

# Key capabilities



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The table below lists the indicators and associated measures that we use to check our progress on achieving our Integrated Statement of Strategic Intent (ISSI).

Capability	Indicators	Measure and Target	Trend Results
Leadership and organisational culture	Have a culture of continuous improvement	Ask Your Team Level of engagement	2017/18: 65% 2016/17: 70% 2015/16: 60% baseline
	Attract and retain the best people	Unplanned turnover	2017/18: 22.6% 2016/17: 16.98% 2015/16: 5.9% 2014/15: 19.3%
	Challenge and support our team to be the best	Ask Your Team (Culture and leadership)	2017/18: 65% 2016/17: 71% 2015/16: 63% baseline
Technology, systems and processes	Invest in the right tools and systems	Ask Your Team “We have the technology to support our business”	2017/18: 63% 2016/17: 58% 2015/16: 66% baseline
Relationships and partnerships	Partner agencies indicate satisfaction with their relationship with SFO to demonstrate effective communication and collaboration	Biennial SFO Stakeholder Survey  Rating is eight out of 10 or higher	2016/17: 7.9 2014/15 8.3 2012/13: 7.2