

# Strategic Plan 2016–2020

(revised for 2018-19)



## Customer focus

Delivering customer-centric solutions  
in partnership with our stakeholders



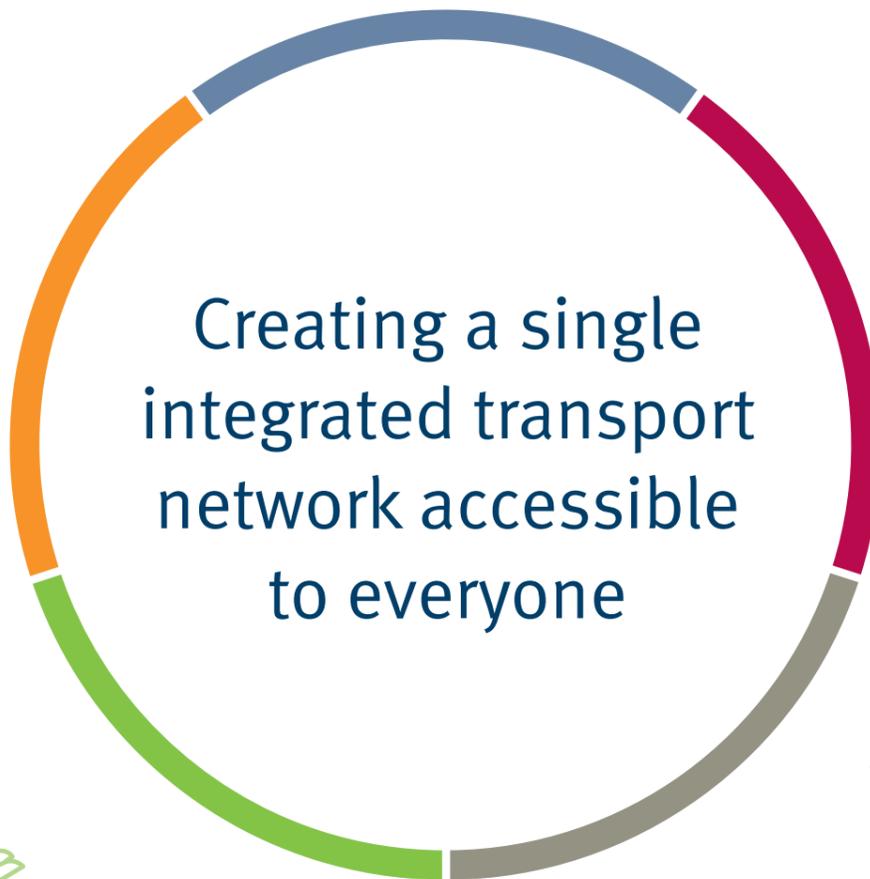
## Building prosperity

Advancing economic prosperity  
across our cities and regions



## Liveable regions and active cities

An accessible network connecting  
communities and contributing  
to Queensland's quality of life



## Investing in the future

Our people and our investments  
delivering the future transport network



## Innovation

Embracing critical and creative  
thinking to deliver on our key priorities,  
now and into the future

We bring Queensland closer together



Queensland  
Government

## Our vision

# Creating a single integrated transport network accessible to everyone

	Objective:	Strategies:	Indicators of success:
 <b>Customer focus</b>	Delivering customer-centric solutions in partnership with our stakeholders	<ul style="list-style-type: none"> <li>Shape deliverables and services with a customer focus</li> <li>Co-design solutions that embrace the future and create value for our customers</li> <li>Communicate effectively and meaningfully with customers and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Improved customer satisfaction</li> <li>Improved customer experiences</li> <li>On-going certification against the Customer Service Institute of Australia's International Customer Service Standard (ICSS) 2015-2020</li> </ul>
 <b>Building prosperity</b>	Advancing economic prosperity across our cities and regions	<ul style="list-style-type: none"> <li>Review the regulatory framework to embrace flexibility and innovation to improve productivity</li> <li>Enable the movement of goods and people cost-effectively, reliably and quickly</li> <li>Reduce the impact of network disruption</li> <li>Improve access to important centres of economic activity in our regions and cities</li> <li>Maintain high quality standards of service and delivery without onerous compliance</li> </ul>	<ul style="list-style-type: none"> <li>Improved accessibility to the transport network (freight and people)</li> <li>Improved performance of the transport network</li> <li>Improved condition of the state-controlled transport network</li> </ul>
 <b>Liveable regions and active cities</b>	An accessible network connecting communities and contributing to Queensland's quality of life	<ul style="list-style-type: none"> <li>Promote and invest in active transport and accessible public transport solutions</li> <li>Design, maintain and operate a safe and resilient network</li> <li>Integrate land use and transport to improve liveability and environmental sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Improved accessibility to the transport network (essential services)</li> <li>Improved safety and security of the transport network</li> <li>Improved environmental sustainability</li> <li>Improved transport affordability</li> </ul>
 <b>Innovation</b>	Embracing critical and creative thinking to deliver on our key priorities, now and into the future	<ul style="list-style-type: none"> <li>Identify and prioritise problems worth solving</li> <li>Work with others to design solutions that create value</li> <li>Apply a repeatable and adaptable innovation process</li> </ul>	<ul style="list-style-type: none"> <li>Improved innovation maturity</li> <li>Improved research and development outcomes</li> </ul>
 <b>Investing in the future</b>	Our people and our investments delivering the future transport network	<ul style="list-style-type: none"> <li>Grow an agile and future ready workforce that is diverse and inclusive</li> <li>Deliver best value investment through long-term planning and prioritisation</li> <li>Develop and implement innovative finance, funding and procurement practices</li> </ul>	<ul style="list-style-type: none"> <li>Improved workforce satisfaction</li> <li>Improved diversity and inclusivity</li> <li>Increased value for money</li> </ul>

## Meeting government objectives

The Department of Transport and Main Roads meets the Government objectives for the community in a number of ways including the following objectives and their relevant strategies:

### Create jobs in a strong economy

- Advancing economic prosperity across our cities and regions
- Our people and our investments delivering the future transport network

### Keep Queenslanders healthy

- An accessible network connecting communities and contributing to Queensland's quality of life

### Protect the Great Barrier Reef

- An accessible network connecting communities and contributing to Queensland's quality of life

### Be a responsive Government

- Delivering customer-centric solutions in partnership with our stakeholders
- Embracing critical and creative thinking to deliver on our priorities, now and into the future
- Our people and our investments delivering the future transport network
- Advancing economic prosperity across our cities and regions

## Our opportunities and challenges

The following are external forces that form the sources of TMR's strategic risks and 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 will be a challenge to others:

- Increasing pace of technological and social change
- Changing customer and stakeholder expectations
- Unplanned economic conditions
- Constrained fiscal environment
- Unplanned or unforeseen changes in network demand
- Local, national and other state regulatory frameworks and processes
- Increasing volume and complexity of data and the ability to analyse it (Big data)
- Disasters and unplanned network incidents including cyber-security
- A geographically diverse population and transport network
- Changing workforce demands

## Our purpose

# We bring Queensland closer together



Customers first



Unleash potential



Be courageous



Ideas into action



Empower people