

The output performance measures in the following tables are recorded in DERM's *Service delivery statement 2009-10* and are used by the department and the State Government to gauge DERM's overall performance. They show the results achieved during the 12 month period from 1 July 2008 to 30 June 2009.

Output performance

Conservation and Environmental Services

Service delivery statement performance measures	Notes	2008–09 Estimated target	Achieved (at 30 June 2009)
Number of camping areas open in national parks and State forests		447	447
Percentage of statewide ranger establishments nominated as Indigenous	1	5%	3.2%
Percentage of Cape York ranger establishments nominated as Indigenous	2	20%	29%
Number of recycling systems implemented at major public sites	3	15	15
Number of planned compliance inspections of sites carrying out regulated activities: <ul style="list-style-type: none"> • Level A (basin inspections) • Level B (condition audit) • Level C (performance audit) 	4	390 800 10	1341 333 28
Number of planned industrial estate inspections to characterise actual and potential environmental impacts and to determine compliance of individual sites with environmental standards	5	23	23
Percentage of enhanced Land and Pest Management Plans completed in accordance with best practice management of fire, weeds and pests on DERM (QPWS) managed lands		90%	90%
Percentage of quality management assessments of national parks completed (Rapid Assessment program)	6	n/a	n/a
Percentage of DERM actions in the Queensland Tourism Strategy completed on schedule and in accordance with the strategy	7	100%	90%
Percentage of capital works completed in accordance with the project plan	8	90%	75%
Percentage of environmental authorities, development approvals and other approvals administered by the department that meet statutory timeframes		100%	100%
Percentage of valid environmental complaints responded to within stated timeframes (5 business days)		90%	87%
Delivery of intensive air monitoring programs in Townsville and Gladstone	9	completed	completed
Amount invested, per camper night, on maintenance of visitor facilities in parks and forests	10	\$15.80	\$17.20

Notes:

1. The variation is due to the fact that it is voluntary for employees to nominate as Indigenous. Queensland Parks and Wildlife Service expects greater opportunities to attract and retain rangers in the future through the Indigenous Recruitment and Retention Policy and by working with the Indigenous Jobs and Enterprises Taskforce in the Department of Employment, Economic Development and Innovation. The aim is to develop a model for coordination of natural resource management rangers programs across training providers in State and federal governments.
2. In 2008–09, the percentage is higher than expected due to quarterly fluctuations and the number of temporary employees.
3. Facilities have been permanently installed at four stadiums and two shopping centres. A further nine systems have been permanently taken up by a range of private organisations, universities and local councils to be used within parks and public areas, including Roma Street Parklands (Brisbane) and Fraser Island. Temporary facilities have been used at 33 significant public events and festivals, far exceeding the original five envisaged.
4. A higher number of Level A inspections were carried out during 2008–09 to complete the three-year statewide industrial estate inspection program. Level B inspections were less than forecast as the focus was on Level A inspections (i.e. inspecting numerous small operations on industrial estates). The 2009–10 inspection targets will have a greater focus on higher level performance audits and less on basic inspections.
5. The formal inspection program concludes in 2008–09. Sites identified as high risk will continue to be monitored as part of the annual compliance program.
6. Assessments are conducted biennially (every two years). The next assessment is in 2009–10.
7. The variance is due to adding new climate change material to the Best Practice Sustainable Tourism Package and preparing it for web publishing. The Tourism Park Management Strategy content has been re-drafted and re-negotiated with Tourism Queensland.
8. Four projects were cancelled due to amalgamation or not being required, and three projects were deferred for completion in later years. Some projects were also delayed due to: unforeseen complications with planning approvals, contractor availability, a prolonged wet season in far north Queensland, flooding in western Queensland, and to allow for further negotiations with traditional owners. To compensate for delayed projects, work was begun on additional projects. Overall capital works expenditure in 2008–09 was 100% of the allocated annual budget.
9. The Townsville intensive air monitoring program commitment to collect 12 months of dust monitoring data at four sites was extended to a 15 month collection period (ending June 2009) to ensure extensive rain periods in 2009 did not bias the results. The assessment report will be completed in 2009–10. The Gladstone intensive monitoring program commitment was to expand the air monitoring network in the Gladstone region from three to seven stations, and increase the range of air pollutants monitored to include fine particles, metals and organic compound pollutants. The monitoring network expansion commitments were completed by June 2009. In 2009–10, monitoring of the expanded range of pollutants will continue and interim health risk assessments based on the monitoring data will be delivered.
10. The increase in maintenance investment per camper night reinforces DERM's commitment to servicing park visitor needs. Despite increased camper numbers in the 2008–09 financial year, this was more than matched by increases in maintenance spending.

Sustainable Futures

Service delivery statement performance measures	Notes	2008–09 Estimated target	Achieved (at 30 June 2009)
Number of meetings convened by Premier’s Council on Climate Change (PCCC)	1	4	2
Number of PCCC-sponsored projects completed		3	3
Percentage of Climate Change Impact Statements included in all relevant Cabinet, CBRC and Budget submissions from July 2008		100%	100%
Number of ecoBiz participants who have completed the six steps of eco-efficiency and achieved partner status		40	43
Amount of greenhouse emissions cut through the ecoBiz program (in tonnes)	2	35 000 t	25 865 t
Number of hectares of Queensland gazetted as nature refuge		750 000 ha	750 984 ha
Level of stakeholder satisfaction with the quality and timeliness of policy advice (monitored bi-annually)		100%	100%
Ratio of private to public investment achieved for projects supported by the Queensland Sustainable Energy Innovation Fund		3:1	4:1
Percentage of Queensland Heritage Register recommendations referred to the Queensland Heritage Council within statutory timeframes		100%	100%
Percentage of heritage development applications determined by the department within statutory timeframes		100%	100%
Percentage of concurrence agency obligations under the Koala Conservation Plan met within IPA timeframes	3	100%	100%
Number of grid-connected solar power systems allocated to households in south-east Queensland, Toowoomba, Fraser Coast, Rockhampton and Cairns	4	1000	1000

Notes:

1. Only second and fourth quarter meetings were held. The first-quarter meeting did not take place as a meeting had been held in June 2008 and sufficient time was needed to develop working papers for PCCC consideration. The third-quarter meeting was postponed due to the election caretaker period.
2. Non-achievement of the target reflects a resource shift from rebate delivery to industry engagement, as demonstrated by the ClimateSmart Business program. The 2008–09 figures are based on the estimated potential CO₂ emissions savings identified by ecoBiz rebate recipients only. In 2009–10 this measure will be reporting on actual CO₂ savings realised by all ecoBiz partners.
3. Discontinued. Concurrence agency roles may change subject to development of State Planning Policy.
4. Discontinued. This measure was achieved by 1 December 2008, saving an estimated 1700 tonnes of greenhouse gas emissions per year.

Performance and Capability

Service delivery statement performance measures*	Notes	2008–09 Estimated target	Achieved (at 30 June 2009)
Number of customised ecosystems and moratorium maps downloaded from the department's website	1	60 000	87 476
Number of hectares of vegetation communities and ecosystems mapped		7 million ha	7 million ha
Percentage of south-east Queensland estuarine waterways represented in water management programs		90%	90%
Number of publications (books, reports and plans) available for download from the department website:	2		
• air		69	52
• biodiversity		65	44
• coasts		40	40
• greenhouse		5	4
• marine		40	41
• water		209	127
Number of science datasets supplied to external stakeholders		20 000	25 642
Percentage of CO ₂ -e offset to achieve a carbon neutral department		100%	100%
Number of refereed scientific papers published		50	55
Percentage of Queenslanders who perceive the department as a trustworthy source of information	3	>80%	not achieved
Percentage of externally funded research projects delivered within agreed timeframes		95%	95%
Number of air-quality monitoring stations operating in Queensland:			
• south-east Queensland		14	15
• central Queensland		8	9
• northern Queensland		7	9
Average annual operating costs of an air-quality monitoring station (includes labour)		\$34 000	\$33 093
Cost of vegetation survey and mapping (1:100 000 scale) per hectare		\$0.80	\$0.80

Notes:

* The numbers in this output table refer only to the former Environmental Protection Agency.

1. The release of a new map product in April 2009 for moratorium areas contributed to this large increase.
2. The variance is due to delays in web updates caused by merging departments and changing IT systems.
3. The survey was not undertaken due to machinery-of-government changes announced on 26 March 2009.

Land and Vegetation Services

Service delivery statement performance measures	Notes	2008–09 Estimated target	Achieved (at 30 June 2009)
Number of State land applications completed	1	9500	7330
Percentage of investigations completed for very high priority notifications of alleged non-compliance with land and vegetation management legislation		100%	100%
Quantity of forest products and quarry materials sold (in cubic metres)			
• native forest timber	2	260 000 m ³	239 000 m ³
• quarry materials	3	3.6 million m ³	3.4 million m ³
Amount of operating surplus from forest product sales	4	\$3.45 million	\$1.81 million
Proportion of resource registry records corrected		0.5%	0.28%
Percentage of records processed within customer service standards			
• Land Registry		90%	94%
• Digital Cadastral Database		90%	91%
Percentage of valuation objections completed within customer service standards (60 working days of the closure of the objection period)	5	90%	n/a
Percentage of Integrated Planning Act concurrence applications assessed within legislative timeframes		100%	100%
Percentage of vegetation permits processed within IPA timelines		100%	100%

Notes:

1. Achievements were below target because of an overall reduction in the number of applications received and also the increasing proportion of outstanding applications that are more complex and require more detailed investigations, including consultations with numerous stakeholders. There has been a targeted effort over the past 10 years to improve completion rates and reduce the number of jobs on hand, which is improving turn-around times for many applications. Of all new cases opened in 2008–09, 82 per cent were completed within customer service standards.
2. The department's log timber sales were eight per cent below target for the year. This is a relatively robust performance in a year when Queensland's dwelling commencements fell by 34 per cent.
3. The department's quarry material sales were six per cent below target in 2008–09. Demand for quarry materials was affected by reduced building activity during the second half of the year, but partially offset by continuing investment in key infrastructure and mine development projects.
4. The shortfall in operating surplus for 2008–09 was due to lower than expected revenue from timber and quarry materials sales as a result of a major downturn in building activity across the state.
5. On 12 February 2009, the Queensland Premier announced that revaluations would not be carried out on 17 local government areas previously nominated. Land valuations were not issued in 2008–09 due to economic uncertainty, the global economic downturn, and extreme weather conditions affecting north and north-west Queensland.

Water and Catchment Services

Service delivery statement performance measures	Notes	2008–09 Estimated target	Achieved (at 30 June 2009)
Cumulative number of tradeable water allocations established under water resource plans (WRPs) and resource operations plans (ROPs)	1	11 300	9187
Number of meter project areas completed		5	8
Number of applications/dealings processed regarding water licences	2	12 000	11 915
Proportion of actions under the Great Barrier Reef Water Quality Protection Plan led by the department, assessed as progressing satisfactorily or better	3	100%	100%
Percentage of eligible regional natural resource management group investment strategies reviewed annually		100%	100%
Percentage of investigations completed for very high priority notifications of alleged non-compliance with water legislation		100%	100%
Number of applications approved for payment for the Home WaterWise and Garden WaterWise rebate schemes		100 000	129 745
Progress with WRPs and amended WRPs			
• annual number progressed	4	6	2
• cumulative number completed	5	33	26
Progress with ROPs and amended ROPs			
• annual number progressed	6	12	7
• cumulative number completed	6	30	21
Number of WRP reviews progressed	7	4	2
Percentage of safety conditions for referable dams issued within customer service standards	8	100%	88%
Progress with wild river declarations	9		
• number progressed within timeframes		6	4
• number completed within timeframes		3	3
Percentage of new water licence application/dealings completed in 90 business days	10	75%	64%
Percentage of water licence transfers and renewals dealt with within 30 business days		65%	85%

Notes:

- Approximately 350 water allocations were not established in the final Condamine–Balonne ROP due to the decision to defer making provisions about the Lower Balonne Area. Delays in finalisation of the Burdekin, Gulf, Barron Amendment, Gold Coast, Logan, Mary and Moreton ROPs have reduced achievable figures by approximately 1770 tradeable water allocations. ROPs for these plan areas are scheduled for release in the first half of 2009–10.
- Performance in the last quarter was below expectations due to delays associated with the introduction of a Water Management System.
- The Reef Intergovernmental Operational Committee has suspended performance reviews until the review of the Reef Plan actions and targets has been endorsed by Cabinet.
- The draft Logan Amendment that incorporates the southern Moreton Bay islands has been deferred to 2009–10. The Callide and Isaac–Connors amendments have been amalgamated into the Fitzroy WRP review. Progress toward the targets has been made but was hindered by an inability to fill vacant positions with suitably skilled staff, the State election caretaker period, and the need for additional modelling and consultation.
- Progress has been made but was hindered by the factors stated above (in note 4). A decision to include the Callide subcatchment and Isaac–Connors catchment in the Fitzroy WRP review will reduce this measure by two.
- The shortfall is due to (a) the need to finalise the Pioneer WRP and Barron WRP amendments prior to the Pioneer ROP and Barron ROP amendments; (b) a focus on attaining consistency across south-east Queensland ROPs; and (c) delays in the public submissions process for the draft Burdekin, Gulf and Mitchell ROPs, due to flooding at the time of consultation. It is anticipated that the Fitzroy ROP amendment will be gazetted in July 2009.
- The Boyne WRP review has been deferred pending the outcome of the statutory planning process review. The Burnett WRP review is scheduled to commence before the end of 2009.
- At present, 88 per cent of referable dams have applied the required safety conditions. This will be brought up to 100 per cent over the next six months. The main way of assessing dam owner compliance with dam safety conditions is a comprehensive inspection undertaken by an independent engineer every five years. In addition to this, the department has an ongoing auditing program to check on the application of the applied dam safety conditions. A total of 13 safety condition audits were completed in 2008–09 which exceeded the target of 10.
- Release of the Jacky-Jacky and Olive-Pascoe proposed wild river declarations was delayed to allow for further consultation with traditional owners.
- Resources were reallocated to assist with drought and flooding matters. Proposed enhancements to the Water Management System will significantly improve the efficiency of licence dealings over the next financial year. Recent legislative changes, which separate the payment from the application and extend water licence terms, will also lead to further efficiencies.