Tenants Queensland

Strategic Plan
2020-2023

Working towards a society where renting is a secure and respected housing tenure.

Our Purpose

To unequivocally advocate for and empower tenants to protect and improve their rights through access to information, advice and representation

Our Values

- We empower tenants
- We show respect for all stakeholders
- We act with integrity
- We commit to furthering tenants rights
- We promote a culture of continuous improvement
- We will be accountable for our work

A connected and influential voice for tenants

- Expand organisational capability by building TQ profile, partnership and connections with similar organisations
- Engage with a partner to build reputation and a compelling voice outlining the implications for tenants and for society of the COVID19 economic fallout
- Use new methods of engagement to build a community of people within Queensland or across Australia who are informed and engaged on tenant rights and create a 'community who care'

Delivery of quality services to Queenslanders

- Deliver high quality services to Queensland tenants through QSTARS, CLSP and other programs.
- Build the culture and practice of continuous service improvement through data analysis and staff and client feedback.
- Adapt service delivery approaches and priorities in response to changes in the rental market.

Building resilience and readiness for the future

- Building capability for the future TQ leadership and workforce including succession planning and knowledge sharing priorities
- Improve our organisational capability in data analysis and data led decision making and bring to forefront of future strategic and operational decision making
- Conduct a strategic review of our Future Service Delivery Options to improve readiness for future and become nimble in changing times

A sustainable organisation

- Constitutional change and embedding of sub Committee approach to key areas of organisational performance or risks
- Improve focus on strategic and operational KPI's including clear targets and regular measurement