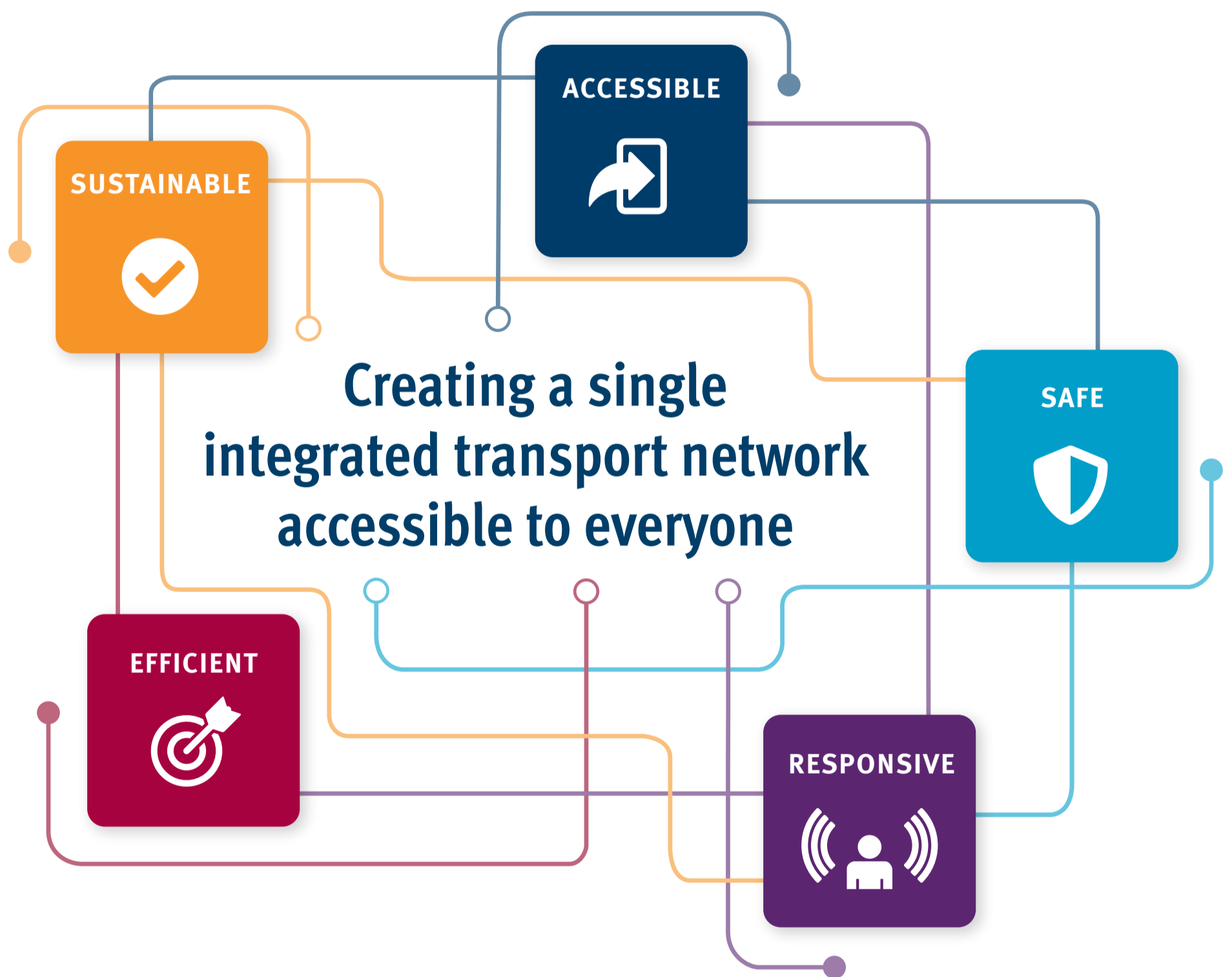


# Strategic Plan






2019–2023 (revised for 2020–21)



# Our vision and purpose

## Creating a single integrated transport network accessible to everyone

To deliver to our customers, the Department of Transport and Main Roads (TMR) will value and support our workforce as our greatest strength. This is at the core of our ability to move towards our aspirations and is reflected throughout the Strategic Plan.

	Objectives	Success looks like	Strategies to get there	Our objectives and strategies contribute to <i>Our Future State: Advancing Queensland's Priorities</i> as follows:
 Accessible	Tailored connections for our customers and workforce to create an integrated and inclusive network	<ul style="list-style-type: none"> <li>Improved access to the network</li> <li>Improved customer experience</li> <li>Improved inclusivity and diversity in the workforce</li> </ul>	<ul style="list-style-type: none"> <li>Support Queensland communities through inclusive connections</li> <li>Facilitate solutions to improve accessibility and customer experience</li> <li>Build collaborative networks to strengthen knowledge and information flow across TMR</li> <li>Deliver more effective outcomes through a diverse and inclusive workforce</li> </ul>	<ul style="list-style-type: none"> <li>Create jobs in a strong economy</li> <li>Keep Queenslanders healthy</li> <li>Be a responsive government</li> </ul>
 Safe	Safe and secure customer journeys and TMR workplaces	<ul style="list-style-type: none"> <li>Improved safety and security of the transport network</li> <li>Improved safety and wellbeing of our workforce</li> <li>Improved safety of our customers on the network</li> <li>Improved resilience of TMR systems</li> </ul>	<ul style="list-style-type: none"> <li>Enable the safe introduction of new technologies and services onto the network</li> <li>Prioritise safety in all the work we do</li> <li>Design, operate and maintain a secure, safe, and resilient transport system</li> </ul>	<ul style="list-style-type: none"> <li>Keep Queenslanders healthy</li> <li>Keep communities safe</li> </ul>
 Responsive	Our network, services and workforce respond to current and emerging customer expectations	<ul style="list-style-type: none"> <li>Improved customer satisfaction</li> <li>Improved workforce satisfaction</li> <li>Improved digital engagement</li> </ul>	<ul style="list-style-type: none"> <li>Enable adaptive solutions that respond to emerging transport technologies, customer expectations and government priorities</li> <li>Provide easy-to-use services</li> <li>Provide continuous learning opportunities to support an innovative and future-ready workforce</li> </ul>	<ul style="list-style-type: none"> <li>Create jobs in a strong economy</li> <li>Be a responsive government</li> <li>Keep communities safe</li> </ul>
 Efficient	Partnerships, integration, innovation and technology advance the movement of people and goods	<ul style="list-style-type: none"> <li>Improved reliability of the transport network</li> <li>Value-for-money</li> <li>Improved partnerships with industry, government and the community</li> </ul>	<ul style="list-style-type: none"> <li>Effectively utilise assets to deliver the best network outcome</li> <li>Work more effectively with internal and external stakeholders to create benefits for our customers</li> <li>Ensure best value-for-money approach to delivery</li> <li>Leverage technology, data and information to enhance network and organisational performance</li> </ul>	<ul style="list-style-type: none"> <li>Create jobs in a strong economy</li> <li>Be a responsive government</li> </ul>
 Sustainable	Planning, investment and delivery outcomes support a more liveable and prosperous Queensland	<ul style="list-style-type: none"> <li>Reduced waste, infrastructure and transport emissions</li> <li>Increased uptake of active and shared transport modes</li> <li>Increased fiscal sustainability of investments and services</li> </ul>	<ul style="list-style-type: none"> <li>Encourage active and shared transport modes</li> <li>Enhance network resilience to minimise the impacts of climate change and incidents</li> <li>Prioritise planning and investment decisions that enhance benefits realisation</li> <li>Support low and zero emission transport technologies, modes and materials</li> </ul>	<ul style="list-style-type: none"> <li>Create jobs in a strong economy</li> <li>Keep Queenslanders healthy</li> <li>Protect the Great Barrier Reef</li> </ul>

## Our opportunities and challenges

The following are external factors that form the sources of TMR's strategic opportunities and risks which may impact our ability to achieve our objectives. In such a large and diverse department, it should be noted what is an opportunity to some areas may be a challenge to others.

- Increasing pace of technological and social change
- Disasters and network incidents
- Changing customer and stakeholder expectations
- Unplanned economic conditions within a constrained fiscal environment
- Analysis and effective use of the increasing volume of data
- Regulatory frameworks and process limitations
- Diverse and geographically dispersed population
- Changing workforce demands

