

Strategic Plan 2021-2025



Our Vision

Supporting Queenslanders with independent, respectful and effective ways of resolving disputes with energy and water providers.



We respect, protect and promote human rights in our decision-making and actions.

Our Values



Respect

We act and interact with honest and integrity—manners, respect and courtesy are a given.



Integrity

Our actions are consistent with our words and we demonstrate our values through our actions.



Competency

We encourage each other and seek opportunities to learn, and share our knowledge and ideas to continuously improve ourselves and our service.



Accountability

Each of us is accountable and responsible for our work, attitude and behaviours.



Excellence

We strive to be the best we can be and deliver excellent service and quality results.

	OBJECTIVES	INDICATORS OF SUCCESS
Customer	<ul style="list-style-type: none"> We deliver fair and reasonable outcomes for consumers and members. We listen to and respect our customers to build and maintain their trust. Our teams have the skills to resolve wide-ranging problems for our internal and external customers. 	<ul style="list-style-type: none"> Achieve agreed targets in customer and member surveys. Achieve agreed dispute resolution targets. Continuously improve quality and customer service.
People	<ul style="list-style-type: none"> We attract, develop and retain committed professionals who are motivated by our values. We have an empowered, high-performing and resilient team. We build the capabilities of our people and develop their skills. 	<ul style="list-style-type: none"> Increase engagement result of Working for Queensland survey. Retain My workgroup factor result in the top quartile of Working for Queensland comparison data. Professional development completed.
Service	<ul style="list-style-type: none"> We evolve with our sector's changing landscape. We embrace change and adapt to emerging technologies. Our business is accountable, efficient and effective. 	<ul style="list-style-type: none"> Invest in our systems and processes to ensure they remain fit for purpose. Deliver our services effectively within the required, agreed response targets.
Connections	<ul style="list-style-type: none"> Everyone who needs our help knows who we are and how to contact us. We educate consumers about how we can help with energy and water issues. We collaborate with community organisations who support energy and water consumers. We connect and influence our stakeholders to improve outcomes for the sector. 	<ul style="list-style-type: none"> Share our insights and experiences to collaboratively improve the sector for all. Provide information to help our stakeholders understand and help resolve the issues their customers are experiencing. Meet with communities across the state via in-person and virtual methods. Increase awareness of our service through a variety of traditional and digital channels.



We will deliver our objectives through our key strategic initiatives:

- Building future capabilities
- Contributing to reconciliation with First Nations people
- Driving efficiencies and effectiveness
- Enhancing member management
- Enriching customer experience
- Raising awareness of our service
- Reviewing our customer relationship management solution



We will embrace opportunities by:

- Adapting to the needs of our ever-changing world, including COVID-related issues impacting our community
- Monitoring the impact of alternative energy options on customers
- Expanding our jurisdiction



Industry Benchmarks:

ACCESSIBILITY

INDEPENDENCE

FAIRNESS

ACCOUNTABILITY

EFFICIENCY

EFFECTIVENESS