

DCSI Scorecard

The DCSI Scorecard provides a statistical overview of the department's progress against the objectives in the *Strategic Plan 2014-2018* and select targets of *South Australia's Strategic Plan (SASP)*. The scorecard provides a succinct summary of our key performance indicators in a single report and is regularly reviewed and updated.

The following table summarises our key performance indicators as at 30 June 2015.

Strategic Plan Scorecard	2010-11	2011-12	2012-13	2013-14	2014-15
Objective 1: Support independence and participation					
Number of people accessing community care through Access2HomeCare ¹	N/A	17 178	20 338	19 761	23 173
Number of people accessing the Independent Living Centre	20 845	22 806	22 857	21 954	21 803
Number of restorative services delivered (service hours)	N/A	N/A	3 222	3 117	8 118
Number of people with disability in stable, supported community accommodation (SASP Target 11) ²	4 860	4 626	4 765	5 207	N/A
Percentage of allocations to Category 1 public and community housing applicants	81.7%	83.3%	81.4%	83.9%	83.2%
Percentage of tenable social housing dwellings as a proportion of all South Australian dwellings	7.35%	6.85%	6.94%	6.82%	6.62%
Number of people with disability working towards individualised funding (SASP Target 25)	50	71	118	208	242
Objective 2: Make our communities stronger					
Number and percentage of non-government organisations engaged in DCSI Australian Service Excellence Standards ³	240 76%	233 77%	229 77%	232 93%	232 93%
Percentage of South Australians who strongly agree/agree that it is a good thing for a society to be made up of people from different cultures (SASP Target 5) ⁴	83.2%	N/A	N/A	N/A	82%
Percentage of volunteer participation (SASP Target 24) ⁵	N/A	71%	N/A	68%	N/A
Percentage of women on government boards and committees (SASP Target 30)	45.8%	45.6%	46.3%	48.1%	47.1%
Objective 3: Provide the best services					
Number of national qualifications issued to DCSI staff through the Stanton Institute ⁶	933	775	619	473	362
Percentage of employees with a performance review in the past 12 months ⁷	40.5%	34.3%	36.2%	40.3%	46.9%
Energy efficiency of DCSI buildings (SASP Target 61) ⁸	27.6%	28.9%	22.1%	41.9%	38.7%

¹ Number of inquiries and contacts received.

² In 2011-12 and 2012-13 anomalies in reporting were identified which resulted in a number of clients not being reported. Data for 2014-15 will not be available until early 2016.

³ The significant increase in the percentage of non-government organisations engaged in DCSI Australian Service Excellence Standards from 2013-14 is reflective of new departmental funding requirements.

⁴ Progress in the achievement of SASP Target 5 was previously measured through the SASP Household Survey conducted by the Department of the Premier and Cabinet. This survey is no longer undertaken. The Australian Bureau of Statistics General Social Survey is now used as the data source to measure progress against Target 5.

⁵ On behalf of the Office for Volunteers, Harrison Research has undertaken surveys on volunteering levels in the community every two years since 2006.

⁶ From 2012-13 the date that the qualification was completed was used for measurement, not the date of graduation. The 2013-14 and 2014-15 results are for DCSI staff only - the result for the three previous years includes staff from Families SA.

⁷ Human Resources data is drawn from the Workforce Information Collection (WIC) quarterly data and is based on all paid employees (including casuals) and excludes employees on short or long-term unpaid leave. WIC Performance Partnership Plan (PPP) data is based on employees that commenced a PPP in this period. Data for 2010-11 includes staff from Families SA.

⁸ The decrease in energy efficiency between 2013-14 and 2014-15 is due to a consolidation of staff into fewer sites. The 2014-15 energy efficiency figure remains above the government target of 30 per cent by 2020.