

# About us

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## Our vision

Working together with respect and compassion to influence change and deliver responsive services that build a healthy and connected Queensland.

## Our purpose

The department unifies diverse services to benefit Queenslanders and support government service delivery including housing and homelessness, building policy, public works, sport and recreation, digital and information technology and government corporate services.

## Our operating environment

The department operates within a complex environment, shaped by a range of factors including digitisation and the shifting demographic profile of Queenslanders, that results in changing expectations of government services.

Understanding the community and putting citizens at the centre of our work drives the design and delivery of our services.

Our key challenges are:

- **Services meeting client needs** – by strengthening our planning process, client engagement, and monitoring our service delivery, we manage our ability to meet client needs and community expectations
- **Customer use of our services and products** – by better understanding our customers, improving our engagement and building staff capability, we aim to ensure our customers are satisfied with our business delivery
- **Planning and resources** – by working to align the department’s plans and resources to its strategic direction and priorities, we aim to optimise our financial and service delivery outcomes
- **Workforce capability** – by focusing on improving the skills and engagement of our leaders and staff, we will attract and retain skilled employees and lift our productivity.

We will continue to be responsive to the changing environment and take leadership and action to ensure Queenslanders have better access to information and government services.

Our key opportunities are to:

- develop our leadership capabilities at all levels to drive organisational change and embrace new opportunities
- foster a culture of workforce flexibility, innovation and agility that enables us to meet the future needs and changing expectations of our clients, customers and stakeholders
- lead by example and position ourselves to create pathways to a climate-resilient Queensland
- build our capacity to respond to a digitised future, utilise technology to analyse and share data to gain new insights and transform the way we do business
- harness our collective strength and expertise to build a resilient, unified organisation.

# Our values

Our values form the foundation for our work and our culture. We are committed to high standards of professional conduct and ethical business practices.

Our values support the government's vision to be a connected government of the 21st century.

Our people are engaged in what they do and are committed to:



**Putting customers first:** we will focus on our customers at all levels by understanding them and delivering what matters.



**Transforming ideas into action:** we will be responsive and innovative in delivering solutions by encouraging and embracing new ideas and working across boundaries.



**Unleashing potential:** we will excel by being clear about our vision and continuing to challenge ourselves.



**Being courageous:** we will take calculated risks to achieve better outcomes.



**Empowering people:** we will empower our people to lead by example within an integrated department.



**Ensuring a safe work environment:** we will ensure the safety of our workers, customers, contractors, other stakeholders and the public.

## Contributing to the government's objectives for the community

The Queensland Government's objectives guide the department's strategic direction. The department contributes to the government's objectives for the community, *Our Future State: Advancing Queensland's Priorities* by:

- **Being a responsive government** – by giving Queenslanders better access to information and government services online, over the phone or in person by leading the implementation of priority whole-of-government initiatives
- **Creating jobs in a strong economy** – by contributing to the creation of jobs across Queensland and through regional development
- **Giving all our children a great start** – by providing a safe place to grow and learn through safe, secure and sustainable housing, and investing in sport and active recreation to provide opportunities for physical activities and a bright future
- **Keeping communities safe** – by providing housing for vulnerable Queenslanders and building a safer construction industry
- **Keeping Queenslanders healthy** – by supporting sport and recreation outcomes to ensure physical activity enriches the Queensland way of life and supports elite athletes success and collaboration within the sport and active recreation industry
- **Protecting the Great Barrier Reef** – by delivering programs to purchase renewable energy, lowering fleet emissions and fostering sustainable building initiatives.