

2024-28 STRATEGIC PLAN

Refreshed April 2025.



**PORTABLE
LONG SERVICE
LEAVE**

VISION: Making a positive difference for our industries - today, tomorrow and in the future

PURPOSE: To provide equitable and efficient portable long service leave schemes

We support the Queensland Government's objectives for the community:

- > *A better lifestyle through a stronger economy* by respecting your money.
- > *A plan for Queensland's future* by supporting the building of infrastructure needed for a growing population.

OBJECTIVES	PUT OUR PEOPLE FIRST, AND BE AN EMPLOYER OF CHOICE	DELIVER SERVICE WITH PURPOSE	ENSURE THE SCHEMES REMAIN SUSTAINABLE	DELIVER FUNCTIONAL AND OPERATIONAL EXCELLENCE
STRATEGIES	<ul style="list-style-type: none"> > Deliver our culture improvement program and employee value proposition > Recognise and reward high performance and seek continuous improvement > Strive for a culture of connection, shared accountability, high performance, integrity and growth 	<ul style="list-style-type: none"> > Drive transparency and fairness in our decision-making to strengthen scheme administration > Develop and implement a program for improving the way we deliver our services > Drive improvements in our engagement and compliance framework making it easier to comply 	<ul style="list-style-type: none"> > Be financially responsible and transparent > Use evidence-based decision-making and regulatory models, to ensure appropriate regulatory focus and resourcing > Transition to leading practice scheme management standards 	<ul style="list-style-type: none"> > Plan and deliver our future information technology, cyber security data strategies and roadmaps to enhance service delivery > Focus on effective governance and technology uplift to support our people and enhance service delivery
GOALS	<ul style="list-style-type: none"> > Attract and retain our workforce > Support and develop our people to enhance workforce capability > Provide a psychologically and physically safe, inclusive, diverse and resilient workplace > Improved results in the Working for Queensland survey 	<ul style="list-style-type: none"> > Our services align to the provision of equitable and efficient schemes > Evidence that our services support the complex and changing needs of stakeholders and industry participants > Increase proactive compliance 	<ul style="list-style-type: none"> > Investment strategies, and scheme costs, are independently monitored and measured > Improved services through the use of informed, data-driven analysis 	<ul style="list-style-type: none"> > Increased efficiency and effectiveness of our governance framework, structure and processes > Uplift and deliver our enhanced project governance framework > Improve access to, and timeliness of, our services > Increased usage of digital front door

RISKS	We will manage our strategic material risks by:	OPPORTUNITIES	We will pursue opportunities by:
> Enhancing workforce culture and capability to encourage workforce engagement		> Embedding a clear employee value proposition to attract and retain the best talent	
> Delivering on our service commitments to provide equitable and efficient portable long service leave schemes		> Implementing a proactive approach to the health and wellbeing of our workforce	
> Effectively managing operations and administering the schemes to advance financial sustainability		> Delivering efficient and equitable services through enhanced and accessible digital systems	
> Investing in and maintaining effective cyber security and information protections to protect information and system assets		> Strengthening engagement and education to raise awareness of services in our industries and increasing our regional presence	
> Building trust through interactions with our industries and stakeholders to effectively administer the schemes		> Leveraging responsible investment strategies and effective and transparent resource management to maintain financially sustainable schemes	
> Making legally sound decisions to discharge our statutory functions to the fullest extent.		> Enhancing strong security measures to further mitigate the risk of cyber-attacks, and to safeguard information and data	
		> Improving our ability to prepare, report and respond to emerging cyber security threats	
		> Actively seeking feedback from our industries and stakeholders to improve service delivery in response to complex and changing needs of scheme participants and stakeholders	
		> Embedding a continuous improvement culture to enhance the provision of services and entitlements for scheme participants.	

OUR VALUES



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people