

Summary

CICL STRATEGIC PLAN 2023 - 2028

Coleambally Irrigation Co-operative Limited (CICL) has refreshed its strategic plan. The new Plan builds on the foundations of previous plans which established CICL as an innovative, modern, efficient, gravity irrigation scheme which has embraced technology to improve its service to customers and its water and delivery efficiency and measurement.

In developing the Strategic Plan we have consulted widely with our external stakeholders including business partners, members, the Board, management team and staff. We have considered the external and internal forces facing CICL, its members and our community, and have debated in detail our strengths and weaknesses.

The Strategic Plan outlines our objectives and initiatives and it is the basis for prioritising CICL's activities. The performance of our management team and staff will be measured against the Plan. The Strategic Plan will be formally reviewed annually and amended if considered necessary.

Our vision

Enhancing value through industry leadership in sustainable water and irrigation management.

Our mission

By providing sustainable and efficient water delivery services and advocacy on behalf of members.

Values

Service – reliable, resilience, customer focus

Leadership – community, industry and partnerships

Sustainability – longevity, environment

Innovation – progressive attitude

Integrity – respect, ethical, equity, inclusive

Safety – health and wellbeing of employees, contractors and visitors



STRATEGIC OBJECTIVES

CICL's six strategic objectives capture its core business as well as the areas which are important to its continued success in the competitive business environment CICL and its members operate in. Each objective has a number of initiatives that management will undertake.

Water delivery and water management optimisation

To optimise the efficient and reliable delivery of water distribution and drainage services.

Information systems

To enhance the technological environment to meet the strategic objectives and initiatives of the business' operational requirements.

Human resources

To attract and retain the human resources and to implement support systems to enable the business to achieve its strategic and operational objectives.

Brand & reputation

To ensure CICL's brand and reputation remains respected and pre-eminent amongst stakeholders.

Asset management – replacement/maintenance

To ensure CICL's infrastructure remains suitable to meet current and future operational requirements.

Investment management

To invest funds in order to meet the needs of the business, including asset replacement, with the aim of limiting increases in customer charges to a level below CPI.

