

Our performance

Fiscal

Service standards	2021–22 Target/estimate	2021–22 End of financial year actual
Service: Fiscal coordination and budget strategy development		
<i>Effectiveness measure</i>		
Achievement of the government's fiscal principles	Meet	Met
Overall stakeholder and customer satisfaction with the coordination of the Budget cycle	New measure	New measure
<i>Efficiency measure</i>		
Average cost per hour of advice and support output ¹	\$124.05	\$110.54
Service: Financial Provisioning Scheme		
<i>Effectiveness measure</i>		
Overall stakeholder experience in using processes associated with the Financial Provisioning Scheme	90%	95%
<i>Efficiency measure</i>		
Cost to manage the state's resource sector estimated rehabilitation cost risk as a proportion of that risk	0.08%	0.05%

Notes:

1. The decrease in the 2021–22 actual is mainly due to revised methodology to exclude some functions from this service area to better align with the service provided. Also contributing is the reduced average pay level for the service area compared to budget.



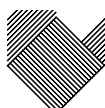
Our performance

Economics and productivity¹

Service standards	2021-22 Target/estimate	2021-22 End of financial year actual
Service: Economic, revenue and productivity services²		
<i>Effectiveness measure</i>		
Overall stakeholder and customer satisfaction with economic and productivity outputs	80%	80%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output ³	\$108.75	\$112.09
Service: Agency policy and partnership		
<i>Effectiveness measure</i>		
Overall customer satisfaction with policy and performance advice provided	80%	83%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$101.82	\$101.23
Service: Statistical services and data analytics		
<i>Effectiveness measure</i>		
Overall stakeholder and customer satisfaction with Queensland Government Statistician outputs	95%	95%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output	\$98.73	\$100.42

Notes:

1. The service area name has changed from 'Economics and Policy' to better reflect the service operations of Queensland Treasury.
2. The service name has changed from 'Economic and revenue policy, analysis and forecasting' to reflect the introduction of the functions of the Office of Productivity and Red Tape Reduction within Queensland Treasury from June 2021.
3. The increase in 2021-22 actual is mainly due to the impact of enterprise bargaining outcomes and to reflect the introduction of the functions of the Office of Productivity and Red Tape Reduction within Queensland Treasury from June 2021.



Commercial and investment

Service standards	2021–22 Target/estimate	2021–22 End of financial year actual
Service: Commercial projects		
<i>Effectiveness measure</i>		
Overall customer satisfaction with advice and support provided	80%	81%
<i>Efficiency measure</i>		
Average cost per hour of project services ¹	\$117.45	\$119.87
Service: Shareholder services		
<i>Effectiveness measure</i>		
Overall customer satisfaction with advice and support provided	80%	88%
<i>Efficiency measure</i>		
Average cost per hour of advice and support output ²	\$101.00	\$113.06
Service: Investment³		
<i>Effectiveness measure</i>		
Value of capital investment enabled through project facilitation ⁴	\$1.6B	\$1.3B
Estimated number of jobs enabled through project facilitation ⁴	2,550	2,777
<i>Efficiency measure</i>		
Ratio of capital investment enabled per dollar spent on project facilitation services and grant administration ^{4,5}	1:155	1:152

Notes:

1. The increase in 2021–22 actual is mainly due to the impact of enterprise bargaining outcomes.
2. The increase in 2021–22 actual is mainly due to the impact of enterprise bargaining outcomes. Also contributing is the vacant positions at end of financial year, which has had the effect of increasing the cost per FTE as the efficiency measure calculation is a 'point in time calculation'.
3. The service name changed to better reflect the current operations of the business.
4. The 2021–22 Target/estimate reflect targets committed prior to machinery-of-government transfer of Exclusive Transactions responsibilities and a number of facilitated projects (Dexus and Forest Wind), which transferred to the Department of State Development, Infrastructure, Local Government and Planning (DSDILGP), effective 1 March 2022.
5. This measure has been amended to better reflect the efficiency outcomes of this service.



Our performance

Revenue management

Service standards	2021–22 Target/estimate	2021–22 End of financial year actual
Service: Revenue services		
<i>Effectiveness measure</i>		
Total revenue dollars administered per dollar expended – accrual ¹	\$129	\$216
Overall customer satisfaction with services provided	75%	74%
<i>Efficiency measure</i>		
Average cost per \$100 of revenue assessed through compliance programs ²	New measure	\$6.68
Service: Debt collection services		
<i>Effectiveness measure</i>		
SPER debt clearance rate (finalisations/lodgements) ³	95%	123%
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 ⁴	\$1.96	\$3.10
<i>Discontinued measures</i>		
Average compliance revenue assessed per dollar cost of delivering a compliance program ⁵	\$11.08	\$11.08

Notes:

1. The 2021–22 actual of \$216 is primarily due to higher than projected transfer duty and royalty revenues.
2. This new annual measure was introduced to better reflect the efficiency of this service. Therefore, no target/estimate for 2021–22 is available. The actual efficiency is based on the revenue and FTE contributing to the 2021–22 Compliance Program. The activities in this program are mainly related to audit and investigations.
3. The higher clearance rate is due to increased collections and other finalisation activity, such as the write-off of unrecoverable debt.
4. The 2021–22 actual of \$3.10 is primarily due to internal budget changes to better reflect the actual cost of collection, such as including call centre contracts, printing and postage costs. Previously these costs were recorded under a broader group costing arrangement.
5. This service standard has been discontinued as it is not considered to be a measure of efficiency under the *Queensland Government Performance Management Framework Policy*. A new measure has been introduced 'Average cost per \$100 of revenue assessed through compliance programs' to measure the efficiency of the service.

