

# Strategic Plan 2024-2027



## VISION

Providing an independent, fair, and accessible dispute resolution service that promotes sustainable working relationships between Queensland's landholders and resource companies.

## OBJECTIVES



### CUSTOMER

**We provide independent, effective dispute resolution services.**

#### Performance indicators

- > Disputes are effectively assessed and investigated within timeframes.
- > Customers understand our role and powers.
- > Outcomes of assessments and investigations are communicated clearly.
- > Impartial recommendations and solutions are provided that are practical, fair, and sustainable.
- > LAO service is accessible and adaptable.



### SERVICE

**We improve the quality of land access interactions.**

#### Performance indicators

- > Data and learnings are shared, contributing to improved decision making by stakeholders and government.
- > Systemic issues are identified and investigated, providing recommendations for improving land access and Make Good frameworks.
- > Disputes are assessed and investigated using a collaborative approach.
- > Solutions and recommendations are based on a best practice approach to land access.



### CONNECTION

**Communities are aware of the scheme and engage with the LAO.**

#### Performance indicators

- > Stakeholders know about the LAO scheme and understand the dispute resolution process.
- > We collaborate with industry, community groups and government to develop and maintain effective stakeholder relationships.
- > We meet with Queensland communities to listen and understand the needs and interests of our customers.
- > We provide stakeholders and customers with regular information that is credible and trustworthy.
- > We proactively engage with landholders and resources companies to manage potential or emerging issues.



### PEOPLE

**Our workforce is outcome-focused, accountable, and sustainable.**

#### Performance indicators

- > Our business model is adaptable and flexible.
- > Our team is engaged and resilient with a focus on developing capabilities and high performance.
- > Our culture is positive and productive to support performance and innovation.
- > We employ practices that improve our systems and processes, to meet customer needs.
- > We adopt a strong governance framework that ensures accountability and performance.

## VALUES

- Honesty** > We will be accountable and responsible for our actions.
- Reliability** > We will be dependable. We will follow through on our actions and commitments.
- Adaptability** > We will adapt to industry changes and our operating environment.
- Accountability** > We will be proactive. We will take ownership over our own learning to enhance continuous improvement.
- Communication** > We will actively engage through open and transparent dialogue.
- Respect** > We will act fairly. Accepting the opinions and individuality of others.

## OUR OPPORTUNITIES

- > We will work with communities so they understand the benefits of the LAO and how to seek assistance when needed.
- > We will actively maintain actual and perceived independence and impartiality.
- > We will keep pace with the changing landscape through expansion, exploration, and evolution in the land access environment.
- > We support reconciliation with First Nations people.

Industry Benchmarks : Accessibility | Independence | Fairness | Accountability | Efficiency | Effectiveness

We respect protect and promote human rights in our decision-making and actions.

