



Strategic Plan 2017-2022



Vision: A society where renting is a secure and respected housing tenure.

<p>Goal 1: Provide high quality services to Queensland tenants</p>	<ul style="list-style-type: none"> 1.1 Continuously improve the quality of tenancy services and promote innovation 1.2 Engage tenants in TQ's service delivery 1.3 Provide a strong pro bono and volunteer (student) base to service provision and build this state-wide 1.4 Operate a strong independent Community Legal Centre 1.5 Continue to improve the accessibility of services 1.6 Deliver high quality community education to build tenant capacity 1.7 Provide an agile and responsive service to engage with environmental risks
<p>Goal 2: A strong and effective voice for tenants</p>	<ul style="list-style-type: none"> 2.1 Be a politically influential and powerful voice for tenants 2.2 Encourage tenants to speak up for their collective rights 2.3 Engage strategically with partner organisations 2.4 Deliver high quality policy and law reform work
<p>Goal 3: A well-managed, sustainable organisation</p>	<ul style="list-style-type: none"> 3.1 Maintain and strengthen TQ reputation and credibility 3.2 Ensure consistency, quality, efficiency and legal compliance of TQ's operations 3.3 Ensure the staffing and organisational structure continues to meet the needs of the organisation 3.4 Ensure TQ's governance model supports a strong and resilient organisation 3.5 Ensure TQ is a highly connected organisation across regions with a culture that is consistent with our value base. 3.6 Provide a desirable workplace that reflects the value we place on staff 3.7 Ensure strong member involvement in TQ 3.8 Maintain existing real levels of funding 3.9 Seek new/diverse funding sources