

**2017-18**

**CHIEF MINISTER, TREASURY AND ECONOMIC  
DEVELOPMENT DIRECTORATE**

**DECEMBER 2017  
HALF YEARLY PERFORMANCE REPORT  
TO THE ACT LEGISLATIVE ASSEMBLY**

**PURSUANT TO SECTION 30E OF  
THE FINANCIAL MANAGEMENT ACT 1996**

**CIRCULATED BY**

**ANDREW BARR MLA**

CHIEF MINISTER

TREASURER

MINISTER FOR ECONOMIC DEVELOPMENT

MINISTER FOR TOURISM AND MAJOR EVENTS

**YVETTE BERRY MLA**

MINISTER FOR SPORT AND RECREATION

**MEEGAN FITZHARRIS MLA**

MINISTER FOR HIGHER EDUCATION, TRAINING AND RESEARCH

**GORDON RAMSAY MLA**

MINISTER FOR REGULATORY SERVICES

MINISTER FOR THE ARTS AND COMMUNITY EVENTS

**RACHEL STEPHEN-SMITH**

MINISTER FOR WORKPLACE SAFETY AND INDUSTRIAL RELATIONS

**FEBRUARY 2018**



**Output Class 1:****Output 1.1:****Description:****GOVERNMENT STRATEGY****Government Policy and Reform**

Government Policy and Reform will:

- provide ongoing advice to the Chief Minister and the ACT Government in relation to whole of government policy development and priorities, and the implementation of key Government decisions;
- support the Head of Service as the Chair of the Strategic Board and provide secretariat services to the Board;
- lead, coordinate and monitor policy and project initiatives to promote across government outcomes and delivery;
- lead and coordinate the ACT Government's participation in the Council of Australian Governments (COAG) reform agenda and the Council of Australian Federation (CAF), and its engagement with regional leaders and local governments, including through the Canberra Region Joint Organisation;
- provide advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly;
- provide whole of government advice on recordkeeping to support efficient and accountable government, including by undertaking targeted reviews of practice and performance;
- provide services and initiatives that make ACT government archives available to the public;
- establish the Office of LGBTIQ Affairs, and support the Ministerial Advisory Council on LGBTIQ; and
- work with the Commonwealth Government to deliver a City Deal for the Canberra Region.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$10,678	\$5,504	\$5,592	2%	
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$9,476	\$5,161	\$5,008	(3%)	
<b>Accountability Indicator</b>					
a. Whole of government policy and project initiatives	3	0	0	0%	
b. Regional partnerships and participation	2	0	0	0%	
c. Support for COAG and CAF meetings	4	1	1	0%	
d. Government Progress Report	Jun 2018	0	0	0%	
e. Cabinet and Strategic Board Support	2	0	0	0%	
f. Regulatory and process reform initiatives	3	1	1	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

## Notes

- a. This accountability indicator incorporates key government policy and project initiatives to be delivered by the Directorate during the year. Initiatives currently scheduled for delivery are the provision of ongoing support to the Office of LGBTIQ including continuing promotion of Canberra as an LGBTIQ friendly city; finalisation of a City Deals Memorandum of Understanding with the Commonwealth and completion of a Behavioural Insights assessment. Scope, delivery and timing of initiatives may vary depending on emerging priorities that impact on resource availability.
- b. This accountability indicator reflects the involvement in two key partnerships – implementation of initiatives under a memorandum of understanding with the NSW Government on regional cooperation (1 project) and involvement with regional councils through the Canberra Region Joint Organisation (1 project).
- c. This accountability indicator covers briefing and support to the Chief Minister for meetings of COAG and CAF. This indicator is counted as complete on delivery of the briefing packages to the Chief Minister. One COAG Meeting occurred on 5 October 2017.
- d. This accountability indicator relates to the ACT Government Progress Report on longer term strategic policy. The Report is expected to be complete by June 2018.
- e. This accountability indicator covers the annual cycle of secretariat support, including preparation and circulation of submissions and papers, to Cabinet and to the ACT Public Service Strategic Board.
- f. This accountability indicator covers policy and project initiatives targeted at improving the effectiveness and efficiency of regulation and processes to strengthen the delivery of government priorities. Initiatives currently scheduled for delivery are the Red Tape Reduction Amendment Bill 2018; evaluation of the ACT Taxi Industry reforms; and evaluation of the smart parking trial in Manuka. Scope, delivery and timing of initiatives may vary depending on emerging priorities that impact on resource availability. The evaluation of Smart Parking trial was completed December 2017.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 1: GOVERNMENT STRATEGY**

**Output 1.2: Workforce Capability and Governance<sup>1</sup>**

**Description:** Workforce Capability and Governance will:

- develop and review whole of government employment policies, regulations and standards and provide industrial relations services to support this framework;
- support and coordinate workforce planning and change management across government, including through whole of government learning, development and capability programs;
- develop and implement ACTPS capacity building programs, including those for graduates, Aboriginal and Torres Strait Islanders, and people with disabilities;
- maintain and monitor whole of government ethics and accountability frameworks; and
- support the Public Sector Standards Commissioner and the Remuneration Tribunal.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$12,077	\$5,971	\$5,965	0%	
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$8,041	\$3,647	\$5,329	46%	This variance is mainly due to training and development related expenditure yet to be recovered from Output 7.1: 'Shared Services'.
<b>Accountability Indicator</b>					
a. Conduct the annual whole of government Graduate Program	1	0	0	0%	
b. Publish the State of the Service Report	Oct 2017	Oct 2017	Oct 2017	0%	
c. ACTPS Leadership and Development Framework	2	1	1	0%	
d. Regulatory reform of ACTPS Employment Framework and processes	3	1	1	0%	

<sup>1</sup> This Output was previously Output 1.2 Public Sector Management.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. This accountability indicator covers the implementation of the ACTPS whole of government Graduate Program, including the 2017 graduate intake; recruitment, selection and commencement of the 2018 intake; and the placement of the job advertisement for the 2019 intake. The indicator will be considered complete when the activities under the Program are undertaken. Expected to be completed by 30 June 2018.
- b. This accountability indicator covers the publication of the annual State of the Service Report, which incorporates the ACT Public Sector Workforce Profile Report and the report on the implementation of the ACTPS Respect, Equity and Diversity Framework. The report was published on 13 October 2017.
- c. This accountability indicator measures the development and launch/release of whole of government initiatives designed to improve leadership capabilities across the ACTPS. The measurement of this indicator changed in 2017-18 to a quantity based measurement. Work in 2017-18 includes the launch of the ADAPT (Align, Design, Analyse, Program and Transform) workforce planning toolkit (on 1 November 2017) and the updated panel of providers under the whole of government training calendar. The updated panel of providers will be updated on the whole of government training calendar intranet site by 30 June 2018.
- d. This accountability indicator covers policies and projects targeted at improving the effectiveness and efficiency of regulation in relation to the ACTPS Employment Framework. Expected projects for 2017-18 include the completion of the negotiation of common terms and conditions of ACTPS enterprise agreements, implementation of the governance arrangements for the Reportable Conduct Scheme across the ACTPS and the review of whole of government policies regarding flexible and home based work. The negotiations of common terms and conditions of the ACTPS enterprise agreements are underway and are expected to be completed by mid-year 2018. Implementation of the Reportable Conduct Scheme for the ACTPS as an employer was completed by late 2017. Training of specialised Reportable Conduct directorate staff is complete as is general awareness raising of all other employees. Internal arrangements to assess and manage reports and potential reports are in place. The operation of and compliance with the Scheme is closely monitored. The review of whole of government policies regarding flexible and home based work will be completed when the two policies are available on the ACTPS Employment Portal before 30 June 2018.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 1:**

**GOVERNMENT STRATEGY**

**Output 1.3:**

**Coordinated Communications and Community Engagement**

**Description:**

Coordinated Communications and Community Engagement will:

- provide information and protocol services to the Chief Minister;
- provide whole of government advice and assistance on strategic communications activities and community engagement policies and practices; and
- provide whole of government communications advice and support, including for emergency response requirements.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$7,228	\$3,154	\$3,378	7%	This variance is mainly due to termination payments, and expenditure incurred on behalf of other business units that is yet to be recovered.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$6,735	\$3,107	\$3,006	(3%)	
<b>Accountability Indicator</b>					
a. Annual numbers of ACT Government Digital Mail Service newsletters	11	6	7	17%	A standalone edition was emailed to all subscribers communicating Canberra's 'Best in Travel' accolade by Lonely Planet.
b. Annual number of ACT Government Our Canberra newsletters	11	6	6	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. This accountability indicator covers the total number of ACT Government messages distributed during the year to subscribers of the ACT Government Digital Mail Service.
- b. The Our Canberra newsletter is distributed to all Canberra households during the year. Editions are published for the five main regions of Canberra: Belconnen; Central; Gungahlin; Tuggeranong; and Woden/Weston Creek/Molonglo.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 1: GOVERNMENT STRATEGY**

**Output 1.4: Digital Strategy<sup>1</sup>**

**Description:** Digital Transformation for Government will:

- drive digital transformation of government services and provide whole of government advice and assistance on digital strategy development and implementation.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$3,053	\$1,442	\$1,225	(15%)	This variance is mainly due to unfilled vacancies, adjustments to long service leave associated with staff transferring to another directorate or exiting the service, and a change in notional allocation of corporate overhead.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$2,511	\$1,398	\$1,273	(9%)	This variance is mainly due to unfilled vacancies and a change in notional allocation of corporate overhead. This is partially offset by the timing of payments relating to prior year accrued expenditure.
<b>Accountability Indicator</b>					
a. Digital Services Governance Committee initiatives complete	3	0	0	0%	
b. iConnect initiative	1	0	0	0%	
c. Delivery of ACT Government contribution to public data based hackathon	1	1	1	0%	

<sup>1</sup> New Output.

The above Statement of Performance should be read in conjunction with the accompanying notes.



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. This accountability indicator covers outputs as determined by the Digital Services Governance Committee (DSGC). The three digital transformation initiatives are: whole-of-government digital bid budget assessment process; digital technology roadmaps (stage 1 - build APM MVP); and delivery of specific digital initiatives program projects. This indicator will be considered complete when the DSGC sign-off on adequate progress or completion of each of the three initiatives.
- b. This accountability indicator was previously reported in Output 1.1 Government Policy and Reform. This accountability indicator covers the establishment of the core iConnect digital capabilities to enable online identity and access management. The target is the identity capability that will be made available to assist directorates in providing digital services to citizens. The indicator is considered complete when documentation stating that the core identity capability has been established is noted by the Chief Minister.
- c. A hackathon is a community-oriented event, bringing a large number of people together to use open data to uncover opportunities and solve problems that technology and access to open data (provided by the government and other sources) can reveal. The GovHack Competition Weekend occurred on 29-31 July 2017, the local ACT GovHack Awards on 20 September 2017 and the National Red Carpet Awards on 14 October 2017.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 2: ACCESS CANBERRA**

**Output 2.1: Access Canberra<sup>1</sup>**

**Description:** Access Canberra was established to provide the appropriate level of community protection while not unnecessarily hindering businesses from flourishing. Access Canberra shapes the delivery of services around businesses, community groups and individuals seeking to engage with the ACT Government to enable a 'no wrong door' approach. Access Canberra aims to set a new benchmark for integrated and seamless service; where staff work together with the community while still supporting the appropriate level of community protection.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$91,296	\$45,103	\$48,007	6%	This variance is mainly due to costs associated with an increase in demand for services, including working with vulnerable people checks, and other activities funded by own source revenue.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$76,772	\$36,079	\$38,549	7%	This variance is mainly due to costs associated with an increase in demand for services, including working with vulnerable people checks.
<b>Accountability Indicator</b>					
a. Efficient Service Delivery					
Percentage of Customers satisfied with Access Canberra	90%	0	0	0%	
b. Doing Business in the ACT is easier					
Percentage of the Canberra community satisfied with the ease of interacting with Access Canberra	95%	0	0	0%	
c. Percentage of services available online	70%	70%	66%	(6%)	On-going work is being undertaken to increase the number of services available online.
d. Percentage of services completed online	75%	75%	81%	8%	There has been a greater than forecast take up of online services (including online Driver Licence renewals).
e. Reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities	80%	0	0	0%	

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

	<b>Original Target 2017-18</b>	<b>YTD Target 31 Dec 2017</b>	<b>YTD Result 31 Dec 2017</b>	<b>YTD Variance</b>	<b>Explanation of Material Variances (+/- 5%)</b>
f. Average number of days to issue business authorisation or personal registration					
- for business authorisation	10 working days or less	10 working days or less	Less than 10 working days	0%	
- for personal registration	5 working days or less	5 working days or less	Less than 5 working days	0%	
g. Compliance rate during targeted campaign inspections	90%	0	0	0%	
h. Compliance activities: engage, educate, enforce	Ratio: 70:20:10	Ratio: 70:20:10	Ratio: 79:14:7	13%:(30%):(30%)	Effectiveness in initial and on-going engagement has meant that there has been less requirement for education and/or enforcement activities.
i. Average level of helpfulness after issuing a notice or before issuing a licence/authorisation	4.2 out of 5	4.2 out of 5	4.3 out of 5	2%	

<sup>1</sup> This Output was previously Output 3.1 Access Canberra.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. The customer satisfaction result is determined by the responses to an independent annual survey of the Canberra Community. The survey is a measure of the awareness, attitudes, behaviour and customer satisfaction of/with Access Canberra's corporate identity, channels and services. Results will not be available until June reporting period
- b. The satisfaction with ease of interacting result is determined by the responses to an independent annual survey of the Canberra Community. The survey is a measure of the awareness, attitudes, behaviour and customer satisfaction of/with Access Canberra's corporate identity, channels and services. One of the initiatives undertaken by Access Canberra is conducting joint inspections which have resulted in the ACT community finding it easier than expected to interact with Access Canberra. Results will not be available until June reporting period
- c. Services available online are defined as interactions that can be conducted (at least in part) via the internet/portals.
- d. This accountability indicator measures the percentage of transactions completed online against the total number of transactions completed over the phone, in person and online.
- e. This accountability indicator is an annual measure of the number of inspection activities focusing on more than one regulatory obligation for the business. Coordinated inspection activities reduce the regulatory burden on businesses by making inspections simpler, faster and less frequent. As this is an annual measure it will be reported in the EOFY report.
- f. This accountability indicator measures the average number of days it takes to issue business authorisations and personal registrations. For business registration the average number of working days was 8.65 and for personal registration the average number of working days was 2.78.
- g. Initial rates of compliance are assessed against a predetermined set of criteria set for targeted inspection campaigns. Following the completion of the campaign compliance rates are again assessed to determine the percentage shift in compliance. As this is an annual measure it will be reported in the annual report.
- h. This indicator sets a ratio for the engagement and education functions that are separate from Access Canberra exercising its enforcement powers against an industry, business or individual. Increasing efforts to educate and inform individuals and business and industries about their responsibilities and legal requirements leads to increased compliance rates, a reduction in complaints and the need for enforcement responses.
- i. Feedback is collected from an on-going internal phone survey of randomly selected industry groups that have had a regulatory interface with Access Canberra. Results are collated using a helpfulness score: (1:5) 5 being greatest level of support and 1 the lowest.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.1: Innovation, Trade and Investment<sup>1</sup>**

**Description:** Innovate Canberra's activities are aimed at:

- accelerating the commercialisation of locally generated intellectual property, programs to encourage internationalisation of ACT businesses through trade and investment; and
- enhancing the innovation capability of the private sector and its relationship with key institutions.

Innovate Canberra delivers the Skilled and Business Migration Program and participates in business and innovation policy forums, including Ministerial Councils and other national business, innovation and science infrastructure forums.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$10,678	\$5,130	\$4,591	(10%)	This variance is mainly due to lower than expected expenditure as a result of rescheduling the timing of project works, a number of unfilled positions and staff taking long term leave without being back filled.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$9,476	\$4,892	\$4,579	(6%)	This variance is mainly due to lower than expected expenditure as a result of rescheduling the timing of project works, a number of unfilled positions, partially offset by the timing of payments relating to prior year accrued expenditure.

**Accountability Indicator**

a.	Support for innovation start-ups and entrepreneurs				
-	Innovation Connect (ICon) new client connections	50	0	0	0%
-	Innovation Connect (ICon) successful grant applications	15	0	0	0%
-	Deliver targeted programs to support innovative start-ups	3	0	0	0%

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
- Satisfaction on the effectiveness of ACT Government programs and initiatives to support innovative start-ups through surveys of the CBR Innovation Network Board and the Innovation Community Forum	>75%	0	0	0%	
b. Support development of key industry capability in the ACT innovation ecosystem					
- Deliver targeted programs to support development of key industry capability in the ACT Innovation ecosystem	4	0	0	0%	
- Satisfaction on the effectiveness of ACT Government programs and initiatives to support development of key industry capability in the ACT Innovation ecosystem through surveys of the CBR Innovation Network Board and Community Forum <sup>7</sup>	>75%	0	0	0%	
c. Invest Canberra					
- Trade Connect grants delivered	30	15	3	(80%)	The Trade Connect program is under review to determine options for future delivery.
- Number of international trade and investment campaigns and delegations	3	2	3	50%	One additional mission than targeted was delivered, to Wellington New Zealand in November 2017.
- Number of lead responses generated from Invest Canberra program activity	30	15	15	0%	
- Number of investment facilitation projects supported	2	1	2	100%	Two companies are pursuing local investment opportunities (due to the commercial in confidence relationship, names of companies cannot be disclosed).

<sup>1</sup> This Output was previously Output 9.2 Innovation, Trade and Investment.  
The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. (i) This accountability indicator tracks the number of new client connections engaging with the Innovation Connect grant program. The 2017-18 Innovation Connect funding round was announced 7 November 2017. It is expected that the assessment process will be completed by the end of March 2018. This is an ongoing program and the indicator is considered complete at the end of the financial year.
- (ii) This accountability indicator tracks the number of successful applications to the Innovation Connect grant program, i.e. applications that the Innovation Connect Assessment Panel approve for funding through the financial year. The 2017-18 Innovation Connect funding round was announced 7 November 2017. Assessment process is scheduled to be completed by the end of March 2018. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
- (iii) Delivery of ACT Government programs to support start-ups (ie. newly created businesses, business intenders, business models that propose innovative products or services that can demonstrate future growth potential). Target refers to CBR Innovation Network, ICon and Small Business Innovation Partnership (SBIP) programs. These are ongoing programs and the indicator is considered complete at the end of the reporting period.
- (iv) Surveys of ACT Government programs to support start-ups. Surveys seek comment and views on the impact and effectiveness of ACT Government programs and initiatives to assist innovative start-ups within the ACT economy. Stakeholders surveyed are CBR Innovation Network Board and Innovation Community Forum at the end of the financial year. Survey is scheduled to be conducted in May 2018. This indicator is considered complete at the end of the reporting period.
- b. (i) Delivery of ACT Government programs to support key industry capability in the innovation ecosystem. Target refers to CBR Innovation Network, Data61, CollabIT and Screen Industry Support programs. These are ongoing programs and the indicator is considered complete at the end of the reporting period.
- (ii) Surveys of ACT Government programs to support key industry capability in the innovation ecosystem. Surveys seek comment on the impact and effectiveness of ACT Government programs and initiatives to build capacity in key capability areas within the ACT economy. Stakeholders surveyed are CBR Innovation Network Board and Innovation Community Forum. Survey is scheduled to be conducted in May 2018. This indicator is considered complete at the end of the reporting period.
- c. (i) Number of Trade Connect grants awarded. Three Trade Connect grants were awarded as part of November 2017 New Zealand delegation. The Trade Connect program is under review to determine options for future delivery.
- (ii) Tracks the number of international trade and investment campaigns and delegations. This is an ongoing program and the indicator is considered complete at the end of the reporting period. Three international missions were delivered during the reporting period – China in August 2017, United States in October 2017, and New Zealand in November 2017.
- (iii) Number of trade and investment lead responses identified and qualified. A lead is defined as the identification of an entity that has expressed an interest and has the authority and capacity to invest in the ACT. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
- (iv) Number of investment facilitation projects supported (ie. leads that develop into supported projects). A supported investment facilitation project is a qualified and vetted investment lead that progresses to the point where focused ACT Government facilitation support is provided with the purpose of accelerating a positive company decision to invest. This is an ongoing program and the indicator is considered complete at the end of the reporting period.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.2: VisitCanberra<sup>1</sup>**

**Description:** VisitCanberra creates and implements a range of innovative tourism marketing and development programs, in partnership with local industry, national bodies and institutions, which aim to support the Territory's economic development through increased visitation to the ACT and region.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$14,868	\$7,163	\$5,761	(20%)	This variance is mainly due to delays in the timing of expenses relating to a marketing campaign.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$13,818	\$6,860	\$6,036	(12%)	This variance is mainly due to delays in the timing of expenses relating to a marketing campaign; partially offset by the timing of payments relating to prior year accrued expenditure.
<b>Accountability Indicator</b>					
a. ACT Accommodation – Room Occupancy Rate (%)	>YTD national average (75.9%)	75.9%	77.4%	2%	
b. Canberra and Region Visitors Centre (CRVC)-Overall visitor satisfaction with customer service levels at the CRVC	>85%	>85%	96.2%	13%	Greater than anticipated satisfaction levels are due to a focus on creating a unique experience for the benefit of tourists and locals alike through high quality customer service.
c. Number of visits to the 'visitcanberra' website	1,300,000	650,000	671,203	3%	

<sup>1</sup>This Output was previously Output 9.3 VisitCanberra.

The above Statement of Performance should be read in conjunction with the accompanying notes.



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. This accountability indicator provides a comparison of the ACT's year to date accommodation room occupancy rate to national. The methodology used to track and measure this indicator has changed from previous annual reports. From June 2016, the ABS Survey of Tourist Accommodation ceased production. VisitCanberra replaced monitoring of accommodation statistics with similar information provided STR Global. This report tracks occupancy rates for a range of ACT based accommodation properties with 10+ rooms. Information reported is for the year to date October 2017. The YTD result is due to strong domestic and international visitation and targeted tourism demand driving activity.
- b. Satisfaction with overall customer service levels at the CRVC is captured as part of a broader Satisfaction Survey open to visitors throughout the year. Survey data is recorded using the *Survey Monkey* online program.
- c. This accountability indicator is used to record the performance of the website [www.visitcanberra.com.au](http://www.visitcanberra.com.au) as a key driver for tourism activities such as travel, research, planning and online bookings in Canberra. Half yearly result is in line with forecast figures and ensures 12 month target is on track to be met. There has been slight increase in traffic from the USA resulting in a minor increase to the result.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.3: Sport and Recreation<sup>1</sup>**

**Description:** Sport and Recreation Services supports Canberra's participation in organised sport and recreation through delivery of programs, facilities and pathways. As part of this it provides support services to local high performance athletes, administers grants and delivers education and training opportunities to maintain and enhance the capabilities of the community sport and recreation sector in the ACT. Sport and Recreation is responsible for the planning and delivery of new sporting infrastructure and the ongoing management and maintenance of the Territory's community sportsgrounds, aquatic/leisure and associated facilities

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$16,457	\$8,862	\$8,660	(2%)	
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$15,844	\$8,690	\$9,454	9%	This variance is mainly due to the timing of payments relating to prior year accrued expenditure.
<b>Accountability Indicator</b>					
a. Number of nationally identified priority athletes supported by the ACT Academy of Sport	100	100	101	1%	
b. Number of organisations funded to support participation opportunities in sport and recreation	80	5	6	20%	The majority of 2018 Sport and Recreation Grant program recipients will be announced in February 2018. The half year performance reflects two multi-year funding deeds and three grants associated with Ministerial awards for the sport and recreation sector. The variance of an additional deed relates to an emergency supplementation deed granted at the Minister's discretion.

<sup>1</sup> This Output was previously Output 9.4 Sport and Recreation.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. This accountability indicator measures the number of ACT Academy of Sport (ACTAS) supported athletes identified and prioritised by their respective national body as an athlete with emerging international level potential through to the world class medal potential. 100 athletes represent the targeted number of scholarships able to be serviced within annual budget appropriation.
- b. This accountability indicator reports the number of organisations funded through the Sport and Recreation Grant Program to deliver participation opportunities. This funding support is coupled with access to Directorate delivered education and training liaison officer assistance to improve the quality of these opportunities.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.4: Events<sup>1</sup>**

**Description:** Events manages, supports and delivers key signature events for the community including Floriade, Floriade NightFest, the Enlighten Festival, New Year's Eve, Australia Day, Canberra Festival and the Canberra Nara Candle Festival.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$10,874	\$6,718	\$8,080	20%	This variance is mainly due to higher than expected expenditure associated with the events program, which is partially funded by higher own source revenue.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$8,735	\$5,949	\$8,089	36%	This variance is mainly due to higher than expected expenditure associated with the events program and the timing of payments relating to prior year accrued expenditure.
<b>Accountability Indicator</b>					
a. Deliver key community events					
- New Year's Eve	1	1	1	0%	
- Australia Day	1	0	0	0%	
- Canberra Nara Candle Festival	1	1	1	0%	
- Canberra Day Activities	1	0	0	0%	
b. Economic activity generated as a result of staging Floriade	\$40 million	\$40 million	0	(100%)	This data has not been finalised by the provider as the financial data for the event was incomplete at the time of reporting. A final figure on economic activity will be available for end of financial year reporting.
c. Economic activity generated as a result of staging the Enlighten Festival	\$3 million	0	0	0%	
d. Satisfaction with the management of Events grants in the ACT	80%	0	0	0%	

<sup>1</sup> This Output was previously Output 9.6 Events.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. These accountability indicators cover planning, marketing and delivery of key community events: New Year's Eve; Australia Day; the Canberra Nara Candle Festival; and Canberra Day.
- b. This accountability indicator covers the economic activity generated for the Territory by staging Floriade. Visitor expenditure data is derived from face-to-face interviews conducted on site with a random sample of event attendees and online surveys. The event's direct expenditure impact aims to capture the spending of all visitors that come to the ACT (or extend their stay) specifically for Floriade.
- c. This accountability indicator covers the economic activity generated for the Territory by staging the Enlighten Festival. Visitor expenditure data is derived from face-to-face interviews conducted on site with a random sample of attendees. The direct expenditure impact aims to capture the spending of all visitors that come to the ACT (or extend their stay) specifically for the Enlighten Festival. The Enlighten Festival will encompass, the Balloon Spectacular, Lights Canberra Action, Symphony in the Park and the Canberra Day event in 2018.
- d. This accountability indicator measures the standard of service and assistance the event organisers receive through delivery of the grants management process of the ACT Events Fund. A satisfaction survey, consisting of ten questions and one optional comment, is conducted on an annual basis to measure this indicator.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.5: Arts Engagement<sup>1</sup>**

**Description:** Implementing the ACT Arts Policy by developing engagement with the arts through participation and access, supporting great art and great artists, supporting and recognising the vitality of the Canberra Region arts ecology and engaging with Aboriginal and Torres Strait Islander arts and culture.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$14,897	\$6,879	\$5,919	(14%)	This variance is mainly due to timing of grant milestone payments, and maintenance for arts facilities and public art. This is partially offset by higher than budgeted depreciation.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$12,976	\$6,657	\$5,627	(15%)	This variance is mainly due to timing of grant milestone payments, and maintenance for arts facilities and public art.
<b>Accountability Indicator</b>					
a. Number of art organisations supporting community participation	25	0	0	0%	
b. Tenants satisfaction with management of Community Arts Facilities	80%	0	0	0%	
c. Satisfaction with the management of grants administered by artsACT	80%	0	0	0%	
d. Number of attendees at programs delivered by artsACT funded organisations	350,000	0	0	0%	
e. Number of engagement activities with the community on arts and cultural matters	4	0	0	0%	

<sup>1</sup> This Output was previously Output 9.8 Arts Engagement.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. This accountability indicator identifies the number of arts organisations supported by ACT arts funding to implement the objectives of the ACT Arts Policy. The result is measured through the grant acquittal process. The results for this measure will be available at end of year when the grant acquittal process is complete in March.
- b. This accountability indicator measures the standard of service and assistance the community arts facility managers receive from artsACT in relation to the management of ACT Government-owned arts facilities. This indicator is measured through an annual satisfaction survey. The 2017-18 Target has been revised to be more proportionate to the small sample size. The survey will be conducted in the last quarter with results available at year end.
- c. This accountability indicator measures the standard of service and assistance that arts organisations and artists receive through delivery of the grants management process of the ACT Arts Fund. A satisfaction survey is conducted on an annual basis to measure this indicator. This survey is to be conducted in April 2017 and results will be available at year end.
- d. This accountability indicator measures the annual attendance numbers at programs delivered by artsACT funded organisations. Attendance numbers are collected as part of the grants acquittal process. Results for this measure will be available at year end when attendance numbers are collected as part of the grants acquittal process.
- e. This accountability indicator measures the number of times artsACT has engaged with the community on arts matters. This measure is consistent with the implementation of the 2015 ACT Arts Policy. This is measured by the number of engagement activities held each year by ArtsACT and will be achieved in the second half of the year with results available at year end.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 3: ECONOMIC DEVELOPMENT**

**Output 3.6: Higher Education, Training and Research<sup>1</sup>**

**Description:** Innovate Canberra works with the higher education and research sector to promote capabilities in areas such as cyber security, the space and spatial economy, sports technology, health innovation, agriculture and environmental sciences, ICT and e-government, and international education. Innovate Canberra is responsible for the provision and overall management of vocational education and training in the Territory. This includes administering, monitoring and auditing Territory and national funds for a variety of programs addressing skills development.

	<b>Original Target 2017-18</b>	<b>YTD Target 31 Dec 2017</b>	<b>YTD Result 31 Dec 2017</b>	<b>YTD Variance</b>	<b>Explanation of Material Variances (+/- 5%)</b>
<b>TOTAL COST (\$'000)</b>	\$49,557	\$16,282	\$17,124	5%	This variance is mainly due to higher than year to date budget grant payments associated with User Choice and Skilled Capital programs, which are demand driven.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$48,653	\$16,123	\$17,143	6%	This variance is mainly due to higher than year to date budget grant payments associated with User Choice and Skilled Capital programs, which are demand driven, and the timing of payments relating to prior year accrued expenditure.
<b>Accountability Indicator</b>					
a. Deliver the ACT International Education Strategy					
- Canberra: Australia's Education Capital Destination Marketing and Engagement (Study Canberra Program)	1	0	0	0%	
- Student Experience (Student Ambassadors Program)	1	0	0	0%	
- Collaboration (ACT Vice Chancellors' Forum Meetings)	2	1	1	0%	
b. Higher Education, Training and Research sector capability building in key (identified) sectors					
- Precinct development projects and initiatives developed in collaboration with institutions (Key Capability Area Fund)	2	0	0	0%	



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	<b>Original Target 2017-18</b>	<b>YTD Target 31 Dec 2017</b>	<b>YTD Result 31 Dec 2017</b>	<b>YTD Variance</b>	<b>Explanation of Material Variances (+/- 5%)</b>
c. Participation in vocational education and training (VET)					
- All students (percentage)	4.5%	0	0	0%	
- Aboriginal and Torres Strait Islander students (percentage)	9.0%	0	0	0%	
d. VET graduate outcomes after training					
- Improved employment circumstances	65%	65%	66%	2%	
- Employed after training or in further study	92%	92%	91%	(1%)	
e. Total number of students undertaking vocational education and training (VET) qualifications					
- All students	16,500	0	0	0%	
- Aboriginal and Torres Strait Islander students	650	0	0	0%	
- Students with a disability	1,850	0	0	0%	
f. Skilled Migration Attraction and Facilitation					
- Employer Sponsored Nominated	350	175	182	4%	
- Skilled Independent Nominated	350	175	168	(4%)	
- Participation in the settlement support program for ACT nominated migrants	>70%	>70%	45.7%	(35%)	Participation in the settlement support program is demand driven and voluntary.
- Average number of monthly visits to <i>Canberra. Create Your Future</i> website	15,000	15,000	27,430	83%	There was a large increase in July 2017 when the skilled migration program was opened which resulted in 45,813 website hits for July 2017.

<sup>1</sup> New Output.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. (i) This accountability indicator relates to the delivery of the Study Canberra program as articulated in the ACT International Education Strategy. Study Canberra has delivered a range of destination marketing initiatives in Semester 2 2017, including: presentations to visiting international education sector delegations; exhibiting and promoting Canberra at international education conferences; development of scholarship programs with UC and ANU to promote Canberra as a study destination; and significant marketing and engagement activity across multiple institutions as part of Tertiary Open Day activities. Marketing and engagement activity will continue in the 2018 academic year.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

- (ii) This accountability indicator relates to the delivery of the Student Ambassadors program as articulated in the ACT International Education Strategy. 19 student ambassadors have been selected and are in the process of induction and support, with commencement scheduled for January 2018. As such, the indicator is considered complete at the end of the reporting period.
  - (iii) This accountability indicator relates to the number of Vice Chancellors' Forum meetings convened. Vice Chancellor's Forum was held 7 December 2017. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
- b. This accountability indicator relates to the number of successful applications to the Key Capability Area Fund. Applications will be assessed in second half of 2017-18 financial year. As such, the indicator is considered complete at the end of the reporting period.
- c. This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. This accountability indicator measures the participation rate for students (all; Aboriginal and Torres Strait Islander) undertaking government funded Vocational Education and Training in the ACT. Results are sourced from the National Centre for Vocational Education Research (NCVER) publication *Government-funded students and courses 2017*. This publication is scheduled for public release in July 2018. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
- d.
  - (i) This accountability indicator measures the percentage of graduates with improved employment circumstances, in the ACT, as defined by the state/territory of funding by year, in the *NCVER Student Outcomes Survey*. Results of the survey were published in November 2017.
  - (ii) This accountability indicator measures the percentage of graduates employed after training or in further study, in the ACT, as defined by the state/territory of funding by year, in the *NCVER Student Outcomes Survey*.
- e. This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. This accountability indicator measures the number of students (all; Aboriginal and Torres Strait Islander; students with a disability) undertaking government funded Vocational Education and Training in the ACT. Results are sourced from the NCVER publication *Government-funded students and courses 2017*. This publication is scheduled for public release in July 2018. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
- f.
  - (i) This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. Tracks ongoing program delivery within Commonwealth Government (Department of Immigration and Border Protection) policy parameters based on a three-year average. The 2017-18 target is based on an estimated outcome for this activity based on achievement levels in past reporting periods. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
  - (ii) This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. The 2017-18 target is based on the low-range quota set by the Commonwealth Government (Department of Immigration and Border Protection). This is an ongoing program and the indicator is considered complete at the end of the reporting period.
  - (iii) This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. Percentage of ACT nominated skilled migrants that participate in settlement support program. This is an ongoing program and the indicator is considered complete at the end of the reporting period.
  - (iv) This accountability indicator was previously reported in Output 3.1 Innovation, Trade and Investment. Average number of monthly visits to *Canberra. Create Your Future* website ([www.canberrayourfuture.com.au](http://www.canberrayourfuture.com.au)), promoting the competitive advantages of Canberra to skilled workers. This is an ongoing program and the indicator is considered complete at the end of the reporting period.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 4: FINANCIAL AND ECONOMIC MANAGEMENT**

**Output 4.1: Economic Management**

**Description:** Economic Management will:

- monitor and advise on the state of the ACT economy;
- undertake economic and fiscal modelling and revenue forecasting;
- progress the implementation of Stage 2 tax reform initiatives;
- monitor implementation of the Asset Recycling Initiative;
- provide advice on economic policy, competition reform and industry sectoral matters, including economic regulation of water and energy markets;
- coordinate the function and responsibilities provided under the Intergovernmental Agreement on Federal Financial Relations;
- coordinate and contribute to Heads of Treasuries and Council on Federal Financial Relations processes and support the Heads of Treasury Accounting and Reporting Advisory Committee;
- coordinate and contribute to ACT Government involvement with the Commonwealth Grants Commission;
- progress reforms to the compulsory third party insurance arrangements in the ACT; and
- advise and improve financial management frameworks and governance.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$9,563	\$3,971	\$3,863	(3%)	
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$9,464	\$3,907	\$4,063	4%	
<b>Accountability Indicator</b>					
a. Briefings on the ACT economy	115	56	56	0%	
b. Submission to CGC Annual Update	1	1	1	0%	
c. Submission to credit rating agency	1	1	1	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. This accountability indicator covers briefings on the most recent key economic indicators for Canberra and the Australian Capital Territory, including those based on Australian Bureau of Statistics (ABS) or other data sources. This indicator excludes other general briefings on the economy.
- b. This accountability indicator covers the annual submission to the Commonwealth Grants Commission (CGC), which forms part of their annual data update which will determine the ACT's share of the national GST pool.
- c. This accountability indicator covers the annual submission to the credit rating agency Standard & Poor's (S&P). This enables S&P to make an assessment of the credit rating of the ACT Government. The submission is a day-long meeting with the agency.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 4: FINANCIAL AND ECONOMIC MANAGEMENT**

**Output 4.2: Financial Management**

**Description:** Financial Management will:

- manage the preparation and presentation of the ACT Government's annual budget, budget review and annual financial statements;
- provide quarterly whole of government consolidated management reports;
- report to external agencies including the Australian Loan Council, the Australian Bureau of Statistics and the Commonwealth Grants Commission;
- provide advice to the ACT Government on financial and budget policy issues; and
- review government programs and functions.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$15,706	\$6,419	\$5,660	(12%)	This variance is mainly due to a number of unfilled positions and lower than budgeted depreciation.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$13,662	\$6,063	\$5,690	(6%)	This variance is mainly due to a number of unfilled positions.
<b>Accountability Indicator</b>					
a. Budget presented in accordance with legislative timeframes	1	0	0	0%	
b. Budget Review presented in accordance with legislative timeframes	1	0	0	0%	
c. Annual Financial Statements for the Territory in accordance with legislative timeframes	1	1	1	0%	
d. Quarterly Consolidated Financial Statements presented in accordance with legislative timeframes	4	2	2	0%	
e. Policy/service reviews commenced	2	2	2	0%	
f. Policy/service reviews completed	2	0	0	0%	
g. Regulatory reform in relation to financial processes	1	0	0	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. The Territory Budget is presented to the Legislative Assembly in accordance with the timing prescribed in section 5 of the *Financial Management Act 1996* (FMA). The Territory Budget will be presented in June 2018.
- b. The Budget Review for the Territory is presented to the Legislative Assembly in accordance with the timing prescribed in section 20A of the FMA. The 2017-18 Budget Review will be presented in February 2018.
- c. The Annual Financial Statements for the Territory are provided to the Auditor-General in accordance with the timing prescribed in section 24 of the FMA. The 2016-17 Annual Financial Statements were provided to the Auditor-General on 28 September 2017.
- d. The Quarterly Consolidated Financial Statements are presented to the Legislative Assembly in accordance with the timing prescribed in section 26 of the FMA. The 2016-17 June Quarter Consolidated Financial Statements were presented to the Legislative Assembly on 15 August 2017. The September Quarter Consolidated Financial Statements were presented to the Legislative Assembly on 28 November 2017.
- e. Expenditure reviews of Child Protection and Out of Home Care and Libraries will be undertaken in 2017-18. Both reviews have commenced.
- f. In 2017-18 expenditure reviews of Child Protection and Out of Home Care and Libraries will be completed. A result is recorded at the completion of the reviews.
- g. This accountability indicator covers policy and project initiatives targeted at improving the effectiveness and efficiency of regulation in relation to financial processes. The outcomes of the initiative will be reported at the end of the reporting period.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 5: WORKFORCE INJURY MANAGEMENT AND INDUSTRIAL RELATIONS POLICY**

**Output 5.1: Workforce Injury Management and Industrial Relations Policy**

**Description:** The Workforce Injury Management and Industrial Relations Policy will:

- advise the ACT Government on workers' compensation, work health and safety and industrial relations arrangements and make changes to the corresponding regulatory frameworks where directed by the Government;
- provide whole of government return to work case management services to injured employees and their agencies;
- provide advice to ACTPS directorates and agencies in relation to workers' compensation and manage the relationship between Comcare and the ACT Government;
- coordinate actuarial analysis of workers' compensation performance and manage the apportionment of the Territory's Comcare workers' compensation premium;
- develop and review whole of government work health and safety policies and provide work health and safety services to support the policy framework; and
- coordinate the Territory's consultative bodies for industrial relations regulation, workers' compensation and work health and safety.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$22,121	\$14,264	\$11,368	(20%)	The variance is mainly due to not all of the supplementation for whole of government workers' compensation premium costs being required.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$17,711	\$12,341	\$11,894	(4%)	
<b>Accountability Indicator</b>					
a. Conduct an actuarial review of the ACT private sector Worker's Compensation Scheme	April 2018	0	0	0%	
b. Maintain consultative work injury management fora within the ACT	4	2	2	0%	
c. Achieve a conformance rating of 85% or higher in the annual audit of the ACT Government Rehabilitation Management System	85%	0	0	0%	
d. Provide policy advice on issues relating to industrial relations, injury management, work safety, and dangerous substances regulation	20	10	14	40%	Periodic variation in activity levels is normal. Requests for industrial relations policy advice have increased in 2017-18.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
e. Represent the ACT and coordinate activities arising from, national industrial relations, work safety and injury management forums	14	7	7	0%	
f. Reduce the ACT public sector incidence of serious workplace injury	11.39	0	0	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. This accountability indicator covers review of the performance of the ACT Workers' Compensation Scheme and consideration of the broader implications of these findings. This indicator is considered complete on receipt of the actuarial analysis and reporting to the Minister for Workplace Safety and Industrial Relations.
- b. This accountability indicator covers the secretariat role to the ACT Work Safety Council, supporting four meetings of the Council. The indicator is considered complete when Council meetings are held and minutes agreed. Two meetings were held in the first half of the financial year.
- c. It is a condition of the ACT Government's delegations under the *Safety Rehabilitation and Compensation Act 1988* that the Territory maintains a rehabilitation management system that complies with the Commonwealth guidelines and that conformance be audited annually.
- d. This accountability indicator covers the preparation of briefing papers to the ACT Government on workers' compensation, industrial relations and work safety matters. This indicator is counted as complete when submissions are lodged with the ACT Government.
- e. This accountability indicator covers representing the Territory at, and managing policy initiatives arising out of, national industrial relations and injury management forums, including SafeWork Australia and its policy sub-committees and the national industrial relations senior officials group. This indicator is considered complete with attendance at meetings.
- f. This accountability indicator covers injury prevention activities previously described in discontinued indicator k, and aligns the indicator with the measure, target and baseline calculation used in the Safe Work Australia National WHS Strategy 2012-22. This accountability indicator measures the number of ACT public servant workers' compensation claims resulting in absence from the workplace of one week or more, per 1,000 employees. Currently the forecast end of financial year result is 7.12 based on 31 October 2017 figures (this is subject to change given the immaturity of the data).

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 6: REVENUE MANAGEMENT**

**Output 6.1: Revenue Management**

**Description:**

The key outputs to be delivered include:

- collecting taxation revenue in accordance with legislation;
- providing high quality and timely advice to assist taxpayers in meeting their obligations;
- processing objections to assessments and decisions, in accordance with timeframes published on the ACT Revenue Office website;
- ensuring the integrity, consistency and effectiveness of the ACT's taxation system through prioritised compliance programs and regular reviews of legislation; and
- processing of concessions in accordance with legislation.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$19,255	\$8,556	\$10,993	28%	This variance is mainly due to capital works related costs yet to be capitalised.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$15,502	\$7,220	\$13,982	94%	This variance is mainly due to capital works related costs yet to be capitalised, and controlled recurrent payments appropriation being used to fund capital works expenditure prior to being reimbursed by capital injection.
<b>Accountability Indicator</b>					
a. Debt Management – level of overdue debt as a percentage of tax revenue	2.5%	2.5%	3.6%	44%	This reflects the higher rate of overdue debt for rates compared to other tax levies combined with the growth in property taxes as a proportion of overall revenue.
b. Internal reviews of Objections completed within 6 months	85%	85%	99.4%	17%	Only one objection was not completed within 6 months.
c. Internal reviews of Objections completed within 12 months	100%	100%	100%	0%	
d. Compliance revenue per inspector	\$650,000	\$325,000	\$442,097	36%	Compliance activity for the first half of the year has resulted in higher revenue than anticipated.

The above Statement of Performance should be read in conjunction with the accompanying notes.



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. 'Level of overdue debt' measures the level of overdue collectable debt as a percentage of forecast tax revenue. It excludes matters subject to objection and appeals, under liquidation and agreements made by the ACT Government in respect of pending waivers.
- b. Accountability indicator on the completion within timeframes of internal reviews of objections lodged against revenue assessments and decisions.
- c. Accountability indicator on the completion within timeframes of internal reviews of objections lodged against revenue assessments and decisions.
- d. 'Compliance revenue per inspector' measures all revenue assessed from compliance activities divided by the number of full-time-equivalent Inspectors. It includes revenue from assessments, reassessments (being that portion not already assessed), compromise assessments issued by the Compliance Section, outstanding returns, savings resulting from reductions in refund claims and other compliance activity.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 7: SHARED SERVICES**

**Output 7.1: Shared Services**

**Description:**

Key outputs delivered include:

- services to government agencies as outlined in Shared Services ICT catalogue of services and affirmed through various service level and support agreements;
- management of the whole of government data and communications network;
- general service and help desk functions;
- payroll and personnel services;
- recruitment services;
- records management and courier activities to government directorates;
- monthly and annual financial reporting services;
- accounts payable and accounts receivable functions;
- general ledger, cash flow and fixed asset management;
- administration of the Taxation Management Framework across the ACT Government;
- production and lodgement of monthly Business Activity Statements and annual Fringe Benefits Tax Returns and the provision of taxation advice across the ACT Government;
- provision of salary packaging services across the ACT Government; and
- publishing services including multimedia, online, print and signage services.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST* (\$'000)</b>	\$210,774	\$105,500	\$101,510	(4%)	
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$28,432	\$6,300	\$6,021	(4%)	
<b>Accountability Indicator</b>					
a. ICT costs compared to peer organisations' costs, as benchmarked by an independent organisation	within 5%	0	0	0%	
b. Email availability across government during core business hours	100%	100%	100%	0%	
c. ICT service requests made via the Service Desk are resolved within Service Level Agreements' timeframes	90%	90%	92%	2%	

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	<b>Original Target 2017-18</b>	<b>YTD Target 31 Dec 2017</b>	<b>YTD Result 31 Dec 2017</b>	<b>YTD Variance</b>	<b>Explanation of Material Variances (+/- 5%)</b>
d. Average time taken for telephone ICT service requests to be answered by a Service Desk Officer	30 seconds	30 seconds	47 seconds	(57%)	The variance was due to a significant increase in call volumes as a result of the government-wide roll out of a major Microsoft Office upgrade, the introduction of Invoice Automation and a greater focus on first time resolution. Changes have been made to the management of the Service Desk resourcing to ensure significant improvements to call waiting times.
e. Number of successful attacks on internally hosted ACT Government websites	0	0	0	0%	
f. Human resources service requests made via the Service Desk are resolved within Service Standard timeframes	90%	90%	90%	0%	
g. Business Activity Statements completed in accordance with the ATO deadline	100%	100%	100%	0%	
h. Fringe Benefits Tax Return submitted to the ATO in accordance with the ATO deadline	100%	0	0	0%	
i. Monthly financial information available for use by agencies by 6th working day of the month	100%	100%	100%	0%	
j. Annual financial statements completed and provided to agencies by 10th working day of July	100%	0	0	0%	
k. Finance service requests made via the Service Desk are resolved within Service Standards timeframes	90%	90%	84%	(6%)	Variance was due to the introduction of Invoice Automation resulting in increased request volumes.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. The independent benchmarking is undertaken every two years. Results are reported annually.
- b. Established by determining up-time of each core component of the network across core business hours (Monday to Friday 8am to 6pm).
- c. Service Standards timeframes are published standards for service delivery by Shared Services.
- d. This measure covers the average time (in seconds) taken for a call to be answered by the Service Desk.
- e. This measure covers security breaches of internally hosted ACT Government web sites and web applications.
- f. Service Standards timeframes are published standards for service delivery by Shared Services.
- g. This accountability indicator covers the submission of Business Activity Statements (BAS) to the Australian Taxation Office (ATO).
- h. This accountability indicator covers the lodgement of annual Fringe Benefits Tax (FBT) returns to the ATO. This is an annual measure.
- i. This accountability indicator refers to the completion of processing of monthly financial information using Oracle.
- j. This accountability indicator covers the submission of draft annual financial reports to the directorates/agencies. This is an annual measure.
- k. Service Standards timeframes are published standards for service delivery by Shared Services.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 8: INFRASTRUCTURE FINANCE AND CAPITAL WORKS**

**Output 8.1: Infrastructure Finance and Capital Works<sup>1</sup>**

**Description:** The key outputs delivered include:

- managing and delivering the majority of ACT Government funded capital works projects, including supporting the delivery phase of major projects;
- supporting and advising on Public Private Partnership (PPP) transactions, including procurement;
- providing whole-of-life project transaction support;
- supplier pre-qualification arrangements;
- providing commercial support on the assessment of unsolicited proposals; and
- coordination of Work Health and Safety Active Certification Policy for ACT Government construction sites.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$24,399	\$11,779	\$11,007	(7%)	This variance is mainly due to lower than anticipated contractor expenses.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$7,630	\$3,610	\$3,512	(3%)	
<b>Accountability Indicator</b>					
a. Life of Project PPP transactions successfully executed	100%	100%	100%	0%	
b. Proportion of Government funded annual Capital Works program supported by Infrastructure Finance and Capital Works	90%	0	0	0%	
c. Proportion of relevant projects supported by Infrastructure Finance and Capital Works that have had WHS audits performed in accordance with the Active Certification Audit Program	>90%	>90%	100%	11%	The Active Certification Policy allows for audits to be delayed when approved by the Superintendent of Works. This approval process means delayed audits are now conducted in accordance with the policy and this has resulted in a greater than target percentage of audits complying with the policy.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

	<b>Original Target 2017-18</b>	<b>YTD Target 31 Dec 2017</b>	<b>YTD Result 31 Dec 2017</b>	<b>YTD Variance</b>	<b>Explanation of Material Variances (+/- 5%)</b>
d. Capital Works Projects					
- Percentage of Construction Projects Completed on Budget	>85%	>85%	100%	18%	Favourable weather conditions, improved project estimation processes and enhanced communication and early monitoring of issues have reduced variations. No significant latent conditions that have resulted in cost or time delays in excess of the contingency have been experienced during the last year.
- Percentage of Construction Projects Completed on Time	>85%	>85%	96%	13%	Favourable weather conditions, improved project estimation processes and enhanced communication and early monitoring of issues have reduced variations. No significant latent conditions that have resulted in cost or time delays in excess of the contingency have been experienced during the last year.
- Percentage of contracts awarded to prequalified contractors/consultants	>95%	>95%	100%	5%	100% of contracts were awarded to prequalified contractors/consultants where a relevant prequalification category applies.
e. Proportion of relevant contracts managed by Procurement that include the requirement for the contractor to hold IRE Certification	>90%	>90%	100%	11%	100% of relevant contracts managed by IFCW Health Infrastructure Branch include a requirement for the contractor to hold IRE certification.

<sup>1</sup> This Output has been renamed and was previously Output 8.1 Procurement and Capital Works (PCW). This Output includes the Infrastructure Finance and Advisory function previously reported in Output 4.2 Financial Management, Capital Works Procurement previously reported in Output 8.1 PCW and part of Civil Infrastructure previously reported in Output 9.1 Economic Development Strategy and Program Design.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. New accountability indicator. This indicator measures the efficiency of Infrastructure Finance and Capital Works in undertaking its responsibilities for Life of Project transactions for PPP projects.
- b. This excludes capital works undertaken by the Suburban Land Agency and the Commissioner for Housing. It excludes works under Directorates' Better Infrastructure Fund and capital ICT works, due to the nature of these specific capital works and activities. Some Directorates maintain their own works delivery capacity, and so the target is designed to reflect that Infrastructure Finance and Capital Works is the provider of choice for all other capital procurement and project management services. While individual projects may be completed during the year, the total proportion is measured annually.
- c. The Active Certification Audit Program applies to construction work for Government capital works projects valued at \$250,000 or more.
- d. This accountability indicator applies to all construction projects managed by Infrastructure Finance and Capital Works.
  - (i) This accountability indicator measures the percentage of New Construction Capital Works projects developed by Infrastructure Finance and Capital Works that are delivered within the approved budget.
  - (ii) This accountability indicator measures the percentage of New Construction Capital Works projects developed by Infrastructure Finance and Capital Works that are delivered within the approved timeframe.
  - (iii) This accountability indicator applies only to contracts for works and services that have a prequalification category under the ACT Government Prequalification Schemes.
- e. This accountability indicator applies to contracts for works and services executed in the reporting year that are covered by the Compliance with Industrial Relations and Employment Obligations Strategy (IRE Strategy). Contractors receive IRE Certification following an audit, conducted by an approved auditor, in accordance with the IRE Strategy.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 9: PROPERTY SERVICES, VENUES AND PROCUREMENT**

**Output 9.1: Property Services<sup>1</sup>**

**Description:** Property Services covers the management of Territory-owned commercial buildings, government office accommodation, community/multipurpose buildings, aquatic/leisure facilities and leases commercial buildings on behalf of the Territory.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$121,788	\$54,301	\$65,344	20%	This variance is mainly due to the impact of the transfer of the Woden Business Park to ACTION.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$11,501	\$4,729	\$4,594	(3%)	
<b>Accountability Indicator</b>					
a. Use of Renewable Energy	5%	0	0	0%	
b. Occupancy rate for properties designated for use by non-government tenants	96%	96%	97%	1%	
c. Average square metres of office accommodation per employee	14.5	14.5	14.4	(1%)	
d. Percentage of customers satisfied with management of aquatic centres	93%	93%	100%	7%	Improvements were completed at Dickson Pool and Manuka Pool during winter closure. As part of the 2016-17 Pools Improvement Program the change rooms at Dickson Pool were refurbished and various cosmetic repairs were completed at Manuka Pool including the repair and repainting of the front facade at the pool entry.

<sup>1</sup>This Output was previously Output 9.7 Property Services.

The above Statement of Performance should be read in conjunction with the accompanying notes.



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes:**

- a. This accountability indicator measures the proportion of the ACT Government's electricity supply sourced from GreenPower® accredited renewable sources represented by Renewable Energy Certificates, as outlined in the Carbon Neutral ACT Government Framework. The purchase of the 5% renewable energy is completed as a bulk purchase in the fourth quarter of each financial year to allow an accurate calculation of the required quantity of GreenPower while minimising procurement costs. This indicator will be reported at the end of the financial year.
- b. This accountability indicator measures the occupancy rate for properties designated for use by non-government tenants (community groups and commercial organisations) by calculating the percentage of occupied space against the total of available non-government space.
- c. This accountability indicator covers the quantum of office space utilised per employee. The utilisation rate is the average net lettable area of office space measured on a square meter basis per employee in ACT Government owned and leased office accommodation that is being occupied by ACT Government agencies. The target reflects progress in implementing the Whole of government Office Accommodation Strategy.
- d. This accountability indicator was previously reported in Output 8.4 Sport and Recreation. A quarterly survey is conducted of visitors to public swimming pools seeking visitors' satisfaction with the management of public swimming pools, including the overall experience provided by the public swimming pools and maintenance and cleanliness of public swimming pools.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 9: PROPERTY SERVICES, VENUES AND PROCUREMENT**

**Output 9.2: Venues<sup>1</sup>**

**Description:** Venues promotes and manages major events at venues including GIO Stadium, Exhibition Park in Canberra, Manuka Oval, Stromlo Forest Park and the Canberra Business Event Centre. This output also includes management of the National Arboretum Canberra.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$32,437	\$11,146	\$13,001	17%	This variance is mainly due to a higher than anticipated depreciation as a result of the end of year asset valuation process.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$11,854	\$2,920	\$2,921	0%	
<b>Accountability Indicator</b>					
a. Number of Major Events at:					
- (i) GIO Stadium	24	9	10	10%	Brumbies were successful in securing a home quarter final.
- (ii) Manuka Oval	5	1	3	200%	Two previously unplanned Women's Ashes T20 cricket matches were held.
- (iii) Stromlo Forest Park	10	7	7	0%	
- (iv) Exhibition Park in Canberra	85	50	60	20%	A focus on marketing of the venue has generated greater interest, awareness and enquires. Retention levels remain high.
b. Own Source Revenue by Venue at					
- (i) GIO Stadium	\$3.0 million	\$1.25 million	\$1.2 million	(4%)	
- (ii) Manuka Oval	\$360,000	\$160,000	\$193,000	20%	Two Women's Ashes T20 matches and additional rent and sponsorship contributed to increased revenue.
- (iii) Exhibition Park in Canberra	\$3.5 million	\$1.9 million	\$2 million	4%	
c. The level of customer satisfaction at the National Arboretum Canberra	85%	85%	91.2%	7%	Visitors strongly value the National Arboretum Canberra as a beautiful, natural place to visit and a place for the conservation of rare and endangered trees. They increasingly value it as an important tourist attraction for Canberra.

<sup>1</sup> New Output. This Output was previously Output 9.5 Venues.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**Notes**

- a. These accountability indicators reflect the number of planned major events to be held at each venue in 2017-18.
- b.
  - (i) These accountability indicators cover own source revenue (measured as gross profit) generated by GIO Stadium and Manuka Oval and are based on pre-existing hire agreements.
  - (ii) These accountability indicators cover own source revenue (measured as gross profit) generated by GIO Stadium and Manuka Oval and are based on pre-existing hire agreements.
  - (iii) This accountability indicator covers own source revenue (measured as gross revenue) generated by Exhibition Park in Canberra.
- c. The annual result for customer satisfaction is based on an annual survey undertaken towards the end of the financial year. In addition to an annual survey, regular satisfaction surveys are undertaken. The YTD result is drawn from the most recent of these surveys.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 9: PROPERTY SERVICES, VENUES AND PROCUREMENT**

**Output 9.3: Goods and Services Procurement<sup>1</sup>**

**Description:** Procurement undertakes procurement activities on behalf of government directorates and agencies for goods and services. It advises the Government on procurement and related construction industry policy, is responsible for the development and implementation of the Government's procurement related policies and establishes and manages whole of government contracts.

The key outputs to be delivered include:

- procurement and associated risk management services to agencies;
- the Government contracts register and electronic tendering system; and
- driving the Smart Modern Strategic (SMS) Procurement initiative.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$9,321	\$4,645	\$3,971	(15%)	This variance is mainly due to lower than anticipated contractor expenses and staff transferring to another directorate or exiting the service.
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	\$4,071	\$1,371	\$1,339	(2%)	
<b>Accountability Indicator</b>					
a. Proportion of Goods and Services contracts awarded to Indigenous suppliers or Social suppliers	1%	0	0	0%	

<sup>1</sup> New Output. Goods and Services Procurement was previously part of Output 8.1 Procurement and Capital Works.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. ACT Government agencies are encouraged to include Indigenous business and social enterprises in their procurement opportunities. Indigenous suppliers must be registered or certified by Supply Nation, a supplier development council that manages a national directory of registered/certified indigenous businesses. Social enterprises deliver targeted social or community benefits using traditional business principles. They may be for-profit or not-for-profit organisations, but they seek both a financial and a social return on investment. The ACT Government has established a social enterprise panel to supply a range of services to government. The result for this indicator will be reported at the end of the financial year.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 1: SUPERANNUATION PROVISION ACCOUNT**

**Output 1.1: Superannuation Provision Account**

**Description:** This output involves the management of the Territory's defined benefit employer superannuation liabilities and financial investment assets.

The key outputs include:

- managing the Investment Plan and reporting on the financial investment assets set aside to fund the Territory's defined benefit employer superannuation liabilities;
- managing and reporting on the Government's Responsible Investment Policy;
- completing the Principles for Responsible Investment (PRI) annual reporting assessment which is mandatory for the Territory as a signatory to the PRI;
- completing the triennial actuarial review of the Territory's CSS/PSS defined benefit employer superannuation liability;
- managing the defined benefit superannuation liability funding plan and emerging cost payments to the Commonwealth in respect of the Territory's share of employee retirement benefits;
- completing the annual Member Information Statements for the Members of the Legislative Assembly Defined Benefit Superannuation Scheme, with calculation and settlement of benefit determinations as required; and
- budgeting, managing and reporting on the financial operations of the SPA.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$500,852	\$251,782	\$260,012	3%	
<b>Accountability Indicator</b>					
a. Difference between the investment earnings rate and the benchmark is to be $\geq 0$	$\geq 0$	$\geq 0$	0.89	16%	The investment portfolio has returned 6.4% for the 2017-18 financial year to 31 December 2017 compared with the performance benchmark return of 5.5%.
b. Exposure to directly-owned share investments related to the manufacture of Tobacco, Cluster Munitions and Land Mines	0%	0%	0%	0%	
c. The exercising of ownership voting rights for directly-owned shares	>95%	>95%	98.9%	4%	
d. Completion of the Principles for Responsible Investment Annual Reporting and Assessment Framework	1	0	0	0%	
e. Completion of Annual Actuarial Review	1	0	0	0%	

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
f. Completion and delivery of Monthly Financial Reporting	12	6	6	0%	
g. Completion and delivery of unqualified Annual Financial Statements	1	1	1	0%	
h. Completion of Annual Budget Estimates	1	0	0	0%	
i. Preparation of MLA Member Superannuation Statements	2	2	2	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. The difference between the actual portfolio investment return (gross of fees) and the established portfolio performance benchmark is a measure of the relative performance of the Territory's fund managers to the benchmark.
- b. The investment portfolio is monitored to ensure it is not exposed to any prohibited investments, in accordance with the Government's Responsible Investment Policy. For performance measurement, the actual portfolio direct share holdings will be compared with the prevailing prohibited shares list at the end of each month. The exposure measure will be the weighted value of any prohibited share investments on the total value of the share portfolio.
- c. As required by the Government's Responsible Investment Policy, voting rights in relation to directly-owned shares will be exercised in accordance with the Government's share voting policy. The target is that more than 95% of all eligible voting items in the year will be cast in relation to the total voting items. The measure will be total actual votes cast compared to total eligible voting items.
- d. The Territory is a signatory to the Principles for Responsible Investment (PRI). Completing the annual Reporting Framework via the online reporting tool is a mandatory requirement for all signatories. The reporting framework is designed to provide accountability and transparency around signatories and their responsible investment activities.
- e. An annual actuarial review of the Territory's defined benefit (CSS/PSS) employer superannuation liabilities will be completed and included in budget estimates.
- f. Monthly financial reporting involves the preparation of accrual financial statements. The monthly financial reporting will not be counted for the year if the financial statements are not prepared after the end of each month.
- g. Involves the preparation of the previous year's annual financial statements for auditing and inclusion in the CMTEDD Annual Report. The objective is to receive an unqualified audit opinion during the year.
- h. Involves the preparation of annual budget estimates for inclusion in the annual Territory Budget.
- i. Preparation of annual Member Information Statements for those Members of the Legislative Assembly who have a defined benefit superannuation entitlement as at 30 June in accordance with the *Legislative Assembly (Members' Superannuation) Act 1991*. Any individual Member Information Statement for the previous financial year not delivered by end September of the Budget year will not be counted in the result.

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

**Output Class 1: TERRITORY BANKING ACCOUNT**

**Output 1.1: Territory Banking Account**

**Description:** This output involves the management of the ACT's investment and borrowing activities and the central account of the Government being the Territory Banking Account. The key outputs to be delivered in 2017-18 include:

- managing the investment plan and reporting on the financial investment assets of the TBA;
- managing and reporting on the financial borrowing liabilities of the TBA;
- raising new Territory borrowings as required;
- managing cash flow and liquidity requirements, and completing the settlement of all financial obligations; and
- budgeting, managing and reporting on the financial operations of the TBA.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$5,099,594	\$2,549,797	\$2,374,382	(7%)	The majority of the Territory Banking Account costs are payments of appropriations to ACT Government agencies. The amounts paid and their timing is subject to operational requirements of ACT Government agencies. The lower actual result is mostly attributable to lower capital injection appropriation transfers to agencies reflecting agency requirements.
<b>Accountability Indicator</b>					
a. Difference between the investment earnings rate and the benchmark is to be $\geq 0$	$\geq 0$	$\geq 0$	0.52	55%	The investment portfolio achieved an investment return for the 2017-18 financial year to 31 December 2017 of 1.47% compared with the performance benchmark return of 0.95%. The portfolio outperformance was attributed to the cash enhanced fund performing in line with positive credit market conditions.
b. Cash and liquidity management of the Territory Banking Account	100%	100%	100%	0%	
c. Completion of new Territory Borrowings	100%	100%	100%	0%	
d. Completion of Debt Servicing Obligations	100%	100%	100%	0%	
e. Completion of Budget Appropriation Disbursements	100%	100%	100%	0%	

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
f. Completion and delivery of Monthly Financial Reporting	12	6	6	0%	
g. Completion and delivery of unqualified Annual Financial Statements	1	1	1	0%	
h. Completion of Annual Budget Estimates	1	0	0	0%	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. The difference between the actual aggregate TBA investment portfolio investment return (gross of fees) and the aggregate benchmark is a measure of relative performance. The result is calculated by subtracting the benchmark performance from the portfolio's gross performance. The variance is measured by the percentage difference between the actual performance and the benchmark.
- b. Maintaining a positive aggregate cash and investment balance of the TBA to meet ongoing cash payment obligations. For performance measurement purposes, the actual daily aggregate cash and investment balance of the TBA will be counted as the result. If the aggregate cash and investment balance is not positive at the end of a day, this will not be counted in the result.
- c. Raising all new Territory borrowing requirements in accordance with approved borrowing limits and guidelines. The measure will be the actual number of conforming borrowing transactions compared to the total borrowing transactions completed.
- d. The payment of Territory debt servicing interest and principal repayment obligations to be completed accurately and within required timeframes. The measure will be the actual number of conforming debt servicing settlement transactions compared with the total number of debt servicing settlement transactions completed.
- e. The payment of budget appropriation disbursement payments to agencies to be completed accurately and within required timeframes. The measure will be the actual number of conforming disbursement payments compared with the total number of disbursement transactions completed.
- f. Monthly financial reporting involves the preparation of accrual financial statements. The monthly financial reporting will not be counted for the year if the financial statements are not prepared after the end of each month.
- g. Involves the preparation of the annual financial statements for auditing and inclusion in the CMTEDD annual report. The objective is to receive an unqualified audit opinion during the year.
- h. Involves the preparation of annual budget estimates for inclusion in the Annual Territory Budget.



**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE  
HALF YEARLY PERFORMANCE REPORT 2017-18**

**EBT Class 1: LIFETIME CARE AND SUPPORT FUND**

**EBT 1.1: Lifetime Care and Support Fund**

**Description:** The LTCS fund reflects the operation of the LTCS Scheme to provide on-going care to people who have been catastrophically injured as a result of a motor accident in the ACT and catastrophically injured workers injured in the course of employment in the ACT.

The key outputs delivered include:

- deciding the eligibility of applicants to the LTCS Scheme in accordance with Part 4 of the LTCS Act and the LTCS Guidelines;
- assessing the treatment and care needs of participants in the LTCS Scheme in accordance with Part 5 of the LTCS Act;
- collecting feedback from participants on their expectations and experience with the LTCS Scheme;
- paying all reasonable expenses incurred by or on behalf of an injured person in relation to the injured person's assessed treatment and care needs in accordance with Part 6 and Part 9 of the LTCS Act;
- undertaking investments in accordance with the fund's Investment Strategy; and
- determining LTCS Levies in accordance with Part 10 of the LTCS Act.

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>TOTAL COST (\$'000)</b>	\$15,071	\$7,412	\$11,019	-\$3,607	Two new interim participants were accepted into the LTCS Scheme in the six months ended 31 December 2017.  The higher actual YTD result is due to the higher estimated lifetime treatment and care cost of one of the new participants compared to the average included in the Budgeted Costs, due to the level of injuries.  The Scheme's budgeted costs include an estimate for lifetime treatment and care costs for an estimated number of new participants. Volatility is expected each year regarding the number of new participants and their associated treatment and care expenses.
<b>PAYMENT FOR EXPENSES ON BEHALF OF THE TERRITORY (\$'000)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE**  
**HALF YEARLY PERFORMANCE REPORT 2017-18**

	Original Target 2017-18	YTD Target 31 Dec 2017	YTD Result 31 Dec 2017	YTD Variance	Explanation of Material Variances (+/- 5%)
<b>Accountability Indicators</b>					
a. Independent actuarial review to advise on the required fund contributions	1	0	0	0%	
b. Determine LTCS Levies	2	0	0	0%	
c. Undertake an annual client feedback process	1	0	0	0%	
d. Difference between the investment earning rate and the benchmark is to be = 0	= 0	= 0	-0.05%	-100%	The investment portfolio achieved an investment return for the 2017-18 financial year to 31 December 2017 of 4.18% compared with the performance benchmark return of 4.23%. The under-performance to benchmark is mainly attributed to ongoing transaction costs associated with implementing the investment strategy.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Notes**

- a. In accordance with section 83(3) of the LTCS Act, the Commissioner must obtain, before the beginning of each contribution period, a report from an independent actuary in relation to the amount needed to be contributed to the LTCS fund for the contribution period. The actuarial review for the 2017-18 contribution period will be undertaken in the second half of the 2017-18 financial year.
- b. In accordance with section 84 of the LTCS Act, the LTCS Commissioner must determine the LTCS Levies for a contribution period. The Levy determinations for the 2017-18 contribution period will be made in the June 2018 quarter.
- c. This indicator requires the LTCS commissioner to seek formal feedback from Scheme participants during the financial year. The focus and process for each year's feedback will be decided by the LTCS commissioner. The survey for 2017-18 will be undertaken in the second half of the 2017-18 financial year.
- d. The difference between the actual annual portfolio investment earnings rate (gross of fees) and the established performance benchmark is a measure of the relative performance of the investment fund(s) to the benchmark.