

Our guiding principles

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

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

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







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 technologies to innovate, 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 we have the right capabilities to deliver our ambitious work program and balance this with the health and wellbeing of our people
- **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** – improve our cyber maturity and protect our infrastructure, our people and our clients in response to a complex and changing cyber security 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

More homes

Deliver well-designed housing solutions through planning and building

- 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
- Unlock land supply and streamline planning for faster and more diverse housing and development where it's needed
- Lead a tradies and apprenticeship program to support a strong industry and strengthen QBuild

Key performance indicators:

- Number of social housing homes
- Average wait time to allocation for assistance into government owned and managed social rental housing
- Percentage of successful QBuild apprentice completions



More services

Support Queenslanders to achieve improved housing outcomes

- Progress Our Place: A First Nations Housing and Homelessness Action Plan 2024-27 to close the gap by 2031
- Review 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:

- New households assisted through private market assistance products
- Number of people assisted by specialist homelessness services



Greater resilience

Strengthen resilience where people want to live, work and play

- Improve sustainable building practices and resilience in Queensland homes
- Planning for growth and greater 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 contemporary, innovative and well-designed building solutions for government

Key performance indicators:

- Satisfaction of local governments with department's services
- Satisfaction with accessibility and transparency of the requirements of the planning system



Connected department

Integrate our business and empower our people

- 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 First Nations voices, leadership and lived experience through truth telling
- Improve our systems and processes and ensure our information is secure, protected and trusted

Key performance indicators:

- Working for Queensland survey results
- Equity and diversity data
- Recruitment and employee retention metrics



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



Investing in skills



Growing our regions



Honouring and embracing our rich and ancient cultural history



Making it for Queensland



Backing our frontline services



Connecting Queensland



Building Queensland



Queensland Government