



Attachment 2

Strategic Plan performance measures

To be read in conjunction with the
QBCC Strategic Plan 2019-2023

Performance measures supporting each Key Result Area

Objective	Key Result Area	Supporting performance measure
Promote quality, safety, security of payment and licensee sustainability	<ol style="list-style-type: none"> a. Results of regulatory operational activities b. Industry awareness, understanding of, and willing compliance with the law 	<ol style="list-style-type: none"> a. Qualitative statements about the regulatory activities undertaken by the QBCC b. Qualitative statements about the activities QBCC undertakes to communicate and engage with industry to raise awareness
Deliver regulatory and insurance services that are timely, accurate, fair and transparent	<ol style="list-style-type: none"> a. Perception of fairness in decision-making b. Quality of decision-making c. Timely decisions and services delivered 	<ol style="list-style-type: none"> a. Perception of fairness in decision making: percentage of survey respondents agree the final decision was fair b. Qualitative statements about the actions QBCC is taking to help staff make better decisions b. Percentage of Internal Review decisions overturned by the Queensland Civil and Administrative Tribunal c. Performance of Service Delivery Statement service standards <ul style="list-style-type: none"> • Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair • Percentage of decisions overturned by the Queensland Civil and Administrative Tribunal • Cost of recovering \$1.00 of funds owed to creditors • Percentage of early dispute resolution cases finalised within 28 days • Average number of days to process licence applications • Percentage of owner builder permits approved within 15 working days • Percentage of adjudication applications referred to an adjudicator within 4 days • Percentage of insurance claims for defective work assessed and response provided within 35 business days • Percentage of internal review applicants contacted within 2 business days • Average processing time for an early dispute resolution case • Average approval time for defects claims less than \$20,000

Performance measures supporting each Key Result Area

Objective	Key Result Area	Supporting performance measure
Put our people first, and support and value them	<ul style="list-style-type: none"> a. Employee engagement and satisfaction b. Employee retention c. Workplace diversity d. Employee wellness 	<ul style="list-style-type: none"> a. Agency engagement score from the Working for Queensland survey a. Agency participation rate in the Working for Queensland survey b. Percentage of staff turnover c. Overall QBCC gender parity c. Gender parity – Senior Leadership Team and Directors c. Gender pay gap d. Loss time injury frequency rate d. Average days lost due to absenteeism
Be efficient and financially sustainable	<ul style="list-style-type: none"> a. Financial health b. Effectiveness of internal services 	<ul style="list-style-type: none"> a. Financial targets are met or exceeded b. Satisfaction with IT services <ul style="list-style-type: none"> • Post release satisfaction • Helpdesk satisfaction