

Strategic measures 2019-20

Performance indicators and measures

Objective 1 - Services for Queenslanders

Performance indicator	Strategic measures*	Division
Active and sustainable communities	Percentage of young people redeeming a Get Started voucher who have not played club sport before	HHS
	Percentage of athletes selected for national teams supported by the Queensland Academy of Sport	HHS
Client/customer satisfaction and engagement	Level of overall client satisfaction - Public Housing	HHS
	Level of overall client satisfaction - Community Housing	HHS
	Percentage of customers satisfied with the services provided by Smart Service Queensland on behalf of government agencies	DTS
Needs-based housing and homelessness assistance	Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need	HHS
	Proportion of total new households assisted to access rental accommodation who moved into the private rental market	HHS
	Percentage of clients who were homeless or at risk of homelessness who needed assistance to obtain or maintain independent housing and obtained or maintained independent housing after support	HHS
Responsive and accessible services	Utilisation of Queensland Recreation Centres accommodation facilities	HHS
	Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need	HHS
	Proportion of government-owned social rental housing stock matched to greatest demand	HHS
	Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards	HHS
	Cost per customer service interaction (phone, counter, online) provided by Smart Service Queensland (\$)	DTS
	Average cost to Queensland State Archives per record accessed (\$)	DTS
	Percentage of data sets available on qld.gov.au with an Open Data Certificate	DTS
	Percentage increase in number of Queensland State Archives records accessed	DTS

*SDS measures unless indicated otherwise

Objective 2 - Services for Government

Performance indicator	Strategic measures*	Division
Environmental sustainability in government asset portfolio	Energy performance - percentage of occupied government office accommodation achieving a rating > 5 star under the National Australian Built Environmental Rating System	BPAM
Partner and stakeholder satisfaction and engagement	BAS - Overall customer satisfaction	BPAM
	CITEC ICT customer satisfaction	DTS
	Customer satisfaction with HR Services (QSS)	DTS
	Customer satisfaction with Finance Services (QSS)	DTS
	Overall satisfaction with advice and support provided by the Office of the Chief Advisor - Procurement (internal to government)	PS
	Overall satisfaction with the way the Office of the Chief Advisor – Procurement engages with the Procurement Industry Advisory Group (external to government)	PS
	QFleet - Overall customer satisfaction	BPAM
	Overall satisfaction with Responsive Government partnerships, advice and support (internal to government)	PS
Responsive and accessible government services	Percentage of government-owned employee housing with an acceptable facility condition index rating	BPAM
	CITEC ICT service availability	DTS
	Percentage Denial of Service (DoS) attacks stopped before causing system outages (non-SDS)	DTS
	Percentage of major incidents resolved within agreed timeframe (non-SDS)	DTS
	Percentage of licences assigned to agencies are used to conduct phishing simulations and trainings (non-SDS)	QGCI0
Smarter and more efficient use of resources	Return on investment - commercial properties included in the office portfolio	BPAM
	Return on investment - government employee housing	BPAM
	Operating cost per \$1,000 of managed spend on ICT products and services	DTS
	CITEC ICT Earnings before interest and tax less Depreciation and Amortisation (EBITDA) (\$)	DTS
	CITEC IB Earnings before interest and tax less Depreciation and Amortisation (EBITDA) (\$)	DTS

	Number of pays processed per full-time equivalent (FTE) per fortnight	DTS
	Number of accounts payable transactions processed per FTE per annum	DTS
	Percentage of vehicle fleet utilisation compared to agreed lease parameters	BPAM
	Operating cost per \$1,000 of managed spend on general goods and services	PS

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Objective 3 – Future facing Strategy and Policy

Performance indicator	Strategic measures*	Division
Policy advice and assistance	Percentage of QGEA policies that are no more than 2 years past the last review date	QGClO
	Progress of Government procurement reform program implementation (non- SDS)	PS
	Progress of Be a Responsive Government priority - leadership and capacity improvements to achieve the outcome of making Queensland Government services easy to use (non-SDS)	PS
	Progress requirements of the Queensland Housing Strategy 2017-2020 Action Plan (non-SDS)	HHS
	Implement the Sport and Active Recreation Strategy and 3 Year Action Plan (non-SDS)	HHS
	Deliver security of payment reforms in the Queensland Building Plan (non- SDS)	BPAM
Client/customer and stakeholder engagement	Customer queries responded to through the “Better Procurement’ mailbox (non-SDS)	PS
	Percentage of customers satisfied with QGClO services and programs (non- SDS)	QGClO
	Queenslanders reporting satisfaction with the ease of accessing government services (by 2020) (non-SDS)	PS
	Number of Ministerial Construction Council meetings held per year (non-SDS)	BPAM
	Participant’s overall satisfaction with the Skills2procure capability building program (non-SDS)	PS

*SDS measures unless indicated otherwise

Objective 4 - A Unified Organisation

Performance indicator	Strategic measures**	Division
Diversity profile	Annual improvement towards workforce diversity (EEO surveys) 2022 targets: <ul style="list-style-type: none"> - Percentage of Aboriginal and Torres Strait Islander people - Percentage of people with a disability - Percentage of women in leadership - Percentage of people from non-English speaking backgrounds 	CS
Employee satisfaction and engagement	Improvement in Working for Queensland Employee Opinion Survey in areas of Your Work, Your Workgroup, Your Workplace	CS
Organisational leadership	Improvement in Working for Queensland Employee Opinion Survey in areas of leadership including Your Manager, Your Senior Manager and Your Organisation	CS
Safe and healthy workforce	Reduction in workers' compensation statutory costs as compared to the previous year	CS
	Reduction in lost time injuries as compared to the previous year	CS
Progressive and responsive systems	HPW business units migrated to the same O365 tenancy to facilitate improved collaboration (%)	CS
	Mobile capable corporate devices available to departmental users (as a % of the total corporate device fleet)	CS
	Percentage of HPW staff targeted with cyber phishing educational campaign	CS

** Non-SDS measures