

# Strategic Plan 2022-2025

**Purpose:** Our purpose is to facilitate business, protect consumers and record life events.

## Goal 1



### Delivering effective regulation

Ensuring fair markets, informed consumers, safe products and harm minimisation

#### Strategies

- Adopt a risk based, intelligence led compliance approach
- Identify and progress contemporary and fit for purpose legislative reform agenda
- Stronger focus on harm minimisation in regulated areas

## Goal 2



### Looking after each other

Fostering an engaged, healthy and high performing team environment

#### Strategies

- Foster staff wellbeing
- Invest in leadership across our business
- Respond to employee feedback

## Goal 3



### Looking after our customers and community

Ensuring an informative, consistent, inclusive and responsive service

#### Strategies

- Continue our customer-centric approach to improvement activities
- Empower the public through access to information and high quality consistent advice and education
- Protect vulnerable people

## Goal 4



### Better ways of working

Improved services and information through embedding a continuous improvement approach

#### Strategies

- Adopt efficient, effective and collaborative work practices
- Work cooperatively with other government agencies
- Ensure our improvements enhance the customer experience and workplace practices