

2024-28 STRATEGIC PLAN



**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

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

OUR VALUES



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

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	> Implementing a proactive approach to the health and wellbeing of our workforce
> Delivering on our service commitments to provide equitable and efficient portable long service leave schemes		> Delivering efficient and equitable services through enhanced and accessible digital systems	> Strengthening engagement and education to raise awareness of services in our industries and increasing our regional presence
> Effectively managing operations and administering the schemes to advance financial sustainability		> Leveraging responsible investment strategies and effective and transparent resource management to maintain financially sustainable schemes	
> Investing in and maintaining effective cyber security and information protections to protect information and system assets		> 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
> Building trust through interactions with our industries and stakeholders to effectively administer the schemes		> Actively seeking feedback from our industries and stakeholders to improve service delivery in response to complex and changing needs of scheme participants and stakeholders	
> Making legally sound decisions to discharge our statutory functions to the fullest extent.		> Embedding a continuous improvement culture to enhance the provision of services and entitlements for scheme participants.	

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QLeave contributes to the Queensland Government's objectives for the community as aligned with our strategic plan objectives below.

THE AGENCY SUPPORTS THE GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY:

GOOD JOBS: Good, secure jobs in our traditional and emerging industries.

BETTER SERVICES: Deliver even better services right across Queensland.

GREAT LIFESTYLE: Protect and enhance our Queensland lifestyle as we grow.

QLEAVE 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
Government objectives for the community	<ul style="list-style-type: none"> > Deliver even better services right across Queensland 	<ul style="list-style-type: none"> > Deliver even better services right across Queensland > Good, secure jobs in our traditional and emerging industries 	<ul style="list-style-type: none"> > Protect and enhance our Queensland lifestyle as we grow 	<ul style="list-style-type: none"> > Deliver even better services right across Queensland
Sub-objectives of the Government objectives for the community	<ul style="list-style-type: none"> > Keeping Queenslanders safe 	<ul style="list-style-type: none"> > Backing small business > Investing in skills > Backing our frontline services > Keeping Queenslanders safe 	<ul style="list-style-type: none"> > Growing our regions 	<ul style="list-style-type: none"> > Connecting Queensland
How QLeave contributes to the Government's objectives for the community is by:	<ul style="list-style-type: none"> > Keeping our staff safe by building a safe, inclusive, diverse and resilient workforce. 	<ul style="list-style-type: none"> > Helping small business by administering long service leave on behalf of industry, enabling employers to get on with running their small businesses. > Investing in skills by collecting the Construction Skills Queensland levy to support industry training. > Keeping Queenslanders safe by collecting the Building and Construction Work Health and Safety levy for Workplace Health and Safety Queensland. > Helping frontline services by providing portable long service leave to workers in the contract cleaning industry and the community services industry. 	<ul style="list-style-type: none"> > Helping grow our regions by contributing to worker's future economic prosperity through the payment of long service leave entitlements and ensuring the schemes remain sustainable. 	<ul style="list-style-type: none"> > Helping scheme participants connect to portable long service leave information by providing digital front door services, accessible anytime and anywhere.

For more information about the Queensland Government's objectives for the community visit the web page www.qld.gov.au/about/how-government-works/objectives-for-the-community