

OUR VISION

Regional & remote service providers deliver sustainable, safe, secure & reliable urban water and sewerage services to their communities

QWRAP

OUR MISSION

Drive regional partnerships & initiatives to enhance service providers ability to deliver sustainable services

STRATEGIC PRIORITIES (2022-2025)

Enable regional scale delivery of sustainable services

Build capacity & capability

Drive regional partnerships service & initiatives

Promote QWRAP

HOW WE'LL ACHIEVE THEM (STRATEGIC PRIORITY ACTIONS)

1. Develop a fit for purpose service sustainability framework & encourage regions to undertake a gap analysis.
2. Develop & implement 3-year work plans for each region based on gap analysis outcomes.
3. Prepare the regions to better plan for funding opportunities.

4. Design & support regional skills development initiatives.
5. Plan for emerging issues & future skill & system needs.
6. Embed a culture of continuous improvement

7. Encourage transfer of project knowledge, learnings & experience between regions to support better planning & decision making.
8. Identify & support regional champions to share learnings of key priority projects.
9. Drive efficiencies in service provision via cross sharing of resources, processes, research & innovation.

10. Develop a Communications Plan and Protocol Guideline to ensure consistency of messaging.
11. Raise awareness of the program & its benefits amongst service providers' executive & elected members.
12. Articulate & promote key dimensions of sustainability & how they relate to service delivery.

KEY TARGETS

Service provider sustainability framework established

- 100% of Service Sustainability Framework completed by 30 June 2023.

Work plans finalised and actions initiated

- 3-year work plans developed by all regions by 30 June 2025.

Prepare the regions to better plan for funding opportunities

- At least one gap analysis / 3 year work plan action for each region informs a funding proposal.

Skills gap actions implemented

- 3 QWRAP led development initiatives are implemented per year until completion of gap analysis by regions.
- 100% completion of report articulating future skill & system needs by 30 June 2025.

Benefits understood and drives continuous improvement

- Benefits Realisation framework reviewed & recommendations implemented by 30 June 2023.

Transfer of learnings & experience is shared

- Exemplars are developed & shared across regions by 31 December 2023.

Regional champions identified

- QWRAP champions identified by 2026.

Efficiencies in service provision

- Sound optioneering evident in bid-pool projects by 30 June 2024.
- 6 regions incorporate one non-funded regional collaborative project into their program of work by 30 June 2026.

Awareness of the sector raised

- QWRAP Communications Plan and Protocol Guideline endorsed by PSC by 30 June 2023.

Raise awareness of QWRAP

- A flexible education tool targeted at local decision makers is developed by 30 June 2026.
- QWRAP members share information on their work with council colleagues and executive.
- Target communications to address service gaps for each region developed by 30 June 2025.

SUCCESS LOOKS LIKE

- QWRAP regions understand & are working towards sustainable services.
- Criticality is better understood with a pipeline of prioritised regional projects.
- Better long term regional planning is undertaken.
- Fit for purpose, whole of life projects are funded.

- Workforce planning is embedded and implemented .
- Staff confidently maintain water & sewerage services, respond to emerging and future needs & continuously improve its delivery.
- Water service providers understand skills and capacity needs and work regionally to manage these.

- Councils share resources/expertise & operate across all boundaries for maintenance & key projects.
- Regional scale collaboration / regional-solutions are considered as the first option for water & sewerage service delivery projects and planning activities.
- Funding is targeted and effective due to strong Program governance, auditing and reporting processes.

- QWRAP is recognised as a water industry flagship program.
- Services visible, acknowledged and appreciated.
- Embed a culture of learning and trialling.
- Sustainability of water & sewerage services understood, acknowledged and appreciated.