

# A 'big picture' overview - Performance management in the Queensland Government

Drivers/  
influences

Level of government

Key elements of the Performance Management Framework

Community expectations/needs

**WoG  
Direction**

**Ministerial  
Portfolio  
Direction**

**Agency**

**Planning**

**Measuring and  
monitoring  
performance**

**Public reporting**  
(incl independent  
scrutiny/reporting\*)

*Government objectives for the community  
Government commitments and targets  
Charter of Fiscal Responsibility  
State Budget  
National Agenda and Intergovernmental  
Reform*

*Whole-of-Government outcomes achieved  
Government financial monitoring*

*Periodic achievement reports  
WoG financial reports  
(incl Report on State Finances  
and Budget Update)*

Ministerial charter letters  
Specific government commitments  
Intergovernmental agreements/  
commitments

Charter letter delivery priorities  
Implementation of government  
commitments  
Targets and milestones contained  
in intergovernmental agreements

Periodic statements/reports  
Service Delivery Statements (SDS)  
Parliamentary reports\*  
Intergovernmental Performance  
Reporting

Strategic planning/plans  
Specific purpose plans (SPP)  
Agency budget allocation  
SDS performance statements  
Operational planning/plans

Objectives and performance indicators  
SPP key deliverables  
Agency budget position  
Capabilities and business processes  
Service areas and service standards

Annual reports  
SDS performance statements  
Reports of independent bodies\*  
(e.g. Auditor-General Reports)  
Productivity Commission\*  
(RoGS report)

Key elements are underpinned by risk management and evaluation frameworks