# QLeave Strategic Plan 2016-20

#### ACCOUNTABILITIES:

- → We manage funds required to ensure that workers will be paid when they take long service leave (in accordance with QLeave's governing legislation).
- → We operate with Board governance and staff adopt the accountabilities and tradition of the Public Service to protect the interests of levy payers and workers.





## **OUR VISION**

Contribute to a building and construction industry whose workers are retained and rewarded



## **OUR PURPOSE**

portable long service leave scheme which assures membership benefits



## OUR VALUES











- → Identify ideas and implement mutual gain
- → Embark on intelligent change constantly

**GOAL** 

## → STRATEGY

- Maintain sound governance arrangements for accountability, managing risk and compliance with relevant legislation and policies
- Maintain prudent investment strategies to support levy stability

compliance and risk

Sound Corporate Governance,

management frameworks

- Manage investment portfolio appropriately
- → Investment strategy reviewed
- → Achieve financial targets
- Optimise digital client services
- → Empower stakeholders through education
- → Provide convenient access to information
- → Continued technology improvements to maintain currency of systems
- Strengthen engagement from Levy payers, **Employers and Workers**
- → Renewed strategies that provide incentive to stakeholders
- → Provide effective and usable systems

People

→ Appropriately skilled staff engaged in an authentic culture to meet current and future service delivery needs

## PERFORMANCE INDICATOR -

- → Compliance with all statutory obligations
- → Annual Board governance and frameworks review
- → Quality Certification maintained to ISO 9001:2008
- → Accrued Benefits Reserve Index is at/above 120%
- → Stakeholders interact and manage their data online
- → 100% of services available online by 2017
- → Increased engagement by stakeholders
- → Human Resources plans and strategies implemented to achieve objectives
- → Workforce planning strategies to address business needs

## STRATEGIC RISKS

#### **REPUTATION**

Failure to maintain key stakeholder support

## **FINANCIAL**

Financial position does not meet long term liabilities

## **OPERATIONAL**

Systems do not provide the services required for levy collection, information entry and PLSL payment

#### **HUMAN RESOURCE**

Poorly engaged staff fail to contribute to opportunities to improve client services

www.qleave.qld.qov.au