Queensland Treasury Strategic Plan 2017-2021

Queensland Government

Our Vision

Grow the Queensland economy and improve the wellbeing of all Queenslanders

Our Purpose

Leverage our Government-wide perspective to provide trusted, impartial and influential advice and services to clients, and partner for better outcomes in matters relating to the economy and state finances, revenue and commercial services and support for fair, safe and productive workplaces.

Objectives

Enable sustainable growth that supports current and future government objectives	Partner proactively to facilitate better outcomes for the community	Ensure our services are tailored, fit-for-purpose and easy to access	Develop a capable and flexible workforce that can lead in policy development and service delivery

Strategies

• Lead the development of frameworks to attract sustainable investment, manage state finances and reduce debt • Shape policies to support employment growth, increase workforce participation and ensure safe, productive and fair workplaces • Maintain and improve the State's revenue base integrity	• Partner with agency clients to guide medium to long-term policy solutions that improve services for all Queenslanders • Maximise access to programs that deliver jobs, grow Queensland businesses and support home ownership • Lead whole of government initiatives through adopting a robust program management approach	• Implement client-centric strategies to improve how we interact with our partner agencies and clients to achieve better outcomes • Ensure an appropriate balance of quality and timeliness in the work we do • Improve our service delivery standards by taking advantage of digital technologies	• Develop a diverse and inclusive workplace reflective of the communities we serve • Equip our people with modern and effective policies, data, systems, processes and tools, and the skills to use them • Create an environment that drives accountability and performance

Measures

Service quality	Ease of doing business with	Operational efficiency	Workforce diversity and engagement
• Delivery against Service Delivery Statement effectiveness targets for all service areas	• Increase in client satisfaction with advice on public policy, economic and agency performance • Improvement in client feedback on ease of engagement with programs	• Improvement in service timeliness measures • Increase in client satisfaction with service delivery	• Improvement in diversity and inclusion workforce data • Improvement in Working for Queensland survey engagement data

Supports these Queensland Government objectives for community

- Creating jobs and a diverse economy
- Delivering quality frontline services
- Building safe, caring and connected communities

Managing our risks

Treasury appropriately manages our key strategic risks, which relate to:

- accuracy of expenditure and revenue forecasts for the State Budget
- understanding of economic, policy and fiscal impacts for Queensland
- ability to collect revenue to fund service delivery
- ability to provide advice on the State's economic performance
- effectiveness of sectoral and capital / infrastructure reforms to stimulate growth
- effectiveness of workplace safety and industrial relations services.

Managing our opportunities

Treasury is also seeking to leverage the following opportunities:

- increasing our strategic partnering across the sector
- increasing digital service delivery
- leveraging data and intelligence
- expanding Treasury's capability in direct service delivery.

Our values

| Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |