland, manufacturing)

"We removed some of the older power tools that were corded. Even though they passed their Test and Tag, they remained a trip hazard at a time when cordless tools are easy to purchase, even though more expensive."

(Canterbury, manufacturing)

Businesses choosing to make health and safety improvements (and continuing to do so) are primarily driven by a desire to protect their workers

As noted earlier, most respondents whose business had made health and safety improvements (or was in the process of doing so) stated they were making these changes on a voluntary basis (83%).

The **main ‘drivers’ of change** for these respondents were to ‘protect the health and safety of workers’ (83%) and because their business was ‘continually looking to improve health and safety’ (66%) (Figure 8).

Significantly fewer respondents, although not insignificant percentages, stated it was because of ‘legal requirements’ (33%), to ‘improve efficiency and productivity’ (27%), ‘meet customers’ requirements’ (12%), and/or to ‘respond to a recent H&S incident’ (9%).

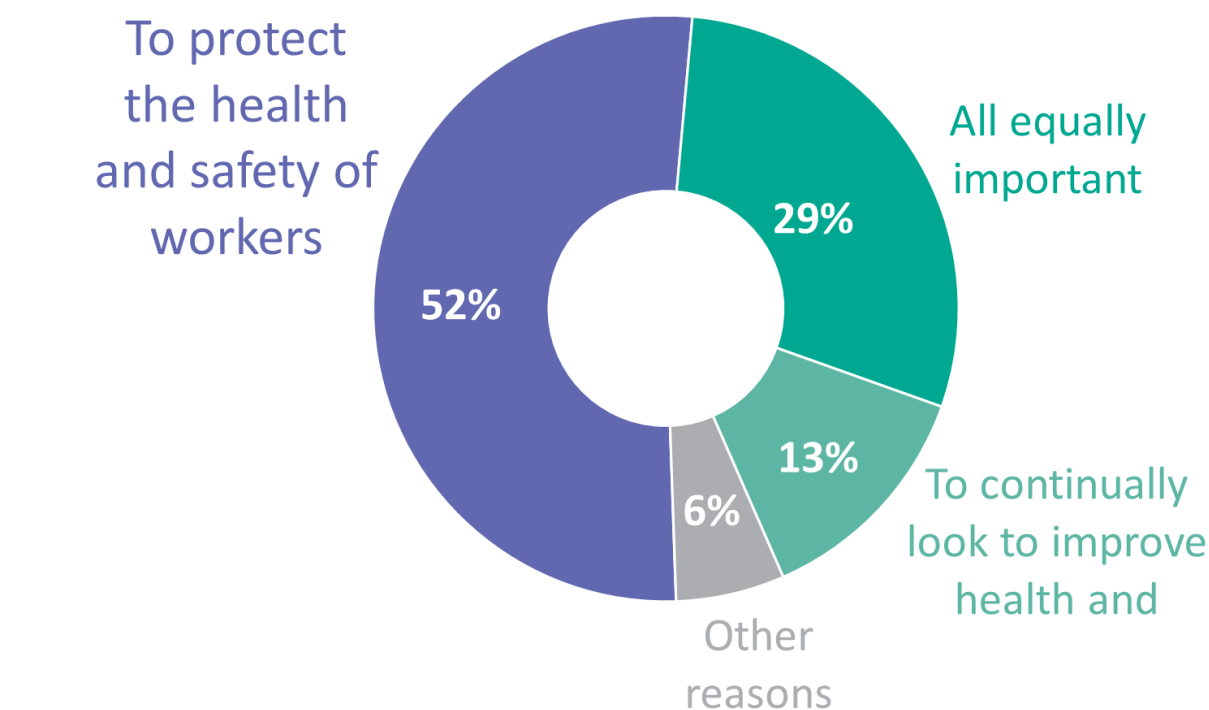
Figure 8: Reasons for freely making changes (%)



Based on respondents identifying health and safety improvements their business could make after its contact with WorkSafe (and freely deciding to make the change) (n=408)

Overall, one-half of respondents stated the ‘**most important reason**’ for their business freely deciding to make health and safety changes was to ‘protect the health and safety of workers’ (52%) (Figure 9). However, three out of ten (29%) said that all the listed reasons were ‘equally important’.

Figure 9: The most important reason for freely making changes (%)



Based on respondents identifying health and safety improvements their business could make after its contact with WorkSafe (and freely deciding to make the change) (n=405)

Who's involved in making health and safety improvements?

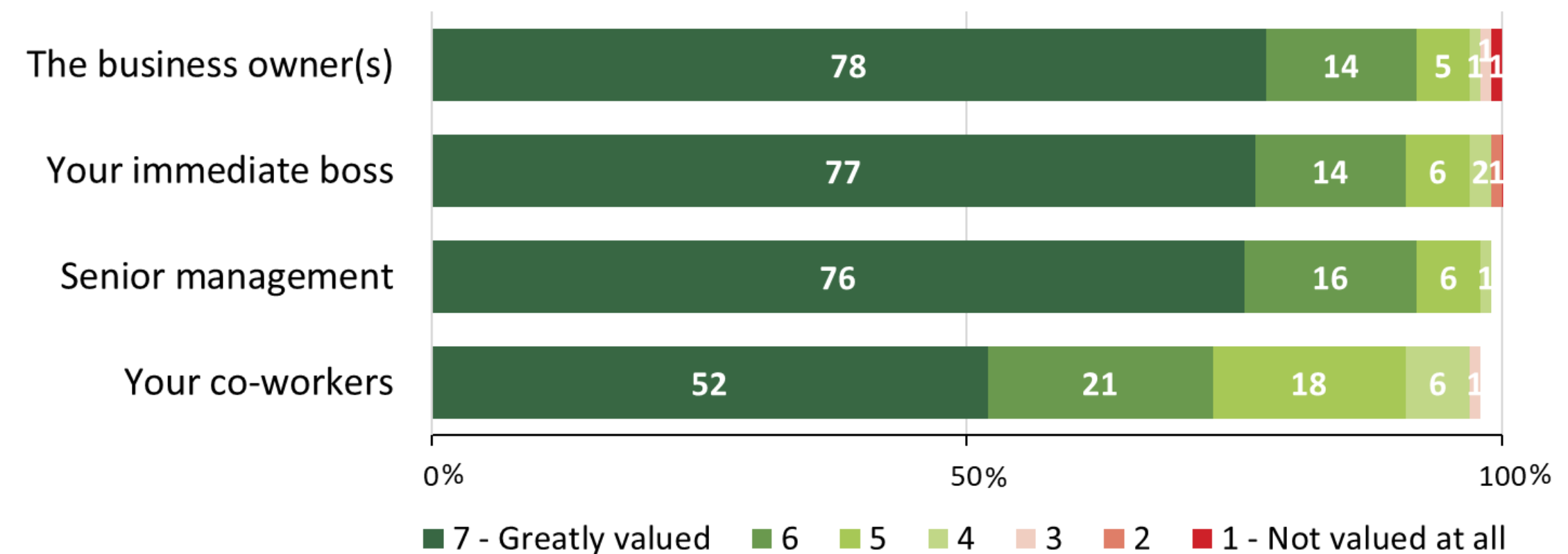


Who 'values' health and safety in the workplace?

Respondents were asked to rate the extent to which different roles in their business 'value' health and safety.

The results varied from 78% who stated their business owner 'greatly valued' health and safety, to one half (52%) who indicated their 'co-workers' 'greatly valued' health and safety (Figure 10).

Figure 10: How much would you say each of the following people in your business 'value' health and safety? (%)



Based on Intentions Survey total (n=619) for business owner, base sizes of other roles vary as appropriate to the business (N/A excluded)

"Anything that reduces risk to my employees is taken seriously and acted on."
(Waikato, retail)

"We are not winning in the construction industry, still far too many serious harm and deaths. H&S should be discussed, knowledge shared, and positive progress shared amongst all the major construction companies."
Canterbury, construction)

PCBUs are directly involved in all stages of the change process

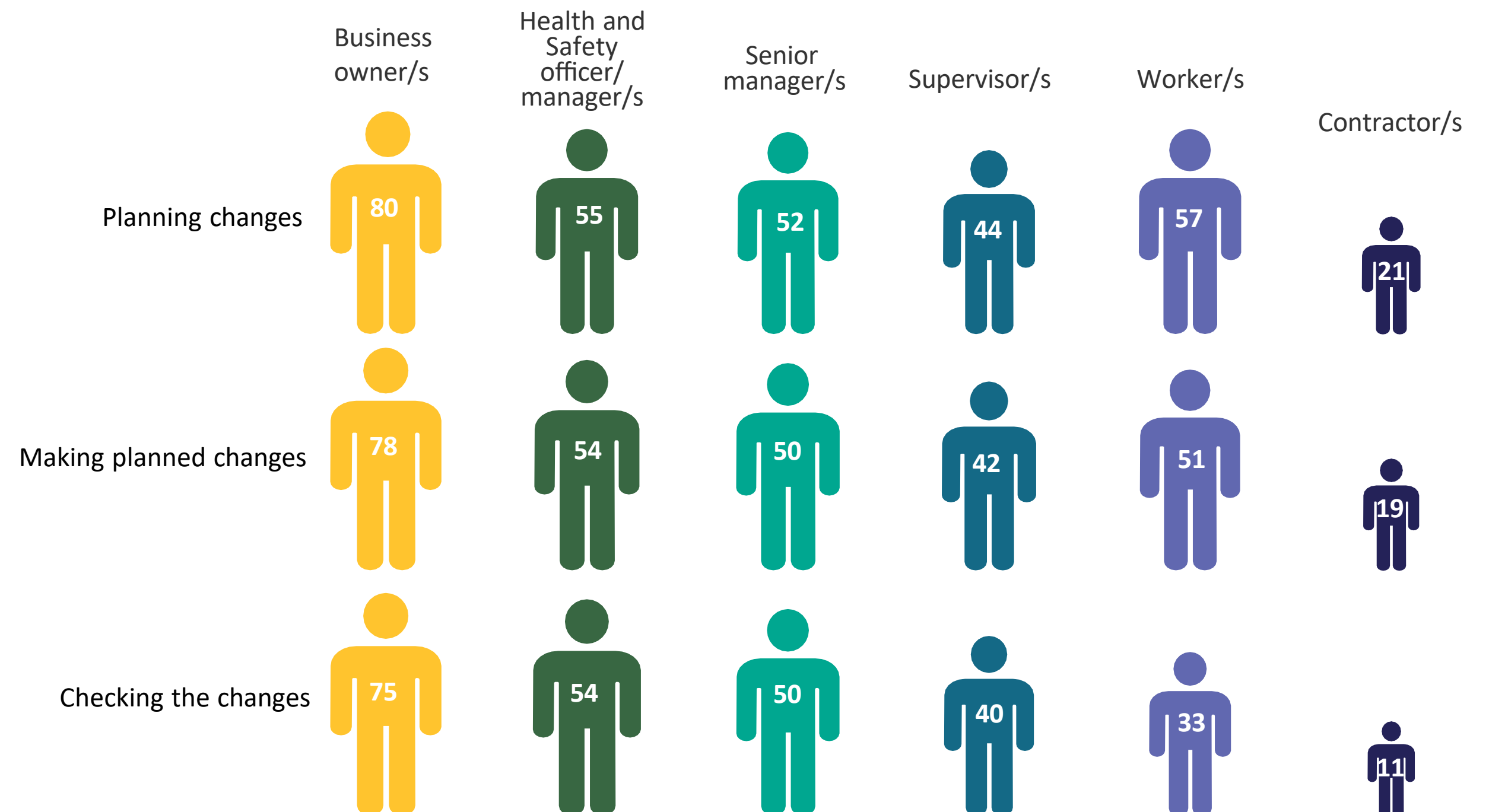
Business owners were the most likely to be identified as being involved in **all stages** of planning, making and checking of health and safety improvements in their business.

Around half of Health and Safety officers/managers and Senior managers were also identified as being involved at all stages (Figure 11).

While almost six in ten workers were identified as being involved in planning changes to improve health and safety (57%) and almost as many making those changes (51%), significantly fewer (33%) were identified as having checked the changes had been made and they worked.

Contractors were the least likely to be identified in all stages.

Figure 11: Staff involved in changes to improve health and safety (%)



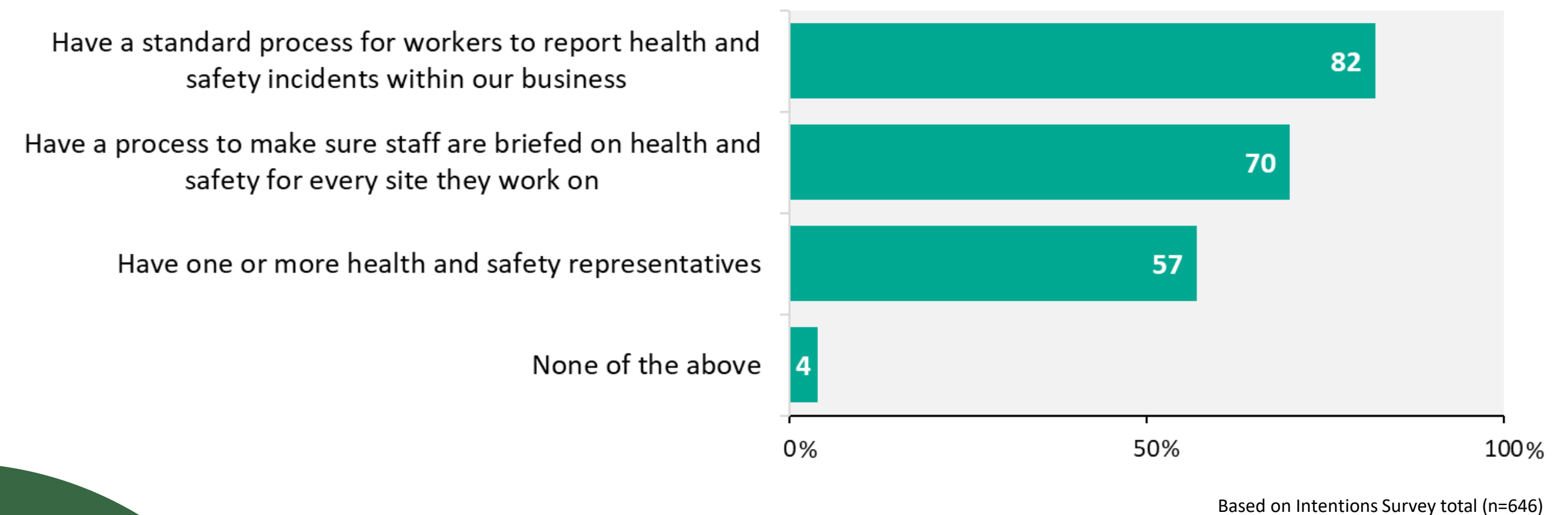
Based on Intentions Survey total (n=712).

“Engaging staff to participate and be proactive on health and safety has been challenging.”
(Auckland, Transport, Postal and Warehousing)

Most businesses stated they have a health and safety incident reporting process

Most respondents stated they have a standard process for workers to report health and safety incidents within their business (82%), and a process to make sure staff are briefed on health and safety for every work site (70%) (Figure 12). However, significantly fewer (57%) have a health and safety representative on site.

Figure 12: Businesses' health and safety processes (%)



"Removing fear of consequence when reporting incidents. Took time, but now this is no longer an issue. Incident and near miss reporting has increased, and medical treatment and LTIs have decreased."

Canterbury, construction)

A range of issues make implementing health and safety improvements either challenging or considered to be unnecessary

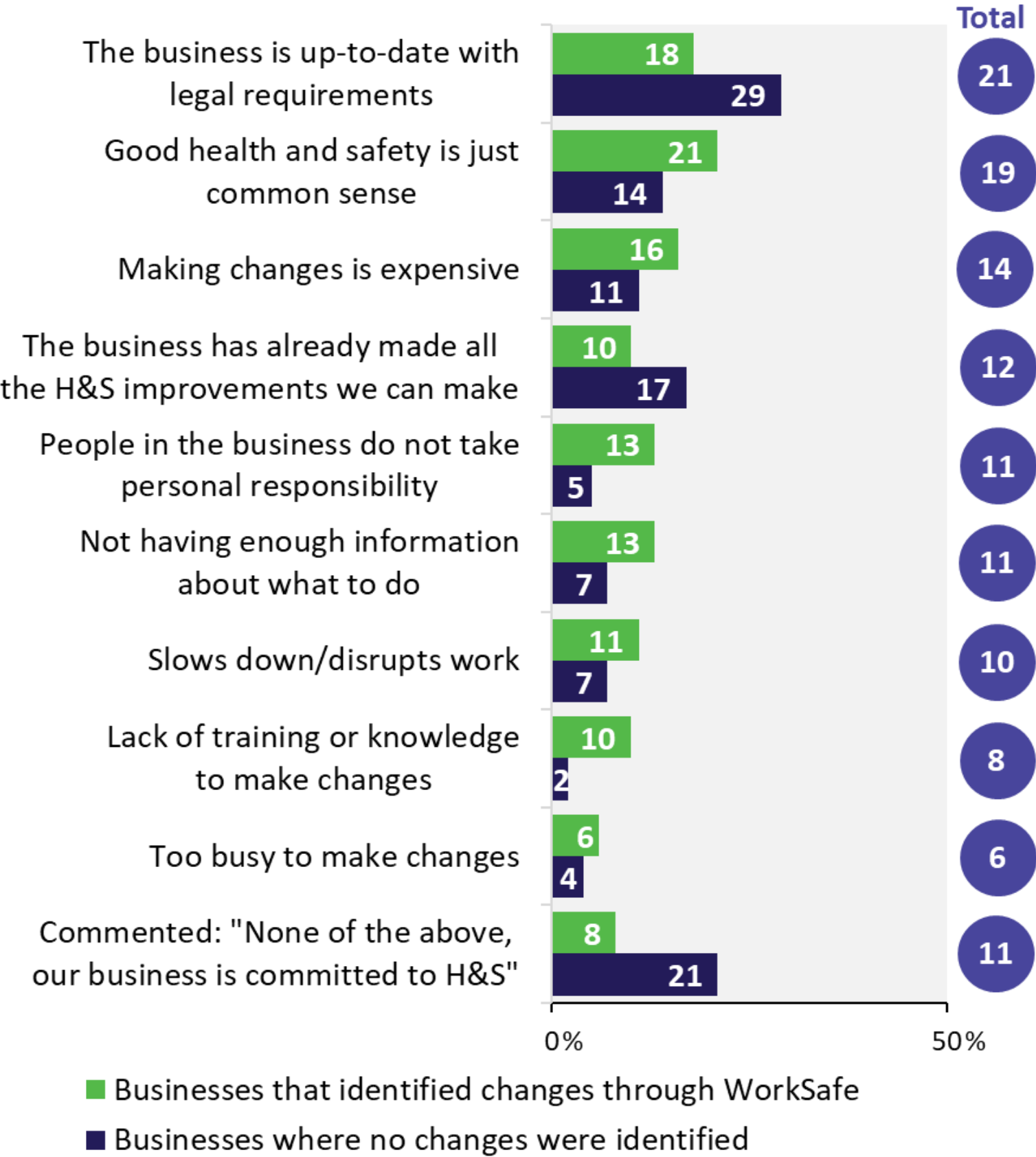
Overall, the **most frequently** mentioned issues that businesses identified with respect to making or needing to make health and safety improvements were ‘the fact that the business was already up-to-date with legal requirements’ (21%) and the belief that ‘good health and safety is just common sense’ (19%) (Figure 13).

The extent to which these and some of the other issues in the figure to the right were identified differs depending on whether businesses had or had not identified health and safety improvements they could make as a result of their contact with WorkSafe.

Respondents whose business had **identified health and safety improvements** as a result of their contact with WorkSafe were **more likely** (than those whose business had identified no changes) to report that ‘good health and safety is just common sense’ (21% cf. 14%), and to report, as challenges, ‘the expense’ (16% cf. 11%), plus a lack of ‘personal responsibility’ (13% cf. 5%), ‘information’ (13% cf. 7%), and ‘training and knowledge’ (10% cf. 2%).

In contrast, respondents whose business had identified **no changes** were **more likely** to report their business as being ‘up-to-date with legal requirements’ (29% cf. 18%), their ‘business had already made all the health and safety improvements it could make (17% cf. 10%), and to have commented their business is “committed to health and safety” (21% cf. 8%).

Figure 13: Challenges involved in implementing health and safety improvements (%)



Based on Intentions Survey (n=635)

The use and usefulness of WorkSafe guidance materials



Most businesses had used WorkSafe guidance materials in the last 12 months

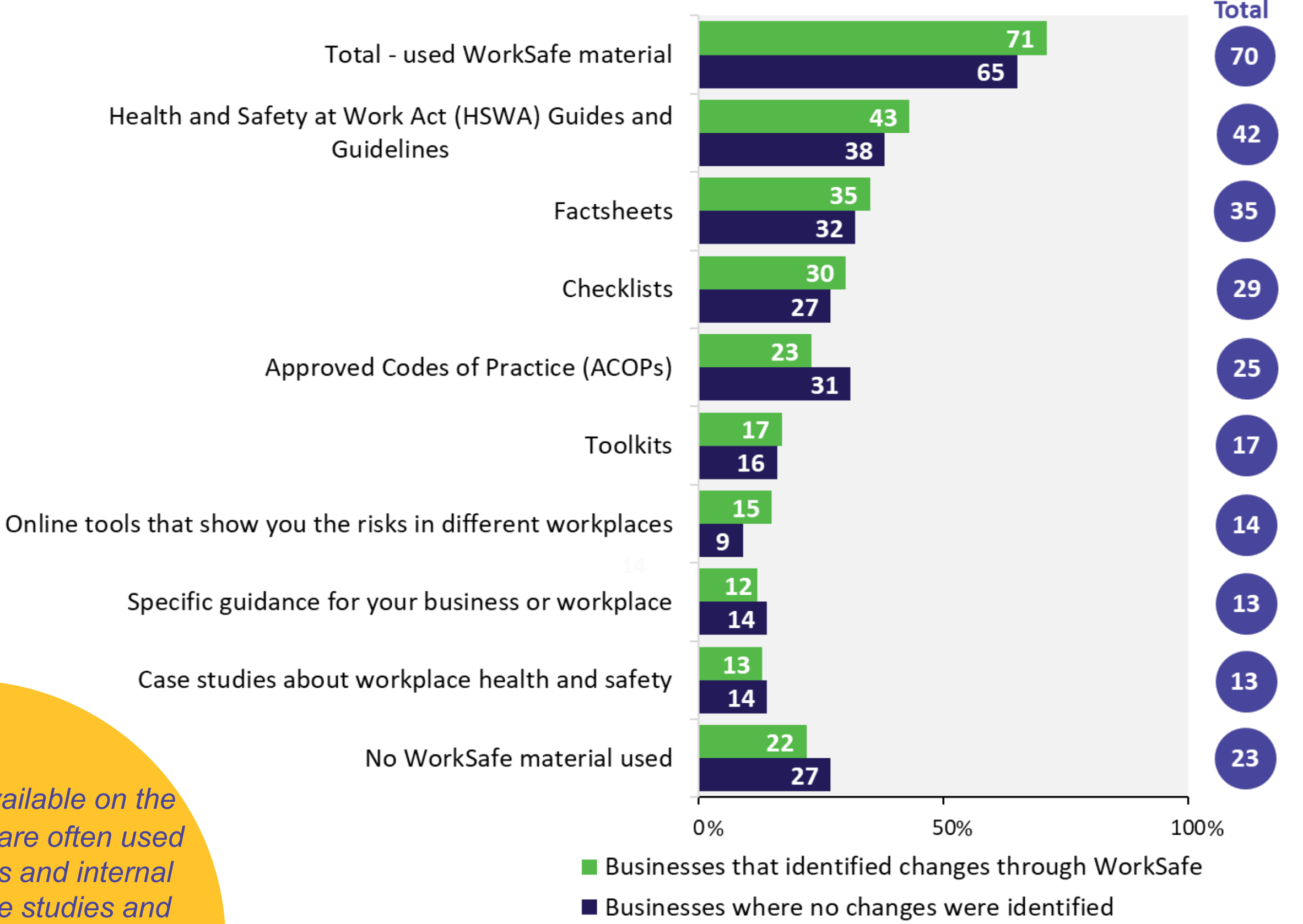
Overall, 70% of respondents reported their business had used at least one of the WorkSafe guidance materials in the last 12 months (listed in Figure 14):

- 42% had used the WorkSafe Health and Safety at Work Act (HSWA) Guides and Guidelines, and 35% used the Factsheets.
- Fewer reported having used Checklists (29%), and Approved Codes of Practice (ACOPs) (25%).

A higher proportion of respondents who reported their business **had identified health and safety improvements** as a result of its contact with WorkSafe stated they used WorkSafe guidance materials, compared with respondents whose business had identified no changes (71% cf. 65%).

“The resources available on the WorkSafe website are often used in toolbox sessions and internal trainings. The case studies and data relating to injuries are also very useful. ACOPs and guidelines are also a great support.”
(Taranaki, manufacturing)

Figure 14: WorkSafe information that businesses have used in the last 12 months, to help them better manage serious health and safety risks (%)

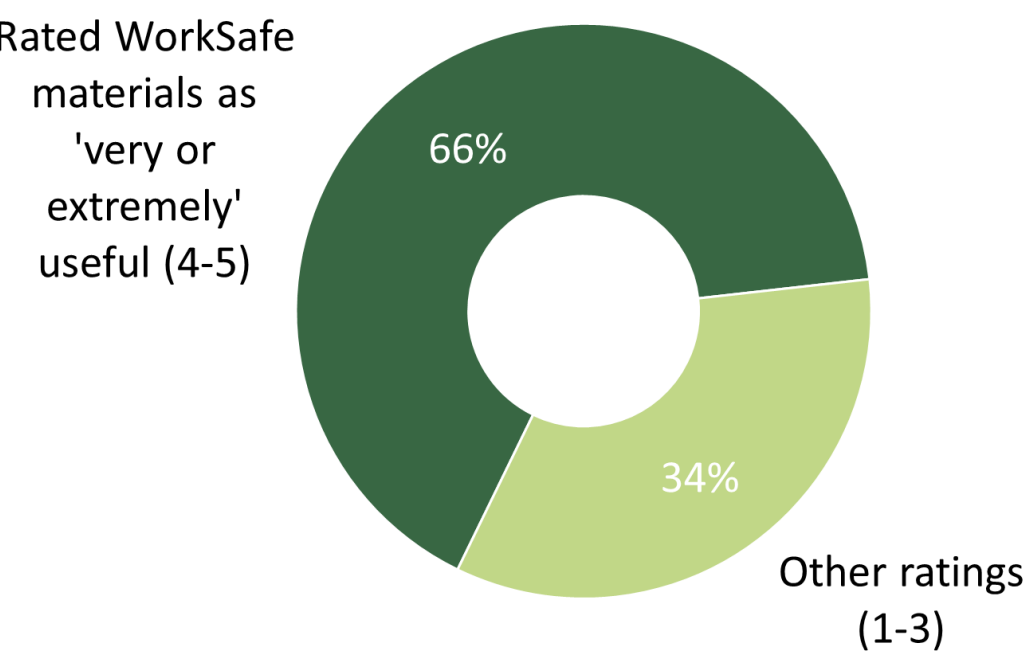


Based on Intentions Survey total (n=620)

Most businesses rated WorkSafe guidance materials highly

Two-thirds of respondents (66%), whose business had used WorkSafe guidance materials, rated at least one of these resources as **‘very or extremely’** useful (Figure 15).

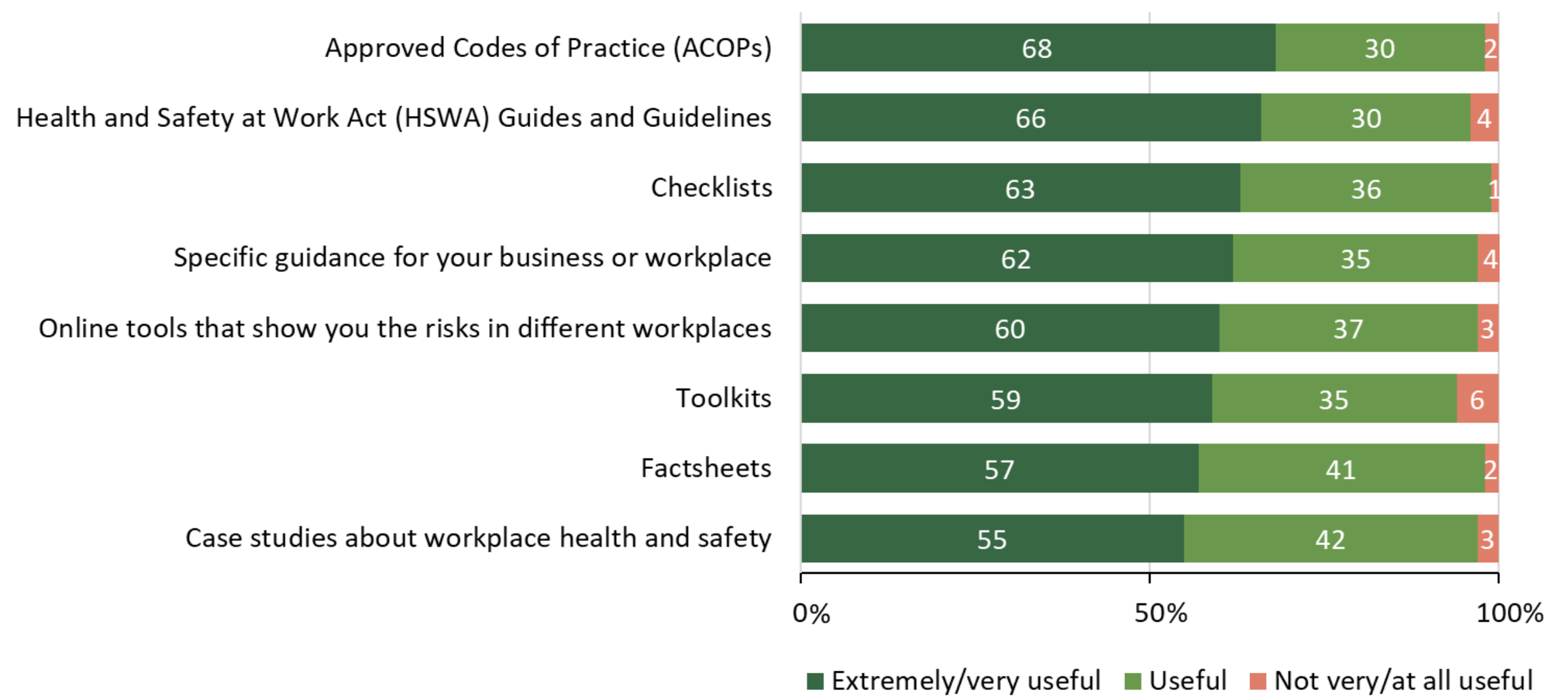
Figure 15: Percentage of businesses that rated WorkSafe materials they had used in the last 12 months as extremely or very useful (%)



Based on respondents whose business had, in the last 12 months, used any information from WorkSafe to help better manage serious health and safety risks, and who gave an answer using the rating scale from 1-5 (n=417)

Overall, all WorkSafe materials were rated ‘useful’ (Figure 16), with over two-thirds of users rating as ‘very or extremely’ useful the Health and Safety at Work Act Guides and Guidelines (66%), the ‘most frequently used’ guidance material - used by 42% (Figure 14). Also rated highly were Approved Codes of Practice (68%) and Checklists (63%), but these had been less frequently used by all businesses (25% and 29% respectively).

Figure 16: How businesses rate the usefulness of WorkSafe information they had used (%)



Based on respondents whose business had, in the last 12 months, used any information from WorkSafe to help better manage serious health and safety risks, and who gave an answer using the rating scale from 1-5, base sizes of vary as appropriate to the resource ('don't know' excluded).

Opinion about WorkSafe's 'educational' capability

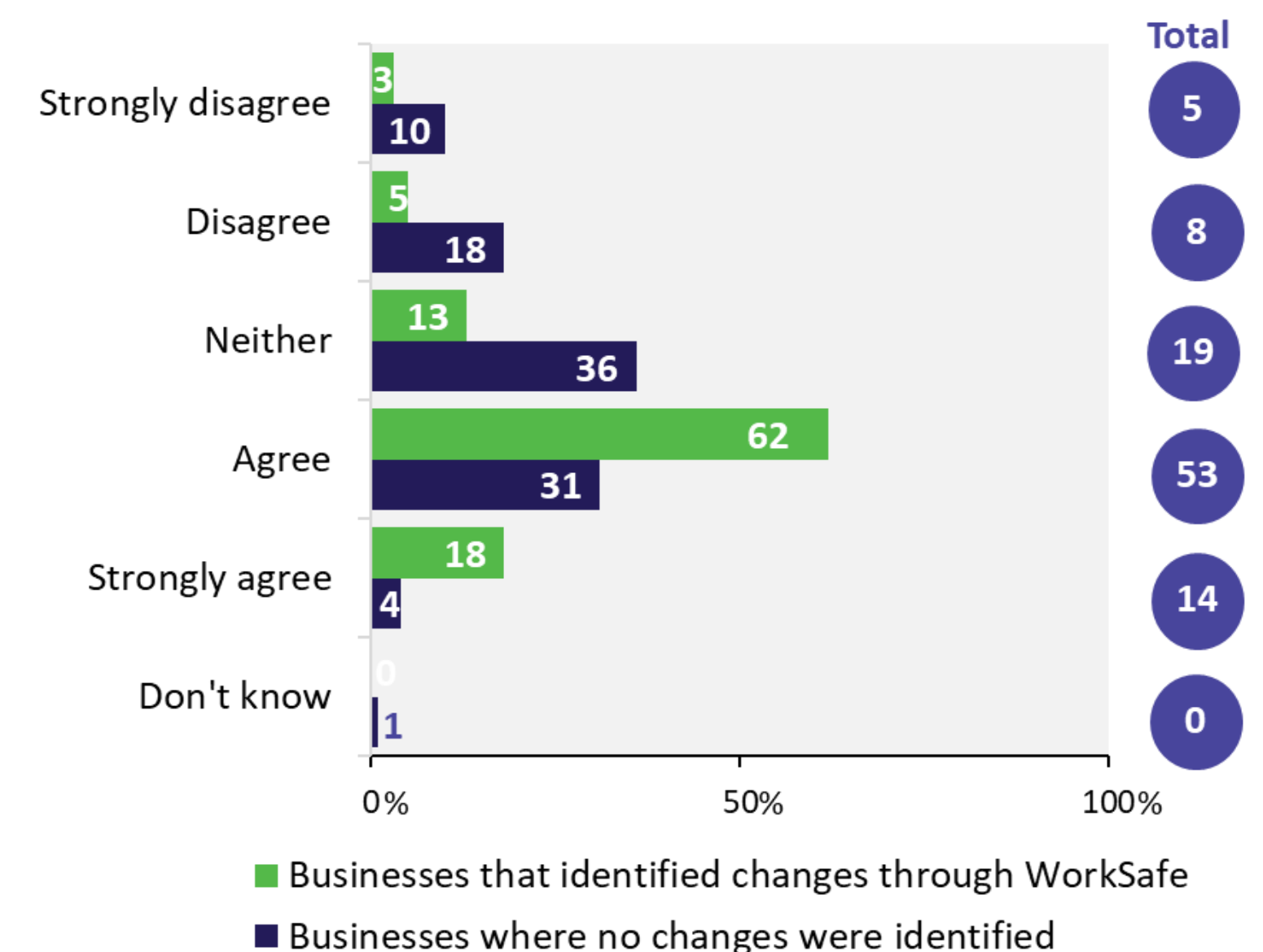


More than two-thirds of businesses agreed that WorkSafe educates

Overall, 68% of respondents agreed that, as a result of their business's contact with WorkSafe, they **now know more** about 'what they need to do about health and safety in the workplace' (Figure 17). One-fifth gave a neutral response (19%) and 13% disagreed.

Respondents whose business **had identified health and safety improvements** as a result of its contact with WorkSafe, had a higher level of agreement that WorkSafe educates (80% compared with 35% for respondents whose business had identified **no** changes).

Figure 17: Agreement-disagreement that, as a result of the contact with WorkSafe, businesses now know more about what I need to do about health and safety in the workplace (%)



Based on Intentions Survey total (n=740)
Total may not add to 100% due to rounding.

"I have always heard horror stories of WorkSafe but found our visit to be completely the opposite. The team that came in to do our inspection were very knowledgeable, inspiring and gave great feedback. They helped a lot and didn't make us feel like we were failing. Instead, they got us passionate and thinking about ways to forward plan our improvements. Thank you for the help, it's good to know we are on the right track."

(Bay of Plenty, other services)

"The WorkSafe website is a good source of information and advice."

(Auckland, agriculture)

Section 2

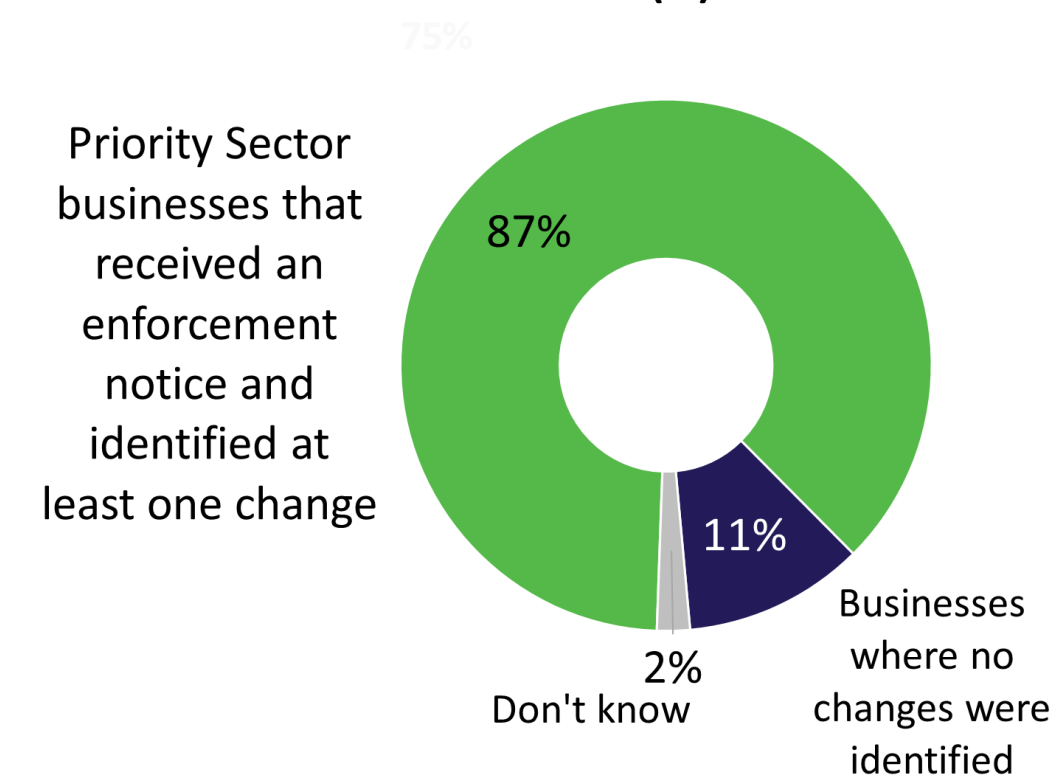
Health and safety improvements for priority industry sectors resulting from contact with WorkSafe



The majority of priority sector respondents who received an enforcement notice stated their business had identified health and safety improvements as a result of their contact with WorkSafe

Overall, 87% of respondents in priority sector businesses that received an enforcement notice stated their business had **identified changes** it could make to improve health and safety **‘as a result** of the contact it had with WorkSafe’ (Figure 18).

Figure 18: Proportion of priority sector businesses that received an enforcement notice and identified changes they could make to improve their health and safety as a result of contact with WorkSafe (%)



Based on Intentions Survey respondents in priority sector businesses that received an enforcement notice and answered Q8 (n=253)

The **most frequently** identified improvements (identified by more than one-half of these respondents), were to ‘improve work practices’ (identified by 72%), ‘provide better training and information’ (62%), and to ‘make a physical change to the workplace’ (60%) (Figure 19). Significantly **fewer** identified ‘removing a health and safety hazard altogether’ (35%) and ‘replacing a hazard with something safer’ (39%).

Figure 19: Changes priority sector businesses that received an enforcement notice identified they could make to improve their health and safety as a result of contact with WorkSafe (%)



Based on respondents in priority sector businesses that received an enforcement notice identifying health and safety improvements their business could make as a result of its business’s contact with WorkSafe (n=220)

Most respondents in priority sector businesses that had received an enforcement notice had already made their health and safety improvements

Respondents in priority sector businesses that had received an enforcement notice were asked to indicate what progress, if any, had been made towards making these improvements.

Most reported that their business had **already made** the identified improvements (between 59% and 88%, depending on the improvement, or they were in progress (between 8% and 35%, depending on the improvement) (Figure 20). For example, 88% reported their business had already replaced the hazard with ‘something safer’ and 8% were in progress towards this (96% in total).

- Overall, 77% had already completed at least one of the changes identified as a result of the WorkSafe inspection.
- Seven out of ten reported their business had made some of the more effective changes according to the Hierarchy of Controls. For example they had ‘removed a hazard’ (75%), and/or ‘made a physical change to the workplace’ (70%).
 - More than two-thirds also reported having ‘changed or improved work practices’ (68%), while six out of ten ‘provided better training and information’ (59%).

Figure 20: Changes priority sector businesses that received an enforcement notice have made since their contact with WorkSafe (%)

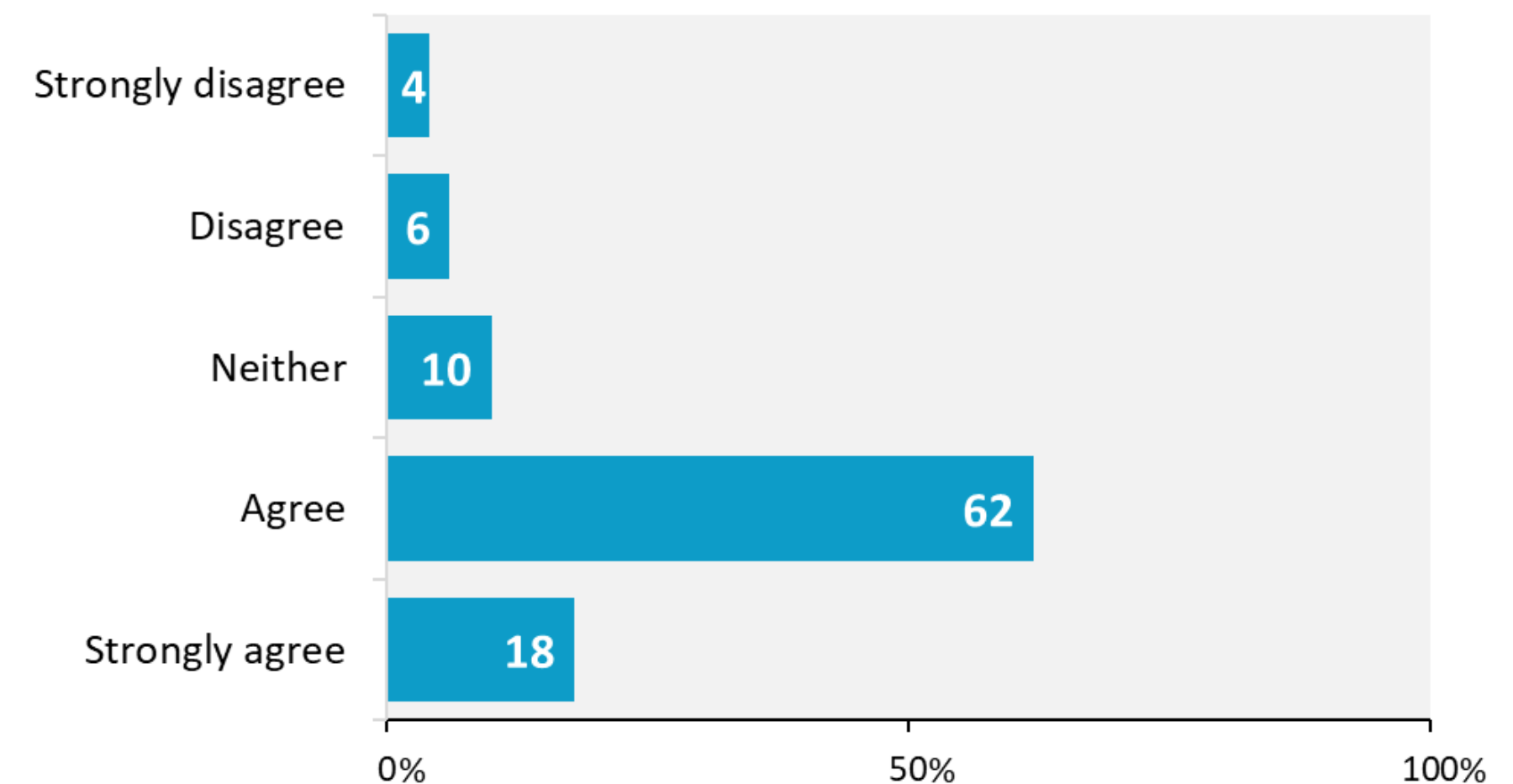


Based on respondents in priority sector businesses that received an enforcement notice identifying each particular health and safety improvement their business could make after its contact with WorkSafe (n=220)

The majority of respondents in priority sector businesses that had received an enforcement notice agreed that WorkSafe educates

80% of respondents in priority sector businesses that had received an enforcement notice agreed that, as a result of their business's contact with WorkSafe, they **now know more** about 'what they need to do about health and safety in the workplace' (Figure 21). Ten percent gave a neutral response, and the other ten percent disagreed.

Figure 21: Agreement-disagreement that, as a result of the contact with WorkSafe, priority sector businesses that received an enforcement notice now know more about what I need to do about health and safety in the workplace (%)



Based respondents in priority sector businesses that received an enforcement notice (n=263)

"With WorkSafe advising of the potential hazard, we now can see the potential damage our staff member could have endured if changes were not implemented, which have now been implemented and are in place. We appreciated a fresh pair of eyes coming onsite to pick up on this hazard."

(Waikato, manufacturing)

Ngā Mihi

Impact Effectiveness of General Inspections

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