

Performance

Public Safety Business Agency service areas and service standards

The PSBA was committed to its vision of being a trusted client-focused service provider to the public safety agencies and to empower public safety agencies to deliver quality community services. The agency supported the Queensland Government's objectives for the community by delivering frontline services, building safe, caring and connected communities and supporting those who keep our community safe.

The service area objective was to serve Queensland by providing public safety corporate and air services.

The table below provides an overview of the key performance measures for the PSBA for 2020–2021 as recorded in the 2020–2021 PSBA Service Delivery Statement.

Table 6: Performance measures against the PSBA service areas and service standards

<i>Corporate and Air Services performance measures</i>	<i>Notes</i>	<i>2020–2021 Target/Est</i>	<i>2020–2021 Actual</i>
<i>Effectiveness measures</i>			
QGAir helicopter availability	1, 2, 3	95%	97%
<i>Efficiency measure</i>			
PSBA corporate and support services staff as a percentage of Public Safety Entity staff	4, 5, 6	<6.5%	4.01%

Notes:

1. QGAir operated five helicopters with three online at any one time from bases in Brisbane, Townsville and Cairns. This service standard indicated QGAir's effectiveness in maintaining helicopter availability for tasking by Retrieval Services Queensland (Queensland Health) to lifesaving and community safety activities. The measure was calculated by dividing the hours of availability by the total number of hours in the reporting period.
2. QGAir consulted with Queensland Health to execute a MoU for the provision of emergency helicopter services. This MoU executed on 23 September 2020, outlined key performance indicators, including standard emergency helicopter network availability of 95 per cent.
3. On 23 April 2021 the functions of QGAir were transferred to the QPS as per *Public Service Departmental Arrangements Notice (No. 1) 2021*.
4. This service standard measures the proportion of corporate and support services required to enable public safety entities in the delivery of frontline services. The data is based on total full-time equivalent staff in the agency, the QPS, QFES and Office of the IGEM.
5. The calculation methodology for this measure used the Minimum Obligatory Human Resource Information paid full-time equivalent for the PSBA, the QPS, QFES and IGEM.
6. On 7 September 2020, the Queensland Government announced the disestablishment of the PSBA, which resulted in the transition of the PSBA's functions and staff into the QPS and QFES. This process was completed by 30 June 2021.