Strategic measures 2020-21

Performance indicators and measures against Strategic Plan 2020-24

Objective 1 – Services for Communities

Performance indicator	Strategic measures *	Collection/ Reporting	Division	Branch/ Unit
Services are responsive and accessible	Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need	Monthly	HHS	
	Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards	Annual	HHS	
Housing and homelessness services meet the needs of customers	Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need	Quarterly	HHS	
	Proportion of total new households assisted to access rental accommodation who moved into the private rental market	Monthly	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	Annual	HHS	
Customers are satisfied with services	Level of overall client satisfaction - Public Housing	Biennially	HHS	
	Level of overall client satisfaction - Community Housing	Biennially	HHS	
Queenslanders are supported to participate in physical activity	Percentage of children and young people redeeming a Fairplay voucher who have not played club sport before **NEW in 2020-21** [non-SDS]		HHS	SRS
	Percentage of athletes selected for national teams supported by the Queensland Academy of Sport	Quarterly	HHS	SRS

Objective 2 – Customer and Digital Services

Performance indicator	Strategic measures *	Collection/ Reporting	Division	Branch/ Unit
Services are responsive and accessible	Percentage of data sets available on qld.gov.au with an Open Data Certificate	Annual	QGCDG	TET (Open Data)
	Percentage increase in number of Queensland State Archives records accessed	Annual	QGCDG	SDO (QSA)
	CITEC ICT service availability	Monthly	QGCDG	TET (CITEC)
Customers and stakeholders are satisfied with services	Overall satisfaction with Responsive Government partnerships, advice and support (internal to government)	Annual	QGCDG	CDS (RG)
	Percentage of customers satisfied with the services provided by Smart Service Queensland on behalf of government agencies	Annual	QGCDG	SDO (SSQ)
	Customer satisfaction with HR Services (QSS)	Monthly/ Quarterly	QGCDG	SDO (QSS)
	Customer satisfaction with Finance Services (QSS)	Monthly/ Quarterly	QGCDG	SDO (QSS)
	CITEC ICT customer satisfaction	Annual	QGCDG	TET (CITEC)
Resources are used efficiently	Number of pays processed per full-time equivalent (FTE) per fortnight	Monthly/ Quarterly	QGCDG	SDO (QSS)
	Number of accounts payable transactions processed per FTE per annum	Monthly/ Quarterly	QGCDG	SDO (QSS)
	Cost per customer service interaction (phone, counter, online) provided by Smart Service Queensland ($)	Monthly/ Quarterly	QGCDG	SDO (SSQ)
	Average cost to Queensland State Archives per record accessed ($)	Annual	QGCDG	SDO (QSA)

* All SDS measures unless indicated otherwise

Objective 3 – Asset, Building and Procurement Services

Performance indicator	Strategic measures *	Collection/ Reporting	Division	Branch/ Unit
Services are responsive and accessible	Percentage of government-owned employee housing with an acceptable facility condition index rating		BPAM	QGAO
Customers and stakeholders are satisfied with services	QBuild - Overall customer satisfaction	Biennially	BPAM	QBuild
	QFleet - Overall customer satisfaction	Biennially	BPAM	QFleet
	Participant's overall satisfaction with the Skills2procure capability building program [non-SDS]	Annual		PS
Resources are used efficiently	Return on investment - commercial properties included in the office portfolio	Quarterly	BPAM/ Finance	QGAO
	Return on investment - government employee housing	Quarterly	BPAM/ Finance	QGAO/ GEH
	Percentage of vehicle fleet utilisation compared to agreed lease parameters	Monthly	BPAM	QFleet
	Operating cost per $1,000 of managed spend on ICT products and services	Annual	QGCDG	
	Operating cost per $1,000 of managed spend on general goods and services	Annual	PS	
	Percentage of the BCM spend being managed to maximise value for money (including cost and/or Buy Local) NEW in 2020-21 [non-SDS]	Annual	BPAM	BCM
Greater supplier diversity	Percentage HPW business procurement spend on Aboriginal and Torres Strait Islander business NEW in 2020-21 [non-SDS]	TBC	CS	PC
	Percentage spend with Queensland suppliers NEW in 2020-21 [non-SDS]	TBC	CS	PC
Government assets are energy efficient	Energy performance - percentage of occupied government office accommodation achieving a rating > 5 star under the National Australian Built Environmental Rating System	Biannual	BPAM	QGAO

Objective 4 – Future Facing Strategy and Policy

Performance indicator	Strategic measures *	Collection	Division	Branch/ Unit
Customers and stakeholders are satisfied with services	Customers and stakeholders are satisfied with services [non-SDS]	Annual	QGCDG	CDSG

Objective 5 – A Unified Organisation

Performance indicator	Strategic measures *	Collection/ Reporting	Division	Branch/ Unit
Improved Working for Queensland Survey results	Improvement in Working for Queensland Employee Opinion Survey in areas of Your Work, Your Workgroup, Your Workplace (non-SDS)	Annual	CS	HR
	Improvement in Working for Queensland Employee Opinion Survey in areas of leadership including Your Manager, Your Senior Manager and Your Organisation (non-SDS)	Annual	CS	HR
Systems are progressive and responsive	HPW business units migrated to the same O365 tenancy to facilitate improved collaboration (%) (non-SDS)	Quarterly	CS	TSG
	Mobile capable corporate devices available to departmental users (as a % of the total corporate device fleet) (non-SDS)	Quarterly	CS	TSG
Improved workforce	*Annual improvement towards workforce diversity (EEO surveys) 2022 targets:*			
	Percentage of Aboriginal and Torres Strait Islander people (non-SDS)	Annual	CS	HR
	Percentage of people with a disability (non-SDS)	Annual	CS	HR
	Percentage of women in leadership (non-SDS)	Annual	CS	HR
	Percentage of people from non-English speaking backgrounds (non-SDS)	Annual	CS	HR
Improved safety and wellbeing of our workforce	Reduction in lost time injuries as compared to the previous year (non-SDS)	Monthly	CS	HR