

**VALUERS REGISTRATION BOARD OF QUEENSLAND
STRATEGIC PLAN 2009 – 2011**

WHAT	HOW	WHO	WHEN
Effective Implementation of the Act	Review and recommend, if necessary, amendments to the Act Review documented policies and procedures including: <ul style="list-style-type: none"> • Meeting Procedures Manual • Statement of Affairs • Privacy Plan • Privacy Compliance Manual • Code of Conduct • Complaints & Disciplinary Proceedings Procedures Manual • Guidelines for Registration as a Valuer • Mutual Recognition Policy • Practical Experience Policy • Suitable CPD Policy • Strategic Plan • Administration Manual)))) Board))))))) Secretary	June 2009 March 2009 Sept 2009 Sept 2009 Dec 2009 July 2011 Dec 2010 June 2010 Sept 2010 Dec 2009 Oct 2011 March 2009
Improve communication with stakeholders	<ul style="list-style-type: none"> • Valuers – constantly update our website to keep them informed of our actions • Public – use website to educate and direct • Govt – regular meetings and liaisons with appropriate representatives • Associated organisations, sponsorship, presentation and attendance at conferences, awards at Universities • Students – representation at property trade shows • Notice of Annual Valuations – prepare a script for delivery to every house in Qld)))) Board))	
Maintain a high degree of professionalism / excellence	<ul style="list-style-type: none"> • Training of Board Members - Corporate Governance / Statutory Board etiquette • Training of Staff – Handling dispute resolution 	AICD John Reynolds Board	
Improve handling and response to complaints	<ul style="list-style-type: none"> • Review Complaints & Disciplinary Proceedings Procedures Manual • Organise training for Investigators • Improve response to and communicate with the complainant and valuer 	Board Board Investigators	
Foster professional excellence	Implement short courses in relation to: <ul style="list-style-type: none"> • Rural • Expert • Analysis of Evidence • Automoted Valuation Models 	DNR & W Universities External Education Training	