

Attorney-General's Department
SafeWork SA
Compliance and Enforcement (the Regulator)
2016-17 Business Plan

South Australia's Strategic Plan: T21 Greater safety at work; T13 Work life balance

Government's 7 Strategic Priorities: Safe Communities; Healthy Neighbourhoods; An Affordable Place to Live

SafeWork SA vision: Safe, fair and productive working lives

SafeWork SA purpose: To reduce workplace fatalities and injuries, protect entitlements and rights by regulating, educating and promoting applicable work health and safety and industrial relations laws.

Goal 1
We help make South Australia safe and prosperous

Success: AGD is a partner in keeping SA a safe and prosperous place to do business. Our services and policies have improved personal, workplace and community safety.

Goal 2
South Australians know their rights and obligations, which AGD administers fairly

Success: AGD administers a rights protection system that reflects the needs of citizens, consumers and business, is simple to access and use and operates to provide fair and timely results.

Goal 3
South Australians have contemporary, inclusive and efficient civil, criminal and administrative justice systems

Success: AGD's policies, services and reforms have helped make SA's justice system simpler, faster, more inclusive and effective

Goal 4
We support our staff and strive to constantly improve our business

Success: AGD embraces innovation and improvement, manages resources effectively, invests in staff and collaborates

SAFework SA REGULATOR BUSINESS PLAN 2016-17

PRIORITY	GOALS	Overall KPI/KRA
Customers / community outcomes		
Consistent application of laws by the regulator	1, 2, 3, 4	Establish guidelines for the determination/interpretation of laws Complete a revision of the Explosives Regulations
Improve the responsiveness and quality of the regulatory service	3, 4	Campaign Plan executed Work Environment team established and trained Implement a system to ensure effective oversight of HRWL Training and Assessment
Ensure internal and external targets are met	1, 3, 4	5000 proactive Compliance and Enforcement visits % of investigation briefs to CSO completed within 270 days of the date of notification.
Productive relationships with Stakeholders		Participation and delivery of stakeholders forums
Process		
Complete a revision of the regulators processes, procedures ensuring ease of use	1, 3, 4	Revise manual Online toolbox completed
Introduce technology to aid inspectors	3, 4	Scope the solution
Ensure internal business processes operate effectively	1, 3, 4	Team risk registers establishes, managed and current (6 monthly review) Increased use of expiation Policies, processes and procedures are completed for Pine Lea Enforceable Undertaking management process and guidelines in place
People		
Develop and implement a training needs analysis resulting in a training plan for the team and incorporated into individual PRDs	3, 4	Training Matrix developed TNA Conducted
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	3, 4	PRDs conducted and thorough
Have succession plans developed for Manager and Team Leader roles	3, 4	Succession plans complete Development in place for successors
Financial		
Reduce red tape and ensure efficiency and agility	1, 2, 3, 4	30 day innovation project completed and benefit realised
Achieve cost reduction targets	1, 2, 3, 4	Cost reduction targets achieved

Community, Retail and Business Services 2016-17 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			<div style="display: flex; justify-content: space-around;"> <div style="width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></div> <div style="width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></div> <div style="width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></div> </div>
Consistent application of laws by the regulator	1, 2, 3, 4	1. A collated list of key areas of legislation which to have guidelines produced.	
		2. Guidelines produced for key areas of compliance.	
Improve the responsiveness and quality of the regulatory service	1, 2, 3, 4	1. Proactive Compliance Campaigns Completed per schedule.	
		2. Inspection Reports issued within 48 hours.	
Ensure internal and external targets are met	1, 2, 3, 4	1. >1300 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 one week.	
		5. Enforceable Undertakings are monitored and complied with.	
		6. Percentage of complaints and notifications finalised within 180 days.	
Productive relationships with Stakeholders	1, 2, 3	1. Two stakeholder forums attended per quarter.	
		2. Meetings with key association and union stakeholders held at least twice per year.	
PROCESSES			
Complete a revision of the regulators processes, procedures ensuring ease of use	4	1. Resource provided to contribute to the revision of the manual and online toolbox.	
		2. Ensure all team specific processes are revised or, where possible rolled into the overall manual.	
Introduce technology to aid inspectors	1, 2, 3, 4	1. Resource provided to assist in scoping the technological solution.	
		2. A technological solution being piloted by the team.	
Ensure internal business processes operate effectively	1,2	1. Team risk register produced, up to date and reviewed at least biennially.	
		2. Increasing trend in expiation.	
		3. A system in place for managing Enforceable Undertakings within the team.	
		4. 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. Training needs analysis completed.	
		2. Training plan developed and implemented.	
		3. 100% 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. All JPS reviewed finalised including reviewed and aligned to new structure, as required.	
		2. 100% of staff have PRDs in place. (Staff unavailable or on extended leave will not be counted as part of the target.)	
		3. 100% of reviews conducted within agreed timeframes. (Staff unavailable or on extended leave will not be counted as part of the target.)	
		4. Succession plans completed for all key positions.	
Foster teamwork through active peer support, sharing of information, skills and ideas.	4	1. At least monthly all team meetings held.	
		2. At least fortnightly minuted Industry Team leadership meetings.	
		3. 100% of team members comply with training matrix.	
		4. >90% Attendance at functional groups.	
		5. >80% participation in internal surveys.	
FINANCIAL			
Reduce red tape and ensure efficiency and agility	4	1. LSL Claim process streamlined.	
		2. Completed 30 day innovation project.	
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 overhead expenses.	