

# Loans and grants

Program owner	Program	Purpose of program/service
	<b>Productivity Enhancement</b>	
Queensland Government	First Start 2010*	Provide loans at concessional rates of interest to an applicant in the first years of establishment of a primary production enterprise in Queensland.
	Sustainability 2010*	Provide concessional loans to primary producers to implement systems and management practices that enhance sustainable primary production in Queensland.
	<b>Disaster</b>	
Australian and Queensland Governments ( <i>Disaster Recovery Funding Arrangements</i> )	Disaster Recovery Funding Arrangements Scheme TC Niran	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme TC Niran	Assist primary producers and small businesses pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Southern Queensland Severe Weather	Assist primary producers and small businesses pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Central, Southern and Western Queensland Rainfall and Flooding	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Central, Southern and Western Queensland Rainfall and Flooding	Assist primary producers and small businesses pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Ex-Tropical Cyclone Seth	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Ex-Tropical Cyclone Seth	Assist primary producers, small businesses and non profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme South East Queensland Rainfall and Flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme South East Queensland Rainfall and Flooding	Assist primary producers, small businesses and non profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Southern Queensland Flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Southern Queensland Flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Northern and Central Queensland Monsoon and Flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Northern and Central Queensland Monsoon and Flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Rural Landholder Recovery Grants Scheme	Assist rural landholders pay for the costs of clean-up and reinstatement activities.
	Disaster Recovery Funding Arrangements Scheme Individual Disaster Stricken Property	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
Australian Government	North Queensland Restocking, Replanting and On-farm Infrastructure Grants	Assist primary producers on co-contribution (dollar for dollar) basis to re-stock, replant and repair or replace damaged infrastructure.
	<b>Drought</b>	
Australian and Queensland Governments	2021 Farm Management Grants Scheme	Assist primary producers with cost of professional advice for the development of a Farm Business Resilience Plan.
Queensland Government	Drought Preparedness Grants	Assist primary producers on a co-contribution basis for on-farm capital improvements to improve drought resilience.
	Drought Ready and Recovery Finance Loan Scheme	Provide concessional loans to primary producers to assist with on-farm capital improvements to prepare or recover from the impacts of drought.
	<b>Other</b>	
Queensland Government	Fishing Quota Review - ENL-ITQ and C1-ITQ Unit	Under the <i>Fisheries Legislation Amendment Regulation 2019</i> (Qld) eligible licence holders may apply for an amendment to their eligible reported catch on grounds of data error, or under certain scenarios may request that years with nil reported catch be replaced with substituted catch data to calculate unit allocations. QRIDA administered reviews of reported catch data and processed applications for amendments or substitutions to reported catch numbers.
	Horticulture Irrigation Pricing Rebate Scheme	Provides a rebate of 35 percent to horticulture producers to offset the cost of water used to irrigate horticultural crops.
	Horticulture Netting Program - Trial Expansion	Assist primary producers of commercial horticultural crops offset the cost of purchasing and installing horticultural netting.
	Energy Saver Plus Extension Payment Scheme	Assist farmers reduce energy costs by supporting the accelerated adoption of improvements in on-farm energy use.

\* 2021-2022 figures have been amended to reflect cancellations and adjustments that occurred during 2022-2023. Figures are accurate as at 30 June 2023.

Support available	Application approvals				
	2021-22 (#)	2022-23 (#)	2021-22 (\$)	2022-23 (\$)	Variance (\$)
Maximum loan amount of \$2 million	91	75	\$67,551,659	\$61,418,230	Down
Maximum loan amount of \$1.3 million.	40	30	\$20,210,996	\$13,180,796	Down
Loans up to \$250,000 for primary producers.	4	N/A	\$674,421	N/A	Closed
Grants up to \$75,000.	528	9	\$12,148,342	\$156,902	Down
Grants up to \$75,000.	71	N/A	\$1,458,931	N/A	Closed
Loans up to \$250,000 for primary producers.	1	1	\$174,859	\$150,000	Down
Grants up to \$50,000 for primary producers and up to \$25,000 for small businesses.	295	363	\$4,119,654	\$7,027,198	Up
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	2	3	\$180,000	\$309,000	Up
Grants up to \$50,000.	483	475	\$5,821,702	\$6,537,912	Up
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	22	23	\$2,963,314	\$3,371,399	Up
Grants up to \$75,000 for primary producers and up to \$50,000 for small businesses and non profit organisations.	3,033	4,642	\$46,014,191	\$87,304,885	Up
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	N/A	4	N/A	\$352,120	New
Grants up to \$75,000.	N/A	650	N/A	\$14,575,561	New
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	N/A	1	N/A	\$250,000	New
Grants up to \$75,000.	N/A	18	N/A	\$416,256	New
Grants up to \$10,000.	N/A	31	N/A	\$224,325	New
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	N/A	1	N/A	\$230,000	New
Co-contribution grants up to \$400,000.	45	26	\$7,483,460	\$6,206,659	Down
Rebate of up to 50 per cent rebate on the cost of eligible professional advice up to a maximum \$2,500.	6	11	\$10,390	\$25,178	Up
Co-contribution grants up to \$50,000.	56	324	\$1,418,208	\$6,591,016	Up
Loans of up to \$250,000 for primary producers.	2	152	\$427,010	\$2,296,625	Up
N/A	12	-	N/A	N/A	N/A
Rebate of up to 35 percent for horticultural producers.	279	516	\$1,043,527	\$2,507,417	Up
Co-contribution grants up to \$300,000 for primary producers.	N/A	146	N/A	\$8,432,475	New
Participants can receive a co-contribution grant of up to 50 per cent towards the cost of implementing recommendations, to a maximum of \$20,000.	50	N/A	\$80,000	N/A	Closed

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# Loans and grants

Program owner	Program	Purpose of program/service
	<b>Other (continued)</b>	
Queensland Government	<b>Large Electricity Customer Adjustment Program</b>	Provide assistance to large electricity customers in regional Queensland who are currently on obsolete electricity tariffs. Successful customers taking part in the program will receive a free energy audit and advice, co-contribution grant to help implement energy management strategies.
	<b>Vessel Tracking Rebate Scheme</b>	The Queensland Sustainable Fisheries Strategy 2017-2027 requires vessel tracking on all commercial fishing boats by 2020 to assist in the management of Queensland fisheries. The objective of the Queensland Government Vessel Tracking Rebate Scheme is to help commercial fishers with the costs of purchasing and/or installing approved vessel tracking units on their commercial fishing boat(s).
	<b>Mossman Mill Redevelopment Project</b>	QRIDA is delivering loan support services to platform the loan provided by the Queensland Government under the Jobs and Regional Growth Fund.
	<b>Rural Economic Development Grants Scheme Round 3</b>	The objective of the Rural Economic Development Grants Scheme is to strengthen primary production sectors and bolster rural communities. The scheme will achieve its objective by assisting eligible applicants to carry out projects which will create employment relating to primary production value chains in rural areas.
	<b>Rural Agricultural Development (sheep and goats) Grants Scheme</b>	Support economic development in relevant rural areas and support growth within the sheep and goat industry.
	<b>Waste Management Viability Assessment Reports</b>	Assess existing recyclers who are claiming an exception from the waste levy on the basis of financial hardship.
	<b>Household Waste Rebate</b>	Ensure the introduction of the waste levy has no direct impact on Queensland households by providing assistance to households to offset the cost of waste going to landfill.
	<b>LRF - Financial Viability Assessments</b>	Assist applicants undertake land restoration projects that deliver carbon reduction outcomes with co-benefits.
	<b>Wheelchair Accessible Taxi Grant</b>	Support the modernisation and expansion of Queensland's wheelchair accessible taxi fleet to ensure continuity of service to those with reduced mobility.
	<b>Farming in Reef Catchments Rebate Scheme</b>	Help sugarcane, beef cattle and banana producers in the Great Barrier Reef regions offset the cost of obtaining professional advice about managing nutrient and sediment pollution in line with minimum practice agricultural standards for improved water quality outcomes for the Great Barrier Reef.
	<b>Carbon Farming Advice Rebate Approved Adviser Scheme</b>	A directory of Approved Advisers under the Land Restoration Fund who landholders can seek carbon farming advice from under the Carbon Farming Advice Program.
	<b>Carbon Farming Advice Rebate Program</b>	Assist eligible applicants with the cost of accessing eligible advice about undertaking a carbon farming project on their land through the Land Restoration Fund.
	<b>COVID-19 Business Support Grant Scheme (August 2021)</b>	Provide financial relief to small and medium businesses and non profit organisations impacted by the lockdown events across Queensland.
	<b>COVID-19 Marine Tourism Assistance Scheme - Round 2</b>	Support marine tourism businesses that suffered a loss of income resulting from COVID-19 by offsetting the cost of berthing fees at privately-owned or operated marinas.
	<b>COVID-19 Small Business Adaption Grants - Round 2</b>	Assist eligible small businesses in Queensland who have been forced into hibernation, or those who have experienced a significant structural adjustment or forced to re-pivot their business operations as a result of the pandemic. Grant funding will support impacted small businesses to adapt and sustain their operations and build resilience.
	<b>COVID-19 Taxi and Limousine Industry Assistance Scheme</b>	Support the taxi and limousine industry to alleviate the economic impacts of COVID-19 and ensure services can continue to operate in recognition of their important role in Queensland communities and to assist the recovery of the industry.
	<b>COVID-19 Tourism and Hospitality Sector Hardship Grants Scheme</b>	Provide assistance to tourism and hospitality businesses and non profit organisations that were financially affected by the travel restrictions imposed in response to COVID-19.
	<b>COVID-19 Daintree Area Scheme</b>	Assist the Daintree community in responding to the COVID-19 emergency by providing financial assistance to eligible households, small businesses and non profit organisations operating from off-grid premises in the area (i.e. not connected to the Ergon electricity network or have an Ergon power card).

\* 2020-2021 figures have been amended to reflect cancellations and adjustments that occurred during 2021-2022. Figures are accurate as at 30 June 2022.

Support available	Application approvals				
	2021-22 (#)	2022-23 (#)	2021-22 (\$)	2022-23 (\$)	Variance (\$)
Subject to the outcomes of the audit process and the agreement on grant terms, eligible participants will receive a government co-contribution grant to support implementation of the audit recommendations, including plant and equipment upgrades. The amount will be up to 50 per cent of implementation costs, capped at \$250,000.	3	N/A	\$129,367	N/A	Closed
The assistance is a purchase and/or installation rebate to offset the costs of purchasing and/or installing approved vessel tracking units required on all commercial fishing boats by the end of 2020. The purchase rebate amount is: For a Category A approved vessel tracking unit – the purchase cost up to a maximum of \$300 and for a Category B approved vessel tracking unit – the purchase cost up to a maximum of \$750. The installation rebate is for the cost of a professional installation of an approved vessel tracking unit up to a maximum of \$220.	26	19	\$24,265	\$17,239	Down
N/A	N/A	1	N/A	\$2,000,000	New
Grants up to \$250,000 as a co-contribution to be matched by applicants.	100	94	\$3,345,868	\$4,373,725	Up
Co-contribution grants up to \$200,000.	N/A	63	N/A	\$1,935,621	New
N/A	1	N/A	N/A	N/A	Closed
A formula based payment whereby funding amount is calculated from the average amount of domestic waste only generated by a household, the bin capacity and the direct waste levy cost to dispose of that waste.	99	145	\$356,200	\$601,018	Up
N/A	N/A	15	N/A	N/A	New
Grants up to \$45,000 with a 50 per cent co-contribution from applicants to offset the cost of purchasing and modifying a new wheelchair accessible taxi (WAT).	255	199	\$4,295,701	\$4,840,408	Up
Rebates are available up to \$1,000.	4	4	\$4,000	\$3,636	Down
N/A	36	5	N/A	N/A	N/A
Rebates up to \$10,000.	236	N/A	N/A	N/A	Closed
Grants up to \$10,000 to small businesses and non profit organisations. Grants up to \$15,000 to employing medium sized businesses and non profit organisations.	31,186	N/A	\$316,680,000	N/A	Closed
Grants up to \$30,000 to employing large sized tourism and hospitality businesses and non profit organisations.					
Rebates up to \$20,000.	N/A	107	N/A	\$1,732,334	Closed
Grants up to \$10,000.	67	N/A	\$634,888	N/A	Closed
\$1,000 for taxi and limousine licence holders. \$3,500 for taxi and limousine licence operators + \$1,00 for each WAT licence.	2	N/A	\$5,500	N/A	Closed
\$30,000 for tourism and hospitality businesses and non profit organisations with annual payroll of less than \$1.3 million. \$50,000 for tourism and hospitality businesses and non profit organisations with annual payroll of between \$1.3 million and \$10 million inclusive. \$100,000 for tourism and hospitality businesses and non profit organisations with annual payroll of more than \$10 million.	6,925	N/A	\$132,085,000	N/A	Closed
\$200.00 for eligible households. \$500.00 for eligible small businesses and non-profit organisations.	1	N/A	\$500	N/A	Closed

Table continued over the page.

# Loans and grants

Program owner	Program	Purpose of program/service
	<b>Other (continued)</b>	
<b>Queensland Government</b>	<b>Tourism Business Professional Advice Rebate</b>	Provide tourism businesses impacted by COVID-19 with face-to-face professional financial, legal and/or human resource advice to assist them in making difficult business decisions.
	<b>Work in Paradise Incentive Scheme</b>	Attract and assist job seekers to take up a job opportunity in the regional Queensland tourism industry.
	<b>Back to Work in Agriculture Incentive Scheme</b>	Ensure that, despite being highly impacted by the closure of international borders due to the COVID-19 pandemic, agribusinesses have the workforce they need to continue operating and maintain production capacity where possible. This will be achieved by attracting and assisting Queenslanders, including job seekers who do not currently work in agriculture, to mobilise to available seasonal jobs.
	<b>Resilient Homes Assistance Scheme</b>	Support for eligible homeowners to repair or retrofit their homes to improve their resilience to future flooding events.
	<b>Boosting Accessible Tourism Experiences Scheme</b>	Support the development and enhancement of tourism products and smaller scale infrastructure to make it more accessible.
	<b>Brisbane River Berthing Scheme</b>	Support Riverline Tourism Businesses who must relocate their vessels from their current berth(s) to an alternate berth(s).
	<b>Electric Vehicle Charging Infrastructure Scheme</b>	Improve the commercial viability of electric vehicle charging stations and add more public electric vehicle chargers to the charger network.
	<b>Zero Emission Vehicle Rebate Scheme 2022</b>	Make the purchase of zero emission vehicles more affordable for Queenslanders.
<b>Northern Territory Government</b>	<b>Northern Territory Loans Scheme</b>	Provide loan finance, matched by borrower sourced private sector debt, to de-risk project opportunities, bring forward private investment and deliver projects to final investment. All projects seeking finance must demonstrate how they will create and sustain new local jobs and drive increased economic activity.
<b>Australian Government</b>	<b>North Queensland Telecommunications and Energy Improvement Scheme (North &amp; Far North Queensland Monsoon Trough, 25 January - 14 February 2019)</b>	Fund eligible projects that trial and adapt new technologies, or upgrade existing technologies, that improve access to reliable and cost-effective telecommunications connectivity or energy supply.
	<b>North Queensland Resilient Kids Grants (North &amp; Far North Queensland Monsoon Trough, 25 January - 14 February 2019)</b>	Fund the development and delivery of preventative youth mental health programs for school-aged children in the eligible area.
	<b>North Queensland Economic Diversification Grant</b>	Support projects in the agricultural and non-agricultural sectors that broaden and diversify economic opportunities in areas impacted by the 2019 North Queensland monsoon trough.
	<b>North Queensland Recovery and Resilience (Stream Two) Grants</b>	Support projects that are underpinned by best practice and use evidence-based technology to enhance land management in areas impacted by the 2019 North Queensland monsoon trough.

\* 2021-2022 figures have been amended to reflect cancellations and adjustments that occurred during 2022-2023. Figures are accurate as at 30 June 2023.

Support available	Application approvals				
	2021-22 (#)	2022-23 (#)	2021-22 (\$)	2022-23 (\$)	Variance (\$)
Rebates of 50 per cent of the eligible costs up to a maximum \$2,500.	3	N/A	\$7,500	N/A	Closed
A maximum payment of \$1,500 made in three instalments.					
Additional Job Start Travel Bonus of \$250 for job seekers who relocated at least 100 kilometres.	6,638	329	\$4,072,500	\$164,500	Down
Payments up to \$1,500.	1,844	1	\$1,944,500	\$1,500	Down
Grants for up to 100% contribution up to \$100,000.	N/A	317	N/A	\$11,300,626	New
Grants between \$5,000 and \$20,000.	N/A	9	N/A	\$139,608	New
Rebates up to 50 per cent of berthing fees up to a maximum of \$70,000.	N/A	9	N/A	\$47,509	New
Co-contribution grants up to \$3 million.	N/A	19	N/A	\$9,785,554	New
Rebates up to \$3,000.	N/A	1,532	N/A	\$4,596,000	New
Loans from \$100,000 to \$3 million.	N/A	6	N/A	\$8,547,573	New
Grants up to \$1 million.	22	7	\$275,000	\$659,630	Up
Grants up to \$2 million.	2	2	N/A	N/A	N/A
Co-contribution grants of between \$10,000 and \$500,000 on a competitive basis.	36	42	\$5,057,544	\$5,726,032	Up
Co-contribution grants of between \$10,000 and \$200,000 on a competitive basis.	7	28	\$591,340	\$1,957,883	Up
	<b>52,382</b>	<b>10,447</b>	<b>\$641,646,537</b>	<b>\$279,334,720</b>	<b>Down</b>

# Farm Debt Services

The *Farm Business Debt Mediation Act 2017* (Qld) came into effect on 1 July 2017, establishing the Farm Business Debt Mediation program which QRIDA administers. A further program, the Farm Debt Restructure Office, and responsibility for the biennial Rural Debt Survey, were introduced through the 2017 amendments to the *Rural and Regional Adjustment Act 1994* (Qld). The Farm Business Debt Mediation and Farm Debt Restructure Office programs are supported through a dedicated Farm Debt Services team that operate under the Corporate Governance and Performance business unit.

The following outlines the broad purpose of the respective programs.

### Farm Business Debt Mediation Program

From 1 July 2017, the Farm Business Debt Mediation program replaced the voluntary mediation scheme that was part of the Queensland Farm Finance Strategy. The purpose of the program is to provide an efficient and equitable way for farmers and lenders to attempt to resolve matters relating to farm business debts and requires a lender to offer mediation before taking action to enforce a mortgage. The farmer and the lender equally share the costs for the mediation process.

QRIDA maintains a panel of 28 mediators of which the farmer and the lender can agree to engage with to conduct the mediation. In accordance with the legislation, QRIDA has commenced the biennial review of the panel of mediators which includes opening the panel to new applications and required existing mediators wishing to remain on the panel to apply for re-accreditation.

As at 30 June 2023, 388 mediation matters had been initiated since scheme inception, with 40 matters remaining in progress.

In 2022-2023, 70 mediation matters commenced with a total of 60 matters overall having been finalised.

QRIDA remains committed to robust information barriers between the administration of this program and the delivery of the QRIDA loans and grants programs.

### Farm Debt Restructure Office

The Farm Debt Restructure Office commenced on 1 January 2018. The office has an important role to play between rural lenders and farmers in financial distress, particularly when communication between the parties ceases to be productive. Additionally, producers have the proactive ability to review concerns of current and future financial viability before their enterprise loses critical capacity to act.

It administers the Farm Business Analysis Assistance (FBAA) program, which provides farmers a funded package to access financial experts to analyse their enterprise and provide a range of debt restructure options to address the farmer's situation. This is a unique program for primary producers experiencing financial difficulties and compliments QRIDA's other farm debt services.

Since commencement of the program, 92 applications for FBAA have been received with 77 reports delivered to primary producers. In 2022-2023, 13 FBAA applications were received by the Farm Debt Restructure Office providing support to 26 Queensland business entities.

Awareness of the program continues to expand with marketing activity targeting primary producers in financial difficulty and their key stakeholders such as banks, accountants, industry representatives, government agencies and Rural Financial Councillors.

# Business Development and Policy

## Business Development

During 2022-2023, the Business Development and Policy (BDP) team continued to support the acquisition and development of new business opportunities for QRIDA and focused on building QRIDA's profile as a preferred agency for government financial assistance program design and delivery services.

In 2022-2023, BDP secured nine new business opportunities for QRIDA. This included delivering programs for five different program owners, of which one was a new program owner. Seven of these new business opportunities were delivered to non-rural sectors in 2022-2023, further expanding QRIDA's delivery scope and experience.

These results were achieved through BDP's active business development strategy, which concentrated on broadening QRIDA's program delivery expertise to attract additional partnerships with Queensland Government agencies, while leveraging our success in delivering large-scale financial assistance programs on behalf of existing partners.

QRIDA's services were positively received with the 2022-2023 program owner survey results indicating a 94 per cent rate of satisfaction with QRIDA services.

## Policy

BDP continued to work alongside the Queensland Reconstruction Authority to deliver the Rural Landholder Recovery Grants and the Medium to Large Business Recovery Loans. Program design advice was provided to the Department of Tourism, Innovation and Sport for the Brisbane Tourism Berthing Assistance Scheme and the Boosting Accessible Tourism Experiences Grants. BDP worked closely with the Department of Energy and Public Works to establish aspects of landmark Resilient Homes Fund.

## Program Establishment

For 2023-2024, BDP aims to continue growing QRIDA's profile as a preferred delivery agency for financial assistance programs in Queensland and other jurisdictions where appropriate.

This will be achieved through QRIDA continuing to work with existing customers to deliver successful programs and creating new relationships across all levels of government.



# Organisational performance summary

Our objectives	Performance indicators
<b>Organisational measures</b>	Percent of overall satisfaction within the staff engagement survey
	Percent of overall satisfaction with QRIDA's loan and grants services <b>(SDS Standard)</b>
	Percent of overall satisfaction within the program owner satisfaction survey
	Dollar value of grants and loans approved
	Number of grants and loans approved
<b>Rural and regional communities</b>	Net number of successful PIPES applications
	Approval percentage for PIPES applications
	Percent of successful PIPES applications that are for clients new to the PIPES program
	PIPES applications processed within agreed service delivery timeframes
	DRFA applications processed within agreed service delivery timeframes
	Fee for service applications processed within agreed service delivery timeframes
	Appeals processed within agreed service delivery timeframes
	Percentage of applications for a FBDM certificate reaching a decision within legislated timeframes
	Percentage of original FBDM decisions made by QRIDA that are upheld in the review process <b>(SDS Standard)</b>
	Farm Business Analysis Assistance applications received per year
<b>Sustainability</b>	Net value of successful PIPES applications
	Maintain total loan arrears within target levels <b>(SDS Standard)</b>
	Maintain PIPES portfolio arrears within budget levels
	Average number of core program loans managed per full-time equivalent (FTE) <b>(SDS Standard)</b>
	Revenue
	Net operating margin
<b>New value and partnerships</b>	Number of departments or agencies using QRIDA's services
	Programs delivered to non primary production industries
	Number of new programs administered from existing program owners
	Number of new programs administered from new program owners
<b>COVID-19 Jobs Support Loans Management</b>	Subsequent dealing requests finalised within 5 days
<b>People and culture</b>	Corporate policies and frameworks reviewed and approved
	Network and systems availability
	Staff wellness program events (health / information / social) per year

✓ Achieved ✗ Not Achieved

Target	Result	Commentary	2023-2024 Target
80%	84%	✓ Result achieved.	80%
85%	82%	✗ Result not achieved.	85%
90%	94%	✓ Result achieved.	90%
N/A	\$278.2 million	N/A N/A	N/A
N/A	10,207	N/A N/A	N/A
185	105	✗ Economic and environmental conditions.	185
70%	76%	✓ Result achieved.	70%
70%	74%	✓ Result achieved.	70%
95%	95.65%	✓ Result achieved.	95%
90%	99.39%	✓ Result achieved.	90%
90%	98.69%	✓ Result achieved.	90%
95%	98.99%	✓ Result achieved.	95%
100%	100%	✓ Result achieved.	100%
80%	100%	✓ Result achieved.	80%
28	13	✗ Result not achieved. Lower than expected application volumes due to strong economic conditions, high capital growth and historically low concessional and commercial interest rates.	18
\$120 million	\$74.6 million	✗ This is directly related to the commentary around the net number of PIPES applications due to economic and environmental conditions.	\$120 million
<1.0%	0.15%	✓ Result achieved.	<1.0%
<0.5%	0.18%	✓ Result achieved.	<0.5%
60	51	✗ The take up of core program loans during 2022-2023 was lower than anticipated, particularly in PIPES.	60
\$28,110,989	\$28,906,445	✓ Result achieved.	\$29,914,100
\$96,230	\$1,096,604	✓ Result achieved.	\$154,022
10	10	✓ Result achieved.	10
7	14	✓ Result achieved.	7
10	8	✗ Result not achieved.	8
3	1	✗ The pool of new program owners is limited given QRIDA has now delivered to many departments.	2
90%	89%	✗ A substantial number of requests related to impaired matters with associated complex arrangements.	90%
25	20	✗ Lower than expected Public Sector Commission directives released.	12
98%	99.99%	✓ Result achieved.	98%
4	6	✓ Result achieved.	4