



# 2013-14 Discontinued Measures

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## Discontinued Measures

To improve accountability for performance, service standards for the 2013-14 State Budget will primarily present measures relating to efficiency or effectiveness of services delivered by government. Measures of input and/or activity, which do not demonstrate effectiveness or efficiency and are no longer relevant measures of an agency's services will generally be discontinued from being reported in the Services Delivery Statements. The following tables contain discontinued measures, by portfolio, and the estimated actual results. Discontinued measures that remain relevant to an agency's services may continue to be publically available through alternative communication channels. Details on where this information may be accessed in the future are contained in the Notes following the tables.

Department of the Premier and Cabinet	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service area: Policy Advice, Coordination and Cabinet Support Service</b>				
<b>Service standards</b>				
Participant satisfaction with the Community Cabinet consultation process	1	95%	..	Discontinued measure
Client satisfaction with DPC support in completion of the Cabinet Bag	2	90%	99%	Discontinued measure
Client satisfaction with DPC support for Cabinet Committees	2	95%	100%	Discontinued measure
Client satisfaction with advice and support to deliver government commitments	3	90%	91%	Discontinued measure
Client satisfaction with advice by DPC to agencies on Cabinet and CBRC submissions	4	90%	91%	Discontinued measure
Client satisfaction with policy advice provided by DPC on achievement of the government's community objectives	3	90%	93%	Discontinued measure
<b>Other measures</b>				
No. of Cabinet meetings supported	5	46	47	Discontinued measure
No. of Community Cabinet meetings supported	5	10	10	Discontinued measure
No. of Cabinet Committee meetings supported	5	80	53	Discontinued measure
% of Cabinet Secretariat timeframes met for Cabinet decisions	6	100%	100%	Discontinued measure

Department of the Premier and Cabinet	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service area: Government and Executive Support Service</b>				
<b>Service standards</b>				
Client satisfaction with DPC support in relation to Executive Council processes	7	85%	100%	Discontinued measure
Client satisfaction with DPC support in relation to significant appointments	7	85%	93%	Discontinued measure
<b>Other measures</b>				
Number of Executive Council Minutes	8	900	683	Discontinued measure
No. of Ministerial Office training days	8	130	31	Discontinued measure
Total flying hours achieved (organ retrievals, search and rescue, official transport, other)	5	750	600	Discontinued measure
No. of event activities organized for Queensland	8	17	17	Discontinued measure
No. of speeches and related services prepared	8	400	320	Discontinued measure
No. of process improvement reviews undertaken	8	31	34	Discontinued measure
<b>Service area: Legislative Drafting and e-Publishing</b>				
<b>Other measures</b>				
Reasonable levels of output:				
• Number of Bills provided	8	..	85	Discontinued measure
• Number of instruments of subordinate legislation provided		..	296	Discontinued measure
• Number of pages of Bills and subordinate legislation provided		..	10,646	Discontinued measure
• Number of amendments during consideration in detail provided		..	38	Discontinued measure
• Number of pages of amendments during consideration in detail provided		..	144	Discontinued measure
• Number of pages prepared in camera-ready form for publication		..	271605	Discontinued measure

Department of the Premier and Cabinet	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Percentage of printed legislative publications with a mandatory deadline supplied within mandated timeframes		100%	100%	Discontinued measure
Percentage of legislation reprints available online within 5 working days of the commencement of an amendment to the reprint		75%	98%	Discontinued measure

Notes:

1. This measure has been discontinued as it was a measure of participant satisfaction with the outcomes of Community Cabinet (and therefore not departmental activity), rather than the services provided by Cabinet Services in supporting Cabinet activities.
2. This measure has been replaced by the new service standard “% client satisfaction with support provided by Cabinet Services”. This measure will not be reported elsewhere.
3. This measure has been discontinued as the existing measure “% client satisfaction with advice by DPC to agencies on performance management and reporting requirements” will now include this performance information. This measure will not be reported elsewhere.
4. This measure has been replaced by a new service standard “% client satisfaction with DPC engagement with the policy development process”. This measure will not be reported elsewhere.
5. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). This measure will continue to be reported in the Annual Report.
6. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of quality). This measure will not be reported elsewhere.
7. This measure is now included in the measure “% client satisfaction with support and advice provided by State Affairs” and will not continue to be reported elsewhere.
8. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). This measure will not continue to be reported elsewhere.

Office of the Governor	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Executive, administrative, logistical and personal support to the Governor and management of the Government House Estate.</b>				
Gardens and grounds maintained in accordance with standards set in the Horticultural Service Level Agreement	1	100%	100%	Discontinued Measure
Percentage of works projects completed on time and within budget	2	100%	100%	Discontinued Measure

Notes:

1. In March 2013, QBuild, the Office of the Governor's horticultural provider ceased to provide services to the Office. The above performance measure therefore only relates to the period 1 July 2012 to 8 March 2013 and will not be included in future Performance Statements.
2. Discontinued as the measure does not demonstrate the effectiveness or efficiency of services provided.

<b>Public Service Commission</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Provision of services for a high performing public service</b>				
<b>Service standards</b>				
CEO satisfaction with the level of support provided	1	85%	N/A	Discontinued measure
<b>Other measures</b>				
Percentage of publications and resources implemented that assist service delivery reform and improved performance capability	2	85%	N/A	Discontinued measure
Percentage of annual performance agreements in place for the Chief Executive Service	3	100%	100%	Discontinued measure
Percentage of appeals finalised within required timeframes	4	80%	N/A	Discontinued measure
Number of Directives reviewed and reissued	3	10	20	Discontinued measure
Percentage of programs partnered with departments	3	85%	100%	Discontinued measure
Percentage of client/stakeholder satisfaction with the services and advice provided on public sector industrial relations	5	85-90%	N/A	Discontinued measure
Cost of public sector industrial and Employee relations service per Queensland public sector worker	6	\$15.00	\$13.10	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes and will continue to be collected for internal management purposes. A figure cannot be provided for this measure as the survey was discontinued from 1 July 2012.
2. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). A figure cannot be provided for this measure as the percentage of publications and resources implemented that assist service delivery reform and improved performance capability has not been calculated in 2012-13.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
4. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). A figure cannot be provided for this measure as the activity was transitioned to the Queensland Industrial Relations Commission from 1 July 2012.
5. This measure has been discontinued for Service Delivery Statement reporting purposes. A figure cannot be provided for this measure as the survey was discontinued when the Public Sector Industrial and Employee Relations unit was transitioned to the Public Service Commission in April 2012.
6. This measure has been replaced by a new service standard to better reflect the industrial relations achievements across the public sector.

Queensland Audit Office	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Independent public sector auditing services and reporting</b>				
<b>Service standards</b>				
<i>Financial audits</i>				
Percentage of financial statements audited and certified within statutory timeframes where statutory requirements observed by audit clients	1	95	95	Discontinued measure
Percentage of operational costs self-funded through audit fees	1	85	83	Discontinued measure
<i>Parliamentary services</i>				
<b>Other measures</b>				
Number of reports to Parliament	1			
Financial audits		4	4	Discontinued measure
Performance audits		10	12	Discontinued measure

Note:

1. This measure has been discontinued for Service Delivery Statement reporting purposes. It continues to be collected for internal management purposes and will be reported in the Annual Report.



<b>Department of Aboriginal and Torres Strait Islander and Multicultural Affairs</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Aboriginal and Torres Strait Islander Affairs</b>				
<b>Service standards</b>				
Level of key stakeholders' satisfaction with the advice, information and support provided by ATSIA	1	75%	..	Discontinued measure
Proportion of communities with:				
• completed road network survey plan	2	100%	94%	Discontinued measure
• Indigenous Land Use Agreements to facilitate the remote Indigenous housing program	3	75%	90%	Discontinued measure
• Statutory Planning Policy compliant planning schemes finalised	4	75%	75%	Discontinued measure
<b>Other measures</b>				
Average time taken to finalise a priority Community and Personal History Request	5	6 months	5.5 months	Discontinued measure
Number of Ministerial Indigenous Roundtables, Queensland Aboriginal and Torres Strait Islander Advisory Council meetings and official visits to discrete communities, led by ATSIA with key stakeholders to develop strategic policy positions, to progress initiatives and to improve service delivery	6	21	20	Discontinued measure
<b>Service Area: Multicultural Affairs</b>				
<b>Service standards</b>				
Expenditure on translator and interpreter services	7	..	..	Discontinued measure
<b>Other measures</b>				
Number of grants provided through the annual grants round	8	60	130	Discontinued measure

Notes:

1. The survey related to this measure was not undertaken in 2012-13. This measure has been replaced by a new service standard which better reflects the department's role.
2. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of process). This measure will be reported in the department's Annual Report. It is estimated that road network survey plans will be completed in 15 out of the 16 discrete Indigenous local government areas by the end of June 2013. The remaining area, Torres Strait Islands, consists of 15 communities and road network survey plans have been completed for three of these communities.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of process). This measure will be reported in the department's Annual Report. In addition to Indigenous Land Use Agreements (ILUAs), native title compliance can also be achieved through section 24JAA of the *Native Title Act 1993 (Commonwealth)*. Of these 10 areas, nine have had native title settled through an ILUA or through s24JAA of the *Native Title Act 1993 (Commonwealth)*.
4. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of process). This measure will be reported in the department's Annual Report. Land Use Planning schemes have been developed for 12 of the 16 discrete Indigenous local government areas and are either in the public notification or adoption stages.
5. This measure has been replaced by a new service standard which better reflects the department's role. This measure will be reported in the department's Annual Report.
6. This measure has been replaced by a new service standard which better reflects the department's role. The 2012-13 estimated actual comprises 20 engagement opportunities that were undertaken to develop strategic policy positions, progress initiatives and improve service delivery. These engagement opportunities included Ministerial and senior executive visits to Aboriginal and Torres Strait Islander communities.
7. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of input). It will, however, be reported in the department's Annual Report as it is a whole-of-Government reporting requirement under the Queensland Multicultural Action Plan 2011-14.
8. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of process). This measure will be reported in the department's Annual Report.

Department of Agriculture, Fisheries and Forestry	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Agriculture and Forestry</b>				
<b>Service standards</b>				
Proportion of stakeholders who have a high level of satisfaction with DAFF consultative and engagement processes	1,2	75%	80%	Discontinued measure
<b>Other measures</b>				
Achievement of major project milestones on strategic projects	1	2	4	Discontinued measure
Pieces of legislation and regulatory frameworks reviewed and reformed	1,3	2	0	Discontinued measure
Consultative and engagement forums held with industry and community stakeholders	1,4	24	44	Discontinued measure
Integrated Development Assessment System responses completed within statutory timeframes:				
• Local Government Planning Schemes		34	17	
• Development Assessment Applications	1,5	12	10	Discontinued measure
The number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	1	39	39	Discontinued measure
The number of business participants in structured development activities	1,6	276	404	Discontinued measure
Significant one-on-one business consultations undertaken	1,7	546	782	Discontinued measure
Number of businesses involved in facilitated alliances, partnerships, industry networks, supply chains, clusters etc.	1,8	500	2,227	Discontinued measure

<b>Department of Agriculture, Fisheries and Forestry</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Number of promotion activities profiling Queensland agriculture, food and tourism businesses	1	1	1	Discontinued measure
Businesses impacted by natural disasters and other emergencies assisted and supported	1,9	130	174	Discontinued measure
<b>Service Area: Fisheries Queensland</b>				
<b>Service standards</b>				
Queensland fish species assessed as being sustainably fished	10	21	21	Discontinued measure
<b>Other measures</b>				
Proposed Queensland fisheries accredited for export accreditation	1	21	21	Discontinued measure
Percentage of overall compliance with fisheries laws	1	93%	93%	Discontinued measure
Beaches covered by the Shark Control Program	1	85	85	Discontinued measure
Pieces of legislation and regulatory frameworks reviewed and reformed	1	3	3	Discontinued measure
Consultative and engagement forums held with industry and community stakeholders	1	2	3	Discontinued measure
Integrated Development Assessment System responses completed within statutory timeframes:				
• Development Assessment Applications	11	400	399	Discontinued measure
<b>Service Area: Biosecurity Queensland</b>				
<b>Other measures</b>				
Achievement of major project milestones on strategic projects	1	1	1	Discontinued measure
Risk management and surveillance strategies implemented under national biosecurity obligations:				
• risk management strategies		9	9	Discontinued measure
• surveillance strategies	1	100%	100%	Discontinued measure

<b>Department of Agriculture, Fisheries and Forestry</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Significant new biosecurity incidents responded to in accordance with national standards	12	100%	100%	Discontinued measure
Business accreditations and registrations maintained to facilitate market access	1,13	95,000	71,696	Discontinued measure
Pieces of legislation and regulatory frameworks reviewed and reformed	1	3	3	Discontinued measure
Consultative and engagement forums held with industry and community stakeholders	1	3	3	Discontinued measure
<b>Service Area: Agri-Science Queensland</b>				
<b>Service standards</b>				
Proportion of stakeholders who have a high level of satisfaction with consultative and engagement processes	1,2	70%	70%	Discontinued measure
<b>Other measures</b>				
Consultative and engagement forums held with industry and community stakeholders	1	5	5	Discontinued measure
The number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	1,14	408	479	Discontinued measure
The number of business participants in structured and development activities	1,15	5,470	7,537	Discontinued measure
Number of businesses involved in facilitated alliances, partnerships, industry networks, supply chains, clusters etc.	1	108	125	Discontinued measure
Innovative technologies developed through revolutionary R&D	1	8	9	Discontinued measure
Improved production efficiency systems, standards and tools delivered	1	55	62	Discontinued measure

Department of Agriculture, Fisheries and Forestry	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Improved varieties, cultivars and commercial parent lines developed	1	19	19	Discontinued measure
Collaborative research and development partnerships established	1	190	207	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes and where appropriate, will be included in business plans. Those measures will also continue to be collected and reported in the department's Annual Report or for internal management purposes.
2. This measure has been discontinued from the Service Delivery Statement but will continue to be reported and included in the department's Annual Report.
3. The target for this measure was not achieved as both the Fisheries Amendment Bill and the Forestry Legislation Amendment (AFLA) Bill (formerly the Protecting Primary Production Amendment Bill) that were due for review have been rescheduled to the 2013-14 financial year.
4. Additional engagement occurred in late 2012 on the Central Highlands with producers from the four major agriculture sectors - grazing, cotton, grains, and horticulture to ascertain industry development priorities for future planning. Also, in early 2013, additional engagement with the sugar cane growing and production industries was undertaken in support of the introduction of new herbicide regulations for Diuron, which both contributed to this measure exceeding expectations.
5. This measure is demand driven and activity volumes cannot be influenced by DAFF. The submission of Planning Scheme activities by local governments were delayed pending the introduction of the new single State Planning Policy.
6. Increased demand for extension activities resulted in this measure exceeding expectations.
7. Additional one-on-one consultations associated with the Reef Plan and an increased demand for services to finalise grant programs resulted in this measure exceeding expectations.
8. Release of four editions of the Food Chain e-newsletter which now has over 1,600 subscribers with an average opening rate of 44% (700 readers) resulted in this measure exceeding expectations.
9. Greater than expected numbers of applications being submitted associated with the ex-Tropical Cyclone Oswald flooding event resulted in this measure exceeding the expected demand.
10. This measure has been amended and is now presented as service standard '*Percentage of key Queensland fish species assessed as being sustainably fished*'. The new service standard provides a more meaningful measure of performance and allows benchmarking with other jurisdictions.
11. This measure has been amended and is now presented as service standard '*Percentage of applications received under the Integrated Development Assessment System for which responses were completed within statutory timeframes*'. The new service standard is a measure of efficiency whereas the original measure was an indication of activity and quality.
12. This measure has been amended and is now presented as service standard '*Percentage of significant response programs on track to deliver nationally agreed outcomes (on time and on budget)*'. The new service standard is a measure of both efficiency and effectiveness and measures the progress towards delivering nationally agreed outcomes.
13. This measure is demand-driven and difficult to predict when setting targets resulting in lower than anticipated numbers of registrations and accreditations.
14. Additional workshops conducted in early 2013 for agronomists and growers relating to disease management and grain and graze farming systems provided better than expected results.
15. Increased demand for horticultural training activities meant an additional 28 workshops with 500 participants each were conducted to meet cropping industry interest. Higher than anticipated participation rates for Savanna Plan and Reef Plan workshops in Northern Queensland resulted in this measure exceeding expectations.

<b>Australian Agricultural College Corporation</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Total number of VET students	1,2	4,200	2,255	Discontinued measure
Total competencies successfully completed	1,2	18,000	15,545	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes and where appropriate, will be included in business plans. Those measures will also continue to be collected and included in AACC's Annual Report or in internal management reporting as appropriate.
2. The decrease in total student numbers and the competencies completed is attributable to the completion of the training contract the AACC held with the prison service and in part to the uncertainty of the future of AACC associated with the review of the organisation's business model.

QRAA	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Arrears to loan portfolio	1	3%	0.7%	Discontinued measure
Client satisfaction with QRAA's services	2	80%	80%	Discontinued measure
Program owner satisfaction with QRAA's administration	3	75%	75%	Discontinued measure
<b>Other measures</b>				
Applications processed within standard response indicators	4	85%	85.3%	Discontinued measure
Growth of Productivity Loan Portfolio	5	7%	12%	Discontinued measure
New programs administered	6	3	6	Discontinued measure

Notes:

1. This measure has been amended and is now presented as service standard '*Maintain total loan arrears within target levels*'. Estimated Actual result is at 2 April 2013. This positive result reflects the underlying quality of the Loan Portfolio and the effectiveness of QRAA's lending and loan management practices.
2. This measure has been discontinued for reporting in the Service Delivery Statement. QRAA is a service delivery mechanism for a range of state and national agricultural sector loan, grant and adjustment schemes. As such it has been difficult to determine customer satisfaction with components of the service for which QRAA is responsible as distinct from the program owners component from the survey responses. QRAA is conducting the survey in May 2013 with results to be ready by 30 June 2013 and included in the Annual Report.
3. This measure has been discontinued for Service Delivery Statement reporting purposes and where appropriate, will be included in business plans. It will also continue to be collected and reported in QRAA's Annual Report or for internal management purposes. A survey will be conducted in May 2013 with the results expected by 30 June 2013 and included within the Annual Report.
4. This measure has been amended and is now presented as service standard '*Process applications within agreed service delivery timeframes*'. It is considered to be an efficiency service standard that demonstrates how resources are used to produce timely outputs regardless of demand/volume changes which can be significant in this business activity. Estimated Actual result is at 2 April 2013.
5. This measure has been amended and is now presented as service standard '*Grow the Productivity Loan portfolio to achieve self-sufficiency*'. It has been amended to become a measure of effectiveness that is an indicator of business sustainability and progress towards QRAA's self-sufficiency objective. As at 2 April 2013, QRAA had exceeded its progress target in the number of loans it had approved. \$54 million is already approved against a forecast of \$60 million for the 2012-13 financial year.
6. This measure has been discontinued for Service Delivery Statement reporting purposes and where appropriate, will be included in business plans. It will also continue to be collected and reported in QRAA's Annual Report or for internal management purposes. Estimated Actual result is at 2 April 2013. This is a positive result and represents QRAA's expanding role in assisting government agencies to deliver financial assistance programs.



Department of Communities, Child Safety and Disability Services	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Child Safety Services</b>				
<b>Other measures</b>	1,2			
Number of intakes:				Discontinued measure
• Child concern reports	3	94,000	102,800	Discontinued measure
• Notifications		26,700	25,700	Discontinued measure
• Total intakes		120,700	128,500	Discontinued measure
Number of substantiations:				Discontinued measure
• Child in need of protection		4,900	4,900	Discontinued measure
• Child not in need of protection		2,800	3,000	Discontinued measure
• Total substantiations		7,700	7,900	Discontinued measure
Number of children subject to ongoing intervention:				Discontinued measure
• Number of children subject to child protection orders		9,300	9,300	Discontinued measure
• Number of children subject to intervention with parental agreement		2,200	2,300	Discontinued measure
• Total number of children subject to ongoing intervention		11,500	11,600	Discontinued measure
<b>Service Area: Disability Services</b>				
<b>Other measures</b>				
Number of unique service users funded:				Discontinued measure
• Accommodation support services		6,730–7,250	6,850	Discontinued measure
• Community support services		15,600–16,600	16,300	Discontinued measure
• Community access services		8,800–9,750	9,500	Discontinued measure
• Respite services		5,500–5,660	5,500	Discontinued measure
Number of hours of home support provided to community care clients	1, 4	2,367,000	N/A	Discontinued measure
<b>Service Area: Social Inclusion Services</b>				
<b>Service standards</b>				
In specialist homelessness services, the percentage of closed support periods where all of the client's case management goals were achieved	1,5	35%	35%	Discontinued measure

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
In specialist homelessness services, the percentage of closed support periods where clients exit to independent accommodation	6	70%	84.7%	Discontinued measure
Number of requests for information and referrals serviced by Office for Women through Women's Infolink services, including website, telephone, information resources and Find a Service facility	1,7	65,000	92,500	Discontinued measure
<b>Other measures</b>				
Percentage of eligible persons (60 years of age and over) who are current holders of a Seniors Card or a Seniors Business Discount Card	1,8	75%	75%	Discontinued measure
Total number of clients supported (homelessness services)	1,9	25,000	42,930	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area. These measures will continue to be collected and reported in the department's Annual Report and used for internal management purposes.
2. Regular updates for these and other Child Safety measures are also published on the 'Our Performance' website at <http://www.communities.qld.gov.au/childsafety/about-us/our-performance>.
3. The 2012-13 estimated actual for the number of child concern reports is above the target due to higher than anticipated growth experienced in the first six months of 2012-13.
4. From 1 July 2012, the Australian Government assumed operational responsibility for services to non-Indigenous people aged 65 years or over and Aboriginal and Torres Strait Islander people aged 50 years and over. Services for people with a disability aged under 65 and Aboriginal and Torres Strait Islander people under 50 years are provided as part of Disability Services. As a result of this transition the 2012-13 estimated actual data is not available at this time.
5. The 2012-13 estimated actual data is sourced from the Specialist Homelessness Services Collection (SHSC) for 2011-12. As the data for the current measure is no longer available, this is based on a proxy measure which is very close to the original: "Percentage of clients with a case plan who had achieved all their case management goals after support". (Data Source: AIHW (unpublished) SHSC 2011-12 National Data Collection, annual report, Australia.)
6. The data for this performance measure for 2012-13 is not available under the new Specialist Homelessness Services Collection (SHSC) as the measure discontinued on 1 July 2011 and has been replaced by the "Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure" as sourced from the Report on Government Services 2013.
7. This measures usage rates of delivering information and advice to women through the department's Women's Infolink services. The 2012-13 target anticipated a reduction due to changes in programs, however the steady use of web based services has increased.
8. Take-up of the card is voluntary. Although significant growth in the number of card holders has been experienced, this has not, to date, kept pace with population projections.
9. The 2012-13 estimated actual data is sourced from the SHSC for 2011-12. The increase in clients is due to the inclusion of children in the SHSC for 2011-12. There were 27,251 clients over 18 years of age.

<b>Commission for Children and Young People and Child Guardian</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Percentage of recommendations from investigations accepted by government	1	95%	95%	Discontinued measure
Child Death Case Review Committee members rating of secretariat support provided by the Commission	2	9.0	9.0	Discontinued measure
Percentage of recommendations from systemic monitoring, audit and review activities accepted by government	1	95%	100%	Discontinued measure
Young people's rating of the helpfulness of Community Visitors	2, 3	8.8	9.2	Discontinued measure
Applicant satisfaction with the blue card system	4	85%	..	Discontinued measure
<b>Other measures</b>				
Number of policy submissions made that incorporate Commission data as evidence or promote children's rights	5	50	48	Discontinued measure
Number of children and young people responding to views surveys	6	2,400	3,000	Discontinued measure
Number of Indigenous children and young people responding to views surveys	6	800	1,000	Discontinued measure
Percentage of complaints issues relating to child safety and youth justice systems resolved within 90 days	5	85%	85%	Discontinued measure
Percentage of deaths of Queensland children and young people that are recorded on the Commission's Child Death Register and reported annually to Parliament	7	100%	100%	Discontinued measure
Percentage of monitoring plans with relevant agencies that are up to date	5	100%	100%	Discontinued measure
Percentage of serious issues (section 25) raised by Community Visitors that are referred to relevant agencies within 24 hours	5	100%	95%	Discontinued measure

<b>Commission for Children and Young People and Child Guardian</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Percentage of Indigenous children within the scope of the Community Visitor Program visited in accordance with the designated visiting schedule	8	90%	94%	Discontinued measure
Percentage of Employment Screening applications processed:				
• Within 28 days where there is no criminal history	9	85%	99%	Discontinued measure
• Within 4 months where a criminal history has been notified	5	90%	86%	Discontinued measure
Number of blue card holders and applicants monitored for continued eligibility on a daily basis	5	505,000	590,000	Discontinued measure

Notes:

- Two similar service standards (percentage of recommendations from investigations accepted by Government and percentage of recommendations from systemic monitoring, audit and review activities accepted by Government) were amalgamated into a new service standard. The new standard highlights the effectiveness of the Commission's investigations, systemic monitoring, audit and review statutory oversight functions in developing recommendations which are accepted by government to improve services or processes impacting children and young people in the child protection and youth justice systems.
- Service standard has been discontinued for Service Delivery Statement reporting, however it will continue to be collected and reported in the Commission's Annual Report and for internal management purposes.
- The data for this service standard is based on a biennial survey of young people in foster care with the next survey being completed in late 2013. Views survey reports are publically available on the Commission's website.
- This service standard has been replaced by a survey mechanism introduced to establish levels of satisfaction with the broader range of blue card services provided by the Commission than just the initial application process e.g. support related to increasing general awareness, provision of specific information, assistance with the development of risk management strategies, compliance activities etc. This measure will be reported in the Commission's Annual Report. 2012-13 data indicates that over 95% of those surveyed were satisfied with the services provided by the Commission.
- Measure has been discontinued for Service Delivery Statement reporting, however it will continue to be collected and reported in the Annual Report and for internal management purposes.
- Measure has been discontinued for Service Delivery Statement reporting, however data will continue to be collected and reported in the Commission's Annual Report and within the Commission's series of reports on the views of children and young people.
- Measure has been discontinued for Service Delivery Statement reporting, however comprehensive child death data will continue to be reported in the Commission's Annual Report: Deaths of children and young people Queensland.
- This measure related to a subset of children and young people in an existing service standard and has been discontinued as there was minimal variation in actual results between Indigenous children and all children within the scope of the Commission's visiting jurisdiction.
- Measure has been discontinued for Service Delivery Statement reporting as an existing efficiency service standard currently measures the processing of blue card applications where there is no criminal history.

Department of Community Safety	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Ambulance</b>				
<b>Other measures</b>				
Ambulance service response locations	1, 2	296	298	Discontinued measure
Ambulance operatives as a percentage of all personnel	1, 3	>84%	84%	Discontinued measure
<b>Service Area: Custodial</b>				
<b>Other measures</b>				
Prisoners in education (%)	1, 4	>28%	25%	Discontinued measure
Program completions:	1, 5			
• Sex offender programs	6	320	389	Discontinued measure
• Transition support	7	3,300	3,500	Discontinued measure
• Other programs	8	1,000	1,146	Discontinued measure
Prisoner employment (%):	1, 9			
• Commercial industries	10	>30%	31%	Discontinued measure
• Service industries	11	>40%	43%	Discontinued measure
<b>Service Area: Emergency Management</b>				
<b>Service standard</b>				
Percentage of the Queensland community that are aware of SES 132 500 number	1, 12	45%	41%	Discontinued measure
<b>Other measures</b>				
Percentage of EMQ Helicopter Rescue base availability	1, 13	85%	91%	Discontinued measure
Number of people receiving disaster management training	1, 14	3,500-4,000	8,200	Discontinued measure
Number of SES volunteers	1, 15	7,000	6,030	Discontinued measure
Number of SES volunteer hours of operation	1, 16	70,000-80,000	130,950	Discontinued measure

Department of Community Safety	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Fire and Rescue</b>				
<b>Service standard</b>				
Median dollar loss per structure fire	1, 17	\$2,500	\$2,000	Discontinued measure
<b>Other measures</b>				
Percentage of households with non-mandatory fire safety measures	1, 18	43%	42.4%	Discontinued measure
Number of road crash rescue incidents	1, 19	<8,000	7,960	Discontinued measure
Number of road crash rescue extrications	1, 19, 20	<2,500	2,200	Discontinued measure
Number of accidental residential structure fires per 100,000 households	1, 21	<60	50.2	Discontinued measure
Number of landscape fires	1, 22	<10,000	10,500	Discontinued measure
Percentage of building premises inspected and deemed complete and compliant	23	>80%	100%	Discontinued measure
Percentage of building approvals processed within agreed timeframes	1, 24	>70%	67%	Discontinued measure
Firefighters as a percentage of all personnel	1, 25	>80%	79.3%	Discontinued measure
Number of hours spent on safety promotion and public education per 100,000 population	1, 26, 27	>2,000	1,589	Discontinued measure
Number of hours spent conducting fire safety activities within urban levy areas per 100,000 population	1, 27, 28	>1,000	1,162	Discontinued measure

Notes:

- This measure has been discontinued for Service Delivery Statement (SDS) reporting purposes only and will continue to be collected and reported in the Annual Report and/or the Report on Government Services (RoGS), or for internal management purposes.

2. Response locations are primary ambulance response locations where paid, volunteer, or a mix of paid and volunteer ambulance operatives respond and provide pre-hospital care. The 2012-13 Target/Estimate allowed for fluctuation in first responder locations. In 2012-13 new ambulance stations were completed at Coomera, North Lakes and Pinjarra Hills.
3. According to RoGS definitions, ambulance operatives include paramedics (student/base level ambulance officers and qualified ambulance officers), patient transport officers, communications centre staff and clinical other.
4. The participation of prisoners in education contributes to their ability to gain and retain employment upon release. The 2012-13 Estimated Actual has been impacted by the migration of tertiary education delivery to a virtual platform and restricted internet access for prisoners.
5. This measure reports the number of program completions. Integrated correctional rehabilitation services are provided to offenders to help reduce the risk of re-offending and to protect the community.
6. Sex offender programs include preparatory, medium, high and maintenance programs for sexual offenders such as *Crossroads*, *New Directions* and *Staying on Track*.
7. Transition support includes delivery of the *Transitions Program* and the *Transitional Support Service* which involve reintegration support and assistance to prisoners according to their level of reintegration need, assessed re-offending risk and their length of sentence. Funding was provided in 2012-13 under the *National Partnership Agreement on Homelessness*.
8. Other programs include violence, substance abuse and general offending programs such as *Making Choices* and *Turning Point*.
9. Participation in prison industries provides prisoners with the opportunity to acquire vocational skills and contributes to their ability to gain and retain employment upon release. The percentage of prisoners employed is defined as the number of prisoners employed as a percentage of those eligible to work (i.e. excluding those unable to participate in work programs because of full-time education, ill health, age, relatively short period of imprisonment (<12 months), or other reason).
10. Commercial industries are those that employ prisoners operating on a commercial fee for service basis.
11. Service industries are those that employ prisoners to maintain the self-sufficiency of the correctional system and include prisoners employed in charitable work and community projects.
12. This measure provides an indicator of the level of awareness within the community of the number to call for State Emergency Service (SES) assistance during storm and flood emergencies. The 2012-13 Estimated Actual is the result of an online survey undertaken in November/December 2012.
13. This measure reports the extent to which Emergency Management Queensland (EMQ) Helicopter Rescue bases are available for tasking as a proportion of the number of hours in the year. Base availability varies, subject to scheduled and unscheduled maintenance and other factors including training, aircrew availability and fatigue management. EMQ has three air bases located at Archerfield in Brisbane, Cairns and Townsville.
14. Disaster management training supports the effectiveness of the Queensland Disaster Management Arrangements and builds and tests disaster management capability by improving participants' knowledge, skills and competency in the core areas of prevention, preparedness, response and recovery. This measure only includes training conducted within the Queensland Disaster Management Training Framework which sets out defined training pathways for stakeholders. A higher than expected demand for disaster management training was experienced in 2012-13 largely due to changes to the membership of Local Disaster Management Groups.
15. This measure represents active members only. An active member is defined as someone who has completed their probationary period and who regularly attends training activities, maintains their skills and is available for operational response. This measure relates directly to the capability of the SES to deliver its functions under the *Disaster Management Act 2003*. An SES recruitment campaign will commence in early 2013-14 and is based on meeting the right number of volunteers with a community's risk profile and will promote a better understanding of the challenges of being an SES volunteer.
16. This measure reports the number of hours of operation performed by SES volunteers, such as search and rescue and responses to flood and storm emergencies. During 2012-13, SES volunteers responded to calls for assistance in response to a number of major events including the Central and Southern Queensland Low (February-March 2013); and Tropical Cyclone Oswald and associated rainfall and flooding (January 2013). This measure is demand driven.
17. Structure fires are fires in housing and other buildings. The 2012-13 Estimated Actual is based on the values over the previous five years.

18. This measure provides an indication of the percentage of households with non-mandatory fire safety measures such as fire extinguishers, fire blankets and fire escape plans. The 2012-13 Estimated Actual is the result of an online survey undertaken in November/December 2012.
19. A road crash rescue is defined as an accident or incident involving mobile property and the presumption that there are injuries or that assistance is required.
20. Extrications are defined as an assisted release and removal of trapped people from mobile property. This measure is a subset of all road rescue incidents.
21. Accidental residential structure fires are defined as those fires in a residential structure that are not deliberately lit and with effective educational programs can be reduced or prevented from occurring. The estimated Queensland households figure of 1,783,419 was used to calculate the 2012-13 Target/Estimate and 2012-13 Estimated Actual. This figure was derived from the *Australian Bureau of Statistics Household and Family Projections, Australia, 2006 to 2031 (Cat. No. 3236.0) Report (Series II)* by averaging household data from the start and end of a financial year to derive the financial year midpoint estimate.
22. The number of landscape fires, including bushfires and grass fires, is heavily influenced by weather and a wide variance can be expected during drought and non-drought years.
23. This measure reports the percentage of Maintenance Inspection Reports conducted and deemed complete and compliant with building fire safety regulations and fire safety procedures in high-risk environments, and is calculated based on the number of premises due for inspection in a particular year. A new service standard *Percentage of building premises inspected and deemed compliant at first inspection* has replaced this measure to report the percentage of building premises inspected and deemed compliant with building fire safety regulations (*Fire and Rescue Service Act 1990, Building Act 1975 and Building Fire Safety Regulation 2008*) and fire safety procedures on first inspection by QFRS officers.
24. Schedule 15 of the *Sustainable Planning Regulation 2009* states that building approvals are to be completed within 15 business days.
25. According to RoGS definitions, firefighters include staff who deliver or manage a firefighting service and who are formally trained and qualified to undertake firefighting duties.
26. This measure reports the time spent by QFRS personnel conducting fire safety promotion and community education activities designed to lead to safer communities, for example Fire Ed, and Safehome. The 2012-13 Estimated Actual was impacted by the cessation of a number of programs during the year.
27. The population figure of 4,634,469 was used to calculate the 2012-13 Target/Estimate and the population figure of 4,645, 538 was used to calculate the 2012-13 Estimated Actual. These figures were sourced from Queensland Treasury and Trade. This measure is based on the percentage of population covered by the Urban Levy Boundary which is deemed to be 87.6 percent.
28. This measure reports the time spent by QFRS personnel conducting fire safety activities designed to lead to safer communities, including Maintenance Inspection Reports and other types of building inspections.



Department of Education, Training and Employment	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Early Childhood Education and Care</b>				
<b>Service Standards</b>				
Proportion of early childhood education and care services with a current assessment against the National Quality Framework	1,2	100%	100%	Discontinued measure
<b>Service Area: School Education</b>				
<b>Service Standards</b>				
Number of students with disabilities who have completed 12 years of schooling	2,3,4	1400	1283	Discontinued measure
<b>Other measures</b>				
<i>VET engagement</i>				
Number of 15-19 year olds enrolled in VET at Certificate II and above:	2,3			
• All students		75,500	70,200	Discontinued measure
• Indigenous students		4,500	4,500	Discontinued measure
Number of commencements:	2,3			
• Apprenticeships		18,000	17,300	
• Traineeships		47,000	36,400	
• School-based Apprenticeships and Traineeships (SATs)		9,000	9,000	Discontinued measure
<i>VET outcomes</i>				
Number of students awarded Certificate III and above:	2,3			
• All students		65,000	64,500	Discontinued measure
• Indigenous students		2,500	2,800	Discontinued measure
<i>Queensland economy recovers and grows</i>				
Estimated value of additional capital attracted to Queensland as a result of Queensland Government investment and business development assistance	3,5	\$300 million	\$239 million	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of quality).
2. This measure continues to be reported in the Department of Education, Training and Employment Annual Report.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).

4. Year-on-year variations are due to changes in the number of senior secondary school students who have a recorded disability.
5. Data reflects the period to 31 March 2013 prior to the unit transferring to Queensland Treasury and Trade.

<b>Gold Coast Institute of TAFE</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of students awarded Certificate III and above	1,2	4,150	3,700	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). The measure continues to be reported in GCIT's Operational Plan.
2. Variance between the 2012-13 Target/Estimate and the 2012-13 Estimated Actual is due to lower than expected student numbers driven particularly by shortfalls in international and commercial revenue streams.

Queensland Studies Authority	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Percentage of principals rating the communication and test preparation material for National Assessment Program – Literacy and Numeracy (NAPLAN) as good or very good	1	94%	94%	Discontinued measure
Average cost per school of external audit as a Registered Training Organisation	2, 3	\$13,200	\$13,884	Discontinued measure
<b>Other measures</b>				
External Audit of the QSA VET management processes demonstrates compliance with the Australian Quality Training Framework Standards and National Benchmarks	1, 4	Compliance Achieved	Not Applicable	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of quality). This measure continues to be reported in the Queensland Studies Authority (QSA) Annual Report.
2. This measure has been discontinued for Service Delivery Statement reporting purposes as it no longer reflects the performance of the QSA. This measure continues to be reported in the QSA Annual Report.
3. The increase in 2012-13 estimated actual is a result of a reduction in the number of audits, due to the delegation from the Australian Skills Quality Authority (ASQA) not being granted until August 2012. When this is applied to relatively fixed costs, the average cost is increased.
4. ASQA advised that no audit was required in 2012-13 due to the delegation being held for less than 12 months.

Southbank Institute of Technology	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Other measures</b>				
Number of students awarded Certificate III and above	1	14,000	16,000	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). This measure continues to be reported in the Southbank Institute of Technology Annual Report.

Department of Energy and Water Supply	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Energy</b>				
<b>Other measures</b>				
Level of compliance with energy regulatory and shareholder service requirements by energy retailers, distributors and generators	1	95%	100%	Discontinued measure
Consultative and engagement forums with industry and community stakeholders	1	185	173	Discontinued measure
30-year plan for Queensland's energy sector developed within agreed timeframes and endorsed by Cabinet	2	100%	100%	Discontinued measure
Energy sector regulatory reduction initiatives completed	1	1	1	Discontinued measure
<b>Service Area: Water Supply and Sewerage Services</b>				
<b>Other measures</b>				
30-year plan for Queensland's water supply sector developed within agreed timeframes and endorsed by Cabinet	3	100%	100%	Discontinued measure
Water supply and sewerage services regulatory reduction initiatives completed	1	7	7	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is a measure of activity and not an indication of the efficiency or effectiveness of the service area. The measure will be reported in the department's Annual Report for 2012-13.
2. This measure has been replaced by a new service standard to reflect the department's efficiency in leading implementation and delivering relevant initiatives of the 30-Year Electricity Strategy once approved by Cabinet.
3. This measure has been replaced by a new service standard to reflect the department's efficiency in leading implementation and delivering relevant initiatives of the 30-Year Water Strategy once approved by Cabinet.

<b>Energy and Water Ombudsman Queensland</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Percentage of complaints received which are completed by the Energy and Water Ombudsman Queensland	1	95%	98%	Discontinued measure
Energy and water consumer complaints resolved within agreed standards	1	90%	97%	Discontinued measure

Notes:

1. This measure has been replaced by a new service standard to better reflect the performance of EWOQ in resolving complaints.

<b>Queensland Water Commission<sup>1</sup></b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Finalisation of SEQ Water Strategy actions on time and within budget	2	90% - 100%	70%	Discontinued measure
Institutional and regulatory framework improvements delivered on time and within budget	2	85% - 90%	85%	Discontinued measure
Independent technical expert panel members' satisfaction that the Surat underground water impact report provides sound, evidence-based advice	2	80% - 85%	100%	Discontinued measure

Notes:

1. The Queensland Water Commission was abolished from 31 December 2012.
2. 2012-13 Actual represents performance for the period 1 July 2012 to 31 December 2012.



Environment and Heritage Protection	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Environment and Heritage Protection</b>				
<b>Service standards</b>				
Percentage of environmental authorities administered under the <i>Environmental Protection Act 1994</i> that are issued within statutory timeframes.	1	100%	99.5%	Discontinued measure
Percentage of <i>Sustainable Planning Act 2009</i> development applications assessed within legislative timeframes	1	100%	99.0%	Discontinued measure

Notes:

1. These measures have been discontinued as they do not indicate the efficiency or effectiveness of the service area. They are quality/timeliness measures. They will continue to be monitored and reported in the department's annual report.

Queensland Health	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Prevention, Promotion and Protection</b>				
<b>Service standards</b>				
Percentage of the Queensland population who were sunburnt on the previous weekend:				
• Persons		8.0%	5.1%	
• Males		10.6%	6.4%	Discontinued
• Female	1	5.1%	4.3%	measure
Fall related hospitalisations for older people (aged over 65 yrs):				
• Percentage		2.5%	2.8%	Discontinued
• Number	1	16,000	16,600	measure
<b>Other measures</b>				
Percentage of Queensland population with access to fluoridated drinking water				
	1, 2	91%	81.6%	Discontinued measure
Number of high risk complaints investigated and the controlled				
	1, 3	..	86	Discontinued measure
<b>Service Area: Primary Health Care</b>				
<b>Service standards</b>				
Number and age standardised rate of potentially preventable admitted patient episodes of care:				
• Non-Aboriginal and Torres Strait Islander patients		113,059 25	156,687 34.3	
• Aboriginal and Torres Strait Islander patients	4	7,559 67.6	10,884 99.8	Discontinued measure

Queensland Health	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Ambulatory Care</b>				
<b>Other measures</b>				
Percentage of women who gave birth and had 5 antenatal visits or more in the antenatal period:				
• Non-Aboriginal and Torres Strait Islander patients		96.5%	94.5%	
• Aboriginal and Torres Strait Islander patients	1, 5	93.8%	87.4%	Discontinued measure
<b>Service area: Acute Care</b>				
<b>Service standards</b>				
Number of days waited at the 90th percentile for elective surgery:				
• Category 1 (30 days)		30	30	
• Category 2 (90 days)		90	136	Discontinued measure
• Category 3 (365 days)	6	365	377	measure
<b>Service Area: Rehabilitation and Extended Care</b>				
<b>Service standards</b>				
Average number of public hospital beds occupied each day by nursing home type patients				
	1, 7	375	364	Discontinued measure
<b>Other measures</b>				
Number of State Government Residential Aged Care Facilities and Services meeting National Accreditation Standards				
	1, 8	20	20	Discontinued measure
<b>Service Area: Integrated Mental Health Services</b>				
<b>Other measures</b>				
Extended treatment facility and psychiatric hospital patient days				
	1, 9	140,000	130,000	Discontinued measure
Mental health acute admitted psychiatric care days				
	1, 9	200,000-210,000	250,000	Discontinued measure
Number of ambulatory service contacts				
	9, 10	1,199,000	1,488,506	Discontinued measure

Queensland Health	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Number of support hours provided by Transitional Recovery Programs	1, 11, 12	208,915	196,572	Discontinued measure
Number of places provided by Transitional Recovery Programs	1, 11, 12	493	649	Discontinued measure
Number of places provided by Housing and Support Programs	1, 11, 12	259	208	Discontinued measure
Number of hours of support through Community Mental Health Early Intervention Programs	1, 11, 12	78,000	77,214	Discontinued measure
Number of unique service users with psychiatric disability	1, 11, 12	488	449	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity/process/ input/quality).
2. This service standard is currently reported in the Chief Health Officer's bi-annual report, 'The Health of Queenslanders', which can be found at [www.health.qld.gov.au/cho\\_report/default.asp](http://www.health.qld.gov.au/cho_report/default.asp)
3. This service standard is currently reported in Queensland Health's Annual Report which is located at [www.health.qld.gov.au/about\\_qhealth/annual-report/default.asp](http://www.health.qld.gov.au/about_qhealth/annual-report/default.asp)
4. This measure has been discontinued as the published time-series data are not comparable due to coding changes over time and it does not align with HHS Service Agreements. The measure has been replaced with Ratio of potentially preventable hospitalisations – rate of Aboriginal and Torres Strait Islander hospitalisation to rate of non-Aboriginal and Torres Strait Islander hospitalisations to align with HHS Service Agreements and Closing the Gap reporting requirements.
5. This measure has been discontinued for Service Delivery Statement reporting. A similar measure is reported nationally through the Australian Institute of Health and Welfare (AIHW) – Australia's Mothers and Babies 2010 (Refer Table 3.12: Women who gave birth, by number of antenatal visits and State and Territory).
6. This measure has been discontinued as the other elective surgery measures are a more appropriate indicator of performance and ensures consistency with the HHS service agreements which focus on the National Elective Surgery Targets (NEST).
7. This measure has been discontinued as it is not a discrete measure of health service performance and there is limited correlation between effectiveness/efficiency of health service and length of stay.
8. Sanctions and notices of non-compliance are reported through the Department of Health and Ageing at the following website: [www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-expcirc-excpqld.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-expcirc-excpqld.htm)
9. This information is reported publicly at the statewide level through the Australian Institute of Health and Welfare publication – Mental Health Services in Australia - <http://mhsa.aihw.gov.au/home/>.
10. This measure has been replaced with 'Ambulatory mental health service contact duration' which is considered a more robust measure of community mental health services provided by HHSs.
11. Information relating to mental health data is publicly reported at the statewide level through the Australian Institute Health and Welfare publication Mental Health Services in Australia. There is no public reporting of these specific measures.
12. These measures were originally developed to monitor the initial investment in the non-Government mental health sector (2007-2011), with the aim of meeting specific service delivery targets. These targets will continue to be monitored as a part of the service agreements between Queensland Health and non-Government organisations.

Department of Health	Notes	2012-13 Target/est.	2012-13 Est. Actual	2013-14 Target/est.
<b>Service Area: Health Services Support Agency – Safety, Quality and Clinical Support</b>				
<b>Other measures</b>				
Number of calls to 13HEALTH (information and teletriage service)	1	285,000	315,712	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity/process/input/quality).

<b>Cairns and Hinterland Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	69,218	94,637	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Cape York Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	5,287	7,844	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Central Queensland Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	46,823	59,130	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Central West Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	1,984	4,080	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Children's Health Queensland Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	36,840	42,164	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Darling Downs Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (mental health)	1, 2	105,707	152,474	Discontinued measure
Extended treatment facility and psychiatric hospital patient days	1, 3	64,119	60,000	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.
3. This information is reported publicly at the statewide level through the Australian Institute of Health and Welfare publication Mental Health Services in Australia.

<b>Gold Coast Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	111,507	117,572	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Mackay Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	41,498	53,189	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Metro North Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	227,315	251,916	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Metro South Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	273,707	335,438	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>North West Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	10,049	13,425	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.



<b>South West Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	5,292	15,524	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Sunshine Coast Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	79,229	96,557	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Torres Strait – Northern Peninsula Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	3,254	4,092	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Townsville Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	56,184	75,032	Discontinued measure
Extended treatment facility and psychiatric hospital patient days	1, 3	18,702	20,000	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.
3. This information is reported publicly at the statewide level through the Australian Institute of Health and Welfare publication Mental Health Services in Australia.

<b>West Moreton Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	62,977	73,452	Discontinued measure
Extended treatment facility and psychiatric hospital patient days	1, 3	59,130	50,000	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.
3. This information is reported publicly at the statewide level through the Australian Institute of Health and Welfare publication Mental Health Services in Australia.

<b>Wide Bay Hospital and Health Service</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of ambulatory service contacts (Mental Health)	1, 2	38,285	54,263	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity).
2. This measure has been replaced with 'Ambulatory mental health service contact duration' as the scope of the revised measure is a measure of community mental health services provided by HHSs, which accounts for more than 50% of the total expenditure on clinical mental health services in Queensland.

<b>Health Quality and Complaints Commission</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Percentage of quality monitoring recommendations implemented by healthcare providers within agreed timeframes	1	75%	100%	Discontinued measure
<b>Other measures</b>				
Percentage of investigations closed within 12 months	2, 3	70%	59%	Discontinued measure
Percentage of Queensland acute and day hospital compliance with HQCC healthcare standards	2, 4	100%	92%	Discontinued measure

Notes:

1. This measure has been discontinued and replaced with a new quality monitoring measure. The discontinued measure did not enable the HQCC to measure whether its intervention with a healthcare provider had resulted in demonstrated healthcare improvement.
2. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. These measures have been discontinued for Service Delivery Statement reporting purposes only, and continue to be collected and reported in the HQCC Annual Report.
3. In 2012-13, the HQCC concentrated on closing complex and lengthy investigations exceeding 12 months, which has impacted on the achievement of this measure.
4. Queensland hospitals reported against the nine HQCC healthcare standards for the final time in September 2012 (reporting period 1 July 2011 to 30 June 2012). To drive hospitals to improve their standards compliance, the HQCC set an ambitious target of 100% compliance. This resulted in a hospital reported compliance increase of 5%, from 87% to 92%.

Department of Housing and Public Works	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Housing Services</b>				
<b>Service standards</b>				
Percentage of new households assisted in Government-managed social housing who were Indigenous	1, 2	25	30	Discontinued measure
<b>Other measures</b>				
Total number of households assisted in social housing	3	72,300	72,200	Discontinued measure
Number of applications on the Housing Register eligible for long-term social housing	3, 4	33,800	23,663	Discontinued measure
Percentage of Indigenous applications on the Housing Register eligible for Long Term Social Housing	2, 3	15	21	Discontinued measure
Total number of households assisted in private market assistance	3, 5	152,000	187,000	Discontinued measure
Percentage of home loan offers proceeding to approval	3, 6	30	51	Discontinued measure
Total number of households assisted with crisis housing	3, 7	8,800	..	Discontinued measure
Percentage of department owned Crisis Accommodation Program dwellings in acceptable condition	3, 8	98	96	Discontinued measure
<b>Service Area: Building Services</b>				
<b>Service standards</b>				
<i>Strategic Projects</i>				
Strategic projects facilitated efficiently and effectively:				
• on time	9	≥90%	81.25%	Discontinued measure
• on budget	9	≥90%	90%	Discontinued measure
<b>Other measures</b>				
<i>Accommodation</i>				
Value of lease incentives for new leases with the private sector	3	≥\$2 million	\$2.8 million	Discontinued measure

Department of Housing and Public Works	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Procure green leases over 2,000m <sup>2</sup>	3	≥90%	100%	Discontinued measure
<i>Technical Services</i>				
Whole-of-Government built environment information system availability	3	≥95%	99.49%	Discontinued measure
Whole-of-department emergency/disaster and continuity management plans are reviewed and evaluated annually	3	100%	100%	Discontinued measure
<b>Service Area: Procurement Services</b>				
<b>Service standards</b>				
Whole-of-Government procurement benefits as a percentage of total spend per year	10	..	..	Discontinued measure
Achievement of benefit target – Travel Management System	11, 12	\$4.1 million	\$2.1 million	Discontinued measure
Achievement of benefit target – Print Management Unit	13	\$4.5 million	\$1.9 million	Discontinued measure
<b>Other measure</b>				
Percentage uptake of procurement capability performance assessment recommendations by agencies	14	..	..	Discontinued measure

Notes:

1. This measure has been discontinued as it is preferred that data be reported in total populations rather than sub-sets. This information will continue to be collected and reported either in the Annual Report or for internal management purposes.
2. Variance between the 2012–13 Target/estimate and 2012–13 Estimated actual is due to encouraging applicants to identify whether they are of Aboriginal or Torres Strait Islander descent.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. This information will continue to be collected and reported in either the Annual Report or for internal management purposes.
4. Variance between the 2012–13 Target/estimate and 2012–13 Estimated actual was expected due to the announcement and implementation of policy reform aimed at reducing the growing pressure on the social housing system, including: under-occupancy and eligibility reform and regular application review and cancellation processes. In addition, an increase in allocations due to Nation Building and Jobs Plan completions and assistance to divert applicants into the private sector will likely have impacted on the Housing Register numbers.
5. Variance between the 2012–13 Target/estimate and 2012–13 Estimated actual is primarily due to the continuation of the tenant advice and advocacy services through funding provided by the Australian Government.
6. Variance between the 2012–13 Target/estimate and 2012–13 Estimated actual is due to the lack of opportunities for clients securing a loan in the private market and higher than usual Pathways Shared Equity Loan offers proceeding to approval.
7. The 2012–13 Estimated actual cannot be provided. The methodology for calculating this measure relied on the national homelessness data set that discontinued during 2011–12.

8. Variance between the 2012–13 Target/estimate and 2012–13 Estimated actual is attributed to a small number of dwellings which are yet to be inspected for a condition rating. Of the properties inspected, 98.5% meet the service standard.
9. This measure has been discontinued as this unit's functions have been absorbed elsewhere as part of a departmental restructure. Variance between the 2012–13 Target/estimate and the 2012–13 Estimated actual is primarily due to a number of the cyclone shelters being delayed as a result of extended inclement weather in early 2012, over and above allowances that had been made for the usual northern wet season.
10. This measure has been discontinued due to the completion of the five-year procurement reform.
11. This measure has been discontinued as it is a subset of the overall measure about savings and benefits.
12. Variance between the 2012–13 Target/estimate and the 2012–13 Estimated actual is due to reduced spend by agencies on travel.
13. This measure has been discontinued due to closure of the Print Management Unit in February 2013. Variance between the 2012–13 Target/estimate and the 2012–13 Estimated actual is due to closure of the Print Management Unit in February 2013.
14. This measure has been discontinued due to the completion of a five-year procurement reform program that ended in 2012.

QBuild	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Client satisfaction	1, 2	..	..	Discontinued measure
Gross profit as a percentage of sales	1	9.81	8.5	Discontinued measure
Net profit before tax and dividends as a percentage of sales	1	(0.22)	0.20	Discontinued measure
Current ratio	1	1.60:1	1.63:1	Discontinued measure
Gearing level	1	..	..	Discontinued measure
<b>Other measures</b>				
Percentage of apprentices successfully complete training	1, 3, 4	80	69	Discontinued measure
Percentage of participation in annual apprentice program:				
• first language is other than English	1, 3	..	..	Discontinued measure
• Indigenous	1, 3	..	..	Discontinued measure
• female	1, 3	..	..	Discontinued measure
• indentured outside the metropolitan region	1, 3	..	..	Discontinued measure
Workplace Health and Safety – Working days lost	1, 5	1,459	1,350	Discontinued measure

Notes:

1. These measures are discontinued as QBuild will cease operations on 1 July 2013 and some functions will be amalgamated into the new entity Building and Asset Services.
2. This is a biennial measure. No survey was scheduled for 2012–13.
3. These measures were discontinued in 2012–13 as the apprentice intake was restricted to 20 Indigenous apprentices in regional Queensland.
4. Variance between the 2012–13 Target/estimate and the 2012–13 Estimated actual is mainly due to a higher than anticipated resignation rate.
5. The 2012–13 Estimated actual is 109 less than the 2012–13 Target/estimate. This is a result of the reduced workforce and a focus on returning injured workers to work earlier.

<b>Project Services</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Client satisfaction	1, 2	..	..	Discontinued measure
Project competency:				
• time	1	≥90%	90%	Discontinued measure
• budget	1,	≥90%	94%	Discontinued measure
Gross profit as a percentage of total sales	1	37.3	36.1	Discontinued measure
Net profit before tax and dividends as a percentage of total sales	1, 3	(2.1)	(6.3)	Discontinued measure
Current ratio	1	7.2:1	6.5:1	Discontinued measure

Notes:

1. These measures are discontinued as Project Services will cease operations on 1 July 2013 and some functions will be amalgamated into the new entity, Building and Asset Services.
2. This is a biennial measure. No survey was scheduled for 2012–13.
3. The variance between the 2012–13 Target/estimate and the 2012–13 Estimate actual is mainly due to decreased internal sales revenue, additional costs associated with the implementation of Building and Asset Services, and severance payments to temporary staff.



QFleet	Note	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Percentage of all vehicles fleet managed within 90-100 percent of agreed km (measured at lease expiration)	1	..	15.1	Discontinued measure
<b>Other measures</b>				
Vehicle stocks on hand awaiting sale as a percentage of the total fleet	1	≤10	1.9	Discontinued measure

Note:

1. This measure has been discontinued for Service Delivery Statement reporting as it is not an indication of the efficiency and effectiveness of the service area. This information will continue to be collected and reported either in the Annual Report or for internal management purposes.

<b>Goprint</b>	<b>Note</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Client satisfaction	1	90.5%	..	Discontinued measure
Gross profit/loss as a percentage of sales	1	(21.5)	19.59	Discontinued measure
Current ratio	1	7.4:1	..	Discontinued measure
<b>Other measure</b>				
Reserved Services Security Breaches	1	..	..	Discontinued measure

Note:

1. These measures are discontinued as Goprint ceased operations on 31 January 2013.

<b>Sales and Distribution Services</b>	<b>Note</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Client satisfaction	1	..	..	Discontinued measure
Gross profit as a percentage of sales	1	..	22.66	Discontinued measure
Net profit before tax and dividends as a percentage of sales	1	..	(36.53)	Discontinued measure
Current ratio	1	..	..	Discontinued measure
Gearing level	1	..	..	Discontinued measure

Note:

1. This measure is discontinued as Sales and Distribution Services ceased operations on 28 February 2013.

Queensland Building Services Authority	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Percentage of certifiers' assessments of building permits compliant	1, 2	90	90	Discontinued measure
<b>Other measures</b>				
Number of dispute notifications finalised	2, 3	5,500	5,000	Discontinued measure
Number of insurance claims finalised	2, 4	1,600	1,500	Discontinued measure
Percentage of licence applications processed within 45 days	2	82	82	Discontinued measure
Percentage of disputes finalised within 80 days	2, 5	60	82	Discontinued measure
Percentage of calls answered within 60 seconds	2	70	70	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. It is a measure of certifier compliance.
2. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be collected and reported either in the Annual Report or for internal management purposes.
3. Reduction in dispute notifications finalised reflect lower number of dispute notifications received due to decreased building activity.
4. Reduced number of claims finalised reflects increased complexity of some claims.
5. Increase in percentage of disputes finalised within 80 days is attributed to less dispute notifications being received.

<b>Residential Tenancies Authority</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Bond lodgements	1	261,000	261,000	Discontinued measure
Claims forms received (Forms 3 – 6)	1	355,000	360,000	Discontinued measure
Call centre calls answered	1	350,000	380,000	Discontinued measure
Dispute resolution requests (Form 16)	1	22,850	24,800	Discontinued measure
Investigations (into non-compliance) commenced	1	600	630	Discontinued measure
User sessions on website	1	1,100,000	1,060,000	Discontinued measure
Proportion of bond refunds (lodged through Australia Post) processed within 15 minutes	2	95%	99.1%	Discontinued measure
Proportion of bond refunds (via mail or counter) processed within 2 working days	1	90%	90%	Discontinued measure
Proportion of bond lodgements processed within 2 working days	1, 3	95%	85%	Discontinued measure
Proportion of contact centre calls answered within 120 seconds	1, 4	85%	70%	Discontinued measure
Proportion of disputes finalised within 28 days of receipt	1	80%	84%	Discontinued measure
Proportion of investigations finalised within six months of commencement	1	90%	92%	Discontinued measure
Australia Post agencies operating as RTA Agents	2	578	578	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be collected and reported either in the Annual Report or for internal management purposes.
2. From 1 November 2012, the RTA terminated the agreement with Australia Post outlets in Queensland.
3. The variance between the 2012-13 Target/estimate and the 2012-13 Estimated Actual is the result of higher than expected volumes of bond lodgements during the period January – March.
4. The variance between the 2012-13 Target/estimate and the 2012-13 Estimated Actual is a result of higher than expected number of calls.

Department of Justice and Attorney-General	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Criminal and civil justice</b>				
<b>Service standards</b>				
<i>Courts Innovation Program</i>				
Diversions court programs' completion rate	1	82%	85%	Discontinued measure
<i>Prosecution services</i>				
Average time for presentation of indictments (months)	2	..	..	Discontinued measure
<b>Service Area: Fair and safe work</b>				
<b>Service standards</b>				
<i>Industrial relations services</i>				
<i>Private sector industrial relations</i>				
Overall client satisfaction with work life balance information	3	75%	63%	Discontinued measure
<b>Other measure</b>				
<i>Industrial relations services</i>				
<i>Administration of the Industrial Court and Commission system</i>				
Percentage of matters completed within three months	4	75%	75%	Discontinued measure
<b>Service Area: Human rights protection</b>				
<b>Other measure</b>				
<i>Guardianship services</i>				
Percentage of quality assurance audits of the delivery of guardianship services that meet targets	5	80%	81%	Discontinued measure
<b>Service Area: Liquor, gaming and fair trading</b>				
<b>Service standards</b>				
<i>Facilitate a business climate which is well understood and respected</i>				
Percentage of decisions upheld on appeal	6	70%	70%	Discontinued measure
Proportion of disputes/conciliations satisfactorily finalised	7	80%	87%	Discontinued measure
<b>Other measures</b>				
<i>Facilitate a business climate which is well understood and respected</i>				
Proportion of audit, probity and inspection activities completed in accordance with annual program targets	8	90%	97.5%	Discontinued measure

<b>Department of Justice and Attorney-General</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Proportion of investigations completed within timeframes established in service delivery standards	9	75%	83.5%	Discontinued measure
Proportion of complaints/conciliations resolved within timeframes established in service delivery standards	9	85%	79.5%	Discontinued measure
Social marketing campaigns achieve the expected level of awareness in target audiences	10	..	..	Discontinued measure
<i>Protect Queensland's economy now and for the future</i>				
Proportion of Indigenous communities subject to alcohol restrictions where community development activities are completed in accordance with annual program targets	11	85%	89%	Discontinued measure
<b>Service Area: Youth justice</b>				
<b>Other measures</b>				
<i>Support for young people</i>				
Number of referrals for young people dealt with through youth justice conferencing:				
• Aboriginal and Torres Strait Islander young people	12	525	394	Discontinued measure
• Other young people	12	1,155	866	Discontinued measure
• All young people	12	1,680	1,260	Discontinued measure
Average daily number of young people in detention:				
• Aboriginal and Torres Strait Islander young people	13	87	99	Discontinued measure
• Other young people	13	57	55	Discontinued measure
• All young people	13	143	154	Discontinued measure

Notes:

1. This service standard has been discontinued because major components of the diversionary court programs have ceased.
2. The presentation of indictments within six months is a mandatory requirement under the *Director of Public Prosecutions Act 1984*. The Office of the Director of Public Prosecutions (ODPP) monitors and reports on this requirement in annual reports. As the ODPP has limited ability to significantly alter existing legal processes and resulting timeframes, measuring average timeframes is not a meaningful performance measure.
3. This service standard has been discontinued and replaced by two more robust service standards which measure overall satisfaction with the inspectorate's effectiveness and professionalism, and the cost of private sector industrial relations services per Queensland worker. Feedback received in 2012-13 indicated that clients found the website's content helpful, but the layout of the website detracted from the user's experience.
4. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported in the department's annual report.
5. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported in the department's annual report, and for internal management purposes.
6. Actual numbers are exceptionally low, leading to large variances in results. Due to the small population size, this measure is not regarded as relevant and has been discontinued.
7. This measure is no longer regarded as relevant and has been discontinued because obtaining a satisfactory outcome on a complaint lodged by a consumer is largely dependent on the willingness of the consumer and trader to agree on an acceptable resolution.
8. This continuing positive result is due to appropriate monitoring and revision of audit, probity and inspection calendars. The program is reviewed regularly and amended to reflect operational imperatives. This measure has been discontinued for Service Delivery Statement reporting purposes only and the department will continue to report on this measure in its annual report. It will be reported in a way that provides a more relevant breakdown of performance.
9. Both fair trading and liquor and gaming services contribute to this measure. The measure has been discontinued for Service Delivery Statement reporting purposes only and the department will continue to report on this measure in its annual report. It will be reported in a way that provides a more relevant breakdown of performance across fair trading and liquor and gaming services.
10. This measure has been discontinued because it is not an indication of the effectiveness of the service area. The measure has not been reported on because measuring campaign effectiveness is complicated and campaigns are not undertaken as a regular activity, making annual reporting in a meaningful way difficult.
11. This measure will no longer be reported on as alcohol management plans in alcohol restricted communities are now being reviewed by communities at their own pace.
12. This measure has been discontinued for Service Delivery Statement reporting purposes only as it is a measure of demand. It will continue to be reported in the department's annual report. Due to legislative changes to the *Youth Justice Act 1992*, court-referred conferencing was discontinued from 31 January 2013. Estimated actual figures for 2012-13 are based on seven months of court-referred conferencing and 12 months of police-referred conferencing.
13. This measure has been discontinued for Service Delivery Statement reporting purposes only as it is a measure of demand. It will continue to be reported in the department's annual report. In recent years, the profile of a young offender has changed, with more young people presenting with increasingly complex issues such as drug and alcohol use, poor mental and physical health, low levels of education, exposure to violence during childhood and early adolescence, severe and long-term neglect and family dysfunction. These factors have created increased demand across the youth justice system, including detention.



Anti-Discrimination Commission Queensland	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Other measures</b>				
Percentage of complaints where the time from receipt to assessment notification is:				
• within 28 days	1	60%	56%	Discontinued measure
• over 28 days	1	40%	44%	Discontinued measure
Percentage of complaints where time from acceptance notice to conciliation conference is:				
• within 42 days	1	70%	68%	Discontinued measure
• over 42 days	1	30%	32%	Discontinued measure

Note:

1. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be collected and reported in the Annual Report.

<b>Crime and Misconduct Commission</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Crime Fighting and Prevention</b>				
<b>Service standards</b>				
Cost per \$1 million restrained	1, 2	\$115,000	\$117,624	Discontinued measure
Cost per \$1 million forfeited	1, 3	\$295,000	\$121,084	Discontinued measure
<b>Other measures</b>				
Number of tactical operations undertaken	4	25	25	Discontinued measure
Number of research and intelligence projects undertaken	4	17	17	Discontinued measure
Number of Criminal Proceeds Restraining Orders obtained	4, 5	75	48	Discontinued measure
Number of civil confiscation matters finalised	4, 6	40	30	Discontinued measure
<b>Service Area: Public Sector Integrity</b>				
<b>Service standards</b>				
Percentage of agencies rated as managing their integrity systems to a satisfactory or better standard	7	70%	100%	Discontinued measure
Percentage of investigations of police-related fatalities where Coroner has been satisfied with CMC's response	8	100%	..	Discontinued measure
<b>Other measures</b>				
Percentage of significant agency-managed complaints matters reviewed	4	15%	15%	Discontinued measure
Number of research, intelligence, capacity building, prevention and monitoring projects undertaken	4	20	20	Discontinued measure
Number of serious matters retained for CMC investigation:				
• Queensland Police Service matters	4, 9	25	30	Discontinued measure
• Other agency matters	4, 9	25	20	Discontinued measure
<b>Service Area: Witness Protection</b>				
<b>Service standards</b>				
Number of persons admitted to witness protection program	10	50	50	Discontinued measure
Application for witness protection assessed (persons)	10	100	100	Discontinued measure

<b>Crime and Misconduct Commission</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Percentage of eligible persons offered interim witness protection within two days	11	95%	100%	Discontinued measure
Percentage of protected persons whose safety is maintained	4	100%	100%	Discontinued measure

Notes:

1. This service standard has been discontinued due to the enactment of the Unexplained Wealth and Declared Drug Trafficker provision to be administered by the CMC. It will not be possible to accurately measure and isolate the costs of these new activities from the cost of Civil Confiscation Scheme restraints and forfeitures.
2. The reduction in the number and value of restraints directly affects this measure. The cost increases as restraints decrease.
3. The increase in the value of forfeitures directly affects this measure. The cost per \$1 million decreases as forfeitures increase.
4. This measure has been discontinued for Service Delivery Statement reporting purposes. Performance information will be available in the CMC Annual Report.
5. There has been a 32% reduction in referrals compared with last year.
6. During the year a smaller than anticipated number of matters were resolved because of the need for resource intensive trials, or protracted settlement negotiations.
7. This measure has been discontinued as the CMC's initial evaluation of the previous core 12 public service departments has been completed. All agencies evaluated were rated as satisfactory or better.
8. This measure has been discontinued as the proposed Memorandum of Understanding between the CMC, the Queensland Police Service and the State Coroner continues to be considered as part of the broader recommendations made under the new Police Complaints, Discipline and Misconduct System which is awaiting the Government's consideration. Therefore there is currently no result for 2012-13.
9. While the specific sub-targets have not been met, the overall 2012-13 target of 50 has been achieved. This outcome is determined by the types of matters received that warrant CMC investigation.
10. This measure has been discontinued as it is not a measure of effectiveness or efficiency. Performance information will be available in the CMC Annual Report.
11. This measure has been replaced by a new service standard to better reflect the efficiency of the Witness Protection area.

Legal Aid Queensland	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Percentage of decisions to refuse funding that are referred for external review	1	8%	8.4%	Discontinued measure
Percentage of duty lawyer matters resolved without further court proceedings	2	50%	47%	Discontinued measure

Notes:

1. This measure is being discontinued by LAQ as the continuing measure *Percentage of refusals that go to external review and are overturned on review* is considered a better indicator of the quality and effectiveness of Legal Aid Queensland's funding decisions.
2. This measure has been discontinued for Service Delivery Statement reporting purposes only and continues to be collected and reported in LAQ's internal operational performance reports and annual report. The decrease in Estimated Actual is considered to be due to the introduction of case conferencing.

Office of the Information Commissioner	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Percentage of Privacy complaints not formally referred to QCAT for determination	1	75%	25%	Discontinued measure
Median days to finalise a privacy complaint	2	90	6	Discontinued measure
Percentage of agencies satisfied with the quality of information provided	3	75%	75%	Discontinued measure
Percentage of course participants satisfied with sessions	3	75%	75%	Discontinued measure
Percentage of review applications finalised to received	3,4	100%	90%	Discontinued measure
Percentage of open reviews at the end of the reporting period that are more than 12 months old	3	0%	0%	Discontinued measure
Percentage of privacy complaints finalised to received	3	100%	100%	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes only as it is not an accurate indication of the efficiency or effectiveness of the service area. This was intended to be a measure of the effectiveness of the mediation process with a presumption a privacy complaint not resolved by mediation would progress to QCAT. A low referral rate would therefore indicate a high success rate for the mediation process. Progression to QCAT is at the sole discretion of the complainant and once the mediation has concluded, the Office has no input into the complainant's decision to seek referral to QCAT. The Office continues to report on this measure in the annual report.
2. The actual outcome was affected by the number of complaints received that were either out of the Office's jurisdiction or that the Office does not have the authority to deal with at the time of complaint received. This measure has been replaced by a new service standard in 2013-14 to better reflect the Office's timeliness in finalising privacy complaints. The measure of median days will be replaced with mean average days which is a more accurate measure of the Office's performance in dealing with complaints.
3. These measures have been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported in the Office's Annual Report.
4. The Office estimates a result of 90% for 2012-13. The variation to the 2012-13 target/estimate is attributed to the increase in the number of external review applications received, impacts on the timeliness of review management due to the turnover of temporary staff obtaining permanent positions elsewhere, delays in responses from agencies and an increase in the complexity of applications.

Electoral Commission of Queensland	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Electoral Services</b>				
<b>Service standards</b>				
Level of elector satisfaction with the overall election process	1	95%	..	Discontinued measure
Per elector cost of public information and awareness campaigns	2	..	..	Discontinued measure
<b>Other measures</b>				
Number of Parliamentary State general elections conducted	3	..	..	Discontinued measure
Number of local government elections conducted	3, 4	10	15	Discontinued measure
Number of local government electoral and boundary reviews conducted	3, 5	6	4	Discontinued measure
Number of industrial elections referred by Industrial Registrar	3, 6	36	24	Discontinued measure
Number of industrial election positions elected	3, 6	1,161	1,440	Discontinued measure
Number of industrial election ballots conducted	3, 6	66	37	Discontinued measure
Number of roll services provided	3, 7	60	187	Discontinued measure
Number of inquiries/audits of pre-selection ballots conducted	3, 8	6	2	Discontinued measure
Number of enrolment transactions during the period	3, 9	500,000	282,289	Discontinued measure
Increase in total enrolment during the period	3, 9	50,000	11,615	Discontinued measure
Elector client base	3, 9	2,823,222	2,784,229	Discontinued measure
Access to electoral services for Queenslanders – ECQ website pages visited	10	10,000,000	8,000,000	Discontinued measure

Notes:

1. Statistical data including the level of elector satisfaction is detailed in the Commission's 2012 State General Election Report which will be made public through a report to Parliament.
2. This measure is no longer deemed to add value as the more comprehensive measure 'cost per elector' is separately detailed in the performance statement.

3. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported either in the Annual Report or for internal management purposes.
4. The Commission conducted more local government by-elections and de-amalgamation ballots during 2012-13 than forecast. These activities are unscheduled events and usually occur at short notice.
5. The Commission conducts reviews of local government electoral and boundary arrangements on review from the Minister for Local Government, Community Recovery and Resilience. There were less reviews conducted during 2012-13 than initially forecast.
6. There were less industrial elections referred to the Commission by the Industrial Registrar than forecast however the elections referred involved more positions than initially forecast. The majority of positions did not require a ballot to be conducted as only one or insufficient nominations were received.
7. A significant increase was received in the number of roll products provided due to the local government de-amalgamation process.
8. Only two pre-selection audits were conducted during 2012-13 as one of the major political parties did not undertake a formal pre-selection process.
9. There was less of an increase to the electoral roll during 2012-13 than forecast due to roll cleansing activities undertaken by the Australian Commission in preparation for the Federal election.
10. There were less visits to the ECQ website during the period than initially forecast.

Office of the Ombudsman	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Independent review of Complaints about Government Administration</b>				
<b>Service standards</b>				
Proportion of complaints investigated where a positive outcome was achieved for the complainant	1	40%	27%	Discontinued measure
Proportion of complaints resolved informally	2	95%	99%	Discontinued measure
Proportion of complaints where early intervention occurred	2	90%	96%	Discontinued measure
<b>Other measures</b>				
Complaints finalised	2, 3	8,000	6,300	Discontinued measure
Inquiries finalised	2	600	530	Discontinued measure
Referrals finalised	2, 4	9,500	7,900	Discontinued measure
Review requests finalised	2	50	44	Discontinued measure
Total matters finalised	2, 3	18,150	15,000	Discontinued measure
Proportion of open complaints at the end of each reporting period that are more than 12 months old	5	5%	1%	Discontinued measure
Number of visits to regional centres to undertake investigations, visit correctional centres or provide training	2, 6	50	38	Discontinued measure
Proportion of complaints received from outside of Brisbane	2, 6	65%	45%	Discontinued measure
Number of administrative improvement training sessions delivered	2, 7	100	70	Discontinued measure

Notes:

1. This measure has been replaced by a new service standard which measures outcomes from the investigation of complaints. Changes to business practices have resulted in the early identification and referral of premature complaints to agencies for consideration. As matters referred to agencies are not recorded as positive outcomes, this has significantly reduced the positive outcomes measure. A detailed explanation will be provided in the 2012-13 annual report.
2. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported in the annual report.
3. Reasons for the decrease reflects changes in reporting and recording practices. Details of changes will be reported in the 2012-13 annual report.



4. As a result of new telephone and web processes, complainants are self-directing premature complaints to the relevant agencies directly, rather than using the Office to refer their complaints on. This has resulted in a reduction in the number of referrals made.
5. This measure has been discontinued and replaced with a new service standard to report on the clearance rate for complaints. Improved business processes have ensured complex complaints are generally finalised within 12 months.
6. From 1 July 2012, the definition of regional services was revised to exclude south-east Queensland areas such as the Gold Coast and the Sunshine Coast thereby reducing the number of reported complaints, regional visits and regional training. The revised definition of 'regional' is based on council boundaries and travel time from Brisbane.
7. Training delivery is dependent on client demand. Queensland's spate of natural disasters, extensive structural changes to State Government departments and significant financial restraint in public sector agencies appear to be contributors to a reduction in demand.

<b>Public Trustee of Queensland</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of deceased estate matters received for administration	1	2,390	2,309	Discontinued measure
Number of protective management matters under administration	1	8,024	7,950	Discontinued measure
Number of commercially uneconomical affairs of people with a disability managed at no cost to government	1	8,558	8,186	Discontinued measure
Total cost of managing the commercially uneconomical affairs of people with a disability (\$'000)	1	18,460	18,164	Discontinued measure
Number of Enduring Powers of Attorney prepared	1, 2	4,697	3,652	Discontinued measure
Number of Wills prepared	1, 2	28,112	24,121	Discontinued measure
Degree of compliance with Client Services Standards (as measured by Client Satisfaction Survey)	3	..	..	Discontinued measure
Administration of Deceased Estates finalised within 12 months	4	70%	62%	Discontinued measure
Appointment rate as financial administrator under the Guardianship and Administration Act as a % of total financial appointments made	5	60%	53%	Discontinued measure
Re-appointment rate as financial administrator under the Guardianship and Administration Act as a % of total financial appointments made	6	70%	80%	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes only and will continue to be reported in The Public Trustee's annual report.
2. In line with the new direction adopted during the financial year, The Public Trustee has redirected funds from advertising and promotion budget to other priority areas in frontline service delivery. This has had an impact on the public awareness of the availability of these services which is reflected in the lower results estimated for 2012-13.

3. This performance measure has been discontinued and replaced by two new service standards of (1) Overall client satisfaction with deceased estate administration service as measured by client satisfaction index, and (2) Overall client satisfaction with will preparation service as measured by client satisfaction index. These new service standards have been introduced as they are considered an appropriate measure of the effectiveness of two of The Public Trustee's key services: estate administration and will preparation. In the 2012-13 Service Delivery Statement, The Public Trustee indicated that it was considering replacing this measure (which has occurred for 2013-14) and accordingly no 2012-13 Estimate was provided or actuals captured for this measure.
4. The administration of deceased estates finalised within 12 months is expected to decline marginally during the year to 62% (down from 65% for 2011-12), reflecting to a degree the increase in complexity of estates administered. This measure has been replaced by two new service standards to measure the percentage completion of complex estates and simple estates within respective target timeframes. The Public Trustee also continues to drive process improvement and staff training initiatives to improve its service delivery in this area. As this measure is no longer considered relevant, it will not be reported in either the annual report or internal reporting.
5. The Queensland Civil and Administrative Tribunal (QCAT) appointment rate of The Public Trustee as financial administrator (for people who do not have the capacity to manage their own affairs) has tracked below target in 2012-13. This outcome is solely at the discretion of QCAT and The Public Trustee does not control the appointment percentage rate. The decline in appointment rates during 2012-13 may reflect an increased readiness by members of the persons' support networks (such as family) to take on this role for individuals. As this measure is no longer considered relevant, it will not be reported in either the annual report or internal reporting.
6. QCAT conducts reviews to determine whether it is appropriate for The Public Trustee to continue to act as financial administrator based on current circumstances. The estimated reappointment rate of 80% is currently trending higher than target of 70%. As this measure is no longer considered relevant, it will not be reported in either the annual report or internal reporting.

<b>Department of Local Government, Community Recovery and Resilience</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Local Government</b>				
<b>Other measures</b>				
Percentage of community infrastructure projects funded by the department completed by Local Governments within approved timeframes	1	90%	100%	Discontinued measure
Number of Local Government financial sustainability evaluations conducted by the Office of Local Government per annum	2, 3	73	25	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. It is a measure of local government activity and will be reported in the department's annual report.
2. This measure has been discontinued because evaluations of local government financial sustainability are not an indication of the efficiency or effectiveness of the service area. The department will continue to support councils who request an evaluation and this activity will be reported in the department's annual report.
3. As a result of timing differences and with the introduction of more streamlined processes, a lower number of assessments have been conducted during the 2012-13 financial year.

Queensland Reconstruction Authority	Notes	2012-13 Target/est.	2012-13 Target/act.	2013-14 Target/est.
<b>Service standards</b>				
Completion of Recovery Phase (Phase one) of the State Reconstruction Plan	1	Sept 2012	Sept 2012	Discontinued measure

Notes:

1. The Recovery Phase of the State Reconstruction Plan was extended to include 2012 natural disaster events which the Authority was made responsible for under Ministerial direction. Barring further natural disaster events requiring activation and instruction from the Minister in 2013-14, this phase is complete.

Department of National Parks, Recreation, Sport and Racing	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: National Parks</b>				
<b>Other measures</b>				
Implement the Queensland Parks and Wildlife Service (QPWS) Strategic Pest Management Program, measured as a percentage of projects delivered annually	1, 2	90%	90%	Discontinued measure
Implementation of Queensland Parks and Wildlife Service (QPWS) fire management system, measured by planned burns implemented as a percentage of the QPWS managed estate	3	5%	5%	Discontinued measure
<b>Service Area: Recreation and Sport</b>				
<b>Service standards</b>				
Average service cost of coaching provided to each Queensland Academy of Sport athlete	4	\$6,000	\$6,275	Discontinued measure
<b>Other measures</b>				
Total investment in sport and active recreation in Queensland for:				
• Infrastructure				
• Participation and development programs	5	\$45 million \$38 million	\$32.1 million \$37.1 million	Discontinued measure
Number of volunteers accessing education and training opportunities	1, 6	5,500	4,600	Discontinued measure
<b>Service Area: Racing</b>				
<b>Other measures</b>				
Proportion of racing audit, probity and inspection activities completed in accordance with annual program targets	1	95%	100%	Discontinued measure
Proportion of racing investigations completed within timeframes established in service delivery standards	1	95%	95%	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. It is a measure of activity.
2. The number of projects completed as part of the QPWS Strategic Pest Management Program will be reported in the department's annual report, subject to departmental and/or Government annual reporting requirements.
3. This measure has been replaced by two new service standards to better reflect the effectiveness of the QPWS planned burning program. The department's annual report will continue to detail the percentage of the QPWS managed estate that was subject to planned burning under the QPWS fire management system, subject to departmental and/or Government annual reporting requirements.
4. This measure has been replaced by a new service standard which measures how efficiently resources are allocated to frontline service delivery. The result is higher than expected due to fewer athletes on scholarships after the 2012 Olympic Games.
5. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. It is a measure of input. Investment in sport and active recreation in Queensland regarding infrastructure and training and education programs will be reported in the department's annual report, subject to departmental and/or Government annual reporting requirements. The 2012-13 estimated actual is less than the 2012-13 target/estimate for infrastructure due to savings in administered capital for Stadiums Queensland; the reallocation of funding for the Get in the Game initiative (Get Playing and one-off Government commitments for infrastructure and facility development); an increase in funding for the Sport and Recreation Disaster Recovery Program; and lower than anticipated expenditure for construction works or next stage works yet to commence across grant programs and capital works. The 2012-13 estimated actual is less than the 2012-13 target/estimate for participation and development programs due to the reallocation of funding towards the Get in the Game initiatives (Get Started and Get Going) and delays by individual applicants and/or clubs seeking reimbursement.
6. This measure will be reported in the department's annual report, subject to departmental and/or Government annual reporting requirements. The 2012-13 estimated actual is below the 2012-13 target/estimate due to the reprioritisation of existing programs and reallocation of funds to support the Get in the Game initiatives, specifically the Get Going program, which provides funding for eligible projects such as training and accreditation courses and development of young volunteers.

Department of Natural Resources and Mines	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Land Services</b>				
<b>Service standards</b>				
Percentage of <i>Sustainable Planning Act 2009</i> development applications assessed within legislative timeframes	1,2	100%	98.5%	Discontinued measure
Information resources downloaded via Information Queensland Website	3	44,000	48,000	Discontinued measure
Number of parcels of the unallocated State land portfolio allocated to their more appropriate use and tenure	3,4	300 parcels	450 parcels	Discontinued measure
Accuracy of registration of title dealings to deliver public confidence in the integrity of the State's titling system	3	99.5%	99.8%	Discontinued measure
<b>Service Area: Water Services</b>				
<b>Other measures</b>				
Percentage of the State's natural surface water systems managed in accordance with National Water Initiative compliant water planning guidelines	3,5	76%	74.5%	Discontinued measure
<b>Service Area: Mine Safety and Health Services</b>				
<b>Other measures</b>				
Percentage of abandoned mines land program priority projects completed within scheduled timeframes	3	90%	85%	Discontinued measure
Percentage of corrective/compliance requests identified through inspection and auditing programs closed out within target timeframe	3	90%	90%	Discontinued measure
SIMTARS revenue targets for commercial activities	3,6	\$7.5 million	\$7.0 million	Discontinued measure
Percentage of scheduled and legislative audits, inspections and investigations completed within prescribed times	3,7	90%	80%	Discontinued measure



<b>Department of Natural Resources and Mines</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	3	280	290	Discontinued measure
Significant one-on-one business consultations undertaken	3,8	6,000	5,000	Discontinued measure
The number of business participants in structured development activities	3	1,800	1,200	Discontinued measure
Consultative and engagement forums with industry and community stakeholders	3	20	20	Discontinued measure
<b>Service Area: Mining and Petroleum Services</b>				
<b>Service standards</b>				
Value of investment in exploration by the mineral and energy sectors	9, 10	1.2 billion	1.1 billion	Discontinued measure
<b>Other measures</b>				
Consultative and engagement forums with industry and community stakeholders	3	27	27	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting as the department is not the lead agency for this measure. DNRM will continue to contribute data to enable the Department of Environment and Heritage Protection to report on this measure in relevant budget documents and performance reports.
2. The lower estimated actual relates to three applications exceeding stated timeframes by one day and one application exceeding stated timeframes by three days due to unavoidable staff absences.
3. This measure has been discontinued for Service Delivery Statement reporting purposes. Data will be reported in the Annual Report.
4. The higher estimated actual is due to a much greater focus on the sale of land.
5. The lower estimated actual coincides with the delay of the Cooper Creek Resource Operations Plan until the Western Rivers strategy is determined.
6. The lower estimated actual is due to external delays in significant projects, such as training of delegates from Laos and installation work in China. Wet weather also impacted field work and the demand for training by industry has declined in response to market fluctuations.
7. A number of significant incidents/accidents across the industry diverted resources to investigations resulting in a reduced number of programmed audit and inspections being achieved.
8. The lower estimated actual is due to demand for training by industry declining in response to market fluctuations.
9. This measure has been discontinued as a Service Standard as it is not an accurate measure of the direct work of the department. The Australian Bureau of Statistics will continue to collect and report on this data in series ABS 8412.0 - Mineral and Petroleum Exploration, Australia.
10. The estimated actual is lower than anticipated due to recent falls in prices for coal, copper and gold being likely to result in a decline in exploration in the March and June 2013 quarters.

Queensland Police Service	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Personal Safety</b>				
<b>Service standards</b>				
Client satisfaction with the police response to personal safety offences	1	≥70%	69.3%	Discontinued measure
<b>Other measures</b>				
Number of personal safety offences reported:	2,3			
• Homicide		100-170	113	
• Assault		19,000-22,000	20,605	
• Sexual assault		4,900-6,400	4,939	
• Robbery		1,700-2,000	1,940	Discontinued measure
• Total personal safety		30,000-34,000	31,439	
Number of personal safety offences cleared:	3,4			
• Homicide		>105	126	
• Assault		>18,419	17,756	
• Sexual assault		>4,561	4,479	
• Robbery		>1,171	1,267	Discontinued measure
• Total personal safety	5	>27,155	26,289	
<b>Service Area: Property Security</b>				
<b>Service standards</b>				
Client satisfaction with the police response to property security offences	6	≥75%	74.9%	Discontinued measure
<b>Other measures</b>				
Number of property security offences reported:	2,7			
• Unlawful entry		40,000-50,000	45,849	
• Other property damage		40,000-50,000	42,291	
• Motor vehicle theft	8	9,000-12,000	12,849	
• Other theft (excluding unlawful entry)		100,000-110,000	105,319	
• Total property security		200,000-240,000	230,995	Discontinued measure

Queensland Police Service	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Number of property security offences cleared:	4,7			
• Unlawful entry		>10,843	11,021	
• Other property damage		>15,293	15,068	
• Motor vehicle theft		>4,469	5,363	
• Other theft (excluding unlawful entry)		>32,473	34,192	Discontinued
• Total property safety		>79,795	85,836	measure
<b>Service Area: Traffic Policing</b>				
<b>Other measures</b>				
Number of vehicles monitored per offence by:				
• Speed cameras		200-300:1	275:1	Discontinued
• Red light camera	9	3,500-5,500:1	4,970:1	measure
<b>Service Area: Service Delivery Support</b>				
<b>Other measures</b>				
Operational staff (sworn and unsworn) per 100,000 population	10	≥266	287	Discontinued measure

Notes:

1. This measure was previously derived from the *Queensland Police Service Crime Victims Survey*. This survey has been discontinued. Personal safety offences included the categories of sexual offence, robbery, assault and personal offence.
2. This measure has been discontinued in the Service Delivery Statement as it is not an indication of the efficiency or effectiveness of the service area. It has been replaced by a rate measure that is considered more meaningful than the number of offences as it takes into account population growth and so is comparable from year to year. The 2012-13 actual figures will be reported in the *QPS Annual Report 2012-13*.
3. The offence categories reported separately are those classified as 'violent' crimes and are the most significant personal safety offence categories in terms of their impact on the community. The 'total personal safety' offences figure also includes the offence categories of extortion, kidnapping, abduction and deprivation of liberty and other offences against the person. Homicide includes the offence categories of murder, attempted murder and conspiracy to murder.
4. This measure has been discontinued in the Service Delivery Statement as it is not an indication of the efficiency or effectiveness of the service area. Performance is not comparable year to year because the measure includes all cleared offences, regardless of whether they were reported in the current reporting period or previous periods. The 2012-13 actual figures will be reported in the *QPS Annual Report 2012-13*. It has been replaced with the percentage of offences cleared within 30 days, which is comparable from year to year and has remained relatively stable.
5. The total number of cleared personal safety offences was affected by the lower than anticipated numbers of cleared assault and sexual assault figures.
6. This measure was previously derived from the *Queensland Police Service Crime Victims Survey*. This survey has been discontinued. Property security offences included unlawful entry, vehicle theft, wilful damage and stealing.
7. The offence categories reported separately are classified as high volume property security offences. The total property security offences figure also includes the offence categories of arson, fraud and handling stolen goods.
8. While the number of motor vehicle thefts was higher than anticipated, it should be noted the number of motor vehicle thefts cleared also increased. In addition, the number of registered vehicles in Queensland grew during the reporting period.

9. There was an increase in the number of offences for red light cameras in the 2012-13 reporting period. A refresh of infrastructure at existing red light camera sites as well as the introduction of combined speed/red light cameras may have contributed to this increase. Vehicles monitored per offence data is at 31 January 2013 and as such should be regarded as preliminary data only. The 2012-13 actual year data will be reported in the *QPS Annual Report 2012-13*.
10. This measure has been discontinued for Service Delivery Statement reporting purposes only and continues to be collected and reported in the Productivity Commission's *Report on Government Services*.

<b>Prostitution Licensing Authority</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Number of compliance activities conducted	1	200	200	Discontinued measure
Applications processed within PLA and forwarded to Queensland Police Service within 20 business days	2	95%	99%	Discontinued measure
Complaints to the PLA resolved within 20 business days	2	98%	98%	Discontinued measure

Notes:

1. This measure has been discontinued because it is not an indication of efficiency or effectiveness. The measure will continue to be collected and reported in the Annual Report.
2. This measure has been discontinued because it is not an indication of efficiency or effectiveness. The measure will continue to be collected and used for internal management purposes.

Department of Science, Information Technology, Innovation and the Arts	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Science Delivery Services</b>				
<b>Other measures</b>				
Annual increase of the number of hectares of vegetation communities and ecosystems mapped to support key policy programs	1	5,000,000	4,200,000	Discontinued measure
<b>Service Area: Queensland Government Information and Communication Technology Services</b>				
<b>Service standards</b>				
Client satisfaction				
• Queensland State Archives	2,3	90%	N/A	Discontinued measure
• ICT Strategic Sourcing	3	65%	N/A	Discontinued measure
Agency alignment to whole-of-government ICT policies, positions and targets	4	85%	88%	Discontinued measure
<b>Other measures</b>				
Volume of interactions with Smart Service Queensland service delivery channels:				
• telephone	5	≥3,500,000	3,773,500	Discontinued measure
• online	5	≥14,000,000	16,388,600	Discontinued measure
• face-to-face	5	≥425,000	380,600	Discontinued measure
• processing (including cards and concessions)	5	≥1,015,000	1,027,200	Discontinued measure
Number of public customers accessing government records				
• online	5,6	380,000	380,000	Discontinued measure
• walk-in	5	6,700	6,700	Discontinued measure
<b>Service Area: Arts and Culture Services</b>				
<b>Other measures</b>				
Level of attendance and participation in subsidised arts sector events	5	4,100,000	4,003,075	Discontinued measure
Percentage of grant funding informed by industry peer assessment	7	95%	96%	Discontinued measure

<b>Department of Science, Information Technology, Innovation and the Arts</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Percentage of grant approvals processed within required timeframes	7	95%	99%	Discontinued measure
Percentage of grant acquittals processed within required timeframes	7	90%	91%	Discontinued measure
Percentage of funding provided to people from target groups	7	40%	43%	Discontinued measure
Proportion of funding allocated to artists, arts workers and non-government arts and cultural organisations	5,8	76%	71%	Discontinued measure
Utilisation of state-owned arts and cultural facilities	5	4,425,000	4,467,880	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. In 2012-13 the vegetation mapping target was not achieved due to significant weather events that limited access to areas yet to be mapped and the reduced availability of staff resources.
2. This measure had a result attributed to it in error in the 2012-13 SDS and Queensland State Archives has never collected statistics in relation to client satisfaction. As part of a review of measures for the agency, this measure has been discontinued and replaced with QSA's other satisfaction measure, customer satisfaction, which has been in place for some time. This is consistent with the current measures utilised by others such as the State Library of Queensland, which measures clients as the end user of the state library service. QSA defines 'customers' as the end user of its services to the public and 'clients' as the public authorities that are end users of its services to government.
3. This performance measure has been discontinued for the purposes of SDS performance reporting and replaced with the more relevant customer satisfaction measure, no estimated actual result has been obtained for the 2012-13 financial year.
4. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area. This measure is owned by the Queensland Government Chief Information Officer (QGCI) and related to the alignment against Government Enterprise Architectures (GEAs) etc and is not captured or measured by QGICT.
5. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they are a measure of activity). They will continue to be collected and reported in the Annual Report.
6. A redesigned website was launched in March 2012 with a new statistical data collection tool which only collected partial statistics. New processes for harvesting statistical data are under investigation.
7. These measures have been discontinued for Service Delivery Statement reporting purposes as they relate to specific grant programs that will be subsumed in 2013-14 as part of the implementation of the arts and cultural investment framework. These will continue to be monitored internally by Arts Queensland.
8. The 2012-13 Estimated Actual is lower due to the end of the art+place – Queensland Public Art Fund, other limited life grant funding and the deferral of some grants expense to 2013-14.

CITEC	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Current ratio	1	1.26:1	1.47:1	Discontinued measure
Earnings before interest and tax (EBIT) (\$'000)	1	643	-7,427	Discontinued measure
Return on net assets	1	1.2%	(14.1%)	Discontinued measure
Gearing level	1	7.3%	14.0%	Discontinued measure
<b>Other measures</b>				
Service availability	2	≥99.9%	99.98%	Discontinued measure
Whole-of-government programs percentage complete	3	100%	100%	Discontinued measure
Number of Information Technology graduates, trainees and cooperative students employed each year	4	12	3	Discontinued measure

Notes:

1. This measure has been discontinued as it is no longer meaningful. The revised budget is now based on EBITDA. CITEC will continue to monitor and report on this measure at the executive level.
2. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of process). It will continue to be collected and reported in the Annual Report.
3. This measure has been discontinued for Service Delivery Statement reporting purposes and will be reviewed once the CITEC Operating Model has been finalised.
4. This measure has been discontinued for Service Delivery Statement reporting purposes. It will continue to be monitored internally by CITEC until the CITEC Operating model has been finalised.



Queensland Shared Services	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Successful completion of priority projects as a percentage:				
• on time		100%	100%	Discontinued
• on budget	1	100%	100%	measure
<b>Other measures</b>				
Delivery of services within agreed standards	1	≥ 95%	99.36%	Discontinued measure
Percentage of priority one incidences resolved within agreed timeframes	2	≥90%	94.74%	Discontinued measure
Percentage of system availability of Finance and Human Resource System	2	≥98%	99.99%	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (it is a measure of timeliness and/or resource management). They will continue to be collected and reported in the Annual Report.
2. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported in the Annual Report.

<b>Corporate Administration Agency</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Labour costs as a percentage of total expenses	1	74%	73%	Discontinued measure

Notes:

1. This measure is being discontinued because CAA has a delivery model that includes several consulting type services and this tends to invalidate comparisons with 'standard' service providers that are more transactions based.

Library Board of Queensland	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Other measures</b>				
Growth of the State collection	1,2	40,000	43,000	Discontinued measure
Visits to the State Library – Onsite	1	1,350,000	1,350,000	Discontinued measure
Visits to the State Library – Online	1,3	2,500,000	1,760,000	Discontinued measure
Usage of the State collection and subscription databases	1,4	2,800,000	3,400,000	Discontinued measure
Usage of the Qld public libraries lending collection	1,5	170,000	200,000	Discontinued measure
Participants in public programs	1,6	330,000	410,000	Discontinued measure
Total borrowing from public libraries	1,7	40,500,000	39,600,000	Discontinued measure
Percentage of grants to regional Qld	1	61%	61%	Discontinued measure
Percentage of Indigenous communities with a library service	1,8	71%	67%	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they are a measure of activity). They will be collected and reported in the Annual Report.
2. The achievement of the 2012-13 Target/Estimate is due to the higher than forecast digitisation and legal deposit of electronic publications.
3. The variance between the 2012-13 Target/Estimate and 2012-13 Estimated Actual is due to a change in the counting method at the beginning of the reporting period and a lag in the expected increase in visitation following a website upgrade. Allowing for the change in counting method, the 2012-13 result is equivalent to the 2011-12 result.
4. The achievement of the 2012-13 Target/Estimate is due to higher than forecast use of some subscription databases.
5. The achievement of the 2012-13 Target/estimate is due to enhanced access to the public libraries lending collection, enabled by the introduction of a new collection management system.
6. The achievement of the 2012-13 Target/Estimate is mainly due to an increase in exhibitions in regional locations.
7. The scope of this measure is physical collections only. The result reflects the ongoing migration of public library use to online channels.
8. The result represents two less communities than is represented by the target. At the request of the Councils the Indigenous Knowledge Centres planned to open in Yarrabah and Warraber Island in 2012-13 are now scheduled to open in 2013-14.

Queensland Art Gallery	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Other measures</b>				
Number of exhibitions presented	1	25	31	Discontinued measure
Total attendance at Queensland Art Gallery and Gallery of Modern Art	1	1,200,000	1,275,000	Discontinued measure
Number of website user sessions	1,2	1,800,000	1,520,000	Discontinued measure
Number of regional locations receiving exhibitions, programs, education, interpretive and information services	1,3	45	76	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they are a measure of activity). They will be collected and reported in the Annual Report.
2. In 2012-13 the Gallery upgraded the software used for counting website user sessions. Changes in the way a visit is counted has resulted in a lower number than predicted due to the target being based on previous years' results.
3. The service standard refers to the number of individual locations serviced in regional Queensland. The 2012-13 Est. Actual reflects a stronger than anticipated uptake by regional venues of the Gallery's *Kid's APT7 on Tour* program.

Queensland Museum	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Other measures</b>				
Number of physical items added to the State collection	1,2	10,000	12,100	Discontinued measure
Number of digital items added to the State collection	1,2	8,000	9,150	Discontinued measure
Total physical campus visits	1	1,122,000	1,258,000	Discontinued measure
School children visiting campuses	1	65,000	64,500	Discontinued measure
Online visits	1,3	620,000	750,000	Discontinued measure
New displays (sq metres of exhibitions)	1	6,500	5,900	Discontinued measure
Lectures, public talks, workshops and outreach programs delivered	1	9,500	8,000	Discontinued measure
Number of research papers published	1	70	95	Discontinued measure
Number of Qld Museum collection objects accessed for research, education, exhibition and cultural purposes	1,2	85,000	67,300	Discontinued measure
Participants in lectures, public talks, workshops and outreach programs	1,4	230,000	170,000	Discontinued measure
Number of popular research publications sold and distributed	1,5	13,500	11,000	Discontinued measure
Percentage of the collection that is stored to a national benchmark standard	1	96%	96%	Discontinued measure
Percentage of Local Government Authorities receiving Qld Museum services	1	100%	100%	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they are a measure of activity). They will be collected and reported in the Annual Report.
2. The increase in 2012-13 Estimated Actual reflects focus of natural and ancient environment collection and curatorial staff on preparation for exhibition development. This has resulted in an increase to the collection with effort redirected away from providing external researchers with access to collection objects.
3. The increase in 2012-13 Estimated Actual compared to the 2012-13 Target Estimate reflects the enormous popularity of Mummy: Secrets of the Tomb.

4. The decrease in 2012-13 Estimated Actual reflects the fact that fewer lectures, public talks and outreach programs were possible due to the change of use of some spaces as a result of the redevelopment of the Queensland Museum and Sciencentre.
5. The wholesale book sales 2012-13 Estimated Actual reflects the downturn in the retail book market in Australia.

Queensland Performing Arts Trust	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Level of hirer satisfaction	1	95%	95%	Discontinued measure
<b>Other measures</b>				
Visitation	2	1,000,000	1,045,000	Discontinued measure
Attendance at paid events	2	800,000	850,000	Discontinued measure
Attendance at unpaid events Presentations	2	200,000	195,000	Discontinued measure
Number of performances	2,3	970	1,230	Discontinued measure
Number of seasons	2	240	230	Discontinued measure
Number of regional venues receiving QPAC programming	2,4	14	11	Discontinued measure
Number of programs hosted by regional venues	2	5	3	Discontinued measure

Notes:

1. This measure has been discontinued in the Service Delivery Statement and will continue to be reported in the Annual Report.
2. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they are a measure of activity). They will be collected and reported in the Annual Report.
3. The increase in 2012-13 Estimated Actual number of performances is due to QPAC securing additional productions for longer than expected seasons.
4. The decrease in 2012-13 Estimated Actual number of regional venues is due to fewer than expected regional performing arts centres being added to live simulcast program.

Department of State Development, Infrastructure and Planning	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Coordinator-General</b>				
<b>Other measure</b>				
Integrated development assessment scheme responses completed within statutory timeframes: (a) Local Government Planning Schemes	1, 2, 3	12	18	Discontinued measure
<b>Service Area: Major Projects Office</b>				
<b>Service standards</b>				
Percentage of Queensland population receiving fluoridated drinking water – outside SEQ (excluding Indigenous local authorities)	4, 5	92%	41%	Discontinued measure
Percentage of Queensland population receiving fluoridated drinking water – within Indigenous local authorities	4, 6	100%	66%	Discontinued measure
<b>Other measures</b>				
Number of industrial land solutions implemented during the year across the State for proposed major project developments	7, 8	250	135	Discontinued measure
Percentage of total number of private sector and government projects being coordinated or implemented, which met committed timeframes and milestones.	9	90%	88.75%	Discontinued measure
<b>Service Area: State Development</b>				
<b>Service standards</b>				
Estimated value of efficiency savings or new business generated by businesses assisted by the department	10, 11	\$25.0 million	\$25.0 million	Discontinued measure
Estimated value of additional capital attracted to Queensland as a result of the department's investment and business development assistance	12	\$100 million	\$100 million	Discontinued measure
Value of new exports generated by businesses assisted by the department	1, 13	-	-	Discontinued measure
Client businesses implementing new or improved practices, processes, systems, products and technologies as a result of the department's funded innovation and capacity development activities	10, 14	80%	80%	Discontinued measure



<b>Department of State Development, Infrastructure and Planning</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Achievement of major project milestones on strategic projects	1, 3, 15	7	11	Discontinued measure
Consultative and engagement forums with industry and community stakeholders	1, 3	100	81	Discontinued measure
The number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	3, 7, 16	315	320	Discontinued measure
The number of business participants in structured development activities	3, 7, 17	5,900	6,270	Discontinued measure
Significant one-on-one business consultations undertaken	3, 7, 18	4,400	5,118	Discontinued measure
Number of businesses involved in the department's facilitated alliances, partnerships, industry networks, supply chains, clusters etc.	1, 3, 19	1,400	1,681	Discontinued measure
<b>Service Area: Planning</b>				
<b>Other measures</b>				
Percentage of milestones completed on priority projects identified in regional plan implementation programs	1, 20	80%	n/a	Discontinued measure
Number of Regional Plans reviewed in accordance with statutory timeframes	1, 20	2	n/a	Discontinued measure
Percentage of statutory concurrence responses provided to Councils, development industry and community within statutory timeframes	21, 22	100%	100%	Discontinued measure
Percentage of State interest checks performed within agreed timeframes	21, 23	80%	78%	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service areas (they measure activity).
2. The 2012-13 estimated actual reflects a higher than expected number of applications received.
3. These measures include a component that the department's Regional Services group is responsible for. In measuring the 2012-13 estimated actual performance for those components, data from 1 July 2012 to 28 February 2013 was used due to limitations of the reporting system. Full 2012-13 financial year data will be reported in the department's 2012-13 annual report.

4. These measures are no longer applicable as amendments to the *Water Fluoridation Act 2008* (the Act) in December 2012 repealed the mandatory requirement for fluoridation of water supplies. The Act allows a local government to decide whether or not to add fluoride to a water supply. These measures have been replaced by new service standards to better reflect the core services provided under the Major Projects service area.
5. The 2012–13 estimated actual is based on the population estimated to be receiving fluoridated drinking water from operating fluoridation schemes—outside South East Queensland (excluding Indigenous local authorities). The baseline population remains as only those local authorities previously listed in Schedule 1 of the Water Fluoridation Regulation 2008. The decrease from the 2012-13 target estimate reflects that some local governments have either postponed the installation of fluoride equipment due to the program date being extended to June 2014; decided not to install fluoridation equipment; or decided to cease fluoridation of a water supply.
6. The 2012-13 estimated actual is based on the population estimated to be receiving fluoridated drinking water from operating fluoridation schemes for Indigenous local authorities. The baseline population remains as only those Indigenous local authorities previously nominated to receive fluoridated water. The decrease from the 2012-13 target estimate reflects that some Indigenous local authorities have either postponed the installation of fluoride equipment due to the program date being extended to June 2014; decided not to install fluoridation equipment; or decided to cease fluoridation of a water supply.
7. This measure has been discontinued for Service Delivery Statement reporting purposes only and continues to be collected and reported either in the Annual Report or for internal management purposes.
8. The 2012-13 estimated actual of 135 consists of 121 parcels of land acquired, granted or purchased by the Office of the Coordinator-General plus 14 Material Change of Use approvals in State Development Areas (SDAs). The number of parcels of land acquired, granted or purchased was less than anticipated for 2012-13 due to 129 intended land acquisitions in the Surat Basin Infrastructure Corridor SDA not proceeding due to depressed global coal prices and delays experienced by other coal chain projects.
9. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it measures timeliness). The 2012-13 estimated actual reflects the combined result of performance achieved by the Major Projects Office and the Coordinator-General groups. The Major Projects Office achieved an estimated actual of 87.5% and the Coordinator-General achieved an estimated actual of 90%. Of the eight projects relevant to this measure managed through the Major Projects Office, seven met committed timeframes and milestones. The Surat Basin Rail project fulfilled State Government commitments, however due to market conditions beyond State Government control, Surat Basin Rail Joint Venture did not provide the estimated security and the take bid did not proceed. In relation to the Coordinator-General, projects included in this measure are those going through an environmental impact statement assessment process under the *State Development and Public Works Organisation Act 1971*.
10. These measures have been replaced by a new service standard 'Percentage of businesses engaged in the department's targeted industry support programs reporting positive outcomes' to better reflect outcomes being experienced by businesses as a result of engagement with departmental services.
11. The performance data informing this measure is provided by QMI Solutions, which conducts an annual survey of manufacturing firms across the State.
12. This measure provides an indication of the effectiveness of State Development group project facilitation in assisting Queensland investment. This measure has been replaced by the new service standard 'Value of private sector capital investment leveraged through industry facilitation' to better reflect the efficiency of the State Development service area.
13. This measure related to the World Class Rail Solutions – Rail Growth Strategy, which concluded in 2010. No related activities were undertaken during 2012-13.
14. The performance data informing this measure is provided by QMI Solutions, which conducts an annual survey of manufacturing firms across the State.
15. The 2012-13 target estimate of 7 consists of a 2012-13 target estimate of 2 from the State Development group and a 2012-13 target estimate of 5 from the Regional Services group, which was in relation to DSDIP's previous role as a referral agency on 'S242' applications. State Development estimates that 2 major project milestones on strategic projects will be achieved during the 2012-13 period. Regional Services achieved an estimated actual of 9, which relates to residual applications submitted prior to the decision that DSDIP would no longer be a referral agency.

16. The 2012-13 target estimate of 315 consists of a 2012-13 target estimate of 160 from the State Development group and a 2012-13 target estimate of 155 from the Regional Services group. State Development achieved an estimated actual of 190, which reflects an increase in the number of workshops held by QMI Solutions during 2012-13. Regional Services achieved an estimated actual of 130, which is the result of realigning resources to Government priorities and subsequently ceasing these programs.
17. The 2012-13 target estimate of 5,900 consists of a 2012-13 target estimate of 3,400 from the State Development group and a 2012-13 target estimate of 2,500 from the Regional Services group. State Development achieved an estimated actual of 4,000, which reflects additional attendees at ICN workshops. Regional Services achieved an estimated actual of 2,270, which is the result of realignment of the Regional Services' business model with focus shifting from structured development activities. In line with the Government's priorities, resourcing is being concentrated on value chain optimisation.
18. The 2012-13 target estimate of 4,400 consists of a 2012-13 target estimate of 3,540 from the State Development group and a 2012-13 target estimate of 860 from the Regional Services group. State Development achieved an estimated actual of 3,540. Regional Services achieved an estimated actual of 1,578, which is the result of continuing engagement with the business community via previously funded programs. The Regional Services' business model has undergone realignment with focus shifting from one-on-one business consultations. In line with the Government's priorities, resourcing is being concentrated on value chain optimisation.
19. The 2012-13 target estimate of 1,400 consists of a 2012-13 target estimate of 75 from the State Development group and a 2012-13 target estimate of 1,325 from the Regional Services group. State Development achieved an estimated actual of 30, which is due to reallocation of resources to other departmental priorities during 2012-13. Regional Services achieved an estimated actual of 1,651, which is due to concentrated efforts in developing and facilitating supply chains in line with the department's new business model.
20. An estimated actual is not available due to a change in Government policy related to regional planning and re-positioning of the forward program.
21. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not an indication of the efficiency or effectiveness of the service area (they measure quality).
22. This measure relates to the department's role in providing concurrence agency responses within its jurisdiction on development applications. This measure will now be replaced by new measures relating to the operation of the State Assessment and Referral Agency.
23. The variance between the 2012-13 target estimate and the 2012-13 estimated actual is due to a change in government approach and the repositioning of the state interest review process.

Economic Development Queensland	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Statutory Body : Property Services Group</b>				
<b>Service standards</b>				
Value of land sale settlements	1, 2	\$83 million	\$30 million	Discontinued measure
Estimated value of capital investment created through successful land sales applications	1, 3	\$65 million	\$77 million	Discontinued measure
Percentage of total number of land sales in Regional Queensland	1, 4	73%	71%	Discontinued measure
<b>Other measures</b>				
Number of new land lots developed and buildings constructed	1, 5	22	12	Discontinued measure
Number of land leases administered	1, 6	100	96	Discontinued measure
Number of properties acquired	1, 7	-	-	Discontinued measure
Estimated number of jobs generated through successful land sale applications	1, 8	160	220	Discontinued measure
<b>Statutory Body : Urban Land Development Authority</b>				
<b>Service standards</b>				
Average number of days to process a development application	9, 10	31	37	Discontinued measure
Percentage of completed dwellings that are affordable for households on low to moderate incomes	9, 11	15%	29%	Discontinued measure

Notes:

1. These service standards and other measures were performance measures of the Property Services Group (PSG) and are being discontinued as the PSG was discontinued during 2012-13, with its continuing services being delivered through the new Economic Development Queensland (EDQ).
2. The 2012-13 estimated actual sales data has been calculated until 31 January 2013 when PSG ceased and reflects softer than forecast contract settlements over December/January.
3. 2012-13 estimated actual capital investment was bolstered by strong capital investment within the South Mackay Industrial Estate.
4. The 2012-13 estimated actual percentage is indicative of the continued strong sales activity within Gladstone and the regions, compared to a moderation in South East Queensland sales.
5. The estimated actual 2012-13 results comprise 11 lots developed at South Mackay and one lot at Mica Creek and is lower than the 2012-13 target estimate due to a proposed subdivision at Clinton, Gladstone not proceeding and a delay in Bundaberg development.
6. Lease numbers reflect the natural attrition of Department of Natural Resources and Mines administered operating leases over time, as the leases lapse or are forfeited.
7. There were no forecast acquisitions for PSG during the period.
8. The 2012-13 estimated actual benefited from strong investment within the Clinton Industrial estate.
9. These service standards were performance measures of the Urban Land Development Authority (ULDA) and are being discontinued as the ULDA was discontinued during 2012-13.

10. The decision time is taken from when all information required to assess the application and make a determination is received and does not include time taken by the applicant to respond to an information request or any required statutory public notification period. The estimated actual reflects the assessment of a number of complex applications approved during this period. The average time remained less than the statutory period of 40 business days under the *Urban Land Development Authority Act 2007*.
11. The definition of low to moderate household incomes; the definition of affordable housing and the price at which homes are considered affordable to purchase or rent have been outlined in Guideline no.16—Housing, which can be accessed on the department’s website at [www.dsdp.qld.gov.au](http://www.dsdp.qld.gov.au)

South Bank Corporation	Notes	2012-13 Target/Est	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service standards</b>				
Assess South Bank's Visitor experience by:	1			
<ul style="list-style-type: none"> <li>South Bank Visitors rating their experience as being 3 or more (based on a scale of 1–5 (lowest to highest))</li> </ul>	2	95%	95%	Discontinued measure
<ul style="list-style-type: none"> <li>Number of repeat visits</li> </ul>	2	90%	89%	
<b>Other measures</b>				
Number of Brisbane Convention and Exhibition Centre events per year	3, 4	1,180	1,150	Discontinued measure
Lead sustainability practice in the dimensions of:				
<ul style="list-style-type: none"> <li>Potable water consumption</li> </ul>		52% reduction on base year	51% reduction on base year	
	3, 5			
<ul style="list-style-type: none"> <li>Electrical energy consumption</li> </ul>		25% reduction on base year	24% reduction on base year	Discontinued measure
	3, 6			
Assess customer and stakeholder satisfaction by:				
<ul style="list-style-type: none"> <li>Days of collaborative events and activities completed with partners</li> </ul>	3, 7	260 days	220 days	Discontinued measure
Turnover percentage of tenancies	3, 8	4%	8%	Discontinued measure

Notes:

- This measure is being discontinued as services of the South Bank Corporation relating to parklands management are being devolved to local government.
- Visitor experience ratings based on visitor surveys.
- Other measures are being discontinued from reporting in the Service Delivery Statements.
- The slightly lower than estimated event numbers are due to reduced corporate functions and meetings as a result of economic conditions.
- Percentage reduction in use of potable water compared to the base year of 2005-06, mainly through the use of recycled water.
- Percentage reduction in use of electricity compared to the base year of 2005-06, through the use of new technology.
- Days of events and activation reduced as a result of economic conditions impacting on event partners.
- Tenancy turnovers increased to refresh offer to the public.

Transport and Main Roads	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Transport system planning</b>				
<b>Other measures</b>				
Percentage of integrated transport planning projects meeting milestones	1	80	81	Discontinued measure
<b>Service Area: Transport infrastructure delivery</b>				
<b>Service standard</b>				
Percentage of major construction projects (road):				
<ul style="list-style-type: none"> <li>for which construction commenced no later than four months after the programmed commencement date</li> </ul>	1	90	90	Discontinued measure
<b>Other measures</b>				
Number of significant environmental incidents at road projects investigated by regulatory agencies	1, 2	0	6	Discontinued measure
Bikeways – kilometres completed	1, 3	35	17	Discontinued measure
<b>Service Area: Transport system management, operation and regulation</b>				
<b>Service standard</b>				
Road transport greenhouse gas emissions (CO <sub>2</sub> eq. tonnes per capita)	1	3.67	3.67	Discontinued measure
<b>Other measures</b>				
Officer hours preparing for ship-sourced pollution incidents	1, 4	10,000	8,500	Discontinued measure
Percentage of time international standards for Aids to Navigation are met	1	95	95	Discontinued measure
Percentage of commercial and fishing ship applications responded to within statutory requirement				
<ul style="list-style-type: none"> <li>Licensing</li> <li>Registration</li> </ul>	1	100	98	Discontinued measure
Percentage of commercial vessels rated in need of very high monitoring priority	1	0.7	1.2	Discontinued measure

Transport and Main Roads	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Statutory Body: TransLink Transit Authority</b>				
<b>Service standard</b>				
Percentage of unscheduled cancellations – CityTrain	1	<0.13	0.14	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes because they do not measure the effectiveness or efficiency with which the department delivers services. Performance information relating to each of these measures will be contained in the Transport and Main Roads Annual Report 2012-13.
2. TMR sets an aspirational target of zero incidents for this measure. The 2012-13 estimated actual result reflects incidents primarily related to restoration works following cyclone and flood events in January 2013. Environmental management measures to ensure continuous improvement have been implemented to reduce the potential for incidents in the future.
3. The reduced 2012-13 estimated actual figure is the result of the realignment of TMR's portfolio investment priorities.
4. The lower than expected 2012-13 estimated actual figure is reflective of resources being diverted to response and recovery work during and after tropical cyclone Oswald.



Queensland Treasury and Trade	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
<b>Service Area: Financial and economic policy</b>				
<b>Other measures</b>				
Quarterly report on financial position completed within six weeks of quarter end	1	4	4	Discontinued measure
Compliance with the Uniform Presentation Framework requirements and relevant Australian Accounting Standards for whole of government financial reporting	2	100%	100%	Discontinued measure
Achievement of key milestones in the Budget process	2	100%	100%	Discontinued measure
Achievement of key milestones in the Report on State Finances process	2	100%	100%	Discontinued measure
Data provision to the Commonwealth Grants Commission and Australian Bureau of Statistics within agreed timeframes	2	100%	100%	Discontinued measure
Total cost of portfolio resource allocation advice	3	\$20.4 million	n/a	Discontinued measure
<b>Service Area: GOC performance and governance</b>				
<b>Service standards</b>				
Cost of monitoring and governance per GOC	4	\$0.19 million	\$0.27 million	Discontinued measure
<b>Other measures</b>				
Percentage of GOC Statements of Corporate Intent (SCI) completed by 30 June	2	92%	92%	Discontinued measure
Percentage of quarterly performance monitoring reports completed within six weeks	2	100%	100%	Discontinued measure
<b>Service Area: Economic and statistical research</b>				
<b>Other measures</b>				
Responses to requests for information	1	3,910	3,910	Discontinued measure

<b>Queensland Treasury and Trade</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
Formal products and services delivered to Treasury Office	1, 5	60	35	Discontinued measure
Formal products and services delivered to other clients	1, 6	272	400	Discontinued measure
Delivery of outputs within timeframes agreed with clients (excludes internet services)	1	95%	95%	Discontinued measure
<b>Service Area: Revenue management</b>				
<b>Other measures</b>				
Amount of revenue, grants and subsidies administered	1, 7	\$12.4 billion	\$11.9 billion	Discontinued measure
Number of First Home Owner Grant (FHOG) applications paid	1	12,000	12,500	Discontinued measure
FHOG applications processed within service standards	2	95%	95%	Discontinued measure
Percentage of investigations performed within standards	2	90%	90%	Discontinued measure
Percentage of lodgements and payments received electronically	2	70%	81%	Discontinued measure
<b>Service Area: Trade and investment</b>				
<b>Other measures</b>				
The number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	8	400	393	Discontinued measure
The number of business participants in structured development activities	8	8,000	8,216	Discontinued measure
Significant one on one business consultations undertaken	8, 9	2,000	1,560	Discontinued measure
Number of businesses involved in Trade and Investment Queensland's facilitated alliances, partnerships, industry networks, supply chains, clusters etc.	8	250	260	Discontinued measure
Number of businesses assisted to export or expand market share	8, 9	2,800	2,010	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of activity). These measures will continue to be collected and reported in the Annual Report.
2. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not indications of the efficiency or effectiveness of the service area (they are measures of process). These measures will continue to be collected and reported in the Annual Report.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area (it is a measure of input). This measure is no longer being collected and reported as a result of the organisational restructure in 2012.
4. This measure has been discontinued as it is not a suitable measure of efficiency. The increase in the 2012-13 Estimated actual is primarily due to the cost of redundancies related to the fiscal repair measures announced in the 2012-13 Budget. At the time of the 2012-13 Budget, the cost of redundancies was held centrally.
5. The decrease in the 2012-13 Estimated actual is primarily due to less than anticipated requests for products and services during the period of organisational restructure and workforce reform.
6. The increase in the 2012-13 Estimated actual is primarily due to increased requests for products and services as a result of the release of Census data.
7. The decrease in the 2012-13 Estimated actual is primarily due to weaker than expected revenue collection from key sources, including royalties. This measure was developed prior to the Machinery of Government transfer of the State Penalties Enforcement Registry (SPER) into the Revenue management service area, and therefore excludes SPER.
8. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not indications of the efficiency or effectiveness of the service area. Subject to the outcomes of the Trade and Investment Queensland review, some measures may be continued for internal reporting purposes.
9. The decrease in the 2012-13 Estimated actual is primarily due to soft global demand, and the strong Australian dollar which resulted in reduced demand from Queensland companies for export assistance in 2012-13.

<b>Motor Accident Insurance Commission/Nominal Defendant</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Setting of premium bands within legislated timeframes	1	100%	100%	Discontinued measure
Recommendation to the Treasurer of annual CTP levies by legislated timeframes	1	100%	100%	Discontinued measure

Notes:

1. These measures are being discontinued as they are not measures of effectiveness and/or efficiency. These measures will continue to be reported in MAIC's Annual Report.

<b>Queensland Future Growth Corporation</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Other measures</b>				
Fund administered in accordance with government guidelines	1	100%	100%	Discontinued measure
Allocation of funds to projects within the intended scope of the Fund	1	100%	100%	Discontinued measure
Provision of funding in accordance with project cash flow	1	100%	100%	Discontinued measure

Notes:

1. These measures have been discontinued for Service Delivery Statement reporting purposes as they are not indicators of the efficiency or effectiveness of the service area (it is a measure of quality).

<b>Department of Tourism, Major Events, Small Business and the Commonwealth Games</b>	<b>Notes</b>	<b>2012-13 Target/Est.</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Tourism and Events Development</b>				
<b>Other measures</b>				
Number of cross-agency tourism projects/strategies delivered	1, 2	4	4	Discontinued measure
Number of <i>DestinationQ</i> actions undertaken/responded to	1, 3	300	300	Discontinued measure
The number of tourism projects that receive facilitation assistance	1, 3, 4	10	28	Discontinued measure
The number of targeted tourism investment attraction initiatives delivered globally	1, 3, 5	10	33	Discontinued measure
The number of capital works projects commenced on schedule	1, 3	1	1	Discontinued measure
<b>Service Area: Business to Government Services</b>				
<b>Other measures</b>				
Improvements to Service Delivery – Increased number of services available online	1, 3	150	150	Discontinued measure
Businesses assisted by Queensland Government services by accessing services online	1, 3, 6	50,000	1, 000,000	Discontinued measure
The number of structured programs/activities helping businesses build their capacity, improve their performance and/or access opportunities	1, 3, 7	106	95	Discontinued measure
The number of business participants in structured development activities	1, 3, 8	1,262	1,620	Discontinued measure
The percentage of customer satisfaction with our services	1, 3	80%	80%	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area.
2. This measure has been recast into a new measure for 2013-14.
3. These measures have been discontinued for Service Delivery Statement reporting purposes and where appropriate, will be included in business plans. These measures will also continue to be collected and reported in the departments' Annual Report for 2012-13 and/or for internal management purposes.

4. The initial target of 10 tourism projects that receive facilitation assistance was established based on the projected capacity of the Tourism Investment Attraction Unit (TIAU) to deliver intensive case management to Queensland property proponents seeking to attract private equity. Two contributing factors to the target being exceeded are: (a) systems and process put in place by the TIAU to register and engage clients enabled more tourism projects to receive services, and (b) demand for the service by tourism project proponents increased with awareness of the TIAU.
5. Initial target of 10 tourism investment attraction initiatives to be delivered globally was exceeded due to the following three items that were not anticipated when developing this new service measure: (a) the Minister's mission to China in July 2012 generated 12 large opportunities both onshore and for showcasing Queensland as an investment destination; (b) strong collaboration between TIAU, Trade and Investment Queensland and Austrade, enabled opportunities for showcasing to be identified globally and implemented quickly; and (c) lead generation as a result of planned initiatives created the need to deliver additional initiatives in the form of investment facilitation support for potential investors.
6. Substantial improvements in streamlining, automating and the increased number of online services into the Business and Industry portal of the Queensland Government's One-Stop Shop for Business Customers. The integration of the Australian Business Account (ABA) and the Australian Business License and Information System (ABLIS) has been a significant contributor to these improvements. Search engine optimisation has also improved the discoverability of these services to customers through the various search engines. There was no historical trend information available on which to forecast likely take up.
7. The variance from target is due to late budget allocations in 2012-13 delaying development and implementation of on-line webinars.
8. The variance of 330 is a result of significant increase in the uptake of the webinars on offer (previously had an average of 25 participants, now increased to an average of 60 participants per webinar session).

<b>Gold Coast 2018 Commonwealth Games Corporation</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service standards</b>				
Percentage of CGF compliance requirements met	1	90%	100%	Discontinued measure
Number of Gold Coast based jobs generated (direct)	2	20	28	Discontinued measure

Notes:

1. This measure has been replaced by a new service standard to better reflect the Commonwealth Games Federation's level of satisfaction with preparedness for the Games.
2. This measure has been discontinued for Service Delivery Statement purposes as it is not an indication of the efficiency or effectiveness of the service area. It will continue to be collected and reported on in either the Annual Report and/or for internal management purposes.



<b>Tourism and Events Queensland</b>	<b>Notes</b>	<b>2012-13 Target/Est</b>	<b>2012-13 Est. Actual</b>	<b>2013-14 Target/Est.</b>
<b>Service Area: Major Events</b>				
Number of event submissions received and assessed	1,2	78	54	Discontinued measure
<b>Service Area: Events Queensland Regional Development Program (EQRDP)</b>				
Number of event applications received and assessed	1,2	140	168	Discontinued measure
<b>Service Area: Tourism Queensland</b>				
Number of total records listed in the Australian Tourism Data Warehouse		4,800	4,850	Discontinued measure
Number of unique visitors to Tourism Queensland's websites	3	4.8 million	4.5 million	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting purposes as it is not an indication of the efficiency or effectiveness of the service area.
2. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported either in the Annual Report or for internal management purposes.
3. It is anticipated that the volume of website visitors will fall slightly short of the 2012-13 target, primarily as a result of increased use of partner websites as a call to action for TEQ campaign activity.