Department of Local Government, Water and Volunteers

Strategic Plan 2026–30

DELIVERING FOR QUEENSLAND

This strategic plan was reviewed in April 2026 and remains current for the reporting period 2026–27.

Our vision

Resilient and connected Queensland communities strengthened by sustainable water supplies, empowered councils and volunteering.

Our purpose

An empowered local government sector; water infrastructure and resource management which drives economic growth; and a reinvigorated volunteering sector.

Our behaviours

We follow the Queensland Government values to build a positive work culture.

Objectives, Strategies and Performance indicators

Local governments empowered to lead their communities

A framework that provides a transparent, accountable, efficient and sustainable local government sector that meets community expectations.

- Administer funding programs and local government grants including election commitment grants to local governments to support delivery of safety infrastructure.
- Provide capability support for councils and use strong data driven insights to monitor and respond to local government challenges.
- Continue to improve local government integrity, governance and sustainability through high quality capacity building resources, training and solutions.
- Continued improvement and legislative and regulatory reform including regular review of policies impacting on councils.
- Partner with our service providers and regulated communities to respond to risks and deliver best practice regulation and core services to Queensland communities.

- Effectiveness, timeliness and quality of advice, services and support provided to local governments.

Drive economic development opportunities by boosting water affordability and availability

Sustainably managed water resources to ensure safe, reliable and affordable water supplies for Queensland communities and businesses, and thriving critical ecosystems.

- Lead long term water security and improved infrastructure and establish priorities for water infrastructure in Queensland to support communities, businesses, and the economy.
- Maximise water supply planning and value-for-money investment for future sustainability and security for the next generations.
- Support economic prosperity and harness water for consumptive use.
- Provide enhanced digital services through investment and delivery of internal and external water measurement and management business processes.
- Promote water monitoring and science and strong data driven insights to deliver sustainable resources for future generations.
- Streamline processes and remove barriers to reform regulation and policy and improve water entity governance and delivery, including trunk infrastructure to support housing growth.
- Drive forward cross-jurisdictional agendas on our core business.
- Partner with our service providers and regulated communities to respond to risks and deliver best practice regulation and core services to Queensland communities.
- Support water users and protect communities by taking appropriate action to address non-compliant behaviour.

- Improved regulatory outcomes to ensure fair, sustainable and equitable use of water.
- Percentage of Queensland managed under a water plan.
- Percentage of referable dams with approved Emergency Action Plans.
- Percentage of State's water monitoring network maintained to provide accurate and reliable data.
- Percentage of State's drinking water service providers compliant with drinking water regulatory requirements.

A reinvigorated volunteering sector

Partner with the sector to remove barriers, support growth, uplift capability and promote volunteering.

- Partner with other government agencies and key stakeholders in the private sector to promote volunteering opportunities, the value of the sector, and celebrate the achievements of volunteers.
- Empower the sector to take action, drive innovation, and achieve meaningful results.
- Drive development of strategic volunteering policy and programs to improve experiences and motivations for volunteers and volunteer-involving organisations.

- Long term growth in volunteering participation.

Empowered people and strong foundations

A safe, responsive, capable department successfully delivering on our priorities.

- Continue to embed a safe, healthy, respectful, inclusive and positive workforce.
- Attract, retain and grow a diverse, skilled, engaged and agile workforce to meet current and future demands.
- Provide contemporary service delivery and ensure our department has and maximises resources required to sustainably and consistently deliver on our priorities.
- Continue to ensure programs are understood by the communities we serve and the sectors we interact with to increase engagement, enhance our reputation and attraction.
- Ensure data is secure, systems are effective, and our workforce is digitally enabled.

- Staff engagement results of annual Working for Queensland survey.
- Staff safety, respect and inclusion results of annual Working for Queensland survey .
- Health, Safety and Wellbeing incident actions completed within 30 days.

We contribute to the Queensland Government objectives for the community:

- Safety where you live
- A better lifestyle through a stronger economy
- A plan for Queensland's future

Challenges and opportunities

We will meet our customer and stakeholder expectations and deliver quality, timely services by addressing our strategic challenges (risks), ensuring effective:

- controls to recognise and manage inappropriate behaviour or conduct, fraud and corruption
- water regulatory functions overseeing water resource management, drinking water and dam operators
- management and mitigation of any reputational risk transferred from third parties
- oversight of essential urban drinking water and recycled water security
- management and mitigation of cyber security threats to department owned ICT and business owned systems.

We will pursue opportunities in new technologies, innovations and continuous improvements, to meet our vision and purpose through:

- enhancing information management for improved decision making
- best practice solutions for the protection, support and wellbeing of staff
- maximising digital services and technologies to enhance program delivery capability and management
- best practice initiatives to enhance the alignment of workforce to the delivery of operational demands and objectives
- enhancing value-add and trust for our stakeholders.

Queensland Government values
Our values drive the delivery of our plan:

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people

Acknowledgement of Country

The Department of Local Government, Water and Volunteers respectfully acknowledges the Traditional Owners and Custodians of Country. We recognise the ongoing spiritual and cultural connection Aboriginal peoples and Torres Strait Islander peoples have with land, water, sea and sky. We pay our deep respects to their elders past and present, support future leaders, and acknowledge First Nations peoples' right to self determination.

Human Rights

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