

Queensland Audit Office

Strategic Plan 2019–23

Vision

Better public services

Purpose

Independent valued assurance and insights

Who we serve

Queenslanders through parliament, public sector entities, and local governments

Our values

 Engage

 Challenge

 Deliver

 Care

| Objectives | Strategic risks | Strategies | Indicators of achievement |
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| We support and challenge our people to best serve parliament and our clients. | We do not uphold our values or professional, ethical and quality standards. | Supporting the Think and Act OneQAO workforce to meet parliament and our clients' assurance needs. | Our people are engaged, professional and capable. |
| Those we serve trust and value our services and insights. | We do not engage as OneQAO nor adapt our services to meet changing needs. | Enhancing relationships. | Our relationships are valued. |
| Our assurance services and insights are used to improve accountability and performance. | We do not sufficiently understand our clients' organisations and context to deliver valuable services. | Adapting our assurance services to provide greater value. | Parliament and our clients benefit from the assurance services and insights we provide. |