



### Our Vision

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



### Our Values

Respect

Integrity

Competency

Accountability

Excellence

	OBJECTIVES	INDICATORS OF SUCCESS
Customer	<ul style="list-style-type: none"><li>• We deliver fair and reasonable outcomes for consumers and scheme participants.</li><li>• We listen to understand and respect our customers to build and maintain their trust.</li><li>• Our teams have the skills to resolve wide-ranging problems for our internal and external customers.</li></ul>	<ul style="list-style-type: none"><li>• Achieve agreed targets in customer and scheme participant surveys.</li><li>• Achieve agreed dispute resolution targets.</li><li>• Continuously improve quality and customer experience.</li></ul>
People	<ul style="list-style-type: none"><li>• We attract, develop and retain committed professionals who are motivated by our values.</li><li>• We have an empowered, high-performing and resourceful team.</li><li>• We build the capabilities of our people now and for the future.</li></ul>	<ul style="list-style-type: none"><li>• Increase engagement result of <i>Working for Queensland</i> survey.</li><li>• Retain <i>Resources - My manager and workgroup</i> results in the top quartile of <i>Working for Queensland</i> comparison data.</li><li>• Required capabilities are identified and professional development completed.</li></ul>
Service	<ul style="list-style-type: none"><li>• We evolve with our changing environment.</li><li>• We embrace change and adapt to emerging technologies.</li><li>• Our business is accountable, efficient and effective.</li></ul>	<ul style="list-style-type: none"><li>• Being prepared for legislative changes and an expanded jurisdiction.</li><li>• Invest in our systems and processes to ensure we remain fit for purpose.</li><li>• Deliver our services effectively within agreed targets.</li></ul>
Connections	<ul style="list-style-type: none"><li>• Everyone who needs our help knows who we are and how to contact us.</li><li>• We inform providers and consumers on how we can help with energy and water issues.</li><li>• We collaborate with organisations who support energy and water consumers.</li><li>• We connect with and influence our stakeholders to improve outcomes for the sector.</li></ul>	<ul style="list-style-type: none"><li>• Share our insights and experiences to collaboratively improve the sector for all.</li><li>• Provide information to help our stakeholders understand and help resolve the issues their customers are experiencing.</li><li>• Meet with communities across the state via in-person and digital methods.</li><li>• Increase awareness of our service through a variety of channels.</li></ul>

### 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 renewable and consumer energy

## 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