

Queensland Government objectives for the community

Transport and Main Roads

Strategic Plan 2015–2019



Our values



Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Our vision

Connecting Queensland – Delivering transport for prosperity

Our purpose

To provide a safe, integrated, reliable and efficient transport system accessible to everyone

Government objectives

We contribute to all of the Queensland Government objectives for the community with a key role in:

- Building safe, caring and connected communities
- Creating jobs and a diverse economy

External factors affecting Transport and Main Roads

- Diverse community, industry and government expectations
- Pace of technological change
- Evolving demographics and population growth
- Fiscal constraints and limited resources
- Geographical spread and diversity, and urban development
- Impact of disruptive events

How we deliver for Queenslanders

Priorities – the things we must get right

Putting the customer at the centre of all we do

- 1 We listen and respond to our customers and focus on what matters to them.
- 2 We share customer feedback and learning across the organisation.
- 3 We are ‘Customer Connectors’ enabling customers to play an active role in shaping their own service experience.
- 4 We invest in front-line services and innovative technologies to continually improve customer experience.

Partnering with the community, research institutions, government, and industry

- 1 We partner with industry and government to deliver solutions for our customers and the community.
- 2 We work with our stakeholders across the state to ensure social, economic and environmental sustainability and address shared challenges.
- 3 We implement innovative funding and investment models to achieve the best value for money.

Improving the way we do business

- 1 We continually look for better ways of working.
- 2 We review all of our services to ensure they are being delivered using the optimal business model.
- 3 We innovate, use technology and redesign our processes to be connected, productive, efficient and effective.
- 4 We ensure our regulation is simple, outcomes focused and reduces red tape.

Living One TMR – enabling our people to do their best

- 1 We live and lead the Queensland public service values.
- 2 We empower our people to collaborate across the business.
- 3 We value our people and build a high-performance and safe work culture.
- 4 We meet our legal and statutory obligations as an agency with integrity and accountability.

What we deliver for Queenslanders

