

Strategic Plan 2026-2030



Purpose | Why we exist

To support productive and sustainable rural and regional communities

Vision | Our desired future state

Rural and regional communities and industries are adapting and contributing to a thriving and resilient Queensland economy



Our People



Our Services



Our Partnerships



Our Capability

Objectives | Our priority focus areas for delivering our purpose

The heart of everything we do - attracting, developing and retaining a skilled, values-driven workforce that reflects the communities we serve, while fostering the culture and leadership required to deliver today and scale confidently when required.

Delivering efficient, reliable and high-quality programs to every client, every time - reducing cost of service, improving accessibility, and continuously raising the standard of what great service looks like across all that we do.

Strengthening the relationships with program owners, government agencies, rural and regional stakeholders, enhancing QRIDA's credibility and supporting the use of on-the-ground insights to inform programs and investments.

Building the systems, insights and infrastructure that enable us to scale, adapt and operate with the governance and integrity that program owners and communities depend on.

Strategies | How we will put our plans into place to achieve our objectives

- 1.1 Attract and retain skilled people who reflect our values and are dedicated to the communities we serve
- 1.2 Invest in skills development and career pathways that keep great people
- 1.3 Foster a culture of accountability, integrity and inclusivity that people are proud to work within
- 1.4 Grow regional representation in our workforce to deepen local knowledge and connection

- 2.1 Optimise our delivery to achieve consistent, high-quality outcomes for every client, every time
- 2.2 Maximise the impact of available funding through service delivery
- 2.3 Ensure client ease of use and accessibility to our programs
- 2.4 Respond to client issues promptly, accurately and with respect
- 2.5 Stand ready to scale delivery of disaster relief and recovery programs

- 3.1 Strengthen relationships with program owners and government agencies at all levels
- 3.2 Build and maintain strong rural and regional connections to hear diverse perspectives and better understand the communities we serve
- 3.3 Share our on-the-ground insights with government and industry to inform better program design, delivery and outcomes
- 3.4 Articulate and promote QRIDA's unique value proposition to current and prospective program owners

- 4.1 Invest in digital technologies and systems to enhance efficiencies and maximise outcomes
- 4.2 Leverage data capabilities to enable evidence-based decision-making, enhance insights, and demonstrate measurable impact
- 4.3 Embed governance, compliance and risk practices that reflect our values and protect the trust that program owners and communities place in us
- 4.4 Optimise infrastructure to improve efficiency, streamline workflows, and ensure seamless service delivery

Key Performance Indicators | Are we delivering on our purpose?

To support productive and sustainable rural and regional communities

Meta KPI - Employee and Client Engagement Index

Definition: This Meta KPI combines QRIDA's employee engagement score from the Working for Queensland (WFQ) survey with its client engagement score to create an overarching measure of engagement at both the internal and external stakeholder levels.

Rationale: More engaged employees lead to better client experiences, and engaged clients are more likely to trust QRIDA and leverage its programs.

- Maintain or improve employee engagement score (WFQ)
- Maintain staff retention rate
- Maintain or improve culture survey results

- Maintain or improve client satisfaction
- Reduce cost to administer assistance delivered
- Increase proportion of approved Standard Response Indicator (SRI) decisions made within the agreed timeframe (%)

- Maintain or improve program owner satisfaction survey score
- Number of departments and agencies supported by QRIDA services per year
- Number of programs delivered per year

- Increase percentage of services available and completed online
- Increase digital adoption rate across core processes
- Save time through process improvement and automation

Values | We enact our values through the QRIDA Way



Our commitment to human rights - We respect, protect and promote human rights in our decision making and actions.

Contribution to the Queensland Government’s Objectives for the Community

A better lifestyle through a stronger economy	A plan for Queensland’s future
<p>By delivering timely, fair and accessible loans, grants and other assistance schemes that strengthen rural and regional industries and the communities they sustain.</p>	<p>By providing insights that inform sound scheme design, and by partnering with Queensland Government departments and agencies to finance new entrants and sustainability initiatives across rural and regional Queensland.</p>

Strategic risks and opportunities

Risks	Opportunities
<p>Funding sustainability: ensuring a viable funding model to sustain operations and enable growth</p> <p>Workforce capability: attracting, retaining and deploying skilled staff to deliver across regional Queensland</p> <p>Technology, data and cyber resilience: protecting the systems and data critical to service delivery</p> <p>Program pipeline volatility: responding to new and emerging government priorities and policy direction</p> <p>Trust and integrity: maintaining the standards of administration that underpin QRIDA’s reputation</p>	<p>Broader contribution: expanding QRIDA’s capability to administer schemes across a wider set of sectors when directed</p> <p>Deeper program owner partnerships: strengthening collaboration with government to enhance reach within QRIDA’s mandate</p> <p>Insight-led program design: leveraging program data and regional insights to inform more effective program design</p> <p>Digital and data-led transformation: advancing digital channels and integrated data to scale capacity and reduce cost-to-serve</p> <p>Regional presence: expanding QRIDA’s regional footprint to deepen local knowledge and community trust</p>