

# SafeWork SA Strategic Plan 2017–2020

**Core values:** Safety > Tenacity > Accountability > Resilience > Service

**Our vision:** A safe, inclusive, fair and prosperous South Australia.

**Our mission:** To be an effective regulator through contemporary compliance, enforcement and education activities.

**Our purpose:**

1. To enforce work health and safety and industrial relations laws, and take appropriate action when breaches are detected.
2. To provide effective assistance to workplaces through practical information, advice and support.

## Our strategic objectives

**1** We support South Australian workplaces to reduce work-related death, injury and illness

**2** We provide responsive, accountable and transparent services

**3** We provide public value

**4** We support our staff to be a high-performing organisation

## What success looks like

- Meet national and state fatality/injury reduction targets.
- South Australians experience healthy, safe and productive working lives.
- Effective programs, resources and support that address priority industries and injury types.
- Effective relationships with stakeholders that deliver desired outcomes.
- Key performance indicators achieved.

- Consistent enforcement of laws by our inspectors.
- Effective operating models for both the regulator and educator functions.
- Transparent reporting on our performance.
- A high-quality, agile and responsive customer service.
- Align our workforce to the services we need to deliver.
- Key performance indicators achieved.

- Legislation, policies and regulatory practice are reviewed and monitored to ensure they are responsive and effective.
- We optimise allocation of resources to focus on priority issues.
- Reduce unnecessary red tape and bureaucracy.
- Respected as an effective regulator and educator.
- Key performance indicators achieved.

- Staff who are engaged, motivated and accountable.
- A culture of high performance and outcome driven.
- Provide appropriate support and commitment to develop our staff.
- Align our workforce and resources to focus on priority issues.
- We are an employer of choice.
- Key performance indicators achieved.

## What we'll do

- Compliance and Enforcement Strategy (inc enforcement actions, prosecutions, enforceable undertakings, expiations, etc).
- Mobile workplace advisory services providing practical face-to-face support.
- Proactive compliance campaigns targeting high risk industries and injury types.
- Young Workers Education Program.
- Physical and Mental Health and Wellbeing Program.
- Safety Leadership and Culture Program.
- Industry Action Plans focusing on high risk industries and injury types.
- Increase publicity and awareness of compliance and enforcement outcomes.
- Practical tools and resources that can help small and medium sized businesses.
- Actively participate in National Safe Work Month.

- Compliance and Enforcement Strategy (inc enforcement actions, prosecutions, enforceable undertakings, expiations, etc).
- Regulatory position statements.
- Provide timely and high-quality services to our customers and stakeholders.
- Digital by default strategy, using technology to provide responsive customer services (e.g. self-service portals, Digital Pass, iApply).
- Online dashboard providing performance reporting.
- Website Redevelopment Strategy to improve communications, education and engagement services.
- Published Customer Service Commitment outlining service expectations.
- Hold bi-annual stakeholder information forums.
- ICT strategy which guides our technology investment.

- Online dashboard providing performance reporting.
- Model WHS Act and Regulation review.
- Dangerous Substances Act and Regulation review.
- Active member of Safe Work Australia.
- Active member of Heads of Work Safety Authorities.
- Active participation in national projects relevant to South Australia.
- Effective and consistent data collection and reporting
- Red tape reduction strategy (Rip it Up, Premier's SPEED initiative, PwC internal audit program).
- Hold bi-annual stakeholder information forums.

- Staff Training and Development Strategy.
- Leadership Development Program.
- Functional group meeting to improve cross-agency information sharing and learning.
- Performance Review and Development (PRD) plans in place for all staff.
- Positive performance acknowledged and rewarded, poor performance managed appropriately.
- A safe and healthy workforce:
  - o WHS Committee
  - o staff wellbeing program.
- Workforce Plan (inc staff development opportunities and succession planning).
- ICT strategy which guides our technology investment.

## How will we measure our performance?

- 50% reduction in injuries by 2022 (SASP – T21).
- 20% reduction in work-related fatalities (National Strategy).
- 30% reduction in the incidence rate of claims resulting in ≥ 1 weeks off work (National Strategy).
- 30% reduction in the incidence rate of claims for musculoskeletal disorders resulting in ≥ 1 weeks off work (National Strategy).
- Number of serious injury or illness notifications.
- Number of serious incident notifications.
- Number of improvement, prohibition and expiation notices issued.

- 90% of customer service telephone calls responded to in less than three minutes.
- 85% of complaints finalised within 6 months.
- 85% of investigation briefs to the Crown Solicitors Office completed within 9 months of the notified date.
- 7,000 proactive compliance and enforcement visits.
- 22,000 information, advice and support activities performed by Educator function.
- Team Business Plans with measurable KPIs and KRAs.
- Net Promoter Score.
- Stakeholder engagement score cards.
- Customer service KPIs measuring quality and timeliness.
- Compliments/complaints from the public about our service.

- 100% of Cabinet Submissions prepared consider Public Value and the Government's 10 economic priorities.
- Business Process Improvement projects identified and delivered.
- Operate within annual budget and FTE Cap.
- Number of South Australian representatives on priority national projects (SWA and HWSA).
- Stakeholder engagement score cards.

- Team Business Plans with measurable KPIs and KRAs.
- Individual KPIs identified in PRD with performance measured, monitored and managed accordingly.
- 95% of staff have PRD plans in place with reviews completed on time.
- Training plan meets the training needs analysis (30 June each year) and is delivered.
- Business Process Improvement projects identified and delivered.
- ICT Strategy initiatives delivered within agreed timeframes.