

## Our guiding principles

**Integrity** – our behaviours match our words and our decisions are transparent

**Partnership** – we work across boundaries to deliver our priorities with our stakeholders

**Recognition** – we honour the unique cultural strengths, values and priorities of First Nations peoples and their rights to self-determination

**Leadership** – we make evidence-based decisions and take responsibility for our actions

**Innovation** – we are agile and encourage new ways of working

**Inclusion** – we are kind, will listen, embrace diversity and engage all


## The opportunities we leverage to deliver our vision are:


- Be a future-ready organisation with a culture of empowering and skilling its workforce and leading with transparency
- Integrate all aspects of our new department with our vision in mind
- Collaborate with our customers, partners and stakeholders across all tiers of government, community and private sectors to do more, invest more and achieve more
- Use rich data, research and stakeholder insights to optimise service delivery and enhance outcomes for communities
- Adopt new digital capability to transform our services, improve the way we do business and boost productivity


## Acknowledgement of Country


We acknowledge Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and custodians of the land. We recognise their connection to land, sea, waterways, and community, and pay our respects to their cultures and Elders past and present.


## Our values


 Customers first

 Ideas into action

 Unleash potential

 Empower people

 Be courageous

 Healthy and safe workplace

## The strategic risks we manage are:

- **Our people** – ensure the health and wellbeing of our people and the right capabilities to deliver our ambitious work program.
- **Supply chains** – strengthen and diversify the supply chains we rely upon if we are to rapidly respond to the housing crisis
- **Changing demands** – understand our changing demographics, migration patterns and economic pressures to ensure our services are responsive, especially in our regions
- **Climate resilience** – ensure we're prepared for the impact of greater climate variability, frequency of extreme weather events and the drive for emissions reduction
- **Cyber security** – enhance our cyber resilience by safeguarding our infrastructure, empowering our people and protecting our clients against a dynamic and evolving cyber threat landscape

## Our commitment to human rights

We respect, protect and promote human rights, and are committed to meeting our obligations under the *Human Rights Act 2019*.



## Our vision

More homes, faster | Building a better future



## Our purpose

Drive the creation of more homes and responsive services through an integrated housing system

## Our objectives

### More homes

Deliver well-designed housing solutions through planning, building and partnerships

#### Strategies:

- Deliver more homes, faster
- Support community housing sector capacity and capability
- Encourage investment in the private housing market
- Provide incentives for more new homes in areas with established infrastructure where there is greatest demand
- Reform legislation and develop new housing design standards to maximise supply potential
- Strengthen the building and construction industry
- Unlock land supply and streamline planning for faster and more diverse housing and development where it's needed
- Lead a tradies and apprenticeships employment program to support a strong industry and strengthen QBuild

#### Key performance indicators:

- Number of new social housing homes
- Average wait time for government managed social rental housing for clients in very high or high need
- Percentage of successful QBuild apprentice completions

### More services

Support Queenslanders to achieve improved housing outcomes

#### Strategies:

- *Progress Our Place: A First Nations Housing and Homelessness Action Plan 2024-27* to close the housing gap by 2031
- Review of the homelessness system and services
- Boost homelessness services and increase pathways for vulnerable people
- Increase our frontline support
- Help Queenslanders achieve home ownership
- Support people to find, get and keep a private rental home
- Continue rental reforms and the modernisation of the housing legislative framework
- Continue responsive social housing services

#### Key performance indicators:

- Proportion of new households assisted to access the private rental market
- Number of people assisted by specialist homelessness services
- First Nations peoples access to housing and homelessness services

### Greater resilience

Strengthen resilience where people want to live, work and play

#### Strategies:

- Support sustainable building practices and improve resilience in Queensland homes
- Planning for growth and improved resilience in our cities, towns and regions
- Promote effective and sustainable local governments
- Participate in whole of government disaster recovery and resilience efforts to help communities bounce back sooner
- Invest in rebuilding QBuild into a modern and sustainable business that supports our liveable communities
- Lead sustainable, contemporary, innovative and well-designed building solutions for government
- Provide fit-for-purpose property solutions to support the delivery of government services for Queenslanders

#### Key performance indicators:

- Satisfaction of local governments with department's services
- Satisfaction with accessibility and transparency of the requirements of the planning system
- Percentage of government-owned employee housing in an acceptable condition

### Connected department

Integrate our business and empower our people

#### Strategies:

- Harness collaboration, innovation, and leadership in our workplaces to drive engagement and outcomes
- Create respectful and safe workplaces through a diverse, culturally capable, responsive and compassionate workforce
- Adhere to the highest standards of professional conduct and ethical business practices in everything we do
- Improve service standards through a human rights culture
- Listen to and respect First Nations voices, leadership and lived experience through truth telling to inform decision-making
- Optimise our systems and processes and ensure our information is secure, protected and trusted

#### Key performance indicators:

- Working for Queensland survey results:
  - Social Support
  - Continuous improvement
  - Diversity experience
- Equity and diversity data

## We support the Queensland 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

## We contribute to these Queensland Government sub-objectives for the community



Supporting jobs



Backing small business



Backing our frontline services



Growing our regions



Honouring and embracing our rich and ancient cultural history



Making it for Queensland



Investing in skills



Connecting Queensland



Building Queensland