

Our Outcomes

Timely, accurate and meaningful performance information provides Government and the communities we serve insights and judgements on the effectiveness and efficiency of how well we are doing in delivery of our services.

Done well, good performance information assists in improving accountability and transparency and aids decision-making. We recognise that to manage our business effectively we have to access information and report against different dimensions of value using interconnected information across multiple key resources. This integration of reporting strengthens governance, ensures we focus on the issues that are material to our business and customers and helps to identify and mitigate risks earlier.

The following scorecard provides a snapshot of how well we are performing against our key outcomes. More information and other measures are included throughout the report.



Movement

Improve mobility of people and the efficiency of freight



Customers

Provide a transport network centred on what our customers need and value



Safety

Provide improved safety outcomes for all users of the transport network



Sustainability

Develop a sustainable transport network that meets social, economic and environmental needs

GOVERNMENT GOAL				
Future Jobs and Skills				
Grow and diversify the economy, create jobs and support skills development				
Customers Assets Network performance Financial capital Natural resources Our people Know-how				
KEY OUTCOMES SOUGHT	RESULTS	TARGET	ACTUAL	STATUS
State Development Facilitation of economic and regional development	Our target for the average return on which road and bridge construction expenditure will deliver future economic benefits to the community was exceeded and continues to improve	4.0	4.3	✓
	We exceeded our contracts completed on time target and significantly improved on previous years	90	100	✓
	Contracts completed on budget exceeded our target and was higher than last year	90	100	✓
Our People To attract, develop and sustain organisational capability through our people	Headcount	N/A	1,140	✓
	We exceeded our target in respect to women in leadership positions at Level 6 and above, however it was a slight decrease since last year	20	26	✓
	There was a high level of completion of Career Conversations coming in just under our target but remains consistent with previous years	100	96	✓

Key Resources

Achieved ✓ More work to do ✗

GOVERNMENT GOAL Strong Communities Safe communities and supported families				
Customers Assets Network performance Financial capital Natural resources Our people Know-how				
KEY OUTCOMES SOUGHT	RESULTS	TARGET	ACTUAL	STATUS
Road Safety Provision of a safe road environment	Community satisfaction with road safety is performing well exceeding our target and consistent with last year's result	90	92	✓
	Contracts completed on time came in below target but has increased upon last year's result	90	87	✓
	Contracts completed on budget exceeded our target showing continued strong performance	90	100	✓
	Black Spot location indicator exceeded our target and is consistent with previous results	6.81	7.33	✓
Community Access Improved community access and roadside amenity	Community satisfaction with cycleways and pedestrian facilities was above our target and is consistent with last year's result	90	91	✓
	Percentage of the year that 100 per cent of the state Road Network was available came in under our target with a decrease from last year	95	89	✓
	Contracts completed on budget exceeded our target showing continued strong performance	90	100	✓
	The contracts completed on time target was not achieved, due to various factors including inclement weather and design changes	90	0	✗
Enhancing Safety, Health and Wellbeing Consistently leading safe outcomes	There were no Fatalities last year	0	0	✓
	Our Lost-time injury (LTI) and/or disease incidence rate target was not achieved	0.17	0.28	✗
	Our Lost-time injury and severity rate target was not achieved	0	33.3	✗
	We did not achieve our target of helping 100 per cent of our injured workers return to work within 13 weeks	100	66	✗
	We met our target of helping injured workers return to work within 26 weeks	100	100	✓
Improving Customer Experience Providing a transport network centred on what our customers need and value	We achieved our target for Community satisfaction demonstrating a consistent level with previous outcomes	90	90	✓
	The aim to continue to increase the number of customer subscriptions to our project updates was achieved	5 % Increase	14% increase	✓
	The target for resolving enquires at first point of contact with our customer information centre was achieved	80	90	✓

Key Resources

Achieved ✓ More work to do ✗

GOVERNMENT GOAL Better Places A quality environment with liveable and affordable communities and vibrant regions						
Customers Assets Network performance Financial capital Natural resources Our people Know-how						
KEY OUTCOMES SOUGHT	RESULTS	TARGET	ACTUAL	STATUS		
Road Maintenance A well-maintained road network	Community satisfaction with road maintenance came in within our target and was a slight decrease from last year.	90	86	✓		
	Our preventative and proactive maintenance undertaken on the network indicator target was met and is consistent with previous year's results	85	85	✓		
	Average \$ cost of network maintenance per lane-kilometre of road network target was achieved and was lower than estimated	7,950	7,757	✓		
Road Efficiency and Road Management Reliable and efficient movement of people and goods	Community satisfaction with Main Roads target was achieved however was a small decrease on last year's result	90	90	✓		
	Road network permitted for use by heavy vehicles	B-double – 27.5 m %	97	98	✓	
		Double Road Train – 27.5 m %	97	97	✓	
		Double Road Train – 36.5 m %	80	81	✓	
		Triple Road Train – 53.5 m %	45	45	✓	
	% Network configuration	Roads	90	93	✓	
		Bridges	Strength	94	94	✓
			Width	96	96	✓
	Contracts completed on time was below our target and considerably lower than previous results	90	77	✗		
	Contracts completed on budget exceeded our target showing continued strong performance	90	100	✓		
Average \$ cost of network management per million vehicle kilometres travelled came in higher than our target	5,983	6,427	✗			
Managing the Environment Protecting and enhancing the natural environmental and social values in all our activities	Percentage of state-wide clearing permit compliance audits completed CPS 818 continues to meet our target	100	100	✓		
	Scope 1 and 2 Emissions (t CO ₂) are lower than expected and continue to come in under target	29,302	26,257	✓		
	Community satisfaction with our sustainability practices was slightly below target with a decrease from last year	90	89	✓		
	Targets of community satisfaction with our performance managing the environmental impacts in our activities was achieved and remains at a consistent level with previous years	90	90	✓		

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