

Queensland Rail Strategic Plan FY2026–30

We work together as **1TEAM**, focused on **service delivery excellence**.

Our purpose

Connecting communities.

Our vision

World-class rail services for our customers.

Our values

We work together as 1TEAM.

1 Queensland Rail

We do better together.

Treat others with respect

We appreciate everyone's contributions and differences.

Empower our people

We have confidence in our people.

Act safely

We work safe, to go home safe.

Make a positive difference

We learn from today, to improve tomorrow.

Our strategic risks and opportunities

- Providing accessible and safe environments.
- Understanding customer experiences and expectations.
- Implementing change and technological advances.
- Providing a diverse and inclusive workplace.
- Positively impacting our communities.
- Maintaining efficient and sustainable operations.
- Identify innovative rail opportunities and product offerings to improve outcomes for customers, the community and the environment.

Human rights declaration

We will respect, protect and promote human rights in our decision making and actions.

Acknowledgement of Traditional Owners and Elders

We are proud to play a role in connecting communities, and we do so with the utmost respect for the land we traverse and its Traditional Owners and Elders. We acknowledge that reconciliation is an ongoing journey and we are committed to walking it together, step by step.

Strategic priorities



Safety

Ensuring safety comes first, always.



Customers and community

Delivering value for our customers and communities.



People

Building a proud, inclusive, customer-oriented organisation.

As a state-owned rail operator, Queensland Rail contributes to the achievement of Government's objectives for the community. Our strongest contributions are demonstrated through our products and service offerings:

Safety where you live

- Safe and secure transport services
- Preventing public harm

A better lifestyle through a stronger economy

- Affordable and accessible public transport
- Supporting tourism and growing freight

A plan for Queensland's future

- Major rail infrastructure and preparing for Olympics
- Supporting cost effective delivery of major projects
- Protecting the environment

Products



Metropolitan travel

Connecting south-east Queenslanders



Regional travel

Connecting regional communities



Regional tourism

Showcasing unique Queensland experiences



Freight access

Access for vital freight and goods

Transformation programs



Enterprise integrated planning



Enterprise asset capacity and productivity



Enterprise people excellence



Enterprise process excellence

Enterprise digital capability

Outcomes



Improve customer and employee safety outcomes



Sustain customer satisfaction



Promote a high-performance culture



Deliver operating cost efficiencies



Sustain on-time running and reliability



Continuously improve employee engagement



Drive commercial revenue



Grow patronage and freight on rail



Foster a diverse and inclusive environment



Deliver effective and timely strategic digital requirements



Reduce total emissions



Supporting rail infrastructure projects