

2026-30

STRATEGIC PLAN

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	DELIVER CUSTOMER SERVICE EXCELLENCE	ENSURE THE SCHEMES REMAIN SUSTAINABLE
STRATEGIES	• Be an empowered, high performing organisation to achieve our Objectives • Engage meaningfully with our people to support their journey through change	• Undertake a transformation informed by insights and enabled by innovation • Embed a culture of continuous improvement	• Be financially responsible, efficient and transparent • Strengthen industry connection through engagement and education • Enhance compliance and enforcement profile
PERFORMANCE INDICATORS	• Attain Employer of Choice EOC® recognition • Employee engagement • Employee safety and wellbeing • Employee inclusivity and diversity	• QLeave future state transformation: ◦ Define and set future state and deliver roadmap ◦ Assess benefits • Customer satisfaction	• Operate within approved budgets • Industry compliance • Demonstrate long-term scheme sustainability

RISKS

We will manage our strategic material risks by:

- Enhancing workforce culture and capability to encourage workforce engagement
- Delivering on our service commitments to provide equitable and efficient portable long service leave schemes
- Effectively managing operations and administering the schemes to advance financial sustainability
- Investing in and maintaining effective cyber security and information protections to protect information and system assets
- Building trust through interactions with our industries and stakeholders to effectively administer the schemes
- Making legally sound decisions to discharge our statutory functions to the fullest extent.

OPPORTUNITIES

We will pursue opportunities by:

- Continuing to embed leadership and professional development opportunities into the organisation
- Continuing to attract, develop and retain great people
- Growing, embedding and improving decision making through data and insights
- Optimising our digital pathways to support the provision of seamless, equitable and efficient services.

OUR VALUES



Customers
first



Ideas into
action



Unleash
potential



Be
courageous



Empower
people