

# APPENDIX

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# Discontinued Performance Measures

## Foreword

To improve accountability for performance, agencies review their service structures and performance information each year to ensure that the information presented in the Service Delivery Statements remains relevant and reflects better practice.

Estimated actual results for continuing and new performance measures for each agency are included in the body of the Service Delivery Statements.

Performance measures included in the 2010-11 Service Delivery Statements that have been discontinued or replaced by better measures are reported in this Appendix with estimated actual results. Common reasons for the discontinuation of measures are that they do not demonstrate the efficiency or effectiveness of the service or are no longer relevant measures of the agency's services.

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

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# Department of the Premier and Cabinet

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Government and Executive Support Service</b>				
Percentage of RTI applications processed within statutory timeframes	1	100%	100%	Discontinued measure
Level of satisfaction by Executive Managers with the identification of opportunities to promote Queensland	2	85%	..	Discontinued measure
Percentage of requests for information released administratively	3	..	..	Discontinued measure
<b>Service Area: Legislative Drafting, Advisory and Information Service</b>				
High proportion of deadlines met: Percentage of agreed deadlines met for: Printed publications - other deadline		90%	90%	Discontinued measure

## Notes:

1. The department has consistently achieved a 100% result for this measure and the previous related Freedom of Information measure. This measure was deleted as it provides limited value to stakeholders.
2. Limited stakeholders were able to comment on this measure. The definition will be wrapped up into the Strategic Plan performance indicator of *Premier's satisfaction with the quality of advice and support provided* which will be reported in the Annual Report.
3. This measure was deleted as the nature of the department's business results in very few requests for the release of information that can be managed administratively.

# Library Board of Queensland

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<i>Items in the collection</i>				
State reference and heritage collections:	1,2	2,095,000	2,115,000	Discontinued measure
• Physical items	2	2,010,000	2,031,000	Discontinued measure
• Items digitised by the State Library	2,5	66,000	65,000	Discontinued measure
• Online titles in statewide databases	3	19,000	20,000	Discontinued measure
Queensland public libraries lending collection (physical items)	4,5	490,000	457,000	Discontinued measure
<i>Additions to the collection</i>				
State reference and heritage collections:		42,000	39,000	Discontinued measure
• Physical items	6,7	35,000	33,000	Discontinued measure
• Items digitised by the State Library	6,7	7,000	6,000	Discontinued measure
Queensland public libraries lending collection (physical items)	3	32,000	35,000	Discontinued measure
<i>Visits</i>				
Page requests to the website	8	17,000,000	17,459,000	Discontinued measure
Percentage of complex reference inquiries fulfilled within timeframes set by client service standards	9	90%	92%	Discontinued measure
Percentage of complex reference inquiries from regional Queensland	9	20%	21%	Discontinued measure

## Notes:

1. Total figures may not equal the sum of the individual figures due to rounding.
2. These measures have been discontinued as they do not usefully inform about the development of collections further than the continuing measure, *Growth of the State collection*.
3. This measure has been discontinued as the value of this collection is better represented by the continuing measure, *Usage of the State collection and subscription databases*.
4. These measures have been discontinued as the value of this collection is better represented by the continuing measure *Usage of the Queensland public libraries lending collection*.
5. Variance between the 2010-11 Target/estimate and 2010-11 Estimated actual is due to the progressive transfer of this collection to local government-owned public libraries.
6. These measures have been discontinued as they roll up into the continuing measure, *Growth of the State collection*.
7. Variances between 2010-11 Target/estimate and 2010-11 Estimated actual are due to disruptions to acquisitions and the digitisation program caused by the 2011 Brisbane flood event.
8. This measure has been replaced by the new measure, *Visits to the State Library – Online* which indicates unique visits to the website.
9. These measures have been discontinued as their object, traditional reference services, has declined in importance as a mode of service delivery.

# South Bank Corporation

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Assess customer and stakeholder satisfaction by:				
<ul style="list-style-type: none"> <li>Days of collaborative projects completed with customers</li> </ul>	1	250 days	320 days	Discontinued measure

Note:

1. This measure has been combined within the continuing measure of days of collaborative events and activities completed with partners to provide a clearer measure of place activation.

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# Office of the Governor

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Personal, administrative and logistical support to the Governor and management of the Government House Estate</b>				
Percentage of works projects accord with Government House Conservation Plan	1	90%	90%	Discontinued measure
Percentage that the working and accommodation environment is safe and secure	1	100%	100%	Discontinued measure

Note:

1. These measures were revised or deleted as they were not an adequate measure of efficiency and effectiveness.

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# Treasury Department

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Financial and economic policy</b>				
Number of written pieces of portfolio resource allocation advice provided	1	1,600	1,600	Discontinued measure
Number of written pieces of economic and inter-governmental relations advice provided	1	450	450	Discontinued measure
Number of written pieces of fiscal, taxation policy and financial management advice provided	1	450	450	Discontinued measure
Number of written pieces of infrastructure policy advice provided	1	540	540	Discontinued measure
Cost of economic and inter-governmental relations advice	2	\$0.7 million	\$0.7 million	Discontinued measure
Cost of fiscal, taxation policy and financial management advice	2	\$5 million	\$4.9 million	Discontinued measure
Cost of infrastructure policy advice	2	\$4.2 million	\$3.7 million	Discontinued measure
<b>Service Area: GOC Performance and governance</b>				
Number of GOC Statements of Corporate Intent (SCI) completed	3	15	15	Discontinued measure
<b>Service Area: Economic and statistical research</b>				
Revenue from fee-for-service outputs	4	\$4.9 million	\$4.9 million	Discontinued measure
<b>Service Area: Revenue management</b>				
Legislative program, revenue policy advice, briefings and ministerial correspondence within deadline	5	90%	83%	Discontinued measure

## Notes:

1. These measures reflected the level of volume or activity rather than performance and have been discontinued.
2. Similar measures have been consolidated as a new measure.
3. This measure reflected the level of volume or activity rather than performance and has been discontinued.
4. This measure indicated the value of provision of services on a cost-recovery basis rather than performance and has been discontinued.
5. This measure reflected the service area's conformation to specified timeframe rather than performance and has been discontinued.

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# Department of Health

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
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## Service Area: Acute Care

Percentage of clinical indicator VLAD reviews (triggered as a result of variation from State average) completed within approved timeframes	1	100%	50%	Discontinued measure
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### Note:

1. Variable Life Adjusted Displays (VLADs) are a monitoring tool providing opportunity for improving the quality of services provided. Variance from the 2010-11 Estimated actual to the 2010-11 Target/estimate is due to the variable maturity of District VLAD investigation and reporting processes. There was a total of 129 Lower Level VLADs flagged in this period. Hospitals have developed their own policy on conducting an investigation in conjunction with the governing VLAD Implementation Standard describing the mandatory auditable requirements regarding the dissemination of VLAD. Monthly dissemination of hospital performance on 30 clinical indicators to public and private hospitals commenced March 2007.

# Health Quality and Complaints Commission

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number of enquiries and complaints closed	1	4,300	4,400	Discontinued measure
Number of investigations closed	2	50	65	Discontinued measure

Notes:

1. Service standard discontinued as it is a measure of activity not a measure of quality or effectiveness.
2. Service standard has been discontinued and replaced with the new service standard *Percentage of investigations closed within 12 months*.

# Department of Community Safety

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Emergency Management Services</b>				
EMQ Helicopter Rescue engine hours as a percentage of the total helicopter rescue network engine hours	1	40%	..	Discontinued measure
<b>Service Area: Fire and Rescue Services</b>				
Number of system initiated false alarms	2,3	< 24,000	22,624	Discontinued measure
Number of hazardous materials incidents	2,4	< 600	310	Discontinued measure

Notes:

1. Discontinued as the administrative responsibility for managing community helicopter providers was transferred to Queensland Health from 1 July 2010. Therefore, there is no 2010-11 Estimated actual result available.
2. Discontinued to reduce the reliance on activity and demand based measures in the SDS. These key measures will continue to be monitored internally and reported in the Annual Report and Report on Government Services (RoGS).
3. This measure reports the number of system initiated false alarms responded to by urban and volunteer Queensland Fire and Rescue Service personnel. Despite an increase in false alarms across regions affected by wet weather in 2010-11, the total number of false alarms reduced as a result of the rollout of a new alarm solution and ongoing work with building owners who have high alarm frequencies.
4. Hazardous materials incidents include chemical spills, harmful gas leaks, radiological contamination, explosions, and spills of petroleum and petroleum products. As this measure will continue to be reported in RoGS, data capture processes are under review to ensure consistency with the RoGS definition.

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# Department of Employment, Economic Development and Innovation

	Notes	2010-11 Target/Est.	2009-10 Est. Actual	2010-11 Target/Est.
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## Service Area: Infrastructure, Land and Project Development

Percentage of Queensland population receiving fluoridated drinking water supply within SEQ	1	..	..	Discontinued measure
Community and environmental groups' level of satisfaction with the sustainability of decisions on departmental infrastructure projects during the year	2	75%	..	Discontinued measure
Number of State infrastructure projects being progressed or delivered (including projects associated with major strategies and plans) to meet committed Government outcomes	3	75	71	Discontinued measure

## Service Area: Mines and Energy

Value of collaborative government – industry research programs attracted	4	\$10 million	\$10.1 million	Discontinued measure
Strategic partnerships maintained by the Office of Clean Energy	5,6	16	22	Discontinued measure
Initiatives implemented/projects facilitated by the Office of Clean Energy that will contribute towards increased investment in Queensland's renewable energy generation and fuels capacity	6,7	20	23	Discontinued measure
Estimated value of efficiency savings or new business generated by businesses assisted by DEEDI	8,9	\$40 million	\$200 million	Discontinued measure
Number of businesses involved in DEEDI facilitated alliances, partnerships, industry networks, supply chains, clusters etc.	10,11	400	216	Discontinued measure
Proportion of assisted firms reporting improved performance following DEEDI funded innovation and capacity development activities	12	70%	80%	Discontinued measure

	Notes	2010-11 Target/Est.	2009-10 Est. Actual	2010-11 Target/Est.
<b>Service Area: Science, Agriculture, Food and Regional Services</b>				
Market access for Queensland agricultural products maintained or reopened by negotiation, certification or additional surveillance	13	100%	100%	Discontinued measure
Training and extension activities supporting innovation adoption:	14			
• number of activities delivered		700	700	Discontinued measure
• number of participants engaged		6,700	6,800	
Business Information Centre enquiries	15	100,000	101,200	Discontinued measure
'Hard' infrastructure (Buildings, precincts, equipment etc)	16	\$260 million	\$254.8 million	Discontinued measure
Funding leveraged from other sources supporting Queensland Government funding of 'hard' infrastructure	16	\$160 million	\$164.7 million	Discontinued measure

Notes:

1. This service standard is discontinued for 2011-12 as the activity being measured was fully completed during 2009-10.
2. This Service Standard has been removed as the satisfaction of the community and environmental groups is measured by "Industry, key stakeholders and community groups level of satisfaction with the timeliness and subsequent quality of outcomes from the economic projects and programs delivered during the year:
  - Satisfaction
  - Timeliness.
 Survey results were not available at time of publication.
3. This Service Standard has been removed as the target is simply a tally of projects (public and private) facilitated by the Office of the CG. For 2010-11, as only 4 of these are Government projects, this figure is for the most part, determined by private sector investment decisions – over which the Office of the Coordinator General has no control.
4. Discontinued service standard for 2011-12. This Service Standard will be deleted due to the cessation of the Industry Network Initiative under the Smart Mining-Future Prosperity Program.
5. The increased estimated actual is due to an increased uptake in partnerships due to industry recognising potential economic opportunities.
6. Discontinued service standard for 2011-12. This service standard was developed to measure the effectiveness of the Office of Clean Energy in its establishment stage. It is considered to be no longer relevant as it is a very operational service standard.
7. Discontinued service standard for 2011-12. This service standard is replaced by a new service standard: *Number of initiatives and projects facilitated that drive clean energy and energy efficiency solutions for Queensland to better reflect all service delivery provided by the Office of Clean Energy.*
8. The 2010-11 Estimated actual has increased due to larger investment and business opportunities that have resulted from the Tilt Train contract announced in October 2010.
9. This service standard will be reported through Employment, Economic Development and Innovation in 2011-12.
10. The decreased Estimated actual is the result of the Federal Government deferring their Carbon Pollution Scheme which impacted demand for this service by business.
11. Discontinued service standard for 2011-12. This relates to phase one of the Climate Smart Business Service Program completed in 2010-11. This measure has not been deleted from the DEEDI Service standards – it remains with the Science, Agriculture, Food and Regional Services service area and Employment and Economic Development service area.
12. Discontinued service standard for 2011-12. This relates to the transfer of Office of Advanced Manufacturing activities from Mines and Energy service area to the Employment and Economic Development service area. This measure has not been deleted from the DEEDI Service standards – it remains with the Science, Agriculture, Food and Regional Services and Employment and Economic Development service areas.
13. This service standard is influenced by a range of factors beyond the control and influence of the Queensland Government and as such is difficult to measure accurately and fails to reflect the services that the department provides. The service standard has therefore been discontinued.
14. This service standard is being replaced with the following service standards:
  - *The number of structured programs/activities helping businesses build their capacity, improve their performance and /or access opportunities*
  - *The number of business participants in structured development activities.*
15. This service standard is being replaced with the following service standard: *Information transactions and packages provided* in 2011-12.
16. Discontinued service standard for 2011-12. The projects that contributed to this service standard were finalised in 2010-11.

# Tourism Queensland

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Value of media and publicity generated by Tourism Queensland's activities in domestic and international markets	1	\$434 million	..	Discontinued measure
Number of Queensland Tourism Strategy initiatives implemented	1	60	..	Discontinued measure
Number of subscribers to email database from market activity	1	440,000	..	Discontinued measure

## Notes:

1. A review of service standards within agencies was facilitated by the Performance Management Unit within the Department of Premier and Cabinet. Under their guidance, Tourism Queensland has reviewed its service standards for the 2011-12 financial year and beyond. This review was timely given that Tourism Queensland's Performance Management Framework (an action in the Tourism Action Plan to 2012) was implemented in the 2010-11 financial year to measure the effectiveness of tourism marketing activities.  
In early 2011 Tourism Queensland's proposed service standards and targets for 2011-12 were approved by both Tourism Queensland's Board and the Minister for Tourism.

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# Department of Local Government and Planning

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Planning</b>				
Development of a land inventory system to support monitoring and reporting on progress toward the Q2 green target (land inventory system to support monitoring and reporting progress to achieve the Q2 target to protect 50% more land for nature conservation and public recreation).	1	100%	100%	Discontinued measure
Delivery of approved program of strategic land use and infrastructure projects within agreed timeframes.	2	100%	100%	Discontinued measure
<b>Service Area: Local Government</b>				
Percentage of targets achieved in the strategy addressing significant issues in the Queensland Auditor-General's Annual Report	3	90%	81%	Discontinued measure
Percentage of Local Governments considered to be sustainable in accordance with Local Government performance measurement and reporting standards	4	100%	100%	Discontinued measure

## Notes:

1. During 2010-11 the department completed the land inventory system and developed a Land for Public Recreation System website which will be launched early next financial year. With this task completed the service standard is being replaced with one new service standard to monitor the increase in Land for Public Recreation.
2. The department fully achieved its program of strategic land use and infrastructure projects during 2010-11. This included 9 headline strategic planning infrastructure projects and associated milestones. Following a restructure to fully integrate the Growth Management Queensland responsibilities within the department, this service standard is replaced by two new service standards.
3. As a result of the 2009 Auditor-General's report the department's strategy was to provide intensive support to Indigenous councils to assist them in meeting their financial reporting obligations. Although the targets were not met there has been significant improvement in the performance of Indigenous councils in relation to their financial reporting requirements. The reason why this target was not achieved was that it was based upon the actions of local governments over which the department had no direct control. As the Auditor-General's annual report deals with the financial returns of councils from the previous year, this measure is a 'lag' indicator and is being replaced by more reliable internal operational monitoring.
4. The 16 Indigenous local governments entered the financial sustainability evaluation process for the first time in 2010. This measure is being replaced by a new measure from 2011-12 which reflects the increased rigor in financial sustainability responsibilities resulting from changes to the *Local Government Act 2009*.

# Urban Land Development Authority

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Interim Land Use Plans (ILUP) Approved	1	5	7	Discontinued measure
Community Engagement forums held in declared UDAs	2	6	89	Discontinued measure
Inquiries responded to in a timely manner		95%	95%	Discontinued measure
Development Schemes approved within the legislated timeframes		4	5	Discontinued measure
Development applications processed within approved timeframes		100%	100%	Discontinued measure
Interim Land Use Plans for a UDA outside SEQ		4	3	Discontinued measure
Development Schemes for UDAs outside SEQ	3	..	4	Discontinued measure

## Notes:

1. The 2010-11 Estimated actual of seven Interim Land Use Plans increased due to additional UDAs being declared.
2. The 2010-11 Target/estimate of six community engagement forums was exceeded due to additional UDAs being declared and further engagement within existing UDAs. This included operating an information centre at Caloundra which was open 4 days a week for a total of 16 hours per week.
3. The 2010-11 Estimated actual of four Development Schemes for UDAs outside SEQ is due to additional UDAs being declared.

# Department of Transport and Main Roads

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Transport system planning</b>				
Total value of transport studies and investigations (\$ million)	T,1	119	101.5	Discontinued measure
<b>Service Area: Transport infrastructure delivery</b>				
Transport Infrastructure Development Scheme (TIDS) funding (\$ million)	R	64.2	64.2	Discontinued measure
Black Spot – Australian Government funding on local government roads (\$ million)	R	12.1	12.1	Discontinued measure
<b>Service Area: Transport system management, operation and regulation</b>				
Compliance officer hours on-road	T	74,155	76,000	Discontinued measure
Road transport greenhouse gas emissions (1,000 tonnes, CO <sub>2</sub> eq) per 100,000 population	T	385	377	Discontinued measure
Percentage of national road transport reforms implemented within specified timeframes	T	100	100	Discontinued measure
Number of hours of compliance activity directed at public transport-related target groups	T,2	14,300	14,300	Discontinued measure
<b>Service Area: Transport safety</b>				
Number of fatal crashes on State-controlled roads per 100 million vehicle kilometres travelled	R	..	0.52	Discontinued measure

## Notes:

R Denotes service standards and other measures for the Minister for Main Roads, Fisheries and Marine Infrastructure.

T Denotes service standards and other measures for the Minister for Transport and Multicultural Affairs.

1. Extreme weather conditions experienced in December 2010 and January 2011 caused significant delays in the delivery of a number of planning projects as regional resources were diverted to restoration works over this period.

2. Excludes Taxi Compliance Unit hours.

# TransLink Transit Authority

	Notes	2010-11 Target/est.	2010-11 Est. Actual	2011-12 Target/est.
Number of vehicle service kilometres in contract areas	1			
• Bus		95,848,524	98,045,548	Discontinued
• Rail	2	66,986,700	64,534,835	measure
Total passenger "place" kilometres (millions)	3			
• Bus		5,942	6,079	Discontinued
• Rail	2	8,373	8,067	measure

## Notes:

1. The measure for bus is based on the total number of in service kilometres across the TransLink contracted fleet. Correspondingly for rail, the measure applies to the total number of single carriages. Trains across the network may consist of a variable numbers of carriages.
2. Decrease in rail service kilometres and rail place kilometres due to rolling out of Ipswich to Caboolture rail timetable change being deferred to 6 June 2011 as a result of flooding.
3. "Place" kilometres are a measure of capacity provided on the network for both bus and rail. The measure is calculated by multiplying the average vehicle capacity by the service kilometres for the year. This is then divided by 1,000,000 to give the resultant figure as place kilometres (millions). Average capacity both seated and standing for bus is 62; for rail it is 125 per carriage.



# Department of Public Works

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Building Services</b>				
Electricity consumption for office buildings greater than 9,000m <sup>2</sup> (Net lettable area) in the owned office portfolio	1	≤250	235	Discontinued measure
Water use for owned office buildings between 9,000m <sup>2</sup> and 18,000m <sup>2</sup> (Net lettable area)	2	≤15	13.5	Discontinued measure
Water use for owned office accommodation >18,000m <sup>2</sup> (Net lettable area)	2	≤15	14.2	Discontinued measure
Reduction in CO <sub>2</sub> emissions due to waste not going to landfill	3	≥425	430	Discontinued measure
Average number of pre-qualified contractors registered on the Prequalification System available for selection by agencies	4,5	Not less than 500	1000	Discontinued measure
Average number of pre-qualified consultants registered on the Prequalification System available for selection by agencies	4,5	Not less than 350	610	Discontinued measure
Manage government funded programs that focus on the built environment	6	Program of completed works on time, within budget and in accordance with agreed program outcomes	100% completed	Discontinued measure
<b>Service Area: Queensland Government Information and Communication Technology Services</b>				
Level of client satisfaction with QSA services	7	95%	95%	Discontinued measure
ICT Industry Associations' satisfaction rating with QGCIO services and collaboration	8	>90%	85.7%	Discontinued measure
Percentage of targeted QGCIO products and services adopted by agencies	9	85% adoption averaged	>90% adoption	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Effective coordination of ICT Government Initiative activities across Government	10	Inter-program dependencies agreed, aligned and managed	Inter-program dependencies agreed, aligned and manage	Discontinued measure

Notes:

1. The measure of electricity consumption for office buildings greater than 9,000m<sup>2</sup> (Net lettable area) in the owned office portfolio has been replaced by a more effective measure of carbon reduction.
2. The measures of water use for owned office buildings between 9,000m<sup>2</sup> and 18,000m<sup>2</sup> (Net lettable area) and water use for owned office accommodation >18,000m<sup>2</sup> (Net lettable area) have been removed as they are based around a specific issue (water shortage) that is no longer a significant concern to the community.
3. The measure of reduction in CO<sub>2</sub> emissions due to waste not going to landfill has been removed as it only applies to a very specific area of carbon reduction, which is not significant in relation to other carbon reduction initiatives being undertaken across the department.
4. The measures of average number of pre-qualified contractors registered on the Prequalification System available for selection by agencies and average number of pre-qualified consultants registered on the Prequalification System available for selection by agencies are being discontinued as they rely on point in time data that does not necessarily indicate efficiency or effectiveness.
5. The increase in the 2010-11 Estimated actual from the 2010-11 Target/estimate for average number of pre-qualified contractors registered on the Prequalification System available for selection by agencies and average number of pre-qualified consultants registered on the Prequalification System available for selection by agencies is due to the response of contractors and consultants pre-qualifying to be eligible to participate in the Building the Education Revolution element of the Australian Government's Nation Building-Economic Stimulus Plan (NB-ESP).
6. The measure of manage government funded programs that focus on the built environment is being discontinued as the majority of these programs have now been completed.
7. The measure of level of client satisfaction with QSA services is to be discontinued as the new measure relating to customer satisfaction with historical record services is being developed in accordance with Whole-of-Government client satisfaction guidelines.
8. The measure of ICT Industry Associations' satisfaction rating with QGCIO services and collaboration is no longer being continued as appropriate elements will be included in the new client satisfaction measure.
9. The measure of percentage of targeted QGCIO products and services adopted by agencies is being discontinued and replaced by a measure of agency alignment to government policies, positions and targets (refer note 8).
10. The measure of effective coordination of ICT Government Initiative activities across Government is to be discontinued as the ICT Governance Initiative has been implemented and is now superseded by *Toward Q2 through ICT*.

## QBuild

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Certification of Quality Assurance and Environmental Systems	1	Certification maintained	Certification maintained	Discontinued measure
Project Competency – Workplace Health and Safety Certification under AS48001	2	Certification maintained	Certification maintained	Discontinued measure

Notes:

1. The measure of certification of quality assurance and environmental systems is being discontinued as it does not reflect efficiency or effectiveness of service delivery.
2. The measure of project competency – workplace health and safety certification under AS48001 is being discontinued as it does not reflect efficiency or effectiveness of service delivery.

# CITEC

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Agency accepted design conversions to whole-of-Government ICT infrastructure	1	100%	100%	Discontinued measure
Government Enterprise Architecture Papers	2	10	12	Discontinued measure

Notes:

1. The measure of *agency accepted design conversions to whole-of-Government ICT infrastructure* is being discontinued as they do not measure service efficiency or effectiveness.
2. The measure of *Government Enterprise Architecture Papers* is being discontinued as they do not measure service efficiency or effectiveness.

# Goprint

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
On time deliveries for Reserved Services	1,2	100%	99.9%	Discontinued measure
Spoilage as a percentage of sales	3	0.5%	0.34%	Discontinued measure
Utilisation of core equipment and resources	4,5	80%	58%	Discontinued measure

## Notes:

1. The measure of on time deliveries for reserved services has been discontinued as it will be incorporated as a key element in the client satisfaction survey.
2. The decrease in the 2010-11 Estimated actual from the 2010-11 Target/estimate for on time deliveries for reserved services is due to one parliamentary document that was completed but did not get despatched in time to make the required delivery timeframe.
3. The measure spoilage as a percentage of sales is being discontinued as it relates to operational process and does not measure efficiency or effectiveness of service delivery.
4. The measure utilisation of core equipment and resources is being discontinued as it is unable to be benchmarked against private sector entities as reserved service equipment is only utilised when required.
5. The decrease in the 2010-11 Estimated actual from the 2010-11 Target/estimate, for utilisation of core equipment and resources is due to a lower than budgeted sales resulting in reduced use of core equipment and resources.

## SDS (Sales and Distribution Services)

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Improvement in sales (%)	1,2	(6.4)%	18.91%	Discontinued measure
Brendale warehouse asset utilisation	3	>90%	100%	Discontinued measure
Inventory turnover	4			
• General merchandise		8	8	Discontinued measure
• Furniture		7	7	

### Notes:

1. The increase in the 2010-11 Estimated actual from the 2010-11 Target/estimate for improvement in sales is due to increased furniture sales to schools, attributable to the Building the Education Revolution (BER) funding.
2. This measure has been discontinued as part of a revision of CBU financial measures to ensure more consistent reporting.
3. This measure has been discontinued as it only reflects point in time performance around warehouse utilisation.
4. This measure has been discontinued as SDS maintains considerable stock related to disaster management response which as a result this measure does not accurately reflect turnover of sales stock.

## Queensland Shared Services (formerly Shared Services Agency)

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Labour costs as a percentage of total costs	1	56%	53%	Discontinued measure
Current ratio	2	2:1	1.9:1	Discontinued measure
Customer satisfaction with service delivery	3	≥70%	..	Discontinued measure
Targeted business reform projects delivered within agreed budget	4	Within 10% of budget	Within 10% of budget	Discontinued measure

### Notes:

1. The measure of labour costs as a percentage of total expenses will be discontinued and replaced by a more appropriate measure of cost reduction.
2. The measure of current ratio is being discontinued as it is not appropriate for entities other than CBUs.
3. The measure of customer satisfaction with service delivery is being discontinued as the new measure relating to client satisfaction is being developed in accordance with whole-of-Government guidelines. A customer satisfaction survey was not undertaken in 2010-11.
4. The measure of targeted business reform projects delivered within agreed budget is being discontinued as it does not measure service efficiency or effectiveness.

## Queensland Shared Services (formerly CorpTech)

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Labour costs as a percentage of total expenses	1,2	33%	23%	Discontinued measure
Percentage of OLAs signed	3	100%	100%	Discontinued measure
Projects completed on time, within budget and in accordance with agreed project outcomes	4	On time and on budget	On time and on budget	Discontinued measure

### Notes:

1. The decrease in the 2010-11 Estimated actual from the 2010-11 Target/estimate for labour costs as a percentage of total expenses is due to the increase in expenses resulting from expected impairment expenses arising from the revaluation of Intangible Software asset values in 2010-11.
2. The measure of labour costs as a percentage of total expenses has been discontinued as it does not include contractor costs which are treated under supplies and services.
3. The measure of percentage of OLAs signed is no longer relevant, and has been superseded by the client satisfaction measure.
4. The measure of projects completed on time, within budget and in accordance with agreed project outcomes has been replaced by a departmental standardised project measure based on percentage of time and cost parameters.



# Queensland Building Services Authority

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number of insurance policies issued	1	82,000	71,180	Discontinued measure
Number of licensees including Accredited Building Certifiers		87,315	86,390	Discontinued measure
Number of licence applications received		8,000	8,000	Discontinued measure
Number of unlicensed contractor investigations initiated		680	658	Discontinued measure
Number of investigations into breaches of financial requirements for licensing		1,800	1,647	Discontinued measure
Number of investigations into breaches of legislated contractual obligations		280	294	Discontinued measure
Number of licences cancelled	2	3,600	4,652	Discontinued measure
Percentage movement in licence database		3%	3.5%	Discontinued measure
Number of Building and Construction Industry Payments Act claims registered	3	1,200	680	Discontinued measure
Number of Building and Construction Industry Payments Act claims decided	4	1,000	540	Discontinued measure

## Notes:

1. The variance is due to decrease in new home construction and unit construction following flow on effects from global financial crisis and resultant building industry down turn.
2. The variance is due to higher cancellation rate as the flow on effect from the global financial crisis continues to impact both the commercial and residential building sectors.
3. The variance is due to the improved use of the legislation and contracts resulting in payment disputes being resolved without the need for adjudication.
4. The variance is due to the improved use of the legislation and contracts resulting in payment disputes being resolved without the need for adjudication.

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# Department of Communities

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Child Safety Services</b>	1			
<i>Services for children and young people at risk</i>				
Rate of notifications per 1,000 children (0-17 years of age)	2	19.3	17.0	Discontinued measure
<i>Services for young people in care</i>				
Ratio of children and young people in home-based care to the number of carer families	3	1.7	1.7	Discontinued measure
Admissions to protective orders	4	8,000	7,000	Discontinued measure
Percentage of children to orders who are Aboriginal and Torres Strait Islander children	4	36%	36%	Discontinued measure
Percentage of Aboriginal and Torres Strait Islander children placed with kinship or Indigenous carers	5	55%	55%	Discontinued measure
Number of children living away from home, by placement type:	2			Discontinued measure
1. Approved foster care		4,390	4,410	
2. Approved kinship care		2,500	2,500	
3. Other		970	990	
4. Total		7,860	7,900	
<i>Adoption services</i>				
Number of expressions of interest received for local and inter-country adoption	3	110	100	Discontinued measure
Number of assessments for prospective adoptive parents completed	3,6	90	66	Discontinued measure
Number of applications for information received	3	700	702	Discontinued measure
<b>Service Area: Community and Youth Justice Services</b>				
<i>Support for communities and individuals</i>				
Number of calls to the <i>dvconnect</i> helpline	3	45,000	49,970	Discontinued measure
Number of concession services provided for eligible Queenslanders	3,7	1,020,000	970,000	Discontinued measure
<i>Support for young people</i>				
Number of young Queenslanders participating in The Duke of Edinburgh's Award and Bridge Award Programs	3	6,500	6,600	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of community service orders for young people that are successfully completed	8	95%	98%	Discontinued measure
Percentage of community service orders for young Aboriginal and Torres Strait Islanders that are successfully completed	8	90%	98%	Discontinued measure
<i>Support for seniors' participation</i> Number of Aboriginal and Torres Strait Islander Seniors Card holders	3	2,000	2,337	Discontinued measure
Number of business outlets participating in the Seniors Discount Scheme	3	10,000	8,500	Discontinued measure
<i>Community participation</i> Number of households supported through family support networks coordinated by Community Participation Programs in areas where the programs operate	3,9	500	1,422	Discontinued measure
Number of coordination and network development activities which were undertaken by Community Participation Programs to improve homelessness service system planning and coordination	3,10	500	103	Discontinued measure
<b>Service Area: Disability and Community Care Services</b>				
<i>Accommodation support services</i> Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	3	100%	100%	Discontinued measure
Percentage of complaints that have been responded to within agreed timelines	3	80%	85%	Discontinued measure
Percentage of grants budget committed	3	100%	100%	Discontinued measure
<i>Community services</i> Number of service users receiving services through the Local Area Coordination services	3	1,250	1,300	Discontinued measure
Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	3	100%	100%	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of complaints that have been responded to within agreed timelines	3	80%	85%	Discontinued measure
Percentage of grants budget committed	3	100%	100%	Discontinued measure
<i>Respite services</i>				
Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	3	100%	100%	Discontinued measure
Percentage of complaints that have been responded to within agreed timelines	3	80%	85%	Discontinued measure
Percentage of grants budget committed	3	100%	100%	Discontinued measure
<i>Community and home care</i>				
Number of Home and Community Care service provider organisations reviewed using the National Service Standards Instrument	3	422	406	Discontinued measure
Percentage of Australian Government Home and Community Care reporting obligations met within specified timeframes	3	100%	100%	Discontinued measure
<b>Service Area: Multicultural Services</b>				
Number of consultations with multicultural leaders, community groups and organisations	3	90	93	Discontinued measure
Number of people participating in Multicultural Affairs Queensland sponsored festivals and events	3,11	550,000	757,000	Discontinued measure
<b>Service Area: Housing and Homelessness Services</b>				
<i>Housing</i>				
Number of new households assisted in social rental housing	12	9,130	8,348	Discontinued measure
Total number of households assisted in Indigenous communities tenancy managed by the Department of Communities	3,13	3,375	1,750	Discontinued measure
Number of new households assisted in private market assistance	14	153,551	164,437	Discontinued measure
Total average concession	15	\$7,253	\$7,844	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of dwellings in regional and remote locations:	3			
• Government-managed social housing		35%	36%	Discontinued measure
• Non-Government-managed social housing		60%	59%	
Percentage of registered providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	3	95%	94%	Discontinued measure
Percentage of Indigenous households in Government-managed social housing	16	13.2%	14.9%	Discontinued measure
Total number of households assisted in discrete Indigenous communities	17	4,251	4,234	Discontinued measure
Number of Indigenous communities tenancy managed by the Department of Communities	3,13	32	11	Discontinued measure
Number of dwellings delivered through the capital program to Indigenous communities	18	151	115	Discontinued measure
Percentage of overcrowding in Indigenous communities dwellings on tenancy managed communities	19	24%	22%	Discontinued measure
Average maintenance per dwelling in Government-managed social housing	3	\$3,235	\$3,216	Discontinued measure
Percentage of assistance in regional and remote locations:	3			Discontinued measure
• Private rental		45%	44%	
• Home Assist Secure		50%	49%	
• Tenant Advice and Advocacy Service		25%	30%	
• Home Loans		35%	34%	
Average Bond Loan assistance	3	\$1,000	\$987	Discontinued measure
Average Home Assist Secure assistance	3	\$278	\$271	Discontinued measure
<i>Homelessness</i>				
Percentage of dwellings in regional and remote locations – Crisis accommodation	3	50%	57%	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
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### Service Area: Sport and Recreation Services

Participation in departmental sport and active recreation programs: Percentage of Queensland schools accessing the department's sport and active recreation programs	3,20	60%	55%	Discontinued measure
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### Service Area: Women's Services

Number of requests for information and referrals serviced by the Office for Women through its website and seminars, Women's Infolink and Find a Service	3	60,000	83,324	Discontinued measure
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#### Notes:

1. Definitions and additional information on these and other Child Safety Services performance measures are available on the department's Our performance website at <http://www.communities.qld.gov.au/childsafety/about-us/our-performance>.
2. This measure has been discontinued as it provides limited meaningful information on the efficiency or effectiveness of the department. The measure will continue to be published separately, including on the department's Our performance website at [www.communities.qld.gov.au/childsafety/about-us/our-performance](http://www.communities.qld.gov.au/childsafety/about-us/our-performance).
3. Measure discontinued as it was considered to be an input/throughput/output measure and not a measure of the agency's efficiency or effectiveness. Such performance data will continue to be reported on internally.
4. Measures relating to children subject to protective orders have been replaced by the new service standard Rate of children subject to protective orders per 1,000 children by Indigenous status.
5. This measure has been discontinued as it is more appropriately reported elsewhere, such as the national Report on Government Services and on the department's Our performance website at [www.communities.qld.gov.au/childsafety/about-us/our-performance](http://www.communities.qld.gov.au/childsafety/about-us/our-performance).
6. This measure refers to the number of new couples that were either approved or not approved as prospective adoptive parents. This measure is directly impacted by the active participation of couples including their ability to continue with the assessment process. Time frames for these assessments to be completed are on average 9-12 months.
7. The 2010-11 Estimated actual reflects the eligibility verification data-cleanse of customers resulting in revised concession receipt numbers previously provided by energy retailers.
8. Community Service Orders are a subset of all orders supervised in the community. The new service standard Percentage of orders supervised in the community that are successfully completed presents a more comprehensive effectiveness measure.
9. The 2010-11 Estimated actual reflects that this initiative is currently operating in one region only. Two of the three locations commenced on 4 October 2010 with the third location commencing on 31 January 2011. As referral numbers were low, from mid-January 2011 there was a broadening of referral pathways into this initiative.
10. The 2010-11 Estimated actual data provided is for the period up to and inclusive of December 2010. Delivery and reporting was suspended during recent natural disasters.
11. The 2010-11 Estimated actual or estimated attendance reported by event organisers exceeded projections.
12. The number of new households assisted is included in the notes section to the service standard *Total number of households assisted in social housing*.
13. Agency Appointment Agreements to commence tenancy management have been sent to the Mapoon Aboriginal Shire Council, Torres Strait Island Regional Council and Northern Peninsula Area Regional Council. Once signed, an additional 20 communities (approximately 1,750 households) will be tenancy managed. An additional six dwellings are tenancy managed in Kowanyama.
14. The number of new households assisted is now included in the notes section to the service standard *Total number of households assisted with private market assistance*.
15. This measure has been discontinued as it is a calculation based on market rents. As the department cannot influence market rents, the measure does not reflect the department's performance.
16. This measure has been replaced with *Percentage of new households assisted in Government-managed social housing who were Indigenous*.
17. This measure has been discontinued as it does not provide a true indication of households assisted. The total number of households assisted in discrete Indigenous communities will now be reported in a note to the service standard *Total number of households assisted in social housing*.
18. This measure has been discontinued as it only reflects a subset of the department's entire capital program. Total expenditure and number of dwellings delivered through the capital program is included in the Housing and Homelessness recent achievements section of the SDS. The variance between 2010-11 Target/estimate and 2010-11 Estimated actual is mainly due to the deferral of three significant new construction projects in the Northern Peninsula Area region, Torres Strait Islands region, and the Yarrabah community. These deferred projects are expected to be delivered in 2011-12. Reasons for construction delays included issues around potential land sites for the new dwellings and the impact of the wet season in the islands region.

19. Overcrowding is influenced by tenancy management practices. Until the department arranges to provide tenancy management in all communities, overcrowding is not entirely within the department's influence. Once all communities are tenancy-managed, service standards will be reviewed to determine appropriate measures for Indigenous communities.
20. In response to the impacts of severe weather events experienced early 2011, Sport and Recreation Services postponed certain sport and active recreation program programmed activities, along with reprioritising funds under the Sport and Recreation Flood Fightback Plan, to assist organisations directly affected by flooding to re-establish sport and recreation services to support local participation.



# Department of Education and Training

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Early Childhood Education and Care</b>				
<i>Regulation</i>				
Percentage of licensed child care services receiving at least one visit per annum from the Office		98%	98%	Discontinued measure

# Queensland Studies Authority

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Testing and the distribution of reports for the National Assessment Program – Literacy and Numeracy (NAPLAN) are delivered within agreed stakeholders' timeframes		Timelines met	Timelines met	Discontinued measure
Testing and the distribution of reports for Senior Education Profiles are delivered within agreed stakeholders' timeframes		Timelines met	Timelines met	Discontinued measure

# Southbank Institute of Technology

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Total number of students		32,000	21,400	Discontinued measure

Note:

1. The number of international and domestic students who enrolled in 2010/11 is lower than expected. The decline in international student demand was driven by changes in the Migration Occupations in Demand List (MODL), a strong exchange rate and an increasingly competitive international market. There has also been a decline in demand for commercial training, leading to a fall in domestic student numbers.

# Gold Coast Institute of TAFE

	Notes	2010-11 Budget	2010-11 Est. actual	2011-12 Target/est.
Total number of students		16,600	16,400	Discontinued measure

# Department of Environment and Resource Management

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Climate Change</b>				
Percentage of Climate Change Impact Statements consistent with the Cabinet Handbook	1	100%	100%	Discontinued measure
Percentage of project briefs for ClimateQ initiatives funded from the Queensland Climate Change Fund that are consistent with Government commitments in ClimateQ	1	100%	100%	Discontinued measure
Percentage of climate science datasets requested by external clients delivered within 5 working days	1	95%	99.9%	Discontinued measure
Percentage of climate science research publications put forward that are accepted by international or national journals/conferences/forums	1,2	90%	100%	Discontinued measure
Average tonnes reduction in annual household emissions from electricity use in homes that have received the ClimateSmart Home Service.	3,4	2.2 tonnes	2.0 tonnes	Discontinued measure
Percentage of Premier's Council on Climate Change papers supported by DERM policy research that are developed in a method consistent with the Queensland Government Policy Handbook	5	100%	100%	Discontinued measure
<b>Service Area: Environment</b>				
The percentage of good practice indicators (GPI's) for national parks that are met or exceeded, as measured by the Rapid Assessment Program	6	N/A	N/A	Discontinued measure
Annual percentage increase of science-based products available from the DERM website	1	5%	5%	Discontinued measure
All approved formal investigations of alleged non compliance with all legislation administered by DERM completed within 12 months of investigation approval date	1	95%	95%	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of actions under the Great Barrier Reef Water Quality Protection Plan led by the department assessed as progressing satisfactorily or better	1	100%	100%	Discontinued measure
Percentage of eligible regional Natural Resource Management group State investments reviewed annually and fully acquitted against program objectives	1	100%	100%	Discontinued measure
Increase in Indigenous involvement in delivery of natural resource management, directly related to the Wild River Rangers Program	1	10 additional Rangers	10 additional Rangers	Discontinued measure
Percentage of compliance projects and other activities set out in the Annual Compliance Plan completed on time	1,7	90%	85%	Discontinued measure
Percentage of time that valid live air quality monitoring data is available from the DERM website	8	95%	95%	Discontinued measure
<b>Service Area: Land</b>				
Percentage of State land applications completed within customer service standards	1	80%	80%	Discontinued measure
Percentage of valuation objections completed within customer services standards (60 working days of the closure of the objection period)	9	90%	55%	Discontinued measure
Percentage of Queensland Heritage Register recommendations referred to the Queensland Heritage Council within statutory timeframes	1	100%	100%	Discontinued measure
Percentage of completion of survey framework infrastructure in six priority Indigenous communities by June 2011	10	100%	100%	Discontinued measure
Percentage of Cultural heritage database searches completed within customer service timeframes (14 working days)	1	100%	100%	Discontinued measure
Number of information resources accessible via Information Queensland	11	150	150	Discontinued measure
<b>Service Area: Water</b>				
Percentage of water authorisations managed in accordance with National Water Initiative compliant water access entitlement guidelines	12,13	92% of supplemented water authorisations compliant	91% of supplemented water authorisations compliant	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of high priority meter project areas completed in accordance with the agreed 2010-11 schedule	1,14	100%	0%	Discontinued measure
Percentage of the State's population where level of service objectives and associated water balance strategies have been approved by the State Government	1	75%	75%	Discontinued measure

Notes:

- DERM continues to improve the quality, effectiveness and appropriateness of its service standards. Consequently, DERM has conducted its annual review of the service standards published in the 2010-11 Service Delivery Statement. This has led to an overall reduction in the number of standards for the department but also the identification of key output measures. DERM has subsequently discontinued a number of the service standards published in its 2010-11 Service Delivery Statement. Some of these previous service standards focus on activity or process rather than efficiency, effectiveness or effect. DERM continues to gather and utilise data obtained from these discontinued service standards as appropriate.
- 6 items were submitted and accepted for publication.
- This measure has been replaced with two new measures to provide more information on the efficiency of the ClimateSmart Home Service and progress toward meeting the Toward Q2 Green target of reducing household emissions by one third by 2020 (see Notes 1 and 4 in the DERM Service Delivery Statement).
- The methodology used to estimate abatement per household from the ClimateSmart Home Service has been updated and improved. For example, the estimated abatement from installation of compact fluorescent light bulbs (CFLs) has been modified following the implementation of the Australian Government's ban on the importation of incandescent light bulbs.
- This measure has been replaced with a new measure to provide more effective reporting (see Note 6 in the DERM Service Delivery Statement).
- The Rapid Assessment Program (RAP) is a survey conducted biennially (every 2 years). The next assessment is scheduled for 2011-12. RAP is part of the department's Management Effectiveness Evaluation and will continue to be reported on internally.
- Variance to the on-time completion of Annual Compliance Plan projects is predominately due to natural disaster response and recovery activities; affecting site access, and diverting staff resources to cleanup, water and sewerage services, waste management, and compliance issues with mine and coal seam gas operations. The introduction of new legislative frameworks and the conclusion of previous compliance activity (at risk of falling outside the statute of limitation to take court action), have also impacted Annual Compliance Plan project timelines. For one particular project, timelines are affected by local government resources being diverted to disaster recovery and waste reform preparation. Delayed projects will likely be either completed on-time, albeit with a modified scope to account for the impact from natural disasters; or carried over into the 2011-12 Annual Compliance Plan.
- This measure has been replaced with a new measure to provide more effective and efficient reporting (see Note 9 in the DERM Service Delivery Statement).
- The variance between the 2010-11 Target/estimate and the 2010-11 Estimated actual occurs as a result of legislative changes in March 2010 which introduced the properly made test and changed timeframes associated with the streamlined objection process, as well as amendments in September 2010 to further extend timeframes for landholders to lodge objections and for these objections to be processed. This measure has been discontinued as the valuation objection process has been amended.
- This measure has been discontinued because the project was due to be completed by June 2011.
- This measure has been replaced with a new measure to provide more effective reporting (see Note 21 in the DERM Service Delivery Statement).
- An important outcome of Queensland's water planning framework and Queensland's commitment to the National Water Initiative is the progressive introduction of tradeable water allocations which are established through the finalisation of a resource operations plan. The estimates target for 2010-11 was not met due to a minor delay the finalised resource operations plan for the Whitsunday catchment. The plan has been delayed by a month to enable further review of public submissions. The plan will be finalised in early 2011-12 and will establish approximately 160 tradeable water allocations.
- This measure has been replaced with a measure that specifically deals with surface water (see Note 27 in the DERM Service Delivery Statement).
- Flooding and continuing wet weather has caused significant delay in the commencement of installation of meters in the four high-priority project areas: Condamine-Balonne, Lower Balonne, Gowrie Oakey and Oakey Creek catchments. This means that no priority area has been fully completed as planned, but it is estimated that 50% of meter installations for all of the priority areas will be completed by the end of the fourth quarter of 2010-11. Condamine-Balonne had a three-month delay with the installation of meters commencing on 28 March 2011. Lower Balonne had a two-month delay to date and the installation of meters has not yet commenced. Gowrie Oakey and Oakey Creek had a two-month delay with the installation of meters commencing on 9 March 2011. The number of meter installations per week is below average due to sites not being prepared by landholders following the flooding. Other issues affecting the installations in Condamine-Balonne and Lower Balonne include the external contractor being unable to provide sufficient work for staff due to the impact of the floods and therefore being unable to retain qualified and trained meter installers.

# Queensland Water Commission

	Notes	2010-11 Budget	2010-11 Est. actual	2011-12 Target/est.
Percentage of actions in the Regional Water Security Program undertaken on time	1	New measure	100%	Discontinued measure

Note:

1. This measure has been discontinued as the measurement of the SEQ Water Strategy enables an assessment of a broader suit of actions.



# Department of Police

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Professional Standards and Ethical Practice</b>				
Resources allocated to Professional Standards and Ethical Practice:	1			
- Staff numbers		..	2,165	Discontinued measures
- Expenditure (\$000)		..	\$276,920	
- Percentage of Total Budget		..	15.4%	
Hours directed towards in-service training	2	1.5 – 2 million	1.5 million	Discontinued measure
Complaints against police per 100,000 population	3,4,5	< 68.1	44.5	Discontinued measure
<b>Service Area: Personal Safety</b>				
Resources allocated to Personal Safety:	1			
- Staff numbers		..	3,334	Discontinued measures
- Expenditure (\$000)		..	\$403,756	
- Percentage of Total Budget		..	22.4%	
<b>Service Area: Property Security</b>				
Resources allocated to Property Security:	1			
- Staff numbers		..	3,135	Discontinued measures
- Expenditure (\$000)		..	\$379,687	
- Percentage of Total Budget		..	21.1%	
<b>Service Area: Traffic Policing</b>				
Resources allocated to Traffic Policing:	1			
- Staff numbers		..	2,816	Discontinued measures
- Expenditure (\$000)		..	\$345,545	
- Percentage of Total Budget		..	19.2%	
Number and rate (per 100,000 population) of road crash fatalities by crash contributing factor:	6			
- Speed			44 (0.97)	Discontinued measures
- Alcohol			73 (1.60)	
- Fatigue			25 (0.55)	
- Seatbelt			26 (0.57)	
- Total		< 6.1	252 (5.54)	

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number and rate (per 100,000 population) of reportable crashes by crash contributing factor:	7			
- Speed			1,592 (34.98)	Discontinued measures
- Alcohol			3,723 (81.81)	
- Fatigue			1,900 (41.75)	
- Total			23,486 (525.1)	
Number of persons hospitalised following a crash	8	..	6,743	Discontinued measure
Service Area: Public Order and Safety				
Number of good order offences detected	9		47,897	Discontinued measure
Resources allocated to Public Order and Safety:	1			
- Staff numbers		..	3,261	Discontinued measures
- Expenditure (\$000)		..	\$394,942	
- Percentage of Total Budget		..	21.9%	
Service Area: Client Service				
Public satisfaction with police generally	10	≥ 66.1%	75.6%	Discontinued measure
Service Area: Strategic Positioning and Response				
Level of carbon emissions from the QPS vehicle fleet	2	15% reduction	14% reduction	Discontinued measure
Level of:	11			
- water consumption	12	≤ Qld Government targets	..	Discontinued measures
- energy used			8.75%	
- waste produced	12		..	
Meeting Government targets on police numbers	2	10,450 – 10,500	10,500	Discontinued measure
Percentage of staff who are operational	13	≥ 84.3%	90.8%	Discontinued measure
Service Area: Financial Management				
Departmental expenditure is within approved Government funding level	14	Yes	Yes	Discontinued measure

Notes:

1. This information is presented in the Staffing and Service Summary tables and so has been discontinued as a measure in the Performance Statement.
2. Deleted from the Service Delivery Statement to ensure the Performance Statement provides more relevant and meaningful performance information highlighting the efficiency and effectiveness of agency service delivery. Measures of input and activity will continue to be reported in the Annual Report.
3. Information about complaints against police is provided through the retained measure of 'Complaints against police per 100 sworn (operational) staff'. This retained measure is considered to be more meaningful as it takes into account annual increases in police numbers.

4. 2010-11 Estimated actual was calculated using the 2011 Report on Government Services definition of "complaints", which differs from the definition used to calculate the 2010-11 Target/estimate. The 2010-11 Estimated actual includes complaints made against on and off duty police officers by members of the public.
5. Rate is calculated using the September Quarter Queensland population figure (as at 30 September 2010) provided by the Australian Bureau of Statistics. (ABS, 2010, 3101.0 - Australian Demographic Statistics, Sep 2010).
6. This measure has been deleted to improve consistency with road safety performance information presented by the Department of Transport and Main Roads. Note that Target/estimate are only set for the total crash fatality rates—not for the crash contributing factors, which can fluctuate significantly from year to year. The measure 'Rate (per 100,000 population) of road crash fatalities' has been retained. This gives a more meaningful measure of road crash fatalities as it takes population growth into account.
7. This measure has been deleted to improve consistency with road safety performance information presented by the Department of Transport and Main Roads. Note that Target/estimate are only set for the total crash fatality rates—not for the crash contributing factors, which can fluctuate significantly from year to year. The 2008-09 crash data has been provided here as more recent data is unavailable.
8. The service standard is now expressed as a rate per 100,000 population. This gives a more meaningful measure of road crash hospitalisations as it takes population growth into account.
9. The service standard is now expressed as a rate per 100,000 population. This gives a more meaningful measure of good order offences detected as it takes population growth into account.
10. Information about satisfaction with police is provided through the retained measure of 'Satisfaction of members of the public who had contact with police in the last twelve months' derived from the National Survey of Community Satisfaction with Policing. This retained measure is considered to be more meaningful as it is based on direct interactions with police. General attitudinal data is heavily influenced in the short term by adverse or highly publicised events. Point-in-time responses can vary from people's true underlying (or longer term) satisfaction with police.
11. The Queensland Government's minimum mandatory targets for energy consumption reductions in all government buildings are 5% by 2010 (30 June 2009) and 20% by 2015 (30 June 2014). There is no mandated waste reduction target and no nominated baseline. A water usage reduction of 25% or the establishment of a Water Efficiency Management Plan (WEMP) to reduce water consumption is required in South East Queensland.
12. Water consumption and waste production are not recorded centrally and the QPS is not able to estimate actual consumption and production levels at this time. The QPS has water and waste management plans in place.
13. This service standard has been replaced with the Report on Government Service's measure 'Operational staff (sworn and unsworn) per 100,000 population'. This new measure now facilitates benchmarking against the national average.
14. This information is presented in the Financial Statements and has been discontinued as a measure in the Performance Statement.

# Prostitution Licensing Authority

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number of licensed brothel premises operating	1	26	23	Discontinued measure
Number of brothel and certificate applications investigated	2	195	159	Discontinued measure
Number of brothel and certificate applications decided	2	145	128	Discontinued measure
Number of brothels requiring three monthly sexual health certificates	3	26	23	Discontinued measure

## Notes:

1. Three brothels closed during the reporting period and one new brothel opened. This measure will be discontinued because it is a measure of activity. The PLA has no control over the number of brothels in the State. Decisions to establish or close brothels are at the discretion of licensees. The PLA will continue to report on the number of licensed brothels in Queensland in its Annual Report.
2. This measure includes new applications, renewals, and annual returns. The variance between the target/est. and the est. actual reflects the shrinkage of the licensed brothel sector and also that fewer approved manager's certificate applications were received than anticipated. This measure will be discontinued because it is a measure of activity. The PLA has no control over the number of applications submitted, withdrawn or decided (all are dependent on the decisions of applicants). The PLA will continue to report on its licensing activities in its Annual Report.
3. It is a condition of licence that all brothels require three monthly sexual health certificates. This measure will be discontinued because it is a subset of the service standard regarding the implementation of best practice standards at brothels. The requirement that all sex workers at a brothel must hold a current sexual health certificate is a best practice standard. The PLA will continue to report on sexual health matters in its Annual Report.

# Department of Justice and Attorney-General

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Criminal and civil justice</b>				
<i>Prosecution services</i>				
Percentage of indictments presented within 6 months	1	100%	100%	Discontinued measure
<i>Justices of the Peace services</i>				
Number of sites under the "JPs in the Community" program	2,3	152	145	Discontinued measure
Total number of hours volunteered under the "JPs in the Community" program	2	60,000	59,857	Discontinued measure
Number of JP volunteers involved in the "JPs in the Community" sites	2	2,700	2,570	Discontinued measure
<i>Dispute resolution services</i>				
- Civil mediation				
Percentage of matters finalised within target timeframes	4	80%	80%	Discontinued measure
- Criminal mediation				
Percentage of matters finalised within target timeframes	4	70%	65%	Discontinued measure
<i>Queensland Civil and Administrative Tribunal</i>				
Percentage of applications finalised within target timeframes	4	70%	70%	Discontinued measure
<b>Service Area: Fair and safe work</b>				
<i>Private sector industrial relations</i>				
Cost of compliance and information services per private sector worker covered by the Queensland industrial relations system	5	Benchmark to be established	..	Discontinued measure
<i>Administration of the Industrial Court and Commission System</i>				
Percentage of matters lodged that are processed and available to members within one working day	1,8	90%	99%	Discontinued measure
Percentage of decisions released to the parties within one working day	1,7	95%	100%	Discontinued measure
Percentage of decisions that are published and available to the community within 13 working days	1,8	95%	100%	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Cost of QIRC and Registry Services per worker covered by the Queensland Industrial Relations legislation	4	\$8.50	\$8.40	Discontinued measure
<i>Workplace health and safety services</i>				
Percentage of compliance within a target industry (or specific workplace health and safety hazard)	4	50-70%	75%	Discontinued measure
Percentage of gazetted Major Hazard Facilities with at least one site assessment completed per year	4	90%	91%	Discontinued measure
Prosecutions completed within statutory requirements (12 months)	4	100%	100%	Discontinued measure
Investigations finalised within six months	4	60-70%	67%	Discontinued measure
Percentage of National Standards and Codes implemented within agreed timelines	4	100%	100%	Discontinued measure
<i>Electrical safety services</i>				
Percentage of annual evidence-based program of audits for compliance completed	4,9	100%	127%	Discontinued measure
Successful prosecutions completed within statutory requirements (12 months)	4	100%	100%	Discontinued measure
Queensland electrical fatality rate below the national five year moving average per million population	4,10	1.1	1	Discontinued measure
<b>Service Area: Legal services</b>				
<i>Legal services to Government</i>				
Timeliness of legal work provided to clients (feedback rating from 1 to 7)	1	5	6	Discontinued measure
Percentage of priority policy and legislation projects which are completed within agreed timeframes	4,11	85%	100%	Discontinued measure
<b>Service Area: Human rights protection</b>				
<i>Life event registration services</i>				
Percentage of life events registered within accepted timeframe	1	90%	85%	Discontinued measure
Percentage of life event certificates issued within accepted timeframe	1	90%	85%	Discontinued measure

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<i>Victims of crime assistance services</i>				
Percentage of victims of crime assisted through a grant of financial assistance within target timeframes	12	80%	79%	Discontinued measure
Number of clients assisted through Victims LinkUp	4	12,960	13,300	Discontinued measure
Percentage of clients satisfied with financial assistance service	1	70%	95%	Discontinued measure
Percentage of clients satisfied with Victims LinkUp service	1	70%	95%	Discontinued measure
<i>Guardianship services</i>				
Percentage of decisions made by guardians affirmed following internal review	4,13	90%	87%	Discontinued measure
Percentage of investigation matters referred to Adult Guardian completed within 6 months	1	75%	75%	Discontinued measure

Notes:

1. This performance measure has been discontinued because it is a measure of quality and only reports on a small aspect of service delivery. A new service standard has been developed to better reflect how efficient or effective this service is.
2. This performance measure has been discontinued because it is input / output focussed and is not a measure of efficiency or effectiveness. Justice of the Peace services contribute to the Government's priorities to increase volunteers. The department will report progress against this measure in its annual report.
3. This variance is due to building refurbishment and redevelopment causing closure at some JP signing sites.
4. This performance measure has been discontinued because it is input / output focussed and is not a measurement of efficiency or effectiveness.
5. This performance measure has been discontinued because the majority of compliance work is in respect to the federal contract to deliver compliance services in the federal jurisdiction. Very minimal compliance and information services are carried out in the Queensland jurisdiction as a result of private sector industrial relations now falling within the federal jurisdiction.
6. The workload of the registry is now commensurate with the number of staff employed so that a higher percentage of matters lodged are now able to be processed and available to members within one working day.
7. This result has been achieved due to the business practice of the registry to release decisions to parties the same day they are provided by the commission.
8. This result is due to the new business practice of publishing to the website within 24 hours rather than to the Queensland Government Industrial Gazette.
9. Additional audits have been conducted relating to Solar PV and government rebate schemes which were not originally planned.
10. This is a positive indicator of electrical safety performance.
11. Improved business strategies and tracking procedures have resulted in a better than forecast completion rate.
12. This performance measure has been discontinued because it is a measure of activity and only reports on a small aspect of service delivery. A new service standard has been developed to better reflect how efficient or effective this service is.
13. There are many decisions made each year by the Adult Guardian and the number reviewed is a very small percentage of decisions made. This result reflects a strong complaint management process. The department will continue to report against this measure in its annual report.

# Anti-Discrimination Commission Queensland

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number of complaint enquiry advices provided	1	4,500	3,260	Discontinued measure
Number of training sessions provided	2	310	356	Discontinued measure
Number of people trained	2	4,000	5,800	Discontinued measure
Number of community consultations and delegations:				
• South East Queensland	3	200	268	Discontinued measure
• Rural, regional and remote Queensland	3	120	195	Discontinued measure

## Notes:

1. Enquiry numbers have been trending downward for some time and calls to the information service were further negatively impacted by the weather events in Queensland.
2. The use of a targeted marketing program combined with the development of new training packages has increased demand for training. Community awareness of vicarious liability in areas such as sexual harassment has also increased as a result of the reporting of a number of high profile legal actions.
3. ADCQ has placed a greater emphasis on community consultations as part of a renewed commitment to engagement with the community.



# Legal Aid Queensland

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Approved applications – criminal law	1	17,000	15,545	Discontinued measure
Legal Advice – criminal law		14,300	13,996	Discontinued measure
Approved applications – civil law	2	3,800	3,241	Discontinued measure
Legal Advice – civil law		10,000	9,839	Discontinued measure
Duty lawyer defendants represented	3	69,600	64,500	Discontinued measure
Practitioner compliance with case management standards		90%	90%	Discontinued measure
Percentage of applications processed (approved or refused) within 5 days of the date of receipt of the application	4	90%	75%	Discontinued measure
Percentage of decisions made within 5 days of the date of receipt of a request for an extension of aid	4	90%	83%	Discontinued measure
Call centre service levels: Percentage of calls answered within 3 minutes	5	80%	73%	Discontinued measure

## Notes:

1. Jurisdictional change has resulted in fewer applications for aid, as well as an increase in the number of matters being resolved by duty lawyers.
2. Lower than expected demand in Domestic Violence applications, as well as a general decrease in other civil law applications.
3. The duty lawyer defendants target was increased by 10% in 2010-11 in anticipation of additional work being generated as a result of the Moynihan reforms. Demand did not meet anticipated target.
4. LAQ now allocates greater time to assessing applications from clients identified as having a disability or disadvantage, instead of refusing applications on the basis of insufficient information. This has adversely impacted the time taken to process applications within five days.
5. Call waiting times are lower than the target due to the number and complexity of legal issues raised by clients.

# Office of the Information Commissioner

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Percentage of agencies satisfied with the range of information provided	1	75%	96%	Discontinued measure
No. training sessions provided	2	30	32	Discontinued measure
No. people trained	3	400	1,459	Discontinued measure
No. monitoring and compliance activities	2	10	10	Discontinued measure
No. of awareness activities conducted	4	190	438	Discontinued measure
No. of enquiries (written and oral) received	5	2,500	4,220	Discontinued measure
No. of website visits annual	2	80,000	78,000	Discontinued measure

## Notes:

1. Qualitative measure discontinued for SDS reporting. Measure retained for annual reporting purposes. A higher level of satisfaction than anticipated was achieved.
2. Quantitative measure discontinued for SDS reporting. Measure retained for annual reporting purposes.
3. Quantitative measure discontinued for SDS reporting. Measure retained for annual reporting purposes. A higher than anticipated number of agency staff were provided training.
4. Quantitative measure discontinued for SDS reporting. Measure retained for annual reporting purposes. A higher than anticipated number of awareness activities were conducted.
5. Quantitative measure discontinued for SDS reporting. Measure retained for annual reporting purposes. A higher than anticipated number of enquiries were received.

# Electoral Commission of Queensland

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
<b>Service Area: Electoral Services</b>				
Number of Parliamentary by-elections conducted	1	..	..	Discontinued measure
Level of voter turnout State by-election	1	..	..	Discontinued measure
Level of informal voting State by-election	1	..	..	Discontinued measure
Per elector cost of State by-election	1	..	..	Discontinued measure

Note:

1. These measures are planned for deletion as the conduct of by-elections cannot be planned as the requirement to conduct a by-election only arises when a vacancy occurs. No State by-elections were conducted during 2010-11

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# Public Trust Office

	Notes	2010-11 Target/est.	2010-11 Est. actual	2011-12 Target/est.
Number of other trust matters under administration	1	6,484	5,895	Discontinued measure

Note:

1. A significant part of "other trust matters" includes minors. Amendments to the *Motor Accident Insurance Act 1994* and the *Personal Injuries Proceedings Act 2002* have resulted in a significant reduction in the number of trusts for minor damages received by the Public Trustee.

