

CLIENT RELATIONSHIPS

The CAA believes that strong client relationships are critical to achieving successful outcomes for both the client and the CAA

- Goal: To improve clients' understanding of CAA products, services, charging practices and performance**
- ✓ Enhance our communication with clients including use of regular face-to-face meetings
 - ✓ Develop a better understanding of SLAs amongst clients and CAA staff
 - ✓ Improve clients' understanding of service provision, costing, and reporting.
 - ✓ Use performance reporting to assist clients in maximising the benefits of our services
- Goal: To develop a better understanding of our clients' needs and expectations**
- ✓ Implement our client relationship framework
 - ✓ Enhance reporting as a means of improving performance
- ✓ With clients, identify opportunities to improve end to end business processes
 - ✓ Undertake activities that allow staff to better understand clients' business
 - ✓ Explore feasibility of establishing account managers with selected clients
 - ✓ Improve client feedback mechanisms
- Goal: To establish closer partnerships with clients**
- ✓ Identify opportunities for CAA to redesign and/or improve services
 - ✓ Establish networks to assist clients to achieve their corporate goals
 - ✓ Convene forums with clients to address issues and share knowledge

OUR PEOPLE

The CAA will continue to develop a skilled, motivated and flexible team that operates in a supportive and rewarding work environment

- Goal: To empower and motivate our people**
- ✓ Manage workloads to ensure fairness and equity amongst staff
 - ✓ Implement clear, consistent and ongoing communication processes across the agency
 - ✓ Provide opportunities for consultation and collaboration with and amongst staff
 - ✓ Recognise and reward the high quality work of individuals and teams
 - ✓ Provide flexible working arrangements for staff
- Goal: To promote the wellbeing of staff**
- ✓ Collocate CAA staff where possible
 - ✓ Assist staff in developing a healthier lifestyle
 - ✓ Provide opportunities for staff to improve their feeling of wellbeing
 - ✓ Provide opportunities for staff to achieve a balance between work and their personal lives
- Goal: To continually develop the skills and abilities of our people**
- ✓ Implement a staff competency model
 - ✓ Develop learning and development plans based on identified skill gaps
 - ✓ Ensure the growth of knowledge by and between staff

STRATEGIC PARTNERSHIPS

The CAA will establish partnerships within Government and industry to further mutual aims

- Goal: To create strategic alliances with the Shared Services Agency and other key government agencies**
- ✓ Establish an understanding of respective roles of the SSA and its constituent components
 - ✓ Liaise with the SSA and other Government agencies to promote the CAA as a preferred provider to statutory authorities
 - ✓ Explore opportunities for the CAA to provide bureau and consultancy services to core Government agencies in selected services
- Goal: To create strategic alliances with business and industry**
- ✓ Identify opportunities to work with business and industry to explore markets to our mutual benefit
 - ✓ With business and industry partners, conduct forums and information sessions for Government agencies in their areas of interest
 - ✓ With business and industry partners, explore the long term potential for the agency to operate in broader markets.

Vision
Our vision is for the CAA to be the recognised provider of corporate and facilities services to Queensland statutory authorities.

OUR CULTURE

The CAA is committed to a culture that values our staff as contributors to our success; team work as an essential factor in building a robust organisation and client service as a means of ensuring a viable future

- Goal: To ensure all staff share a common understanding about the future directions of the CAA**
- ✓ Promote the Business Plan within the agency and ensure a sound understanding of our vision, goals and strategies
 - ✓ Develop a better understanding of CAA services, products and processes and the related undertakings to clients.
- Goal: To develop a supportive, collegial approach to our work**
- ✓ Enhance the team culture within the CAA
 - ✓ Establish, implement and continually meet standards for internal service delivery
 - ✓ Promote and strengthen the way staff identify with the CAA
- Goal: To develop a conspicuous client service ethos**
- ✓ Heighten staff understanding of our service agreements with clients; monitor and continually improve client service
 - ✓ Foster a positive attitude to change within the agency
 - ✓ Work with clients to better understand their business needs

BUSINESS CAPABILITIES

The CAA is committed to developing its capability as the recognised provider of corporate and facilities services to Queensland statutory authorities

- Goal: To develop business capability through innovative, sustainable and value for money services.**
- ✓ Implement eDRMS for the CAA and offer to clients as a service
 - ✓ Work with clients to improve cost effectiveness
 - ✓ Benchmark our services against industry best practice
 - ✓ Review current service delivery models against other options
 - ✓ Deliver major projects without adversely impacting existing services. Consolidate the facilities management of the Queensland Cultural Centre
 - ✓ Assess the future capability of CAA to take on new clients.
 - ✓ Review intranet and internet and examine viability of developing a client extranet
 - ✓ Review business systems to ensure their continuing viability
- Goal: To develop research and development capability**
- ✓ Establish a research and development agenda
 - ✓ Investigate new markets, new business capability, alternative service delivery possibilities
 - ✓ Explore options for dedicating resources to research and development
 - ✓ Where feasible, pilot new capabilities in house
- Goal: To maintain business continuity**
- ✓ Review and update the CAA business continuity plan and the QCC disaster recovery and emergency response plans
 - ✓ Implement a regime to test the effectiveness of the CAA and QCC plans
 - ✓ Ensure effective retention of and access to corporate knowledge
 - ✓ Use innovative recruitment strategies to attract capable staff

BUILDING OUR BUSINESS

The CAA will secure a strong client base to ensure the long term viability of the agency

- Goal: To enhance existing services to current clients**
- ✓ With clients identify opportunities to improve the quality of existing products and services
 - ✓ Investigate trends and new approaches in the delivery of services currently offered to clients
- Goal: To attract business from new clients**
- ✓ Explore opportunities to attract new statutory authorities as clients
 - ✓ Investigate the possibility of attracting new clients as a result of the implementation of the Shared Services Initiative by core agencies
 - ✓ Develop marketing approaches to attract new clients
- Goal: To attract new business from existing clients**
- ✓ Review existing service offerings and identify potential to expand
 - ✓ Market new services to existing clients
- Goal: To raise the profile of the CAA**
- ✓ Develop marketing approaches to raise awareness of the CAA
 - ✓ Analyse CAA products and identify points of differentiation (competitive advantage) from other providers
 - ✓ Develop marketing approaches to convince agencies that the shared services model is effective