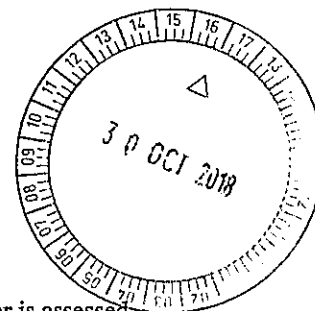


LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

2017-18 ANNUAL REPORTS – QUESTIONS PRIOR TO HEARINGS

Forest Products Commission

The Committee asked:



1. How frequently do you review your

(a) key performance indicators

Answer: The adequacy and appropriateness of each key performance indicator is assessed annually as part of the organisations assessment of performance relative to targets. This process informs planning and the identification of further opportunities for improvement.

(b) key performance indicator targets?

Answer: Individual indicator targets are assessed for relevance each year based on the historical achievement of the target.

2. When were your key performance indicators last reviewed?

Answer: 2017/2018. The current KPIs were reviewed in December 2017 and formally approved by the Department of Treasury in early 2018.

3. Can you provide any documentation from your last review of your key performance indicators?

Answer: There was no report or specific documentation prepared on a review of the existing key performance indicators. An informal review was undertaken of past annual report key performance indicators and how to improve the clarity of reporting. The proposed revised and new KPIs were formally communicated through the Department of Treasury.

4. Can you list any new key performance indicators for this year?

Answer:

- Key Effectiveness Indicator 2 Effectiveness of forest regeneration – Sandalwood. Target: Average 50,000 seedlings established annually.
- Key Effectiveness Indicator 2 Effectiveness of forest regeneration – Jarrah. Target 90 per cent of the areas cutover for regeneration are completed within 30 months.
- Key Effectiveness Indicator 3 The achievement of thinning schedules – Softwood Plantations. Target: 95 per cent of softwood plantations are thinned within two years of the scheduled operation.
- Key Effectiveness Indicator 3 The achievement of thinning schedules – Sandalwood Plantations. Target Plantations stocking is assessed and, if required, thinned by 14 years of age.
- Key Effectiveness Indicator 4 All aspects of road construction within guidelines. Target: 90 per cent of assessed roads compliant.
- Key Effectiveness Indicator 5 All operations commence with required approvals. Target: 100 per cent of pre-operation planning approvals completed and approved prior to commencement.
- Key Effectiveness Indicator 6 Independent certification maintained. Target: The FPC maintains appropriate certification.

- Key Effectiveness Indicator 7 Planned firebreak activities achieved. Target: 90 per cent of firebreaks adequate and trafficable.
- Key Effectiveness Indicator 9 Expansion of the plantation estate. Target: 95 per cent of land planned to be established each year to be planted subject to the availability of seedlings.
- Key Effectiveness Indicator 10 Increase in low-value resource delivered to and processed by local markets.
- Key Efficiency Indicator 1 Timeliness of initial response to Ministerial requests and Parliamentary Questions. Target: 90 per cent of responses provided on time.
- Key Efficiency Indicator 2. Timeliness of response to stakeholder concerns or complaints. Target: Response to 90 per cent of stakeholder concerns or complaints within 28 days (excluding the initial confirmation response).
- Key Efficiency Indicator 3. All high-value sawlog resource processed locally. Target: 100 per cent of sawlog is processed locally – excluding any trials or research undertaken.
- Key Efficiency Indicator 6. Cost per dollar of revenue generated. Target: The cost per dollar of revenue generated to decrease over time.

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, but only MasterCard or Visa credit cards.

- (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: Nil.

- (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: No additional charges are applied.

- (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?

Answer: Not applicable.