

STRATEGIC PLAN 2019-22

Purpose: Our purpose is to facilitate business, protect consumers and record life events.

Our values > Service > Professionalism > Trust > Respect > Collaboration & Engagement > Honesty & Integrity > Courage & Tenacity > Sustainability

Goal 1

Delivering effective regulation

Ensuring fair markets, safe products and empowered consumers

Strategies

- 1.1 The Government's Reform Agenda
- 1.2 The Trader Engagement Strategy
- 1.3 Risk-based and intelligence-led approach to reduce harm

Deliverables

- Liquor Licensing Reform
- Gambling Reform
- Progress Labour Hire Licensing
- Associations and Incorporations Review
- Second Hand Vehicle Dealers Review
- Exploration of pay day lending options
- Alternative bond products
- Targeted education programs
- The introduction of a complaints register
- Balance of risk-based and proactive approaches to compliance and enforcement

We problem solve and find solutions

Goal 2

Looking after each other

Fostering an engaging, positive and healthy work environment

Strategies

- 2.1 Improved staff wellbeing
- 2.2 Investment in leadership across our business

Deliverables

- The Wellbeing and Workforce Program of Work
- The CBS induction and training framework
- The leadership development framework across all levels
- Collaborative change management practices

We check in with each other

Goal 3

Looking after our customers

Ensuring an informative, consistent, inclusive and responsive service

Strategies

- 3.1 Alignment to best practice customer service delivery
- 3.2 Responsiveness to our customers, consumers and stakeholders
- 3.3 Access for vulnerable and CALD South Australians

Deliverables

- A current state analysis against best practice benchmarks
- A Customer Service Improvement Strategy
- Customer centric training for all staff
- A customer feedback loop
- Improved customer complaint management
- Outreach program for vulnerable South Australians
- Accessible and tailored information for all South Australians

We go the extra mile for our customers

Goal 4

Better ways of working

Improved services and information

Strategies

- 4.1 Towards a digitised future
- 4.2 Efficient work practices

Deliverables

- Enabling the registration of life events and justice of the peace through mobile platforms
- Exploration of Artificial Intelligence options
- Enhancing customer identify information through document verification services
- Information management system
- Efficiencies through opportunities for government integration

We aim to eliminate waste