

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

Our purpose To achieve safe, secure and sustainable water supplies in South East Queensland (SEQ) and to provide sound, evidence-based advice on management of the impacts of Coal Seam Gas (CSG) extraction on underground water resources

Toward Q2 objectives

Strong—Creating a diverse economy powered by bright ideas

Green—Protecting our lifestyle and environment

Strategic priorities aligned with *Toward Q2: Tomorrow's Queensland*

Commission objectives	Performance indicators	Strategies
Plan for the provision of a safe, secure and sustainable water supply for SEQ to achieve the desired Level of Service objectives	SEQ Water Strategy actions are finalised on time and within budget Average daily residential consumption in SEQ is less than 200 litres per person per day	<ul style="list-style-type: none"> Adopt an adaptive planning approach and undertake an annual review of the SEQ Water Strategy in light of changed circumstances to ensure that long term regional outcomes are secured, while also addressing key short term issues and opportunities Take timely action to preserve future supply options Review our approach to demand management in a post-drought context with a view to encouraging efficient water use Continue to develop capabilities and information required to inform sound regional and sub-regional planning Constructively engage with stakeholders and the SEQ community on key issues for planning and management of the region's water supply
Improve the institutional and regulatory frameworks to enable efficient and cost-effective service delivery to water customers in SEQ	Institutional and regulatory framework improvements are delivered on time and within budget	<ul style="list-style-type: none"> Undertake a stocktake of progress with SEQ water market reforms and agree on priorities for ongoing action Review SEQ water market design and market rules to ensure the ongoing efficient operation and clarity of roles and accountabilities of water entities Review and implement institutional and regulatory reforms to ensure they achieve desired outcomes Review the 10-year bulk water price path in SEQ Engage effectively with stakeholders to identify and manage key risks in the ongoing implementation of SEQ institutional and regulatory arrangements Systematically monitor and report on the performance of the SEQ water market and on compliance with regulatory requirements Further strengthen the information base and expertise needed to underpin advice on development of the SEQ water market
Provide sound, evidence-based advice on management of the impacts of CSG extraction on underground water resources	Independent technical experts are satisfied that the Underground Water Impact Report provides sound, evidence-based advice	<ul style="list-style-type: none"> Produce underground water impact reports for cumulative management areas that are clear, timely and in accordance with legislative requirements Put in place effective arrangements for modelling of groundwater flows in aquifers in each cumulative management area Develop a water monitoring strategy and spring impact management strategy for each cumulative management area Access external technical expertise to provide oversight and quality assurance of our information, analysis and advice Build stakeholder understanding and confidence in our CSG activities and functions Effectively implement an industry funded levy to support the QWC's CSG groundwater role and ensure financial transparency and accountability for the application of levy funds

Enabling Strategies

Commission objective	Performance indicator	Strategies
Ensure a capable and motivated workforce that operates within a performance-based governance framework	A performance-oriented workforce and effective governance enabling us to achieve our objectives	<ul style="list-style-type: none"> Develop and implement a Workforce Plan to attract, develop and retain staff with critical skills, knowledge and experience Implement effective business processes, policies and systems Deliver financial performance that gives stakeholders confidence in our outcomes and accountability Maintain an efficient and effective Service Level Agreement with the Department of Environment and Resource Management

Strategic Risks

Lack of community support for key elements of the SEQ Water Strategy compromises its implementation	Inadequate focus on long term water supply planning to preserve future supply options	SEQ water market design is not sufficiently clear to ensure a shared understanding and acceptance of roles and accountabilities	Quality assurance processes are not agreed and put in place for information, analysis and advice on impacts of CSG extraction on underground water resources	Inadequate access to critical capabilities required to effectively fulfil our responsibilities
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