

KEY PERFORMANCE INDICATORS FRAMEWORK

Economic Development Queensland is ambitious to deliver homes at scale and pace for Queenslanders. We are tracking our performance and to ensure transparency we will be publishing our monthly statistics. Performance will be tracked against our Key Performance Indicators (KPIs) as we assess, approve and support new development applications. Below are our KPIs, along with their target and acceptable performance metrics.

| KPIs | MEASURE | TARGET | ACCEPTABLE PERFORMANCE |
|------|--|--|------------------------|
| 1 | As MEDQ delegate, the time taken to set a pre-lodgement meeting following request | Less than or equal to 5 business days Note: no statutory timeframe | 90% |
| 2 | As MEDQ delegate, the time taken to issue pre-lodgement meeting minutes following meeting | Less than or equal to 2 business days Note: no statutory timeframe | 90% |
| 3 | As MEDQ delegate, assessment fees advised as a component of being considered properly made Note: excludes regulatory assessment fees where external consultant input is required | Less than or equal to 2 business days Note: no statutory timeframe | 95% |
| 4 | As MEDQ delegate, initial engineering assessments completed | Less than or equal to 10 business days Note: no statutory timeframe | 100% |
| 5 | As MEDQ delegate, the time taken to issue an information request and confirm public notification requirement | Less than or equal to 20 business days Note: relevant statutory timeframe is 20 business days | 100% |
| 6 | As MEDQ delegate, the time taken to issue an initial further issues request | Less than or equal to 20 business days Note: no statutory timeframe | 90% |
| 7 | As MEDQ delegate, percentage of Development Applications decided without an information request | No target - actual to be reported Note: no statutory requirement | NA |
| 8 | As MEDQ delegate, percentage of Development Applications decided without a further issues request | No target - actual to be reported Note: no statutory requirement | NA |
| 9 | As MEDQ delegate, the time taken to decide an application Note: excludes time taken for public notification and applicant to respond to any information request or provide further issues response | Less than or equal to 30 business days of decision-making period Note: relevant statutory timeframe is 40 business days | 80% |
| 10 | As MEDQ delegate, the time taken to decide an application Note: excludes time taken for public notification and applicant to respond to any information request or provide further issues response | Less than or equal to 40 business days of decision-making period Note: relevant statutory timeframe is 40 business days | 90% |
| 11 | As MEDQ delegate, the total time taken for applications by type to proceed from properly made to decision Note: includes time taken for public notification and applicant to respond to any information or further information requests | No target - median number of business days to be reported Note: no statutory requirement | NA |
| 12 | As MEDQ delegate, the total time taken to assess and decide applications for Compliance Assessment | No target - median number of business days to be reported Note: no statutory requirement | NA |
| 13 | As MEDQ delegate, the total time taken to complete Plan Sealing assessments Note: KPI measured from the date all information received | Less than or equal to 10 business days Note: no statutory timeframe | 95% |
| 14 | As MEDQ delegate, the total time taken to issue Infrastructure Charges Notices | Less than or equal to 10 business days Note: no statutory timeframe | 90% |
| 15 | As MEDQ delegate, the total time taken to issue Infrastructure Offset Determinations | Less than or equal to 20 business days Note: no statutory timeframe | 90% |
| 16 | As MEDQ delegate, the total time taken to issue Certification Procedures Manual acknowledgements | Less than or equal to 10 business days Note: no statutory timeframe | 90% |
| 17 | Level of customer satisfaction with the pre-lodgement process | Customer rating satisfied or above. | 90% |
| 18 | Level of customer satisfaction with overall performance as MEDQ delegate | Customer rating satisfied or above. | 70% |

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