

Strategic measures 2022-23

Performance indicators and measures against Strategic Plan 2022-26

Objective 1 – Improve social and economic outcomes for Queenslanders across the State

| Performance indicator | Strategic measures * | Collection/ Reporting | Division | Branch/ Unit |
|---|--|--|-------------|--------------------|
| Partner organisations are actively engaged in delivering services | Partner with community housing peak bodies, industry bodies, specialist homelessness services, the community housing sector and private sector to deliver and implement the Queensland Housing and Homelessness Action Plan 2021-25. | Annual | Housing | |
| | Ratio of Queensland Government investment in the Mobile Black Spot Program to co-investment made by partners | Annual | Digital | BPSI |
| | Leverage all of existing Queensland Mobile Black Spot Program funding in 2021-22 to maximise benefit to Queensland | Annual | Digital | |
| Services meet the needs of customers through grants and assistance schemes | Percentage of Community Recovery Emergency Hardship Assistance applications processed for payment within 24 hours (SDS) | Annual (only applies when DRFA personal hardship grants are activated) | Communities | Community Recovery |
| | Proportion of total new households assisted to access rental accommodation who moved into the private rental market (SDS) | Quarterly | Housing | |
| | Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need (SDS) | Quarterly | Housing | |
| | Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need (SDS) | Quarterly | Housing | |
| | Percentage of clients who were homeless or at risk of homelessness who needed assistance to obtain or maintain independent housing and obtained or maintained independent housing after support (SDS) | Annual | Housing | |

| Performance indicator | Strategic measures * | Collection/ Reporting | Division | Branch/ Unit |
|--|--|-----------------------|-------------|--------------------|
| | Percentage of whole-of-government ICT spend awarded to small to medium sized enterprises (transactions over \$5,000) (New SDS measure) | Quarterly | Digital | ICTSS |
| | Percentage of contracted service capacity for in-home and community connection support used (SDS) | Quarterly | Communities | Community Services |
| Increased utilisation of, and visitation to cultural facilities | Percentage cost of delivering facilities management (SDS) | Annual | Arts | |
| | Utilisation of arts-owned and/or managed arts and cultural facilities (SDS) | Quarterly | Arts | |
| Engagement in Queensland's arts and cultural activities | Government funding provided direct to arts and cultural sector as a proportion of total investment program budget (SDS) | Quarterly | Arts | |

Objective 2 – Ensure Aboriginal and Torres Strait Islander peoples and their culture are central to all engagement, design and delivery

| Performance indicator | Strategic measures * | Collection/ Reporting | Division | Branch/ Unit |
|---|--|-----------------------|-------------|--|
| Culturally safe and responsive services | Number of staff completing mandated 'Starting the Journey Program' (online) | Bi-annually | SCS | Aboriginal and Torres Strait Islander Strategy |
| | Number of Aboriginal and Torres Strait Islander peoples employed (Diversity) – Target 3% - | Bi-annually | SCS | Aboriginal and Torres Strait Islander Strategy |
| | Number of staff completing awareness training including Building on the Strengths of our Stories and SBS (online) cultural training | Annual | Communities | QSA |
| | Number of employees who have undertaken human rights training | Quarterly | SCS | HR |
| Policies, processes and practices prioritise co-design, person-centred and place-based principles and protect and promote human rights | Percentage of Aboriginal and Torres Strait Islander peoples on independent peer assessor panels for AQ investment programs. | Bi-annually | Arts | |
| | Number of place-based, community-led local housing plans across Aboriginal and Torres Strait Islander communities – Target 30 plans across 2021-23 | Annual | Housing | |
| Relationships with Aboriginal and Torres Strait Islander people and communities are strengthened | Engagement opportunities with Aboriginal Torres Strait Islander arts and cultural sector support First Nations led outcomes | Annual | Arts | |
| | Partner with the Aboriginal and Torres Strait Islander Housing peak body to deliver and implement actions under the Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023 and the Queensland Housing and Homelessness Action Plan 2021-25. | Quarterly | Housing | |
| | Outcomes of Community Engagement Strategy for engaging with Aboriginal and Torres Strait Islander individuals and communities delivered | Bi-annually | Communities | QSA |

Objective 3 – Integrated and proactive frontline services, assistance and programs for Communities, Housing, Digital and the Arts

| Performance indicator | Strategic measures * | Collection/ Reporting | Division | Branch/ Unit |
|--|---|-----------------------|-------------|--------------------|
| Services are responsive, efficient and accessible | Percentage of department owned social rental housing dwellings in acceptable condition (SDS) | Quarterly | Housing | |
| | Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards (SDS) | Annual | Housing | |
| | Cost per customer interaction (phone, counter, online) provided by Smart Service Queensland (SDS) | Quarterly | Digital | SSQ |
| | Percentage of under occupied government-owned and managed social rental housing (SDS) | Quarterly | Housing | |
| | Proportion of government-owned social rental housing stock matched to greatest demand (SDS) | Quarterly | Housing | |
| | Average tenancy and property management administration cost per households assisted with social rental housing (SDS) | Annual | Housing | |
| | Recurrent cost per client accessing homelessness services (SDS) | Annual | Housing | |
| | Cost to Queensland State Archives per record accessed (SDS) | Quarterly | Communities | QSA |
| | CAA operating surplus/(deficit) (SDS) | Annual | SCS | CAA |
| | Cost per pay for salary-based employees (SDS) | Annual | SCS | CAA |
| | Percentage increase in online engagement with the archival collection held at Queensland State Archives (SDS) | Quarterly | Communities | QSA |
| Partner organisations are actively engaged in delivering services | Percentage of clients assessed for Queensland Community Support Scheme eligibility and needs within 10 business days | Quarterly | Communities | Community Services |
| | Regional arts delivery through RASN, RADF and IRADF and other partnership funding initiatives, deliver services across the state. | Annual | Arts | |
| Customers are satisfied with services | Percentage of grant recipients who are satisfied AQ investment programs delivered intended objectives. | Annual | Arts | |

| Performance indicator | Strategic measures * | Collection/ Reporting | Division | Branch/ Unit |
|-----------------------|---|-----------------------|----------|--------------|
| | Percentage of customers satisfied with the services provided by Smart Service Queensland on behalf of government agencies (SDS) | Annual | Digital | SSQ |
| | Level of overall satisfaction – Public Housing (SDS) | Biennially | Housing | |
| | Level of client satisfaction – Community Housing (SDS) | Biennially | Housing | |

Objective 4 – A thriving digital economy where Queenslanders, their businesses and communities can transact successfully with Government and each other

| Performance indicator | Strategic measures * | Collection | Division | Branch/ Unit |
|--|---|--|-------------|--------------------|
| Services are responsive, efficient and accessible | CITEC ICT service availability (SDS) | Monthly/Quarterly | Digital | CITEC |
| | Percentage of datasets available on data.qld.gov.au achieving a data usability rating of 3 out of 5 or higher (SDS) | Quarterly | Digital | DIS |
| | Number of pays processed per full-time equivalent (FTE) per fortnight (SDS) | Quarterly | Digital | QSS |
| | Number of accounts payable transactions processed per FTE per annum (SDS) | Quarterly | Digital | QSS |
| | Operating cost per \$1000 managed spend on ICT products and services (SDS) | Annual | Digital | ICTSS |
| | CITEC ICT Earnings before interest and tax less Depreciation and Amortisation (EBITDA) (SDS) | Quarterly | Digital | CITEC |
| | CITEC IB Earnings before interest and tax less Depreciation and Amortisation (EBITDA) (SDS) | Quarterly | Digital | CITEC |
| Customers and stakeholders are satisfied with services | CITEC ICT overall customer satisfaction (SDS) | Annual | Digital | CITEC |
| | CITEC IB overall customer satisfaction (SDS) | Annual | Digital | CITEC |
| | Overall customer satisfaction with Human Resources Services (SDS) | Monthly/Quarterly | Digital | QSS |
| | Overall customer satisfaction with Finance services (SDS) | Monthly/Quarterly | Digital | QSS |
| | Overall customer satisfaction with CAA services (SDS) | Annual | SCS | CAA |
| | Overall customers consider CAA services are value for money (SDS) | Annual | SCS | CAA |
| | Percentage of respondents who found Community Recovery Emergency Hardship Assistance payments easy to apply for | Annual (only applies when DRFA personal hardship grants are activated) | Communities | Community Recovery |

Objective 5 – Adhere to the highest standards of professional conduct and integrity and embed best practices in everything we do

| Performance indicator | Strategic measures * | Collection | Division | Branch/ Unit |
|---|---|------------|----------|--------------|
| Employee and customer satisfaction | Increase in organisational leadership and engagement workplace climate as measured in the department's Working for Queensland Survey | Annual | SCS | HR |
| Effective leadership | Number of employees who have undertaken leadership and management training and initiatives | Quarterly | SCS | HR |
| | Increase in organisational leadership and engagement workplace climate as measured in the department's Working for Queensland Survey | Annual | SCS | HR |
| Workplaces and services are culturally safe | Number of employees who have undertaken Cultural Capability training | Quarterly | SCS | HR |
| Systems are connected and responsive | New measure (to be developed) | TBA | SCS | TBA (DBG) |
| | Internal Audit Plan substantially delivered. Management and ad-hoc requests triaged and delivered. | Quarterly | SCS | IA |
| A diverse workforce | Percentage of employees who have undertaken mandatory diversity training (SBS modules) | Quarterly | SCS | HR |
| | Progress towards diversity targets: <ul style="list-style-type: none"> - First Nations – 3% - People with disability – 8% - CALD – 10% - Women in senior leadership roles – 50% | Quarterly | SCS | HR |