

# APPENDIX

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# Discontinued Performance Measures

## Foreword

The Government's Performance Management Framework is being progressively implemented. The Framework no longer uses the concepts of 'outputs' and 'performance measures' that were previously used in Service Delivery Statements. They are replaced with 'services' and 'service standards'. These terms are defined in the Budget Readers' Guide. Together, they begin to provide information about how efficiently and effectively agencies deliver services within their approved Budget.

All agencies reviewed their service structures and service standards as part of this transition year. Approved changes are included in the 2010-11 Service Delivery Statements. The review included discontinuing some performance measures, such as those that are no longer relevant measures of the agency's services, or do not demonstrate the efficiency, effectiveness, or effect of the agency's services.

Results against measures that have been discontinued are included here for this year only. As the discontinued measures relate to the 'output' structures of agencies from the 2009-10 Service Delivery Statements, they are presented in this Appendix under the 'output' structures.

Results against continuing and new service standards for each agency are included in the body of the Service Delivery Statements.

Entities that have not discontinued any measures are not included in this Appendix.

# Department of the Premier and Cabinet

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Policy Advice, Coordination and Cabinet Support</b>				
Number of briefing notes provided to the Premier	1,2	2,000	2,000	Discontinued measure
% of briefs and policy advice provided within 15 working days or by agreed date	1	90%	90%	Discontinued measure
Average time taken for the preparation of the Cabinet bag	1	Average 2 hours	Average 2 hours	Discontinued measure
% of Cabinet Secretariat timeframes met for Community Cabinet Program	1	100% success in circulation by COB Thursday prior	100%	Discontinued measure
<b>Output: Government and Executive Services</b>				
Number of Governor's regional visit and general issues briefs	1,3	1,500	880	Discontinued measure
Number of briefs provided to the Premier	1,2	2,715	1,920	Discontinued measure
Number of items of Ministerial correspondence	1,2	53,000	40,000	Discontinued measure
Number of protocol functions and official visits organised	1	130/65	135/65	Discontinued measure
% protocol products and services developed within agreed timeframes	1	95%	95%	Discontinued measure
% of Ministerial correspondence completed on time	1	85%	85%	Discontinued measure
<b>Output: Arts and Culture</b>				
Number of public art projects completed	4,5	40	26	Discontinued measure
Number of arts activities funded	6,7	16,800	20,237	Discontinued measure
Number of statutory agencies and companies funded	8	9	9	Discontinued measure
% of funding decisions informed by industry peer assessment	9,10	65%	64%	Discontinued measure
% of regional communities accessing specific regional grants	11	95%	100%	Discontinued measure

Notes:

1. Some measures have been discontinued and new service standards were introduced in line with the Performance Management Framework, or alternatively, some measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported for internal management purposes.
2. This is a demand driven measure and fluctuates accordingly.
3. Reduced number of briefs is due to the implementation of a new procedure for Parliamentary briefs from November 2009 that was requested by the Premier's Office. This resulted in a significant reduction in the number of Parliamentary briefs from around 100 per sitting week to around 12-15.
4. The variation between the Est. actual and 2009-10 Target/est. is attributed to an extension of project timelines as a result of delays in capital infrastructure projects and engagement of appropriate artists. These factors were not in the direct control of Arts Queensland (AQ).
5. This measure has been discontinued as it does not provide an indication of the efficiency of AQ services. The completion of public arts projects is influenced by a number of factors which are not in the direct control of AQ.
6. The variation between the Est. actual and 2009-10 Target/est. is due to the inclusion of new organisations in the s2m program that undertake a large number of activities.
7. The measure has been discontinued as it is an indication of activity only and does not reflect the efficiency or effectiveness of that activity.
8. The measure has been discontinued as it does not provide an indication of the efficiency or effectiveness of AQ services.
9. This measure refers to funding decisions made as part of competitive or open grants programs (s2m and Sector Project Grants) and does not include targeted funding decisions.
10. The calculation assumes all grants are the same, regardless of the funding value. As a result, a large number of small grants (that do not require industry assessment) can influence performance. The measure has been discontinued and replaced with an alternative measure that reflects proportion of grant funding subject to industry assessment.
11. The measure is based on percentage of eligible councils participating in the Regional Arts Development Fund (RADF). As participation in the RADF is primarily at the discretion of individual councils and not in the direct control of AQ, this measure has been discontinued.

## Corporate Administration Agency

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Non-financial performance measures</b>				
Number of FTEs in SSP	1	119	85	Discontinued measure

Note:

1. Measure discontinued as staffing table in Service Delivery Statement for the Corporate Administration Agency includes this information.

## Queensland Art Gallery

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of Collection-based exhibitions presented	1	8	8	Discontinued measure
Number of exhibitions touring regional Queensland	2	4	4	Discontinued measure
Level of satisfaction of audiences with Collection-based displays, programs and activities	3	90%	97%	Discontinued measure
Increase in loan requests and requests for reproductions from the Collection from external agencies	4	5%	0%	Discontinued measure
Collection stored safely and securely to international museum standards	5	100%	100%	Discontinued measure
Extent of client satisfaction with exhibition program	3	90%	97%	Discontinued measure
Travelling exhibitions through regional Queensland	2	4	4	Discontinued measure

Notes:

1. This measure has been discontinued as collection-based exhibitions are reported as part of the service standard - *Number of exhibitions presented*.
2. This measure has been discontinued as regional exhibitions are now included in the service standard - *Number of exhibitions presented*.
3. These measures have been replaced by a new service standard - *Audience satisfaction with exhibitions and programs*.
4. This measure has been discontinued as performance is dependent on factors outside of the Gallery's influence such as number of exhibitions presented by other institutions.
5. This measure has been discontinued for Service Delivery Statement reporting purposes only and continues to be collected and reported for internal management purposes. The Gallery will remain compliant with international museum standards.

## Queensland Museum

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of items added to the collection	1	23,000	24,300	Discontinued measure
Number of users of Museum Services: c) Website	2	2,600,000	2,600,000	Discontinued measure
Satisfaction of clients regarding requests for information	3	95%	95%	Discontinued measure
Requests for information met within 28 days	4	95%	95%	Discontinued measure
Number of shires and Indigenous communities receiving Queensland Museum services	5	74	74	Discontinued measure

Notes:

1. Measure has been divided into two new service standards (*Number of physical items added to the State Collection* and *Number of digital items added to the State Collection*) to better reflect the growing digital collection.
2. This measure has been replaced by a new service standard - *Online visits*, to better reflect the effectiveness of access to the Museum's online services.
3. Measure has been discontinued as the continuing service standard - *Satisfaction of audiences with collection-based displays and activities in public galleries*, better reflects Queensland Museum activities.
4. Measure has been discontinued as other service standards provide a better reflection of Queensland Museum activities and services.
5. This measure has been replaced with a new service standard - *Percentage of Local Government Authorities receiving Queensland Museum services*.

## Queensland Performing Arts Trust

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Attendances	1	550,000	612,000	Discontinued measure
Positive reviews of Queensland Performing Arts Trust Productions	2	95%	90%	Discontinued measure
Positive review of the delivery of Centre facilities and services to hirers and patrons in a range of key operational areas	3	90%	90%	Discontinued measure
Maintain bump in/bump out according to clients' schedules	4	100%	100%	Discontinued measure
Number of performances able to proceed in accordance with hirers' production schedules	4	95%	100%	Discontinued measure
Amount spent on Community Service Obligations (CSOs) (excluding indirect costs/venue rental etc.)	5	2,700	2,700	Discontinued measure

Notes:

1. Measure has been replaced with a new service standard - *Visitation*. The discontinued measure only captured attendance at ticketed events. QPAC has a significant free/non-ticketed program which will also be reflected in the new service standard. The increase in 2009-10 Est. actual is due to increased attendances at the biennial *Out of the Box Festival*.
2. Measure has been replaced with a new service standard - *Level of audience satisfaction*. The discontinued measure included a variable range of data sources. New service standard consolidates data source and covers satisfaction with: the performance; services (including food and beverage); facilities (venue, logistics, toilets, front of house); and the overall QPAC experience.
3. Measure has been replaced with new service standards - *Level of hirer satisfaction* and *Level of audience satisfaction*. The discontinued measure included both patron and hirer satisfaction with facilities and new services. The new service standards allow for clearer delineation between different stakeholder groups.
4. Measures are discontinued as both are captured as a component of satisfaction in the new service standard - *Level of hirer satisfaction*.
5. Measure is discontinued as it is not an indication of the efficiency or effectiveness of the organisation. Information is captured as part of the State contribution.

## South Bank Corporation

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Percentage of satisfied customers	1	90%+	N/A	Discontinued measure

Note:

1. This measure has been replaced by more specific and measurable service standards relating to satisfaction (*Assess South Bank's visitor experience*).

# Office of the Governor

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Personal, administrative and logistical support to the Governor and management of the Government House Estate</b>				
Percentage that Governor fulfils statutory requirements	1	100%	100%	Discontinued measure

Note:

1. Measure discontinued from the Performance Statement in the Service Delivery Statement only and continues to be collected and reported in the contextual information in the Service Delivery Statements.



# Public Service Commission

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Provision of services for a high performing public service</b>				
Number of appeals finalised	1	200	205	Discontinued measure
Number of Directives reviewed	1	9	12	Discontinued measure
Number of Public Sector Management Program graduates	1,2	83	78	Discontinued measure
Percentage of departments who consider advice timely and relevant	1	85%	85%	Discontinued measure
Percentage of appeals finalised within specific timeframes	3	80%	80%	Discontinued measure

**Notes:**

1. These activity measures are discontinued as they do not accurately reflect the work program and strategic direction of the Public Service Commission.
2. The 2009-10 Est. actual was less than the Target/est. due to unforeseen deferrals, withdrawals and transfers to other jurisdictions.
3. This measure has been replaced with a new service standard – *Percentage of appeals finalised within required timeframes*.

# Queensland Audit Office

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Provision of services for a high performing public service</b>				
Number of Audit clients	1	330	334	Discontinued measure
Number of Public Sector entity audits (as prescribed by Legislation)	1	750	731	Discontinued measure
Number of other audit certificates	1	176	160	Discontinued measure

Note:

1. These measures were considered to be activity measures which provided context information only and have been replaced by service standard that demonstrate the efficiency and effectiveness of QAO's performance.

# Department of Community Safety

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Ambulance Service</b>				
Urgent incidents (Code 1 and 2):	1,2			
– Number of incidents attended per 1,000 population		115 – 121	115	Discontinued measure
– Number of incidents		510,000 – 535,000	512,500	Discontinued measure
Non-urgent incidents (Code 3 and 4):	1,2			
– Number of incidents attended per 1,000 population		53 – 58	51	Discontinued measure
– Number of incidents		235,000 – 255,000	225,000	Discontinued measure
Cardiac Arrest Survived Event Rate	2	>24%	27.3%	Discontinued measure
Level of patient satisfaction (survey) with ambulance response services	2	>95%	97%	Discontinued measure
<b>Output: Facility-Based Containment Services</b>				
Number of male prisoners:	2			
– High Security Facilities		4,800	4,590	Discontinued measure
– Low Security Facilities		700	620	Discontinued measure
Number of female prisoners:	2			
– High Security Facilities		380	365	Discontinued measure
– Low Security Facilities		80	64	Discontinued measure
Indigenous status (proportion):	2			
– Male prisoners Indigenous		26%	29%	Discontinued measure
– Male prisoners non-Indigenous		74%	71%	Discontinued measure
– Female prisoners Indigenous		27%	30%	Discontinued measure
– Female prisoners non-Indigenous		73%	70%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Short sentence profile:	2			
– Proportion of prisoners with sentence <= 1 yr (non-violent, non-sexual offenders)		35% - 39%	30%	Discontinued measure
– Proportion of prisoners with sentence <=1 yr (all sentenced prisoners)		21% - 25%	19%	Discontinued measure
Abscond rate	3			
Low Security Facilities		0.16	0	Discontinued measure
Assault rate – Major (prisoner on staff):	4			
– High Security Facilities		0	0.04	Discontinued measure
– Low Security Facilities		0	0	Discontinued measure
Assault rate – Minor (prisoner on staff):	4			
– High Security Facilities		<1.10	0.84	Discontinued measure
– Low Security Facilities		0	0	Discontinued measure
Assault rate – Major (prisoner on prisoner):	4			
– High Security Facilities		<0.85	1.36	Discontinued measure
– Low Security Facilities		0	0.19	Discontinued measure
Assault rate – Minor (prisoner on prisoner):	4			
– High Security Facilities		<5.9	7.23	Discontinued measure
– Low Security Facilities		<1.8	2.69	Discontinued measure
Death rate (unnatural cause only):	4			
– High Security Facilities		0	0.08	Discontinued measure
– Low Security Facilities		0	0	Discontinued measure
Completion of immediate risk needs on day of admission	2	100%	98.7%	Discontinued measure
Completion of offender management plan reviews (OMPRs)	2	100%	91%	Discontinued measure
<b>Output: Community Supervision Services</b>				
Number of male offenders on orders (distinct count):	2			

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Supervision orders				
– Probation Orders		6,855	6,850	Discontinued measure
– Parole Orders (excluding court ordered)		860	893	Discontinued measure
– Court Ordered Parole Orders		2,880	2,696	Discontinued measure
– Intensive Correction Orders		300	257	Discontinued measure
– Intensive Drug Rehabilitation Orders		100	79	Discontinued measure
Reparation orders				
– Community Service Orders		1,400	1,670	Discontinued measure
– Fine Option Orders		400	498	Discontinued measure
Number of female offenders on orders (distinct count):	2			
Supervision orders				
– Probation Orders		2,030	1,943	Discontinued measure
– Parole Orders (excluding court ordered)		85	102	Discontinued measure
– Court Ordered Parole Orders		460	432	Discontinued measure
– Intensive Correction Orders		80	64	Discontinued measure
– Intensive Drug Rehabilitation Orders		20	17	Discontinued measure
Reparation orders				
– Community Service Orders		400	417	Discontinued measure
– Fine Option Orders		140	133	Discontinued measure
Indigenous status (proportion)	2			
– Male offenders Indigenous		18%	20%	Discontinued measure
– Male offenders non-Indigenous		82%	80%	Discontinued measure
– Female offenders Indigenous		23%	24%	Discontinued measure
– Female offenders non-Indigenous		77%	76%	Discontinued measure
Number of Courts to which advisory services delivered	2	111	111	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Completion of offender management plan reviews (OMPRs)	2	100%	97%	Discontinued measure
Number of District Offices	2	34	34	Discontinued measure
Number of Reporting Centres	2	117	117	Discontinued measure

#### **Output: Correctional Intervention Services**

Annual hours curriculum (AHC)	5			
– Vocational Education and Training		200,000	225,000	Discontinued measure
– Literacy/Numeracy		200,000	210,000	Discontinued measure
Prisoners employed	6			
– Commercial industries		1,455	1,360	Discontinued measure
– Service industries		1,885	1,800	Discontinued measure
Hours of community service performed per offender per month	2	>12	12	Discontinued measure
Percentage of successful completions in Vocational Education and Training	5	75%	82%	Discontinued measure
Number of community service project sites	2	700	600	Discontinued measure
Correctional Intervention Services as a proportion of budget		13.7%	16.6%	Discontinued measure

#### **Output: Emergency Management**

Number of EMQ Helicopter Rescue hours of operation:	2,7			
– Aeromedical		2,000 – 2,500	2,296	Discontinued measure
– Counter disaster		10 – 50	50	Discontinued measure
– Search and rescue		250 – 350	221	Discontinued measure
– Other		800 – 1,000	661	Discontinued measure
Number of warnings, advices, bulletins received and assessed through State Disaster Coordination Centre	2,8	1,500	3,000	Discontinued measure
Number of warnings, advices, bulletins requiring follow-up action by the State Disaster Coordination Centre	9	975	600	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Percentage of Local Disaster Management Groups with current Disaster Management Plans	2	100%	100%	Discontinued measure

#### Output: Fire and Rescue Service

Total number of incidents	2	67,000 – 72,000	69,972	Discontinued measure
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#### Notes:

1. The population figure for 2009-10 of 4,450,418 is sourced from the Queensland Office of Economic and Statistical Research (OESR) *Australian Demographic Statistics September Quarter 2009* Report.
2. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported either in the Annual Report or for internal management purposes.
3. This measure is no longer relevant following the discontinuation of community custody centres.
4. These measures have been amended to remove the breakdown between high and low security facilities to align with the *Report on Government Services* (ROGS).
5. This measure has been replaced by a new service standard under the 'Custodial Operations' service - *Prisoners in education (%)* to align with ROGS.
6. This measure has been amended as a service standard to report the percentage of prisoners employed, rather than number of prisoners employed. This provides an enhanced measure of prison effectiveness.
7. These measures reported total time consumed from engine on to engine off (i.e. engine hours) and are demand driven. A new service standard - *EMQ Helicopter Rescue engine hours as a percentage of the total helicopter rescue network engine hours*, replaces these measures.
8. This measure is demand driven and reflects the level of information monitoring, assessment and dissemination through the State Disaster Coordination Centre. Due to the number of weather events, actual results may vary considerably from the Target/estimate.
9. This measure has been discontinued as business practice has identified that warnings, advices and bulletins automatically generate follow-up action. Follow-up action is dependent upon the type of warning and if the warning differs from previous warnings issued.

# Department of Police

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Community Safety and Engagement</b>				
Percentage of resources allocated to this output	1,2	32%	32%	Discontinued measure
Rate of unreported offences	3,4			
– Break and Enter		25%-35%	25%	Discontinued measure
– Attempted Break and Enter		65%-75%	66%	Discontinued measure
– Motor Vehicle theft		10%-20%	12%	Discontinued measure
– Assault/attempted assault		65%-75%	59%	Discontinued measure
Perceived level of personal safety and property security	5,9			
a) Persons feeling safe in the following situation (safe and very safe)	6,7			
– home alone		85%-95%	90.9%	Discontinued measure
– walking/jogging locally		70%-80%	76.9%	Discontinued measure
– travelling on public transport		45%-55%	49.2%	Discontinued measure
b) Public perceptions about problems in the neighbourhood (major problem or somewhat a problem)	6			
– housebreaking		55%-65%	50.3%	Discontinued measure
– motor vehicle theft		35%-45%	33.6%	Discontinued measure
– graffiti or other vandalism		35%-45%	44.1%	Discontinued measure
Satisfaction with police support for community programs	6,8,9	70%-80%	65.2%	Discontinued measure
Percentage of persons concerned about being a victim of	6,9,10			
– Physical Assault		40%-50%	34.2%	Discontinued measure
– Sexual Assault		20%-30%	12.5%	Discontinued measure
– Housebreaking		55%-65%	46.0%	Discontinued measure
– Motor vehicle theft		40%-50%	35.0%	Discontinued measure



Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Crime Management</b>				
Percentage of resources allocated to this output	1,2	31%	31%	Discontinued measure
Number of personal safety offences reported and cleared in the period	11,12,13,14			
– Homicide		130-175	132	Discontinued measure
– Assault	15	13,000-15,000	16,007	Discontinued measure
– Sexual Assault		3,500-5,000	3,917	Discontinued measure
– Robbery		800-1000	1,016	Discontinued measure
– Total personal safety		20,000-24,000	23,519	Discontinued measure
Number of property security offences reported and cleared in the period	12,14,16,17			
– Unlawful entry		8,000-10,000	8,507	Discontinued measure
– Other property damage		11,500-13,500	11,461	Discontinued measure
– Motor vehicle theft	18	2,500-3,300	2,673	Discontinued measure
– Other theft (excl unlawful entry)	19	17,500-23,500	24,703	Discontinued measure
– Total property security		58,000-65,000	65,059	Discontinued measure
Public satisfaction with initial police response	20,21	80%-90%	88.6%	Discontinued measure
Public satisfaction with police response from specialist officers	20,21	85%-95%	88.5%	Discontinued measure
<b>Output: Traffic Policing</b>				
Percentage of resources allocated to this output	1,2	20%	20%	Discontinued measure
Number and rate (per 100,000) of road crash fatalities by crash causal factor:				
– Pedestrians	22,23,24	..	32 (0.7)	Discontinued measure
Number and rate (per 100,000) of reportable crashes by causal factor:				
– Pedestrians	22,25	..	829 (18.9)	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
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### Output: Professional Standards and Ethical Practice

Percentage of resources allocated to this output	1,2	17%	17%	Discontinued measure
Number, rate (per 1,000 officers) and percentage change in rate of complaints against police	26,27	2,100-2,400	2,989 (290.8) 18.4%	Discontinued measure

#### Notes:

- The allocation of resources is guided by the results of the QPS' activity based costing methodology, the *State-wide Activity Survey*.
- This measure has been amended under the new service structure to *Resources allocated to (each service)* and provides a breakdown for staff numbers, expenditure and percentage of total budget.
- This measure has been discontinued as the Australian Bureau of Statistics (ABS) Crime and Safety Survey has been redesigned and topics will be rotated on and off the survey. Therefore, crime and safety data published prior to 2006 will be not comparable with results produced for the new model.
- Derived from the *Australian Bureau of Statistics Crime Victimization, Australia 2009*.
- This measure has been discontinued to streamline service standards reported in the Service and Delivery Statements (SDS). This measure continues to be reported in the *Report on Government Services*.
- Derived from the *National Survey of Community Satisfaction with Policing* 1 July 2009 to 31 March 2010.
- Results are the average of responses to questions relating to each situation during the day and after dark.
- This measure has been discontinued as the question sourced to get this data will be deleted from the *National Survey of Community Satisfaction with Policing* from 1 July 2010.
- Attitudinal data in particular can be influenced in the short term by adverse or highly publicised events (such as the extensive media coverage experienced by the QPS in recent months). Point-in-time responses can vary from people's true underlying (or longer term) satisfaction with police.
- This measure has been removed to streamline service standards reported in the SDS.
- This measure is published in the *Report on Government Services* and has been discontinued to streamline service standards reported in the SDS. It will continue to be reported in the QPS Statistical Review.
- Data for the full 2009-10 financial year is not available. The 2009-10 Estimated actual data is based on an estimation of July 2009-March 2010 statistics. These figures will vary from statistics calculated using mid-year data.
- The offence categories reported separately are those classified as 'violent' crimes and are the most significant personal safety offence categories in terms of their impact on the community. The 'total personal safety' offences figure also includes the offence categories of extortion, kidnapping, abduction and deprivation of liberty and other offences against the person. Homicide includes the offence categories of murder, attempted murder, conspiracy to murder, manslaughter and driving causing death.
- The number of offences reported and cleared within the period relates to offences both reported and cleared in 2009-10.
- The increased number of assault offences reported and cleared in the period can be attributed to the increased volume of assault offences reported in the period.
- This measure has been discontinued to streamline service standards reported in the SDS. It will continue to be reported in the QPS Statistical Review.
- The offence categories reported separately are classified as high volume property security offences. The total property security offences figures also include the offence categories of arson, fraud and handling stolen goods. The offence category 'Other Theft' (excluding unlawful entry) was previously known as stealing.
- This offence category relates to unlawful use of a motor vehicle.
- The increased number of other theft offences reported and cleared in the period can be attributed to the increased volume of other theft offences reported in the period.
- Derived from the *Queensland Police Service Crime Victims Survey 2008*.
- The measures *Public satisfaction with initial police response* and *Public satisfaction with police response from specialist officers* have been combined and represented as a new service standard *Public satisfaction with the police response to personal safety and property security offences*.
- Pedestrians* have been discontinued from the 2010-11 service standard as *Pedestrians* are not considered to be a significant contributing factor for road crash fatalities. The 2009-10 Target/est. was not available for the measure *Number and rate (per 100,000) of reportable crashes by causal factor - Pedestrians*.
- Previously data was provided by calendar year. The current estimates are an extrapolation of the July 2009 to March 2010 statistics.
- Crash data extracted on 15 April 2010 should be viewed as preliminary and subject to change. Alcohol related crash data may take up to 12 months to be finalised.
- 2007-08 data has been provided here as more recent data is unavailable due to delays in crash data processing.
- This measure has been amended to align with the *Report on Government Services* as a new service standard, *Complaints against police per 100,000 population*.
- The previous 12 months have seen extensive media coverage of the QPS with regard to various issues which is believed to have contributed to the increase in complaints against police.

# Prostitution Licensing Authority

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Satisfaction of the Independent Assessor with support provided by the PLA	1	100%	100%	Discontinued measure

Note:

1. This measure has been discontinued following the incorporation of the jurisdiction of the Independent Assessor into the Queensland Civil and Administrative Tribunal from 1 December 2009. It is no longer possible to measure the satisfaction of the Independent Assessor because that statutory office no longer exists. The 2009-10 Est. actual has been determined based on the period 1 July 2009 to 1 December 2009.

# Department of Justice and Attorney-General

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Criminal and Tribunal Services</b>				
<b>Supreme Court – Court of Appeal</b>				
– Civil law:				
Number of appeals lodged	1	260	254	Discontinued measure
Number of appeals finalised	1,2	260	234	Discontinued measure
– Criminal law:				
Number of appeals lodged	1	340	306	Discontinued measure
Number of appeals finalised	1,3	380	357	Discontinued measure
<b>Supreme Court – Trial Division</b>				
– Civil law:				
Number of matters lodged	1,	7,500	7,343	Discontinued measure
Number of matters finalised	1,4	7,500	7,006	Discontinued measure
– Criminal law:				
Number of matters lodged	1	1,700	1,379	Discontinued measure
Number of matters finalised	1,5	1,725	1,368	Discontinued measure
<b>District Courts</b>				
– Civil law:				
Number of matters lodged	1,6	5,200	5,648	Discontinued measure
Number of matters finalised	1,4	5,300	4,918	Discontinued measure
– Criminal law:				
Number of matters lodged	1,	6,600	6,133	Discontinued measure
Number of matters finalised	1,5	6,900	5,806	Discontinued measure
<b>District Courts - Appeals</b>				
– Civil law:				
Number of matters lodged	1,7	97	117	Discontinued measure
Number of matters finalised	1,7	120	87	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Clearance rate (finalisations/lodgements)	7	124%	74%	Discontinued measure
– Criminal law:				
Number of matters lodged	1,7	325	369	Discontinued measure
Number of matters finalised	1,7	400	385	Discontinued measure
Clearance rate (finalisation/lodgements)	7	123%	104%	Discontinued measure
<b>Magistrates Courts</b>				
– Civil law:				
Number of matters lodged	1	76,000	71,000	Discontinued measure
Number of matters finalised	1	78,000	77,000	Discontinued measure
– Criminal law:				
Number of matters lodged	1	195,000	207,000	Discontinued measure
Number of matters finalised	1	198,000	205,000	Discontinued measure
<b>Coroner's Court</b>				
Number of matters lodged	1	3,700	4,200	Discontinued measure
Number of matters finalised	1	3,600	4,000	Discontinued measure
<b>Land Court and Tribunals</b>				
Number of matters lodged	1,8	1,200	580	Discontinued measure
Number of matters finalised	1	1,020	1,000	Discontinued measure
<b>Body Corporate and Community Management</b>				
Number of applications lodged	9	1,450	1,400	Discontinued measure
Number of applications resolved	9	1,400	1,355	Discontinued measure
Percentage of orders overturned or altered on appeal	10	2%	<0.5%	Discontinued measure
Percentage of conciliation applications resolved by agreement	11	70%	73%	Discontinued measure
Percentage of lodgements pending finalisation that are more than 6 months old from lodgement date to the end of the reporting period	12	2%	6%	Discontinued measure
<b>Commercial and Consumer Tribunal</b>				
Number of applications lodged	13	1,250	1,227	Discontinued measure
Number of applications resolved	13	1,300	1,029	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Percentage of orders overturned or altered on appeal	13	<2%	<2%	Discontinued measure
Percentage of applications resolved within established timeframes	13	80%	80%	Discontinued measure
<b>Courts Innovation Program</b>				
Proportion of Murri Court participants diverted from prison/detention at sentence	14	80%	79%	Discontinued measure
<b>Retail Shop Leases Registry</b>				
Percentage of disputes that are resolved through mediation processes	13	85%	85%	Discontinued measure
<b>Output: Community Justice Services</b>				
<b>State Penalties Enforcement Registry</b>				
Number of matters lodged	15	750,000	827,820	Discontinued measure
Number of matters finalised	15	535,000	555,276	Discontinued measure
<b>Justices of the Peace Services</b>				
Number of new registrations of Justices of the Peace (Qualified) and Commissioners for Declarations	15	3,000	2,400	Discontinued measure
<b>Community Justice Groups</b>				
Number of clients supported by Community Justice Groups	16	40,000	43,000	Discontinued measure
<b>Dispute Resolution Services</b>				
Number of criminal matters mediated through restorative justice processes	17	350	350	Discontinued measure
Number of civil disputes mediated through alternative dispute resolution	17,18	2,200	2,600	Discontinued measure
Agreement rates for community mediations – voluntary	19	80%	80%	Discontinued measure
Average number of days between when a civil file is accepted for mediation and when a file is closed	15	20 days	20 days	Discontinued measure
Average number of days between when a criminal file is accepted for mediation and when a file is closed	15,19	50 days	55 days	Discontinued measure
<b>Births, Deaths and Marriages</b>				
Number of births, deaths and marriages registered	15,20	127,000	127,000	Discontinued measure
<b>Output: Public Sector Industrial and Employee Relations Services</b>				
<b>Fair and Safe Work</b>				
Number of matters received	21	1,400	1,400	Discontinued measure
Employee relations policy projects completed	21	22	22	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Client / stakeholder satisfaction in implementing Government wages policy	22	>75%	93%	Discontinued measure
<b>Output: Workplace Health and Safety Services (including Workers' Compensation Policy)</b>				
Percentage of improved compliance within a target industry (or specific workplace health and safety hazard)	23	10%	NA	Discontinued measure
Prosecution matters actioned within nine months of incident	24	70-80%	50%	Discontinued measure
Cost of compliance and enforcement services per worker covered by the workers' compensation scheme	25	\$22.21	\$22.21	Discontinued measure
Cost of information, education and awareness services per worker covered by the workers' compensation scheme	26	\$3.41	\$3.41	Discontinued measure
State-wide compliance campaign implemented	27	100%	100%	Discontinued measure
Percentage of gazetted Major Hazard Facilities with comprehensive verification audit completed per year	28	20%	20%	Discontinued measure
Percentage of gazetted Major Hazard Facilities with desktop assessment completed per year	28	20%	20%	Discontinued measure
<b>Output: Electrical Safety Services</b>				
Reduction in the incidence of reported electrical incidents where confirmed medial attention is required	29	<3 per million population	<3 per million population	Discontinued measure
Electrical licences issued within specified timeframes	30	80%	95%	Discontinued measure
Number of prosecutions finalised	31	25	35	Discontinued measure
Clients accessing information and advisory services	32	264,000	450,000	Discontinued measure
<b>Output: Private Sector Industrial Relations Services</b>				
Audits conducted	33	7,500	3,500	Discontinued measure
Clients assisted through telephone and internet information services	34	1,500,000	..	Discontinued measure
Clients assisted regarding complexities of federal industrial relations legislation	34,35	20,000	18,500	Discontinued measure
Level of client satisfaction with compliance services	36	>70%	..	Discontinued measure
Level of satisfaction with information services	36	>70%	..	Discontinued measure
Percentage of Wageline telephone enquiries answered within 20 seconds	34	>80%	85.84%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Human Rights Protection Services</b>				
<b>Guardianship and Administrative Tribunal</b>				
Number of matters lodged	13	7,942	6,909	Discontinued measure
Number of matters finalised	13	7,942	6,909	Discontinued measure
Clearance rate (finalisations/lodgements)	13	100%	100%	Discontinued measure
Percentage of cases finalised within 6 months	13	100%	100%	Discontinued measure
<b>Children's Services Tribunal</b>				
Number of matters lodged	13	300	190	Discontinued measure
Number of matters finalised	13	300	190	Discontinued measure
Clearance rate (finalisations/lodgements)	13	100%	100%	Discontinued measure
Percentage of cases finalised within 6 months	13	90%	90%	Discontinued measure

Notes:

1. This measure has been discontinued as courts have no control over the number of lodgements or influence or control over the number of matters finalised by the judiciary.
2. The 2009-10 Estimated actual result is driven by fewer finalisations and based on small numbers.
3. Reduced lodgements have impacted court's capacity to achieve the finalisation Target/est. for 2009-10.
4. 2008-09 was characterised by a significant increase in monetary claims as a result of the global financial crisis. These claims are typically finalised very quickly and their reduction to more usual levels during 2009-10 has adversely impacted on finalisations.
5. The proportion of matters finalised by trial rather than sentence has increased significantly in 2009-10. When this was combined with lower lodgement numbers, finalisations were adversely affected.
6. The court's lodgements between November 2009 and January 2010 were heavily impacted by a surge in applications for criminal compensation prior to the expiry of the legislative basis for such claims.
7. Numbers are very small and minor increases or decreases from year to year cause significant variance.
8. A lack of Land Valuations during the 2009-10 financial year has resulted in a significant reduction of lodgements to Land Court.
9. This measure has been discontinued as the department has no control of applications lodged and is unable to influence or control the resolution of applications.
10. This measure has been replaced by a new service standard – *Clearance rate (finalisations/lodgements) per cent*, which is a more relevant measure in recording the effectiveness and quality of services. The outcome of appeals is not an accurate reflection of the quality of orders, as it can be affected by factors outside BCCM control such as interest of parties in appealing and in new arguments raised at appeal. The statistics also capture minor alterations to orders when the substantive decision may have been upheld. This measure will continue to be reported internally for management purposes.
11. This measure has been replaced by a new service standard – *Clearance rate (finalisations/lodgements) per cent*, which is a more relevant measure in recording the effectiveness and quality of services. It is also not consistent with measures for comparable business units. This measure will continue to be reported internally for management purposes.
12. This measure has been replaced by a new service standard – *Clearance rate (finalisations/lodgements) per cent*.
13. These measures have been discontinued as the work of this tribunal was subsumed by the Queensland Civil and Administrative Tribunal (QCAT) upon its establishment on 1 December 2009, and the tribunal ceases to exist.
14. The Murri Court evaluation sites are funded until 30 June 2010 and their existence, and that of the 12 non-evaluation sites beyond this date is subject to an evaluation report from the Australian Institute of Criminology and a successful Cabinet and CBRC submission. Due to the uncertainty about the existence of the Murri Court in 2010-11 this measure has been discontinued.
15. This activity measure has been discontinued as it does not articulate or reflect any level or standard by which services are delivered.
16. This measure has been discontinued as it is based on only 30% of the groups regularly reporting and the department has no means of independent verification.
17. This measure has been discontinued as it is not considered as relevant as the clearance and agreement rates and timeliness service standards in recording the effectiveness and quality of services. These measures are also not consistent with measures for comparable business units.



18. The 2009-10 Target/est. was exceeded due to the increased demand for civil mediation services in South East Queensland.
19. The 2009-10 Target/est. was exceeded due to the increasing complexity of cases being referred to the program.
20. This measure has been replaced by a new service standards under the Human Rights Protection Service.
21. This activity measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported for internal management purposes.
22. This measure has been discontinued as satisfaction in implementing Government Wages Policy is measured by the service standard - *Client / stakeholder satisfaction with the services and advice provided on public sector IR.*
23. This measure has been discontinued and as such no percentage has been calculated for 2009-10 Estimated actual.
24. Since this measure was established, an increasing number of incidents are becoming more complex and subject to comprehensive investigation. This resulted in a declining number of prosecution matters being actioned within the timeframe making the measure no longer realistic and has been discontinued.
25. This measure has been merged with *Cost of information, education and awareness services per worker* to create a new service standard - *Cost of WHSQ services per worker covered by the workers' compensation scheme.*
26. This measure has been merged with *Cost of compliance and enforcement services per workers' compensation scheme* to create a new service standard - *Cost of WHSQ services per worker covered by the workers' compensation scheme.*
27. This activity measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported for internal management purposes only (for participation in national campaigns).
28. This measure was established in 2002 following the introduction of the *Dangerous Goods Safety Management Act 2001*. As the reporting regime has matured over time, the measure is now only relevant every five years and therefore no longer a meaningful measure of service delivery and has been discontinued.
29. This measure was developed in 2002 in conjunction with the Electrical Safety Plan 2003-2008 to measure the number of serious electrical incidents. At the time of its development, confirmed medical attention was a valid method of measurement. This is no longer meaningful because of the increase in those seeking medical attention as a precautionary measure. The measure has been replaced with a new service standard - *Number of reported serious electrical incidents involving powerlines, installations and electrical equipment per million population based on 5 year rolling average.*
30. This quality measure has been discontinued for Service Delivery Statement reporting purposes only and will be continue to be reported for internal management purposes only.
31. This measure was established in 2002 for the Electrical Safety Office to actively enforce the introduction of the *Electrical Safety Act 2002* by ensuring Queenslanders were protected to the full extent of the law. This measure has now matured in parallel with the legislation and is no longer meaningful. It has been replaced with a new service standard - *Successful prosecutions completed within statutory requirements (12 months).*
32. This measure was developed to monitor clients accessing information and advisory services through the various communication channels in particular the shift to the Electrical Safety Office website as a result of continual improvement. This measure is no longer meaningful at this service level and has been discontinued.
33. This measure has been discontinued as the majority of audits are to be conducted on a contractual basis with the Australian Government. As a result, the 2009-10 Estimated actual results for audits conducted in the State jurisdiction have decreased considerably.
34. This measure has been discontinued as Wageline and the internet advisory service was disbanded 1 January 2010 because of the jurisdictional transfer to the Australian Government.
35. The variance between 2009-10 Target/est. and Estimated actual is due to client referrals from Wageline ceasing on 1 January 2010. All callers to Wageline are now directed to the Australian Government Fair Work Infoline.
36. These measures have been discontinued as it is no longer relevant due to the referral of the State's industrial relations powers to the Australian Government from 1 January 2010. The client survey will not be conducted from 2010.

## Anti-Discrimination Commission Queensland

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
No. of policy advices / submissions	1	40	80	Discontinued measure
No. of training hours delivered	1	810	760	Discontinued measure
No. of publications distributed	1	30,000	35,000	Discontinued measure
No. of Tribunal matters finalised by public hearing	2	8	4	Discontinued measure
No. (and percentage) of enquiries resolved or referred on first contact	1	2,800 (60%)	2,800 (70%)	Discontinued measure
No. of accepted complaints resolved by conciliation	1	275	235	Discontinued measure
No. (and percentage) of accepted complaints finalised within the Commission	1	375 (75%)	315 (80%)	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
No. of clients satisfied with complaint handling service measured via client survey	1	400	375	Discontinued measure
No. of clients satisfied with training sessions measured via client survey	1	2,000	1,900	Discontinued measure
No. of accepted complaints referred to the Tribunal	1	50	75	Discontinued measure
No. (and percentage) of accepted complaints referred to the Tribunal that are resolved prior to public hearing	2	16 (80%)	23 (62%)	Discontinued measure
No. of complaints where the time from receipt to assessment notification is:				
– within 14 days	1,3	150	140	Discontinued measure
– within 28 days	1	275	280	Discontinued measure
– over 28 days	1	345	280	Discontinued measure
Percentage of complaints where the time from receipt to assessment notification is:				
– within 14 days	3	20%	20%	Discontinued measure
– within 28 days	3	40%	40%	Discontinued measure
No. of complaints where time from acceptance notice to conciliation conference is:				
– within 28 days	1,4	40	40	Discontinued measure
– within 42 days	1	230	250	Discontinued measure
– over 42 days	1	115	100	Discontinued measure
Percentage of complaints where time from acceptance notice to conciliation conference is:				
– within 28 days	4	10%	10%	Discontinued measure
– within 42 days	4	60%	60%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
No. of complaints where time from acceptance notice to complaint being closed is:				
– within three months	1	230	265	Discontinued measure
– within six months	1	80	70	Discontinued measure
– within nine months	1	40	30	Discontinued measure
– within 12 months	1	20	10	Discontinued measure
– over 12 months	1	20	15	Discontinued measure
Tribunal decisions released within eight months of hearing	2	80%	50%	Discontinued measure

Notes:

1. The number of services associated with this measure is not directly attributable to the ADCQ.
2. The Tribunal transferred to QCAT during 2009-10.
3. The legislated timeframe is 28 days.
4. The legislated timeframe is 42 days.

## Crime and Misconduct Commission

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of matters assessed	1	3,800	4,600	Discontinued measure
Number of matters investigated	2	80	60	Discontinued measure
% of matters assessed within 4 weeks	3	85	95	Discontinued measure

Notes:

1. The measure was a basic count of assessments and inadequately addressed the increasingly significant role of the CMC in the monitoring of complaints managed by public sector agencies. An amended measure has been introduced for 2010-11 which shows the degree to which cooperation, capacity building and devolution principles are applied. The amended measure acknowledges that public sector agencies are given responsibility to deal with the majority of complaints involving their agency, subject to CMC monitoring.
2. In 2010-11 the CMC will measure the number of matters retained for investigation by the CMC which is a measure of the application of the public interest principle required by section 34(2) of the *Crime and Misconduct Act 2001*. The previous measure did not readily recognise this point.
3. The amended service standard replacing this measure better focuses on the CMC's complaints-related activities arising from the increasing accountability for complaints-management in public sector agencies. The focus is now on the CMC's speedy finalisation of reviews.

# Electoral Commission of Queensland

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Electoral Services</b>				
No. of electoral information services provided	1	25,000	N/A	Discontinued measure
Access to electoral services throughout State – electoral district printed roll available at Magistrates Courts and Queensland Government Agent Program Offices – locations	2	81	N/A	Discontinued measure

**Notes:**

1. This measure has been discontinued as it is no longer relevant at this level of measurement as more electors access Commission information and check enrolment online or by other means. Data ceased to be collected for the measure from 1 July 2009.
2. This measure has been discontinued as the measure remains static unless offices are closed or new ones opened. Data ceased to be collected for the measure from 1 July 2009.

# Public Trust Office

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Free advice to the Public (Hours)	1	4,274	4,406	Discontinued measure
Degree of compliance with Client Service Standards (as measured by Client Satisfaction Survey)	1	97%	97%	Discontinued measure
Administration of Deceased Estates finalised within 12 months	1	70%	76%	Discontinued measure
Enduring Powers of Attorney to be prepared within 1 day of receipt of client instructions	1	98%	98%	Discontinued measure
Wills to be prepared within 1 day of receipt of client instructions	1	98%	98%	Discontinued measure
Total cost of administering deceased estate matters	1	11,366	10,148	Discontinued measure
Administration of commercially uneconomical deceased estates	1	67	65	Discontinued measure
Total cost of administering protective management matters	1	18,894	18,606	Discontinued measure
Total cost of administering other trust matters	1	5,060	5,751	Discontinued measure
Total cost of preparing Enduring Powers of Attorney	1	272	407	Discontinued measure
Cost of providing free will-making service	1	2,761	3,085	Discontinued measure
Cost of providing free advice to the public	1	752	627	Discontinued measure
Funding for the Adult Guardian	1	989	997	Discontinued measure
Funding for Legal Aid Assistance	1	165	141	Discontinued measure
Management of prisoners – criminal compensation and civil actions	1	61	52	Discontinued measure

## Notes:

1. In order to meet the government's Performance Management Framework by transitioning from outputs and output performance measures to services and service standards, The Public Trust Office rationalised its current output measures for the provision of the trustee and administration service for the:
  - a. Administration of deceased estates;
  - b. Financial Administration of Disability Support and other trust matters;
  - c. Free Will making; and
  - d. Enduring Powers of Attorney

# Department of Employment, Economic Development and Innovation

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
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## Employment, Industry Development and Innovation

### Output: Employment Initiatives

Number of disadvantaged jobseekers, underemployed and low skilled workers who receive assistance	1,49	15,800	17,941	Discontinued measure
Number of additional apprentices and trainees in the public sector due to First Start Subsidy	49	700	700	Discontinued measure
Number assisted under the Education and Training Reforms Pathways Program	2,49	4,500	3,720	Discontinued measure
People who gain further employment or training outcomes following the First Start Apprentice/Trainee Program	49	80%	88%	Discontinued measure
People who are in employment or training 12 months after receiving assistance under <i>Skilling Queenslanders for Work</i>	49	60-65%	66%	Discontinued measure
Indigenous people who are in employment or training 12 months after receiving assistance from Indigenous Employment and Training Support Officers	49	50-55%	77%	Discontinued measure
Average cost per funded participant of the <i>Skilling Queenslanders for Work</i> employment package to make participants job ready	3,49	\$4,400	\$3,700	Discontinued measure

## Employment, Industry Development and Innovation

### Output: Industry and Regional Development

Number of clients, businesses and economic development organisations assisted through industry development assistance	4,49	3,598	5,605	Discontinued measure
Estimated value of capital investment generated as a result of targeted investment development activities in strategic sectors and regions	49	\$679 million	\$637.15 million	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Estimated value of new business secured, including exports, and imports replaced as a result of activities in strategic sectors and local content policy	5,49	\$153 million	\$525.5 million	Discontinued measure
Estimated value of expenditure on R&D resulting from activities (in private and public sectors)	6,49	\$70 million	\$187 million	Discontinued measure
Percentage of assisted firms reporting improved internal performance due to targeted technology diffusion activities	49	80%	80%	Discontinued measure
Percentage of completed business and industry transformation incentives applications assessed within the specified evaluation period	49	100%	100%	Discontinued measure
Number of regional clients and businesses (and % of total) assisted through:				
– information and skills development programs	49	772 (68%)	637 (63%)	Discontinued measure
– business and industry transformation incentives	49	7 (50%)	5 (71%)	Discontinued measure
– innovation program funding	49	14 (25%)	19 (32%)	Discontinued measure
Number of significant regional projects facilitated	49	6	6	Discontinued measure

## Mines and Energy

### Output: Policy and Tenures Services

Royalty outstanding as a percentage of royalty revenue	49	<1%	0.5%	Discontinued measure
Average satisfaction rating by users of Mines and Energy web site (1-4 scale)	49	3.5	3.5	Discontinued measure
Policy advice, briefings, Ministerial correspondence, key projects and core business functions delivered within agreed standards	49	90%	91%	Discontinued measure
Percentage of abandoned mines land program resourced priority projects progressed within agreed timelines	49	90%	90%	Discontinued measure
Percentage of 'intention to grant' of exploration permits issued within 180 business days of the date of lodgement	49	90%	90%	Discontinued measure
Percentage of uniform tariff Community Service Obligation claims paid in accordance with agreed timelines	49	100%	100%	Discontinued measure
Percentage of targeted National Energy Market issues responded to within agreed timelines	49	90%	92%	Discontinued measure
Percentage of Government Policy initiatives implemented within approved timelines	49	90%	90%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Mines and Energy</b>				
<b>Output: Safety and Health Services</b>				
Number of staff by number of days engaged in audits, inspections and investigations of organisations/locations for:				
– Mining	7,49	2,400	3,150	Discontinued measure
– Petroleum and Gas	8,49	1,300	1,630	Discontinued measure
– Explosives	9,49	900	1,089	Discontinued measure
Number of corrective/compliance action requests issued:				
– Mining	7,49	450	590	Discontinued measure
– Explosives	10,49	90	63	Discontinued measure
– Petroleum and Gas	11,49	450	686	Discontinued measure
Percentage of mine safety research projects completed within agreed timeframes	49	100%	100%	Discontinued measure
Simtars revenue targets for commercial activities	49	\$6.9 million	\$6.9 million	Discontinued measure
Government explosives reserve revenue targets for services provided	12,49	\$5.0 million	\$4.41 million	Discontinued measure
Number of persons gaining safety competencies through participation in departmental training	13,49	2,500	2,000	Discontinued measure
Number of licenses and certificates issued:				
– Mining	14,49	225	276	Discontinued measure
– Petroleum and Gas	49	1,900	1,820	Discontinued measure
– Explosives	49	3,000	3,050	Discontinued measure
Percentage of directives issued to organisations under safety compliance legislation that are completed within target timelines	49	90%	87%	Discontinued measure
Maintenance of Simtars accreditation as a registered training organisation	49	100%	100%	Discontinued measure
Percentage of customers who rate Simtars services as satisfactory or better	49	80%	95%	Discontinued measure



Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Percentage of emergency responses to notified incidents that meet customer service standards	49	100%	100%	Discontinued measure
Percentage of audits, inspections completed to schedule:				
– Mining	49	90%	88%	Discontinued measure
– Petroleum and Gas	8,49	90%	100%	Discontinued measure
– Explosives	49	90%	93%	Discontinued measure
Percentage of occupational licences issued within time targets for:				
– Mining	14,49	90%	95%	Discontinued measure
– Petroleum and Gas	49	90%	93%	Discontinued measure
– Explosives	49	90%	92%	Discontinued measure

## Mines and Energy

### Output: Technology, Resources and Energy Services

Number of direct contacts provided with investment attraction information	15,49	2,200	2,400	Discontinued measure
Percentage of the State covered by:				
– Airborne geophysical surveys	49	4.9%	4.9%	Discontinued measure
– Gravity surveys	49	9.9%	9.9%	Discontinued measure
Average monthly number of hits on Mines and Energy's internet-based geoscience information systems:				
– Interactive Resource Tenure Maps	16,49	1 million	1.2 million	Discontinued measure
– Queensland Digital Exploration Reports	17,49	800,000	750,000	Discontinued measure
Number of Clean Coal research and development projects initiated or joined by local participants as an outcome from international visitations and contacts	49	3	3	Discontinued measure
Percentage of customers satisfied with investment attraction information and advice	49	85%	88%	Discontinued measure
Delivery of regulatory functions and responsibilities under energy legislation within applicable timeframes	49	90%	90%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Mines and Energy</b>				
<b>Output: Clean Energy Services</b>				
Number of policy initiatives implemented to accelerate the growth of the renewable energy sector in Queensland	18,49	4	10	Discontinued measure
Number of demand side management and energy efficiency policy initiatives implemented across Queensland	19,49	2	7	Discontinued measure
<b>Queensland Primary Industries and Fisheries</b>				
<b>Output: Primary Industries Development</b>				
<b>Group A Strategic Policy and Legislation</b>				
The annual Legislative program implemented as agreed or as subsequently amended by agreement between DPI&F and relevant government stakeholders	49	100%	100%	Discontinued measure
Rating out of 10 given by key stakeholders surveyed on their satisfaction with, and support for, DPI&F policy advice and strategic leadership	20,49	8	N/A	Discontinued measure
<b>Group B Industry and Regional Development</b>				
Responses to regional/subregional planning network mechanisms completed within required timeframes	21,49	50	65	Discontinued measure
Responsibilities under <i>Integrated Planning Act 1997</i> /Integrated Development Assessment System (IDAS) completed within required timeframes:				
– responses to local government planning schemes	21	90	150	Discontinued measure
– responses to development assessment applications	22	950	626	Discontinued measure
<b>Group C Trade and Business Assistance</b>				
Major trade development activities:				
– trade missions	49	40	39	Discontinued measure
– trade events	49	10	10	Discontinued measure
Number of enterprises engaged in trade development activities facilitated by DPI&F	23,49	160	142	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Business assistance:				
– farm enterprises assisted through business analysis/financial counselling services	49	650	650	Discontinued measure
– producers assisted to access Government financial assistance	24,49	150	200	Discontinued measure
Satisfaction with the quality and value of trade and business assistance services	49	>75% rate at 7 or above	75	Discontinued measure
<b>Group D Technology Development</b>				
Improved varieties, cultivars and commercialised parent lines	49	21	17	Discontinued measure
Systems, standards and tools for:				
– improved production efficiency		62	48	Discontinued measure
– accessing trade opportunities	49	11	13	Discontinued measure
– improvements to sustainability of resource utilisation	49	21	20	Discontinued measure
Innovative technologies (including molecular tools) developed through revolutionary R&D effort	49	8	8	Discontinued measure
Quality and value of R&D projects indicated by the funding organisations' satisfaction with project milestone reports	49	>70% rate at 7 or above	70%	Discontinued measure
<b>Group E Information, Skills and Business Capacity Development</b>				
Business capacity building activities:				
– group learning activities to increase business capacity	49	420	393	Discontinued measure
– participants engaged in business development activities	49	6,407	5,794	Discontinued measure
Activities designed to achieve adoption of technologies:				
– delivered by DPI&F	49	221	229	Discontinued measure
– sponsored/commissioned by DPI&F	49	31	30	Discontinued measure
Participant satisfaction with training course outcomes	49	>75% rate at 7 or above	77% rate at 7 or above	Discontinued measure
Information products and services:				
– new web pages reviewed and published	49	4,300	5,500	Discontinued measure
– Internet web page access	49	>4 million	5.5 million	Discontinued measure
– business support software published	49	18	31	Discontinued measure
– number of items of technical information published	49	400	432	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
– Business Information Centre enquiries		100,000	95,000	Discontinued measure
– web-based enquiries	49	6,000	6,200	Discontinued measure
– regional events managed or supported	25,49	96	40	Discontinued measure
Satisfaction with the quality, value and availability of information products and services	49	>75% rate at 7 or above	75%	Discontinued measure

## Queensland Primary Industries and Fisheries

### Output: Biosecurity

#### **Group F Biosecurity Policy and Legislation**

Implementation of annual Legislative program	49	100%	100%	Discontinued measure
Satisfaction with the quality and value of DPI&F policy advice and strategic leadership on biosecurity, chemical use and food safety, and animal welfare	49	≥ 75% rate at 7 or above	75% at 7 or above	Discontinued measure
Representation on national Biosecurity committees and forums	49	24	24	Discontinued measure

#### **Group G Prevention and Surveillance for Pests, Diseases, Agvet Chemicals and Contaminants**

Biosecurity assurance or risk reduction systems managed and maintained	26,49	10	12	Discontinued measure
Annual surveillance targets met for State, national and/or international biosecurity surveillance programs met as agreed or as subsequently amended by agreement between DPI&F and relevant stakeholders	49	100%	100%	Discontinued measure
Investigations into suspected incidents	27,49	42	80	Discontinued measure
Samples tested for pests, diseases, agvet chemicals and contaminants	49	133,000	132,970	Discontinued measure
Number of declared, new and regional priority pest species subject to research to improve control measures	28,49	22	25	Discontinued measure

#### **Group H Control of and Response to Pests, Diseases, Agvet Chemicals and Contaminants**

Best practice standards/ strategies/plans developed or reviewed	49	23	23	Discontinued measure
Incident response teams maintained	49	1	1	Discontinued measure
NLIS implemented and maintained	49	100%	100%	Discontinued measure
Training programs and exercises for incident response	49	8	8	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
State and National arrangements managed for responses to specific large-scale exotic and endemic pests and diseases	49	7	6	Discontinued measure
Doses of tick fever vaccine supplied to industry	49	800,000	757,000	Discontinued measure
Responses undertaken for pest and/or disease incursions, or agvet chemical or contaminant incidents	49	15	21	Discontinued measure
Number of class 1 pest eradication programs	49	16	16	Discontinued measure
<b>Group I Animal Welfare and Keeping</b>				
Animal welfare standards/codes/ systems developed, contributed to, promulgated and/or administered annually	49	9	9	Discontinued measure
Animal welfare and ethics education programs	49	4	4	Discontinued measure
<b>Group J Compliance, Enforcement and Regulatory Activity</b>				
Property freedom certificates issued	29,49	1,400	1,250	Discontinued measure
Complaints and/or suspected breaches investigated	49	3,780	3,790	Discontinued measure
Compliance audits and reviews conducted	30,49	2,046	1,830	Discontinued measure
Interstate Plant Quarantine Inspections for fire ant affected businesses	31,49	1,200	1,050	Discontinued measure
Business accreditations maintained to facilitate market access	32	94,900	74,350	Discontinued measure
<b>Queensland Primary Industries and Fisheries</b>				
<b>Output: Fisheries</b>				
<b>Group K Fisheries Policy and Legislation</b>				
Consultation and advisory mechanisms used in the development and review of fisheries policy and legislation	33,49	18	15	Discontinued measure
<b>Group L Management of Fisheries Resources and Fish Habitats</b>				
Fisheries management arrangements reviewed for sustainability and reported to the Australian Government Department of the Environment and Heritage		21	21	Discontinued measure
Fisheries for which quota management arrangements are maintained	34,49	13	15	Discontinued measure
Stocked impoundment permits issued	49	46,000	44,000	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Group M Compliance, Enforcement and Regulatory activities</b>				
Number of fisheries inspections by Queensland Boating and Fisheries Patrol (QBFP)	49	31,500	31,236	Discontinued measure
% of overall compliance with fisheries laws	49	93%	95%	Discontinued measure
% of farms that comply with aquaculture licence operating conditions	49	95%	95%	Discontinued measure
Level of compliance with quota arrangements achieved in each of four key quota fisheries	49	99%	99%	Discontinued measure
Accuracy of trawl effort quota monitoring using the Vessel Monitoring Systems (VMS)	49	98%	98%	Discontinued measure
Fisheries authorities issued	49	6,000	6,200	Discontinued measure
<b>Group N Community Programs</b>				
Boating Safety:				
– boating safety inspections undertaken annually by the QBFP	35,49	25,000	28,232	Discontinued measure
– compliance with boating safety regulations	49	93%	93%	Discontinued measure
Shark control:				
– proportion of shark control equipment meeting QBFP operational standards	49	100%	100%	Discontinued measure
<b>Queensland Primary Industries and Fisheries</b>				
<b>Output: Rural and Regional Communities Services</b>				
Satisfaction level of participants and partners at forums conducted by Office of Regional and Rural Communities	36,49	80%	93%	Discontinued measure
Percentage of grant and subsidy notifications within agreed timeframes	37,49	95%	N/A	Discontinued measure
Percentage of proposals from Ministerial Regional Community Forums responded to within agreed timeframes	38,49	95%	N/A	Discontinued measure
<b>Tourism, Office of Fair Trading and Office of Liquor, Gaming and Racing</b>				
<b>Output: Liquor, Gaming and Racing</b>				
<b>Liquor</b>				
Number of compliance activities conducted in Indigenous communities and catchment areas	39,49	200	300	Discontinued measure
Number of community development activities conducted in Indigenous communities	49	150	150	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of licensed premises checked for compliance	49	6,500	6,500	Discontinued measure
Number of complaints investigated	49	2,000	2,000	Discontinued measure
Number of liquor, wine and adult entertainment applications processed:				
– complex applications (e.g. new licences, detached bottle shops, adult entertainment permits)	40,49	1,400	1,600	Discontinued measure
– moderate applications (e.g. no advertising required)	49	6,000	6,000	Discontinued measure
– standard applications (e.g. one-off permits)	41,49	13,000	15,000	Discontinued measure
Percentage of applications for decision review where original decision successfully defended	42,49	70%	85%	Discontinued measure
Percentage of complaints finalised	49	90%	90%	Discontinued measure
Percentage of complying licensees in Indigenous communities and catchment areas	49	80%	80%	Discontinued measure
Percentage of front-end licensing activities completed within nominated timeframes	43,49	95%	90%	Discontinued measure
<b>Gaming</b>				
Audit, probity and inspection activities completed in accordance with annual program	49	95%	99%	Discontinued measure
Percentage of gambling providers committing to the implementation of the <i>Code of Practice</i>	49	82%	82%	Discontinued measure
Suitability of all gambling participants and systems proven to be satisfactory	49	95%	98%	Discontinued measure
Licence applications processed within set time	49	90%	92%	Discontinued measure
Community Benefit Funds applications processed within set times	49	99%	100%	Discontinued measure
<b>Racing</b>				
Service level agreement performance standards for delivery of drug control, animal welfare, disease control and other services met	49	Yes	Yes	Discontinued measure
Annual accreditation of the Racing Science Centre to international standards maintained	49	Yes	Yes	Discontinued measure
Percentage of investigations into racing issues completed to required standard	49	95%	100%	Discontinued measure
Percentage of drug sample analyses from licensed animals completed within 10 working days	49	95%	97%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
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## **Tourism, Office of Fair Trading and Office of Liquor, Gaming and Racing**

### **Output: Fair Trading (including Tourism)**

Percentage of disputes satisfactorily finalised	49	80%	85%	Discontinued measure
Percentage of licensing applications and registration services processed within targets	49	95%	95%	Discontinued measure
Percentages of investigations completed within targets	49	75%	75%	Discontinued measure
Percentage of conciliations completed within 30 days	44,49	80%	90%	Discontinued measure
Number of licensing, registration and accreditation services provided	45,49	326,000	345,000	Discontinued measure
Number of complaints finalised	46,49	12,500	14,500	Discontinued measure
Number of enforcement actions initiated	49	3,000	3,100	Discontinued measure
Number of entities monitored for compliance	49	11,000	11,000	Discontinued measure
Amount of redress achieved	47,49	\$3.2 million	\$3.7 million	Discontinued measure

## **Trade Queensland**

### **Output: International Trade Development**

Number of client firms provided with export assistance	49	3,000	2,950	Discontinued measure
Number of strategic export projects implemented	49	22	22	Discontinued measure
Number of exporter development initiatives delivered	49	170	232	Discontinued measure
Number of trade initiatives promoting Queensland products and services	49	160	195	Discontinued measure
Percentage of client firms provided with export assistance based in regional Queensland	49	40%	45%	Discontinued measure
Estimated value of exports generated by client firms assisted (\$ million)	48,49	\$425 million	\$449.2 million	Discontinued measure

#### **Notes:**

#### **Employment, Industry Development and Innovation**

1. The increase relates to labour market changes arising from the Global Economic Crisis which redirected the type of employment assistance to early low cost intervention which resulted in an increased number of participants.
2. Due to a change in the Youth Training Incentive program which saw a reduction from 2 subsidy payments at the 6 and 18 month stages of a traineeship to 1 subsidy payment at 18 months and the impact of the Global Financial Crisis, fewer than expected school based trainees are being employed and reaching the eligibility for placement.
3. The average cost per participant is lower than anticipated due to the redirection of employment assistance to low cost interventions targeting recently retrenched workers as a result of the global financial crisis.
4. Increase is partly due to the number of clients assisted through the Benchmark, HEAT and Mercedes Benz Fashion Festival programs. These programs exceeded expectations due to the strong relationships with business and industry.
5. Increased level of activity in major projects and infrastructure projects and capital asset acquisitions.



6. Increase due to Innovation and Skills Projects Fund and National Collaborative Research Infrastructure Strategy (NCRIS) captured in actuals but not other Innovation programs in the forecast. These also include Queensland Brain Institute, Ecosciences precincts and Health and Food Sciences precinct, Enhanced Project and Skills Fund, Proof of Concept Fund, Commercialisation Fellowships, QCIF, the National ICT Australia (NICTA), AeHRC and Institute of Molecular Biosciences.

#### Mines and Energy

7. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est. is due to an increase in mines inspectors, as well as an increased focus toward small mine site and exploration site inspections.
8. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to more inspections and an increased number of incidents resulting in a high number of investigations conducted than anticipated.
9. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects improved management and recording practices allowing for increased resources allocation toward audits, inspections and investigations.
10. The decrease between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects reduced activity in the explosives industry due to the global economic downturn, resulting in fewer compliance action requests than anticipated.
11. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to Increased inspections and high rates of non compliance.
12. The decrease between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects the global economic downturn. The quantity of explosives being used has decreased and the demand for storage services has followed. Changes introduced to the 3<sup>rd</sup> edition of the Australian Explosives Code has led to imports being distributed nationally and bypassing the explosives reserves.
13. The decrease between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to a downturn in industry demand stemming from the global economic downturn. Trainee figures declined with the decline of employment figures in the mining industry.
14. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to the introduction of the Site Senior Executive statutory certificate on coal mines resulting in greater numbers of certificates issued than anticipated.
15. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects a continued high level of overseas interest from India, China and Korea despite the global financial crisis.
16. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to increased competition for limited available prospective ground in Queensland, particularly for coal.
17. The decrease between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects a reduced research demand due to the continued reduction in available prospective ground.
18. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est reflects a increased focus on renewable energy activities than originally anticipated.
19. The increase between the 2009-10 Estimated actual figure and the 2009-10 Target/est is due to more initiatives being implemented than originally expected.

#### Queensland Primary Industries and Fisheries

20. Significant ongoing stakeholder engagement occurred during 2009-10 as part of the development and implementation of The Fresh Approach Initiative. Undertaking a survey to confirm opinions would potentially be seen as an impost to our stakeholders.
21. Responses are demand driven and the overall number of responses exceeds the 2009-10 Target/est.
22. This target is demand driven. Less activity experienced than originally anticipated.
23. The Trade Missions to Shanghai and to North Africa are not proceeding. This has impacted on the number of companies being engaged.
24. The program is demand driven and the increase in producers assisted has been due to impacts associated with the global financial crisis and natural disasters.
25. Focus has shifted to supporting larger events with a focus on major primary industries, such as beef. As a consequence of directing efforts to major events, less minor event activities can be supported.
26. Two additional activities commenced which are in addition to the estimated target, the National HGP Control System Review and multi-pest surveillance program.
27. Demand driven activity, increase is a result of a rise in residue and contaminant detections and pest/disease incursions investigated.
28. Research on the ecology and control of additional species has been implemented, involving Class 1 weed species (targeted for eradication).
29. Demand driven - difficult to predict - depends largely on live export markets.
30. This target is demand driven. Less targeted compliance audits of Approved Risk Management Plans were undertaken. The number of audits conducted is reflective of the number of movement certificates issued, and the number of certificates issued was less than anticipated.
31. This target is demand driven. Inspections are conducted at request of businesses needing RIFA property freedom. accreditation to allow export of nursery plants to other States or Territories.
32. This target is demand driven. The number of horticulture businesses seeking accreditation is affected by a range of factors including seasonal conditions, market conditions, changes to pest status and interstate requirements.
33. Nominations currently under consideration for appointment to QFAC.
34. Increase due to commencement of quota monitoring of stout whiting and grey mackerel fisheries.
35. Increased emphasis on boat ramp inspections due to their relative cost effectiveness as opposed to on-water inspections.
36. One forum was held in 2009-10 - the Rural Women's Symposium held at Mount Isa on 20 November 2009.
37. No information is available as the grant and subsidiary funding programs delivered under the Strengthening Rural Communities Strategy under the Blueprint for the Bush concluded at the end of 2008-09.
38. No information is available as no Ministerial Regional Community Forums were held in 2009-10.

#### Tourism, Office of Fair Trading and Office of Liquor, Gaming and Racing

39. The year to date figure for compliance activities is significantly higher than the target due to the amount of illicit alcohol entering into the restricted areas resulting in increased compliance activities including the development of liquor accords in catchment areas.
40. More applications have been received to date than originally expected. Over 1,000 applications were processed to December 2009.

41. More applications have been received to date than originally expected. Over 8,400 applications were processed to December 2009. Changes in restricted liquor permits may have contributed to the increase.
42. At the time of estimate on 31 March 2010, no decisions have been overturned.
43. Percentage of risk assessment management plans completed within time is down slightly due to staff availability and other activities being prioritised.
44. Increased result due to re-engineering of case assessment, the centralised assessment and allocation of work resulting in more timely completion of files.
45. In July 2009 there was a one off transfer of approx 14,000 security interests to the Queensland Register of Encumbered Vehicles (REVS). This, coupled with a general upward trend of 6% in REVS activities, related to increase sale of used motor vehicles, accounts for the vast majority of the variance.
46. It should be noted the number of complaints finalised is contingent upon the number of complaints received by the Office of Fair Trading. The increase may be attributed to better informed consumers who are more aware of their rights and are more likely to complain about unsatisfactory products/services.
47. Redress is not the primary focus of the Office of Fair Trading. Increase due in part to 48% interest rate cap, restitution or compensation awarded to consumers after Office of Fair Trading action through courts or tribunals and claims made through the Property Agents and Motor Dealers Act Claim Fund.

#### Trade Queensland

48. The Asian-led Global Economic Recovery in 2009 advantaged Queensland exporters with positive export dollar returns in 2009-10 across Asia and the Middle East markets.

#### 'Discontinued' measures

49. A measure is considered to be 'discontinued' where:
  - the measure has been completely discontinued (that is, has no correlation to any of the 2010-11 service standards); or
  - the measure is similar in wording to a 2010-11 service standard but a 'material' change has occurred. Changes are considered to be 'material' where 2009-10 data will no longer be directly comparable to 2010-11 data. 'Material' changes may be the result of changes to reporting methodology or where the scope of the service standard has been expanded to cover additional business areas not previously contributing to the measure.

## QRAA

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of applications for assistance received:				
– Grants		5,000	2400	Discontinued measure
– Loans		500	470	Discontinued measure
Number of existing programs administered		9	10	Discontinued measure
% of applications approved				
– Grants		85%	80%	Discontinued measure
– Loans		65%	65%	Discontinued measure
Staff satisfaction with QRAA's internal operations and systems		80%	74.1%	Discontinued measure
Staff turnover ratio compared to industry benchmarks		10-12%	10%	Discontinued measure
% of individual staff development plans achieved		90%	98%	Discontinued measure
Response time for client enquiries		2 days	2 days	Discontinued measure
Return on assets	1	6%	6%	Discontinued measure

#### Note:

1. Figure provided as at 15 March 2010.

# Australian Agricultural College Corporation

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Level of stakeholder satisfaction with VET training services and products				
– Student outcomes	1	85%	85%	Discontinued measure
– Employer views		95%	89%	Discontinued measure
Portion of VET activity delivered in regional Queensland	2	90%	90%	Discontinued measure

Notes:

1. Measure amended for 2010-11 to be consistent with the surveys utilised for risk assessment of a Registered Training Organisation against the Australian Quality Training Framework and submitted to the registering body. Decrease in 2009-10 Estimated actual employer satisfaction from 2009-10 Target/est. due to publicity and concerns with changes planned for college related to new strategic direction.
2. This measure tends to measure activity i.e. the size of the administration task opposed to AACC's effectiveness at training delivery. AACC's campuses are located in regional Queensland which could mask the actual location of delivery. To meet industry requirements and increase mobile training VET activity is being increasingly targeted in main centres along the eastern seaboard of Queensland.

# Department of Infrastructure and Planning

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Planning</b>				
Number of Local Governments with high population growth (greater than 10,000 total population) with Priority Infrastructure Plans	1,39	23	23	Discontinued measure
Percentage of target audience reached by publications	2,39	90%	95%	Discontinued measure
Percentage of attendance rate for seminars, workshops and forums	3,39	80%	86%	Discontinued measure
Percentage of milestones completed on priority projects being progressed by Regional Planning Projects outside SEQ	4,38	85%	85%	Discontinued measure
Number of local governments and State agencies participating in the new Smart eDA Program	5,39	42	51	Discontinued measure
Client satisfaction with the quality of seminars, workshops, forums and publications	6,39	80%	85%	Discontinued measure
Percentage of statutory responsibilities completed within agreed timeframes	7,38	90%	100%	Discontinued measure
Number of Regional Planning Committee (RPC) meetings held per year (previously Regional Coordination Committee RCC)	8,39	4	7	Discontinued measure
Number of sub-regional planning and infrastructure forums held per year	9,39	5	0	Discontinued measure
Number of Regional Landscape and Open Space Committee meetings held per year	10,39	6	6	Discontinued measure
Key stakeholder satisfaction with the quality of SEQ Regional Plan implementation process	11,39	75%	75%	Discontinued measure
Concurrence agency requests processed within required timeframes	12,38	90%	100%	Discontinued measure
Produce an updated SEQ Infrastructure Plan Program	13,38	June 2010	June 2010	Discontinued measure
<b>Output: Infrastructure and Economic Development</b>				
Area of land secured for economic development (hectares)	14,39	777	5,515	Discontinued measure
Number of major projects coordinated:				
– Proposed projects	15,39	31	35	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
– Committed projects	16,39	16	16	Discontinued measure
Estimated capital value of major projects coordinated:				
– Proposed projects	17,39	\$83.15 billion	\$96.14 billion	Discontinued measure
– Committed projects	18,39	\$15.94 billion	\$30.33 billion	Discontinued measure
Number of economic development infrastructure and major land use planning projects being developed	19,39	34	29	Discontinued measure
Number of private sector infrastructure project proposals being evaluated or facilitated	20,39	17	12	Discontinued measure
% of satisfaction ratings greater than or equal to 3 (on a 1 to 5 scale) with infrastructure planning services	21,39	90%	90%	Discontinued measure
Estimated number of jobs generated:				
– Proposed projects	15,39	49,645	67,676	Discontinued measure
– Committed projects	16,39	20,723	30,983	Discontinued measure
% of committed major projects on schedule to agreed milestones	22,39	80%	100%	Discontinued measure
% of area of land secured for economic development located in regional Queensland	14,39	83%	94%	Discontinued measure
% of major land use planning projects and studies located in regional Queensland	19,39	90%	93%	Discontinued measure
% of estimated number of jobs generated by (committed) projects located in regional Queensland	16,39	60%	70%	Discontinued measure

#### **Output: Infrastructure Delivery**

Number of major projects coordinated:

– Proposed projects	23,39	2	1	Discontinued measure
– Committed projects	24,39	7	8	Discontinued measure

Estimated capital value of major projects:

– Proposed projects	25,39	\$0.08 billion	\$0.3 billion	Discontinued measure
– Committed projects	26,39	\$5.59 billion	\$3.22 billion	Discontinued measure

Number of private sector infrastructure project proposals being evaluated or facilitated	27,39	1	1	Discontinued measure
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Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Estimated number of jobs generated:				
– Proposed projects	28,39	185	200	Discontinued measure
– Committed projects	29,39	4,250	4,330	Discontinued measure
% of committed major projects on schedule to agreed milestones	30,39	75%	87%	Discontinued measure
% of estimated number of jobs generated by (committed) projects located in regional Queensland	31,39	50%	35.7%	Discontinued measure
<b>Output: Local Government</b>				
Number of councils with unqualified audit reports	32,39	65	67	Discontinued measure
Percentage of Councillors advised/trained in the Code of Conduct	33,39	100%	100%	Discontinued measure
Client satisfaction with advice and services provided by the department	34,38	80%	83%	Discontinued measure
Local government satisfaction with departmental relationship	34,39	80%	84%	Discontinued measure
Client satisfaction with management of local government funding programs	34,39	80%	78%	Discontinued measure
Percentage of grant and subsidy notifications within agreed timeframes	35,39	95%	88%	Discontinued measure
Proportion of local government grants and subsidies distributed to rural, regional and Indigenous communities	36,39	70%	88%	Discontinued measure
Administration costs as a percentage of local government grants and subsidy funding distributed	37,39	0.75%	0.75%	Discontinued measure

Notes:

- Following a revision of the total number of councils with a population greater than 10,000 (now revised at 27 of 57 councils), the 2009-10 Target/est. was revised to 23 (down from 28). The 2009-10 Estimated actual of 23 represents 75% of higher population councils with operational or advanced Priority Infrastructure Plans.
- All departmental consultations were promoted on the department's website, the *Get Involved* website and through traditional channels, with increased numbers of stakeholders accessing publications including *South East Queensland Regional Plan 2009 – 2031*, Pool Safety Guidelines, the Sustainability Declaration and Integrated Development Approval System (IDAS) forms.
- More than 6000 stakeholders participated in a range of workshops and sessions regarding Building and Development Tribunal Referee Training, the *South East Queensland Regional Plan 2009-2031*, the Strategic Cropping Land Discussion paper, the *Sustainable Planning Act 2009*, the Draft SEQ Climate Change Management Plan, Tropical Design Forums and a Roadshow to promote the changes to Queensland's Building Laws.
- Scheduled milestones for 2009-10 completed include the release of the South West Regional Plan, the Central West Regional Plan, and Maranoa-Balonne Regional Plan, the Draft State Planning Regulatory Provisions for the Wide Bay Burnett Region and the public consultations and review of submissions for the North West Regional Plan.
- 2009-10 marked a turning point for participation, with Smart eDA lodgement now able to be integrated with online payments. A strong communication strategy linked with DIP website changes increased the profile of this initiative and contributed to 2009-10 Target/est. being exceeded.
- The 2009-10 Estimated actual for client satisfaction is determined through feedback at seminars and workshops conducted and responses to surveys on the usefulness of publications provided. See notes 2 and 3 re the range of seminars, workshops and publications.
- The estimated actual for 2009-10 indicates the department met all timeframes under the *Sustainable Planning Act 2009* in relation to Ministerial Call-ins.
- Regional Planning Committee meetings facilitate high level dialogue and information sharing between the State and local government, with additional meetings held to facilitate the Growth Summit held in March 2010.
- As the review of the South East Queensland Regional Plan has been completed, no subregional planning forums were required in 2009-10. In this period, engagement with local governments occurred through the South East Queensland Council of Mayors as representatives of local government on the Regional Planning Committee.

10. The 2009-10 Estimated actual indicates all scheduled meetings of this advisory committee were held. The committee acts as a forum for key stakeholders to discuss policy development and implementation of the South East Queensland Regional Plan as it impacts on the regional landscape, regional open space and rural areas of South East Queensland.
11. Feedback in support of the 2009-10 Estimated actual was determined mainly through stakeholder forums.
12. The 2009-10 Estimated actual indicates all timeframes were met with respect to Ministerial advice agency powers and concurrency agency powers provided by the *Sustainable Planning Act 2009*.
13. The process to develop and release an annual revised South East Queensland Infrastructure Plan and Program (SEQIPP) is on target.
14. The 2009-10 Target/est. anticipated securing land at Mackay, Gympie and Amberley. This target was significantly exceeded due to the securing of land for the Abbot Point State Development Area (3,658 ha) and the Callide Infrastructure Corridor State Development Area (1,385 ha) in addition to a number of smaller parcels.
15. During 2009-10 eight projects were declared as significant projects (and added to the list of proposed projects) with a total capital value estimated at \$24.88 billion and 15,820 jobs. The other 27 proposed major projects reflect the continued strong activity in the resource sector.
16. The number of committed major projects managed during 2009-10 has resulted from the progression of major resource projects including the Bowen Basin Coal Growth Project and the Queensland Curtis LNG Project and water related projects including the Gladstone to Fitzroy Water Pipeline and the Northern Pipeline Interconnector Stage 2. These two resource projects alone are estimated to generate 12,865 additional jobs. Of the total 16 committed projects, nine are located in regional Queensland and are estimated to generate 21,630 jobs.
17. The increased capital value of proposed major projects managed during 2009-10 resulted from the addition of projects declared as significant including resource related projects such as Zircon Commercial Project in the Southern Bowen Basin with a capital value of \$4.3 billion and the addition of proposed infrastructure projects such as the Cross River Rail Link with an estimated capital value of \$8.2 billion.
18. The increased capital value of committed major projects is primarily due to significant coal infrastructure projects moving from proposed to committed, for example, the Bowen Basin Coal Growth Project and Queensland Curtis LNG account for \$13 billion in capital value.
19. The 2009-10 economic conditions resulted in fewer than anticipated economic development infrastructure and land use planning projects being developed. 29 projects which were developed during the year including twelve State Development Areas, five of which are at Gladstone, and sixteen regional development projects associated with resource development, rail and port infrastructure. 27 of the projects (93%) were located in regional Queensland.
20. Due to the current economic climate there were fewer than anticipated private sector infrastructure projects evaluated and facilitated during 2009-10. Some of the new projects in 2009-10 included Port of Brisbane Motorway, Cross River Rail Link and Sunshine Coast Transport Corridor.
21. Satisfaction was determined from a survey conducted in April 2010.
22. All sixteen committed major projects are currently on track against agreed milestones.
23. During 2009-10 the Wyaralong Water Treatment Plant moved to the committed stage leaving the Kuraby and Cedar Grove Interconnector as the only proposed project being coordinated.
24. During 2009-10 the Traveston Crossing Dam Project was deleted as a committed project, however, two additional committed projects being the Wyaralong Water Treatment Plant and the Whitsunday Coast Airport Upgrade were added.
25. The higher 2009-10 Estimated actual was due to a re-evaluation of the capital value of the Kuraby and Cedar Grove Interconnector.
26. Whilst the number of committed projects increased by one, the overall capital value for committed projects is significantly reduced due to not processing the Traveston Crossing Dam project.
27. The Airport Link Project is noted as a private sector infrastructure project.
28. The 2009-10 Estimated actual represents jobs generated by the Kuraby and Cedar Grove Interconnector.
29. A review of the jobs generated by the Airport Link Project resulted in an increase of 630 jobs (now estimated to generate 2,780 jobs). This increase and the addition of the Wyaralong Water Treatment Plant as a committed project offset the reduction in jobs as a result of Traveston Crossing Dam not proceeding.
30. Of the eight committed projects, the only one not on target against agreed milestones is the Fluoridation Implementation in Regional Queensland Project.
31. The 2009-10 Estimated actual of 35.7% represents 1,550 jobs in regional Queensland.
32. The 2009-10 Estimated actual of 67 represents 92% of the total 73 councils which had their financial statements audited by the Queensland Auditor General.
33. During 2009-10 all councillors were made aware of their obligations including the changes under the *Local Government Act 2009*, which takes effect on 1 July 2010. The new legislation will provide that councillors, by virtue of being elected and holding the office of councillor, are individually and collectively bound by the purpose and principles of the Act (sections 3 and 4); the responsibilities and powers of councillors (section 12); the financial sustainability criteria (section 102); and any other obligations under the Act.
34. The 2009-10 Estimated actual was determined from a Business Improvement Survey conducted in April 2010. commissioned by the department and undertaken by the Office of Economic and Statistical Research.
35. The 2009-10 Estimated actual is lower than the 2009-10 Target/est. due to delays in receiving supporting documentation from some councils and approval by partnering State Government departments. Some delays were also caused by the need for technical advice or information/clarification after receipt of the application, for example, incomplete local government applications under Natural Disaster Relief and Recovery Arrangements.
36. The higher than expected 2009-10 Estimated actual is principally due to increased funding for Natural Disaster Relief and Recovery Arrangements in response to the flooding events which have impacted rural and regional and Indigenous communities throughout Queensland.
37. The major element of administration costs relates to staff costs. Whilst staffing numbers increased during 2009-10 due to the filling of some vacancies, the overall administration costs remained on target.
38. This measure is discontinued because the measure is similar in wording to a 2010-11 service standard but a 'material' change has occurred whereby the 2009-10 data will no longer be directly comparable to 2010-11 data.
39. This measure is discontinued because it has no correlation to any of the 2010-11 service standards.

# Department of Transport and Main Roads

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Rail, Ports and Aviation Systems</b>				
Kilometres of rail track subsidised	1	6,445	6,210	Discontinued measure
Kilometres of rail corridor managed (leased and sub-leased)	1	9,798	9,798	Discontinued measure
Number and % of local government / community airports that meet regular public transport standard by region	1			
– Far North Qld		22 and 66	22 and 66	Discontinued measure
– Remainder of Qld		64 and 60	64 and 60	Discontinued measure
Number and % of strategic port land use plans receiving coordinated Government input	1	5 and 100	4 and 100	Discontinued measure
Ratio of overhead costs to contractual payments (transport service contracts) (%)	1	<2	0.10	Discontinued measure
<b>Output: Integrated Transport Planning</b>				
No. of development applications assessed under the department's <i>Integrated Planning Act 1997</i> concurrence powers	1,2	600	520	Discontinued measure
Level of satisfaction expressed by key stakeholders and community with the integrated transport planning process	1	High	High	Discontinued measure
Percentage of development applications assessed within <i>Integrated Planning Act 1997</i> timeframes	1,2	95	95	Discontinued measure
<b>Output: Road Use Management</b>				
Number of new school crossing supervisors employed	1	15	15	Discontinued measure
Number of school crossings opened	1	15	15	Discontinued measure
Number of licences on register	1	3,152,500	3,132,000	Discontinued measure
Number of vehicles on register	1	4,292,000	4,323,200	Discontinued measure
Motor vehicle registration revenue (\$ million)	1	1,244	1,268	Discontinued measure



Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Proportion of actions from Qld Road Safety Action Plan implemented (%)	1	100	100	Discontinued measure
Direct cost per delivery of registration renewal - average across all delivery channels	1	5.53	5.59	Discontinued measure
<b>Output: Maritime Safety</b>				
Number of registrations	1			
– Recreational		234,000	235,000	Discontinued measure
– Commercial		5,690	5,500	Discontinued measure
Number of licences (new issues)	1			
– Recreational		40,000	44,100	Discontinued measure
– Commercial		1,300	1,100	Discontinued measure
Number of applications associated with commercial licences	1	2,500	2,100	Discontinued measure
Person hours of maritime compliance activity	1	15,000	13,300	Discontinued measure
Person hours of maritime education activity	1	12,600	12,000	Discontinued measure
<b>Output: Public Transport Services</b>				
Number of Authorities Issued – new and renewal	1			
– Operator Accreditation		4,400	4,400	Discontinued measure
– Driver Authorisation		32,000	32,000	Discontinued measure
Number of licences on issue	1			
– Taxi Licences		3,275	3,253	Discontinued measure
% wheelchair accessible		17	20	Discontinued measure
– Limousine Licences		520	535	Discontinued measure
Number of taxi contracts managed	1	24	23	Discontinued measure
Number and % of total school children assisted	1	150,000 22	151,000 21	Discontinued measure
Number of communities directly supported by service contracts	1			
– Air		26	26	Discontinued measure
– Long distance bus services		50	50	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of vehicle kilometres in bus contract areas	1			
– Bus (regional urban – govt contracted)		18,070,000	18,500,000	Discontinued measure
– Bus (long distance)		4,450,000	4,450,000	Discontinued measure
Revenue collections for authority renewals (\$'000)	1			
– Operator Accreditation		773	843	Discontinued measure
– Driver Authorisation		1,104	975	Discontinued measure
Number of air services (flights) operated under contract	1	7,264	7,264	Discontinued measure
Ratio of overhead costs to total assistance payments and subsidies paid (%)	1	3.5	3.5	Discontinued measure
Whole-of-Product Cost per transaction involving authorities and licences	1			
– Driver Authorisation Bus / Taxi		56.27	56.21	Discontinued measure
– Average Operator Accreditation Bus / Taxi / Limousines		413.78	413.38	Discontinued measure
<b>Output: Road System Planning</b>				
Road length (State-controlled roads)	1,3			
– total kilometres		33,337	33,343	Discontinued measure
– total urban lane kilometres		4,136	4,178	Discontinued measure
– total rural lane kilometres		59,189	59,491	Discontinued measure
Percentage of lane kilometres unsealed	1,3	11.5	11.06	Discontinued measure
Number of bridges - Timber	1,3	366	350	Discontinued measure
Number of bridges - Other	1,3	2,586	2,550	Discontinued measure
Road Ride Quality	1,3,4			Discontinued measure
– <110 NRM (4.2 IRI) Urban, Rural		95, 92	95.04, 91.68	Discontinued measure
– <140 NRM (5.3 IRI) Urban, Rural		99, 98	98.52, 98.03	Discontinued measure
Replacement value of State-controlled road network (\$' million)	1	54,877	54,877	Discontinued measure
Value of properties held for future works as a percentage of the replacement value of the State-controlled road network	1	2	2.56	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Road Program Development and Delivery</b>				
Number of lane kilometres rehabilitated	1	550	480	Discontinued measure
Number of lane kilometres resealed/resurfaced	1	4,500	4,300	Discontinued measure
Number of timber bridges rehabilitated and/or replaced	1	30	30	Discontinued measure
Total number of timber bridges remaining on Higher Mass Limit (HML) routes	1	5	1	Discontinued measure
Number of crashes by road users at and around road project worksites	1,5	26	N/A	Discontinued measure
Expenditure on road maintenance and rehabilitation (\$ million)	1	577	820	Discontinued measure
Percentage of RIP projects with environmental assessments undertaken	1	100	99.4	Discontinued measure
Percentage of completed road corridor environmental assessments	1	100	98.9	Discontinued measure
Network availability to increased capacity heavy vehicles (the percentage of Type 2 Road Train network available)	1	35	33	Discontinued measure
Number of serious injury (hospitalisation) crashes on State-controlled roads per 100 million vehicle kilometres travelled	1,5	Improvement over time	N/A	Discontinued measure
Number of killed and serious injury (KSI) crashes on State-controlled roads per 100 million vehicle kilometres travelled by identified crash type	1,5	Improvement over time	N/A	Discontinued measure
Congestion indicator relating to the greater Brisbane area	1,6			Discontinued measure
– AM peak km/h		39.1	38.1	Discontinued measure
– PM peak km/hr		31.6	33.2	Discontinued measure
– Off peak km/hr		21.9	23.0	Discontinued measure
– All day km/hr		31.3	32.5	Discontinued measure
Percentage of State-controlled road network with an acceptable 'Level of Service' consistent with Austroads' methodology	1			Discontinued measure
– Urban		40	40	Discontinued measure
– Rural		84	84	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of Transport Infrastructure Development Scheme (TIDS) projects funded	1	640	960	Discontinued measure
Bikeway grants (\$ million)	1	4.6	4.67	Discontinued measure

Notes:

- In transitioning to the government's Performance Management Framework, the Department of Transport and Main Roads reviewed and discontinued a number of output performance measures where:
  - The measure is not an appropriate service standard to reflect the department's efficiency and effectiveness; or
  - The measure is of an inventory or activity nature; or
  - The function measured was transferred to another department; or
  - The measure quality assessment process recommended discontinuing.
- The *Sustainable Planning Act 2009* replaced the *Integrated Planning Act 1997*.
- The 2009-10 Target/est. as per actual 2008-09 results published in the department's 2008-09 Annual Report.
- The proportion of travel undertaken each year on rural and urban State-controlled roads with conditions better than the specified benchmark, using Austroads' Smooth Travel Exposure methodology (National Association of Australian State Road Authorities Roughness Meter).
- The 2009-10 Estimated actual is not available due to delays in receiving data sets from new reporting systems.
- Congestion indicator relating to the greater Brisbane area difference between actual travel speed and posted speed limit(s) on a representative sample of arterial roads and motorways in the urban metropolitan area. The result will grow as congestion increases.

## TransLink Transit Authority

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Cost (\$) of subsidy per passenger kilometre for TransLink – Citytrain	1	0.41	0.44	Discontinued measure
Cost (\$) of subsidy per passenger kilometre for TransLink – Bus	1	0.22	0.22	Discontinued measure

Note:

- These measures were replaced with a new service standard - *Cost (\$) of subsidy per passenger trip – Bus, Rail and Ferry*, which can be calculated using more accurate data. These discontinued measures relied on fixed estimates – 20 km as the average for a rail trip and 10 km for a bus trip which had not been revised since 2004-05. Furthermore the cost factors differed considerably between the two modes which could lead to invalid comparisons between the two due to contributions towards rail access versus bus registration fees paid to the Department of Transport and Main Roads of which part are funded by the Government.

# Department of Public Works

## Queensland Building Services Authority

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Renewal reviews finalised	1	78,000	78,000	Discontinued measure
Customers advised by telephone	2	245,000	243,500	Discontinued measure
Reviews of Building Services Authority decisions satisfactorily resolved (%)	3	90	90	Discontinued measure
Disputes satisfactorily resolved (%)	4	75	72	Discontinued measure
Approved claimants fully compensated (%)	5	98.5	99	Discontinued measure
% Contractors compliant with:				
(a) Certifiers technical audit requirements	6	70	70	Discontinued measure
(b) Licensing	7	95	98	Discontinued measure
(c) Requests to rectify	8	80	80	Discontinued measure
(d) Allowable annual turnover	9	99	98	Discontinued measure
(e) DBCA Act	10	80	98	Discontinued measure
Days to admit 50% of insurance claims	11	20	20	Discontinued measure

### Notes:

1. All renewal reviews must be finalised for licensees to retain licence.
2. Measure discontinued as no longer considered meaningful given increased use of email and internet.
3. Measure discontinued as "satisfactorily resolved" included a range of resolutions including withdrawal of applications and settlements.
4. Measure discontinued due to lack of quantifiable data.
5. Measure discontinued as all approved claimants are fully compensated in accordance with the terms of their policy.
6. Discontinued as inappropriate measure of certifier compliance.
7. Measure discontinued and replaced with service standard - *Number of unlicensed contractor investigations initiated*.
8. Measure discontinued as no longer appropriate as non-compliance with requests to rectify may be attributable to a range of factors.
9. Measure discontinued as investigations into breaches of allowable annual turnover are included with financial investigations initiated.
10. Measure discontinued due to lack of verifiable data. Service standard - *Investigations into breaches of legislated contractual obligations*, considered to be a more robust measure.
11. Measure discontinued due to lack of available data as a result of system changes.

# Department of Communities

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Aboriginal and Torres Strait Islander Services</b>				
Number of corporate/community agreements brokered in partnership	1	20	22	Discontinued measure
Number of service delivery initiatives coordinated to address priority issues in partnership agreements with the 19 Meeting Challenges, Making Choices communities	2	50	53	Discontinued measure
Level of key stakeholder satisfaction with the department's facilitation of and support to negotiation table processes	3	60%	75%	Discontinued measure
<b>Output: Child Safety Services</b>				
<b>Services for children and young people at risk</b>				
Percentage of children who were renotified within 12 months of a prior notification	4	20%	18%	Discontinued measure
Percentage of children with substantiated harm experiencing a subsequent substantiation within 12 months	5,6	15%	15%	Discontinued measure
Percentage of children who were the subject of a decision not to substantiate experiencing a subsequent substantiation within 12 months	5,7	8%	8%	Discontinued measure
Rate of substantiated harm per 1,000 children (0-17 years of age) outside of South East Queensland	8,9	7.9	6.7	Discontinued measure
<b>Services for young people in care</b>				
Number of children subject to finalised orders	10,11	6,440	7,130	Discontinued measure
Number of children subject to interim orders	10,11	1,050	970	Discontinued measure
Total number of children subject to protective orders	10	7,490	8,100	Discontinued measure
Number of children living away from home subject to a protective order, by placement type:				
– approved foster care	12,15	3,850	4,120	Discontinued measure
– approved kinship care	13,15	2,060	2,260	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
– other	14,15	730	830	Discontinued measure
– total	15	6,640	7,210	Discontinued measure
Number of children living away from home not subject to a protective order, by placement type:				
– approved foster care	12,15,16	500	210	Discontinued measure
– approved kinship care	13,15,16	330	150	Discontinued measure
– other	14,15,16	160	120	Discontinued measure
– total	15,16	990	480	Discontinued measure
Percentage of children subject to protective orders and living away from home in approved kinship care	10,15	31%	31%	Discontinued measure
Percentage of children and young people exiting out-of-home care after 12 months or more who have had three or fewer placements	17	69%	67%	Discontinued measure
Percentage of foster carers eligible to receive Regional Remote loading	18	9%	8.7%	Discontinued measure
<b>Adoption services</b>				
Number of assessments for inter-country adoption completed	19	100	41	Discontinued measure
Number of assessments for local adoption completed	20	40	36	Discontinued measure
Number of final adoption orders made	21	85	59	Discontinued measure
Number of applications lodged for review to the Children Services Tribunal	22	1	0	Discontinued measure
Percentage of education and information programs conducted outside of Brisbane	23	10%	0%	Discontinued measure
<b>Output: Community and Youth Justice Services</b>				
<b>Information and communication technology shared services</b>				
Number of client agency staff trained in core systems arising from the information management reform program	24,25	ICMS–2,582 DISQIS–500	ICMS–1,950 DISQIS–363	Discontinued measure
Availability of core systems and infrastructure	25	98%	99.6%	Discontinued measure
Delivery cost per user for core services (\$)	25	\$2,305	\$2,348	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Community renewal</b>				
Percentage of funds used on education and skills related projects	26,28	14%	0%	Discontinued measure
Percentage of project funds used for community facilities	26,28	18%	0%	Discontinued measure
Percentage of Community Renewal projects with service integration outcomes	26,27	95%	61%	Discontinued measure
Percentage of Indigenous people in Community Renewal zones who participate in Community Renewal	26	10%	17%	Discontinued measure
Level of resident satisfaction with Community Renewal zone as a place to live	26	85%	86%	Discontinued measure
Percentage of total project funds contributed by partner agencies	26,28	53%	0%	Discontinued measure
Resident satisfaction with level of changes in Community Renewal zone since Community Renewal commenced	26	80%	79%	Discontinued measure
Percentage of Community Renewal projects demonstrating sustainable outcomes	26,27	90%	61%	Discontinued measure
Level of resident satisfaction with services available locally in Community Renewal zones	26	55%	49%	Discontinued measure
Average value of assistance per Community Renewal zone	26,30	\$476,000	\$550,000	Discontinued measure
<b>Output: Housing and Homelessness Services</b>				
<b>Social rental housing</b>				
Number of applications on the Housing Register	31,32	26,000	34,000	Discontinued measure
Number of Indigenous applications on the Housing Register	31,33	3,100	4,250	Discontinued measure
Property Standard Index - social rental housing properties	34	*	*	Discontinued measure
Percentage of registered community housing providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	35	95%	99%	Discontinued measure
Percentage of new households assisted within three years for social rental housing	36,37	78%	86%	Discontinued measure



Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Indigenous community housing</b>				
Percentage of registered Indigenous community housing providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	35,38	95%	100%	Discontinued measure
<b>Private market assistance</b>				
Percentage of registered providers meeting prescribed requirements under the <i>Housing Regulation 2003</i>	35	95%	98%	Discontinued measure
Percentage of Bond Loan payments to the Residential Tenancies Authority within 24 hours of confirmation of tenancy	39	100%	100%	Discontinued measure
Percentage of grants paid by date specified in funding agreement	40	100%	100%	Discontinued measure
Percentage of new loan applications processed with 28 days	41	95%	95%	Discontinued measure
<b>Crisis housing</b>				
Property Standard Index – Crisis Accommodation Program properties	34	*	*	Discontinued measure
<b>Output: Disability and Community Care Services</b>				
<b>Accommodation support services</b>				
Percentage of new funding initiatives implemented within agreed timeframes	42	100%	100%	Discontinued measure
<b>Community services</b>				
Number of Local Area Coordinators (full-time equivalent)	44	50	53	Discontinued measure
Percentage of new funding initiatives implemented within agreed timeframes	42	100%	100%	Discontinued measure
<b>Community and home care</b>				
Service category 5 – Home modifications – number of modifications	45	518	518	Discontinued measure
<b>Output: Multicultural Services</b>				
Number of community organisations assisted through the Multicultural Assistance Program	46	70	97	Discontinued measure
Number of community groups involved in the Queensland Multicultural Festival	47	80	90	Discontinued measure
Number of process improvement reviews undertaken	48	10	11	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
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### Output: Sport and Recreation Services

Participation in departmental sport and active recreation programs:

– total participants in the department's sport and active recreation programs	49	900,000	953,122	Discontinued measure
Stakeholder satisfaction with services provided by the QAS	50	85%	85%	Discontinued measure
Percentage of grant and subsidy notifications within agreed timeframes	51	95%	95%	Discontinued measure

### Output: Women's Services

Stakeholders' satisfaction with Office for Women's engagement of them in women's policy development processes	52	85%	*	Discontinued measure
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\* Data not available

#### Notes:

1. This measure has been replaced with a new service standard relating to the Remote Indigenous Land and Infrastructure Program Office.
2. This measure has been replaced with a new service standard relating to the number of ATSIIS led key engagement forums to drive Indigenous reforms.
3. This measure has been amended to *Level of key stakeholder satisfaction with the department's support for engagement processes* to better reflect the department's support for Aboriginal and Torres Strait Islander engagement generally, including negotiation processes.
4. This measure is a partial indicator of the effectiveness of departmental services in terms of protecting children from further harm. Renotifications are measured as the proportion of distinct children notified in a financial year who were the subject of a subsequent notification within a period of 12 months after the initial notification, and where the subsequent notification relates to a different report of alleged harm or risk of harm. This means that the 2010-11 Target/estimate would relate to children initially notified in 2009-10. This measure has been discontinued as its usefulness for the department is affected by factors beyond the control of the department, such as changes in family circumstances, which may include a new partner or illness.
5. This measure counts the number of distinct children substantiated (or not substantiated) in a financial year who were subject to a subsequent substantiated notification within a period of 12 months after the initial substantiation. As a result, the 2009-10 Target/estimate relates to children initially substantiated (or not substantiated) in 2008-09.
6. This measure is a partial indicator of the effectiveness of departmental intervention provided to children who have been harmed or are at risk of harm. This measure has been discontinued as it is already captured through other departmental reporting, including the national *Report on Government Services*.
7. This measure is a partial indicator of the department's ability to reduce the risk of harm to children by appropriately assessing the information it receives about possible child protection incidents. The measure has been discontinued as it is already captured through other departmental reporting, including the national *Report on Government Services*.
8. Rate of substantiated harm is measured as the number of distinct children subject to substantiated harm or risk of harm per 1,000 children aged 0-17 years. Population data is based on estimated resident population figures. This measure has been discontinued as it is not considered useful for the department, and more detailed regional information is already captured through other departmental reporting.
9. The 2009-10 Estimated actual figure for the rate of substantiated harm is lower than the 2009-10 Target/estimate, reflecting the lower than expected number of substantiations.
10. Protective orders include child protection orders and court assessment orders that are finalised or interim. If a child is subject to more than one type of order they are counted only once.
11. The 2009-10 Estimated actual for the number of children subject to interim orders and finalised orders have been revised from 2009-10 Target/estimate figures. The split between those children subject to an interim order and those subject to a finalised order has been revised to reflect recent trends in recorded data. This measure has been discontinued as the distinction between finalised and interim orders is not considered useful for the department.
12. Approved foster care includes children living with a foster carer or a provisionally approved carer where no family relationship exists between carer and child.
13. Approved kinship care includes children living with a kinship carer and children living with a foster carer or provisionally approved carer where a family relationship exists between the carer and child.

14. Other care includes all children placed with residential care services, hospitals, independent care arrangements, Queensland youth detention centres, and all other placements.
15. This measure has been discontinued as more appropriate measures of the department's effectiveness in meeting the placement needs of children are reported in other service standards, such as the ratio of children in home-based care to carer families and the total number of children living away from home by placement type.
16. The 2009-10 Estimated actual figures for the number of children living away from home and who were not subject to a protective order are lower than the 2009-10 Target/estimate figures. The split between those children subject to a protective order and those not subject to a protective order as at 30 June has been revised to reflect recent trends in recorded data.
17. This measure counts children who have been in out-of-home care for a continuous period of 12 months or more. The measure does not include support (respite) care or temporary placements lasting less than seven days. Placement stability is a partial indicator of the quality of services provided to children in out-of-home care. This measure has been discontinued as it is already captured through other departmental reporting, including the national *Report on Government Services*.
18. This measure has been discontinued because it is a legacy measure that aimed to provide information on the number of carers in remote locations. It does not identify the number of children requiring care in remote areas or whether the supply of carers is adequate to meet demand.
19. The number of assessments for intercountry adoption completed refers to the couples that were either approved or not approved as prospective adoptive parents for the intercountry program. There are substantially more couples on the register interested in adopting a child than there are children requiring an adoptive placement. As at 31 January 2010, 200 couples were on the intercountry children's adoption register. For the 2008-09 financial year there were 49 children adopted from overseas countries. These numbers are likely to reduce further due to the following: in November 2009 the Attorney-General's Department (AGD) suspended Australia's program with Ethiopia and whilst the program was officially re-opened on 6 April 2010, it is currently inactive due to no referrals of children to the Ethiopian program; in January 2010 the AGD withdrew its support for the Fiji program; in February 2010 Thailand advised that they would not receive any further files for 2010; and in April 2010 South Korea reduced the quota of children requiring an adoptive placement. This measure is now amalgamated with local adoptions into the service standard *Number of assessments for prospective adoptive parents completed*.
20. The number of assessments for local adoption completed refers to the couples that were either approved or not approved as prospective adoptive parents for the Queensland program. This measure is now amalgamated with local adoptions into the service standard *Number of assessments for prospective adoptive parents completed*.
21. Number of final adoption orders made, excludes interim orders. There was a decrease in the number of final adoption orders made due to the commencement of the *Adoption Act 2009* which now requires Queensland adoptions to be subjected to a twelve month interim order period before a final adoption order is made. Intercountry adoptions have decreased due to the following: in November 2009 the Attorney-General's Department (AGD) suspended Australia's program with Ethiopia and whilst the program was officially re-opened on 6 April 2010, it is currently inactive due to no referrals of children to the Ethiopian program; the withdrawal of support by the Attorney-General's Department for the Fiji program; and a reduction or cessation in the quotas of children requiring an adoptive placement by South Korea and Thailand. This measure has been discontinued as it is outside the control of the department. This information is also captured by the national Australian Institute of Health and Welfare.
22. Number of applications lodged for review to the Children's Services Tribunal refers to the number of applications lodged in the Queensland Civil and Administrative Tribunal to review a decision made by Adoption Services Queensland in accordance with section 319 of the *Adoption Act 2009*. This measure has been discontinued as it is outside the control of the department.
23. Percentage of education and information programs conducted outside of Brisbane refers to the number of information sessions held for couples prior to them expressing an interest to adopt and for an education session once couples are engaged in the assessment process. No education sessions were held outside of Brisbane due to insufficient numbers of couples that resided in a particular area, therefore it was more efficient to conduct the information and education sessions in Brisbane. This measure has been discontinued as its relevance has diminished now that information programs are delivered online.
24. The number of agency staff trained in these systems is less than forecast due to reduced training needs. However, training in other IT systems has increased.
25. This measure has been discontinued as a result of the March 2009 machinery-of-Government changes. The Department of Communities no longer provides a shared Information and Communication Technology (ICT) service to its former departments, but operates a consolidated whole of department internal ICT service.
26. This measure has been discontinued as the Community Renewal grants program ceased in June 2009. The new Community Participation Program will focus on partnerships rather than grants to facilitate and enable outcomes for clients and the department. New service standards introduced will capture performance of Community Participation Programs' outcomes.
27. A number of infrastructure related projects funded under the former Community Renewal Program were delayed due to factors varying from poor weather conditions delaying construction, protracted negotiations with project partners, unforeseen building compliance issues and the turn-over of partner project management staff delaying the meeting of project milestones. These projects will be closely monitored to ensure timely finalisation.
28. All approved former Community Renewal funding was allocated in February 2009. No further funding was approved for the 2009-10 financial year.
29. No new grants funding was approved for the 2009-10 financial year and as a decision was taken to cease the grants program, it was inappropriate to seek matching funds from partner agencies.
30. Grants funding of \$0.67 million from 2008-09 was carried over to 2009-10. The increased budget allowed for higher average value assistance to former Community Renewal zones in 2009-10.
31. The 2009-10 Estimated actual has increased as a result of a genuine increase in demand for social housing. There may also be applications on the Housing Register which are no longer valid or required. Full application reviews were undertaken when the former waitlists were converted to the Housing Register. It is planned that further reviews will be undertaken during 2010-11 to ensure that all applications on the Housing Register are valid, and to possibly reduce the intensity of growth in the number of applications on the Housing Register.

32. This measure has been discontinued as the most appropriate measure for the Housing Register, reports applications eligible for long-term social housing. This is reported as a continuing, separate service standard.
33. This measure has been discontinued as the most appropriate measure for the Housing Register, reports Indigenous applications eligible for long-term social housing. This is reported as a continuing, separate service standard.
34. Data is not available due to a methodological review of the Property Standards Index. Work is continuing with CSIRO to progress the review and implement enhancements. This measure has been discontinued as a new methodology for property standards will be implemented which provides Property Standard Index (PSI) results for three areas: amenity, maintenance and lifecycle (age), of which only maintenance impacts on a dwelling's quality. This measure has been replaced by a service standard reporting dwellings in acceptable condition (Property Standard Index maintenance score of greater than 8.0).
35. This measure has been discontinued as a separate item and has been amalgamated into the service standard *Percent of registered providers meeting prescribed requirements under the Housing Act 2003 and the Housing Regulation 2003*.
36. Benefits of the Client Intake and Assessment Process continue to be achieved. Improved identification of clients' needs enables a more tailored approach to assisting clients promptly, with a focus on clients with high and very high needs.
37. This measure has been discontinued as the most appropriate standard for allocation time, reports the average wait time to allocation for assistance. This is reported as a continuing, separate service standard.
38. The 2009-10 Target/estimate is for 95% or above. 100% of Indigenous housing providers complied with the above mentioned act and regulation.
39. This measure has been discontinued as it is standard practice for all bond loan payments to be made within 24 hours.
40. This measure has been discontinued as it is no longer meaningful. All grant payments are made by the stipulated dates in funding agreements. A payment is not made only on the grounds of a signed funding agreement not being in place.
41. This measure has been discontinued as this is not a key measure of service delivery.
42. This measure has been discontinued as the agreed timeframe is always the financial year for implementation.
43. This measure has been amended to *Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe* as the initial timeframe for providers to become certified has been met.
44. This measure has been discontinued as it is not a measure of service delivery.
45. Home modifications are one-off, specialist interventions such as bathroom modifications, to enable people to function independently within their own homes. The Home and Community Care (HACC) Program provides funding for both major and minor home modifications. This measure has been discontinued as it only includes outputs relating to major home modifications. A new service standard has been introduced that includes all home modifications funded by the HACC Program and, as the cost for each modification varies significantly between occasions of service, be measured as a dollar figure.
46. This measure has been discontinued as it has been amended to the number of grants provided.
47. This measure has been discontinued. A new service standard has been developed for the number of people participating in Multicultural Affairs Queensland sponsored festivals and events.
48. This measure has been discontinued as it is not a measure of service delivery.
49. This measure has been discontinued to reflect the department's focus on the delivery of services to provide equitable access to target group populations such as Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, schools, youth at risk and people with disabilities in 2010-11.
50. This measure has been discontinued as the new Queensland Academy of Sport (QAS) operating model results in some athletes now being supported through their State sporting organisation rather than directly through the QAS, making the stakeholder survey group smaller and less relevant.
51. This measure has been discontinued following the introduction of a common service agreement for the department and release of new funding programs.
52. This measure has been discontinued following Ministerial consideration of the outcomes from the 2009 Mason Review and the subsequent implementation of the Office for Women's new service model. The Office for Women's strategic direction moved to a model of influencing key Queensland Government agencies in the development and delivery of their policies and programs. A new service standard has been introduced to reflect the change of strategic direction, in particular the change of key stakeholder relationships.

## Commission for Children and Young People and Child Guardian

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of policy/submissions made	1	70	75	Discontinued measure
Complaints enquiries received	2,3	3,500	2,800	Discontinued measure
Complaints progressed	2,4	700	1,061	Discontinued measure
Percentage of complaints received from outside Brisbane locations	5	60%	73%	Discontinued measure
Number of child death cases reviewed	6	65	79	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Follow up on complaints resolution in 28 days	7	98%	99%	Discontinued measure
Percentage of complaints cases closed	7	85%	78%	Discontinued measure
Percentage of CDCRC cases reviewed within legislated timeframe	8	100%	100%	Discontinued measure
Percentage of Child Death Case Review Committee (CDCRC) recommendations accepted	8	95%	100%	Discontinued measure
Number of public and media statements and presentations made	9	700	411	Discontinued measure
Number of monitoring and review activities commenced	10	20	19	Discontinued measure
Number of monitoring and review activities completed	10	20	18	Discontinued measure
Percentage of monitoring and review recommendations accepted	10	90%	98%	Discontinued measure
Percentage of visitable sites known to the commission visited by Community Visitors outside Brisbane	5	100%	94%	Discontinued measure
Percentage of visitable homes known to the commission visited by Community Visitors outside Brisbane	5	100%	97%	Discontinued measure
Percentage of visitable sites contacted per month	11	90%	88%	Discontinued measure
Percentage of visitable homes contacted per month	11	90%	85%	Discontinued measure
Community visitation and support hours per year	12	180,000	170,000	Discontinued measure
Percentage of serious issues raised by Community Visitors (regarding both Visitable Sites and Homes) progressed to relevant agencies	13	100%	100%	Discontinued measure
Percentage of non-serious issues regarding visitable homes are resolved at the local level	14	85%	83%	Discontinued measure
Percentage of training and awareness activities conducted outside Brisbane	5	60%	50%	Discontinued measure
Percentage of Employment Screening Applications received outside Brisbane	5	65%	64%	Discontinued measure
Employment screening applications processed	15	250,000	270,000	Discontinued measure

Notes:

1. This measure has been discontinued and replaced with a new service standard to provide a stronger link to the commission's evidence base and United Nations Convention on the Rights of the Child obligations which are used to inform the policy / submissions made.
2. This measure has been discontinued as it is demand driven and outside the control of the commission. It has been replaced with a new service standard that provides an indicator of the commission's performance in resolving complaint issues.
3. Prior to the introduction of the commission's new information system, this measure reported the number of discrete contacts from complainants, which included multiple contacts. This measure has been replaced by a new service standard as the new system now reports the number of discrete issues raised by complainants.

4. Prior to the introduction of the new information system, this measure reported the number of letters sent to relevant agencies to progress complaints (which were manually counted). This measure has been replaced by a new service standard as the new system now reports the number of discrete issues referred to relevant agencies by letter.
5. This measure has been discontinued as demand related to a geographical area is outside the control of the commission and does not provide an indication of service performance.
6. This measure has been discontinued as it counts a volume of activity that is out of the commission's control.
7. This measure has been discontinued and replaced with a new service standard that provides an indicator of the commission's performance in resolving complaint issues.
8. This measure has been discontinued and replaced with a new service standard that more accurately reflects the commission's role in supporting the Child Death Case Review Committee (a statutory committee not under control of the commission).
9. This measure has been discontinued as it counts a volume of activity. The 2009-10 Estimated actual was influenced by fewer than planned compliance and risk management workshops (due to changes to legislation), and a change of strategy as to how stakeholders are engaged.
10. This measure has been discontinued and replaced with a new service standard that assesses the effectiveness of investigation, and monitoring and review recommendations.
11. This measure has been discontinued due to additional service standards introduced in 2010-11 Service Delivery Statement to reflect children who are being visited rather than homes or sites.
12. This measure has been discontinued as it has been replaced with a new service standard which more effectively measures the performance of the Community Visitor Program.
13. This measure was amended to include specific reference to the commission's mandate, and a timeframe.
14. This measure was amended to report on issues for children within the scope of the Community Visitor program that are resolved at the local level.
15. This measure has been discontinued as it only counts a volume of activity. New service standards have been introduced that are more reflective of blue card system effectiveness and processing efficiency.

## Residential Tenancies Authority

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Access to RTA Services - Proportion of clients/properties from outside of the Brisbane Statistical Division	1			
– Bonds held		51%	53%	Discontinued measure
– Call Centre contacts		50%	51%	Discontinued measure
– Dispute resolution requests		50%	50%	Discontinued measure
– Investigations commenced		50%	35%	Discontinued measure

Note:

1. This measure has been discontinued due to the transition from outputs to services.

# Family Responsibilities Commission

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Clients who are on Personal Responsibility Agreements	1	250	*	Discontinued measure
Clients who have agreed to Voluntary Income Management (VIM)	2	40	16	Discontinued measure

\* Data not available

Notes:

1. This measure has been discontinued as data is not available. Personal Responsibility Agreements are not subject to mandatory reporting under the *Family Responsibilities Commission Act 2008*.
2. This measure has been discontinued as data is not reportable under the *Family Responsibilities Commission Act 2008*. Voluntary Income Management required changes to the *Social Security Act 1991* therefore clients on certain benefits were unable to volunteer to be subject to income management.

# Department of Education and Training

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Early Childhood Education and Care</b>				
Number of child care licensing transactions undertaken	1	1,700	2,015	Discontinued measure
Number of compliance notices issued to licensed and stand alone child care services	1	70	64	Discontinued measure
<b>Output: Early Phase of Learning</b>				
Number of students in the Early Phase of Learning	1,2	145,890	147,380	Discontinued measure
Number of Preparatory Year students:	1			
– Total		40,600	41,530	Discontinued measure
– Indigenous	3	3,360	3,610	Discontinued measure
Proportion of Queensland Preparatory students enrolled in state Preparatory Year classes	1	71%	70.0%	Discontinued measure
Proportion of Queensland Preparatory to Year 3 students attending state schools	1	70%	70.0%	Discontinued measure
<u>Year 2 Diagnostic Net</u> – Percentage of Year 2 students mapped who did not require intervention in relation to their literacy and numeracy development:	4			
– all:				
– reading		76%	75.2%	Discontinued measure
– writing		86%	84.2%	Discontinued measure
– number		82%	81.8%	Discontinued measure
– Indigenous:	3			
– reading		56%	50.7%	Discontinued measure
– writing		66%	61.2%	Discontinued measure
– number		61%	57.1%	Discontinued measure
Satisfaction of parents with their child's school	6	90%	89.4%	Discontinued measure
Average cost of service per student (\$)	5	10,780	10,270	Discontinued measure



Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Middle Phase of Learning</b>				
Number of students in the Middle Phase of Learning	1,2	239,890	237,160	Discontinued measure
Proportion of Queensland Year 4 to 9 students attending state schools		68%	67%	Discontinued measure
Satisfaction of parents with their child's school	6	85%	82.5%	Discontinued measure
Satisfaction of students with their school	6	79%	77.7%	Discontinued measure
Percentage of students continuing schooling across the key juncture – Year 7 to Year 8:	7			Discontinued measure
– all		91%	89%	Discontinued measure
– Indigenous	3	94%	92%	Discontinued measure
Average cost of service per student (\$)	5	10,559	10,415	Discontinued measure
<b>Output: Senior Phase of Learning</b>				
Number of students in the Senior Phase of Learning	1,2	99,130	100,720	Discontinued measure
Proportion of Queensland Year 10 to 12 students attending state schools	1	61%	62%	Discontinued measure
Apparent retention rate from Year 10 to Year 12:	1			
– total		74%	76%	Discontinued measure
– male		70%	73%	Discontinued measure
– female		77%	80%	Discontinued measure
– Indigenous		60%	58%	Discontinued measure
Satisfaction of parents with their child's school	6	81%	77.7%	Discontinued measure
Satisfaction of students with their school	6	67%	63.7%	Discontinued measure
Average cost of service per student (\$)	5	12,354	12,056	Discontinued measure
Percentage of students with VET qualifications (who completed Year 12)	1	63%	67.9%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Students with Disabilities</b>				
Number of state special schools	1,8	43	43	Discontinued measure
Number of students in special schools	1	3,325	3,390	Discontinued measure
Number of state schools providing:	1			
– special education programs		583	583	Discontinued measure
Number of students with disabilities identified as needing specialist support who are enrolled in state schools	1	19,090	20,230	Discontinued measure
Satisfaction of parents with their child's:	6			
– special school		93%	93%	Discontinued measure
– state school		84%	78.2%	Discontinued measure
Average cost of service per student (\$)	5	27,127	26,152	Discontinued measure
<b>Output: Vocational Education and Training Services</b>				
Commencements for apprentices and trainees				
– 15-17 year olds	9	16,000	14,700	Discontinued measure
Number of apprentices and trainees in training	10	93,000	92,500	Discontinued measure
Total number of VET students:				
– VET (All)	11	300,000	280,300	Discontinued measure
– Total TAFE	12	206,000	183,700	Discontinued measure
– Cert III and above	13,14	– 202,000	191,700	Discontinued measure
– Higher-level training (Cert IV & above)	14	66,500	73,400	Discontinued measure
– Mature age		54,000	48,800	Discontinued measure
– 15-17 year olds	15	49,000	46,300	Discontinued measure
Total qualifications completed:				
– VET (All)	11	98,000	112,400	Discontinued measure
– Certificate III		61,000	64,600	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Total competencies successfully completed:	1			
- VET (All)	11,16	1.75M	1.78M	Discontinued measure
- Total TAFE		1.1M	1.1M	Discontinued measure
- Higher-level training (Cert IV & above)		370,000	454,200	Discontinued measure
Employment/further study outcome:	1			
- TAFE and VET providers		89%	87.2%	Discontinued measure
TAFE – non-government revenue (\$)	1	137M	137M	Discontinued measure
Compliance of training organisations with the Australian Quality Training Framework (AQTF):	1			
- Total number of registered training organisations in Queensland	17	1,400	1,456	Discontinued measure
- Number of organisations approved for registration as a registered training organisation	18	217	297	Discontinued measure
- Number of qualifications approved for organisations upon achieving registration/renewal of registration	19	2,651	2,208	Discontinued measure
- Number of qualifications approved to be added to the scope of existing registered training organisations	19	2,687	3,379	Discontinued measure
Compliance with the provisions of departmental training contracts:				
- Number of training contracts audited	20	67	46	Discontinued measure
Proportion of VET activity delivered in regional Queensland	21	34%	39.3%	Discontinued measure
Average cost per competency successfully completed				Discontinued measure
- Total TAFE		534	554	Discontinued measure
Total Government funding (\$'000)		587,554	609,788	Discontinued measure
- TAFE (All)				
<b>Output: Higher Education</b>				
Number of:	1			
- Queensland universities		9	9	Discontinued measure
- other approved higher education providers		38	32	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of students enrolled at Queensland universities:	1			
– total		195,000	196,800	Discontinued measure
– international		48,400	49,200	Discontinued measure
Number of applications for higher education courses:	1			
– new		40	41	Discontinued measure
– recredited/re-approval		25	8	Discontinued measure
Percentage of students at Queensland universities located in:	1			
– Brisbane		60%	60%	Discontinued measure
– other parts of Queensland		40%	40%	Discontinued measure
<b>Output: Non-State Education</b>				
Number of operating non-state schools in Queensland	1	472	467	Discontinued measure
Number of non-state students in the:	1			
– Early Phase of Learning (Preparatory - Year 3)		63,500	64,220	Discontinued measure
– Middle Phase of Learning (Years 4 - 9)		114,970	116,260	Discontinued measure
– Senior Phase of Learning (Years 10 - 12)		63,200	61,460	Discontinued measure
Number of applications received by the Non-State Schools Accreditation Board for:	22			
– establishing new non-state schools		6	3	Discontinued measure
– existing non-state schools to add type of education	23	5	1	Discontinued measure
– existing non-state schools to change accreditation attribute	24	20	17	Discontinued measure
Number of applications for government funding of non-state schools received by the Non-State Schools Eligibility for Government Funding Committee	22	15	9	Discontinued measure
Number of applications received for registration as a provider of courses for overseas students	1	35	33	Discontinued measure
Non-state schools involved in the cyclical review process:				
– percentage reviewed	25	96%	97%	Discontinued measure
– of those reviewed, percentage complying with the legislated criteria		100%	100%	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of notices issued by the Non-State Schools Accreditation Board	26	N/A	18	Discontinued measure
Percentage of applicants for re-registration as course providers to overseas students approved	27	N/A	N/A	Discontinued measure

Notes:

1. Activity measures have been discontinued to accurately reflect the Government's transition to service standards with greater focus on efficiency and effectiveness.
2. Student enrolments in State schools of Distance Education are distributed across the Early, Middle and Senior Phase of learning outputs according to year level.
3. This is based on self-identified Aboriginal and Torres Strait Islander students.
4. In 2009, 24,966 students participated in the Year 2 Diagnostic Net.
5. Now provided as average cost per student (i) in Prep and Primary. (ii) Secondary and (iii) Students with disabilities.
6. This measure is based on information provided by parents/caregivers in the *School Opinion Survey*, administered in all State schools in August 2009.
7. This measure relates to the key juncture from Year 7 to Year 8 and shows the proportion of students transitioning from State primary schooling to State secondary schooling within Queensland.
8. This measure includes 42 Special Schools and 1 Special Campus (Innisfail State College).
9. This measure records the estimated number of individuals aged 15 to 17 who commenced, or are expected to commence, an apprenticeship or traineeship during the reporting period.
10. 'In training' numbers include continuing students from qualifications begun in previous years. The decline in apprentice commencements had a late affect on students in training in 2009-10. However this was partially offset by constant traineeship activity.
11. Levels of institutional training activity are lower than projected yet the number of qualifications completed and competencies successfully completed have improved.
12. Southbank Institute of Technology (SBIT) and Gold Coast Institute of TAFE (GCIT) became statutory authorities in 2008. TAFE measures do not include SBIT and GCIT activity.
13. This measure was changed in 2010-11 from students enrolled to students completing a Certificate III and above to track activity related to the *Towards Q2: Tomorrow's Queensland* Smart target of *three out of four Queenslanders will hold trade, training or tertiary qualifications* by 2020.
14. The number of Certificate III and above students and the number of Certificate IV and above students is a unique count of publicly funded VET system students in the current year.
15. The success of Education and Training Reforms for the Future (ETRF) initiatives including young people in apprenticeships and traineeships (incorporating School-Based Apprentices and Trainees) has contributed to the number of 15-17 year old students in 2009-10.
16. The number of successfully completed competencies is expected to grow through increased enrolments in State and Australian Government initiatives, especially in the Certificate III and above levels consistent with Q2 targets. Students undertaking these courses complete more units of competency than those studying lower level courses.
17. Includes information provided by the Queensland Studies Authority, but excludes other registered training organisations operating in Queensland under national registration. While the 2009-10 Target/estimate was calculated based on historical data and expected trends, actual performance is market driven.
18. Approved for registration includes organisations registered for the first time and those organisations where registration is renewed. Includes information provided by the Queensland Studies Authority. While the target was calculated based on historical data and expected trends, actual performance is market driven.
19. Includes information provided by the Queensland Studies Authority. While the target was calculated based on historical data and expected trends, actual performance is market driven.
20. The 2009-10 Target/estimate of training contracts to be audited has not been met as a direct result of scarce audit capacity being reprioritised in response to an increase in registration applications. This reprioritisation has allowed registration applications to be processed faster, enabling registered training organisations to commence training earlier than would otherwise have been possible.
21. The department aims to ensure the percentage of VET activity delivered to regional Queensland is commensurate with the proportion of the 15-64 year olds.
22. The number of applications is subject to strategic decisions of school governing bodies.
23. A type of education is defined in s.12 of the *Education (Accreditation of Non-State Schools) Act 2001* to mean primary education, secondary education, or special education.
24. Attributes are defined in s.16 (3) of the *Education (Accreditation of Non-State Schools) Act 2001* and include items such as: governing body, the curriculum model the school is to follow, boarding facilities, etc.
25. This measure indicates the percentage of non-state schools that have completed a cyclic review in the previous 5 years.
26. This measure is for compliance notices, show cause notices, and notices to cancel accreditation and it is not appropriate to set a target, as this will be determined solely by due process and reported as Estimated Actual for 2009-10.
27. No re-registration applications approved in 2009-10 due to delays in amendments to the *Education Services for Overseas Students Act 2000 (ESOS) (Cth)*.

## Corporate and Professional Services

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Financial performance measures</b>	1			
\$SSP operating surplus/(deficit)		..	..	Discontinued measure
% Labour costs as % of total expenses		65.5%	..	Discontinued measure
<b>Non-financial performance measures</b>	1			
Number of FTEs in SSP		1,090	..	Discontinued measure
% of OLAs signed		100%	..	Discontinued measure
Client and Customer satisfaction percentage		≥ 90%	..	Discontinued measure

Note:

- 2009-10 Estimated actuals for these discontinued measures are not available as the Corporate and Professional Services was subsumed into the department of Education and Training from 1 July 2009.

## Queensland Studies Authority

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of syllabuses and support material for the P-12 years of schooling developed or revised	1, 2	20	14	Discontinued measure
Number of audits of school compliance with the Australian Quality Training Framework Standards	1, 3	85	85	Discontinued measure
Number of subject groups moderated and verified for senior certification	1	9,200	10,454	Discontinued measure
Number of students receiving reports on the National Assessment Program – Literacy and Numeracy	1	230,000	232,013	Discontinued measure
Number of students receiving Senior Education Profiles	1, 4	46,176	44,549	Discontinued measure
Syllabuses and support materials for the P-12 years of schooling made available to schools within the agreed government timeframes	1	Timelines met	Timelines met	Discontinued measure

Notes:

- These measures have been discontinued as they reflect levels of activity rather than standards of efficiency or effectiveness.
- Six senior syllabuses were placed on hold pending the introduction of the Australian Curriculum and as a result of the QSA's review of senior syllabuses.
- These figures are for on-site audits only and exclude desktop audits. The *Australian Quality Training Framework Standards for State and Territory Registering Course Accrediting Bodies* are used to determine when on-site audits have to be conducted. The frequencies of audits are determined on a risk management approach based on the current status of compliance and the degree of risk incurred.
- These figures include visa students. The number of students reported to have been issued senior statements refers to Queensland students only (excluding visa students).

# South Bank Institute of Technology

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Total number of students:	1			
– Higher-level training (Cert IV and above)		9,500	11,800	Discontinued measure
– Mature age		5,500	4,700	Discontinued measure
– 15-17 year olds		2,200	2,300	Discontinued measure
Total qualifications completed:	1			
– Southbank Institute of Technology		7,500	9,100	Discontinued measure
Total competencies successfully completed:	1			
– Southbank Institute of Technology		160,000	184,800	Discontinued measure
– Higher-level training (Cert IV and above)		70,000	97,000	Discontinued measure
Number of full fee paying international students	2	3,700	4,400	Discontinued measure
Non-government revenue (\$'000)	3	41,814	53,320	Discontinued measure
Southbank Institute of Technology (All) funding (\$'000)	4	118,824	118,873	Discontinued measure

## Notes

1. Training outcomes to be measured by reference to the number of students completing VET Certificate III and above, consistent with the Government's Toward Q2 Smart target for three out of four Queenslanders to hold trade, training or tertiary qualifications at Certificate III or above.
2. Fees from international students will continue to be included as part of other revenue in the Performance Statement.
3. Reported as other revenue in the Performance Statement.
4. Reported as total cost in the Performance Statement.

# Gold Coast Institute of TAFE

Performance measures	Notes	2009-10 Budget	2009-10 Est. actual	2010-11 Target/est.
Total number of students:	1			
– Higher-level training (Cert IV and above)		5,200	5,650	Discontinued measure
– Mature age		2,100	2,450	Discontinued measure
– 15-17 year olds		2,400	2,500	Discontinued measure
Total qualifications completed:	1			
– Gold Coast Institute of TAFE		4,700	5,100	Discontinued measure
Total competencies successfully completed:	1			
– Gold Coast Institute of TAFE		124,000	117,000	Discontinued measure
– Higher-level training (Cert IV and above)		39,900	47,600	Discontinued measure
Number of full fee paying international students	1	1,650	1,500	Discontinued measure
Non-government revenue (\$'000)	1	24,205	23,360	Discontinued measure
Gold Coast Institute TAFE (All) funding (\$'000)	1	67,148	66,644	Discontinued measure

**Note:**

- Measures that focus solely on activity levels rather than the effectiveness or efficiency of the service have been discontinued.



# Department of Health

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Prevention, Promotion and Protection</b>				
Percentage of women screened through the BreastScreen Queensland Program diagnosed with breast cancer that undergo mastectomy	1	30%	30%	Discontinued measure
Percentage of women treated for low grade cervical abnormalities in accordance with national guidelines	2	..	..	Discontinued measure
Percentage of high risk issues managed through legislation that are investigated and resolved within agreed timeframes	3	..	..	Discontinued measure

**Notes:**

1. This measure has been replaced with a new service standard - *Percentage of invasive cancers detected through BreastScreen Queensland that are small (<15mm) in diameter*. The new service standard aligns with key performance indicators at a national and international level.
2. Changes to national guidelines means that colposcopies are not required for women with low grade cervical abnormalities. On further analysis, this measure could only be reported validly through assessment of electronic colposcopy activity data and as a result, has been discontinued. There is currently no statewide electronic clinical information system that captures this.
3. This measure has been replaced with a new service standard - *Number of high risk complaints investigated and the risk controlled*, as this is a key measure of managing public health risk across the state and is based on the significant legislative responsibilities of Queensland Health.

## Queensland Health Shared Service Provider

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
\$ SSP Operating surplus/(Deficit)	1	..	..	Discontinued measure
Percentage Labour costs as a percentage of total expenses	1	78.89%	86.46%	Discontinued measure
Number of FTE SSP	1	1,593	1,682	Discontinued measure
Percentage of Operating Level Agreements signed	1	100%	100%	Discontinued measure

**Note:**

1. Effective 1 July 2009, Queensland Health Shared Service Provider was incorporated into Queensland Health – controlled, as such these measures are no longer relevant as they will be reflected elsewhere.

# Health Quality and Complaints Commission

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Number of enquiries closed	1	2,300	2,500	Discontinued measure
Number of complaints closed	1	5,000	4,985	Discontinued measure
Number of standards realised or reviewed	2	7	7	Discontinued measure
% of HQCC investigation recommendations accepted by agency	3	..	..	Discontinued measure
% of complaints assessed within 90 days of the start of the assessment stage	4	95%	95%	Discontinued measure

**Notes:**

1. This measure has been replaced with one consolidated service standard for both enquires and complaints.
2. As part of the full review of the seven current HQCC standards, the surgical safety standard was separated out from one standard with three component sections to three separate standards. This is now reflected as nine standards in our reporting.
3. This measure has been discontinued as the HQCC are unable to collect the data as it is difficult to measure.
4. Measure was amended in accordance with HQCC Act, assessments are required to be finalised within 90 days from the start of the assessment period. It may take some time from receipt of a complaint to determine whether it should be dealt with as an assessment case, conciliation case or investigation case. Once it is determined to be an assessment case, it is required to be finalised in 90 days. There is also relevance in measuring complaints that can be closed within 30 days of receipt through the early resolution.

# Department of Environment and Resource Management

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Conservation and Environmental Services</b>				
Number of camping areas open in national parks and State forests		447	447	Discontinued measure
Percentage of state-wide ranger establishment nominate as Indigenous	1	5%	3%	Discontinued measure
Percentage of Cape York ranger establishment nominated as Indigenous	2	20%	43%	Discontinued measure
Number of recycling systems implemented at major public sites	3	30	45	Discontinued measure
Percentage of enhanced Land and Pest Management Plans completed in accordance with best practice management of fire, weeds and pests on DERM managed lands	4	90%	60%	Discontinued measure
Percentage of quality management assessments of national parks completed (Rapid Assessment program) every two years		100%	100%	Discontinued measure
Percentage of DERM actions in the Queensland Tourism Strategy completed on schedule and in accordance with the strategy		100%	100%	Discontinued measure
Percentage of capital works completed in accordance with project plan		90%	90%	Discontinued measure
Percentage of environmental authorities, development approvals and other approvals administered by the department that meet statutory timeframes		100%	99%	Discontinued measure
Percentage of valid environmental complaints responded to within stated timeframes (5 business days)	5	90%	88%	Discontinued measure
Deliver intensive air monitoring programs in:		Deliver	Townsville	Discontinued measure
– Townsville		Townsville	final report,	
– Gladstone		Gladstone	Gladstone	
		health	health	
		assessment	assessment	
		report	report	
			delivered	
Maintenance investment per camper night for visitor infrastructure in parks and forests		\$14.00	\$14.00	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Output: Sustainable Futures</b>				
Number of Premier's Council on Climate Change Meetings convened each year		3	3	Discontinued measure
Number of Council-sponsored projects resulting from Premier's Council on Climate Change Meetings completed each year		3	3	Discontinued measure
Percentage of Climate Change Impact Statements included in all relevant Cabinet, CBRC and Budget submissions from July 2008		100%	100%	Discontinued measure
Number of ecoBiz participants who have completed the six steps of eco-efficiency and achieved partner status	6	55	70	Discontinued measure
Tonnes reduction of greenhouse impact resulting from ecoBiz program		40,000	40,000	Discontinued measure
Number of hectares of Queensland gazetted as Nature Refuge	7	1,200,000	2,100,000	Discontinued measure
Stakeholder satisfaction with quality and timeliness of policy advice is monitored bi-annually	8	2	0	Discontinued measure
Achieve a 3:1 private to public investment ratio for projects supported by the Queensland Sustainable Energy Innovation Fund		4:1	4.1	Discontinued measure
Percentage of heritage development applications determined by the department within statutory timeframes		100%	99%	Discontinued measure
<b>Output: Performance and Capability</b>				
Number of customised ecosystems and moratorium maps downloaded from the website each year	9	70,000	87,846	Discontinued measure
Number of hectares of vegetation communities and ecosystems mapped each year		7,000,000	7,000,000	Discontinued measure
Percentage of South East Queensland estuarine waterways represented in water management programs		90%	90%	Discontinued measure
Number of publications (books, reports and plans) available for download from the department website each year:				
– Air	10	70	470	Discontinued measure
– Biodiversity	11	65	60	Discontinued measure
– Coasts		43	49	Discontinued measure
– Greenhouse		5	22	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
- Marine	11	40	50	Discontinued measure
- Water	11	200	305	Discontinued measure
Number of science data sets supplied to external stakeholders each year	12	20,000	34,946	Discontinued measure
Number of refereed scientific papers published each year		55	55	Discontinued measure
Percentage of externally-funded research projects delivered within agreed timeframes		95%	95%	Discontinued measure
Number of air quality monitoring stations operating throughout Queensland:				
- South East Queensland	13	15	16	Discontinued measure
- Central Queensland	14	8	10	Discontinued measure
- Northern Queensland		7	7	Discontinued measure
Average operating costs of an air quality monitoring station each year (includes labour)		\$34,000	\$34,000	Discontinued measure
Cost of vegetation survey and mapping (1:100,000 scale) per hectare		\$0.80	\$0.80	Discontinued measure
<b>Output: Water and Catchment Services</b>				
Cumulative number of tradeable water allocations established under water resource plans (WRPs) and resource operations plans (ROPs)	15	11,182	10,804	Discontinued measure
Number of meter project areas completed		5	5	Discontinued measure
Applications/dealings processed		10,000	10,000	Discontinued measure
- Water licences				
Proportion of actions under the Great Barrier Reef Water Quality Protection Plan led by the department assessed as progressing satisfactorily or better		100%	100%	Discontinued measure
Percentage of eligible regional natural resource management group investment strategies reviewed annually		100%	100%	Discontinued measure
Investigations of very high priority notifications of alleged non-compliance with water legislation		100%	100%	Discontinued measure
Progress with WRPs and amended WRPs	16			
- Annual number progressed		3	3	Discontinued measure
- Cumulative number completed		33	29	Discontinued measure

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Progress with ROPs and amended ROPs				
- Annual number progressed		3	3	Discontinued measure
- Cumulative number completed		30	30	Discontinued measure
Number of WRP reviews progressed	17	3	1	Discontinued measure
Safety conditions for referable dams issued within customer service standards		100%	97%	Discontinued measure
Progress with wild river declarations	18			
- Number progressed within timeframes		9	1	Discontinued measure
- Number completed within timeframes		6	1	Discontinued measure
New water license application/dealings completed in 90 business days		70%	80%	Discontinued measure
Water licences transfers and renewals dealt with in 30 business days		80%	90%	Discontinued measure
<b>Output: Land and Vegetation Services</b>				
State land applications completed	19	9,000	7200	Discontinued measure
Investigations of very high priority notifications of alleged non-compliance with land and vegetation management legislation completed		100%	100%	Discontinued measure
Forest product sales (cubic metres)				
- Native forest timber		240,000	230,000	Discontinued measure
- Quarry materials (million)		3.5	3.5	Discontinued measure
Operating surplus of forest product sales		1 million	1.3 million	Discontinued measure
Proportion of resource registry records corrected remains below		0.5%	0.2%	Discontinued measure
Records processed within customer service standards				
- Land Registry		90%	94%	Discontinued measure
- Digital Cadastral Database		90%	90%	Discontinued measure
Valuation objections completed within customer services standards (60 working days of the closure of the objection period)		90%	94%	Discontinued measure
IPA concurrence applications assessed within legislative timeframes		100%	100%	Discontinued measure
Vegetation permits processed within IPA timelines		100%	100%	Discontinued measure

Notes:

1. The limitation of this measure is that employees nominate as Indigenous on a voluntary basis. If an employee chooses not to identify as an Aboriginal or Torres Strait Islander person, they will not appear in the data used to report on the measure unless they occupy an Indigenous-specified or Indigenous-identified position. Greater opportunities to attract and retain rangers are expected in the future through the Indigenous Recruitment and Retention Policy and by working with the Indigenous Jobs and Enterprises Taskforce in the Department of Employment, Economic Development and Innovation. The aim is to develop a model for coordination of natural resource management rangers programs across training providers in State and Federal Government.
2. The increase is due to four new Green Army Trainee rangers (Indigenous-Identified) being employed as well as one Administration Officer (Indigenous-identified).
3. Public Place Recycling targets have been exceeded due to higher than expected take-up of facilities at public places such as Queensland Rail stations, Virgin Blue's Brisbane Domestic Terminal, other regional airport terminals across the state and Wet'n'Wild theme park on the Gold Coast.
4. Measure is dependent on number of plans approved. Currently 20% are approved, 40% are at final draft stage (awaiting final approval) and 40% in draft format. Strong direction has been given to Pest Referral Groups asking them to meet and approve 40% of plans as quickly as possible. This measure is being closely monitored to ensure 60% of target is met.
5. The level of reported achievement may be negatively impacted by completeness of information provided by complainants, difficulty in contacting stakeholders and timing of information entered into the reporting system.
6. 65 ecoBiz participants have already achieved partner status as at 31 March 2010.
7. Early completion of three major agreements.
8. This measure was an internal measure used within the former Environmental Protection Agency (EPA) to assess the quality of policy advice provided to the department in advancing environment agendas. Since the merger of the former EPA and the former Department of Natural Resources and Water, this policy advice is now provided by several areas across the department including vegetation, climate change and water. The intent of this measure does also not comply with the new service standard criteria - which asks departments to define performance levels based on data that establishes efficiency and or effectiveness.
9. The number of customised ecosystem and moratorium maps downloaded from the website is higher than anticipated, as projections were made prior to the Queensland Government's moratorium on clearing of endangered regional ecosystem regrowth.
10. Due to the creation of the DERM website and the addition of monthly regional air quality bulletins, there has been a large increase in the number of publications available for download from the website.
11. Due to the formation of and ongoing changes to the DERM website, there has been an increase in the number of publications available for download. These numbers may vary in the future, as new publications are added, and out of date publications are removed.
12. During 2009-10, the number of science datasets supplied to stakeholders has been higher than as greater numbers of customers have been requesting datasets. Additionally, at the end of 2009, the Queensland Government Information Service began making DERM's datasets available to the public on a self-service basis. This has also increased the number of datasets supplied.
13. The number of South East Queensland monitoring stations has increased to 17 with investigative monitoring commencing in the Runcorn and Gold Coast areas.
14. The number of Central Queensland air monitoring stations has increased to 10, with the establishment of the Opsis station in central Gladstone with 2 paths.
15. Variance in 2009-10 Target/estimate to 2009-10 Estimated actual is due to the Burnett Basin Resource Operations Plan amendment now scheduled for release in 2010-11.
16. Variance in 2009-10 Target/estimate to 2009-10 Estimated actual is due to the planned amendment of the Mary Water Resource Plan to address water allocation issues associated with Traveston Dam no longer being required; and reschedule of Baffle WRP, Moreton WRP amendment and Logan WRP amendment to 2010 and 2011.
17. Variance in 2009-10 Target/estimate to 2009-10 Estimated actual is due to the Cooper Creek draft Water Resource Plan and the Fitzroy draft Water Resource Plan now being scheduled for release in the first half of 2010-11.
18. Variance in 2009-10 Target/estimate to 2009-10 Estimated actual is due to wild river declaration proposals now scheduled for release in 2010-11.
19. Target not being met primarily due to a different way of counting actions since the introduction of eLVAS (i.e. we now count cases instead of actions and some cases involve a number of actions), an overall reduction in the number of applications received and assessed, and also a higher proportion of these applications having a higher level of complexity.

# Queensland Water Commission

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Reports delivered in accordance with Ministerial Directions	1	100%	100%	Discontinued measure
Number of Monthly Progress Reports on Water Supply Emergency Projects delivered to the Queensland Government	2	12	12	Discontinued measure
Errors in public communications and advertising on regional water security position	3	..	..	Discontinued measure
Effective communication of the detail of mandatory water restrictions	4	75%	65%	Discontinued measure
Release a System Operating Plan (SOP) for the South East Queensland Water Grid	5	Discontinued 1 July 2009	Discontinued 1 July 2009	Discontinued measure
Release of final South East Queensland Water Supply Strategy	6	Mid 2009	June 2010	Discontinued measure
Make water restrictions where required by the supply/demand balance	7	100%	100%	Discontinued measure

## Notes:

1. This measure was designed to capture reports developed under Section E of the *Water Act 2000* where the Minister may direct the Queensland Water Commission (QWC) to provide advice on water supply or demand management. QWC received 1 request from the Minister in 2009-10. The measure does not include any standard of efficiency or effectiveness related to the provision of advice to the Minister under this section of the Act and has been discontinued.
2. This measure was designed to capture QWC's obligation to report monthly to the Minister on the progress of emergency water supply projects listed in the *Water Regulation (No.6) 2006*. The measure has been discontinued as the majority of these projects have been completed or are expected to have been completed by the end of 2009-10.
3. This is not a measure of effectiveness of QWC's public communications campaigns in changing community attitudes or behaviours or the effectiveness of service delivery and has been discontinued.
4. The Commission greatly reduced its forward budget for market research on community recall of the detail of water restrictions once the drought had eased. Therefore, a measure to track community recall is no longer considered to be a cost effective way of evaluating this service and has been discontinued.
5. The System Operating Plan was revised in 2010 based on the updated Regional Water Security Program made by the Minister and taking into account the completion of the pipeline between Wivenhoe and Cressbrook dams.
6. This Strategy was reviewed in light of the Federal Government's Traveston Crossing Dam decision. The revised strategy was released for public consultation 20 November 2009 until 12 February 2010, with the final expected to be released in July 2010. The measure has been discontinued as it will no longer be relevant in 2010-11.
7. This measure was developed during a period of worsening drought when the need for ongoing change to short term demand management measures (restrictions) was anticipated. The measure will is no longer relevant and has been discontinued.



# Treasury Department

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
<b>Revenue management</b>				
Number of amendment provisions including subordinate legislation developed	1	5	6	Discontinued measure
Number of fuel subsidy payments	2	6,500	3,777	Discontinued measure
Legislative amendment program and revenue policy advice within standards	3	90%	90%	Discontinued measure
Legislative program deliverables within deadlines	3	90%	90%	Discontinued measure
Payment of fuel subsidy claims within standards	2	90%	100%	Discontinued measure
Policy advice, briefings and Ministerial correspondence within deadlines	3	90%	80%	Discontinued measure
Revenue collected within due dates	4	95%	95%	Discontinued measure

Notes:

1. This measure reflected the level of volume or activity rather than performance and has been discontinued.
2. The Fuel Subsidy Scheme was abolished effective 1 July 2009. Some residual payments were made in 2009-10 however the measure has been discontinued for 2010-11.
3. Similar measures have been consolidated as a new service standard.
4. The Office of State Revenue does not directly control when a payment is lodged and does not actively pursue a payment until it is overdue. As a result, this measure is not an accurate measure of the Office's performance and has been discontinued.

## Motor Accident Insurance Commission / Nominal Defendant

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Highest filed CTP premium for Class 1 vehicles does not exceed the Affordability Index as prescribed under the <i>Motor Accident Insurance Act 1994</i>	1	100%	100%	Discontinued measure
Percentage of premium going to injured persons	2	65%	65%	Discontinued measure
Annual actuarial certification of Nominal Defendant full funding status as at 30 June	3	100%	100%	Discontinued measure
Average operating cost per Nominal Defendant claim	4	\$1,753	\$1,624	Discontinued measure

Notes:

1. The measure will always yield a statistic of 100% unless the CTP scheme is under review, therefore it does not reflect performance and has been discontinued.
2. This measure does not reflect the Commission's performance as claim management is undertaken by six licensed insurers who have direct influence in the amount of premium going to injured persons and has been discontinued.
3. This measure has been discontinued as the standard is incorporated in the determination of levies.
4. This measure is no longer consistent with industry benchmarks. It has been replaced with two service standards: *Percentage of Nominal Defendant claims settled within two years of compliance* and *Percentage of Nominal Defendant claims with General Damages paid within 60 days of the settlement date*.

# Legislative Assembly of Queensland

Performance measures	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Committee Reports/Issues Papers published	1	60	60	Discontinued measure
Committee Hearings conducted	2	20	27	Discontinued measure
Committee Meetings held	2	160	140	Discontinued measure
Library information requests (access to database)	3	250,000	320,000	Discontinued measure
Library information requests (individual client requests)	3	10,000	8,640	Discontinued measure
Library analytical research publications	3	32	32	Discontinued measure
Two hour turnaround for Members' draft speeches	4	100%	100%	Discontinued measure
Two hour turnaround for Hansard internet publication	5	100%	98%	Discontinued measure

Notes:

1. Measure combined with briefings provided to committees as a single service standard for reporting in 2010-11.
2. Measure discontinued as existing activity measures sufficiently represent Committee office activity.
3. Measures discontinued and replaced by new service standard measuring timeliness of Library activities in meeting client needs.
4. Measure discontinued in preference for broader service standard measuring the timeliness of publication of parliamentary proceedings on the internet.
5. Measure amended to include reference to fixed timeframe for internet publication of proceedings each sitting day.