

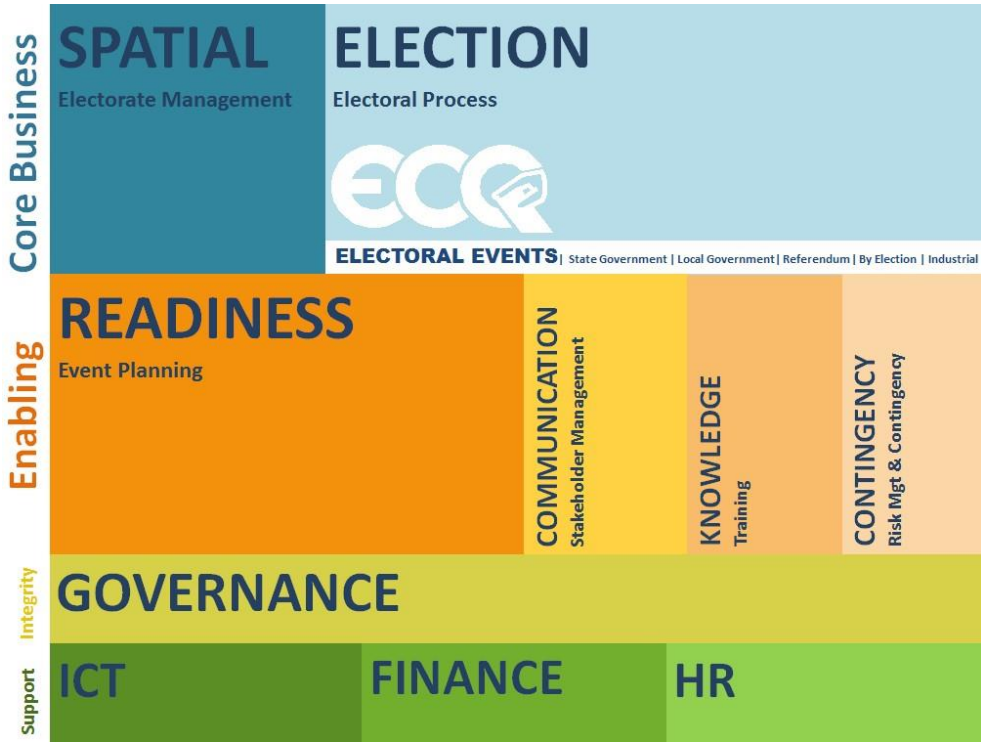
Our Purpose

Supporting democratic electoral process by preparing for, conducting and reporting on elections in Queensland.

Our Vision

To be an **EVOLVING** Commission, **TRUSTED** and **RESPECTED** by the community.

Our Values



- Customers first**
- Know your customer
 - Deliver what matters
 - Make decisions with empathy



- Ideas into action**
- Challenge the norm and suggest solutions
 - Encourage and embrace new ideas
 - Work across boundaries



- Unleash potential**
- Expect greatness
 - Lead and set clear expectations
 - Seek, provide and act on feedback



- Be courageous**
- Own your actions, successes and mistakes
 - Take calculated risks
 - Act with transparency



- Empower people**
- Lead, empower and trust
 - Play to everyone's strengths
 - Develop yourself and those around you





Strategic Objectives & KPIs

Objective 1 | Increased awareness of and participation in electoral matters

Strategies

- Develop a Communication and Engagement Strategy based on key client and stakeholder analysis
- Prioritise key activities under the strategy and build communication and engagement capability
- Enhance ECQ's brand in running Queensland Elections

Key Performance Indicators

- Increased dialogue using communication platforms
- Increased level of stakeholder satisfaction with election processes

Objective 2 | Queensland has equitable representation across electoral boundaries

Strategies

- Actively monitor legislative triggers for redistribution
- Conduct boundary reviews with transparency, integrity and accountability
- Work with the Australian Electoral Commission to document and deliver redistribution and change processes

Key Performance Indicators

- Monthly updates published on ECQ's website regarding enrolment by electorate
- Active community consultation throughout the review process
- Queensland's electoral roll is accurate and updated in light of redistribution and local government change outcomes

Objective 3 | Deliver fair and just Queensland Elections

Strategies

- Deliver elections in a transparent and accountable manner
- Deliver results in an accurate and timely manner
- Deliver objective reviews for State and Local Government elections
- Build a skilled, diverse and empowered workforce that meets current and future service delivery needs

Key Performance Indicators

- Fit for purpose training delivered to all Electoral Staff
- Mandatory integrity training for all ECQ Staff
- Elections delivered without challenge or, if challenged, upheld by the Court of Disputed Returns

Objective 4 | Continual improvement in election services

Strategies

- Develop and implement the new Elections Management System for the 2020 election cycle
- Implement the administrative processes that support electoral reform laws
- Embed project management methodologies, including risk management and project evaluation

Key Performance Indicators

- Increased automation of internal processes
- Improved governance mechanisms to plan for and deliver elections
- Increased engagement with stakeholders resulting in enhanced services improvement

Opportunities 2018 - 2019

- Leverage our new Election Management System to reduce the cost and environmental footprint of elections while improving quality and reliability of service
- Refocus our organisation and skill sets to take advantage of fixed terms for State and Local Government elections by introducing more long term planning and elongating the delivery and stakeholder engagement phases
- Work with other Electoral Commissions to reduce the cost of delivering elections and the difficulty of training election staff by aligning contracts, processes and inventory
- Review business processes whilst supporting the implementation of electoral reforms

Risks 2018 - 2019

- Key stakeholders not understanding the new prohibited donor legislation may result in an extensive phase-in period during which ECQ must expend substantial resources to ensure all involved entities understand and meet their obligations
- Meeting continually increasing stakeholder expectations for new, complex IT systems in the delivery and support of elections may lead to increased cost, complexity and risk

ECQ contributes to the **Queensland Government Objectives for the Community; Our Future State Advancing Queensland Priorities** – to be a responsive government by delivering our key strategic objectives



EVOLVING | TRUSTED | RESPECTED