

Appendix 5 – KPI's over five years

Key Performance Indicator	2004-05	2005-06	2006-07	2007-08	2008-09	Notes
Percentage of audit opinions and findings reviewed as appropriate in terms of our audit methodology	100%	100%	99%	100%	98%	1
Percentage of financial statements audited and certified within statutory timeframe where statutory requirements observed by auditees	96%	100%	100%	100%	99%	2
Satisfaction of the Public Accounts and Public Works Committee with Auditor-General reports and publications	*	100%	100%	Satisfactory	Satisfied	3
Number of audit reports to Parliament:	10	5	9	9	10	
– Financial and compliance audits	8	2	5	3	4	
– Performance management systems audits	2	3	4	6	6	
Stakeholder satisfaction with our services	78%	75%	77%	81%	73%	4
Staff satisfaction with their work environment and leadership of the office	*	74%	*	57%	68%	5
Percentage of eligible staff who have participated in and completed leadership programs:						
– AO8 and above	*	*	*	*	83%	
– AO5–AO7	*	*	*	*	31%	6
Executive and management satisfaction with reporting and performance information	*	*	*	*	74%	6
Staff satisfaction with business systems and procedures	*	*	*	*	71%	6
Number of audit clients	*	*	*	339	329	
Number of public sector entity audits (as prescribed by legislation)	804	834	817	792	747	
Number of other audit certificates	*	*	*	*	150	6

Key Performance Indicator	2004-05	2005-06	2006-07	2007-08	2008-09	Notes
Average time to complete PMS audits including reporting to Parliament	9.8 mths	6.2 mths	6.3 mths	5.9 mths	6.8 mths	
Percentage of operational costs self-funded through audit fees	83%	84%	83%	85%	85%	
Level of staff turnover	12%	12%	11%	20%	11%	
Sick leave	6.9 days	5.3 days	5.8 days	3.5 days	7.1 days	7
Other absenteeism	1.3 days	2.1 days	1.2 days	2.2 days	*	7

* Information not collected.

1. KPI changed in 2008-09 from Quality assurance results indicate that for reviewed audits: Auditor-General of Queensland's Auditing Standards are met; audit opinions and findings were appropriate.
2. 2004-05 measure did not include where statutory requirements observed by public sector entities.
3. Public Accounts and Public Works Committee joined in 2009.
4. KPI changed in 2008-09 from Feedback via independent client surveys indicating the extent our audit clients agree that our financial audit service makes a valuable contribution by providing assurance. The rating system in 2004-05 was a 1-5 satisfaction scale which has been converted.
5. KPI changed in 2008-09 from Staff satisfaction index.
6. New measure for 2008-09.
7. Sick leave and other absenteeism included in the sick leave figure in 2008-09.