

# Business Case Development Framework

Release 3.1

OVERVIEW



**Queensland**  
Government

The Department of State Development and Infrastructure connects industries, businesses, communities and government (at all levels) to leverage regions' strengths to generate sustainable and enduring economic growth that supports well-planned, inclusive and resilient communities.

#### **COPYRIGHT**

This publication is protected by the Copyright Act 1968.

#### **CREATIVE COMMONS LICENCE**



This work, except as identified below, is licensed by the Department of State Development and Infrastructure under a Creative Commons Attribution (CC BY) 4.0 Australia licence. To view a copy of this licence, visit [creativecommons.org.au](https://creativecommons.org.au)

You are free to copy, communicate and adapt this publication as long as you attribute it as follows:

© State of Queensland, the Department of State Development and Infrastructure, 2024.

Third party material that is not licensed under a Creative Commons licence is referenced within this document. All content not licensed under a Creative Commons licence is all rights reserved. Please contact the Department of State Development and Infrastructure /the copyright owner if you wish to use this material.

#### **TRANSLATING AND INTERPRETING SERVICE**



If you have difficulty understanding a document and need an interpreter, we provide access to a translating and interpreting service. You will not be charged for this service. To contact the Translating and Interpreting Service, telephone 131 450 and ask them to telephone the Department of State Development and Infrastructure on +61 7 3328 4811.

#### **DISCLAIMER**

While every care has been taken in preparing this publication, to the extent permitted by law, the State of Queensland accepts no responsibility and disclaims all liability (including without limitation, liability in negligence) for all expenses, losses (including direct and indirect loss), damages and costs incurred as a result of decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

Any references to legislation are not an interpretation of the law. They are to be used as a guide only. The information in this publication is general and does not take into account individual circumstances or situations. Where appropriate, independent legal advice should be sought.

Copies of this publication are available on our website at [www.statedevelopment.qld.gov.au](http://www.statedevelopment.qld.gov.au) and further copies are available upon request.

#### **CONTRIBUTORS**

The following resources have been used as references in the development of this guide:

- Victorian Department of Treasury and Finance: Infrastructure investment, investment lifecycle and high-value, high-risk guidelines
- Infrastructure Australia: Assessment Framework
- NSW Treasury: The NSW Government Business Case Guidelines

#### **CONTACT US**

**T** +61 7 3328 4811  
or 13 QGOV (13 74 68)

**E** [info@dsdilgp.qld.gov.au](mailto:info@dsdilgp.qld.gov.au)

**W** [www.statedevelopment.qld.gov.au](http://www.statedevelopment.qld.gov.au)

**P** PO Box 15009, City East, Queensland 4002

**A** 1 William Street, Brisbane 4000

# 1. Purpose

The purpose of this overview document is to provide a high-level summary of the Business Case Development Framework (BCDF).

The Queensland Government uses business cases to inform infrastructure investment decisions that affect Queensland's economic and social domain. To make good decisions, the government needs quality proposals, well-developed business case documentation, and transparent and robust assessment processes.

The BCDF gives detailed guidance on what a business case analysis should contain in order to:

- » support government agencies developing infrastructure business cases
- » align with best practice and meet state and Commonwealth requirements e.g. the Queensland Government's Project Assessment Framework (PAF), Infrastructure Australia's Assessment Framework, and OGC Gateway™ Process (Gateway) assurance activities<sup>1</sup>
- » allow government to assess business cases consistently and compare investment opportunities.

The framework guides business case investment proposal through three stages:

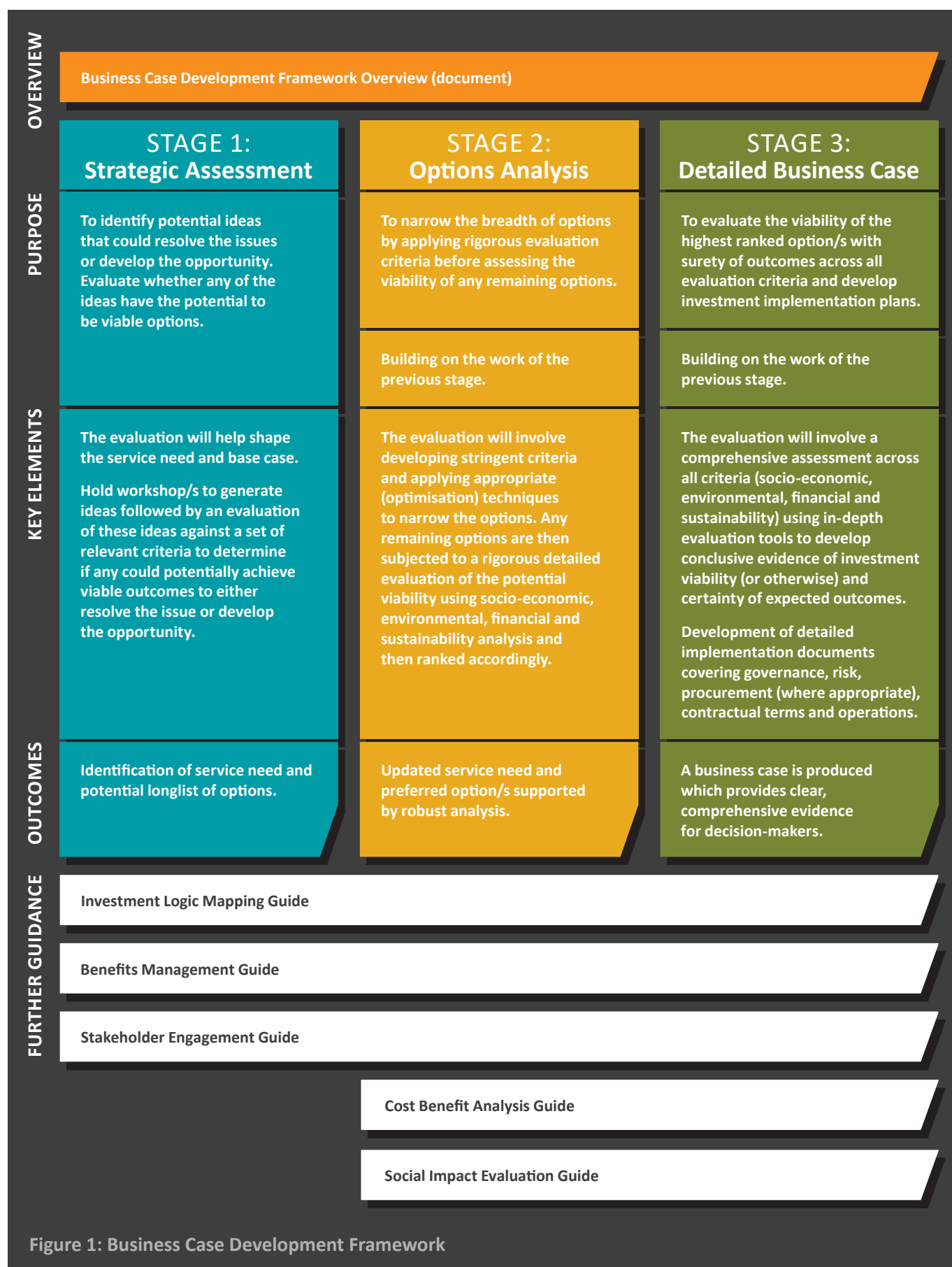
- » Stage 1: Strategic Assessment—conception
- » Stage 2: Options Analysis—generating and analysing options
- » Stage 3: Detailed Business Case—detailed analysis of the preferred option/s.

The framework also gives supplementary guidance, which is outlined in the following guides:

- » The Cost Benefit Analysis (CBA) Guide provides a systematic approach to informing an investment decision through robust and transparent analysis of costs and benefits, and assess economic viability.
- » The Benefits Management (BM) Guide provides a directed end-to-end process of identifying, defining, measuring, evaluating and reporting benefits. Its purpose is to help determine whether an initiative has achieved its intended outcomes and objectives once it is delivered.
- » The Investment Logic Mapping (ILM) Guide provides a stepped approach to identifying and mapping service needs and benefits sought, and developing potential initiatives that address the service need.
- » The Stakeholder Engagement (SE) Guide provides a detailed lifecycle approach to engaging stakeholders to support the development and implementation of communications and engagement activities.
- » The Social Impact Evaluation (SIE) Guide provides clarity around the relationship between social impacts, risks and benefits including additional elements of the business case.

The framework stages are outlined in Figure 1, which illustrates how a business case progresses. It highlights the purpose, considerations and outcomes at each stage. This diagram also appears in each of the stage guides to help users navigate the framework.

<sup>1</sup> In 2001, the United Kingdom's Office of Government Commerce (OGC) developed and implemented the OGC Gateway™ Process (Gateway) for application across major government programs and projects. The Queensland Government has endorsed the use of Gateway for major infrastructure programs and projects.



## 2. Principles

The Queensland Government supports a robust, principles-based approach to developing business cases for investment. The approach encourages collaboration between stakeholders to develop clear, concise and evidence-based investment proposals.

The principles-based approach considers the business case framework methodology and applies the principles that every business case is unique, consistent yet flexible, and can adapt to the scale and complexity of a proposal (refer Figure 2).



## 2.1 Business case attributes

A solid, well-founded business case has several key attributes. These attributes are consistent across agencies and proposals as summarised in Table 1.

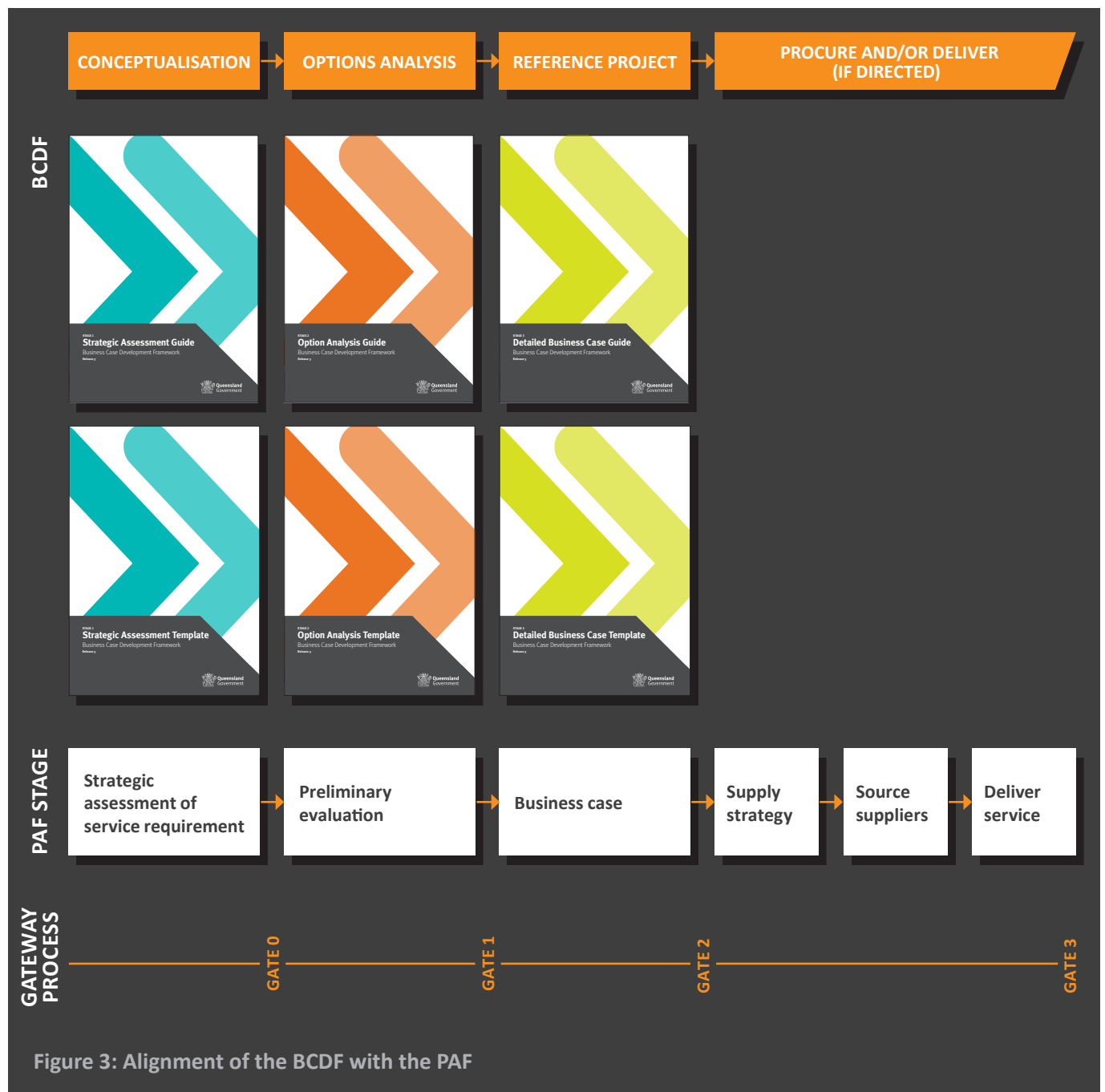
**Table 1: Key business case attributes**

	ATTRIBUTE	DESCRIPTION
<b>Focus</b>	Service need driven	Address a clearly defined and articulated service and/or business need in your investment proposals.
	Benefits driven	Ensure the achievement of benefits is the primary goal underpinning the investment design and business case analysis.
	Evidence based	Support any advice to decision-makers with transparent and robust analysis, data and information.
<b>Approach</b>	Robust	Use a precise analytical approach in the evaluation of the business case to ensure the outcomes are valid and reliable.
	Risk focused	Consider risk throughout the development of the proposal and include details of how you propose to manage the identified risks.
	Life cycle	Develop investment proposals with a whole-of-life, whole-of-system view, including a focus on sustainability and resilience.
	Fit for purpose	Ensure the extent of the business case evaluation and the level of detail reflects the context, service need, scale and complexity of the proposal.
<b>Alignment</b>	Holistic	Reference the broader environment/system the proposal is a part of, and show how it will integrate with that to maximise benefits.
	Stakeholder engagement	Stakeholder views and level of impact are a critical factor in establishing the service need and potential demand. Consider stakeholders' expectations and needs when evaluating solutions.
	Strategically aligned	Align your investment proposal to agency, state, federal, regional and local priorities where appropriate, and explain how it contributes to those strategic outcomes.
	Net benefit	Explain how the investment will deliver a net benefit to Queensland and align with the Queensland Government's policy priorities and strategic agenda.

### 3 Business Case Development Framework

The foundation for the BCDF is the Queensland Government's Project Assessment Framework (PAF).

The alignment between the two frameworks is shown in Figure 3.



## 3.1 Broader environment

The BCDF has been developed to support and integrate with frameworks and infrastructure investment systems at both state and federal levels.

Key frameworks the BCDF currently integrates with are outlined in Table 2.

**Table 2: BCDF and the broader policy environment**

GUIDELINE, POLICY OR FRAMEWORK	DESCRIPTION OF INTEGRATION
<b>Government's Project Assessment Framework (PAF)</b>	The BCDF aligns with the PAF.
<b>Financial and Performance Management Standard (FPMS)</b>	<p>The FPMS requires departments and statutory bodies to be aware of requirements of the Project Assessment Framework.</p> <p>Section 18(4) requires accountable officers and statutory bodies to have regard to the PAF when preparing asset evaluations.</p>
<b>Infrastructure Australia's (IA) Assessment Framework</b>	<p>IA is an independent statutory body with a mandate to prioritise and progress nationally significant infrastructure.</p> <p>IA's Assessment Framework sets out the approach used to identify potential infrastructure solutions that address nationally significant infrastructure challenges and opportunities for inclusion in the IA Infrastructure Priority List.</p> <p>The BCDF supports investment proposals that seek IA involvement by broadly aligning to IA's Assessment Framework.</p>
<b>Queensland State Infrastructure strategy (SIS) and Regional Infrastructure Plans (RIPs)</b>	<p>The SIS outlines the strategic direction for the planning, investment and delivery of infrastructure in Queensland.</p> <p>The SIS and supporting RIPs identify what the government ultimately wants from its infrastructure and how this can best be achieved. Importantly, it is designed to provide confidence and certainty to business, industry and the community by taking a place-based approach ensuring regionally significant infrastructure needs are considered and prioritised.</p> <p>The BCDF supports the alignment of investment proposals and business cases with the SIS's options assessment and options alignment processes.</p>
<b>Other frameworks and coordination activities</b>	<p>The BCDF incorporates other processes including:</p> <ul style="list-style-type: none"> <li>» Gateway Reviews, Queensland Treasury</li> <li>» Gate Reviews, Queensland Government Chief Information Office.</li> </ul> <p>The BCDF is designed to integrate effectively with the existing systems and processes of government agencies and government-owned corporations to ensure investment proposals and business cases are developed effectively and administrative burden is minimised.</p>



## Notes

[illegible]

## Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.



Find out how we mean business at  
[qld.gov.au/growingqld](https://qld.gov.au/growingqld)

Connect with us [@GrowingQld](#)

