





















Table 2: Strategic Plan 2023-2027 performance measures

| Measure  | Unit | Target | Period Actual | Period Status | Comments  |
|--|------|--------|---------------|---------------|---|
| Measure name: Percentage of data sets meeting data governance standards <sup>3</sup>   |      |        |               |               |   |
| Commentary: Data governance standards are currently in development, and on track to be implemented, starting January 2024. It is projected that we will be able to report against the approved data governance standards by Q4 2023-24.            |      |        |               |               |   |
| Measure name: Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements  |      |        |               |               |   |
| Commentary: QBCC aligns with the Queensland Government Enterprise Architecture (QGEA) framework elements of Information, Security, Technology and Applications. This is an ongoing focus and supported by internal policy and procedure artefacts. |      |        |               |               |   |
| <b>Objective 5 – Be an organisation that supports, values and empowers our people</b>  |      |        |               |               |   |
| Staff satisfaction with learning and development opportunities   | %    | 90%    | 89.7%         | ○             | No comment required, actual is within 5% variance.  |
| Percentage of eLearnings completed within required timeframes  | %    | 85%    | N/A           | N/A           | This is a new measure and the methodology for determining completion rates within required timeframes is still being worked out and will be reported when it becomes available. At the time of reporting, 90.9% of all eLearnings had been completed.   |
| Percentage of staff satisfied with one on one performance and development discussions within required timeframes   | %    | 45%    | N/A           | N/A           | This measure is reported annually in Q2 2023-24.  |
| Working for Queensland - percentage of staff being able to identify how their work contributes to the strategic plan   | %    | >83%   | N/A           | N/A           | <p>This measure is reported annually through the Working for Queensland survey. The 2023 survey results are expected to be released in Q2. To further assist staff to identify how their work contributes to the strategic plan, the following actions have been accomplished:</p> <ul style="list-style-type: none"> <li>• Divisional plans operationalising the strategic plan were developed, approved, and published on QBCC's intranet</li> <li>• Senior leaders of each division were provided with a summary document of their divisional plans which they are able to communicate and engage with their team members</li> <li>• A conversation template was provided to senior leaders that they may wish to use to guide conversations with their direct reports to plan and encourage sustained action to meet their goals.</li> </ul> <p>In addition, individual staff performance development planning will begin and conclude in Q2 2023-24.</p> |
| Percentage of Aboriginal peoples and Torres Strait Islander peoples  | %    | 4%     | 1.4%          | X             | QBCC launched the Innovate Reconciliation Action Plan (RAP) on 5 October 2023. The plan is to be implemented over two years and includes strategies to advance reconciliation within the industry and our workforce.  |
| Percentage of people with disability   | %    | 12%    | 4.5%          | X             | The reported outcome reflects employees who have self-identified as people with a disability.   |

<sup>3</sup> Temporarily to be reported as a qualitative measure while developing data governance standards which are expected to be implemented by end of 2023.

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| Measure  | Unit | Target | Period Actual | Period Status | Comments   |
|--|------|--------|---------------|---------------|--|
| Percentage of culturally and linguistically diverse peoples, who speak a language other than English at home | %    | 12%    | 9.4%          | X             | The reported outcome reflects employees who have self-identified as cultural and linguistically diverse people.    |
| Percentage of women in leadership (SO and above levels)  | %    | 50%    | 56.4%         | X             | QBCC supports women in leadership roles across the SO and SES cohort. QBCC also has a female Commissioner and CEO. |

Status is reported using: ✓= target achieved or exceeded, ○= under-performing by 5% or less, X = under-performing by more than 5%

# Glossary

|                          |   |
|--------------------------|---|
| AC (RO)                  | Assistant Commissioner Regulatory Operations            |
| AC (RSS)                 | Assistant Commissioner Regulatory Standards and Support |
| CCSO                     | Chief Customer and Strategy Officer                     |
| CDIO                     | Chief Digital and Information Officer                   |
| CFO                      | Chief Financial Officer                                 |
| CHRO                     | Chief Human Resources Officer                           |
| CIRO                     | Chief Integrity and Risk Officer                        |
| CLO                      | Chief Legal Officer                                     |
| Executive Director (RPE) | Executive Director Regulatory Practice and Engagement   |
| FTE                      | Full Time Equivalent                                    |
| HWI                      | Home Warranty Insurance                                 |
| KPI                      | Key Performance Indicator                               |
| QCAT                     | Queensland Civil and Administrative Tribunal            |
| SO                       | Senior Officer  |