

# QBCC Strategic Plan 2017-2021

**VISION** To be a regulator that builds trust and confidence in all we do.

**PURPOSE** For peace of mind.

	Be an effective regulator to build confidence	Provide customer services that are timely, clear and transparent	Enhance operational and organisational excellence	To nurture our people to help them be courageous and their best	Be a financially sustainable organisation
<b>OBJECTIVES</b>					
<b>STRATEGIES</b>	<ul style="list-style-type: none"> <li>Work collaboratively with the Department of Housing and Public Works and the Minister's Office to deliver on new policy proposals</li> <li>Create education and engagement functions leading to less defects and risks</li> <li>Support the Service Trades Council, Complex Licensing Panel, and other regulatory partners and government agencies with critical data</li> <li>Enhance the risk based regulation model</li> </ul>	<ul style="list-style-type: none"> <li>Provide impartial services in a clear and timely manner</li> <li>Simplify processes and make better use of digital channels as customer preferences change</li> <li>Continue to ensure we communicate effectively with all our customers</li> </ul>	<ul style="list-style-type: none"> <li>Utilise data driven insights for action</li> <li>Enhance our technology foundations to enable improved service provision, innovation and compliance</li> <li>Enhance our internal governance systems to ensure appropriate and effective decision-making</li> <li>Planning more effectively to achieve our objectives</li> </ul>	<ul style="list-style-type: none"> <li>Deliver a program of work that develops talent and leadership capability</li> <li>Develop initiatives and policies which demonstrate our commitment to ensuring our staff feel valued and reward behaviours and outcomes that are aligned with our values</li> </ul>	<ul style="list-style-type: none"> <li>Make responsible decisions based on financial information on an individual and collective basis</li> </ul>
<b>KEY PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>Satisfactory scores in performance audit</li> <li>Increased mutually beneficial relationships with key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Increased perceptions of fairness in decision-making</li> <li>Increased productivity and efficiency in delivering services</li> <li>Increased customer compliance rates for lodgements</li> </ul>	<ul style="list-style-type: none"> <li>Improved use of data to enhance proactive regulatory programs</li> <li>Successful delivery of projects within agreed thresholds</li> </ul>	<ul style="list-style-type: none"> <li>Increased employee engagement</li> <li>Increased diversity in leadership roles</li> <li>Increased culture of inclusiveness</li> </ul>	<ul style="list-style-type: none"> <li>A strong net asset position for QBCC funds</li> <li>Managing a balanced budget</li> </ul>
<b>RISKS</b>	<ul style="list-style-type: none"> <li>Failure to alert issues affecting our community, thereby decreasing trust and confidence</li> </ul>	<ul style="list-style-type: none"> <li>Failure to manage differing expectations between QBCC, its customers and stakeholders, thereby decreasing trust and confidence</li> </ul>	<ul style="list-style-type: none"> <li>Failure to have the right information technology solutions, thereby reducing consumer trust, confidence and service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Failure to have an adequate people strategy, thereby reducing employee engagement</li> </ul>	<ul style="list-style-type: none"> <li>Failure to ensure financial sustainability, thereby decreasing the long term viability of our organisation</li> </ul>
<b>OPPORTUNITIES</b>	<ul style="list-style-type: none"> <li>Build capability and knowledge through education and nurture relationships through collaborative engagement and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Deliver a more effective and efficient operating model to both internal and external customers and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen our governance systems in line with a contemporary high performing organisation</li> </ul>	<ul style="list-style-type: none"> <li>Re-engage with employees through strategies in leadership diversity and talent management</li> </ul>	<ul style="list-style-type: none"> <li>Improve QBCC's financial sustainability</li> </ul>
<b>CONTRIBUTION TO QUEENSLAND GOVERNMENT'S OBJECTIVES</b>	<p>The QBCC contributes to the Queensland Government's objective of creating jobs and a diverse economy through licensing and compliance that allows fully qualified and competent tradespeople to become employed or start their own businesses</p> <p>The QBCC contributes to the Queensland Government's objective of delivering frontline services by constantly improving and introducing more efficient ways for our customers to access our services</p>				

