

Our vision

Water for life

We are respected as a leading water authority.

By excelling locally and thinking globally, our knowledge and expertise is guiding water policy, and the use of technology in our industry.

We are a safe, inclusive workplace that supports diversity and opportunity. We invest in our people and empower them to make decisions and challenge the status quo.

We respect the traditional owners of the land, catchments and waterways on which we operate, and seek to continue their tradition of stewardship. By partnering with our communities, customers and government, we are helping shape liveable, healthy catchments and communities for generations to come.

Our promise

Safe for life

Our values

Integrity

Respect

Care

Courage

Our role

We source, store, treat and supply bulk water from catchments and climate-resilient sources to service 3.2 million people in South East Queensland.

We work in partnership with the region's water service providers—Unitywater, Queensland Urban Utilities and the water businesses of Redland, Logan and Gold Coast councils—to provide a safe, affordable and reliable drinking water supply.

We also supply irrigation water to 1200 farmers and growers, manage dams that help mitigate the impact of flooding in the region, and provide park and lake recreation facilities visited by more than 2.5 million people each year.

Critical issues in achieving our vision

The issues and risks most critical to delivering on our strategic plan are:

- a growing population
- weather extremes and climate change
- stakeholder, customer and community expectations
- stakeholder and community understanding of the urban water cycle
- water affordability
- financial sustainability
- organisational culture and performance.

How we contribute to

Queensland Government objectives

Water is fundamental to a liveable region. Sustaining communities and underpinning our economy is a bulk water supply that is safe, affordable and reliable. We are committed to *water for life* and to working with our stakeholders, customers and communities to deliver this essential service in a way that aligns with community views and values.

Our investment in the South East Queensland Water Grid and other water infrastructure supports a strong economy and ensures water now and for future generations.

We are committed to protecting our drinking water supply catchments and collaborating with government, industry and our communities to improve catchment health.

Involving the people who live and work in the region in our planning is fundamental to shaping our shared water future. We regularly engage with our stakeholders, customers and communities to understand their needs and expectations. This planning contributes to the South East Queensland Regional Plan.

Where we want to be

South East Queensland's population continues to grow. By 2027-28, Seqwater will need to supply bulk water for four million people.

In pursuit of our vision and to meet the increased demand for water, we have set our destination:

Seqwater is ready and able to provide safe, affordable and reliable bulk water for four million South East Queenslanders.

With our destination in mind, we will achieve three outcomes:

- **Service excellence**
We safely deliver the right service, at the right time, to the right quality, at the right cost.
- **Trusted supplier**
South East Queenslanders value water, use water efficiently, and trust Seqwater to manage water wisely.
- **Beyond four million**
We are ready to supply water for four million people. We are ready for growth challenges beyond four million.

Our strategic objectives

To ensure a balanced approach, we have set objectives and measures of success across four perspectives.

Perspective	Our stakeholders, customers and communities	Our finances	Our processes	Our people and capability
Objectives	<ul style="list-style-type: none"> • Increase water supply certainty • Increase stakeholder, customer and community satisfaction and support 	<ul style="list-style-type: none"> • Improve financial sustainability • Improve cost optimisation 	<ul style="list-style-type: none"> • Improve processes, systems and planning • Improve operational and service performance • Increase stakeholder, customer and community education and engagement 	<ul style="list-style-type: none"> • Improve safety and organisational culture • Improve asset capability • Increase skills and knowledge
Measures of success	<ul style="list-style-type: none"> • Stakeholder and customer satisfaction • Community water knowledge 	<ul style="list-style-type: none"> • Financial sustainability • Debt management • Prudent and efficient investment 	<ul style="list-style-type: none"> • Drinking water quality performance • Supply reliability • Environmental performance • Emergency readiness • Regulatory compliance 	<ul style="list-style-type: none"> • Organisational culture • Work health and safety performance