

# AGD Performance Indicators

From 01-Apr-2018 to 30-Apr-2018

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Government of South Australia  
SafeWork SA

Indicators	Month Actual	YTD Actual	YTD Target	Treasury or SWSA Target
Percentage of complaints and notifications finalised within 180 days.	97%	93%	85%	85%
Number of <b>PROACTIVE compliance and enforcement</b> visits *	344	5026	5833	7000
Number of <b>REACTIVE compliance and enforcement visits</b> * (Including inspection, investigation, issuing notices, and escalation to prosecution)	853	10520	10000	12000
Number of <b>education, engagement and support</b> activities (includes presentations and stakeholder consultation)	2818	30455	18333	22000
Percentage of telephone calls responded to in less than 3 minutes.	91.32%	92.69%	90%	90%

\* Total number of worksite visits - 12057 (YTD)