



Valuers Registration Board of Queensland

strategic plan 2018 – 2024

Our vision: Committed to fostering professional excellence of registered valuers in Queensland

Our role: Regulate property valuations in Queensland in the public interest by administering the *Valuers Registration Act 1992* and the *Valuers Registration Regulation 2013*

Our objectives:

Robust regulatory framework

Strategies

Maintain effectiveness of the legislative framework governing registered valuers in Queensland

Develop policies, guidelines and standards that are current and represent a best-practice approach to regulation

Address non-compliance with appropriate regulatory action

Measure

Taking a proportionate approach to regulatory compliance, engagement and enforcement

Invest in professional excellence

Strategies

Register valuers who are suitably trained and qualified to practise in a competent and ethical manner

Promote standards of practice for registered valuers in Queensland

Champion Continuing Professional Development and monitor compliance

Measure

Uphold professionalism and currency to the profession

Communicate to foster industry best practice

Strategies

Facilitate regular and informative communications with stakeholders

Maintain stakeholder confidence in the work of the Board

Measure

Provide guidance and information that is informative, educative and promotes a best practice approach to the profession

Effective complaint and notification management

Strategies

Effectively respond to complaints and notifications concerning the conduct and/or performance of registered valuers in Queensland

Ensure timely and transparent responses to complaints

Communicate on complaints management procedures and powers of the Board

Measure

Decisions and advice are provided in a timely and transparent manner which clearly articulate reasoning

Enabling a high performing culture

Strategies

Create an environment which drives accountability and performance

Positively fulfil the duties and obligations of the Valuers Registration Board of Queensland

Maintain currency and professionalism

Measure

Board and staff are engaged, with the obligations of the Board being positively met

Managing our strategic risks

The Board manages its key strategic risks, which relate to:

- ability to effectively regulate registered valuers in Queensland
- public reputation
- managing revenue and expenses, and
- limited resources.

Managing opportunities

The Board is also seeking to leverage the following opportunities:

- driving innovation of the regulatory framework
- developing organisational capability
- increasing communications and partnerships with key stakeholders.

