

Financial Management (Performance Criteria) Amendment 2015 (No 4)

Notifiable instrument NI2015—265

made under the

Financial Management Act 1996, s19D (Amendment of Performance Criteria)

1 Name of instrument

This instrument is the *Financial Management (Performance Criteria) Amendment 2015 (No 4)*.

2 Commencement

This instrument is taken to have commenced on 15 December 2014.

3 Amendment of 2014-2015 performance criteria

The performance criteria for the 2014-2015 financial year is amended as set out in the schedule.

4. Statement of reasons for amendments

Section 19D (3) (c) of the *Financial Management Act 1996* provides that the Minister may by instrument amend performance criteria where funds are transferred to or from the directorate, authority or corporation under section 16 (transfer of functions after the Appropriation Act passed).

As part of the establishment of Access Canberra within the Chief Minister, Treasury and Economic Development Directorate functions have moved to the Directorate from Territory and Municipal Services Directorate, Justice and Community Services Directorate and Environment and Planning Directorate.

Andrew Barr MLA

Chief Minister

Date: 2 June 2015

Schedule

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (a) – Customer volume - number of customer interactions with Canberra Connect	n/a	3.9 million	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (b) – Service accessibility – percentage of attempted customer interactions successfully undertaken	n/a	98%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (c) – Percentage of customers satisfied with ease of transacting with Canberra Connect	n/a	90%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (d) – Customer satisfaction with Canberra Connect Services	n/a	90%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (e) – Average direct cost per customer interaction	n/a	\$1.77	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (f) – Accurate recording of Registrar-General data - percentage of registrations / products that are fully compliant with the relevant legislation	n/a	95%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (g) – Percentage of licence applications finalised within customer commitment standards ○ Percentage of registrations under the Working with <i>Vulnerable People (Background Checking) Act 2011</i> , completed within 10 business days	n/a	60%	Insert new measure
		○ Percentage of the Second and Subsequent Years Security Licence Applications processed within 5 business days	n/a	95%	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (h) – High level of reviewable decisions supported by external review	n/a	95%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (i) – Number of notices issued by WorkSafe ACT	n/a	405	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (j) – Percentage of proactive inspection programs conducted in accordance with the annual program targets	n/a	100%	Insert new measure
		<ul style="list-style-type: none"> ○ Proactive inspection programs conducted by WorkSafe ACT ○ Proactive inspection programs conducted by Registration and Fair Trading (RaFT) 	n/a	100%	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (k) – Percentage of education activities conducted in accordance with annual program targets	n/a	100%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (l) – Taxi cab waiting times within required standard	n/a	100%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (m) – Taxi cab waiting times (wheelchair accessible taxis) within required standard	n/a	100%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (n) – Number of random vehicle inspections per annum	n/a	30,225	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (o) – Number of audits of accredited driving instructors per annum	n/a	237	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (p) – Number of audits of authorised vehicle examiners per annum	n/a	324	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (q) – Percentage of "in use" time of fixed speed cameras	n/a	95%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (r) – Percentage of audits/ investigations undertaken in respect to: ○ building applications lodged ○ new electrical installations ○ new commercial gas installations ○ new sewerage connections ○ new photovoltaic installations	n/a	10% 100% 100% 100% 100%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (s) – Formal written complaints made under the <i>Planning and Development Act 2007</i> and the <i>Construction Occupations (Licensing) Act 2004</i> are acknowledged within 10 working days	n/a	100%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (t) – Determine through audit which Greenfield resident leases have ‘commenced and complete’ covenants which expired on, or after, 1 July 2011. Leaseholds identified as being in breach will be notified of the breach	n/a	100%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (u) – Level of satisfaction with the Directorate's customer services in relation to development and building application services	n/a	80%	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (v) – Administer Environment Protection Authorisations as listed in Schedule 1 of the <i>Environmental Protection Act 1997</i> in accordance with statutory timeframes that are applied to the assessment, granting and review of the authorisations and Environmental Agreements	n/a	100%	Insert new measure

Directorate	Output Class and Output	Performance criteria	Targets		Action
			2014-15 Budget Papers	Revised Target	
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (w) – Assess and prepare a public report on air quality in the ACT annually which is to be published on the Directorate's website	n/a	Jun 2015	Insert new measure
Chief Minister, Treasury and Economic Development Directorate	Output Class 10: Access Canberra Output 10.1: Access Canberra	Accountability Indicator (x) – Administer licence and entitlement applications under the <i>Water Resources Act 2007</i> with 20 working days	n/a	100%	Insert new measure