

Queensland Rail Strategic Plan FY2027–31

We work together as **1TEAM**
to deliver a **new** era for rail



Queensland Rail helps achieve the **Government's objectives for the community** including:



Safety where you live

Keeping the community safe when travelling across the network.



A better lifestyle through a stronger economy

Offering affordable and reliable public transport.



A plan for Queensland's future

Delivering rail infrastructure for a growing population and preparing for the 2032 Olympic and Paralympic Games.

Our purpose

Connecting communities.

Our vision

World-class rail services for our customers.

Our values

How we work as 1TEAM to deliver outcomes for Queenslanders.

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

1. Safe and accessible environments enabled by strong systems, culture and assurance.
2. Reliable, responsive services to deliver for our customers and the communities we serve.
3. Deliver and operationalise the major investment pipeline so customers access benefits sooner.
4. A reliable, competitive freight offering that delivers for industry and supports the growth of Queensland's economy.
5. Maximising the value of government investment by doing more with what we have.
6. Reliable, resilient assets enabled by modern systems and data.
7. The right people, with the right skills, at the right time to deliver our plan.

Our core priorities



Safe for everyone

- ✓ Safety comes first, always.
- ✓ A strong and sustained safety record.
- ✓ Safe journeys for customers across our network.
- ✓ Robust and effective digital security.



Exceptional services, every day

- ✓ A highly efficient and customer-oriented rail operator.
- ✓ Trusted on-time running and reliability performance.
- ✓ Excellent operational responsiveness and customer communication.



Improving the network

- ✓ Successful asset integration.
- ✓ Strong collaboration with agencies.
- ✓ Efficient and customer benefits maximised through new ways of working.



Facilitating freight

- ✓ A trusted partner for moving goods across the state.
- ✓ Increased freight on rail.



Efficient and sustainable

- ✓ Efficient and sustainable services for greater taxpayer value and customer benefit.
- ✓ Higher productivity and stronger frontline services.
- ✓ Environmentally responsible operations.



Enabling assets

- ✓ Safe and reliable assets.
- ✓ Maintenance needs addressed.
- ✓ Predictive and fit-for-purpose asset management.

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.