

Attorney-General's Department
SafeWork SA
2017-18 Business Plan

South Australia's Strategic Plan - T21 Greater Safety at Work

Government's 7 Strategic Priorities, in particular: 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, public safety and industrial relations laws.

<p style="text-align: center;">Goal 1 We help make South Australia safe and prosperous</p> <p><i>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.</i></p>	<p style="text-align: center;">Goal 2 South Australians know their rights and obligations, which AGD administers fairly</p> <p><i>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.</i></p>	<p style="text-align: center;">Goal 3 South Australians have contemporary, inclusive and efficient civil, criminal and administrative justice systems</p> <p><i>Success: AGD's policies, services and reforms have helped make SA's justice system simpler, faster, more inclusive and effective</i></p>	<p style="text-align: center;">Goal 4 We support our staff and strive to constantly improve our business</p> <p><i>Success: AGD embraces innovation and improvement, manages resources effectively, invests in staff and collaborates</i></p>
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BUSINESS PRIORITIES / ACTIONS FOR 2017-18

No	CUSTOMERS / COMMUNITY OUTCOMES	Goal	Category	PI	6 month Progress	12 month Progress*	Business Unit Commentary
1	Improve the responsiveness and service quality of SafeWork SA	2	Corporate Indicators	1-5			
2	Apply laws consistently across the agency	1	AGD Strategic Plan 2016-18	6			
PROCESS		Goal		PI	6 month Progress	12 month Progress*	Business Unit Commentary
3	Develop and implement strategic ICT plan for the agency to leverage off emerging technology	2	AGD Strategic Plan 2016-18	7			
4	Review SafeWork SA's processes, procedures and guidelines to improve business efficiency and agility	4	AGD Strategic Plan 2016-18	8			
5	Review legislation administered by SafeWork SA to ensure adequacy and relevance	3	Legislative Changes	9			
PEOPLE		Goal		PI	6 month Progress	12 month Progress*	Business Unit Commentary
6	Maintain contemporary training and development program which will meet agency needs	4	AGD Strategic Plan 2016-18	10			
7	Develop and implement a workforce plan for the agency	4	AGD Strategic Plan 2016-18	11			
8	Manage behaviours and performance to identify high potential and address poor performance	4	AGD Strategic Plan 2016-18	12,13			
FINANCIAL		Goal		PI	6 month Progress	12 month Progress*	Business Unit Commentary
9	Optimise allocation of resources and achieve savings targets	1	Other	14			

*** please note that you are not required to complete the 12 month progress column at this time**

Progress Legend for 6 month and 12 month progress
Positive movement + Negative movement - No movement || Complete C

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PI No.	PI Description	PI Target	Status Update
1	% of customer service telephone calls responded to in less than three minutes	90%	
2	% of complaints finalised within 6 months	85%	
3	% of investigation briefs to the CSO completed within 9 months of the notified date	85%	KPI removed
4	Number of proactive compliance and enforcement visits	7,000	
5	Number of education, engagement and support activities	22,000	
6	Training needs analysis resulting in a training plan for the agency and incorporated into individual PRDs all completed by 30 June	30-Jun	
7	Development of ICT Strategic Plan finalised by 31 December	31-Dec	
8	Number of reviews on processes/procedures/guidelines conducted in 2017-18	30-Jun	
9	Complete review of Dangerous Substances and Explosives Laws, including drafting of relevant Bills based on recommendations arising from the Review	30-Jun	
10	Deliver Top 5 training requirements identified through the Training Needs Analysis	30-Jun	
11	Development of Workforce Plan finalised by 30 June	30-Jun	
12	All quarterly and annual PRD reviews are completed for 2017-18	30-Jun	
13	All Managers complete Leadership Development Program by 30 June	30-Jun	
14	Operate within annual budget and FTE Cap	Within Annual Budget and FTE Cap	