

# Licensee Survey 2016 – Results



Objective	Success measure	Success indicator	Measurement	Performance Manufacturers	Performance Farmers
Management of food safety incidents	Timely and proportionate response to food safety incidents	The response provided was/would be timely given the level of risk involved	Completely agree + Slightly agree	85%	-
		The actions we needed to undertake/DSFV would require us to undertake would be proportionate to the risks generated by the incident	Completely agree + Slightly agree	81%	-
Reputation	High stakeholder confidence in DSFV's ability to deliver on its regulatory obligations	How confident are you in Dairy Food Safety Victoria as a regulator?	Totally confident + Very confident	88%	56%
		How confident are you that Dairy Food Safety Victoria's activities adequately safeguard public health?	Totally confident + Very confident	92%	63%
		Dairy Food Safety Victoria conducts audits frequently enough to ensure we adhere to the dairy laws	Completely agree + Slightly agree	97%	75%
		If Dairy Food Safety Victoria noticed that we were not compliant, they would be able to make us do something about it	Completely agree + Slightly agree	97%	79%
	High proportion of external recipients of communications satisfied with the quality of communications they received	Overall, how satisfied are you with the quality of communications with Dairy Food Safety Victoria?	Very satisfied + Fairly satisfied (Those who had received contact from DSFV)	95%	51%
Advice & support	High stakeholder confidence in DSFV's ability to deliver on regulatory obligations	Staff provide enough guidance to help my business comply with the regulations	Completely agree + Slightly agree	95%	38%
		The audit report clearly identified what changes needed to be made	Completely agree + Slightly agree	95%	91%
People	To have staff with an appropriate skills who are empowered to undertake their role and exercise their authority with confidence	Staff have the right level of technical expertise to do their job	Completely agree + Slightly agree	98%	34%
		Staff communicate clearly and effectively	Completely agree + Slightly agree	98%	37%
		Staff are empowered to enforce the regulations	Completely agree + Slightly agree	97%	47%
		Staff exercise their authority with confidence	Completely agree + Slightly agree	95%	37%