

Seqwater Strategic Plan 2024-28



Seqwater's strategic framework

Seqwater has four focus areas that will ensure Seqwater's resources are directed toward high value activities that continue to improve core services, deliver against long-term strategic outcomes and achieve objectives in pursuit of its *Water for Life* vision.

Strategic challenges

Key strategic challenges include:

- capital delivery and competing infrastructure pipeline priorities
- emerging water supply challenges
- financial sustainability
- social licence.

Performance

Seqwater's overall performance is measured by:

- organisational culture
- community trust
- customer satisfaction
- shareholder satisfaction
- financial performance.

Opportunities

Timely opportunities to further the strategic objectives of the business include:

- service delivery to customers
- our assets in the community
- shareholder value.

Vision

Water for Life – an innovative leader, delivering our most precious resource for generations to come.

Purpose

We provide a safe, sustainable and valued water supply on behalf of the South East Queensland community.

Contribution to Queensland Government objectives for the community

Seqwater supports and contributes to the Queensland Government's objectives for the community. It supports **building a better lifestyle through a stronger economy** and **planning for Queensland's future**.

Seqwater's customers and communities in South East Queensland (SEQ) are at the heart of everything it does.

As the region's bulk water supplier, Seqwater plays a crucial role in planning SEQ's water supply for the future, managing long-term water security, flood mitigation, and recreational services.

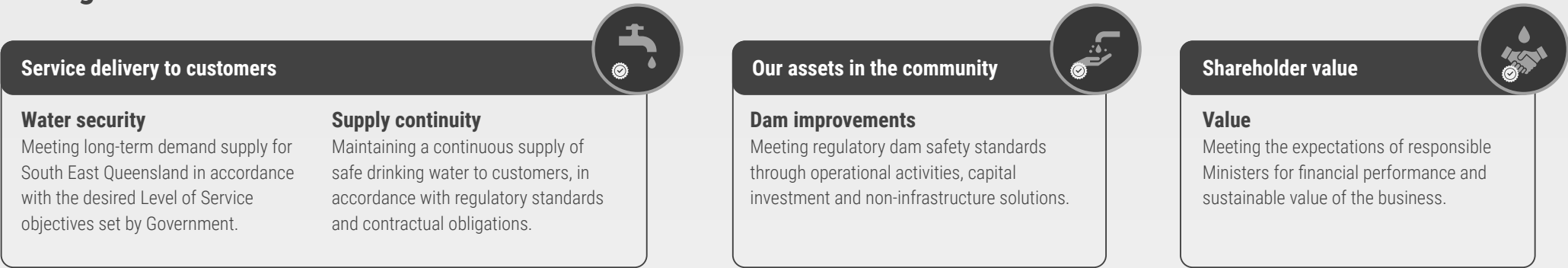
It ensures a safe and secure water supply for current and future generations by managing water catchment health, operating and maintaining the SEQ Water Grid and water treatment assets.

Seqwater contributes to a strong economy by meeting cost of living challenges through the supply of affordable and reliable water while planning long term investments that support future water security and service needs.

Strategic objectives



Strategic outcomes



Focus areas

