

SACAT Performance from 01/10/2022 to 31/12/2022

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Customer Reporting Desc	Received	Finalised	Clearance Ratio	Stage3
Applications	4198	4680	111.48%	52.95
Appointment of a guardian or administrator for a person	1294	1336	103.25%	82.18
New orders on existing guardianship or administration matters	943	880	93.32%	76.76
Tenancies – eviction applications following notice to tenant	924	1163	125.87%	21.52
Tenancies – compensation or bond claims	547	723	132.18%	28.62
Make a mental health treatment order for a person	346	400	115.61%	25.34
Tenancies – complex terminations of lease agreements	68	73	107.35%	35.22
Decide a change of name or gender application	43	43	100.00%	47.55
Review of mental health treatment orders	14	11	78.57%	2.89
Decide an application under the Equal Opportunity Act	10	24	240.00%	187.53
Make or review a decision relating to a National Health Practitioner Board	9	27	300.00%	192.43
Internal Reviews	115	160	139.13%	41.75
Review of an order of the Tribunal on any tenancies matter	72	99	137.50%	21.04
Review of an order of the Tribunal on any guardianship or administration matter	26	44	169.23%	66.19
Review of an order of the Tribunal on any mental health matter	17	17	100.00%	73.25
Reviews of Government decisions	21	37	176.19%	172.00
Review of a decision of Housing SA relating to a Housing Trust tenancy	13	16	123.08%	157.83
Review of a decision relating to a firearms licence	5	12	240.00%	175.33
Review of a decision relating to freedom of information	3	9	300.00%	186.44
	4334	4877	112.53%	53.54

Phone calls received **14269**

Website page views **101,339**

usage by desktop **55.57%**

usage by mobile **42.59%**

usage by tablet **1.84%**



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