

STRATEGIC PLAN

2010–14

Our vision

Safe, secure and sustainable water for regional prosperity, lifestyles and healthy ecosystems

Our role

The Queensland Water Commission (the Commission) is responsible for achieving safe, secure and sustainable water supplies in South East Queensland and, from 2010–11, will be responsible for management of the cumulative impacts of Coal Seam Gas extraction on groundwater.

Our role in Toward Q2: Tomorrow's Queensland

As part of the Government's Environment and Sustainability Resource Management agency cluster, the Commission supports and participates in the State Government's plan for the future – Toward Q2: Tomorrow's Queensland. In particular, the Commission contributes to the following ambitions:

- **Strong:** creating a diverse economy powered by bright ideas
- **Green:** protecting our lifestyle and environment.

Our future challenges

Water supply in South East Queensland (SEQ) is now secure. Key dams are almost full, new supplies and interconnections are being completed, and residents and businesses continue to use water efficiently.

The Commission is now focused on planning for a future where we are able to maintain a secure water supply in the face of population growth and climate change. Over the next four years, we must:

- investigate and preserve potential future supplies, so that we are ready to respond when needed
- integrate planning for water infrastructure in key development areas, thereby contributing towards implementation of the SEQ Regional Plan
- make additional water available for rural production, where cost-effective
- establish a framework that encourages people to continue to use water efficiently, without unreasonably impacting upon the lifestyle they enjoy
- ensure we operate the existing infrastructure as efficiently and effectively as possible, minimising operating costs and energy consumption.

By doing so, we will support the achievement of our vision for SEQ – that there is sufficient water to support a comfortable, sustainable and prosperous lifestyle while meeting the needs of urban, industrial and rural growth, and the environment.

Another area of focus for the Commission from 2010–11, through a separate stream of activity, will be issues concerning the effects of Coal Seam Gas extraction on groundwater.

Our strategic priorities

The following objectives and strategies inform the Commission's overall business priorities for the next four years. Specific activities to address these priorities are set out in the Commission's annual operational plans.

Objectives	Strategies	Performance indicators
Achieve sufficient quality and quantity of water for SEQ	<ul style="list-style-type: none"> • Implement the SEQ Water Strategy • Facilitate and implement the SEQ regional water security program • Investigate potential sources of supply • Investigate and promote local supplies, such as stormwater harvesting • Deliver total water cycle planning for key development areas 	Number of SEQ Water Strategy activities implemented on time
Achieve water market efficiency	<ul style="list-style-type: none"> • Manage the System Operating Plan (SOP) which facilitates the achievement of the desired levels of service objectives for the region • Progress the SEQ market and regulatory arrangements • Plan and develop the long-term pricing principles, the regulation framework and the transition to the Queensland Competition Authority (QCA) as Economic Regulator • Design and develop the interim arrangements for customer service standards and policies to move to a Customer Code from July 2011 	<p>Annual review of the operation and effectiveness of the Market Rules conducted</p> <p>Regulatory requirements completed on time</p>
Achieve water use efficiency	<ul style="list-style-type: none"> • Promote efficient water use to SEQ residents and businesses • Ensure appropriate levels of knowledge and compliance with permanent water conservation measures • Commence a detailed review of the demand management program, including restrictions • Deliver specialist data management forecasting and information evaluation services 	<p>Regional water use is within planned consumption levels</p> <p>Regional water information services provided consistently</p>
Manage cumulative groundwater impacts of Coal Seam Gas extraction	<ul style="list-style-type: none"> • Provide advice to the Regulator on the cumulative groundwater management regime • Develop groundwater models and coordinate monitoring and research 	Program of work developed and implemented as planned