



Performance Improvement and Accountability Framework

Fact sheet

The [DET Performance Improvement and Accountability Framework](#) sets out the key measures the department will use to align its improvement actions and activities.

All staff are accountable for performance improvement and the framework is designed to help staff better understand how their work contributes to student and customer outcomes.

The framework provides a clear line of sight from strategic objectives, investment and actions to agreed measures and targets in order to provide transparency, monitor progress, determine effective and cost effective interventions and improve results.

It is built around key aspects including performance drivers, measurement, improvement and accountabilities – which together will help to support better outcomes for customers.

The framework embeds a cycle of continuous improvement to drive better results including:

- a Value Chain that shows how government objectives and community expectations translate into investment in early years, education and training services that deliver long-term benefits for Queensland
- a high-level Benefits Map which shows how DET objectives, inputs, services, outputs and outcomes align to deliver benefits for individuals and for Queensland

- a Key Performance Indicator Cascade which provides an overview of DET's headline measures for schools and service providers, regions and the department
- an Accountabilities Overview which shows the accountability instruments used at all levels of the department for planning and reviewing performance.

As the framework highlights, it is only through action that improvement occurs – if we do nothing, nothing changes.

Opportunities to make improvements, whether they're big or small, are around us all every day. Sometimes it's the smallest things that can make the biggest improvements.

To know how and where to make improvements and achieve better outcomes for our customers, we must all understand and use performance information to plan and deliver the best possible outcomes.

Successfully applying the framework enhances our ability to improve results and increases benefits for all Queenslanders, and ensure that we are accountable and responsive to our customers and the Queensland public.