

The Safety Disconnect.

What 1,000 leaders revealed about the gap between tools, time, and trust in 2025.

This lite paper explores the growing disconnect between the safety systems organisations rely on and the outcomes they need. Drawing on insights from 1,000 safety and operations professionals across Australia and New Zealand, it highlights the real-world impact of manual processes, fragmented tools, and low system engagement.

It advocates for connected, intuitive, and insight-driven platforms that empower teams, improve decision-making, and help businesses move from reactive compliance to proactive safety leadership.



Introduction

Across ANZ, organisations are investing more into health, safety, and compliance. But despite better intentions, tighter regulations, and more tools than ever, many teams still feel like they're on the back foot.

We surveyed over 1,000 safety and operations professionals across Australia and New Zealand. The results were clear:

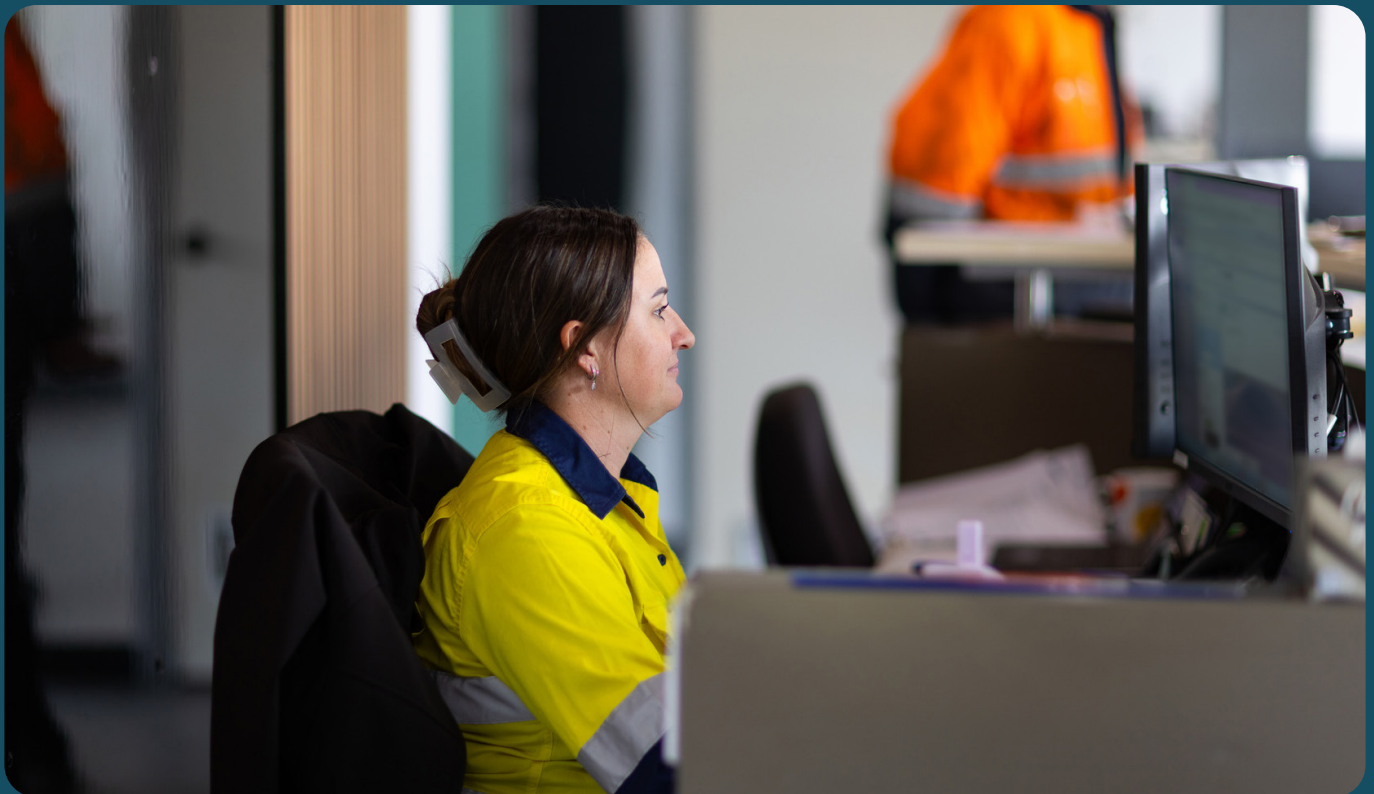
Many are still reliant on manual processes or disconnected tools.

Some have software, but it's not solving the problems that matter.

Only a minority feel confident that their system supports their goals.

This isn't just about digitisation. It's about the disconnect between what's needed and what's actually working.

This paper explores what we learned and what high-performing teams are doing differently.



Only **35%** of respondents feel confident in their current safety system.

The rest are either making do, managing gaps, or actively shopping for better tools.

35%

Respondents feel confident in their current safety system.

26%

Using a system with significant gaps

17%

Of organisations still rely on manual processes

22%

Of EHS leaders want to switch

Only **1 in 3** trust the tools they rely on daily.

So, what's the issue?

Manual systems and disconnected software introduce:

Data lag that slows decision-making

Visibility gaps that conceal risk

Process friction that discourages reporting

Extra admin that steals time from strategic work

Even if you're not feeling the pain now, slow systems erode trust over time. And once trust in the data goes? So does confidence, at every level.

When asked what they most value in a new system, the message was almost universal:

Priority	% of Respondents	Why It Matters
Reporting	35%	Reporting connects frontline events and boardroom decisions. It needs to be fast, visual, and trusted.
Integration	29%	Safety touches everything. Without integrations, your risk picture is fragmented and slow to act on.
Ease of Use	26%	If it's too hard to use, people won't report and culture suffers quietly.

These go beyond tech features, they're business needs. Without them:

Leaders can't make timely, informed decisions.

Safety teams spend time chasing down data instead of improving outcomes.

Workers disengage, incidents go underreported, and insights get lost.

You may not be losing money directly to poor safety systems. But the hidden cost is real and rising.

The **300+ hours per year** a single person spends building manual reports

The **lag time** between incident and insight

The **risk exposure** from inconsistent data or missed follow-ups

The **cultural drift** that occurs when tools feel too hard to use

Disconnected systems lead to blind spots. Blind spots lead to near misses. And eventually, the near misses become something worse.

Inside Leading Teams

Based on insights from this research - and years working with leading organisations - here's how strong safety cultures show up in practice:

Organisations Falling Behind



- Reporting is reactive or slow
- Systems are siloed and hard to manage
- Admin burden is high
- User adoption is patchy
- Decisions are based on gut feel
- Audit-readiness is a scramble

High-Performing Organisations



- Reporting is real-time and proactive
- One connected platform integrates every workflow
- Automation removes friction and speeds closure
- Everyone knows what to do, and how to do it
- Decisions are backed by live data and insight
- Audit-readiness is built-in and always-on

If your tools aren't working for you, they're working against you.
Now's the time to reassess, realign, and rebuild smarter.

1

Map the friction points.

Uncover processes that can be improved.

Where does your system slow you down, bury information, or create unnecessary admin? Look for the moments that feel clunky, manual, or repetitive. They're often your biggest opportunities for improvement.

2

Ask your team.

Your frontline users will tell you exactly what's not working if you just ask.

- › Do we have full visibility of incidents, hazards, and actions in real time?
- › Can we trust the data we report to the board?
- › How many tools are we using to manage safety, and do they talk to each other?
- › Are our systems making things easier, or adding extra work?
- › If something went wrong tomorrow, could we prove we did everything right?

3

Compare to what's possible.

What would your safety reporting look like if it were real-time, visual, and automated? What would integrations free you up to focus on? Let that vision guide your thinking - not just what's "better," but what's possible.

