

STRATEGIC PLAN

2023 - 2028

Our Vision

To be a progressive water service provider delivering sustainable water resources for stakeholder and environmental benefit through collaborative partnerships

Our Purpose

To sustainably distribute water within and around the authority area for aquifer recharge and stakeholder supply

Our values

Partnership

We engage with our workforce and stakeholders to deliver excellence

Integrity

We value honesty, trustworthiness, transparency and high ethical standards

Progressive

We embrace innovation and change

Excellence

We operate at the highest standard to ensure long term sustainability

Safety

We value the safety and health of our employees, stakeholders and environment

Strategic Risks & Opportunities

Operational and Reputational

Stranded assets
Damage to aquifer
Failure to deliver efficient services
Loss of appropriately skilled people

Governance

Ineffective Board and/or Management
Change in Government policy

Financial

Expenses - Uncontrollable escalation of costs
Catastrophic event
Revenue - economics & regional viability for ratepayers and customers to fund operations & asset renewals

People - Work Health & Safety

Serious work related injuries, disease or fatality

Environmental

Climate change
Contamination

Information and Data

Privacy breach or data loss

Queensland Government Objectives

Lower Burdekin Water contributes to the following Queensland Government objectives for the community: supporting jobs, backing small business, connecting Queensland, protecting the environment, growing our regions and building Queensland

Our Objectives

Our Strategies

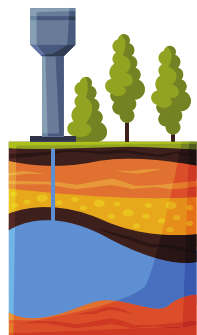
Success Indicators



Safe, professional, positive workforce and workplace

- Develop and foster a positive safety culture
- Identify and control hazards, and maintain a strong control environment
- Attract, retain, train and develop a workforce to meet current & future needs
- Implement an employee performance management system which is aligned with business objectives
- Provide appropriate equipment and resources to succeed

- Hazard and risk management
- WHS system compliance
- Training and development
- Performance Management



Maintain a healthy aquifer and waterways

- Monitor groundwater levels, electrical conductivity and composition
- Manage water allocations, recharge activities and water distribution to best meet water requirements
- Promote conjunctive use within community and industry (surface water and groundwater)
- Invest and participate in research projects to improve knowledge of the groundwater system within the Authority Area
- Participate in improvement projects and programs, including removal of waterway barriers within systems

- Aquifer recharge
- water monitoring
- Aquatic weed management
- Environmental projects



Provision of reliable and efficient services

- Invest in new technology to reduce energy consumption and improve control of water distribution
- Develop and implement proactive maintenance strategies for critical assets
- Condition assessments completed of major non-current assets
- Develop and implement operational plans
- Ensure appropriately skilled and experienced workforce is available to deliver services

- Service delivery (complaints)
- Asset performance
- Resource deployment



Financial sustainability

- Match and modernise services to the operating and economic environment
- Identify and implement operational improvement projects
- Incorporate asset renewal program into budgeting process
- Production of accurate, relevant and timely financial reports
- Enable and support growth in irrigated agriculture

- Finance ratios
- Cost containment
- Asset renewals



Engaged and informed stakeholders

- Pursue purposeful interaction with stakeholders
- Communicate important information
- Seek feedback
- Ensure transparent governance
- Utilise mix of appropriate communication methods and platforms

- Stakeholder interactions
- Stakeholder communications