

**Vision**

**Improving the prosperity of Queenslanders**

**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

**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

**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

We contribute to the Queensland Government’s objectives for 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.

This includes the sub-objectives:

 Growing our regions  Building Queensland  Supporting jobs

**Performance indicators**

Efficiency and prudence of the QCA costs and regulatory fees

Timely and transparent processes

Effective and efficient regulatory outcomes

Effective stakeholder engagement

## Managing our risks

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- **Reputation:** Deliver high-quality and timely reports, through effective engagement, consultation and quality assurance
- **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

## Managing our opportunities

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- **Project/program 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

### Our values

<b>Achievement</b>	<i>We deliver better outcomes</i>
<b>Trust</b>	<i>We rely on each other</i>
<b>Respect</b>	<i>We show respect for others</i>
<b>Integrity</b>	<i>We are consistent, balanced and principled</i>
<b>Teamwork</b>	<i>Together we deliver better outcomes</i>

### Human rights

We are committed to respect, promote and protect human rights in our decision-making and actions.