

VISION

Informed and self-reliant communities, based on respectful and balanced relationships between landholders, communities and the onshore gas industry in Queensland.

PURPOSE

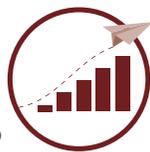
To facilitate sustainable coexistence through being a vital reference source for landholders, regional communities and the onshore gas industry in Queensland.

VALUES



Integrity and accountability

- deliver on our commitments
- demonstrate leadership and transparency



Quality and continual improvement

- strive for the highest possible standards
- deliver consistently in approach and output
- pursue opportunities to innovate and continuously improve



Respect

- value the position and contribution of all stakeholders
- engage inclusively and authentically
- actively listen and constructively engage
- promote respectful and balanced relationships



Independence

- actively maintain our independence
- provide robust and objective advice



Teamwork and collaboration

- work as a team to achieve our purpose
- value-add through genuine collaboration and consultation
- actively establish and promote partnerships

Achievement of the Government's community objectives

We contribute to creating jobs in a strong economy by:

- supporting strong business-to-business relationships between landholders, resource companies and communities through communication and engagement
- promoting 'buy local' policies and opportunities for regional Queensland businesses to provide goods and services to the gas industry and lead contractors

We contribute to being a responsive government by:

- proactively communicating via a range of platforms to suit a range of stakeholders, with a particular focus on face-to-face regional engagement
- using advanced technology and digital communication to make key industry information and data readily and easily accessible

Our opportunities

- Expand our online presence to communicate accurate information
- Provide independent support to key stakeholders
- Utilise our engagement network to gather valuable information about stakeholder relationships in the gas fields
- Contribute to improved understanding and relationships in the gas fields

Management of strategic risks

- Maintain our independence
- Clearly communicate our role to assist in managing expectations as to what we do
- Maintain respect, integrity and trust by engaging with clarity, consistency and timely responses
- Ensure we have the technology and skills required to deliver our strategic objectives

Key objectives

Respectful and balanced relationships in the gas fields



Strategies

Facilitate connections across the gas and agriculture sectors, business community and government to help create an environment conducive to economic growth and innovation in rural communities.

Promote respectful local business relationships and gas industry investment opportunities that help regional communities create new jobs, retain their youth population and deliver long-term outcomes to enhance the vibrancy of regional Queensland.

Provide recommendations on best practice by all stakeholders to improve business-to-business relationships based on respect and communication.

Performance measures

Research data on industry performance and social and economic changes in gas field regions.

Nature and rates of stakeholder enquiries and emerging issues, including those raised with the Land Court and ombudsman offices.

Uptake of best practices we recommend.

Effective stakeholder engagement



Clearly articulate and communicate methods to manage emerging issues.

Continually identify and engage with our stakeholders through an enhanced engagement focus aimed at resolving issues.

Maintain strong and productive partnerships with our stakeholders to facilitate two-way communication, collaboration and engagement.

Tailor our communication and engagement techniques to suit the needs of all stakeholders.

Enhance transparency by releasing data and information to the public via a range of communication platforms.

Stakeholder satisfaction with our engagement efforts, including reach and relevance of topics addressed.

Increased level of regional stakeholder knowledge and understanding.

Connections and relationships captured in our Customer Relationship Manager (CRM).

Accurate information and data accessible to everyone



Collect quality and factual data and information from a wide range of sources to address gaps and meet the needs of our stakeholder, using the Commission's statutory powers as required.

Be a vital and independent reference point for our stakeholders.

Provide factual and independent advice and input to government on key regulatory, legislative, policy and other issues relevant to our statutory functions.

Enhance the accessibility of information and data by utilising a range of communication platforms.

Comprehensive analysis and quality assurance to ensure correct interpretation, validity and accuracy of the data and information we publish.

Accuracy and relevancy of our publications.

Level of impartiality in our communications.

Incoming enquiries and requests for information.

Recommendations adopted or implemented by government.

Website and social media analytics.

A skilled workforce with a performance-based culture



Ensure our employees have access to ongoing professional development and training opportunities.

Provide our employees with the technology, equipment and other necessities to enable them to perform their roles effectively.

Encourage our workforce to collaborate, take initiative and investigate innovative ways to make an impact in their field of work.

Maintain safe, courteous, respectful and healthy working environments.

Deliver strong leadership in the workplace to support a high-achieving workforce.

Embrace diversity.

On-time and quality service and project delivery.

Employee feedback on workplace satisfaction.

Employee performance and development agreements and discussions.

Workplace wellness and incident reports.