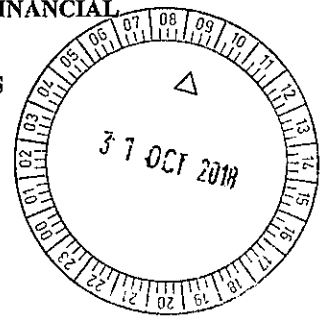


LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL  
OPERATIONS

2017-18 ANNUAL REPORTS – QUESTIONS PRIOR TO HEARINGS



Chemistry Centre (WA)  
The Committee asked:

- 1) How Frequently do you review your  
a) Key Performance Indicators?

Answer: ChemCentre generally, aligns reviews of its KPIs with preparation of its cyclical 5 year Strategic Plans or where KPIs no longer meet the requirements of relevancy and materiality under Treasurer's Instruction 904 – Key Performance Indicators.

- b) Key performance indicator targets?

Answer: Annually.

- 2) When were your key performance indicators last reviewed?

Answer: 2009 was the last formal review that resulted in changes to the reportable KPIs.

- 3) Can you provide any documentation from your last review of your performance indicators?

Answer: Correspondence from the Department of Treasury is contained in *Attachment 1*, that approved amendments to ChemCentre's Output Based Management framework in 2009, that included a review of KPIs.

- 4) Can you provide any new key performance indicators for this year?

Answer: There are no new KPI's for this year.

- 5) In relation to credit and debit card payments

- (a) Do you allow a person to pay for goods and services with credit or debit card?

Answer: Yes

- (b) If so, when a person pays a fee or fine by credit or debit card

- (i) What surcharge do you apply to process that card payment?

Answer: No surcharge is applied.

- (ii) Do you impose the same surcharge irrespective of which type card is used?

Answer: Not Applicable

- (iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations?

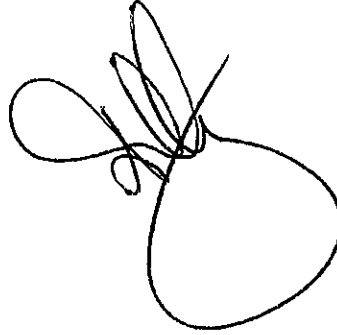
Answer: Not Applicable

- (iv) What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'?

Answer: Not Applicable

(v) As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?

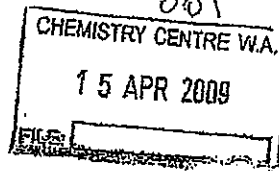
(vi) Answer: Not Applicable

A handwritten signature in black ink, consisting of several loops and a large, rounded terminal stroke.



Department of Treasury and Finance  
Government of Western Australia

Our ref : 6845217  
Enquiries : Mick Jolob  
Telephone : 08 9222 9271



Dr Phil Hyde  
A/Chief Executive Officer  
Chemistry Centre (WA)  
125 Hay Street  
EAST PERTH WA 6004

Dear Dr Hyde

#### **OUTCOME STRUCTURE REVIEW GROUP**

Further to your letter of 6 November 2008 I am pleased to advise that changes to the outcome based management (OBM) structure for the Chemistry Centre have been approved and will apply from the 2008-09 annual reporting period.

The Outcome Structure Review Group (OSRG) met on 7 April 2009 and endorsed the proposed OBM structure subject to the following requirements:

- The Chemistry Centre demonstrate how proposed key effectiveness indicator 4 – growth in the aggregated value of the Chemistry Centre components of R&D projects – is a measure of the quality component of the desired outcome, and how aggregated value will be measured;
- As an alternative, an additional key effectiveness indicator to measure the quality of the Chemistry Centre's research and development activities should be submitted for approval prior to 30 June 2009 for inclusion in the Chemistry Centre's 2008-09 annual report; and
- The Chemistry Centre ensures that the proposed client satisfaction survey measures the quality component of the desired outcome.

The OBM structure was subsequently approved by the Under Treasurer subject to the above requirements.

The approved OBM information (refer attached details) should be disclosed in line with the annual reporting requirements outlined in Treasurer's instruction 903, which include the disclosure of the key performance indicators in the *Agency Performance* section of the annual report.

Please note that, where practicable, comparative information for preceding years will be disclosed in the budget papers (if applicable) and the annual report as the disclosure of trends, over time, contributes to the usefulness of the performance indicators.

ATTACHMENT

<b>CHEMISTRY CENTRE APPROVED OUTCOME BASED MANAGEMENT STRUCTURE</b>
<b>Government Goal - Social and Environmental Responsibility</b> Ensuring that economic activity is managed in a socially and environmentally responsible manner for the long term benefit of the State.
<b>Agency Level Government Desired Outcome(s)</b> 1. Quality independent scientific advice, research and development, and an emergency response capability that supports Government and the wider community.
<b>Key Effectiveness Indicator(s)</b> 1.1 Average resolution time for all emergency response incidents. 1.2 Client satisfaction. 1.3 Proficiency rating for accredited services. 1.4 Aggregated value of the Chemistry Centre components of research and development projects. <sup>1</sup> (Additional information to be provide in the footnote to demonstrate how this measures the quality component of the desired outcome)
<b>Services(s)</b> 1. Emergency Response. 2. Research and Development. <sup>2</sup> 3. Commercial Scientific Information and Advice.
<b>Key Efficiency Indicator(s)</b> 1. Average cost per chargeable hour (Emergency Response). 2. Average cost per chargeable hour (Research and Development). 3. Average cost per chargeable hour (Scientific Information and Advice).

<sup>1</sup> This will provide a measure over time, of the Chemistry Centre's contribution to growth in R&D investment in this area.

<sup>2</sup> This covers research and development undertaken and reported to external groups (typically industry and/or federal funding bodies).