
Performance against service standards

The Service Delivery Statement 2014-15 forms part of the budget documents and provides a clear overview of departmental achievements during the 2013-14 financial year and expected performance during 2014-15.

As the Budget is delivered prior to the end of the financial year, estimated actual

performance is provided in the Service Delivery Statement 2014-15. The following section provides complete non-financial reporting of the actual performance achieved for the full 2013-14 financial year (including for measures that are discontinued in 2014-15).

Performance data

The department's performance information is presented in the following tables, which are consistent with the 2013-14 Service Delivery Statement (SDS). This includes non-financial performance in service areas of the department, measured against service standards.

In 2013-14 the department reviewed both service areas and service standards. The service areas changed from being structurally aligned to being actual services delivered. The service standards were revised to include measures of effectiveness and efficiency. Measures that do not demonstrate effectiveness or

efficiency, or are no longer relevant measures of services are reported in the discontinued measures section.

Two new measures resulting from the review are not included in the tables below, as data collection will not commence until 1 July 2014. These measures are:

- Private sector capital investment leveraged per dollar spent on industry facilitation
- Value of infrastructure investment enabled per dollar invested in the management of the Royalties for the Regions program.

Driving business and economic growth

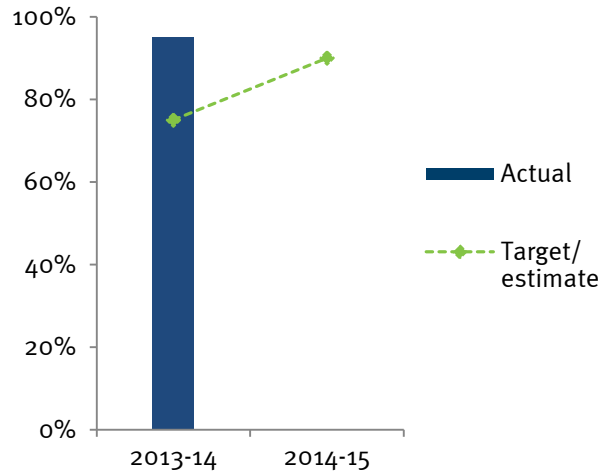
Driving business and economic growth is a new service area for 2014-15.

Department of State Development, Infrastructure and Planning

Percentage of land transactions being delivered, which meet committed time frames and approved revenue targets

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
75%	75%	95%

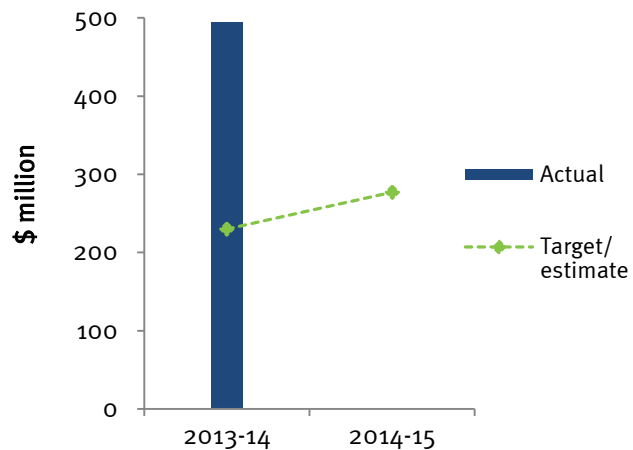
This measure commenced in 2013-14. This service standard was reported in the 2013-14 SDS under the service area 'Major Projects'. The variance of 20 per cent between the 2013-14 target/estimated actual and the 2013-14 actual is due to the successful rollout of multiple divestment programs and targeted release of government owned properties in the Mary Valley on the open market over the two reporting periods.



Value of private sector capital investment leveraged through industry facilitation

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
\$230 million	\$428 million	\$494.6 million

This service standard was reported in the 2013-14 SDS under the service area 'State Development'. It provides an indication of the effectiveness of project facilitation in assisting Queensland investment. The increase of \$264.6 million from the 2013-14 target/estimate to the actual is due primarily to project facilitation expenditure and a one-off attraction project with a high capital expenditure. Projects with such high capital expenditure are rare and unlikely to be repeated in future years. The estimated actual includes \$4.567 million relating to the Mary Valley.

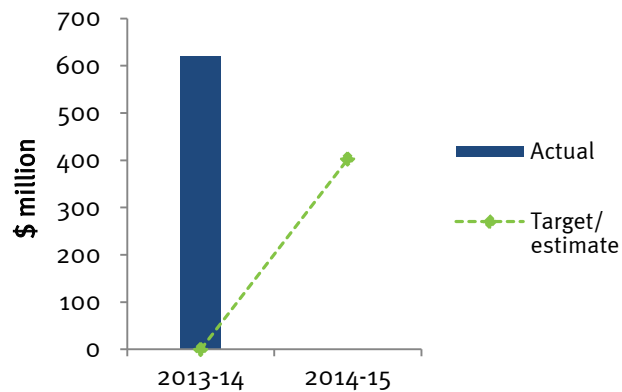


Economic Development Queensland

Value of private sector investment generated through land sales

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
New measure	\$426 million	\$619 million

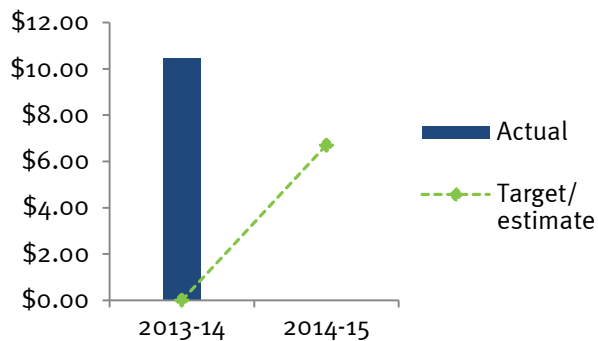
The variation between the 2013-14 estimated actual and the 2013-14 actual is due to the earlier than expected finalisation of a major industrial land sale in the Burdekin.



Value of private sector investment generated through land sales per dollar spent on sales management

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
New measure	\$7.43	\$10.54

The variation between the 2013-14 estimated actual and the 2013-14 actual is due to the earlier than expected land sale noted above.



Leading infrastructure policy and planning for the State

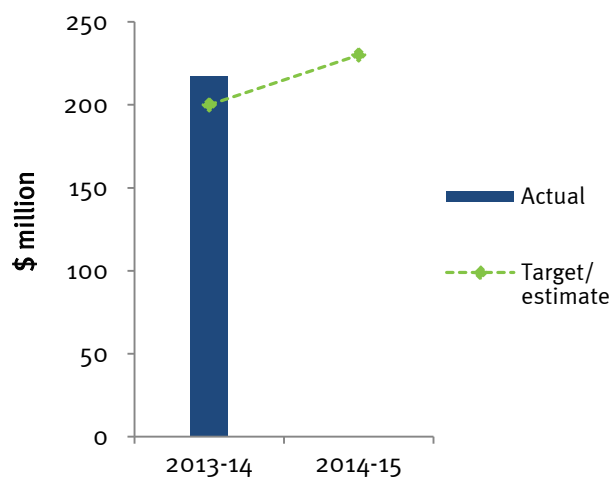
Leading infrastructure policy and planning for the State is a new service area for 2014-15.

Department of State Development, Infrastructure and Planning

Value of infrastructure investment enabled through the Royalties for the Regions program

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
\$200 million	\$217 million	\$217 million

This service standard was reported in the 2013-14 SDS under the service area 'State Development'. The variance of \$16.98 million between the 2013-14 target/estimate and the actual is due to additional Royalties for the Regions funds being committed from the future round, as well as increased contributions from industry and councils.



Reforming Queensland's planning system

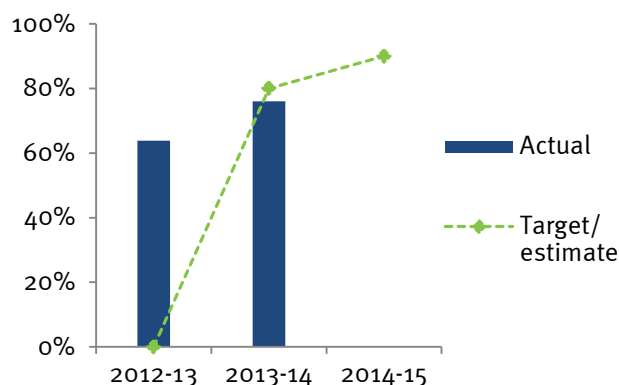
Reforming Queensland's planning system is a new service area for 2014-15.

Department of State Development, Infrastructure and Planning

Percentage of stakeholders indicating they are satisfied with Queensland's simplified planning system

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
80%	76%	76%

This service standard was reported in the 2013-14 SDS under the service area 'Planning'. The slight difference between the target/estimate and actual figure is due to the nature of the ongoing reform program.



Percentage of total decisions or referral responses where the state is the Assessment Manager or Concurrence Agency are appealed

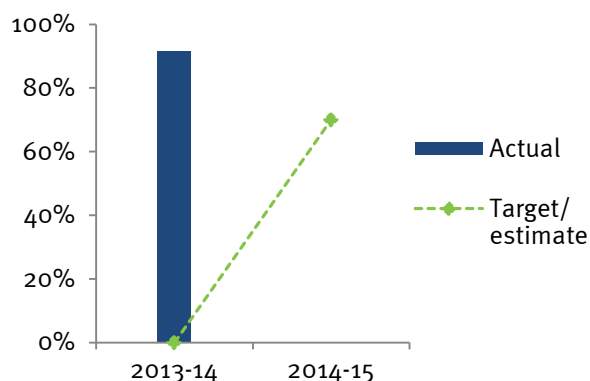
2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
New measure	New measure	0%

This is a new measure which will commence in 2014-15. This measure is designed to drive better and more-timely decisions. Actual data was available for 2013-14 and is reported here.

Percentage of total referral responses or decision notices issued that do not require an additional information request

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
New measure	New measure	91.5%

This is a new measure which will commence in 2014-15. This measure is designed to drive better and more-timely decisions. Actual data was available for 2013-14 and is the estimate of the average of the percentage of stakeholder satisfaction and the percentage of decisions or referral responses appealed.



Major project assessment, approval, facilitation and delivery

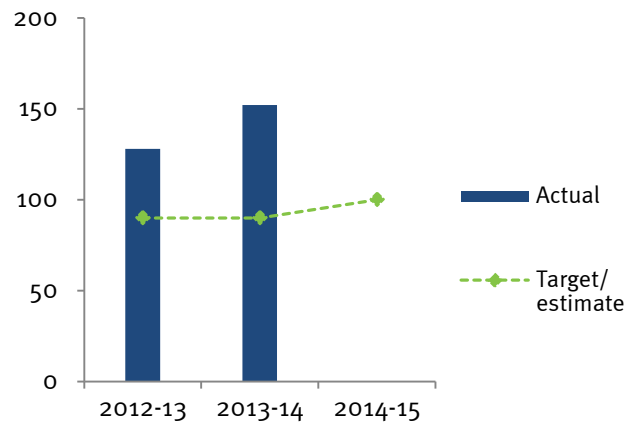
Major project assessment, approval, facilitation and delivery is a new service area for 2014-15.

Department of State Development, Infrastructure and Planning

The number of statutory decisions made by the Coordinator-General

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
90	125	152

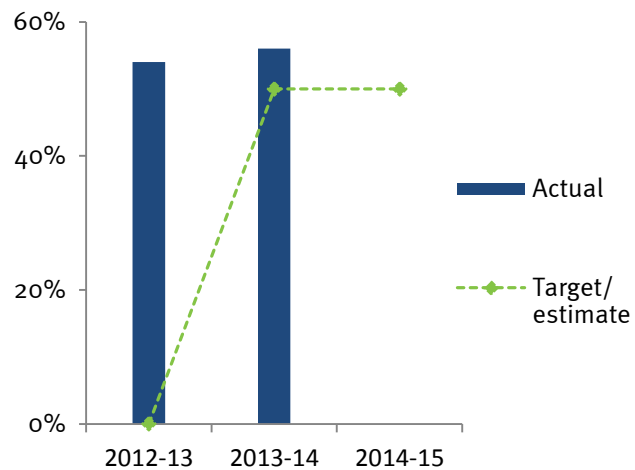
This service standard was reported in the 2013-14 SDS under the service area 'Coordinator-General'. This measure is a continuing measure that demonstrates the effectiveness of the Coordinator-General in assessing coordinated projects and providing project delivery services. The variance between the 2013-14 target/estimate and the 2013-14 actual is attributed to a number of streamlining initiatives introduced by the Coordinator-General.



Average percentage reduction in the assessment timeframes for coordinated projects

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
50%	53%	56%

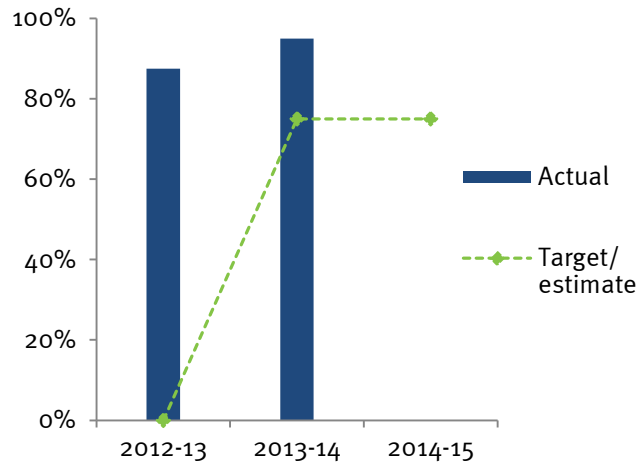
This service standard was reported in the 2013-14 SDS under the service area 'Coordinator-General'. This measure is a continuing measure that demonstrates the efficiency of the Coordinator-General in reducing assessment timeframes for declared coordinated projects. The variance between the 2013-14 target/estimate and the 2013-14 actual is attributed to a number of streamlining and efficiency initiatives introduced by the Coordinator-General.



Percentage of projects being managed, delivered or facilitated, which meet committed timeframes and approved budgets

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
75%	95%	95%

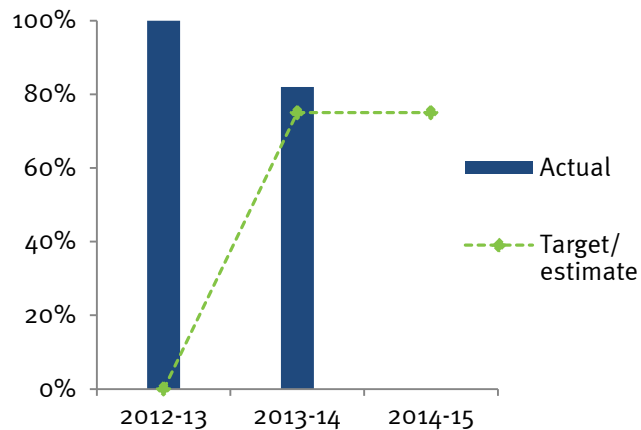
This service standard was reported in the 2013-14 SDS under the service area 'Major Projects'. The 2013-14 target/estimate was set as 75 per cent as a conservative estimate due to some elements of timeframe achievement being outside of the department's control. Due to a focus on realisation of efficiencies, a 20 per cent variance to the actual of 95 per cent was achieved.



Percentage of industry proponents indicating they are satisfied with services provided for the management, delivery or facilitation of projects

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
75%	82%	82%

This service standard was reported in the 2013-14 SDS under the service area 'Major Projects'. A survey response rate of 42.5 per cent was achieved from a pool of 40 stakeholders, with 29.4 per cent of survey respondents indicating they were very satisfied and 52.9 per cent indicating they were satisfied.

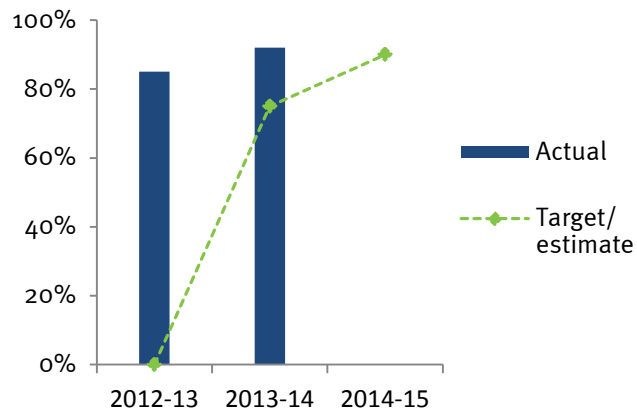


Economic Development Queensland

Percentage of projects managed, facilitated or delivered that meet committed timeframes and approved budgets

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
75%	90%	92%

The variation between the 2013-14 target/estimate and the 2013-14 actual is due to a greater number of sales being executed on time than originally forecast.



Discontinued measures

Service standards included in the 2013-14 Service Delivery Statements that have been discontinued or replaced in the 2014-15 Service Delivery Statement are reported in the following tables. For those measures which are being discontinued

from the Service Delivery Statement because they do not demonstrate the effectiveness or efficiency of services, the notes refer to where these measures will continue to be reported.

Department of State Development, Infrastructure and Planning

Driving business and economic growth

Percentage of businesses engaged in the department's targeted industry support programs reporting positive outcomes

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
70%	80%	93%

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 actual is due to targeted engagement with industry.

Gross jobs generated or safeguarded as a result of project facilitation

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
2 380	4 079	4 481

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 actual is primarily due to a more targeted approach to addressing the local content requirements of major projects by ICN Qld and a one-off attraction project with a high capital expenditure. Projects with such high capital expenditure are rare and unlikely to be repeated in future years.

Reforming Queensland's planning system

Percentage improvement in time taken for referral agency responses

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual
10%	8.6%	8.6%

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.

Percentage improvement in time taken for State Assessment manager decisions issued

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual

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

Percentage improvement in time taken for State Assessment manager decisions issued

10%	18.5%	18.5%	Assessment and Referral Agency measure designed to drive cultural change.
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Major project assessment, approval, facilitation and delivery

Percentage of stakeholders indicating they are satisfied with the quality of facilitation services for industry development and Invest Queensland services

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual	
75%	87.5%	87.5%	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 2013-14 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 reported a satisfaction rate of 80 per cent.

Economic Development Queensland

Percentage increase in private sector investment generated through successful land sales

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual	
2%	178%	158%	This measure is now captured as a value of private sector investment under the driving business and economic growth service area. These service standards were reported in the 2013-14 SDS under the Economic Development Queensland commercialised business unit. The 2013-14 actuals are higher than the targets and estimated actuals 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.

Estimated number of jobs generated

2013-14 Target/estimate	2013-14 Estimated actual	2013-14 Actual	
368	1 045	1 179	This measure is being discontinued as it is an activity measure and therefore does not demonstrate effectiveness or efficiency. These service standards were reported in the 2013-14 SDS under the Economic Development Queensland commercialised business unit. The 2013-14 actuals are higher than the targets and estimated actuals 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.