

2020-2023 Corporate Plan



Murrumbidgee Irrigation

Why are we here?	To enable regional productivity through irrigation				
What do we do?	We deliver water in the best way possible				
What will success be in 2023?	ONE TEAM We are known for our great customer service	AHEAD OF THE GAME We use our modernised system to drive the business forward	DOING DIFFERENT We have transformed how we do business		
How will we know?	Our customers say we listen and support their needs, and they have confidence we will deliver as they expect	Our optimised infrastructure and efficient operations are enabling our region to grow in a time of less water	Our strength is our people and so our business is innovative and adaptive, using the best available ways of working		
How will we do it?	<ul style="list-style-type: none"> • Customers can make informed decisions as they have all the information they need, with information transferring seamlessly both ways between MI and each customer • Customers can access services easily using their choice of available communication channels • We regularly attract new business to the MIA through competitive prices, value adding, good service and delivery reliability • Conveyance efficiency is increasing through integrating systems & communications – from dam to customer’s gate • Water goes further than before: more water coming in (via water trade or customers); more water available (eg. measurement, advocacy/policy/rules); and higher productivity from the same or less water • The opportunities enabled by adopting new technology are landed and leveraged • Our people are knowledgeable about our business and skilled in implementing change • Our business is resourced and structured to enable innovation and business improvement • Our business model, company strategy and capital structure are adaptable and resilient to changing external environments – including climate, economic and political/policy changes • MI has optimised its systems and processes to track exception data and proactively monitor and respond, fully leveraging our investments • We employ effective methods of communication both internally and externally • We proactively scan externally and engage in advocacy and influencing activities that further our business objectives 				
What do we value?	Integrity We do the right thing; we behave honestly, openly and ethically in everything we do	Customers We deliver excellent service that is timely and consistent; we work together for the long term	Accountability We own our actions and are responsible for delivering what we promise	Respect We listen to others, acknowledge their needs and care for the environment	Teams We work together for a common goal, share what we know and do not compromise on safety
How do we each behave?	<ul style="list-style-type: none"> • I am honest • I actively listen to others • I do what I say I’ll do • I admit my mistakes 				