

# Organisational performance summary

Our priorities	Our objectives	Performance indicators
<b>Rural and regional communities</b>	Support rural and regional communities	Percentage of applications processed within agreed service delivery timeframes and within budget Percentage of applications for a FBDM certificate reaching a decision within legislated timeframes Percentage of original FBDM decisions made by QRIDA that are upheld in the review process Net number of successful PIPES applications Percentage of successful PIPES applications that are for First Start Loans Approval percentage for PIPES applications Percentage of successful PIPES applications that are for clients new to the PIPES Program
<b>Sustainability</b>	A viable and sustainable business long-term	Net value of successful PIPES applications Maintain total loan arrears within budget levels Administration revenue Administration net operating margin Average number of core program loans per permanent FTE in Program Service Delivery
<b>Innovation</b>	Enhance our operations and client experience	Percentage of applications received online for available programs
<b>People</b>	“People centred” operations and services	Percentage of overall satisfaction within the staff engagement survey Percentage of overall satisfaction within the client satisfaction survey Percentage of overall satisfaction within the program owner satisfaction survey
<b>New business</b>	Reach more varied communities and audience	Number of departments or agencies using QRIDA's services Programs delivered to non primary production industries Number of new programs administered Number of programs administered from new program owners



✓ Achieved    ✗ Not Achieved

Target	Result	Commentary	2020-2021 Target
98%	98%	✓ Strong result in challenging operating conditions due to COVID-19 pandemic with majority of staff working remotely processing the large volume of applications for the COVID-19 Jobs Support Loans Scheme.	98%
100%	100%	✓ 33 applications were assessed in the period and all decided within the statutory timeframe of 20 business days after the expiry of the show cause period.	100%
80%	100%	✓ 2 reviews were undertaken and all upheld the original decision.	80%
230	232	✓ Greater number of net approvals due to additional funding provided for PIPES in 2019-2020.	230
50%	51%	✓ Result achieved, continued strong interest in First Start Loans from new entrants to agriculture industry.	50%
70%	73%	✓ Result achieved in line with historical trends.	70%
75%	68%	✗ Result not achieved, interest from new clients to take up loans may have been tempered by the challenging weather conditions of 2019-2020 and uncertainty with COVID-19 pandemic.	75%
\$100 million	\$117.1 million	✓ Additional funding provided for PIPES in 2019-2020.	\$100 million
<1.0%	0.40%	✓ Result achieved in line with historical trends.	<1.0%
\$25 million	\$24 million	✗ Lower than anticipated revenue was offset by unbudgeted revenue from administration of the COVID-19 Jobs Support Loan Scheme.	\$23.2 million
\$3.6 million	-\$2.7 million	✗ Due to lower than anticipated revenue and higher expenditure, an administration deficit occurred.	\$0.07 million
60	50	✗ Prolonged drought and challenging market conditions across Queensland required more intensive loan management. In addition, permanent FTE rose slightly in Program Service Delivery to handle volume of applications for the COVID-19 Jobs Support Loan Scheme.	60
50%	91%	✓ Result achieved.	50%
85%	87%	✓ Result achieved.	85%
90%	90%	✓ Result achieved.	90%
100%	100%	✓ Result achieved.	100%
5	8	✓ Result achieved and reflects strong year in terms of total number of schemes acquired.	5
3	10	✓ QRIDA continuing to expand its service delivery beyond traditional primary production schemes.	3
8	14	✓ Result achieved and reflects strong year in terms of total number of schemes acquired.	8
3	6	✓ Results reflect active year in terms of new business development, opening up more opportunities for QRIDA to deliver schemes.	3