

## Our Service from 01/07/2018 to 30/09/2018

	Received	Finalised	Clearance Rate	Stage1	Stage2	Stage3
Applications	3680	3518	96%	3.72	9.83	54.72
Tenancies – eviction applications following notice to tenant	1480	1393	94%	3.73	5.67	45.45
Tenancies – compensation or bond claims	975	1102	113%	5.14	16.51	86.44
Appointment of a guardian or administrator for a person	467	411	88%	3.23	9.50	30.21
Make a mental health treatment order for a person	284	257	90%	1.25	4.30	24.35
New orders on existing administration matters	165	92	56%	3.68	8.05	54.16
New orders on existing guardianship matters	153	86	56%	1.57	4.16	36.17
Review of mental health treatment orders	95	121	127%	0.12	14.82	52.49
Tenancies – complex terminations of lease agreements	61	56	92%	3.83	6.28	39.98
Internal Reviews	93	109	117%	4.30	19.99	36.12
Review of an order of the Tribunal on any tenancies matter	57	74	130%	3.16	11.02	25.93
Review of an order of the Tribunal on any guardianship or administration matter	19	16	84%	11.13	49.00	71.92
Review of an order of the Tribunal on any mental health matter	17	19	112%	3.00	24.27	38.73
Reviews of Government decisions	14	30	214%	18.83	13.58	89.46
Review of a decision relating to a firearms licence	8	17	213%	15.24	17.47	103.00
Review of a decision of Housing SA relating to a Housing Trust tenancy	6	9	150%	21.78	2.33	75.50
Review of a decision relating to freedom of information	0	4		27.50	16.67	49.67

Phone calls received 10823\*

Website page views 111409

usage by desktop 81%

usage by mobile 16%

usage by tablet 3%



South Australian  
**Civil and Administrative Tribunal**

\* SACAT IVR changes implemented mid-July <linked> to Statutory Review recommendation #10 - aimed at improving accessibility and directing calls to the correct areas (i.e. Consumer and Business Services, SACAT's payment portal + advocacy groups such as the Legal Services Commission).