

2025-29 STRATEGIC PLAN



VISION: Making a positive difference for our industries - today, tomorrow and in the future.

PURPOSE: To provide equitable and efficient portable long service leave schemes.

We support the Queensland Government's objectives for the community:

- A better lifestyle through a stronger economy by respecting your money.
- A plan for Queensland's future by supporting the building of infrastructure needed for a growing population.

OBJECTIVES	PUT OUR PEOPLE FIRST	DELIVER CUSTOMER SERVICE EXCELLENCE	ENSURE THE SCHEMES REMAIN SUSTAINABLE
STRATEGIES	<ul style="list-style-type: none"> • Grow an empowered, high performing organisation to achieve our Objectives 	<ul style="list-style-type: none"> • Undertake a transformation program informed by insights and enabled by innovation • Embed a culture of continuous improvement in everything we do 	<ul style="list-style-type: none"> • Be financially responsible, efficient and transparent • Strengthen industry connection through engagement and education • Enhance compliance and regulatory profile
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Attain <i>Employer of Choice</i> EOC® recognition • Sustain or improve performance against measures of a psychologically and physically safe, inclusive, diverse and resilient workplace • Year on year improvement in the Working for Queensland survey results 	<ul style="list-style-type: none"> • QLeave future state transformation: <ul style="list-style-type: none"> • Year 1: define future state and key program outcomes • Years 2 and 3: develop and deliver program • Year 4: evaluate outcomes • Year on year improvement in customer satisfaction 	<ul style="list-style-type: none"> • Operate within approved budgets • Develop, implement and meet the objectives of the Regulator Performance Framework • Review investment strategies and scheme costs to ensure long term scheme sustainability • Maintain sufficient assets to meet future liabilities

RISKS We will manage our strategic material risks by:

- Enhancing workforce culture and capability to encourage workforce engagement
- Delivering on our service commitments to provide equitable and efficient portable long service leave schemes
- Effectively managing operations and administering the schemes to advance financial sustainability
- Investing in and maintaining effective cyber security and information protections to protect information and system assets
- Building trust through interactions with our industries and stakeholders to effectively administer the schemes
- Making legally sound decisions to discharge our statutory functions to the fullest extent.

OPPORTUNITIES We will pursue opportunities by:

- Supporting and engaging our workforce
- Fostering meaningful dialogue including data insights with our industries and stakeholders
- Optimising our digital pathways to support the provision of seamless and efficient services.

OUR VALUES

Customers first

Ideas into action

Unleash potential

Be courageous

Empower people