Community, Events and Business Services
2017-18 Business Plan

KEY	
🟩	On target
🟧	At risk of missing target
🟥	Significant impact resulting in not achieving target

PRIORITY	GOALS	KEY PERFORMANCE INDICATOR / KEY RESULT AREA	STATUS
CUSTOMERS			🟩 🟧 🟥
Consistent application of laws by the regulator	1, 2, 3, 4	1. Produce a guideline for management of the Agency's enforcement response to a public event.	
Improve the responsiveness and quality of the regulatory service	1, 2, 3, 4	1. Proactive Compliance Campaigns completed as per schedule.	
		2. Inspection Reports issued within 48 hours of initial site visit.	
Ensure internal and external targets are met	1, 2, 3, 4	1. >1000 Proactive interactions.	
		2. Respond to 'Same day service' Reports within 24 hours.	
		3. Respond to 'Routine Enquiry' Reports within 72 hours.	
		4. Respond to 'Admin Action' Reports within 10 days.	
		5. Enforceable Undertakings are monitored and complied with.	
		6. 85% percentage of complaints and notifications finalised within 180 days.	
Productive relationships with Stakeholders	1, 2, 3	1. Attend two stakeholder forums attended per quarter.	
		2. Meetings with key associations and/or stakeholders held at least twice per year.	
		3. Conduct two proactive joint jurisdictional operations with external stakeholders.	
PROCESSES			
Complete a revision of the regulators processes, procedures ensuring ease of use	4	1. Personnel resource provided to contribute to the revision of the investigations manual and online toolbox.	
		2. Ensure all team specific processes are reviewed and documented in local guideline documents.	
		3. Personnel resource provided to support the review of Agency SOPs and MOPs.	
Introduce technology to aid inspectors	1, 2, 3, 4	1. Personnel Resource provided to assist with the piloting of new technologies.	
Ensure internal business processes operate effectively	1,2	1. Team risk register up to date and reviewed at least annually.	
		2. Increasing trend in expiation.	
		3. A system in place for managing Enforceable Undertakings within the team.	
		4. Review the pilot processes in place for the management of psychosocial risks.	
PEOPLE			
Develop and implement a training needs analysis resulting in a training plan for the team and incorporated into individual PRDs	4	1. Review training needs analysis and team training plan.	
		2. Conduct two training development sessions specific to psychological risk for Inspectors in the Work Environment Unit.	
		3. 85% of identified activities acted upon.	
PRDs for all staff in place with timeframes and processes met including learning and development opportunities identified and acted upon, and addressing gaps or poor performance and succession plans for key roles.	4	1. 100% of staff have PRDs in place. (Staff unavailable or on extended leave will not be counted as part of the target.)	
		2. 100% of performance reviews conducted within agreed timeframes. (Staff unavailable or on extended leave will not be counted as part of the target.)	
Foster teamwork through active peer support, sharing of information, skills and ideas.	4	1. Monthly team meetings held and minuted.	
		2. Hold fortnightly Industry Team leadership meetings.	
		3. Conduct one team planning day	
		4. Conduct one team development day.	
		5. >90% Attendance at functional groups.	
		6. >80% participation in internal surveys.	
FINANCIAL			
Reduce red tape and ensure efficiency and agility	4	1. Administrative action process for D4 matters reviewed.	
	4	2. Recruit to fill team Inspector vacancies.	
	4	3. Conduct intensive 'deep dive' workload reviews of each Inspector at least bi-annually.	
Achieve cost reduction targets	4	1. Budget targets achieved.	
		2. Active contribution to the Regulator achieving budget targets.	
		3. Accurate financial and team planning on operating expenses.	