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Our Vision

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

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

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We will deliver our objectives through our key strategic initiatives:

- Building future capabilities
- Contributing to reconciliation with First Nations people
- Driving efficiencies and effectiveness
- Embedding our better normal picture
- Enhancing member management
- Enriching customer experience
- Raising awareness of our service
- Reviewing our customer relationship management solution

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We will embrace opportunities by:

- Adapting to the needs of our ever-changing world, including issues impacting our community
- Future focus on alternative energy options
- Expanding jurisdiction

Our Values

<p>Respect</p> <p>We act and interact with honesty and integrity—manners, respect and courtesy are a given.</p>	<p>Integrity</p> <p>Our actions are consistent with our words and we demonstrate our values through our actions.</p>	<p>Competency</p> <p>We encourage each other and seek opportunities to learn, and share our knowledge and ideas to continuously improve ourselves and our service.</p>	<p>Accountability</p> <p>Each of us is accountable and responsible for our work, attitude and behaviours.</p>	<p>Excellence</p> <p>We strive to be the best we can be and to deliver excellent service and quality results.</p>
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Industry Benchmarks ACCESSIBILITY INDEPENDENCE FAIRNESS ACCOUNTABILITY EFFICIENCY EFFECTIVENESS