Service Performance

Local Government

**Service area objective**
Provide high quality and timely administration of both the local government system and local government funding programs.

**Service area description**
In achieving its objective, the service area:

- administers the **Local Government Act 2009**, the **City of Brisbane Act 2010**, the **Local Government Electoral Act 2011** and the **Aboriginal and Torres Strait Island Communities (Justice, Land and Other Matters) Act 1984** (Part 9, Division 2 and Part 10), providing a strategic policy and legislative framework for local government in Queensland
- administers local government funding programs, including the assessment and evaluation of funding submissions, supporting councils to deliver vital services and essential infrastructure in their communities
- develops and delivers targeted and high-quality capacity building resources, training and solutions for councils to underpin strong and responsive local government for Queensland
- assists local governments to identify opportunities for inter-council collaboration to build capacity and create efficiencies
- supports local governments to build their integrity, governance and financial sustainability
- administers the councillor conduct complaints system in accordance with legislation.

**Services**
- Administration of the local government system
- Administration of funding programs

**Service area highlights**
In 2018-19 the service area:

- extended the Works for Queensland program, supporting job creation and infrastructure investment across regional Queensland
- worked with stakeholders to respond to and implement recommendations from the *Review of Grants to Local Governments: Current and Future State Assessments* with the aim of delivering improved efficiency in funding program administration
- appointed an Independent Assessor and established the Office of the Independent Assessor to manage the local government councillor complaints process enhancing the integrity of the local government system and improving governance practices
- implemented a mandatory code of conduct for local governments
- worked with key stakeholders to implement the recommendations from the Crime and Corruption Commission report *Operation Belcarra: A blueprint for integrity and addressing corruption risk in local government*
- developed and delivered training both face to face and online to underline the importance of local government integrity, governance and sustainability
- negotiated sponsorships with the Local Government Association of Queensland, Local Government Managers Australia (Queensland), Australian Local Government Women’s Association Queensland and Local Government Finance Professionals Queensland. Sponsoring these industry associations supports the growth and development of a strong local government sector.
## Service: Administration of the local government system

**Service standards**

<table>
<thead>
<tr>
<th>Effectiveness measure</th>
<th>Target/Est.</th>
<th>Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of satisfaction of local governments (Mayors and CEOs) with the effectiveness,</td>
<td>85%</td>
<td>90%</td>
<td>✔️</td>
</tr>
<tr>
<td>timeliness and quality of advice, services and support provided by the department</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficiency measure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average cost of administering and managing the councillor conduct complaints process per</td>
<td>$12,600</td>
<td>$7,500</td>
<td>✔️</td>
</tr>
<tr>
<td>local government</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of capacity building per local government</td>
<td>$22,100</td>
<td>$26,900</td>
<td>✔️</td>
</tr>
</tbody>
</table>

### Notes:
1. This service standard measures the overall level of stakeholder satisfaction with all dimensions of the service.
2. This service standard has been discontinued in 2019-20 as the councillor complaints management and administration functions transitioned from the department to the Office of the Independent Assessor on 3 December 2018. The 2018-19 Actual is lower than the target estimate as it reflects services performed by the department for the period 1 July to 2 December 2018 after which the services were provided by the Office of the Independent Assessor.
3. Costs include capital and labour costs involved in developing resources and publications and in delivering training programs that focus on building the capacity of councils to undertake their roles and responsibilities, averaged across the 77 local governments. The variance between the 2018-19 Target/Estimate and the 2018-19 Actual is due to additional training and support provided as part of the local government rolling reform agenda and the implementation of recommendations from the Crime and Corruption Commission’s report Operation Belcarra: A blueprint for integrity and addressing corruption risk in local government. This additional support will continue into 2019-20.
Racing

Service area objective
Administer the Racing Act 2002 and manage programs that support a viable, prosperous racing industry in Queensland.

Service area description
The service area provides policy advice to government on matters relevant to the commercial operation and viability of the racing industry.

Service area highlights
In 2018-19 the service area:

- supported racing in regional communities with additional funding for country race clubs across Queensland as part of a $70.4 million four-year country racing package
- worked closely with Racing Queensland and other stakeholders both externally and across government to create and maintain a sustainable racing industry
- supported racing infrastructure development through administration of the Racing Infrastructure Fund.

<table>
<thead>
<tr>
<th>Department of Local Government, Racing and Multicultural Affairs</th>
<th>Notes</th>
<th>2018–19 Target/Est.</th>
<th>2018–19 Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service area: Racing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service standards</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Effectiveness measure</strong></td>
<td>1</td>
<td>95%</td>
<td>95%</td>
<td>✔</td>
</tr>
<tr>
<td>Percentage of country race meetings in the approved schedule that are conducted</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Efficiency measure</strong></td>
<td>2</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
</tr>
<tr>
<td>Grant monies paid as a percentage of the total non-capital grant budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

✔ Achieved or exceeded target  ▼ Result is below target

Notes:
1. The Country Race Package supports the continued provision of country race meetings. Under the grant deed, Racing Queensland provides the department with a race meeting schedule by 30 April for the upcoming financial year. This measure reports on the proportion of scheduled meetings that proceed. A small number of meetings may be cancelled each year due to the weather or unforeseen problems. This service standard measures the effectiveness of the department in supporting country racing through funding prize money to enable events to be held across the state.
2. This service standard will be discontinued in 2019-20 as it does not meet the definition for an efficiency measure outlined in the Queensland Government Performance Management Framework. It will not be reported on elsewhere. It has been replaced with a new efficiency service standard commencing in the 2019-20 Service Delivery Statement - Average cost per hour of policy advice and support.
Multicultural Affairs

Service area objective
To promote Queensland as a unified, harmonious and inclusive community.

Service area description
The service area:

- leads strategies to improve access and opportunities for people from culturally and linguistically diverse backgrounds
- invests in community events that celebrate and promote Queensland’s multicultural identity, increase community awareness of benefits of multiculturalism, foster community cohesion and support equal access to opportunities by people from diverse cultural backgrounds
- invests in projects that build community relationships to foster inclusion and participation of migrants and refugees in a range of activities
- invests in programs that facilitate social connectedness for culturally and linguistically diverse individuals and groups.

Service area highlights
In 2018-19 the service area:

- supported programs that promote intercultural connections and celebrate Queensland’s multiculturalism including the Community Action for a Multicultural Society Program and the Celebrating Multicultural Queensland Program
- led policy and initiatives which supported the principles of the Multicultural Queensland Charter including the Multicultural Queensland Ambassador Program and the Multicultural Queensland Charter Speaker series
- supported refugees and asylum seekers through community coordination of financial and material assistance
- led strategies to strengthen welcome and inclusion in local councils through partnering with Welcoming Cities
- finalised and implemented the Multicultural Affairs engagement strategy.

<table>
<thead>
<tr>
<th>Department of Local Government, Racing and Multicultural Affairs</th>
<th>Notes</th>
<th>2018–19 Target/Est.</th>
<th>2018–19 Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service area: Multicultural Affairs</td>
<td></td>
<td>1 million</td>
<td>1.1 million</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Service standards**

**Effectiveness measure**
Number of people attending events funded by Multicultural Affairs

<table>
<thead>
<tr>
<th>Notes</th>
<th>2018–19 Target/Est.</th>
<th>2018–19 Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 million</td>
<td>1.1 million</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Efficiency measure**

<table>
<thead>
<tr>
<th>Notes</th>
<th>2018–19 Target/Est.</th>
<th>2018–19 Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

✔ Achieved or exceeded target  
◊ Result is below target

Notes:
1. The attendance count at funded events is a proxy effectiveness measure for this service area. Attendance at events is estimated through funding proposals and acquittal reports submitted by organisations funded under the Celebrating Multicultural Queensland Program. A new effectiveness measure based on a client engagement survey is currently being considered for the 2020-21 Service Delivery Statement for this service area.
2. A new efficiency measure – Average cost per hour of policy advice and support – has been included in the 2019-20 Service Delivery Statement for this service area.