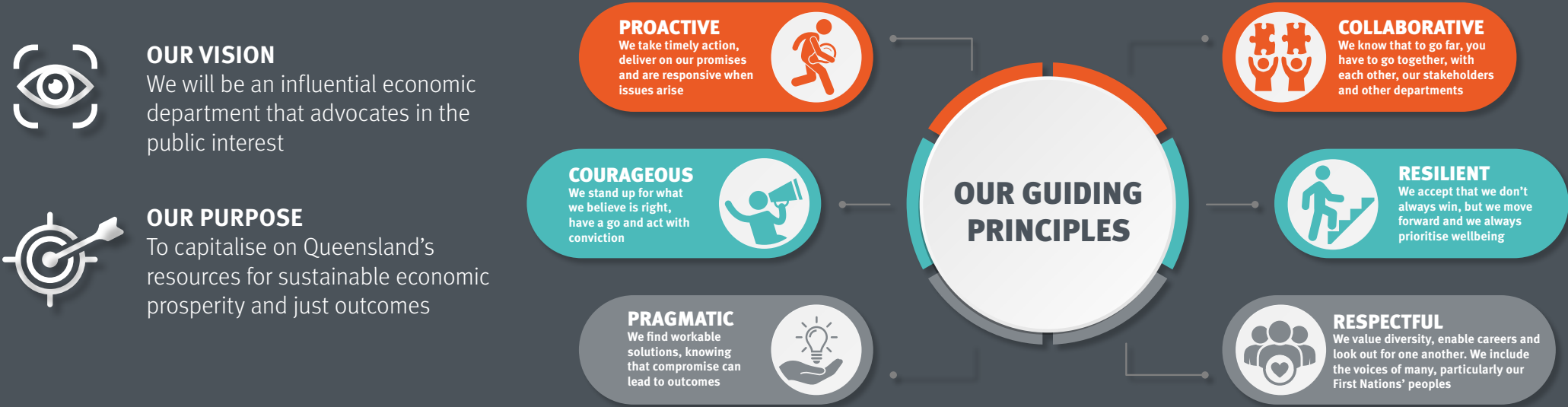


# Strategic Plan 2023–27

External version

In everything we do and decide, we respect, protect and promote human rights in our workplace and work for enduring cultural change in the Queensland public sector and self determination for First Nations peoples.



| Strategic objectives  | Key performance indicators  | Strategies   |
|---|---|--|
| <b>1. Optimised use of land resources of the state</b>  | <ul style="list-style-type: none"><li>An improvement in stakeholder satisfaction with land administration—quicker, simpler and more transparent</li><li>An increase in Indigenous Land Reserves returned to Aboriginal and Torres Strait Islander bodies as Indigenous Freehold</li></ul>   | <ul style="list-style-type: none"><li>Work with stakeholders to modernise land administration, including the State Valuation Service</li></ul>   |
| <b>2. Increased and diversified private sector investment in georesources</b>   | <ul style="list-style-type: none"><li>An increase in investment levels</li><li>An improvement in stakeholder satisfaction with our regulatory efficiency</li></ul>  | <ul style="list-style-type: none"><li>Work with stakeholders to plan the future of the resources industry</li><li>Deliver the resources industry development plan</li></ul>  |
| <b>3. Innovation to unlock our data’s potential</b>   | <ul style="list-style-type: none"><li>An increase in data availability and use</li><li>An increase in customer and stakeholder satisfaction with our data resources access and quality</li></ul>  | <ul style="list-style-type: none"><li>Maximise value for our customers and stakeholders from the data we collect, curate and make available</li><li>Deliver a data resources development plan</li></ul>  |
| <b>4. Great careers: a contemporary workforce set apart by its expertise, innovation, collaboration and leadership</b>    | <ul style="list-style-type: none"><li>An improvement in Working for Queensland themes:<ul style="list-style-type: none"><li>Employee engagement</li><li>Organisational leadership</li><li>Professional development</li><li>Performance discussions</li></ul></li><li>An increase in change management maturity</li></ul>  | <ul style="list-style-type: none"><li>Build a skilled and agile workforce capable of delivering our strategic objectives through:<ul style="list-style-type: none"><li>leadership</li><li>change capability</li><li>business acumen</li><li>technical expertise</li></ul></li><li>Invest in leadership development to build a courageous culture empowering leaders to inspire, innovate and advocate with integrity</li></ul> |
| <b>5. A reframed relationship with First Nations and non-Indigenous Queenslanders as we deliver on our Path to Treaty</b> | <ul style="list-style-type: none"><li>More First Nations peoples in our workforce including in decision making roles</li><li>An increased uptake of cultural agility programs:<ul style="list-style-type: none"><li>Building on the Strengths of our Stories</li></ul></li><li>An improvement in Working for Queensland themes for Aboriginal and Torres Strait Islander perspectives and cultural safety</li></ul> | <ul style="list-style-type: none"><li>Uphold the Queensland Government’s Statement of Commitment to build a reframed relationship with Aboriginal and Torres Strait Islander peoples and ongoing truth telling</li><li>Develop and deliver our Path to Treaty and Cultural Capability Plan</li></ul>   |
| <b>6. Positive stakeholder and public sentiment on our policies, programs and people</b>                                  | <ul style="list-style-type: none"><li>An increase in the department’s aggregated customer satisfaction score</li><li>An increase in audience of our social media platforms</li></ul>  | <ul style="list-style-type: none"><li>All service owners to include business improvement measures in their business plans based on customer feedback</li><li>Regularly monitor all customer touchpoints</li></ul>  |

# The agency supports the Government's objectives for the community:



**Good jobs:** Good, secure jobs in our traditional and emerging industries



**Better services:** Deliver even better services right across Queensland



**Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow.

We contribute to the following Government sub-objectives for the community.



Supporting jobs



Backing our frontline services



Connecting Queensland



Growing our regions



Building Queensland



Honouring and embracing our rich and ancient cultural heritage



CS10795 06/23

## We will manage our strategic risks by:

- supporting the health and wellbeing of our people and stakeholders
- protecting the confidentiality, integrity or availability of our information
- building process, capability and discipline to achieve the plans necessary to deliver reform
- understanding public and stakeholder sentiment to allow for continuous improvement
- inspiring our people to achieve our strategic objectives
- upholding public service integrity and ethics.

## We will embrace our opportunities by:

- being a key enabling agency for the delivery of the government's objectives for the community
- modernising the way we deliver land administration
- growing a resilient, responsible and sustainable resources industry for economic prosperity
- realising our ambition to support our stakeholders through achieving the full value potential of our data and digital technologies
- evolving the department's culture, enhancing leadership and driving accountability.