

# Valuers Registration Board of Queensland

## Operational Plan 2025 – 2027

**Our vision:** To ensure the community can have confidence in the professional practice of Registered Valuers in Queensland.

**Our role:** As the independent Statutory Body, we register valuers who meet the professional standard, enforce standards of practice, administer and advise on the legislative framework governing valuers, and inform the public, educational institutions, and the profession on professional expectations under the *Valuers Registration Act 1992* and the *Valuers Registration Regulation 2024*.

### Our objectives

Register Valuers who meet the Professional Standards	Enforce Standards of Practice	Administer and advise on the legislative framework governing valuers.	Inform the public, educational institutions and the profession on professional expectations
<p><b>Strategies</b></p> <p>Ensure that the application pathways to become registered are visible and clear</p> <p>The registration process is efficient and transparent</p> <p><b>Measure</b></p> <p>The number of registration applications processed each year</p> <p>Average time to process applications</p> <p>Implement a video walkthrough of the application pathways on the Board's website</p> <p>Review and certify the Certificate of Competence standards annually.</p>	<p><b>Strategies</b></p> <p>Provide transparency to the complaints process and procedures for the community and all Registered Valuers</p> <p>Effectively and efficiently respond to complaints and notifications concerning the conduct and/or performance of Registered Valuers in Queensland</p> <p>Address non-compliance with appropriate education and regulatory action</p> <p><b>Measure</b></p> <p>Review complaint procedures annually and update as appropriate</p> <p>Publish the Board's complaints policy and procedures on the Board's website</p> <p>Record complaint outcomes in the Complaints register and in the Annual Report</p>	<p><b>Strategies</b></p> <p>Monitor contemporary issues facing the profession and their impact on registration in Queensland</p> <p>Facilitate regular and informative communications with stakeholders</p> <p>Engage and collaborate with key stakeholders</p> <p><b>Measure</b></p> <p>Undertake an ongoing review of the Act and the Regulations</p> <p>Collaborate with stakeholders to identify and address emerging issues</p> <p>Meet regularly with the Minister and/or Department</p> <p>Host at least one roundtable discussion with a key stakeholder segment</p>	<p><b>Strategies</b></p> <p>Identify and respond to key stakeholder issues</p> <p>Promote standards of practice for Registered Valuers in Queensland through education</p> <p>Support Registered Valuers in differentiating themselves in the market.</p> <p><b>Measure</b></p> <p>Update information on the Board's website aimed at the community.</p> <p>Deliver presentations to key stakeholders.</p> <p>Promote Professional Development in the Board's newsletter</p> <p>Provide a unique digital logo for Registered Valuers to differentiate themselves in the market.</p>

### 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:

- modernisation of the regulatory framework
- engage with expert valuers on contemporary practice issues to share knowledge with the profession.
- increasing communications and partnerships with key stakeholders.