# Strategic Plan 2024-2028



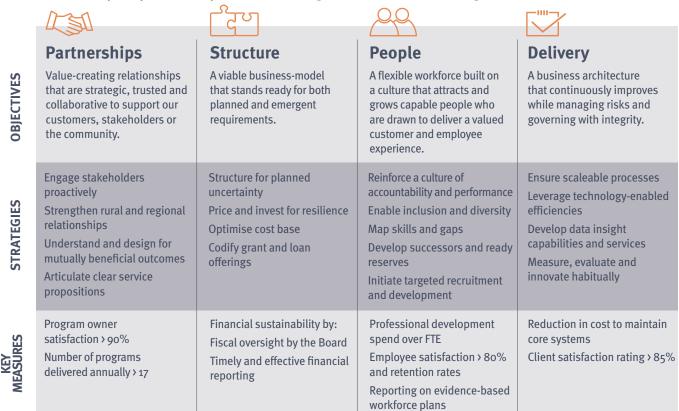
## **Purpose**

To foster productive and sustainable regions and rural communities

## Vision

A thriving and financially resilient Queensland

We will respect, protect and promote human rights in our decision-making and actions.



# How we align with the Government's objectives for the community



Supporting jobs



Growing our regions



Building Queensland



Honouring and embracing our rich cultural history



Protecting the environment



Backing small business

Through our **Partnerships, Structure** and **People** we specialise in the **delivery** of government financial assistance programs helping deliver on the Queensland Government's objectives for the community.



QRIDA 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.



## OPPORTUNITIES

- Adopt a flexible service delivery model to ensure responsiveness
- Influence of policy setting to ensure better quality programs and value to Rural and regional market segments
- Investigate other resource channels to enable effective and efficient capacity to scale
- Enhance technology capabilities, to provide a better client experience
- Maintain robust fraud prevention models and data insight reporting
- Invest in data management capabilities to enhance program design and service delivery
- Increase organisational transparency through the use of the website and reporting

## RISKS

- Pressure to provide schemes on cost recovery basis erodes capacity to deliver to customers and by consequence impacts financial viability and long-term sustainability
- Inability to meet all program owners' needs may result in loss of programs, revenue or acquiring and retaining appropriate skillset
- Inability to rapidly recruit and deploy teams with the required capability and capacity to deliver programs and BAU
- Technology and information security continuity is disrupted resulting in the inability for QRIDA to maintain operations
- Risk of internal and external fraud could result in financial loss and reputational damage
- Use of impaired data could result in poor decision making and compromise data driven initiatives

#### **PURPOSE RATIONALE**

## To foster productive and sustainable regions and rural communities

#### **Foster**

We encourage and advance Queensland by translating policy into programs, designing and delivering scalable, financial solutions, and cultivating trusted, collaborative relationships.

#### **Productive**

We are committed to fruitful, high-yielding outcomes for all of our stakeholders and the communities we serve.

#### Sustainable

We embrace our duty to co-create solutions that enhance the capacity of Queensland regions and rural communities to endure and prosper despite change and adversity.

#### Regions

We recognise the expansive geography and changing demographics of Queensland and deliberately consider all regions where we can work together to drive these diverse economies forward.

## Rural

As the most decentralised of all the mainland states in Australia, we put special emphasis on the rural areas of Queensland, connecting to the needs of rural people, regional businesses and agriculture.

#### **Communities**

We are part of the broader Queensland community and within that community are many communities. Through our activities, we seek to create positive ripple effects that help to nurture the growth and development of all who live, work and invest here, and in contributing to reframing of the state's relationship with Aboriginal peoples and Torres Strait Islander peoples.

## **VISION RATIONALE**

# A thriving and financially resilient Queensland

We recognise the interdependence between a healthy urban Queensland and a healthy rural and regional Queensland.

Our aim is for all of Queensland to prosper and grow sustainably.

Our vision is that through the relationships we nurture, the insights we share, the programs we deliver and the services we provide, that Queensland is better equipped to withstand and recover quickly from any difficulties we face.

### **VALUES**



Customers first



Ideas into action



Unleash potential



Be courageous



**Empower people** 

