

Loans and grants

Program owner	Program	Purpose of program/service
	Productivity Enhancement	
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.
	Natural disaster	
Australian and Queensland Governments (<i>Disaster Recovery Funding Arrangements</i>)	Disaster Recovery Funding Arrangements Scheme Individually Disaster Stricken Properties	Assist in meeting the recovery needs of primary producers affected by isolated disaster events outside of declared local government areas.
	Natural Disaster Assistance Scheme Tropical Cyclone Debbie	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Natural Disaster Assistance Scheme Wide Bay-Burnett Severe Storms	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Central Queensland Bushfires	Assist primary producers and small businesses pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme North and Far North Queensland Monsoon Trough	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme North and Far North Queensland Monsoon Trough	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Tropical Cyclone Trevor	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Tropical Cyclone Trevor	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Queensland Bushfires	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Queensland Bushfires	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 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.
	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.
Australian Capital Territory Government	Australian Capital Territory Special Disaster Loans - Bushfire Emergency	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Other	
Queensland Government	Farm Management Grants Scheme	Assist primary producers or interested persons who have received eligible professional advice from a suitable qualified adviser by providing rebates of up to 50 per cent of the amount paid.
	Interest Free Loans for Solar and Storage - Solar Loans	These loans helped households without the available funds to purchase a solar system up-front.
	Interest Free Loans for Solar and Storage - Battery Grants	Households were able to apply for grants to purchase a battery storage system.
	Interest Free Loans for Solar and Storage - Battery Small Business Grants	Small businesses were able to apply for grants to purchase a battery storage system.
	Interest Free Loans for Solar and Storage - Battery Loan and Grant Packages	Households were able to apply for interest-free loans and grants to purchase a battery storage system.
	Interest Free Loans for Solar and Storage - Solar and Battery Grants	Households were able to apply for grants to purchase a combined solar and battery storage system.
	Interest Free Loans for Solar and Storage - Solar and Battery Loan and Grant Packages	Households were able to apply for interest-free loans or grants to purchase a combined solar and battery storage system.
	Solar for Rentals	The Solar for Rentals Trial incentivises landlords to install eligible solar PV systems on their rental properties and share the system benefits with their tenants. This will be achieved through providing landlords with a rebate to offset the cost of purchasing and installing an eligible solar PV system and allowing tenants to use the solar system to reduce their electricity costs.

* 2019-2020 figures have been amended to reflect cancellations and adjustments that occurred during 2020-2021. Figures are accurate as at 30 June 2021.



Support available	Application approvals				
	2019-20(#)	2020-21(#)	2019-20(\$)	2020-21 (\$)	Variance (\$)
Maximum loan amount of \$2,000,000.	100	115	\$57,642,651	\$75,620,489	Up
Maximum loan amount of \$1,300,000.	125	78	\$55,985,946	\$28,361,259	Down
Loans up to \$250,000.	6	-	\$1,262,745	-	Down
Loans up to \$250,000 for primary producers and small businesses and a loan/grant package of up to \$105,000 for non-profit organisations.	2	-	\$130,865	-	Closed
Loans up to \$250,000 for primary producers and small businesses.	1	-	\$191,200	-	Closed
Loans up to \$250,000 for primary producers and small businesses.	3	-	\$273,000	-	Closed
Loans up to \$250,000 for primary producers and small businesses and loans up to \$100,000 for non-profit organisations.	22	4	\$5,412,997	\$570,547	Closed
Grants up to \$75,000 for primary producers, and grants up to \$50,000 for small businesses and non-profit organisations.	1,394	35	\$49,611,814	\$842,353	Closed
Loans up to \$250,000 for primary producers.	5	-	\$954,693	-	Closed
Grants up to \$25,000.	47	-	\$822,309	-	Closed
Loans up to \$500,000.	4	1	\$526,700	\$50,000	Down
Grants up to \$75,000.	54	43	\$2,699,646	\$1,468,160	Closed
Loans up to \$250,000 for primary producers.	-	4	-	\$902,113	-
Grants up to \$75,000.	-	183	-	\$2,201,340	-
Grants up to \$75,000.	-	4	-	\$58,701	-
Co-contribution grants up to \$400,000.	191	79	\$49,099,977	\$17,939,817	Down
Loans up to \$500,000.	3	-	\$638,434	-	Closed
Rebates of 50 per cent of the amount paid for the advice, up to a maximum of \$2,500 for each official receipt and up to a maximum total amount of \$2,500 per financial year.	380	-	\$734,032	-	Closed
Households who met certain criteria could have applied for an interest free loan of up to \$4,500 to purchase a solar system. The loan must be repaid within 7 years.	22	-	\$97,807	-	Closed
Grants of up to \$3,000.	20	-	\$60,000	-	Closed
Grants of up to \$3,000.	6	-	\$18,000	-	Closed
Assistance packages were available for battery systems - offering grants of \$3,000 and interest-free loans of up to \$6,000, repayable within 10 years.	49	-	\$431,363	-	Closed
Grants of up to \$3,000.	10	-	\$30,000	-	Closed
Assistance packages were available for combined solar and battery systems - offering grants of \$3,000 and interest-free loans of up to \$10,000, repayable within 10 years.	317	-	\$4,076,064	-	Closed
Approximately 1,000 rebates of up to \$3,500 are available for eligible landlords to install a solar system with solar monitoring technology. Rental properties must be located in Bundaberg Regional Council, Gladstone Regional Council or Townsville City Council.	620	8	\$2,150,000	\$28,000	Closed

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Loans and grants

Program owner	Program	Purpose of program/service
	Other (continued)	
Queensland Government	Energy Saver Plus Extension Payment Scheme	The objective of the Energy Savers program is to assist farmers reduce energy costs by supporting the accelerated adoption of improvements in on-farm energy use.
	Large Electricity Customer Adjustment Program	This program provides 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.
	Vessel Tracking Rebate Scheme	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).
	Rural Economic Development Grants Scheme Round 2	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.
	Rural Economic Development Grants Scheme Round 3	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.
	Taxi and Limousine Business Support Grants	The objective of the Taxi and Limousine Business Support Grants Scheme is to support Queensland taxi and limousine licence holders to acquire business improvement services or financial advocacy services to adjust to changes in the personalised transport industry.
	Waste Management Viability Assessment Reports	The objective of the Waste Management Viability Assessment Reports is to assess existing recyclers who are claiming an exception from the waste levy on the basis of financial hardship.
	Household Waste Rebate	The objective of the Household Waste Rebate Scheme is to 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.
	Wheelchair Accessible Taxi Grant	The objective of the Wheelchair Accessible Taxi Grants Scheme is to support the modernisation and expansion of Queensland's wheelchair accessible taxi fleet to ensure continuity of service to those with reduced mobility.
	Bus Driver Safety Scheme	The objective of the Queensland Bus Driver Safety Scheme is to assist bus operators delivering eligible bus services, offset the costs of acquiring and installing driver barrier and anti-shatter film safety measures on buses.
	Farming in Reef Catchments Rebate Scheme	The objective of the Farming in Reef Catchments Rebate Scheme is to 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.
	Carbon Farming Advice Rebate - Pre-approval	The objective of the Carbon Farming Advice Rebate program is to assist eligible applicants with the cost of accessing eligible advice about undertaking a carbon farming project on their land through the Land Restoration Fund.
	Carbon Farming Advice Rebate - Claim	
	Queensland COVID-19 Jobs Support Loans	The objective of the COVID-19 Jobs Support Loans Scheme is to assist Queensland businesses and non-profit organisations financially impacted by COVID-19 retain employees and maintain their operations.
	COVID-19 Small Business Adaption Grants - Round 2	The objective of the COVID-19 Small Business Adaption Grants - Round 2 is to 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.
	COVID-19 Taxi and Limousine Industry Assistance Scheme	The objective of the COVID-19 Taxi and Limousine Industry Assistance Scheme is to support the taxi and limousine industry to alleviate the economic impacts of COVID-19 and to ensure services can continue to operate in recognition of their important role in Queensland communities and to assist the recovery of the industry.

* 2019-2020 figures have been amended to reflect cancellations and adjustments that occurred during 2020-2021. Figures are accurate as at 30 June 2021.



Support available	Application approvals				
	2019-20(#)	2020-21 (#)	2019-20(\$)	2020-21 (\$)	Variance (\$)
Participants can receive a co-contribution grant of up to 50% towards the cost of implementing recommendations, to a maximum of \$20,000.	59	76	\$1,008,753	\$1,215,169	Up
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% of implementation costs, capped at \$250,000.	5	1	\$811,896	\$130,387	Down
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.	226	73	\$270,695	\$77,248	Down
Grants are available up to \$250,000 as a co-contribution to be matched by applicants.	14	-	\$3,340,000	-	Closed
Grants are available up to \$250,000 as a co-contribution to be matched by applicants.	-	15	-	\$3,143,283	Closed
Co-contribution grants are available, with matched funding of up to \$5,000 for individuals and up to \$20,000 for applicant groups intending to purchase business improvement services. Alternatively, individual applicants can apply for a grant of up to \$5,000 for the total cost of purchasing financial advocacy services.	69	-	\$340,000	-	Closed
N/A	7	-	N/A	N/A	N/A
This is 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.	185	150	\$564,322	\$547,431	Down
Grants are available 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).	58	84	\$2,437,391	\$3,638,915	Up
Rebate amounts available are: (a) 50 per cent of the total amount paid for acquiring and installing a driver barrier up to a maximum of \$2,000 per bus operating in a high risk area (b) the amount paid for acquiring and installing anti-shatter film up to a maximum of \$1,200 for a standard bus (or smaller bus) and up to \$2,400 for a large bus (articulated, double decker or long wheel base). (Note: the two applicants approved in 2019-2020 both fitted fleets of busses with safety measures as per the program guidelines, resulting in a high program value relative to the number of applications)	2	-	\$501,795	-	N/A
Rebates are available up to \$1,000.	1	2	\$1,000	\$1,850	Up
Rebates are available up to a maximum amount of \$10,000.	94	26	N/A	N/A	N/A
	9	75	N/A	N/A	N/A
Concessional loans are available up to 50 per cent of an eligible entity's annual wage expense, to a maximum of \$250,000.	6,780	148	\$976,137,303	\$19,846,173	Closed
Grants up to \$10,000.	N/A	11,273	N/A	\$99,884,318	New
\$1,000 for taxi and limousine licence holders.	N/A	3,632	N/A	\$18,891,500	New
\$3,500 for taxi and limousine licence operators + \$1,00 for each WAT licence.	N/A	3,632	N/A	\$18,891,500	New

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Loans and grants

Program owner	Program	Purpose of program/service
	Other (continued)	
Queensland Government	COVID-19 International Tourism Adaptation Grants	The objective of the COVID-19 International Tourism Adaptation Grants is to assist tourism businesses to pivot to a domestic market or hibernate until international markets open.
	COVID-19 Marine Tourism Rebate	The objective of the COVID-19 Marine Tourism Rebate program is to provide financial assistance to marine tourism businesses operating vessels in the Livingstone, Townsville, Douglas, Whitsunday, Bundaberg, Burdekin, Cassowary Coast, Cairns, Cook, Fraser Coast, Gladstone, Hinchinbrook, Isaac and Mackay Local Government Areas. It directly supported tourism vessel operators who suffered losses of income because of the COVID-19 travel restrictions. It was designed to assist eligible applicants in the above Local Government Areas by offsetting the cost of privately owned marina berthing fees paid in 2020-2021.
	COVID-19 Daintree Area Scheme	The purpose of the COVID-19 Daintree Area Scheme is to 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).
	Back to Work in Agriculture Incentive Scheme	The Back to Work in Agriculture Incentive Scheme aims to 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.
Northern Territory Government	Northern Territory Loans	Business Investment Concessional Loans 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.
Australian Government	North Queensland Telecommunications and Energy Improvement Grants (North & Far North Queensland Monsoon Trough, 25 January - 14 February 2019)	The objective of the North Queensland Telecommunications and Energy Improvement Grants (North & Far North Queensland Monsoon Trough, 25 January - 14 February 2019) is to 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.
	North Queensland Resilient Kids Grants (North & Far North Queensland Monsoon Trough, 25 January - 14 February 2019)	The North Queensland Resilient Kids Grants (North & Far North Queensland Monsoon Trough, 25 January - 14 February 2019) aim to fund the development and delivery of preventative youth mental health programs for school-aged children in the eligible area.

* 2019-2020 figures have been amended to reflect cancellations and adjustments that occurred during 2020-2021. Figures are accurate as at 30 June 2021.



Support available	Application approvals				
	2019-20(#)	2020-21 (#)	2019-20(\$)	2020-21 (\$)	Variance (\$)
Grants up to \$10,000.	N/A	258	N/A	\$2,416,266	New
Rebates up to \$20,000.	N/A	132	N/A	\$1,831,216	New
\$200.00 for eligible households.					
\$500.00 for eligible small businesses and non-profit organisations.	N/A	185	N/A	\$57,400	New
Payments up to \$1,500.	N/A	25	N/A	\$36,500	New
Loans from \$100,000 to \$3 million.	N/A	4	N/A	\$9,150,000	New
Grants up to \$1 million.	N/A	23	N/A	\$14,000,741	New
Grants up to \$2 million.	N/A	1	N/A	\$2,000,000	New
	10,890	16,737	\$ 1,218,263,398	\$304,911,175	Down

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. Two further programs, 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 mortgagees to attempt to resolve matters relating to farm business debts. 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 lender can agree to engage with to conduct the mediation. In accordance with the legislation, QRIDA has begun the biennial review of the panel of mediators, opening the panel to new applications and requiring existing mediators wishing to remain on the panel to apply for re-accreditation.

As at 30 June 2021, 273 mediation matters have been initiated since scheme inception, with 42 remaining in progress.

In 2020-2021, 64 mediation matters commenced with a total of 53 matters overall having been finalised.

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

It administers the Farm Business Analysis Assistance (FBAA) program, which provides farmers a funded package to access financial experts to analyse the 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, 69 applications for FBAA have been received with 56 reports delivered to primary producers.

In 2020-2021, 20 FBAA applications were received by the Farm Debt Restructure Office providing support to 33 Queensland business entities.

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



Business Development and Policy

Business Development

During 2020-2021, 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 2020-2021, BDP secured 15 new business opportunities for QRIDA. This included delivering programs for seven different program owners, of which two were new program owners.

Eleven programs were delivered to non-rural sectors in 2020-2021, further expanding QRIDA's delivery scope and experience.

These results were achieved through BDP's active business development strategy, which concentrated on developing additional delivery partnerships with Queensland Government agencies as well as leveraging our success in delivering a range of COVID-19 assistance programs.

QRIDA's services were positively received with the 2020-2021 program owner survey results indicating a 95 per cent rate of satisfaction with QRIDA services.

Policy

During the 2020-2021 period, BDP delivered and launched the 2019 Rural Debt Survey.

BDP also provided program design advice to the Department of Agriculture and Fisheries for the new Queensland drought reform measures and the National Recovery and Resilience Agency for the North Queensland Resilient Kids Grant, North Queensland Economic Diversification Grants and North Queensland Telecommunications and Energy Improvement Grants.

Advisory

BDP delivered its community grants review advisory services to one Local Government Authority through QRIDA's no-cost grant program review service. The 2020-2021 survey of this Local Government Authority indicated a 100 per cent satisfaction rate.

Program Establishment

For 2021-2022, 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
Rural and regional communities	Net number of successful PIPES applications
	Approval percentage for PIPES applications
	Percentage of successful PIPES applications that are for clients new to the PIPES program
	Percent of overall satisfaction within the Client Satisfaction Survey
	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
	Farm Business Analysis Assistance applications received per year
Sustainability	Net value of successful PIPES applications
	Maintain total loan arrears within budget levels
	Maintain PIPES portfolio arrears within budget levels
	Average number of core program loans per permanent FTE in Program Service Delivery
	Administration revenue
	Administration net operating margin
	Subsequent dealing requests finalised within 5 days
	Network and systems availability
Partnerships	Percent of overall satisfaction within the program owner satisfaction survey
	Percent of response 'very satisfied' within the program owner satisfaction survey
	Number of departments or agencies using QRIDA's services
People and culture	Percentage of overall satisfaction within the staff engagement survey
	Corporate policies and frameworks reviewed and approved
	Staff wellness program events (health / information / social) per year
New value	Programs delivered to non primary production industries
	Number of new programs administered from existing program owners
	Number of programs administered from new program owners



✓ Achieved ✗ Not Achieved

Target	Result	Commentary	2021-202 Target
230	193	✗ Average PIPES Loan approval for 2020-2021 is \$40,000 higher than in 2019-2020.	230
70%	70%	✓ Result achieved.	70%
70%	67%	✗ Result not achieved. Interest from new clients to take up loans may have been tempered by the uncertainty with the COVID-19 pandemic and current agricultural property market prices.	75%
90%	82%	✗ Result not achieved. The client cohort this year included fewer client profiles that traditionally rate QRIDA services higher, resulting in a lower than expected satisfaction rating.	90%
95%	97.81%	✓ Result achieved.	95%
90%	100%	✓ Result achieved.	90%
90%	96.43%	✓ Result achieved.	90%
100%	100%	✓ Result achieved.	100%
100%	100%	✓ 10 applications were assessed in the period and all decided within the statutory timeframe of 20 business days after the expiry of the show cause period.	100%
80%	100%	✓ 3 reviews were undertaken and all upheld the original decision.	80%
36	20	✗ Result not achieved. Application volumes tempered by strong economic conditions and high capital growth. Further insulated by low concessional and commercial interest rates.	36
\$100 million	\$104 million	✓ Result achieved.	\$120 million
<1.0%	0.14%	✓ Result achieved.	<1.0%
<0.5%	0.22%	✓ Result achieved.	<0.5%
60	50.6	✗ This measure captures all permanent FTEs involved in the delivery of the suite of financial assistance programs, including loans and grants.	60
\$23,151,957	\$23,111,182	✗ The lower revenue result is due to less than anticipated interest revenue from cash at bank.	\$25,669,600
\$71,879	-\$1,305,560	✗ The lower net operating margin is due to QRIDA charging only additional costs for administering a number of COVID-19 support programs in 2020-2021.	\$61,644
90%	91%	✓ Result achieved. Average 1.94 days per dealing.	90%
98%	99.97%	✓ Result achieved.	98%
95%	95%	✓ Result achieved.	95%
80%	58%	✗ Result not achieved. Increasing expectations from program owner customers combined with varied interpretations on the term "very satisfied" has produced a lower than anticipated figure.	80%
7	15	✓ Result achieved.	5
85%	80%	✗ Result not achieved. Business and personal disruption as a result of COVID-19 is believed to have caused the downturn in satisfaction more generally.	85%
12	25	✓ Results achieved. Reflects an active year in terms of policy and framework review.	12
4	3	✗ Result not achieved. Business disruption as a result of COVID-19 have resulted in 2 scheduled events falling outside the financial year.	100%
5	16	✓ Result achieved.	3
8	13	✓ Result achieved.	8
3	3	✓ Result achieved.	3