# Queensland Treasury Strategic Plan 2017-2021



Grow the Queensland economy and improve the wellbeing of all Queenslanders

## Our Purpose

Leverage our Government-wide perspective to provide trusted, impartial and influential advice and services to clients, and partner for better outcomes in matters relating to the economy and state finances, revenue and commercial services and support for fair, safe and productive workplaces.

### Objectives

### Strategies

Measures

Enable sustainable  $\Gamma_{1}$ growth that supports current and future government objectives

- Lead the development of frameworks to attract sustainable investment, manage state finances and reduce debt
- Shape policies to support employment growth, increase workforce participation and ensure safe, productive and fair workplaces
- Maintain and improve the State's revenue base integrity

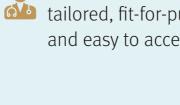
#### Service quality

 Delivery against Service Delivery Statement effectiveness targets for all service areas

- Partner proactively to facilitate better outcomes for the community 6VD
- Partner with agency clients to guide medium to long-term policy solutions that improve services for all Oueenslanders
- Maximise access to programs that deliver jobs, grow Queensland businesses and support home ownership
- Lead whole of government initiatives through adopting a robust program management approach

#### Ease of doing business with

- Increase in client satisfaction with advice on public policy, economic and agency performance
- Improvement in client feedback on ease of engagement with programs



- Implement client-centric to improve how we interour partner agencies and achieve better outcomes
- Ensure an appropriate ba quality and timeliness in we do
- Improve our service deliving standards by taking adva digital technologies

#### **Operational efficiency**

- Improvement in service timeliness measures
- Increase in client satisfaction with service delivery

Supports these Queensland Government objectives for community



Creating jobs and a diverse economy



Delivering quality frontline services



Building safe, caring and connected communities



Ensure our services are tailored, fit-for-purpose and easy to access	Develop a capable and flexible workforce that can lead in policy development and service delivery
plement client-centric strategies improve how we interact with r partner agencies and clients to hieve better outcomes sure an appropriate balance of ality and timeliness in the work e do prove our service delivery andards by taking advantage of gital technologies	<ul> <li>Develop a diverse and inclusive workplace reflective of the communities we serve</li> <li>Equip our people with modern and effective policies, data, systems, processes and tools, and the skills to use them</li> <li>Create an environment that drives accountability and performance</li> </ul>

#### Workforce diversity and engagement

- Improvement in diversity and inclusion workforce data
- Improvement in Working for Queensland survey engagement data

### Managing our risks

Treasury appropriately manages our key strategic risks, which relate to:

- accuracy of expenditure and revenue forecasts for the State Budget
- understanding of economic, policy and fiscal impacts for Queensland
- ability to collect revenue to fund service delivery
- ability to provide advice on the State's economic performance
- effectiveness of sectoral and capital / infrastructure reforms to stimulate growth
- effectiveness of workplace safety and industrial relations services.

### Managing our opportunities

Treasury is also seeking to leverage the following opportunities:

- increasing our strategic partnering across the sector
- increasing digital service delivery
- leveraging data and intelligence
- expanding Treasury's capability in direct service delivery.

### Our values



Customers first



Ideas into action



Unleash potential



Be courageous





#### Empower people