SACAT Performance from 01/10/2021 to 31/12/2021

Customer Reporting Desc	Received	Finalised	Clearance Ratio	Stage1	Stage2	Stage3
Applications	3541	3428	96.81%	3.60	11.79	30.00
Tenancies – eviction applications following notice to tenant	1144	1178	102.97%	1.99	5.96	20.13
Appointment of a guardian or administrator for a person	747	607	81.26%	6.90	7.46	45.22
New orders on existing guardianship or administration matters	684	429	62.72%	6.25	6.41	42.81
Tenancies – compensation or bond claims	479	691	144.26%	2.79	25.80	23.99
Make a mental health treatment order for a person	311	326	104.82%	1.40	2.96	23.23
Decide a change of name or gender application	65	64	98.46%	3.95	33.18	38.46
Review of mental health treatment orders	50	57	114.00%	0.21	3.19	8.94
Tenancies – complex terminations of lease agreements	40	46	115.00%	1.71	13.54	52.59
Make or review a decision relating to a National Health Practitioner Board	12	15	125.00%	14.50	118.64	214.60
Decide an application under the Equal Opportunity Act	9	15	166.67%	0.33	114.14	85.86
Internal Reviews	91	123	135.16%	9.28	5.34	61.14
Review of an order of the Tribunal on any tenancies matter	60	81	135.00%	7.26	4.98	34.44
Review of an order of the Tribunal on any guardianship or administration matter	17	26	152.94%	17.54	5.88	84.40
Review of an order of the Tribunal on any mental health matter	14	15	107.14%	6.07	4.87	103.00
Review of an order of the Tribunal on any Births, Deaths and Marriages matter	0	1		6.00	15.00	53.00
Reviews of Government decisions	17	56	329.41%	16.79	7.14	133.06
Review of a decision relating to a firearms licence	7	10	142.86%	16.60	8.33	148.89
Review of a decision of Housing SA relating to a Housing Trust tenancy	7	7	100.00%	20.29	5.67	93.17
Review of a decision relating to freedom of information	3	39	1300.00%	16.21	7.05	137.90
	3649	**3607**	**98.85%**	**4.03**	**11.55**	**31.93**

Phone calls received	**14607**
Website page views	**110,121**
usage by desktop	**60.63%**
usage by mobile	**36.63%**
usage by tablet	**2.74%**

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