



Our Vision

To make a positive difference to Queenslanders in a changing energy and water environment.



Our Values

-  **Respect**
-  **Integrity**
-  **Competency**
-  **Accountability**
-  **Excellence**

OBJECTIVES

Stakeholders

- More people know about and use EWOQ services.
- Build good working relationships with our partners to resolve issues fairly and reduce repeat problems.
- Work with partners and communities to reach more people and support better outcomes.

People

- Attract, develop and retain committed people who are motivated by our values.
- Create a workplace where people feel included and supported to perform at their best.
- Build the capability of our people now and for the future.

Operations

- Maintain strong systems to manage risk and provide assurance.
- Make sure our information and systems are secure and reliable.
- Use trusted data and insights to support good decisions and improve industry practices.
- Our business is responsible and uses resources well.

INDICATORS OF SUCCESS

- Customers understand what our services are and how to get help from us when they need it.
- We resolve issues fairly and quickly, with fewer repeat problems.
- People see EWOQ as fair and independent.
- Talking with partners and the community helps us find problems early and stop them happening again.
- We meet with providers and partners to improve our services and get better outcomes for our customers.

- Team members are engaged, supported and safe at work.
- Workforce retention rates are within industry benchmarks.
- Our people build the skills they need through training and development.

- Risks and controls are regularly reviewed and managed to prevent major failures.
- Our data and insights are accurate, timely and trusted.
- People trust how EWOQ is governed and manages its finances.
- Keep systems and data secure, with no major security or privacy incidents.

We will deliver our objectives through our key strategic initiatives:

- Building future capabilities
- Contributing to reconciliation with First Nations people
- Driving efficiencies and effectiveness
- Embracing our culture and values
- Focusing on our people
- Enhancing scheme participant management
- Enriching customer experience
- Raising awareness of our service

We will embrace opportunities by:

- Adapting to the needs of our ever-changing world, including issues impacting our community
- Understand and utilise relevant technologies to enhance all aspects of our business
- Expanding our jurisdiction to include consumer energy resources

Through our strategic objectives we support the government objectives for the community

SAFETY WHERE YOU LIVE

HEALTH SERVICES WHEN YOU NEED THEM

A BETTER LIFESTYLE THROUGH A STRONGER ECONOMY

A PLAN FOR QUEENSLAND'S FUTURE

Industry Benchmarks



ACCESSIBILITY

INDEPENDENCE

FAIRNESS

ACCOUNTABILITY

EFFICIENCY

EFFECTIVENESS