

Strategic Plan 2025-2029







Purpose

To foster productive and sustainable regions and rural communities

Vision

A thriving and financially resilient rural and regional Queensland

We will respect, protect and promote human rights in our decision-making and actions.

	 Partnerships	 Structure	 People	 Delivery
Objectives	Value-creating relationships with industry based customers and stakeholders that are strategic, trusted and collaborative to foster the development of Queensland's rural and regional economy	A viable business-model that stands ready for both planned and emergent requirements	A flexible workforce built on a culture that attracts and grows capable people who are drawn to deliver a valued customer and employee experience	A business architecture that continuously improves while managing risks and governing with integrity
Strategies	Engage industry stakeholders proactively Strengthen value-creating relationships with stakeholders that will support the development of Queensland's rural and regional economy Understand and design for mutually beneficial outcomes Articulate clear service propositions to QRIDA's stakeholders	Structure for planned economic development support and uncertainty Price and invest to support economic development and resilience, including technology-led solutions for rural and regional Queenslanders Optimise cost base Codify grant and loan offerings to articulate benefits to customers and stakeholders	Reinforce a culture of accountability and performance Map skills and gaps to enhance service delivery Enhance workplace culture that demonstrates high levels of leadership, wellbeing, innovation, diversity and inclusion Develop successors and ready reserves Initiate targeted recruitment and development	Ensure scalable processes Ensure QRIDA's customer's service delivery experience through automation Develop data insight capabilities and services in relation to rural and regional industry sectors and communities Measure, evaluate and innovate habitually
Key Measures	Program owner satisfaction > 90% Number of programs delivered annually > 17	Financial sustainability by: The Board provides fiscal leadership that supports effective delivery of whole of government objectives within QRIDA's responsibilities Timely financial reporting	Professional development spend over FTE Employee satisfaction > 80% and retention rates 50% of QRIDA staff located regionally	Reduction in cost to maintain core systems Client satisfaction rating > 85%

We enact our values through the QRIDA Way



Queensland Government's objectives for the community



A better lifestyle through a stronger economy

QRIDA contributes to this objective through:

- the timely approval of loans, grants and other services to foster productive and sustainable economic support to rural and regional industries and communities
- other programs QRIDA administers in support of the state's economy and communities across all relevant Queensland Government departments and agencies
- supporting Queensland's rural and regional economy through assistance schemes and sustainability initiatives through partnerships with all relevant Queensland Government departments and agencies



A plan for Queensland's future

QRIDA contributes to this objective through:

- providing research and advice on industry sectors to inform the proper development and fair administration of assistance schemes that support productive and sustainable economic development for rural and regional industries and communities
- financing new entrants and sustainability initiatives for Queensland's rural and regional industries and communities
- financing Queensland's rural and regional industries and communities through partnerships with all relevant Queensland Government departments and agencies



Safety where you live

QRIDA could contribute to this objective by:

- supporting Queensland's economy through partnerships with all Queensland Government departments and agencies.



Health services when you need them

QRIDA could contribute to this objective by:

- supporting Queensland's economy through partnerships with all Queensland Government departments and agencies.

OPPORTUNITIES

- Adopt a flexible service delivery model to ensure responsiveness
- Influence of policy setting to ensure better quality programs and value to Rural and regional market segments
- Investigate other resource channels to enable effective and efficient capacity to scale
- Enhance technology capabilities, to provide a better client experience
- Maintain robust fraud prevention models and data insight reporting
- Invest in data management capabilities to enhance program design and service delivery
- Increase organisational transparency through the use of the website and reporting

RISKS

- Inability to derive appropriate revenue to provide schemes, eroding capacity to deliver to customers and by consequence impacts financial viability and long-term sustainability
- Inability to meet all program owners' needs may result in loss of programs, revenue or acquiring and retaining appropriate skill set
- Inability to rapidly recruit and deploy teams with the required capability and capacity to deliver programs and BAU
- Technology and information security continuity is disrupted resulting in the inability for QRIDA to maintain operations
- Risk of internal and external fraud could result in financial loss and reputational damage
- Use of impaired data could result in poor decision making and compromise data driven initiatives

