

# 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 (Disaster Recovery Funding Arrangements)	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 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.
	Disaster Recovery Funding Arrangements Scheme Flood Affected Livestock Northern and Central Queensland Monsoon and Flooding	Assist primary producers to pay for animal welfare activities after suffering direct damage in relation to the Northern and Central Monsoon and Flooding disaster event.
	Disaster Recovery Funding Arrangements Scheme Southern Queensland Fires	Assist primary producers and small businesses pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Southern Queensland Fires	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme North Queensland Fires	Assist primary producers pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme South Queensland Severe Storms and Rainfall	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme South Queensland Severe Storms and Rainfall	Assist primary producers, small businesses and non profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Tropical Cyclone Jasper, associated rain and flooding	Assist primary producers, small businesses and non-profit organisations pay for costs arising out of direct damage.
	Disaster Recovery Funding Arrangements Scheme Tropical Cyclone Jasper, associated rain 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.
	Medium to Large Business Recovery Loan Scheme	Assist the recovery of medium to large businesses critical to the supply chain, including the agricultural industry, that were impacted during the 2021-2022 disaster season and may not meet the eligibility requirements for existing primary producer or small business DRFA funding.
	Primary Producer Flood Management Planning Grant	Help eligible primary producers offset all or part of the cost of eligible professional advice to improve the resilience of their primary production enterprise to flooding and high rainfall and develop a flood management plan.
	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.

\* 2022-2023 figures have been amended to reflect cancellations and adjustments that occurred during 2023-2024. Figures are accurate as at 30 June 2024.

Support available	Application approvals				
	2022-23 (#)	2023-24 (#)	2022-23 (\$)	2023-24 (\$)	Variance (\$)
Maximum loan amount of \$2 million.	72	84	\$59,596,649	\$69,282,464	Up
Maximum loan amount of \$1.3 million.	30	42	\$13,180,796	\$19,847,696	Up
Grants up to \$75,000.	9	N/A	\$156,902	N/A	Closed
Loans up to \$250,000 for primary producers.	1	1	\$150,000	\$149,900	Down
Grants up to \$50,000 for primary producers and up to \$25,000 for small businesses.	363	1	\$7,027,198	\$22,696	Down
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	3	1	\$309,000	\$250,000	Down
Grants up to \$50,000.	475	2	\$6,537,912	\$54,623	Down
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	232	10	\$3,371,399	\$1,285,465	Down
Grants up to \$75,000 for primary producers and up to \$50,000 for small businesses and non profit organisations.	4,642	677	\$87,304,885	\$14,744,405	Down
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	4	-	\$352,120	-	Down
Grants up to \$75,000.	650	121	\$14,575,561	\$3,344,732	Down
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	1	2	\$250,000	\$500,000	Up
Grants up to \$75,000.	18	40	\$416,256	\$1,420,734	Up
Grants up to \$75,000.	N/A	1	N/A	\$14,800	New
Loans up to \$250,000 for primary producers and small businesses.	N/A	1	N/A	\$250,000	New
Grants up to \$75,000 for primary producers.	N/A	61	N/A	\$1,206,513	New
Loans up to \$250,000 for primary producers.	N/A	1	N/A	\$217,850	New
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	N/A	8	N/A	\$721,577	New
Grants up to \$75,000 for primary producers and up to \$50,000 for small businesses and non profit organisations.	N/A	172	N/A	\$2,011,229	New
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	N/A	23	N/A	\$2,324,287	New
Grants up to \$75,000 for primary producers and up to \$50,000 for small businesses and non profit organisations.	N/A	1,153	N/A	\$14,860,067	New
Grants up to \$10,000.	31	-	\$224,325	-	Down
Loans from \$250,000 to a maximum of \$5 million for medium to large businesses.	N/A	2	N/A	\$5,300,000	New
Rebates for primary producers up to \$7,500.	N/A	8	N/A	\$49,062	New
Loans up to \$250,000 for primary producers and small businesses and up to \$100,000 for non profit organisations.	1	1	\$230,000	\$250,000	Up
Co-contribution grants up to \$400,000.	26	N/A	\$6,206,659	N/A	Closed

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# Loans and grants

Program owner	Program	Purpose of program/service
	<b>Drought</b>	
<b>Australian and Queensland Governments</b>	<b>2021 Farm Management Grants Scheme</b>	Assist primary producers with cost of professional advice for the development of a Farm Business Resilience Plan.
<b>Queensland Government</b>	<b>Drought Carry-on Finance Loan</b>	Provide concessional loans to primary producers who have been significantly financially affected by drought to assist with carry-on expenses.
	<b>Drought Preparedness Grants</b>	Assist primary producers on a co-contribution basis for on-farm capital improvements to improve drought resilience.
	<b>Drought Ready and Recovery Finance Loan Scheme</b>	Provide concessional loans to primary producers to assist with on-farm capital improvements to prepare or recover from the impacts of drought.
	<b>Emergency Drought Assistance Loan</b>	Provide interest-free loans to primary producers who have been significantly financially affected by drought to assist with carry-on expenses.
	<b>Other</b>	
<b>Queensland Government</b>	<b>Fisheries Structural Adjustment Assistance Scheme - Stage 1</b>	Support holders of eligible primary commercial fishing licences (PCFL), symbol holders and quota units affected by the closure of certain fisheries in the Great Barrier Reef region, or fisheries affected by changes under the <i>Marine Parks Act 2004</i> to zoning or management in the Great Sandy region.
	<b>Fisheries Structural Adjustment Assistance Scheme - Stage 2</b>	Support holders or lessees of particular primary commercial fishing licences (PCFLs) and particular fishery symbols and provide a payment to former skippers and crew members whose income has been or will be affected by changes to fisheries in the Great Barrier Reef, Great Sandy or Gulf of Carpentaria regions.
	<b>Horticulture Irrigation Pricing Rebate Scheme</b>	Provides a rebate of 35 per cent to horticulture producers to offset the cost of water used to irrigate horticultural crops.
	<b>Horticulture Netting Program - Trial Expansion</b>	Assist primary producers of commercial horticultural crops offset the cost of purchasing and installing horticultural netting.
	<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>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>Land Restoration Fund - 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 Advisors 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 2023</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>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.

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Support available	Application approvals				
	2022-23 (#)	2023-24 (#)	2022-23 (\$)	2023-24 (\$)	Variance (\$)
Rebate of up to 50 per cent rebate on the cost of eligible professional advice up to a maximum \$2,500.	11	25	\$25,178	\$55,374	Up
Loans of up to \$250,000 for primary producers.	-	2	-	\$220,000	Up
Co-contribution grants up to \$50,000.	324	307	\$6,591,016	\$9,075,525	Up
Loans of up to \$250,000 for primary producers.	15	21	\$2,296,625	\$3,191,804	Up
Loans of up to \$50,000 for primary producers.	-	7	-	\$311,000	Up
A range of assistance for commercial fishers including grant for advice, retired and surrendered PCFL and fishery symbols, surrender of PCFL and fishery symbols, payments for quota units and payments for loss of income.	N/A	461	N/A	\$39,810,030	New
A range of assistance including payments for former skipper and crew members, surrender of PCFL or 'N3' fishery symbols (Gulf region), payments for loss of income for 'N3' and 'N11' licences (Gulf region), payments for loss of income for 'A1' and 'A2' licences (Great Sandy region) and payments for loss of income for Hammerhead sharks (East coast fisheries).	N/A	28	N/A	\$2,524,045	New
Rebate of up to 35 percent for horticultural producers.	516	666	\$2,507,417	\$3,246,775	Up
Co-contribution grants up to \$300,000 for primary producers.	146	67	\$8,432,475	\$4,553,741	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.	19	18	\$17,239	\$17,871	Up
N/A	1	-	\$2,000,000	-	Open
Grants up to \$250,000 as a co-contribution to be matched by applicants.	94	N/A	\$4,373,725	N/A	Closed
Co-contribution grants up to \$200,000.	63	15	\$1,935,621	\$1,837,861	Down
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.	145	96	\$601,018	\$494,265	Down
N/A	15	N/A	N/A	N/A	Closed
Grants up to \$55,000 with a 50 per cent co-contribution from applicants to offset the cost of purchasing and modifying a new wheelchair accessible taxi (WAT). Rebates are available up to \$1,000.	199	92	\$4,840,408	\$4,138,228	Down
N/A	4	N/A	\$3,636	N/A	Closed
N/A	5	24	N/A	N/A	N/A
Rebates up to \$10,000.	N/A	75	N/A	\$663,055	New
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.	329	N/A	\$164,500	N/A	Closed
Payments up to \$1,500.	1	N/A	\$1,500	N/A	Closed

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# Loans and grants

Program owner	Program	Purpose of program/service
	<b>Other (continued)</b>	
Queensland Government	<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>Remote Communities Freight Assistance Scheme</b>	To reduce the amount of freight costs that are passed on to consumers of eligible goods in remote communities.
	<b>Agribusiness Digital Solutions Grants Scheme</b>	Improve the resilience of the agribusiness sector or primary production industries by supporting industry organisations implement digital technologies and systems that increase preparedness for future disruptions and risks related to biosecurity, climate and food safety.
	<b>Battery Booster Rebate Scheme</b>	Encourage Queensland homeowners to install approved battery systems and manage their energy consumption to offset the costs associated with investing in a battery energy storage system.
	<b>Climate Smart Energy Savers Rebate Scheme</b>	Support Queensland households to invest in energy efficient appliances to decrease electricity usage and cost and reduce household carbon emission.
Northern Territory Government	<b>Queensland Business Energy Saving and Transformation Scheme</b>	Provide rebates to eligible small and medium-sized Queensland businesses to install energy-efficient equipment.
	<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.
Australian Government	<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.
<b>Total</b>		

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Support available	Application approvals				
	2022-23 (#)	2023-24 (#)	2022-23 (\$)	2023-24 (\$)	Variance (\$)
Grants for up to 100% contribution up to \$100,000.	317	747	\$11,300,626	\$52,067,106	Up
Grants between \$5,000 and \$20,000.	9	73	\$139,608	\$1,011,653	Up
Rebates up to 50 per cent of berthing fees up to a maximum of \$70,000.	9	28	\$47,509	\$132,091	Up
Co-contribution grants up to \$3 million.	19	N/A	\$9,785,554	N/A	Closed
Rebates up to \$3,000.	1,532	7,146	\$4,596,000	\$32,979,000	Up
Three types of assistance is available to wholly or partly reimburse eligible business owners. These include Establishment Assistance (a one-off reimbursement (where applicable) to help offset establishment activities costs), Discount Assistance (a monthly payment to reimburse the eligible business for monthly discount shortfalls), and Compliance Assistance (to reimburse the monthly compliance cost to the business).	N/A	155	N/A	\$1,059,569	New
Co-contribution grants up to \$100,000.	N/A	7	N/A	\$569,913	New
Standard rebate up to \$3,000 and low income rebate up to \$4,000.	N/A	3,189	N/A	\$11,233,999	New
Standard rebates up to \$800 and low-income rebates up to \$1,000.	N/A	72,745	N/A	\$31,989,107	New
Rebate up to 50 per cent of the purchase and installation costs of eligible equipment, up to \$12,500.	N/A	527	N/A	\$4,507,017	New
Loans from \$100,000 to \$3 million.	6	N/A	\$8,547,573	N/A	Open
Grants up to \$1 million.	7	N/A	\$659,630	N/A	Closed
Grants up to \$2 million.	2	N/A	N/A	N/A	N/A
Co-contribution grants of between \$10,000 and \$500,000 on a competitive basis.	42	N/A	\$5,726,032	N/A	Closed
Co-contribution grants of between \$10,000 and \$200,000 on a competitive basis.	28	N/A	\$1,957,883	N/A	Closed
	<b>10,416</b>	<b>88,933</b>	<b>\$276,440,436</b>	<b>\$343,817,141</b>	<b>Up</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 25 mediators of which the farmer and the lender can agree to engage with to conduct the mediation. In accordance with the legislation, QRIDA conducts a 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. The panel is currently closed and will reopen in 2025. As at 30 June 2024, 483 mediation matters had been initiated since scheme inception, with 67 matters remaining in progress.

In 2023-2024, 95 mediation matters commenced with a total of 65 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 (FDRO) commenced on 1 January 2018 and plays an important role between rural lenders and farmers in financial difficulty. The FDRO provides producers with the proactive ability to discuss their concerns and review their current and future financial viability with an independent professional. These professionals are particularly critical when communication between parties ceases to be productive. The intent of the Office is to assist primary producers to investigate their prospects of financial viability and set a path to restore this before they lose critical capacity to act.

In order to provide this service, the FDRO developed the Farm Business Analysis Assistance (FBAA) program. The program provides farmers a funded path to access financial specialists to analyse their enterprise and provide a range of debt restructure options to address underlying issues. This is a unique program for primary producers experiencing financial difficulties and complements QRIDA's other farm debt services. Since commencement of the program, 107 applications for FBAA have been received with 100 reports delivered to primary producers. In 2023-2024, 15 FBAA applications were received by the FDRO providing support to 18 related Queensland business entities.

The program is unique to Queensland and continues to expand its reputation and awareness through past clients, their stakeholders and targeted marketing initiatives. While primary producers are our clients, other stakeholders such as banks, accountants, industry representatives, government agencies and Rural Financial Counsellors remain joint colleagues in delivering effective and long-standing results.

# Business Development and Policy

## Business Development

During the 2023-2024 financial year, 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 2023-2024, BDP supported QRIDA's strategic vision to create valued partnerships by acquiring and establishing 10 new business opportunities, including one program procured for a new program owner. BDP continued to foster sustainable development for Queensland's primary producers, establishing five new programs designed to provide financial assistance to primary producers.

These results were achieved through BDP's active business development, which focused 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.

## Policy

BDP continued to work in partnership with QDAF through involvement in the Future Fisheries Taskforce and the establishment and delivery of three stages of financial assistance under the Fisheries Structural Adjustment Scheme, as well as the Primary Producer Flood Management Scheme, and Round 6 of the Rural Economic Development Grants scheme.

BDP continued to work alongside the Department of Energy and Climate (DEC) to establish and deliver three programs under the Queensland Energy and Jobs Plan, including the Climate Smart Energy Savers Rebate Scheme, Battery Boosters Rebate Scheme and the Business Energy Saving and Transformation Rebate Scheme.

BDP also worked with the Department of Transport and Main Roads (TMR) to ensure the continued effective delivery of the Queensland Zero Emissions Vehicle Rebate Scheme and the Electric Vehicle Charging Infrastructure Scheme under the Queensland Zero Emissions Vehicle Strategy.

## Program Establishment

In 2024-2025, BDP will continue to grow QRIDA's profile as a preferred delivery agency for financial assistance programs in Queensland and other appropriate jurisdictions.

BDP will achieve this through the continued partnership with existing customers to deliver successful programs, and the ongoing development of 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	2024-2025 Target
80%	87%	✓	Result achieved.	80%
85%	86%	✓	Result achieved.	85%
90%	100%	✓	Result achieved.	90%
N/A	\$343.8 million	N/A	N/A	N/A
N/A	88,933	N/A	N/A	N/A
185	126	✗	Economic and environmental conditions.	185
70%	81%	✓	Result achieved.	70%
70%	75%	✓	Result achieved.	70%
95%	100%	✓	Result achieved.	95%
90%	99.31%	✓	Result achieved.	90%
90%	98.22%	✓	Result achieved.	90%
95%	95.45%	✓	Result achieved.	95%
80%	100%	✓	Result achieved.	100%
100%	100%	✓	Result achieved.	80%
28	16	✗	Lower than expected application volumes are due to a continued strong rural property market aiding producers leaving the industry.	18
\$120 million	\$89.14 million	✗	This is directly related to the commentary around the net number of PIPES applications due to economic and environmental conditions.	\$120 million
1%	0.46%	✓	Result achieved.	<1.0%
0.5%	0.22%	✓	Result achieved.	<0.5%
60	57.4	✗	The take up of core program loans during 2023-2024 was lower than anticipated, particularly in PIPES.	60
\$29,914,100	\$39.69 million	✓	Result achieved.	\$39,008,386
\$154,022	\$4.08 million	✓	Result achieved.	\$14,300
10	13	✓	Result achieved.	10
7	10	✓	Result achieved.	7
10	19	✓	Result achieved.	8
3	1	✗	The pool of new program owners is limited given QRIDA has now delivered to many departments.	2
90%	100%	✓	Result achieved.	90%
12	25	✓	Result achieved.	12
98%	99%	✓	Result achieved.	98%
4	6	✓	Result achieved.	4