

Our performance

Fiscal

Service standards Fiscal coordination and budget strategy development	2020–21 Target/estimate	2020–21 End of financial year actual
<i>Effectiveness measure</i>		
Achievement of the government's fiscal principles ¹	New measure	New measure
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$122.05	\$121.00
Service standards Financial Provisioning Scheme		
<i>Effectiveness measure</i>		
Overall stakeholder experience in using processes associated with the Financial Provisioning Scheme	90%	93%
<i>Efficiency measure</i>		
Cost to manage the state's resource sector estimated rehabilitation cost risk	New measure	New measure

Notes:

1. This new measure is replacing the individual measures relating to the fiscal principles which have been updated by the government to address the impact of the COVID-19 pandemic and associated health restrictions that have curtailed economic activity.

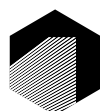
Our performance

Economics and policy

Service standards	2020–21 Target/estimate	2020–21 End of financial year actual
Economic and revenue policy, analysis and forecasting		
<i>Effectiveness measure</i>		
Stakeholder and customer satisfaction with Economic Strategy outputs	80%	71%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$104.72	\$103.31
Service standards		
Agency policy and partnerships¹		
<i>Effectiveness measure</i>		
Overall customer satisfaction with policy and performance advice provided	75%	87%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$98.23	\$97.16
Service standards		
Statistical services and data analytics		
<i>Effectiveness measure</i>		
Stakeholder and customer satisfaction with Queensland Government Statistician outputs (rated satisfied or very satisfied)	95%	100%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$94.51	\$95.08

Notes:

1. This service area has been renamed from Policy and partnerships: line agencies, to better reflect the service operations of Queensland Treasury.



Commercial and investment¹

Service standards	2020–21 Target/estimate	2020–21 End of financial year actual
Commercial projects		
<i>Effectiveness measure</i>		
Overall customer satisfaction with advice and support provided	80%	76%
<i>Efficiency measure</i>		
Average cost per hour of project services	\$114.25	\$117.09
Shareholder services		
<i>Effectiveness measure</i>		
Overall customer satisfaction with advice and support provided	80%	78%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$98.73	\$102.51
Investment facilitation and partnerships		
<i>Effectiveness measure</i>		
Value of capital investment enabled through project facilitation ²	\$1.5B	\$1.3B
Estimated number of jobs enabled through project facilitation	1,715	2,336
<i>Efficiency measure</i>		
Capital investment enabled per dollar spent on project facilitation services	New measure	New measure

Notes:

1. This service area has been renamed from 'Commercial Services' to 'Commercial and Investment' to accommodate machinery-of-government changes with the transfer of Investment Facilitation and Partnerships to Queensland Treasury.
2. The variance between 2020–21 Target/estimate and Actual is mainly attributable to a delay in finalisation of the Forest Wind Farm project partially offset by other new projects.

Our performance

Revenue management

Service standards Revenue services	2020–21 Target/estimate	2020–21 End of financial year actual
<i>Effectiveness measure</i>		
Total revenue dollars administered per dollar expended – accrual ¹	\$150	\$199
Customer satisfaction with services provided	75%	74%
<i>Efficiency measure</i>		
Average compliance revenue assessed per dollar cost of delivering a compliance program ²	\$10.85	\$9.56
Service standards Debt collection services		
<i>Effectiveness measure</i>		
SPER clearance rate (finalisations/lodgements)	95%	102%
Average overdue debt as a percentage of total revenue collected	2%	1.4%
<i>Efficiency measure</i>		
Average cost per \$100 of revenue and penalty debt collected	New measure	New measure
<i>Discontinued measures</i>		
Average cost per \$100 collected ³	\$9.40	\$9.58

Notes:

1. The increase between 2020–21 Target/estimate and Actual is due to an increase of revenue collections and grants paid during 2020–21.
2. The 2020–21 Actual is calculated by averaging the efficiency rates for the 3 prior years. Efficiency has increased because of the impacts from new technology in identifying potential non-compliance.
3. Measure previously reported under Revenue Services section. This measure is solely penalty debt based and has been replaced by 'Average cost per \$100 of revenue and penalty debt collected'. The method for calculating the measure remains unchanged.

