

Licensee satisfaction dashboard – Manufacturers



Performance

Objective	Success measure	Success indicator	2016	2017	2018
Management of food safety incidents	Timely and proportionate response to food safety incidents	How strongly do you agree or disagree that Dairy Food Safety Victoria manages food safety incidents well? [Completely agree + Slightly agree]	Not asked	82%	87%
Reputation	High 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%	90%	94%
		How confident are you that Dairy Food Safety Victoria's activities adequately safeguard public health? [Totally confident + Very confident]	92%	89%	92%
		Dairy Food Safety Victoria conducts audits frequently enough to ensure we adhere to the dairy laws [Completely agree + Slightly agree]	97%	97%	97%
		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%	97%	100%
	High proportion of 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%	96%	98%
Advice and support	High 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%	93%	95%
		The audit report clearly identified what changes needed to be made [Completely agree + Slightly agree]	92%	97%	92%
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%	99%	90%
		Staff communicate clearly and effectively [Completely agree + Slightly agree]	98%	99%	100%
		Staff are empowered to enforce the regulations [Completely agree + Slightly agree]	97%	93%	97%
		Staff exercise their authority with confidence [Completely agree + Slightly agree]	95%	99%	95%