Different needs - Different interventions

(stand in keynote)

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Introduction

➢ Sugest a framework for identifying specific intervention related to specific industries

➢ Build on a study of management of Hazardous chemicals in hairdressing, printing and apple growing

➢ Assessment of the effect of inspection and advice from an OHS inspector
The chemical study

- 75 owner-managers of small business (<20 employees)
  - 36 hairdressers
  - 25 printers
  - 14 apple growers
- Researcher administered questionnaire about management of OHS, hazardous chemical
- Face to face or telephone interview
Project design

1. Knowledge: Management of chemicals + Practice in Management of chemicals → Need for intervention

2. Perceived vs observed Knowledge and practice + Attitude → Intervention strategy

3. Use of information and intermediaries
Knowledge and practice

Knowledge score

- Hairdresser
- Printer
- Apple grower

Researcher scoring of practice

- Hairdresser
- Printer
- Apple growers

• Manager responsible for safety
• Know main OHS legislation
• What a MSDS is
• Main health effects

• Have MSDS
• Have Chemical inventory
• Consider health effects before use
• Preventive measures
• Considered using less hazardous product
Perception >= Observation and Attitude

- Thought they knew legislation
- Could mention legislation or authority

- Owners average score of knowledge
- Researcher average score of knowledge

- Chemicals a main OHS issue
- Concerned about dealing with chemicals
Influencers and information sources

- **Owner-managers** do not use ACC, DoL or EPA

- **Regulation:**
  - Inspectors/auditors
  - Industry organisations

- **Suppliers** with regards to chemicals and how to use them safely

- In relation to the most hazardous chemical:
  - Industry training organisation
  - Industry peers
  - Labels and product instructions

- **Most influential advisor:**
  - Suppliers
  - Networking
  - Consultant
Project conclusion

1. Poor OHS and Chem Knowledge + Poorer practice in hairdressing printing → Need for intervention

2. Over estimation of knowledge and practice + Not concerned → 
   • Push info and safe practice
   • Industry specific intermediaries
   • Supply chain
   • Cooperate with industry

3. • Not DoL, ACC or ERMA
   • Suppliers
   • Industry specific
   • Inspectors + Auditors
Team compliance Project

1. Review of OHS systems (incident register, hazard register)
2. Discussion of content and deficiencies
3. Provision of DoL SB pack
4. Physical assessment of workplace
5. Ranking in ‘The Diamond Model’
6. Follow up visit (Change?, knowledge?, ranking change?)

1. Best practice (1)
2. Good performers (15)
3. Tries but not always successful (17)
4. Poor performers, don’t know where to go (4)
5. Unlawful (1)
Team compliance Project; Results

- 26% improved their ranking (10 out of 38) the rest maintained their ranking
- 66% implemented changes (25 out of 38)
  - 84% were aware of the problem but had not prioritised it before the visit
  - 16% were not aware of the problem
- 56% received advice which encouraged them to make change
  1. Best practice (1)
  2. Good performers (24)
  3. Tries but not always successful (10)
  4. Poor performers, dont know where to go (3)
  5. Unlawful (0)
Team compliance Project;
Conclusion

• Face to face contacts and assessment from a compliance officer make the small business owner prioritise OHS problems and implement change
• Small Business owner-managers are aware of OHS issues but don’t prioritise them
• Over estimate their performance
Conclusion

• There is a need for intervention
• A push strategy is needed
• Supported by enforcement
• Intervention based on specific industry context and through participation
• Use suppliers and costumers
• Other industry related intermediaries, e.g. health inspectors, auditors, industry training organisations
• Interventions needs to be specific
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