

Strategic Plan 2021-2024



LAND ACCESS OMBUDSMAN

VISION

Providing an independent, fair, and accessible dispute resolution service that promotes sustainable working relationships between Queensland's landholders and resource companies.

OBJECTIVES



CUSTOMER

We provide independent, effective dispute resolution services.

Performance indicators

- > Disputes are effectively assessed and investigated within timeframes.
- > Customers understand our role and powers.
- > Outcomes of assessments and investigations are communicated clearly.
- > Impartial recommendations and solutions are provided that are practical, fair, and sustainable.
- > LAO service is accessible and adaptable.



SERVICE

We improve the quality of land access interactions.

Performance indicators

- > Data and learnings are shared, contributing to improved decision making by stakeholders and government.
- > Systemic issues are identified and investigated, providing recommendations for improving land access and Make Good frameworks.
- > Disputes are assessed and investigated using a collaborative approach.
- > Solutions and recommendations provide minimal impact to landholders and resource companies.
- > Solutions and recommendations are based on a best practice approach to land access.



CONNECTION

Communities are aware of the scheme and engage with the LAO.

Performance indicators

- > Stakeholders know about the LAO scheme and understand the dispute resolution process.
- > We collaborate with industry, community groups and government to develop and maintain effective stakeholder relationships.
- > We meet with Queensland communities to listen and understand the needs and interests of our customers.
- > We provide stakeholders and customers with regular information that is credible and trustworthy.
- > We proactively engage with landholders and resource companies to manage potential or emerging issues.



PEOPLE

Our workforce is outcome-focused, accountable, and sustainable.

Performance indicators

- > Our business model is adaptable and flexible.
- > Our team is engaged and resilient with a focus on developing capabilities and high performance.
- > Our culture is positive and productive to support performance and innovation.
- > We employ practices that improve our systems and processes, to meet customer needs.
- > We adopt a strong governance framework that ensures accountability and performance.

VALUES

- Honesty** > We will be accountable and responsible for our actions.
- Reliability** > We will be dependable. We will follow through on our actions and commitments.
- Adaptability** > We will adapt to industry changes and our operating environment.
- Accountability** > We will be proactive. We will take ownership over our own learning to enhance continuous improvement.
- Communication** > We will actively engage through open and transparent dialogue.
- Respect** > We will act fairly. Accepting the opinions and individuality of others.

OUR OPPORTUNITIES

- > We will work with communities to understand the benefits of the LAO and how to seek assistance when needed.
- > We will actively maintain actual and perceived independence and impartiality.
- > We will keep pace with the changing landscape through expansion, exploration, and evolution in the land access environment.

GUIDING PRINCIPLES : Accessibility | Independence | Fairness | Accountability | Efficiency | Effectiveness