

State Budget 2014-15

Service Delivery Statements

Discontinued Measures 2014-15

2014–15 State Budget Papers

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The suite of Budget Papers is similar to that published in 2013-14.

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Service Delivery Statements

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2014-15 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 Premier and Cabinet	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Government and Executive Support Services				
Service standards:				
% client satisfaction with support and advice provided by State Affairs	1	85%	92%	Discontinued measure
% client satisfaction with support and advice provided by State Services	1	85%	85%	Discontinued measure
% of operating budget utilised in delivery of service	2,3	99%	100%	Discontinued measure
Service Area: Policy Advice, Coordination and Cabinet Support Service				
Service standard:				
% of operating budget utilised in delivery of service	2,3	99%	100%	Discontinued measure
Service Area: Legislative Drafting and e-Publishing Service				
Service standard:				
% of operating budget utilised in delivery of service	2,3	99%	100%	Discontinued measure

Notes:

1. This measure has been replaced by a new service standard to better reflect the provision of services being delivered by this Service Area following an internal restructure.
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.
3. As at 30 May 2014 it is estimated that 100% of the approved budget will be utilised in service delivery.

Office of the Governor	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Executive, administrative, logistical and personal support to the Governor and management of the Government House Estate				
Service standards:				
Meeting of Executive Council	1	48	49	Discontinued measure
Honours and awards ceremonies	1	30	26	Discontinued measure
Patronage commitments	1	110	271	Discontinued measure
Civic and community activities	1	250	341	Discontinued measure
Speeches and messages	1	185	225	Discontinued measure
Percentage of correspondence and requests responded to within 10 days	1	>90%	>90%	Discontinued measure
Visitors to Government House	1	5,000	>5,000	Discontinued measure

Note:

1. These service standards have been discontinued for Service Delivery Statement reporting purposes as they do not indicate the efficiency or effectiveness of the service areas (they are a measure of quantity).

Department of Aboriginal, Torres Strait Islander and Multicultural Affairs	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Economic Participation	1			
Service standards				
Level of stakeholder satisfaction with the advice provided to improve access to services by Aboriginal and Torres Strait Islander Queenslanders	2	70%	70%	Discontinued measure
Service Area: Community Participation	3			
Service standards				
Level of stakeholder satisfaction with DATSIMA's promotion of cultural diversity and advice provided to improve access to services by people from culturally and linguistically diverse backgrounds	2	70%	70%	Discontinued measure

Notes:

1. The Aboriginal and Torres Strait Islander service area has been replaced by the Economic Participation service area to reflect the department's new strategic direction as documented in the 2014-18 Strategic Plan. This change has also been made in the description of services within the 'Service Performance' section of the SDS.
2. This measure has been replaced by a new service standard assessing customer views on diversity rather than departmental 'satisfaction'.
3. The Multicultural Affairs service area has been replaced by the Community Participation service area to reflect the department's new strategic direction as documented in the 2014-18 Strategic Plan. This change has also been made in the description of services within the 'Service Performance' section of the SDS.

Family Responsibilities Commission	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Other measures				
Number of agency notifications received	1	4,475	4,494	Discontinued measure
Number of child safety and welfare notifications received	1	215	273	Discontinued measure
Number of school attendance notifications received	1	1,980	2,141	Discontinued measure
Number of school enrolment notifications received	1	0	61	Discontinued measure
Number of housing tenancy notifications received	1	210	87	Discontinued measure
Number of Magistrates Court notifications received	1	2,070	1,932	Discontinued measure
Number of notifications of conference issued	1	1,490	1,771	Discontinued measure
Number of clients with conference outcomes recommending no further action	1	195	254	Discontinued measure

Note:

1. These measures are quantitative measures which reflect neither efficiency nor effectiveness.

Department of Agriculture, Fisheries And Forestry	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Agriculture				
Service standards				
Rates of return on R&D investment above the national averages	1	0.4 points	..	Discontinued measure

Note:

1. As data relating to the national rate of return on R&D investment is not available on an ongoing basis to enable benchmarking, this measure is to be discontinued.

Department of Communities, Child Safety and Disability Services	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Disability Services				
Service standards				
Government expenditure, per person, receiving disability services:				
• Accommodation support services		74,000-79,000	79,000	
• Community support services		7,500-10,500	9,000	
• Community access services		15,000-18,000	16,500	
• Respite services	1	13,000-16,000	16,000	Discontinued measure
Service Area: Disability Services				
Service standards				
Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure				
	2	83-87%	..	Discontinued measure

Notes:

1. This measure has been replaced by a service standard which combines the four service types into one cost per user.
2. Homelessness services were transferred to the Department of Housing and Public Works on 1 July 2013 and are no longer the responsibility of the department.

Commission for Children and Young People and Child Guardian	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Statutory oversight recommendations pertaining to the child protection and youth justice systems are accepted by government	1	95%	87%	Discontinued measure
Children within the Commission's visiting jurisdiction:				
• have a visit report submitted to the Commissioner within 10 days	1,2	90%	90%	Discontinued measure

Notes:

1. This service standard has been discontinued. As a result of the government's response to the recommendations of the Queensland Child Protection Commission of Inquiry, the Commission will cease operations on 30 June 2014.
2. The children's visiting function will transition to the Office of the Public Guardian from 1 July 2014. This component of the service standard has been discontinued however the remaining two components of the service standard (visiting schedules and locally resolved concerns) will be included in their 2014-15 Service Delivery Statement.

Department of Education, Training and Employment	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Early childhood education and care				
Service standards				
Proportion of complaints relating to serious safety breaches in education and care services and child care services that are responded to within two working days	1	100%	100%	Discontinued measure

Note:

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).

Gold Coast Institute of TAFE	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Proportion of all enrolled competencies successfully completed	1,2	86%	..	Discontinued measure
Student post training outcome (employed or in further study after training)	1,2	84%	..	Discontinued measure
Proportion of graduates satisfied with the overall quality of their training	1,2	85%	..	Discontinued measure
Proportion of employers satisfied with graduates of the Institute	1,2	85%	..	Discontinued measure
Average cost per competency successfully completed (\$)	1,2	\$618	..	Discontinued measure

Notes:

1. On 1 July 2013, Gold Coast Institute of TAFE ceased operating as a statutory body. 2013-14 Estimated Actual results for these measures are unavailable.
2. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported by TAFE Queensland.

Southbank Institute of Technology	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Proportion of all attempted competencies successfully completed	1,2	85%	..	Discontinued measure
Student post training outcome (employed or further study after training)	1,2	88%	..	Discontinued measure
Proportion of graduates satisfied with the overall quality of their training	1,2	90%	..	Discontinued measure
Proportion of employers satisfied with graduates of the Institute	1,2	90%	..	Discontinued measure
Average cost per competency completed	1,2	\$870	..	Discontinued measure

Notes:

1. On 1 July 2013, Southbank Institute of Technology ceased operating as a statutory body. 2013-14 Estimated Actual results for these measures are unavailable.
2. These measures have been discontinued for Service Delivery Statement reporting purposes only and continue to be collected and reported by TAFE Queensland.

Department of Energy and Water Supply	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Energy				
Service standards				
Relative reduction in peak electricity network demand capacity from demand management/energy efficiency initiatives and projects facilitated	1	115 MW Cumulative target	115 MW	Discontinued measure

Note:

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.

Queensland Fire and Emergency Services	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Fire and Emergency Services				
Service standards				
Cost per fire and rescue incident	1	\$7,499	\$7,586	Discontinued measure
Property loss from structure fire per person	2	<\$35	\$49	Discontinued measure
Estimated percentage of households with a smoke alarm/detector that is operational/has been tested	3	95%	88%	Discontinued measure
Fire Service organisation's expenditure per person	4	\$115	\$114	Discontinued measure
Estimated percentage of households that have undertaken new natural disaster preparedness actions within the last 12 months	5	10%	..	Discontinued measure

Notes:

1. This service standard is not an accurate indication of the cost incurred in providing responses to fire and rescue incidents. It included the costs for all QFRS activities—not just for responding to incidents. It was calculated by dividing the total QFRS expenditure by the total QFRS incidents.
2. The *Report on Government Services* states data reported for this measure is not directly comparable across jurisdictions. While data has been adjusted to 2011-12 dollars, estimates are not validated by the insurance industry, or adjusted for interstate valuation differences (pages 9.35-37 and 9A.12 in 2014 report).
3. This service standard was replaced by 'Estimated percentage of households with smoke alarm/detector installed'.
4. This service standard was replaced by 'Fire and emergency services expenditure per person'.
5. The former annual survey which captured results for this service standard was superseded by the 'Get Ready' Initiative (the new survey). The questions asked in the new survey do not correlate with the former, and therefore a 2013-14 Est. Actual cannot be provided.

Queensland Health	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Corporate Support Services				
Service standards				
Proportion of the organisation receiving an outcome rated as “conforming” in the annual audit for Safer Healthier Workplaces Standard with no major non-conformances recorded	1	100%	100%	Discontinued measure
Service Area: Safety, Quality and Clinical Support				
Service standards				
Percentage of Clinical Service Redesign projects delivered on time and with a variance to budget less than +/-2%	2	100%	100%	Discontinued measure
Service Area: Human Resources				
Service standards				
Percentage of off cycle pays	3	0.6%	0.6%	Discontinued measure
Service Area: Cape York Hospital and Health Service				
Service standards				
Total weighted activity units:				
• Acute Inpatient		1,829	2,239	
• Outpatients		1,383	646	
• Sub-acute		205	246	
• Emergency Department		953	843	
• Mental Health		67	79	Discontinued measure
• Interventions and Procedures	4	47	37	
Number of in-home visits, families with newborns		207	393	Discontinued measure
Ambulatory mental health service contact duration	5	2,795 – 3,494	3,880	Discontinued measure
Service Area: Torres Strait – Northern Peninsula Hospital and Health Service				
Service standards				
Total weighted activity units:				
• Acute Inpatient		1,860	1,200	
• Outpatients		1,839	667	
• Sub-acute		126	171	
• Emergency Department		535	306	
• Mental Health		58	25	Discontinued measure
• Interventions and Procedures	4	26	4	
Number of in-home visits, families with newborns		199	272	Discontinued measure

Queensland Health	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Ambulatory mental health service contact duration	5	3,260 - 4,075	2,090	Discontinued measure
Service Area: Health Quality and Complaints Commission				
Service standards				
Percentage of client satisfaction with complaint service:				
• ease of access		75%	84%	
• staff		75%	82%	
• timeliness		75%	80%	
• quality		75%	78%	
• outcome		60%	64%	Discontinued measure
• overall	6	75%	68%	Discontinued measure
Percentage of complaints in early resolution closed within 30 days	6	100%	97%	Discontinued measure
Percentage of complaints in assessment closed within 90 days	6	100%	95%	Discontinued measure
Percentage of complaints in conciliation closed within 12 months	6	100%	59%	Discontinued measure
Percentage of investigation recommendations implemented by healthcare providers	6	80%	98%	Discontinued measure

Notes:

1. This measure has been discontinued for Service Delivery Statement reporting. Queensland Health has moved to a continual improvement safety audit model, which encourages identification of potential improvements in the system in line with *Australian Standard 4801: 2001 Occupational Health and Safety Management Systems*.
2. This measure has been discontinued for Service Delivery Statement reporting as Commonwealth Government National Partnership Agreement funding for Clinical Service Redesign projects ends in 2013-14. Redesign is now managed at a local level on an as-needs basis.
3. This measure has been discontinued for Service Delivery Statement reporting purposes as the volume of off-cycle payments has reached the target level following the moving back of the employee pay date by one week in October 2012.
4. The 2013-14 Target/Est. and Est. Actual that were published in the 2013-14 Service Delivery Statements have been recalculated based on the Phase 17 ABF model applying in 2014-15. The 2013-14 Target/Est. has been recalculated as per the *Blueprint Value for Money* indicator methodology, excluding Site Specific Grants and Clinical Education and Training.
5. For 2013-14, a standard methodology was adopted based on previous investment in mental health services, with adjustments for variation expected due to geographic locality. However, due to a range of issues including known under-reporting within clinical information systems that capture the data, most HHSs are not expected to meet the target for 2013-2014.

6. The Health Quality and Complaints Commission (HQCC) is being abolished with effect from 30 June 2014 and its service standards are therefore being discontinued. A new health complaints entity, the Health Ombudsman (supported by the Office of the Health Ombudsman) has been established and will commence dealing with health complaints on 1 July 2014. It is intended that appropriate service standards will be developed for the Health Ombudsman to take effect from 1 July 2015.

Department of Housing and Public Works	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Housing Services				
Service standard				
Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure	1	83-87%	..	Discontinued measure
Service Area: Building Services				
Service standard				
<i>Accommodation Services</i>				
Energy consumption per employee occupying office space (in the owned office portfolio)	2	≤3,300 kwh per annum	3,217 kwh per annum	Discontinued measure
Service Area: Procurement Services				
Service standards				
Client satisfaction	3	70%	..	Discontinued measure
Savings and benefits delivered under existing and new arrangements to Government	4	\$50 million	..	Discontinued measure
Increased utilisation of Whole-of-Government arrangements	5	70%	..	Discontinued measure

Notes:

1. This service standard was transferred with the homelessness function from Department of Communities, Child Safety and Disability Services as part of the machinery-of-government, and has been discontinued as data for this measure is no longer available due to changes in *Specialist Homelessness Services Collection*.
2. This service standard has been discontinued due to changes in the methodology involving the sale of seven Brisbane central business districts buildings, comprising approximately 150,000m².
3. This service standard has been discontinued as data for this measure is not available. The originally proposed 2013–14 survey instrument became redundant when responsibility for procurement was transitioned to the Procurement Transformation Division.
4. This service standard has been discontinued as data for this service standard is not available. This is due to discontinuation of contractual arrangements that enabled performance reporting against this service standard. A new benefits methodology has been adopted for reporting whole-of-government benefits from 2013–14 and out-years.
5. This service standard has been discontinued due to procurement service reforms and discontinuation of resources and functions that enabled reporting performance against this service standard.

Queensland Building Services Authority	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Unlicensed contracting rate	1, 2	≤1.5%	1.36%	Discontinued measure
Percentage of customers satisfied with advice and support	1, 2	92%	95.7%	Discontinued measure

Notes:

1. This service standard is discontinued as Queensland Building Services Authority (QBSA) ceased operations on 30 November 2013 and functions were transitioned to the Queensland Building and Construction Commission (QBCC). QBCC will continue to measure and report these service standards either through the QBCC's annual report or through internal management reporting.
2. 2013–14 Estimated actual is as at 30 November 2013.

Department of Justice and Attorney-General	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Fair and safe work				
Service standards				
<i>Workplace health and safety</i>				
Overall client satisfaction with:				
• business engagement programs	1	Discontinued measure
Service Area: Human rights protection				
<i>Guardianship services</i>				
Service standards				
Average time to complete referred investigations (months)				
	2	5.5	5.8	Discontinued measure
Service Area: Youth justice				
Service standards				
Proportion of case plans reviewed within 6 weeks of a young person commencing a youth justice order:				
• Sentenced community-based order	3	80%	85%	Discontinued measure
• Sentenced detention order	3	80%	88%	Discontinued measure

Notes:

1. Client satisfaction of business engagement is now measured as part of each program or intervention. This has made the biennial survey redundant. Therefore this service standard has been discontinued. As the survey was not conducted in 2013-14, no target was set.
2. The Office of the Adult Guardian (OAG) has limited capacity to control this measure. In many cases, the timing is determined by external factors independent of the OAG such as the availability of evidentiary documents for investigating allegations of abuse, or the willingness of third parties to provide information and cooperate with the investigation. Therefore the measure has been discontinued.
3. These service standards have been replaced with new service standards to align with the Report on Government Services (ROGS).

Crime and Misconduct Commission	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service standard				
Median days to finalise a review matter	1	15	13	Discontinued measure

Note:

1. This measure has been discontinued due to expected changes to the *Crime and Misconduct Act 2001* and the Misconduct function.

Legal Aid Queensland	Note	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Average cost of State services provided – legal representation	1	\$2,460	\$2,800	Discontinued measure
Average cost of State services provided – legal advice	1	\$82	\$90	Discontinued measure
Average cost of State services provided – duty lawyer	1	\$82	\$65	Discontinued measure

Note:

1. This measure has been discontinued for Service Delivery Statement reporting purposes only and continues to be collected and reported for internal management purposes. Unit costs are variable due to the impact of the environment in which the services are delivered.

Public Trustee of Queensland	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Percentage of complex estates administered within target timeframe	1	70%	54%	Discontinued measure
Percentage of simple estates administered within target timeframe	1	70%	54%	Discontinued measure

Note:

1. These two service standards have been combined into one new service standard "Percentage of deceased estates administered within target timeframe" as it is considered more appropriate to report on an overall efficiency measure for estates administration rather than reporting simple and complex measures separately. In line with reporting proposed for 2014-15, the results reported above relate to overall estate administration. The 2013-14 target was a stretch target set for the baseline year and did not appropriately accommodate the complexity of matters encountered during the year. The target for overall estate administration has been retained at 70% for 2014-15 and the Public Trustee continues to drive process improvement and staff development initiatives which, combined with an enhanced performance management process will drive improvement in this service delivery in 2014-15.

Department of Natural Resources and Mines	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Mine Safety and Health Services				
Percentage of scheduled and legislative audits, inspections and investigations completed within prescribed times	1	90%	85%	Discontinued measure

Note:

1. The measure has been split to form two separate measures (i.e. an investigations measure and an audits and inspections measure). Delays have been experienced in completing scheduled audits and inspections in Petroleum and Gas and Explosives due to an increased emphasis on investigation of High Potential Incidents.

Department of Science, Information Technology, Innovation and the Arts	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Innovation and Science Development Services (SDS 2013-14)				
Proportion of stakeholders who are satisfied with Innovation and Science Development services, consultative and engagement processes	1	85%	88%	Discontinued measure
Service Area: Digital Productivity and Services				
Cost per capita per week to provide archival services to Queensland	2	Baseline to be established	..	Discontinued measure

Notes:

1. This measure has been discontinued due to a realignment of service areas within DSITIA. As a result, new measures particular to each new service area have replaced this measure.
2. This measure has been discontinued as it is not a true efficiency measure in that it relies on factors outside the service area's control. The results of this measure (Cost per capita) that was introduced last year are dependent on the population of Queensland. It has been identified that the measure is not a good indicator of efficiency as it is reliant on the changing population. It proved a challenge to project the target for 2014-15 due to the reason mentioned before. On this basis, no target was identified for 2013-14 and, likewise, no estimate was provided as it was not a meaningful measure of performance. Digital Productivity and Services will replace this measure with a new efficiency measure for the division in the 2015-16 SDS.

Department of State Development, Infrastructure and Planning	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Driving business and economic growth				
Service standards				
Percentage of businesses engaged in the department's targeted industry support programs reporting positive outcomes	1	70%	80%	Discontinued measure
Gross jobs generated or safeguarded as a result of project facilitation.	2	2,380	4,079	Discontinued measure
Service Area: Reforming Queensland's planning system				
Service standards				
Percentage improvement in time taken for referral agency responses	3	10%	8.6%	Discontinued measure
Percentage improvement in time taken for State Assessment manager decisions issued	4	10%	18.5%	Discontinued measure
Service Area: Major project assessment, approval, facilitation and delivery				
Service standards				
Percentage of stakeholders indicating they are satisfied with the quality of facilitation services for industry development and Invest Queensland services	5	75%	87.5%	Discontinued measure

Notes:

1. This service standard was reported in the 2013-14 SDS under the service area 'State Development'. The increase from the target/estimate to the 2013-14 estimated actual is due to increased engagement by QMI Consultants.
2. This service standard was reported in the 2013-14 SDS under the service area 'State Development'. This measure is being discontinued as it is an activity measure and therefore does not demonstrate effectiveness or efficiency. This measure provides an indication of the effect of project facilitation in assisting Queensland investment. The increase from the target/estimate to the 2013-14 estimated actual is primarily due to increased engagement by ICN consultants and a one-off attraction project with a high capital expenditure. As identified in the AEC Group Analysis 2012 for ICN, capital expenditure affects jobs measure as total gross jobs is comprised of direct gross jobs and additional gross jobs based on a multiplier of six full time equivalents per million of capital expenditure. Projects with such high capital expenditure are rare and unlikely to be repeated in future years.
3. This service standard was reported in the 2013-14 SDS under the service area 'Planning'. This measure is being discontinued and replaced with an alternate State Assessment and Referral Agency measure designed to drive cultural change.
4. This service standard was reported in the 2013-14 SDS under the service area 'Planning'. This measure is being discontinued and replaced with an alternate State Assessment and Referral Agency measure designed to drive cultural change.

5. This service standard was reported in the 2013-14 SDS under the service area 'State Development'. This measure is now captured in the new measure percentage of industry proponents indicating they are satisfied with services provided for the management, delivery or facilitation of projects. Invest Queensland services are now delivered through Queensland Treasury and Trade. The estimated actual is the averaged result of two feedback mechanisms. Feedback is received from stakeholders after interaction with Invest Queensland services, which achieved a 2013-14 estimated actual satisfaction rate of 75 per cent, as well as via an industry development stakeholder survey, which achieved a 2013-14 estimated actual satisfaction rate of 100 per cent with a response rate of 23 per cent.

Economic Development Queensland	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Percentage increase in private sector investment generated through successful land sales	1,3	2%	178%	Discontinued measure
Estimated number of jobs generated	2,3	368	1,045	Discontinued measure

Notes:

1. This measure is now captured as a value of private sector investment under the driving business and economic growth service area.
2. This measure is being discontinued as it is an activity measure and therefore does not demonstrate effectiveness or efficiency.
3. These service standards were reported in the 2013-14 SDS under the Economic Development Queensland commercialised business unit. The 2013-14 estimated actuals are higher than the targets due to more land sales being generated than originally forecast, which has also resulted in a greater than expected increase in the estimated number of jobs generated.

Department of Transport and Main Roads	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Transport safety, regulation and customer service				
Service standards				
Percentage of people in target audience who have high-level awareness of road safety campaigns	1	90	..	Discontinued measure
Service Area: Passenger transport services				
Service standards				
Customer complaints on go card per 10,000 trips	2	<3	0.56	Discontinued measure
Customer service complaints in SEQ (other than go card) per 10,000 trips	2	<3	2.62	Discontinued measure

Notes:

1. This measure will be discontinued as it was developed around 2001 when television formed the core of road safety campaign activity. Given the current diversification of media consumption, the move away from television and rise of social media, it is no longer a matter of measuring recall via mainstream media. As part of the broader social change strategy, new measures are being developed to better capture community engagement with, and ownership of the issue of road safety.
2. This measure has been merged with another to form a new service standard that better illustrates customer satisfaction with passenger transport services.

RoadTek	Notes	2013-14 Target/Est.	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
Plant utilisation - percentage hired as a percentage of total available hours	1	80%	83%	Discontinued measure

Notes:

1. As part of the TMR reform process, RoadTek ceased operating its plant fleet as a separate business line, integrating it across its general operations.

Queensland Treasury and Trade	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service Area: Revenue management				
Service standards				
Client satisfaction with services provided	1	70%	70%	Discontinued measure

Note:

1. The nature of the services provided is taxation and debt collection. Whilst client satisfaction is always strived for, the service is by nature not going to be a something that achieves a positive clientele reaction. Consequently, this is not a measure of the efficiency or effectiveness of the service area.

Motor Accident Insurance Commission/Nominal Defendant	Notes	2013-14 Target/Est	2013-14 Est. Actual	2014-15 Target/Est.
Service standards				
MAIC funds expended on motor vehicle injury prevention and rehabilitation grants per registered vehicle	1	\$1.56	\$1.56	Discontinued measure

Note:

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) as the number of registered vehicles has no impact on the amount spent on research funding grants. Proposed changes to the research funding model for 2014-15 has the potential to change the way funding is provided for research and this will need to be considered once a new model is endorsed and implemented.

