

Strategic Plan 2018-2022



Our vision

All Queenslanders have the skills and opportunities to participate and prosper in the economy.



Our purpose

To increase economic participation by providing trusted advice and support that enables both sustainable small business opportunities and a skilled workforce now and into the future.

Our services and initiatives play a key role in the Queensland Government's objectives for *Our Future State: Advancing Queensland's Priorities*. This is achieved by supporting small businesses to start, grow and employ and by providing individuals with training and employment opportunities aligned with Queensland's employment, skilling and economic priorities.

We contribute to the
Queensland Government
objectives



Our objective

Empower Queenslanders and small businesses to be able to take full advantage of economic prospects.

Our objective

Connect Queenslanders and small businesses to skills, training and employment so they can prosper in the economy.

Our strategies

- 1.1 Make informed, evidence-based decisions through engagement with our stakeholders
- 1.2 Provide pathways to connect people to quality training and skills opportunities
- 1.3 Identify, support and promote sustainable opportunities for Queenslanders, industry stakeholders and small business
- 1.4 Provide quality information about small business development and individual's career pathways and support
- 1.5 Develop flexible ways to prepare all Queenslanders for current and future work opportunities
- 1.6 Deliver programs that align workforce demands with the skilling needs of industry and employers
- 1.7 Deliver small business programs to support them to prosper in the economy

Our success indicators

- Increased participation in training and employment programs
- Employment, training and small business policies and programs targeted to meet stakeholders needs
- Improved employment opportunities for stakeholders through participation in programs
- Improved metrics for employment and small business programs
- More small businesses with increased skills and capabilities as a result of participating in small business programs
- Improved ease of use for Queenslanders to access the Queensland Government small business website



Our objective

Provide sector leadership in recognising and considering optimal regulatory levers, market and policy settings for small business, employment and training and skilling Queenslanders.

Our strategies

- 2.1 Provide trusted advice that supports government decision making
- 2.2 Improve the regulatory framework for small business
- 2.3 Lead the development of whole-of-government strategic policies to support employment growth and skill development
- 2.4 Provide national leadership to improve access to skills and employment opportunities for Queenslanders

Our success indicators

- Engage with and influence the development of small business policy across government
- Improved outcomes for our stakeholders by supporting a best practice regulatory environment

Our objective

An agile and diverse organisation that delivers increased value to our customers.

Our strategies

- 3.1 Embed an empowered culture for a responsive and resilient workforce
- 3.2 Increase collaboration in a customer-centered service ethos through continuous improvement methodologies
- 3.3 Model strong leadership, good governance and a professional culture
- 3.4 Implement systems and processes that are fit for scale and responsive to meet customer needs
- 3.5 Develop and implement initiatives that support a diverse and inclusive workplace

Our success indicators

- Improved Working for Queensland Survey results
- Improved workforce metrics which indicate employees want to join, strive and stay
- Invest in building our capability to meet current and future business needs
- Red tape reduction through a number of improved system integrations and efficient business processes

Our strategic opportunities

We embrace opportunities by:

- investing in ways to access emerging technologies to connect customers without delay
- providing a regional presence to tailor our services by location
- embedding a culture of excellence across our core services and functions that delivers exemplar outcomes for our stakeholders
- increasing our strategic partnering across industry, community and the public sector to strengthen stakeholder relationships and increase public confidence
- leveraging data and intelligence to make better decisions.

Our strategic risks

Through active management, we will manage the following strategic risks by:

- ensuring skills remain relevant for the changing operating environment
- managing unforeseen economic impacts: a slowdown in economic growth may restrict investment and challenge our ability to ready all Queenslanders and small businesses for improved participation
- maintaining pace with innovation, automation and customer expectations so that program investments continue to meet the needs of our stakeholders
- efficient and effective delivery of programs in an environment of finite resources
- maintaining knowledge and understanding of competing economic, labour market, business and skills needs that assist all Queenslanders to prosper
- providing comprehensive advice to government on employment, small business and training in a rapidly changing environment.

Our values

We are committed to the Queensland Government values of:

