

Office of Industrial Relations Strategy

2021-2024



Office of Industrial Relations



Office of Industrial Relations Strategy 2021-2024

Foreword

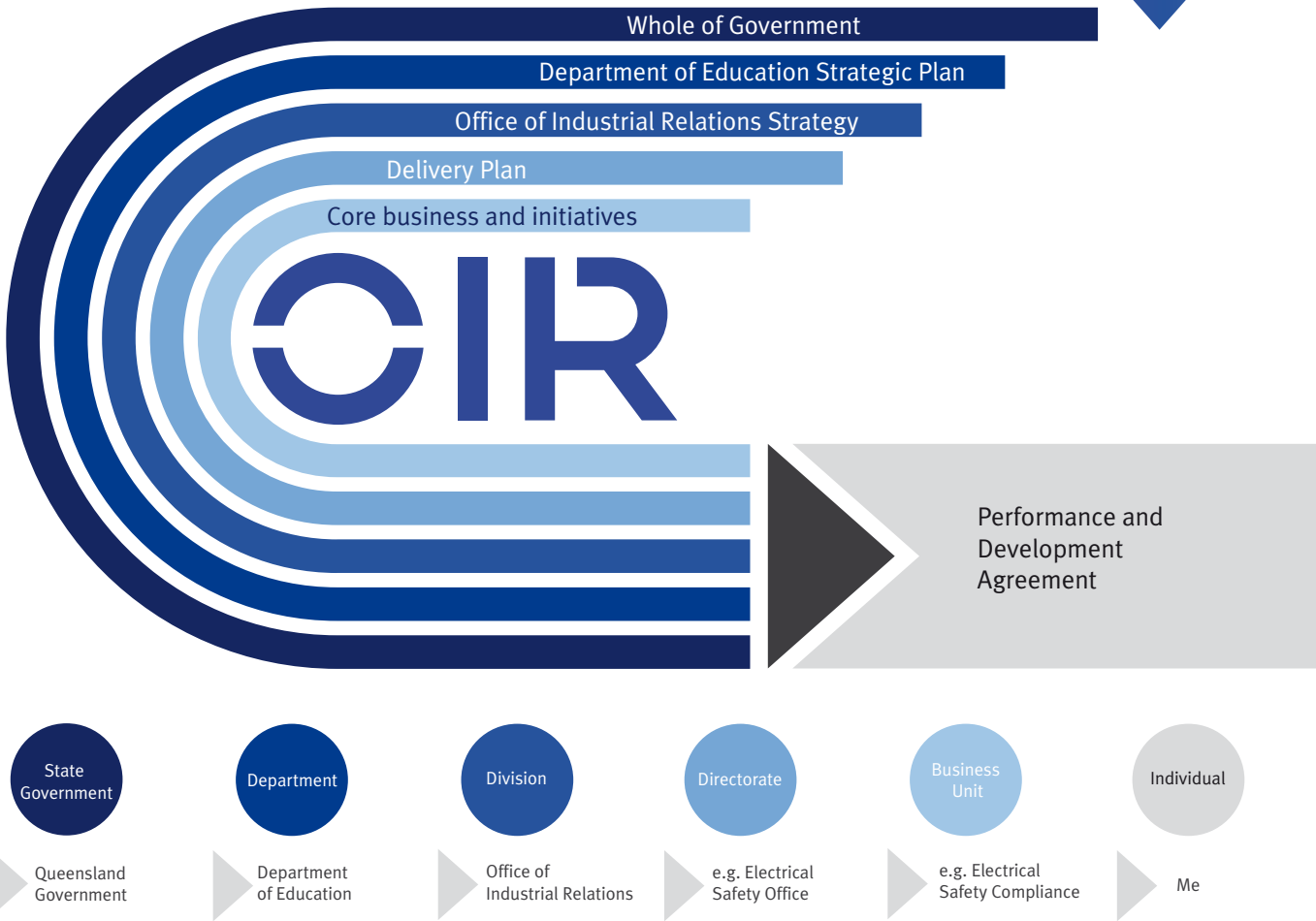
We are operating in a time of rapid change while experiencing growing demand for high levels of service. The future will bring many challenges and opportunities. If we are to continue to perform and maintain high service standards, we will need to adapt and be responsive to emerging issues.

To do this, our strategy outlines the specific vision, purpose and priority areas for the Office of Industrial Relations (OIR) for the period 2021-2024. It provides a clear direction and clear priorities for our people and our collaborators, in order to achieve our vision while maintaining our core purpose.

It provides the direction for planning in OIR to ensure we are an effective, efficient and accountable regulator.

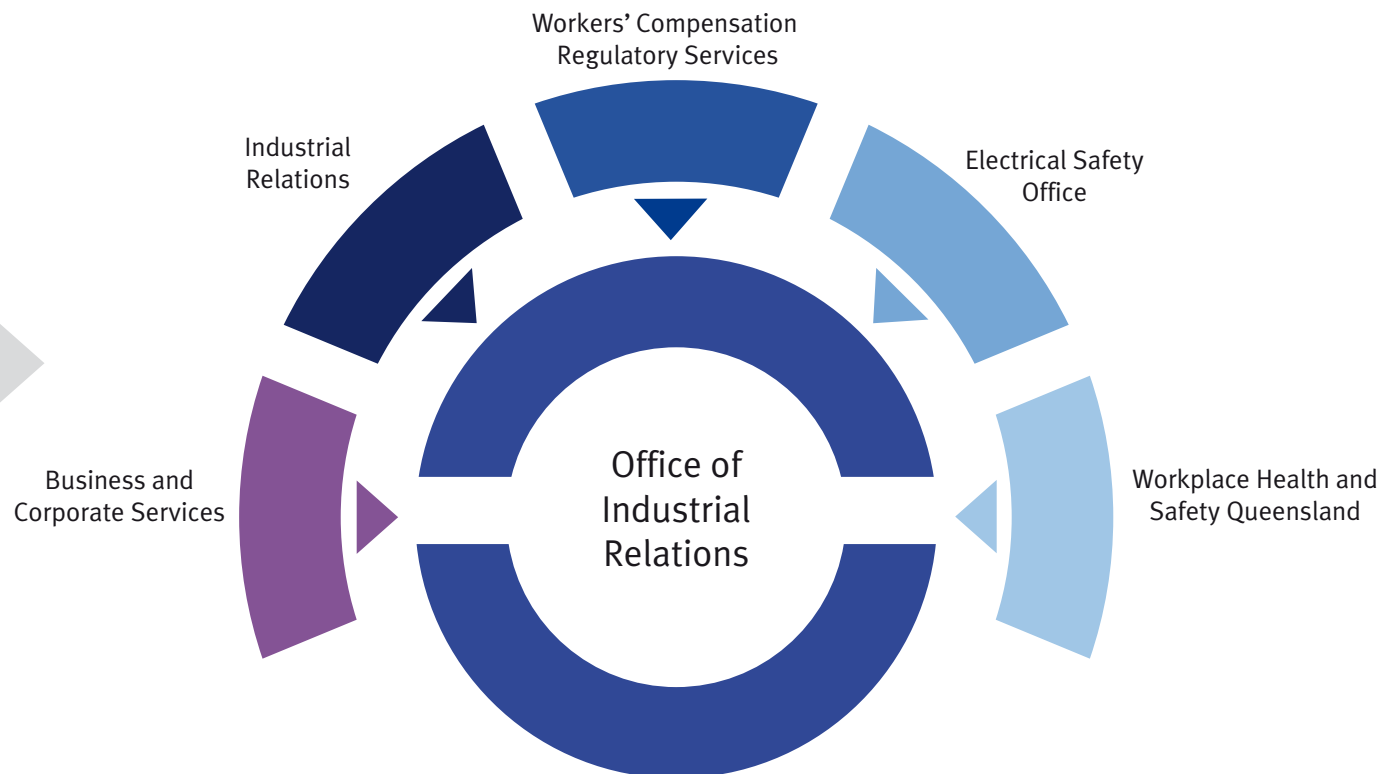
Through our work we contribute to the Queensland Government priorities for the community of ‘safeguarding our health’, ‘growing our regions’, and ‘backing our frontline services’.

As a division of the Department of Education (DoE), we are directly aligned to the objectives of the agency’s strategic plan, the DoE Strategic Plan (2021-2025). Specifically, ‘fair and safe workplaces and communities’ and ‘safe and capable people delivering our vision’.



Office of Industrial Relations





Who are we?

Our office is diverse, both functionally and geographically. Individually, we take on many different roles and responsibilities. As a whole, we have the capacity to draw on our talents, experience and expertise to deliver positive outcomes for Queenslanders.

We are a diverse, but connected, group within the Queensland Government.

Together we strive for the single vision of Queensland workers, industry and communities being healthy, safe, fair and productive.

We deliver a range of policy, advisory, compliance and specialist technical services and initiatives:

- Ensuring compliance with work health and safety, electrical safety, industrial relations, and workers' compensation regulatory frameworks taking any necessary enforcement action and resolving disputes.
- Designing and implementing targeted initiatives underpinned by data, evaluation, experience, research and consultation.
- Managing registration, licensing, certification and accreditation regimes for workers' compensation, labour hire, work and electrical safety.
- Providing advocacy, support and advice.

► Our vision and purpose



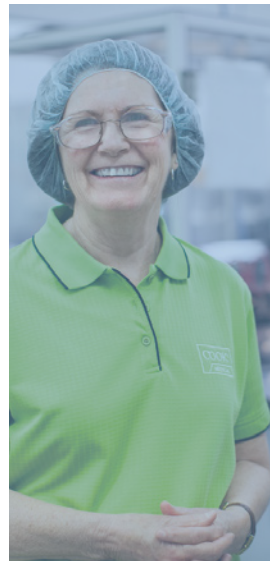
Our vision

Queensland workers,
industry and communities
are healthy, safe, fair and
productive.



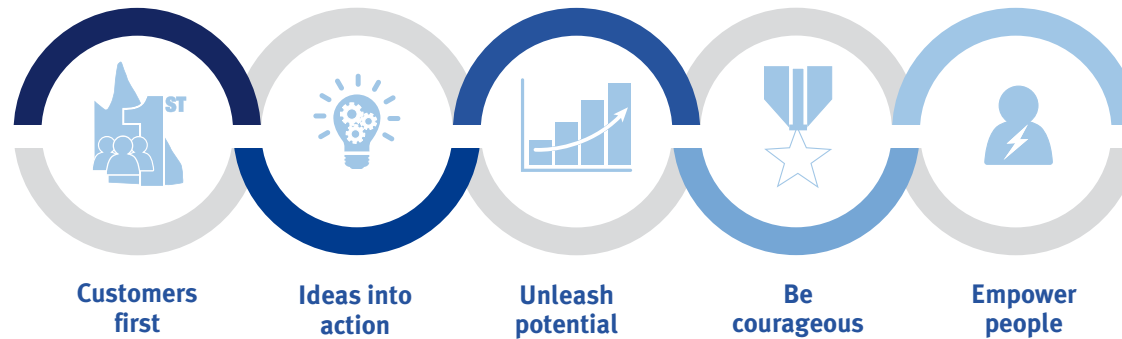
Our purpose

Delivering contemporary
regulatory and other
government services to
Queenslanders.

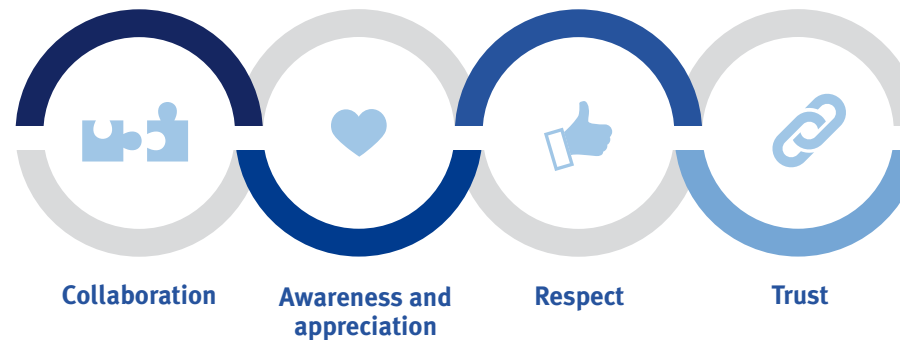


► Our values

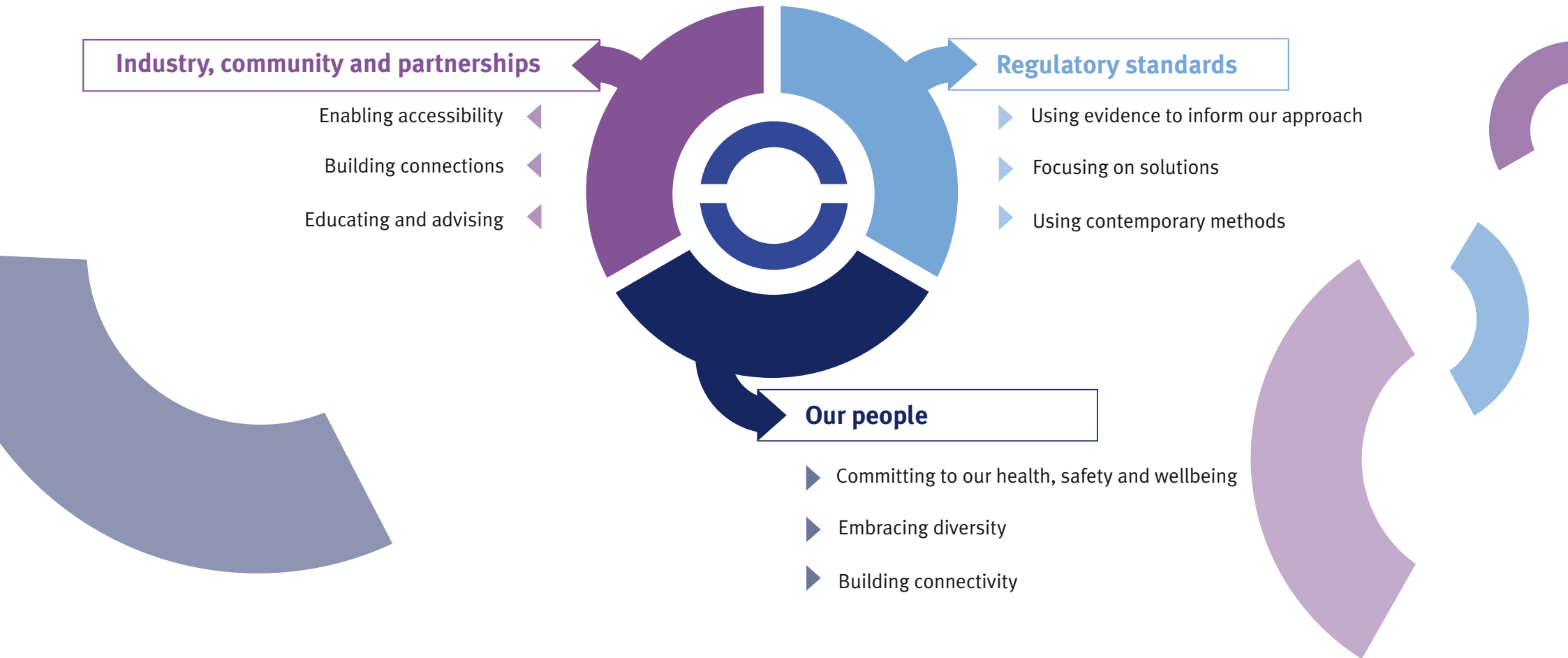
As individuals we uphold the Queensland public service values of:



As OIR we also live our values of:

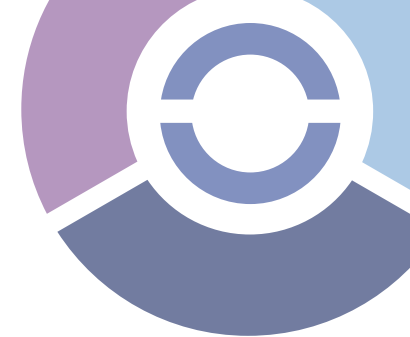


► Our priorities



Delivering on the OIR Strategy

To deliver on the OIR Strategy 2021-2024, delivery plans will outline the specific activities and responsibilities where our work will be focused in the coming years. The OIR Strategy 2021-2024 will lead our work and provide guidance and decision-making clarity. All delivery plans will have a clear link to the priorities of our organisation.



► Measures of success

A range of measures will help us understand how we are effectively delivering the OIR Strategy over time. The key indicators are outlined below, and each delivery plan will identify the specific measures being tracked in that area. Analysis and reporting will be regularly undertaken by the relevant governance committees and executives within OIR and DoE.

Industry, community and partnerships

Strengthening respectful engagement with our stakeholders by:

- enabling accessibility
- building connections
- educating and advising.

Indicator

- Overall client satisfaction
- Organisational reach
- Customer and human rights complaints

Regulatory standards

Delivering regulatory standards and services to ensure those most at risk are protected by:

- using evidence to inform our approach
- focusing on solutions
- using contemporary methods.

Indicator

- Cost of services
- Timeliness of services
- Impact of services

Our people

Supporting and investing in our people to deliver our priorities by:

- committing to our health, safety and wellbeing
- embracing diversity
- building connectivity.

Indicator

- Employee engagement
- Employee development
- Employee health, safety and wellbeing
- Collaboration