

performance summary.

KEY RESULT AREA	OBJECTIVES/OUTCOMES	PERFORMANCE MEASURES/OUTCOMES TARGETED DURING 2008-09
Financial performance SunWater's achievements against these targeted areas of improvement are detailed on pages 11 to 13 of this report.	To increase profitability of existing service commitments	Achievement of water pricing targets
	To realise the value of SunWater's water allocations	Achievement of allocation sales targeted in the Marketing Strategy for Burnett Water P/L 2006-10
Operational performance SunWater's achievements against these targeted areas of improvement are detailed on pages 14 to 19 of this report.	To increase the value of the corporation through business growth	Number of water infrastructure developments under investigation by SunWater that are acknowledged by the Queensland Government as key components
Community and environment SunWater's achievements against these targeted areas of improvement are detailed on pages 20 to 23 of this report.	To achieve a high level of environmental performance in schemes and projects	Extent of weed and pest animal management strategies implemented Implementation of dividend reinvestment projects
	To contribute to the well-being of regional Queensland communities	Investment in community-based initiatives, e.g. Burdekin Water Festival which engages SunWater with local communities
	To minimise community risk from catastrophic events	Emergency action plans reviewed and exercised to program
Asset sustainability SunWater's achievements against these targeted areas of improvement are detailed on pages 24 to 29 of this report.	To ensure continuing asset serviceability	Delivery of the asset refurbishment and enhancement program including water pricing team savings forecasts
	To ensure asset integrity is safeguarded	Number of five-year comprehensive inspections completed
Our customers SunWater's achievements against these targeted areas of improvement are detailed on pages 30 to 33 of this report.	To upgrade the products and services offered	Continuous sharing (CS) arrangements implemented under new ROPs where customers support its introduction
	To improve the level of customer satisfaction with SunWater services	Achievement of scheme service targets for planned and unplanned shutdowns
	To build improved customer relationships	Customer representative support for key activities as demonstrated by committees operating in accordance with framework
Our people SunWater's achievements against these targeted areas of improvement are detailed on pages 34 to 39 of this report.	To have a motivated, empowered and well-skilled workforce with a commercial culture	Collective Agreement initiatives implemented and performance monitored Positive acceptance and engagement in organisational change
Business management SunWater's achievements against these targeted areas of improvement are detailed on pages 40 to 43 of this report.	To ensure compliance with legislative requirements	Compliance monitoring and action system in place and operating effectively
	To ensure risks are identified and managed	Effective risk management systems incorporated into business processes
	To ensure that SunWater's ICT systems and architectures are efficient and provide appropriate business solutions	Progress with implementation of ICT strategic plan Reliability of core IT business systems