

SARA Key Performance Indicators (KPIs) for 2020-21

Overview

The State Assessment and Referral Agency (SARA) adopts annual Key Performance Indicators (KPIs) to help drive and maintain a high-level of performance, professionalism and efficiency in carrying out its development assessment functions. KPIs are an integral component of SARA's culture of continuous improvement, enabling performance monitoring, target setting and transparent annual reporting to its customers and stakeholders.

As part of SARA's ongoing commitment to improving its service delivery and transparent performance monitoring under the *Planning Act 2016* and Development Assessment Rules, the SARA KPIs tabled below have been adopted for the 2020-21 financial year.

The adopted KPIs are deliberately challenging and comprise a mix of quantitative and qualitative performance measures, covering the following key areas:

- information requests and further advice
- assessment timeframes
- post-decision processes
- appeals
- FastTrack5
- customer satisfaction in relation to pre-lodgement processes and overall SARA performance.

SARA will publish its annual KPI report, detailing actual performance against the adopted KPIs, at the completion of the 2020-21 financial year. This report will be available for viewing on the Queensland Government Planning Group website.

Quantitative KPIs

Data for the quantitative KPIs is obtained from either MyDAS2 or internal SARA registers. Quantitative KPIs allow for a detailed analysis of a broad range of assessment timeframes and statistics.

Information requests and further advice

KPI #	Measure	Target
When an information request is not required / issued		
1.	As assessment manager, percentage of applications decided without an information request Note: excludes applications where the applicant has 'opted out' of an information request	85 per cent of applications are decided without requiring an information request
2.	As referral agency, percentage of responses issued without an information request Note: excludes applications where the applicant has 'opted out' of an information request	85 per cent of referral responses are issued without requiring an information request
When an information request is required / issued		
3.	As assessment manager, the time taken to issue an information request	Less than or equal to 8 median business days Note: relevant statutory timeframe is 10 business days
4.	As referral agency, the time taken to issue an information request	Less than or equal to 8 median business days Note: relevant statutory timeframe is 10 business days
When further advice is required / issued		
5.	As assessment manager, the time taken to issue initial further advice	Less than or equal to 11 median business days Note: no statutory timeframe
6.	As referral agency, the time taken to issue initial further advice	Less than or equal to 11 median business days Note: no statutory timeframe

Assessment timeframes

KPI #	Measure	Target
7.	As assessment manager, the time taken to assess an application and issue a decision notice Note: excludes time taken for applicant to respond to any information request	Less than or equal to 22 median business days Note: relevant statutory timeframe is 35 business days
8.	As referral agency, the time taken to assess an application and issue a referral agency response Note: excludes time taken for applicant to respond to any information request	Less than or equal to 20 median business days Note: relevant statutory timeframe is 25 business days

KPI #	Measure	Target
9.	As assessment manager, the time taken to assess change representations (request for negotiated decision notice)	Less than or equal to 15 median business days Note: relevant statutory timeframe is 20 business days
10.	As referral agency, the time taken to assess representations about a referral agency response	Less than or equal to 13 median business days Note: relevant statutory timeframe is prior to the assessment manager's decision

Post-decision processes

KPI #	Measure	Target
11.	As responsible entity, the time taken to assess a minor change application and issue a changed notice/response Note: KPI applies only when there is no affected entity	Less than or equal to 14 median business days Note: relevant statutory timeframe is 20 business days
12.	As assessment manager, the time taken to assess an "other change" application and issue a decision notice Note: excludes time taken for applicant to respond to any information request	Less than or equal to 22 median business days Note: relevant statutory timeframe is 35 business days
13.	As referral agency, the time taken to assess an 'other change' application and issue a referral agency response Note: excludes time taken for applicant to respond to any information request	Less than or equal to 20 median business days Note: relevant statutory timeframe is 25 business days
14.	As assessment manager, the time taken to assess and decide an extension to relevant period request	Less than or equal to 7 median business days Note: relevant statutory timeframe is 20 business days

Appeals

KPI #	Measure	Target
15.	Percentage of total decisions and responses appealed Note: Appealable decisions includes assessment manager decisions, concurrence agency responses, permissible changes and extension to relevant periods	Less than 2 per cent

FastTrack5

KPI #	Measure	Target
16.	Percentage of FastTrack5 referral responses issued within 5 business days ¹	100 per cent of FastTrack5 referral responses are issued within 5 business days

Qualitative KPIs

Data for the qualitative KPIs is obtained from the annual SARA customer satisfaction survey. Qualitative data provides a valuable insight into the experiences and satisfaction levels of SARA customers and stakeholders.

Customer satisfaction

KPI #	Measure	Target
17.	Level of customer satisfaction with the pre-lodgement process	90 per cent of respondents are satisfied with SARA's pre-lodgement meeting processes
18.	Level of customer satisfaction with overall performance as assessment manager or referral agency	80 per cent of respondents are satisfied with SARA's overall performance as assessment manager or referral agency

¹ When payment made by applicant via credit card