

Our performance

Economic and fiscal coordination

Service standards <i>Effectiveness measures</i>	Notes	2016–17 Published annual target	2016–17 Estimated actual
Target ongoing reduction in Queensland's relative debt burden, as measured by the General Government debt-to-revenue ratio	1	71%	60%
Target net operating surplus that ensures any new capital investment in the General Government sector is funded primarily through recurrent revenues rather than borrowing	2	70%	126%
Manage the capital program to ensure a consistent flow of works to support jobs and the economy and reduce the risk of backlogs emerging		Met	Met
Maintain competitive taxation – own-source revenue to remain at or below 8.5% as a proportion of nominal gross state product	1	7.8%	8.1%
Target full funding of long term liabilities such as superannuation and WorkCover in accordance with actuarial advice		Met	Met

End of year variance notes

- 1 These measures are in line with the government's fiscal principles. Further information regarding these measures can be found in Budget Strategy and Outlook (Budget Paper 2).
- 2 The 2016-17 Estimated Actual coverage is expected to be 126%. This is primarily due to the upwards revisions to revenue as a result of higher royalty revenue from the increase in coal prices towards the end of 2016.

Statistical services

Service standards <i>Effectiveness measures</i>	Notes	2016–17 Published annual target	2016–17 End of year actual
Stakeholder and customer satisfaction with Queensland Government Statistician outputs (rated satisfied or very satisfied)	1	95%	100%

End of year variance notes

- 1 Customer satisfaction survey results produced no instances of dissatisfaction with outputs.

Commercial services

Service standards <i>Effectiveness measures</i>	Notes	2016–17 Published annual target	2016–17 End of year actual
Percentage of key project milestones met	1	85%	91%
Achievement of agreed cost targets for projects	2	85%	100%

End of year variance notes

- 1 The majority of project milestones in 2016–17 have been met.
- 2 All cost targets in 2016–17 have been met.



Our performance

Revenue management

	Notes	2016–17 Published annual target	2016–17 End of year actual
Service: Revenue services			
Service standards			
<i>Effectiveness measure</i>			
Customer satisfaction with services provided	1	70%	78.7%
Average overdue debt as a percentage of total revenue collected		2%	1.8%
Total revenue dollars administered per dollar expended – accrual	2	\$200	\$251
Service: Penalty debt services			
Service standards			
<i>Effectiveness measure</i>			
State Penalties Enforcement Registry (SPER) clearance rate (finalisations/ lodgements)	3	60%	94%

End of year variance notes

- 1 This measures customers' overall satisfaction with service provided. Key customers include state tax and royalties payers and grant recipients.*
- 2 The increase is mainly due to higher than projected coal royalties and lower than anticipated operating expenses as a result of the Office of State Revenue reprofiling expenses to future years.*
- 3 SPER achieved debt clearance rates above target due mainly to restructured tolling debt referrals arrangements together with improved recovery actions resulting from outbound call campaigns, and vehicle immobilisation and asset seizure and sale activities.*

Industrial relations

	Notes	2016–17 Published annual target	2016–17 Estimated actual
Service: Industrial relations			
Service standards			
<i>Effectiveness measure</i>			
Overall client satisfaction with inspectorate's effectiveness and professionalism		85%	85%
<i>Efficiency measure</i>			
Cost of industrial relations services per Queensland worker		\$2.54	\$2.62
Service: Administration of the Industrial Court and Commission system			
Service standards			
<i>Effectiveness measure</i>			
Percentage of matters resolved at conference	1	65%	71%
Service: Work health and safety services			
Service standards			
<i>Effectiveness measure</i>			
Number of workplace health and safety incidents notified to Workplace Health and Safety Queensland (WHSQ) per 10,000 employing businesses	2	166	189
Overall client satisfaction with inspectorate's effectiveness and professionalism		85%	85%
<i>Efficiency measure</i>			
Cost of WHSQ services per worker covered by the workers' compensation scheme		\$30.32	\$32.45
Service: Electrical safety services			
Service standards			
<i>Effectiveness measure</i>			
The number of reported serious electrical incidents involving powerlines, installations and electrical equipment per million population		6	4
Overall client satisfaction with inspectorate's effectiveness and professionalism		85%	85%
<i>Efficiency measure</i>			
Cost of electrical safety services per person in Queensland		\$3.87	\$3.66
Service: Workers' compensation services			
Service standards			
<i>Effectiveness measure</i>			
Cost of Workers' Compensation Regulator service per worker covered by the workers' compensation scheme	3	\$7.00	\$9.25

End of year variance notes

1. Although there has been an increase in the number of matters filed, particularly employment claims and disputes, the variance is largely attributed to change in commission/registry processes and procedures in progressing matters through the commission.
2. Actual is higher than original estimate (based on previous year's trends), as Workplace Health and Safety Queensland has no control over number of incidents notified by the public.
3. Increase due to an administrative change in the way tribunal doctors are paid, as well as an increase in projected Medical Assessment Tribunals.