A ‘Big Picture’ View of Performance Management in the Queensland Government

Key Drivers/Influences
- Election Commitments
- WoG Direction
- Community Expectations
- WoG Direction & Ministerial Portfolio Direction
- Agency Business Direction
- Customer Service Needs

Level of Government
- WoG Direction
- Ministerial Portfolio Direction
- Agency Business Direction
- Agency Service Delivery

Key Elements of the Performance Management Framework

Planning
- Govt. objectives for community
- Govt. commitments & targets
- Charter of Fiscal Responsibility
- State budget
- COAG agenda

Measuring & Monitoring Performance
- Outcomes achieved
- Govt. financial monitoring
- Periodic achievement reports
- WoG financial reports (Incl. Report on State Finances and Mid-Year Fiscal and Economic Review)

Public Reporting (incl. independent scrutiny/reporting *)
- Ministerial charter letters
- Charter letter delivery priorities
- Periodic statements/reports
- SDS (Budget Paper 5)
- Parliamentary reports*
- Productivity Commission *
- COAG

Strategic planning/plans
- Specific purpose plans (SPP)
- Agency budget allocation
- SDS performance statements
- CEO/SES perf. planning/agreements

Objectives & perf. Indicators
- SPP Key deliverables
- Agency budget position
- CEO/SES obj & perf. indicators

Annual reports
- SDS performance statements
- Reports of independent bodies*
- (eg. Auditor-General Reports)

Operational planning/plans
- SDS performance statements
- Individual perf. planning/plans

Capabilities and bus. processes
- Service areas & standards
- Individual perf. standards

Annual report
- SDS performance statements

Underlying Principles: Integrity and Accountability | Transparency | Consultation and Collaboration

Key elements are supported by risk management and evaluation