

# Strategic Plan

## 2022-26



### 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.

## Strategic challenges

Key strategic challenges that present strategic risks and opportunities include:

- customer, community and stakeholder expectations
- capital delivery and competing infrastructure pipeline priorities
- financial, social and environmental sustainability
- pace of technological change
- legacy processes and systems
- maintaining talent and capability
- cultural transformation.

## Performance

Achieving its strategic objectives will realise improved core service delivery to Seqwater's customers and the SEQ community demonstrated and measured by:

- organisational culture
- customer satisfaction
- community trust
- government sentiment
- financial performance

## Alignment with Queensland Government objectives

Seqwater supports the Government's objectives for the community:

**Good jobs: Good, secure jobs in our traditional and emerging industries** and **Better services: Deliver even better services right across Queensland.** Seqwater is committed to creating a great employment experience and opportunities so its people can provide a great customer experience.

**Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.** Seqwater is committed to providing access to diverse recreation opportunities on its land and water storages without compromising its ability to provide safe, reliable and affordable water and catchment services.

**Backing our frontline services and Keeping Queenslanders safe:** Water is fundamental to public health. A bulk water supply that is safe, sustainable and valued sustains communities and underpins a strong and healthy economy. Seqwater is committed to working with its stakeholders to deliver this essential service in a way that aligns with community views and values.

**Growing our regions:** SEQ's water resources and infrastructure are a key foundation for economic growth and regional development.

**Building Queensland:** Investment in the SEQ Water Grid and other water infrastructure support a strong economy and ensures water now and for future generations.

**Protecting the environment:** Seqwater recognises that climate change is a significant challenge for long-term water security and will progress towards its target of net zero carbon emissions by 2050.

Seqwater is committed to collaborating with government, industry and its communities to protect and improve SEQ's drinking water supply catchments and uphold a positive culture of environmental responsibility and recognition of cultural heritage values.

**Honouring and embracing our rich and ancient cultural history:** Seqwater's Reconciliation Action Plan provides strategic direction on how it contributes to the national reconciliation movement between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

Seqwater will respect, protect and promote human rights in its decision-making and actions.

## Seqwater's strategic framework

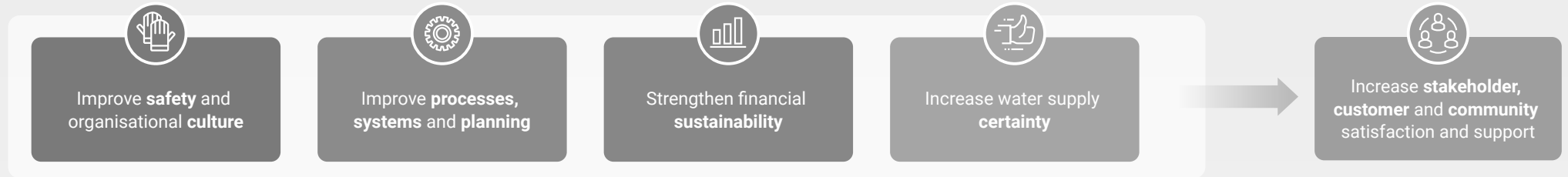
Seqwater has set five strategic objectives in pursuit of its Water for Life vision.

Seqwater's strategic objective to **Increase stakeholder, customer and community satisfaction and support** is at the heart of everything it does. The achievement of this objective is supported by the achievement of its four other strategic objectives.

Over the next four years Seqwater will continue to strengthen the foundations, advance its critical programs and progress work towards building the future.

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## Strengthening the foundations



### Contemporary capital planning and delivery

Enhance end-to-end capital planning, delivery and reporting.



### Asset information and management

Optimise capital and maintenance decisions through delivering the Asset Management Improvement Program and establish a customer centric approach.



### Core processes and systems uplift

Ensure its enterprise environment remains secure, stable and fit for purpose. Align and deliver core architecture and technology improvements and continue to deliver strategic system improvements in key areas.



### Culture, safety and capabilities

Improve safety and human resource processes, systems and governance.

## Priorities 2022-24

## Advancing critical programs



### Supply augmentation

Respond to increasing demands and the future climate through augmenting supply capacity over the next 10 years.



### Dam improvement program

Respond to the need to complete dam improvements by progressively delivering upgrades to 2035.



### Sustainability

Maintain and grow Seqwater's social license to operate through making a positive contribution.



### Community awareness and customer centricity

Increase community knowledge, trust and understanding of water security issues planning and decision making. Engage with Seqwater's customers to improve our understanding of their needs and meet those needs in a commercial manner.

## Strategic focus areas 2024 →

## While working toward the future



### Community connection to the value of water



### Organisational agility



### Advance customer centricity



### Sound financial future