

Strategic Plan 2016–2020 (revised for 2017-18)

Creating a single integrated transport network accessible to everyone

Contemporary workforce

- Objective:**
A prepared and capable workforce that meets the future mobility needs of Queenslanders
- Strategies:**
- Establish and retain an agile and connected workforce
 - Co-design pathways for the skills we need with industry
 - Embed diversity to form a productive, resilient, representative workforce
- Indicator of success:**
- Improved workforce satisfaction

Customer focus

- Objective:**
A customer-centric organisation that better meets the needs of our customers
- Strategies:**
- Shape deliverables and services with a customer focus
 - Co-design solutions that embrace the future and create value for customers
 - Communicate effectively and meaningfully with customers
- Indicators of success:**
- Improved customer satisfaction
 - Improved customer experience

Innovation

- Objective:**
An organisation that embraces change and adapts to external influences to minimise the impact of disruption
- Strategies:**
- Inspire new and different ways of doing things
 - Connect and partner with industry and community to design for the future
 - Promote agile solutions to problems to keep pace with the rate of change
- Indicators of success:**
- Innovation maturity
 - Research and development

Sustainable funding

- Objective:**
Responsive finance and investment arrangements that deliver value for money
- Strategies:**
- Deliver best value investment in the transport network of the future
 - Maximise the benefits from our investments through long-term planning and prioritisation
 - Provide flexible procurement processes that change with circumstances and community expectations
 - Embrace innovative financing and funding opportunities
- Indicator of success:**
- Increased value for money in service delivery

Building prosperity

- Objective:**
A network that advances economic prosperity across our cities and regions
- Strategies:**
- Review the regulatory framework to embrace flexibility and innovation to improve productivity
 - Enable the movement of goods and people cost-effectively, reliably and quickly
 - Reduce the impact of network disruption
 - Provide access to important centres of economic activity in our regions and cities
 - Maintain high quality standards of service and delivery without onerous compliance
- Indicators of success:**
- Improved accessibility to the transport network
 - Improved performance of the transport network
 - Improved condition of the state-controlled transport network

Liveable regions and active cities

- Objective:**
A network that connects communities and contributes to Queensland's quality of life
- Strategies:**
- Integrate land use and transport to promote community cohesion and environmental sustainability
 - Promote and invest in active and public transport solutions that support broader community benefits
 - Protect, maintain and operate our network to ensure resilience and safety
- Indicators of success:**
- Improved accessibility to the transport network
 - Improved safety and security of the transport network

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 strategies:

Creating jobs in a diverse economy

- Deliver best value investment in the transport system of the future
- Establish and retain an agile and connected workforce

Delivering quality frontline services

- Shape deliverables and services with a customer focus
- Co-design solutions that embrace the future and create value for customers

Protecting the environment

- Integrate land use and transport to promote community cohesion and environmental sustainability
- Inspire new and different ways of doing things

Building safe, caring and connected communities

- Protect, maintain and operate our network to ensure resilience and safety
- Promote and invest in active and public transport solutions that support broader community benefits

Our opportunities and challenges

- Increasing pace of technological and social change
- Changing customer and stakeholder expectations
- Unexpected 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



We bring Queensland closer together

