



GOVERNMENT HOUSE  
QUEENSLAND

STRATEGIC PLAN 2023 - 2027

OUR VISION

To enable the Governor of Queensland to be an outstanding advocate for the Constitution, to unify Queenslanders, and to promote all that is Queensland.

OUR PURPOSE

As an independent entity, the Office of the Governor provides best practice, quality advice and support to the role of the Governor and provides efficient and effective stewardship of the Government House Estate.

OUR VALUES

FLEXIBILITY

We strive for continuous improvement, innovation, learn from experience and are agile and resilient.

INTEGRITY

We value honesty, authenticity, diligence and discretion in all our activities.

LEADERSHIP

We will assume responsibility and foster participation.

RESPECT

We value diversity and what it can contribute.

TEAMWORK

We achieve more, and better results when we work as a team.

COMMUNICATION

We communicate effectively and share knowledge to promote harmony and trust.

OUR LEADERSHIP CHARTER

We are **Collaborative** with each other, **Committed** to each other, and **Courageous** in our thoughts and actions.

OUR STRATEGIC CHALLENGES & OPPORTUNITIES

OPPORTUNITIES

- To promote the Governor’s role and functions across Queensland and educate the community regarding the role of the Governor and Government House.
- To facilitate connections and inclusivity with patronages and communities throughout Queensland.
- To engage with international and domestic partners to promote and support Queensland’s trade, investment and cultural objectives.
- To enhance service delivery through implementation of emerging technology.
- Open up the Government House Estate to the public and increase the number of new visitors.
- New King and royal visit to Queensland.

CHALLENGES

- Attract and retain people with the skills, capabilities and character to effectively support the Governor now, and in the future.
- Impact of local, state and federal elections.
- Potential constitutional reform.
- Supporting a 7-day per week program within existing resources.
- Building and maintaining our corporate knowledge.

# OUR GOALS

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

## CONSTITUTIONAL & LEGAL SUPPORT

The Office of the Governor supports the Governor in safeguarding Queensland's democratic system of Government.

## CEREMONIAL SUPPORT

The Office of the Governor enables the Governor to represent the Sovereign and State.

## CIVIC DUTIES & COMMUNITY ENGAGEMENT

The Office of the Governor ensures the Governor is a source of unity (outside politics) for all Queenslanders.

### OUR INTERNAL PERFORMANCE MEASURES

Client satisfaction with support provided to the Governor on constitutional, legal and ceremonial duties of office.

90% of respondents to recipient surveys are satisfied with the process supporting the delivery of Honours and Awards under the Australian Honours and Awards system.

The Governor will visit a minimum of 45 Queensland regional centres annually. More than 15,000 community members visit the Government House Estate annually.

### OUR STRATEGIES

Provide executive support and advice to support the Governor to fulfil constitutional and legal responsibilities.

Support the Governor in their role presiding over the Executive Council, providing messages of recommendation to Parliament and providing Royal Assent to Bills.

Provide administrative support and advice for petitions to enable the Governor to exercise the power of the Royal Prerogative of Mercy.

Maintain effective interactions with the Queensland Parliamentary Service, Department of the Premier and Cabinet, and other key stakeholders.

Provide executive support when called upon by the Governor-General to undertake the role of Administrator of the Commonwealth; and support Acting/Deputy Governors of Queensland.

Develop the Governor's forward program with a focus on identified strategic priorities.

Provide executive, administrative, logistical, hospitality and personal support to the Governor, spouse and the Office.

Coordinate and deliver Investiture Ceremonies at Government House, and in regional Queensland.

Support the Governor at the opening of Parliament and other ceremonial events.

Provide support to enable the Governor to represent Queensland at military and commemorative ceremonies.

Develop the Governor's forward program with a focus on identified strategic priorities.

Provide executive, administrative, logistical, and personal support to the Governor, spouse and the Office.

Support the 27<sup>th</sup> Governor to promote a "healthier Queensland".

Provide a range of opportunities for the Queensland public to visit the Government House Estate.

Offer hospitality functions at Government House to patronage organisations and community groups in recognition of their important contribution.

Facilitate the Governor's travel to regional and remote centres, including attendance at significant civic and community events.

Facilitate the Governor and spouse's support for patronage organisations.

Develop publications and materials which enhance understanding of the role of the Governor and Government House.

Provide executive, administrative, logistical, and personal support to the Governor, spouse and the Office.

Develop the Governor's forward program with a focus on identified strategic priorities, including visiting all public hospital & health services and Local Government Areas over the Governor's term.

Provide tailored advice and communications support.

## PROMOTING QUEENSLAND

The Office of the Governor promotes Queensland through the role of the Governor.

## CORPORATE GOVERNANCE & MANAGEMENT

Effective corporate governance and leadership principles are evident in every aspect of the Office of the Governor's operations.

## GOVERNMENT HOUSE & ESTATE PRESERVATION

The Office of the Governor preserves cultural and heritage assets at Government House & the Estate.

### OUR INTERNAL PERFORMANCE MEASURES

90% of menu items at Government House feature Queensland produce.

Our employees are increasingly positive about organisational engagement and empowerment in their role.

90% of respondents to visitor surveys are satisfied with the presentation of the grounds and Estate.

### OUR STRATEGIES

Provide executive, administrative, logistical, and personal support to the Governor, spouse and the Office.

Support the Governor's engagement with domestic and international stakeholders to promote and support Queensland's interests.

Support the Governor's attendance at occasions of significance to Queensland.

Serve Queensland produce at Government House.

Support and promote Queensland products and industries at Government House.

Operating the Heritage Quarters and guest wing of Government House to host official international, regional and interstate guests (including dignitaries) on a more regular basis.

Refine recruitment and formation practices to ensure the Office attracts and retains people with the skills, capabilities and character to effectively support the Governor now, and in the future.

Maintain appropriate workforce assets, corporate governance and risk management policies and processes, and systems.

Identify and maintain corporate governance practices and business processes that enable an agile organisational response to rapid change.

Develop policies that build staff skills and capabilities.

Strengthen financial management capability.

Improve staff knowledge of cyber security risks and management principles.

Develop technological solutions to improve service delivery efficiency and effectiveness.

Regularly open the Government House Estate to the public for walks, open days and picnic days, in addition to group community and public tours.

Present and preserve the Government House Estate landscaped gardens and bushland.

Promote sustainability initiatives across the Government House Estate.

Build public awareness of the responsibility of the Office of the Governor as the custodian of the Government House Estate, which includes management of flora and fauna.

Provide security to the Governor, spouse, staff and assets.

Provide efficient and effective stewardship of Government House as an official State residence, including development and conservation of its heritage listed facilities and cultural assets, while developing and maintaining contemporary facilities that are fit for purpose.