

Service performance

The Department of Infrastructure, Local Government and Planning's service areas in 2016–17 were:

- Local Government
- Funding Programs and Community Initiatives
- Infrastructure Policy and Planning
- Better Planning for Queensland
- Business and Economic Growth.

Local Government

This service area provides a legislative and regulatory framework for local governments to enhance their capability and decision making processes. The service area consists of two services:

- Governance and statutory services – undertakes the review and maintenance of the Queensland local government regulatory framework and provision of strategic policy coordination for local government related matters across Queensland Government portfolios. It delivers governance and statutory services related to portfolio legislation including the provision of legal advice and policy development and coordination.
- Local government capacity building – provides a calendar of workshops, information sessions, targeted training and the development and publication of capacity building tools and resources with the focus in 2016–17 being on delivering a suite of follow-up programs to build on the successful Councillor Induction program delivered to local governments following the March 2016 local government elections.

Key achievements

During 2016–17, the service area:

- prepared the *Local Government Electoral (Transparency and Accountability in Local Government) and Other Legislation Amendment Act 2017* to implement the government's response to the recommendations of the Crime and Corruption Commission Report – Transparency and Accountability in Local Government, ensuring more transparent disclosure of campaign donations in future local government elections
- delivered 67 face-to-face workshops across the state for 935 participants on topics including councillor conduct and ethical behaviour, complaints management, roles and responsibilities, financial accounting, good governance and effective meeting procedures with more than 90 per cent of participants satisfied or very satisfied with workshop content, delivery and presentation
- delivered face-to-face client service visits with local governments through a network of regional advisors assisting with issues, facilitating communication with other state agencies and providing a network of local intelligence for program and policy development.

Local Government	Notes	2016–17 Target/est.	2016–17 Actual	Result
Service: Governance and statutory services				
Effectiveness measures Level of satisfaction of local governments (Mayors and CEOs) that the regulatory framework gives them the authority and capacity to manage their interests, to be financially sustainable and accountable	1	85%	91%	
Level of satisfaction of local governments (Mayors and CEOs) with the timeliness, effectiveness and consistency of advice and services provided by the department	1	85%	94%	
Efficiency measure Average cost of administering and managing the councillor conduct complaints process per local government	2	\$12,600	\$12,700	
Service: Local government capacity building				
Effectiveness measure Extent to which participants believe that capacity building programs and initiatives increase their understanding of local government roles and responsibilities	3	75%	99%	
Efficiency measure Cost of capacity building per local government	4	\$17,750	\$19,420	
 Achieved or exceeded target  Result is below target				
Notes: <ol style="list-style-type: none"> The annual survey of local government mayors and chief executive officers was undertaken in late 2016. The survey asks the mayors and chief executive officers whether they have the capacity to manage their interests and to be financially sustainable and accountable under the regulatory framework and measures timeliness, accessibility, quality, outcome and overall satisfaction of related advice and services. The councillor conduct complaint management administration process includes costs associated with the Remuneration and Discipline Tribunal and the regional conduct review panels, averaged across 76 local governments. Brisbane City Council is excluded as it has a separate councillor conduct complaint management process. The 2016–17 result is the level of satisfaction with capacity building programs and initiatives to increase understanding of local government roles and responsibilities based on results from the annual survey of local government mayors and chief executive officers. In 2016–17 the higher than anticipated cost of capacity building activities per local government reflects the department's increase in the allocation of resources for delivery of capacity building activities. 				

Funding Programs and Community Initiatives

This service area is responsible for the administration of funding programs including the Local Government Grants and Subsidies Program, grants to Indigenous local governments, community-based grants and the local government loan borrowing program. The funding assists local governments to provide vital infrastructure and services in their communities. The service area consists of two services:

- Delivery of local government and community funding programs.
- Natural disaster preparedness and resilience.

Key achievements

During 2016–17, the service area:

- introduced a new and streamlined process for administering grant programs relating to natural disaster mitigation projects, community resilience and local government key infrastructure. The refined process involves having only one agreement – a Funding Deed of Agreement – instead of separate agreements for each project or allocation of funds
- administered funding programs for local government infrastructure projects and services including:
 - Works for Queensland – \$119.3 million
 - Local Government Grants and Subsidies Program – \$25.3 million
 - Community Resilience Fund – \$16.6 million
 - Natural Disaster Resilience Program – \$11.5 million
 - State Government Financial Aid Program – \$30.3 million
 - Local government loan borrowing program – \$786.3 million.

Funding Programs and Community Initiatives	Notes	2016—17 Target/est.	2016—17 Actual	Result
Service: Delivery of local government and community funding programs				
Effectiveness measures Percentage of funded projects administered according to agreed timeframes and budget allocation	1	90%	90%	
Efficiency measure Administration costs as a percentage of all funding distributed	2	<0.65%	<0.65%	
Service: Natural disaster preparedness and resilience				
Effectiveness measure Level of community resilience as measured by the Queensland Resilience Index	3	5%	0.3%	
Efficiency measure Cost per Queenslanders of the department's Get Ready Queensland Community Resilience program initiatives	4	<0.60%	<0.60%	
 Achieved or exceeded target  Result is below target				
Notes: <ol style="list-style-type: none"> Funded projects include those approved under a number of departmental programs including Works for Queensland, the Local Government Grants and Subsidies Program, the Community Resilience Fund and the Natural Disaster Resilience Program. Administration costs are total labour costs as a percentage of the total value of local government grants and subsidies distributed. The Queensland Resilience Index measures changes in the level of resilience shown by Queenslanders over time. This is the total cost of the department's role in preparing and implementing the Get Ready Queensland Community Resilience program initiatives, expressed as a cost to each Queenslanders. 				

Infrastructure Policy and Planning

This service area leads the Queensland Government's efforts in developing and coordinating policy, planning and prioritisation of infrastructure activities. The service area is responsible for delivering an Infrastructure Program coordination function across government ensuring infrastructure is prioritised based on economic or service delivery benefits, delivering the best possible value-for-money to Queenslanders on infrastructure investment.

Key achievements

During 2016–17, the service area:

- guided priorities and monitored delivery of programs under the \$2.2 billion State Infrastructure Fund, established to build priority infrastructure to support economic growth and liveability across Queensland including:
 - Priority Economic Works and Productivity Program – \$300 million over five years supporting more than 650 jobs
 - Significant Regional Infrastructure Projects Program – \$180 million to 25 projects over three years supporting 600 jobs
 - Maturing the Infrastructure Pipeline Program – \$20 million
 - Works for Queensland – \$119.3 million in 2016–17 supporting more than 700 maintenance and minor works projects in 65 local governments across regional Queensland
 - Pacific Motorway Mudgeeraba to Varsity Lakes upgrade – \$44 million
- developed Connecting Brisbane – a joint initiative between the department, the Department of Transport and Main Roads and Brisbane City Council in consultation with the Australian Government's Department of Infrastructure and Regional Development. The strategy, released in June 2017, will see Brisbane's transformation into a vibrant world city through a modern, high-frequency mass transit system
- progressed the annual update of the State Infrastructure Plan Part B, providing a forward pipeline of emerging capital and infrastructure investment across all asset classes over the next four years outlining potential opportunities and encouraging innovation and collaboration with industry
- led the establishment of the Cross River Rail Delivery Authority which became operational on 14 April 2017 with the appointment of the Cross River Rail Delivery Board
- developed the Townsville City Deal – Australia's first City Deal in partnership with the Australian Government, Townsville City Council and the local community.

Infrastructure Policy and Planning	Notes	2016–17 Target/est.	2016–17 Actual	Result
Effectiveness measures Level of satisfaction of key stakeholders with timeliness and effectiveness of consultation undertaken by Infrastructure Policy and Planning	1	70%	81%	●
Efficiency measure Administration costs as a percentage of infrastructure investment coordinated through the service area	2	<0.5%	0.1%	●
 Achieved or exceeded target  Result is below target				
Notes: <ol style="list-style-type: none"> The 2016–17 actual result comprises the aggregate totals of two surveys – the Maturing the Infrastructure Pipeline Program evaluation survey and a survey of key infrastructure industry and local and state government stakeholders. Administration costs of the Infrastructure Policy and Planning function (excluding the Cities Transformation Taskforce and establishment of the Cross River Rail Delivery Authority project) as a proportion of infrastructure investment in the State Infrastructure Program. 				

Better Planning for Queensland

This service area is responsible for delivering a streamlined planning framework that supports investment, jobs and community participation. The service area:

- works with key stakeholders to provide a streamlined and simplified legislative framework and overarching policy for the land use planning and development assessment system in Queensland
- partners with regional stakeholders to prepare – and lead delivery of – plans for regions, precincts and release areas that maximise the opportunities presented by each area and that both influence and respond to the State Infrastructure Plan
- delivers practical, effective and regionally-focused land use planning and development assessment services in collaboration with applicants, local governments and agencies that attract investment and deliver balanced development outcomes.

Key achievements

During 2016–17, the service area:

- released *ShapingSEQ* – the draft South East Queensland Regional Plan – which provides a framework for managing the region’s growth during the next 25 years and sets a vision for the next 50 years
- commenced preparation of the first regional plan for North Queensland which will provide the first ever blueprint for the region creating a clear direction for the region for the next 25 years and beyond
- delivered regulatory system reform through development and publication of the Minister’s Guidelines and Rules covering plan making requirements and the Development Assessment Rules covering development assessment processes
- delivered the new Planning Regulation 2017 and a refreshed State Planning Policy and State Development Assessment Provisions to ensure the state’s interests in plan making and development assessment are clearly, accurately and appropriately expressed
- delivered a comprehensive education, communication and support program which included a state-of-the-art
- e-planning platform to ensure councils, planning practitioners and the community were ready for commencement of the new planning system in July 2017
- delivered an e-planning platform comprising the new and improved electronic development application lodgement system known as MyDAS2 and an interactive web portal that is the central gateway for planning tools, activities and resources.

Better Planning for Queensland	Notes	2016–17 Target/est.	2016–17 Actual	Result
Effectiveness measures Percentage of State Assessment and Referral Agency responses issued within agreed timeframes and budget allocation	1	80%	75%	
Efficiency measure Median number of days taken to assess and issue State Assessment and Referral Agency: <ul style="list-style-type: none"> • assessment manager decisions • concurrency agency responses 	1	17 days 20days	17 days 25 days	 
 Achieved or exceeded target  Result is below target				
Notes: 1. This measure will be discontinued in 2017–18 and replaced with more exhaustive measures to appropriately reflect the service area.				

Business and economic growth

This service area initiates a range of development projects to drive economic growth, facilitate renewal and generate ongoing employment opportunities, consistent with the Queensland Government's economic development agenda. The service area consists of two services:

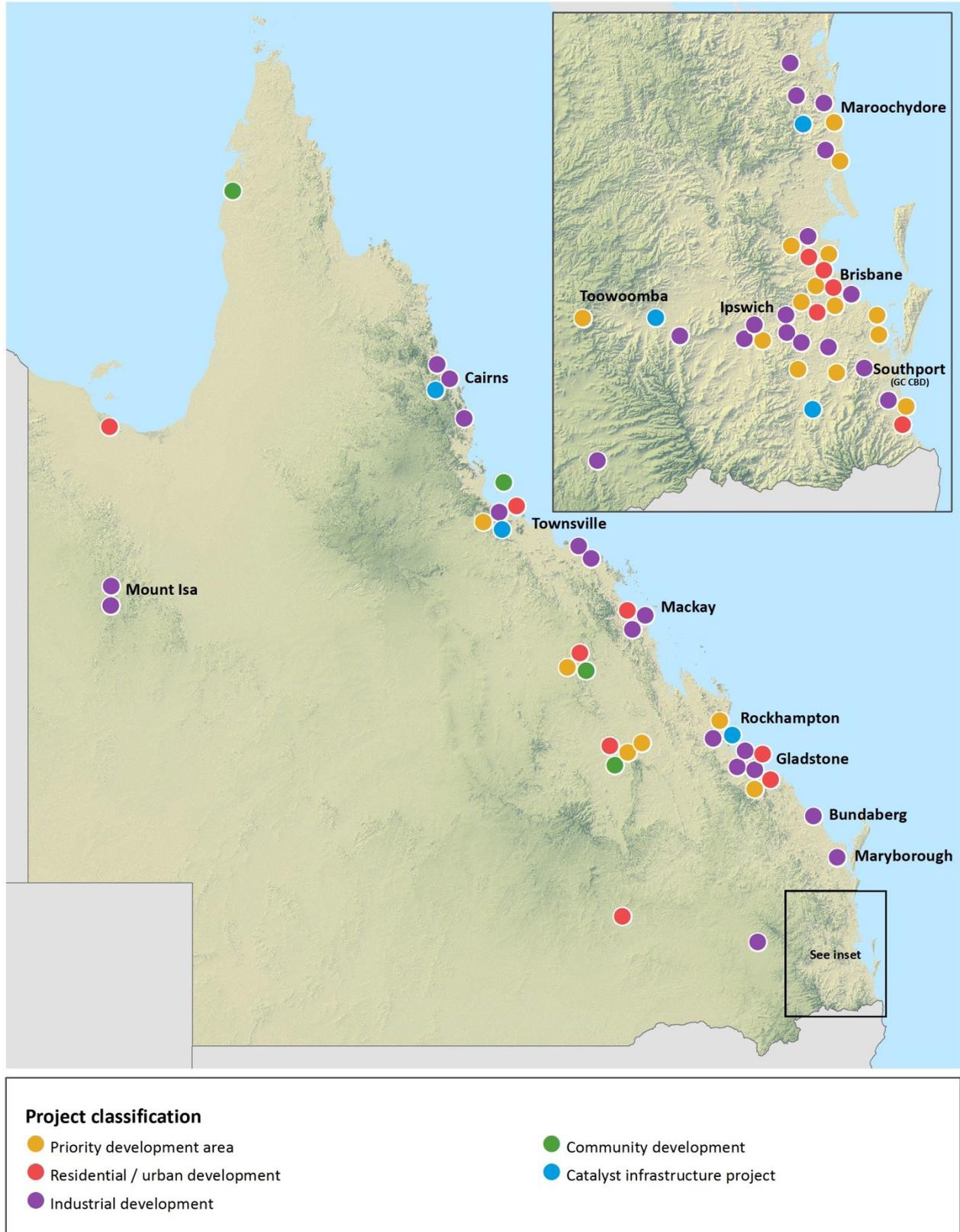
- Priority development planning and catalyst infrastructure delivery.
- Regional, urban and industrial development and investment.

Key achievements

During 2016–17, the service area:

- established agreements under the Priority Development Infrastructure and Catalyst Infrastructure Programs with \$58.4 million allocated to seven projects and approved \$24 million for two additional projects – the funding will allow for a range of infrastructure to be constructed to catalyse development for projects in Cairns, Townsville, the Sunshine Coast, Toowoomba and Bromelton
- met with 45 local governments across Queensland to discuss potential projects as part of the Advancing our cities and regions strategy
- facilitated development of Stage 1 of the \$850 million Yeerongpilly Green urban renewal project with remediation works completed and construction of new roads, with the developer expected to begin works in late 2017
- completed the design of the Ageing in Place pilot projects and entered into Development Management Agreements with Barcaldine, Ravenshoe and Cloncurry local governments
- completed the Palm Island town square rejuvenation in March 2017 – an initiative of the regional liveability strategy that includes new landscaping, improved shade shelters, pavement resurfacing and streetscaping, creating a great place for locals and visitors to meet.

EDQ development projects



Business and Economic Growth	Notes	2016–17 Target/est.	2016–17 Actual	Result
Service: Priority development planning and catalyst infrastructure delivery				
Effectiveness measures Value of investment enabled through the Priority Development Infrastructure co-investment and Catalyst Infrastructure programs	1	\$61.2 million	\$55.2 million	
Efficiency measure Value of investment enabled per dollar invested in the management of the Priority Development Infrastructure co-investment and Catalyst Infrastructure programs	2	\$1.60	\$2.50	
Service: Regional, urban and industrial development and investment				
Effectiveness measure Value of private sector investment generated through land sales	3	\$582.7 million	\$572.1 million	
Percentage of development projects managed, facilitated or delivered within committed timeframes and approved budget		92%	92%	
Efficiency measure Value of private sector investment generated through land sales per dollar spent on sales management	3,4	\$6.99	\$6.74	
 Achieved or exceeded target  Result is below target				
Notes: <ol style="list-style-type: none"> The 2016–17 result was below the target due to approved projects progressing at different rates from what was forecast, impacting on the overall investment result. The 2016–17 actual result was greater than the target due to a higher proportion of funding from project proponents than anticipated. The actual value of private sector investment in 2016–17 was less than the target due to the lower than expected rate of private sector development within the Northshore Hamilton Priority Development Area. Value of private sector investment is the dollar value generated through the department’s facilitation of development projects and includes income received through land sales expressed per dollar total cost of operations. 				