

Strategic Plan 2016-2020

Our Vision

Serving the public interest by an informed Parliament

Our Mission

To help improve public sector performance and accountability by reporting independently to Parliament



Our Values

Integrity

We conduct our business in an independent, professional and ethical manner. We apply an open, honest and fair approach to our stakeholders.

Quality

We provide credible work that makes a difference. We take pride in our work and strive to deliver above expectations, using continuous improvement opportunities to improve our efficiency and effectiveness.

Respect

We value the contribution of our people, our clients and the community, and encourage a collaborative approach to our work.

Our System

Our People

Motivated
Innovative
Collaborative
Accountable
Valued Skilled
Knowledgeable

Our Tools

Robust
Efficient
User-friendly
Flexible
Agile
Reliable
Compliant

Our Approach

Consistent
Fair and Balanced
Independent
Transparent
Pragmatic
Professional
Contemporary

Our Products

Value for money – Timely – Relevant – Accurate – Quality – Innovative

Outcomes

Work that makes a difference and helps to improve the public sector

Strategic challenges

Operating efficiently through effective use and management of our resources

Engaging effectively with stakeholders and clients so they act on our advice

Matching internal capability and capacity with workforce requirements

Being innovative with our products, thinking and technology

Managing the expectation gap about what we do and what we don't do

Implementing cost-effective solutions that satisfy changing Parliament and community expectations