



Strategic Plan performance measures

To be read in conjunction with the
QBCC Strategic Plan 2018-2022

Performance measures supporting each Key Result Area

Objective	Key Result Area	Supporting performance measure
Promote integrity and probity in the building and construction sector	<ul style="list-style-type: none"> a. Compliance effectiveness b. Contribution and influence in changes to the regulatory environment c. Sustainability of the industry 	<ul style="list-style-type: none"> a. Industry complies with QBCC administered legislation b. Qualitative statements c. Percentage of decisions overturned by the Queensland Civil and Administrative Tribunal
Provide regulator and customer services that are timely, clear and transparent	<ul style="list-style-type: none"> a. Perceptions of fairness in decision-making b. Productivity and satisfaction for delivering services 	<ul style="list-style-type: none"> a. Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair b. Overall customer satisfaction b. Performance of Service Delivery Statement service standards
Improve operational and organisational excellence	<ul style="list-style-type: none"> a. Use of data to drive decision-making and action b. Productivity and satisfaction of internal services 	<ul style="list-style-type: none"> a. Qualitative statements b. Decrease in unplanned IT outages b. New IT system in place and functioning to set specifications by agreed timeframes
To nurture our people to help them be courageous and their best	<ul style="list-style-type: none"> a. Employee engagement b. Diversity across the workforce 	<ul style="list-style-type: none"> a. Staff satisfaction score a. Ensure gender parity and diversity in Senior Leadership and Director roles. Parity at AO6 to AO8 roles (excluding building inspectors) b. Qualitative statements
Be a financially sustainable organisation	<ul style="list-style-type: none"> a. A strong net asset position for QBCC general fund b. Sufficient reserves in the Queensland Home Warranty Scheme to cover expected future claims c. Managing balanced budgets 	All - Financial targets achieved