

**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 of *growing our regions, building Queensland and 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

**Achievement**

*We deliver better outcomes*

**Trust**

*We rely on each other*

**Respect**

*We show respect for others*

**Integrity**

*We are consistent, balanced and principled*

**Teamwork**

*Together we deliver better outcomes*

## Human rights

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