

# Appendix 2

## 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 Islander Communities (Justice, Land and Other Matters) Act 1984* (Part 9, Div 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.

## Services

Administration of the local government system

Administration of funding programs

Local Government	2019–20 Target/Est	2019–20 Actual	Result
Service: Administration of the local government system			
<b>Service standards</b>			
<i>Effectiveness measure</i>			
Level of satisfaction of local governments (mayors and chief executive officers) with the effectiveness, timeliness and quality of advice, services and support provided by the department <sup>1</sup>	85%	90%	✓
<i>Efficiency measure</i>			
Cost of capacity building per local government <sup>2</sup>	\$35,300	\$42,900	✗
<b>Service: Administration of funding programs</b>			
<b>Service standards</b>			
<i>Effectiveness measure</i>			
Level of satisfaction of local governments (mayors and chief executive officers) with the administration of local government funding programs <sup>3</sup>	85%	90%	✓
<i>Efficiency measure</i>			
Administration costs as a percentage of all funding distributed <sup>4</sup>	<0.65%	0.36%	✓

### Notes:

<sup>1</sup> This service standard measures overall satisfaction with services and support provided to local governments considering timeliness, quality and effectiveness. The data is collected through an annual survey of local governments' mayors and chief executive officers.

<sup>2</sup> This service standard measures average cost of capacity building per local government. Costs used in the calculation include number of full-time equivalent positions delivering the capacity building programs, provision of external facilitators and non-labour costs of venue hire, equipment hire, travel, catering, allowances and accommodation. The variance between the 2019–20 target estimate and the 2019–20 actual is due to the provision of additional training and the delivery of online resources to support the ongoing implementation of recommendations from the Crime and Corruption Commission report – *Operation Belcarra: A blueprint for integrity and addressing corruption risk in local government* – and the provision of induction training for newly elected local government councillors following the 2020 local government elections.

<sup>3</sup> This service standard measures overall satisfaction with administration of local government funding programs. The data is collected through an annual survey of local governments' mayors and chief executive officers.

<sup>4</sup> Total administration costs include labour and related costs and are expressed as a percentage of the total value of local government funding programs distributed. The variance between the 2019–20 target estimate and the 2019–20 actual is due to introduction of more efficient funding administration processes.

## 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 the administration of the *Racing Act 2002* and matters relevant to the commercial operation and sustainability of the racing industry
- administers programs related to the provision of Queensland Government funding to the racing industry.

Racing	2019–20 Target/Est	2019–20 Actual	Result
<b>Service standards</b>			
<i>Effectiveness measure</i>			
Percentage of country race meetings in the approved schedule that are conducted <sup>1 2</sup>	95%	76%	✗
<i>Efficiency measure</i>			
Average cost per hour of policy advice and support <sup>3</sup>	\$98	\$84	✓

#### Notes:

<sup>1</sup> The Country Racing Program (CRP) is administered by the department and supports the continued provision of country race meetings. Under the CRP Grant Deed, Racing Queensland provides a race meeting schedule to the department in April each year, for the following financial year. The service standard reports on the proportion of scheduled race meetings held and is considered a measure of the effectiveness of the department in delivering ongoing funding support for country race events across the state. In 2019–20 funding from the CRP enabled Racing Queensland to attain the targeted 95% delivery of scheduled country racing meetings until the end of March 2020. The end of year result was impacted by the COVID 19 pandemic in the final quarter of the year.

<sup>2</sup> The variance between the 2019–20 target and actual is due to the impact of the COVID-19 pandemic resulting in a reduced number of scheduled race meetings being held in 2019–20.

<sup>3</sup> This service standard measures the average cost per hour for the provision of policy advice and support related to racing. Costs are based on the number of full-time equivalent positions providing racing related policy advice and support. A staff vacancy for part of the year resulted in the variance between the 2019–20 target estimate and the 2019–20 actual result.

## Multicultural Affairs

### Service area objective

Promote Queensland as a unified, harmonious and inclusive community.

### Service area description

The service area:

- leads the implementation of the *Multicultural Recognition Act 2016* and the Queensland Multicultural Policy and Action Plan
- promotes the principles of the Multicultural Queensland Charter across all levels of government, business and the community
- 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 multiculturalism and intercultural connections
- invests in projects that support pathways to participation, particularly for migrants and refugees
- invests in programs that facilitate social connectedness across and between groups.

Multicultural Affairs	2019–20 Target/Est	2019–20 Actual	Result
<b>Service standards</b>			
<i>Effectiveness measure</i>			
Number of people attending events funded by Multicultural Affairs <sup>1 2</sup>	1 million	677,844 <sup>3</sup>	✗
<i>Efficiency measure</i>			
Average cost per hour of policy advice and support <sup>4</sup>	\$68	\$66	✓

#### Notes:

<sup>1</sup> The attendance count at funded events is a key proxy measure of inter-cultural connections, respect for and valuing of diversity within communities. Attendance at events is estimated through funding proposals and acquittal reports submitted by organisations funded under the *Celebrating Multicultural Queensland* (CMQ) grants program.

<sup>2</sup> The 2019–20 actual has been collated by counting the total number of attendances as reported in event funding acquittals and the attendance numbers as anticipated by event organisers who are yet to submit acquittal reports.

<sup>3</sup> The variance between the 2019–20 target and the 2019–20 actual was largely due to the impact of the COVID-19 pandemic. For example 61 events with total anticipated attendance of 502,210 have been postponed to a later date in 2020–21 or beyond.

<sup>4</sup> This service standard informs on the total cost per hour for the provision of policy advice and support. The calculation methodology applied to determine the average cost per hour is the total cost of budgeted FTEs per financial year divided by the total of cumulative recurrent standard hours per financial year.

## Independent Assessor

### Service area objective

Enhance the integrity and sustainability of the local government system by administering the councillor complaints framework.

### Service area description

The Office of the Independent Assessor (OIA) was established on 3 December 2018 as part of a wider reform designed to streamline and simplify the councillor complaints framework. The service area:

- undertakes the initial assessment of all complaints about councillor conduct
- investigates misconduct complaints against local government mayors and councillors and where appropriate, prosecutes those complaints in the Councillor Complaints Conduct Tribunal and the Magistrates Court
- works with local governments to improve integrity and reduce instances of inappropriate conduct, misconduct and corrupt conduct.

### Service Standards

Service Standards for the OIA have not been included in the 2019–20 Service Delivery Statement as it was the first year of operation.

### Service area achievements

In 2019–20 the Independent Assessor:

- designed and implemented a new case management software system resulting in improved efficiency and enhanced complaints management processes across all aspects of work undertaken
- utilised complaints and investigations data to identify recurring misconduct risks and worked with stakeholders to strengthen capacity, accountabilities and ethical practice.