

We are committed to providing safe, on-time and value for money rail services which connect our communities to each other and industries to the world. We want all Queenslanders and visitors to our state to say, **"I catch the train"** and for industry to say, **"We choose rail"**.

Our purpose

To provide a safe, high quality and efficient rail service that benefits the community and industry.
We provide services to the same standard or better than industry benchmarks.

Our vision

Connecting communities and communities connecting.
Safe, on-time, customer-focussed and value for money rail.

How we support Government

We aim to contribute to the Government's objectives for Queensland, by **supporting the growth of a four pillar economy and delivering the right services and infrastructure in the right place and at the right time**

Our business objectives

People

We provide a workplace where strong clear leadership steers us safely through a rapidly changing environment

Progress

We deliver safe, contestable and value for money rail transport logistic solutions that make a vital contribution to our communities and the economy

Performance

We deliver a sustainable, performance-oriented railway, where every safe second counts.

Our strategies to drive a program of rail reform

We will:

- invest in our people to ensure the right skills, knowledge and capability exists to deliver optimum business performance
- engage our people and build resilience to change
- continue to embed a safety culture where everyone considers safety their highest priority

We will:

- reduce cost of rail to Government by improving transparency and management of costs for all aspects of our business and operations
- partner with industry to perform activities best carried out under competitive arrangements
- establish a contemporary, commercial and flexible industrial relations framework

We will:

- develop non-Government revenue streams and increase utilisation of the rail network
- prioritise and deliver our investment program
- ensure the safety and security of our operational activities
- achieve required levels of network and operational performance
- leverage our benchmarking partnerships and utilise performance data to drive best practice
- ensure customer outcomes are central to service delivery and decision making

Our performance indicators

- Safe workplace where no-one gets hurt
- Our people are engaged

- Cost of delivery of our railway services
- Cost recovery
- Delivery of sustainable savings

- Reduced signals passed at danger
- Service reliability
- On-time running
- Customer satisfaction
- Returns on investments

Our strategic risks and challenges

- Safety of our network** – ensuring the safety of our services and passengers always comes first and that rail operations and the community safely co-exist
- Investment in asset renewals and network capacity** – ensuring sufficient infrastructure investment to maintain and grow the rail network
- Cost control and efficiency measures** – delivering sustainable financial savings to provide better value for money to our customers
- Workplace challenges** – implementing business reform measures and retaining key capability during periods of change
- Maintain appropriate levels of contracted service delivery performance** – delivering required levels of third-party access, maintenance, reliability, on-time running and customer service
- Natural disasters and failures** – maintaining preparedness and managing service continuity during unforeseen disruptions
- Growth in rail patronage and network utilisation** – ensuring growth in services and utilisation keeps pace with population and economic growth

Our strategic opportunities

- Innovative **funding models** to deliver major infrastructure enhancements
- Building a **contestable business model** that will partner with industry to deliver efficient and effective services
- Providing **more services more often** through investment in new rollingstock and network capacity enhancements
- Virtual elimination of key **safety** risks through investment in safety engineering controls
- Supporting **growth in major regional centres** through provision of commuter access and **supply chain optimisation**
- Providing true **Australian tourist experiences** through renewal of tourist service offering
- Leveraging resource and freight demand for network access to ensure the **rail network is used to fullest potential**