

Queensland Audit Office

Strategic Plan 2020–2024

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
  Respect
  Inspire
  Deliver

Objectives	Strategic risks	Strategies	Indicators of achievement
We support and inspire our people (including our audit service providers) to best serve parliament and our clients.	We do not attract and retain the right people to uphold our values and ethical and quality standards.	Attract and retain our people to meet parliament and our clients' assurance needs.	Our people are capable, engaged and valued.
Those we serve trust and value our services and insights.	We do not maintain valued relationships nor adapt our services to meet changing needs.	We build trust in our relationships through listening and tailoring our response.	Our relationships are valued.
Our assurance services and insights are used to improve accountability and performance.	We do not sufficiently understand our clients to deliver services that are valued.	Adapting our assurance and insights to provide greater value.	Parliament and our clients benefit from the assurance services and insights we provide.