

# Strategic Plan 2024-28

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## Vision

Improving the prosperity of Queensland

## Purpose

Making Queensland's economy more competitive through efficient and effective economic regulation

## Objectives

### Optimise regulatory frameworks

- Protect consumers and relevant stakeholders
- Pursue outcomes appropriate to the regulatory circumstances
- Implement research and development outcomes

### Make unbiased, transparent and robust decisions

- Encourage negotiated outcomes
- Base decisions and recommendations on evidence
- Apply rigorous quality assurance processes

### Enable efficient, flexible and expert resourcing

- Build staff capability
- Support healthy and safe work practices to ensure staff wellbeing
- Embed a performance culture that encourages knowledge sharing and fosters accountability

### Promote understanding and engagement

- Improve the clarity and accessibility of our content
- Build and maintain relationships with stakeholders to enable better communication and cooperation
- Enhance the community's understanding of our role

We support the Queensland Government's objectives for community:

- **Good jobs:** Good, secure jobs in our traditional emerging industries
- **Better services:** Deliver even better services right across Queensland
- **Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow

This includes the sub-objectives:



## Performance indicators

- Timely and transparent processes
- Effective stakeholder engagement
- Effective and efficient regulatory outcomes
- Efficiency and prudence of the QCA costs and regulatory fees

## Risks

- **Reputation:** Deliver high-quality and timely reports, through effective engagement, consultation and quality
- **Resourcing:** Maintain resourcing expertise, diversity of work and succession planning
- **Compliance:** Uphold strong and effective governance practices
- **Information security:** Adapt to emerging technologies, and safeguard information
- **Financial:** Maintain long-term financial sustainability through forecasting and reserves

## Opportunities

- **Project delivery:** Review frameworks and processes to ensure we deliver on our responsibilities
- **Knowledge:** Continue to research and develop best practice regulation and share knowledge between staff
- **Engagement:** Seek and act upon stakeholder feedback and enhance understanding of our role and decisions
- **Resourcing:** Proactive development of skills and processes to manage emerging regulatory work, and cross-skill staff
- **Compliance of entities:** Optimise our administration activities and enforcement activities

<b>Values</b>	<ul style="list-style-type: none"><li>• <b>Trust:</b> We rely on each other</li><li>• <b>Integrity:</b> We are consistent, balanced and principled</li><li>• <b>Respect:</b> We show respect for others</li><li>• <b>Achievement:</b> We deliver better outcomes</li><li>• <b>Teamwork:</b> Together we deliver better outcomes</li></ul>
<b>Human rights</b>	We are committed to respect, promote and protect human rights in our decision-making and actions.

The QCA acknowledges the traditional owners of the land and waters on which we work. We pay our respects to Elders, communities and cultures past and present.