

2023–2026 Corporate Plan



Why are we here?

To enable regional productivity through irrigation

What we do?

We deliver water in the best way possible

What will success be in 2026?

One team

We have a strong identity and are known for our great customer service

Ahead of the game

We capitalise on connectivity and use our modernised system to drive the business forward

Doing different

We have a continuous improvement mindset that transforms 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?

- Customers can make informed decisions as they have all the information they need, with information transferring seamlessly both ways between Murrumbidgee Irrigation 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 and 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 future focused and responsive to changing economic and political environments
- We proactively respond to emerging climate threats to mitigate business risks and explore new opportunities
- Murrumbidgee Irrigation has optimised its systems and processes to track exception data and proactively monitor and respond, fully leveraging our investments
- Our Communications activities are aligned to strategy and fit for purpose
- We proactively scan externally and engage in advocacy and influencing activities that further our business objectives

What do we value?



Clarity

We have a clear and aligned purpose



Connection

We strive to connect within and across teams and with our customers



Vulnerability

We foster an environment of honesty, vulnerability, and openness



Improvement

We embrace new ideas and ways of working that improve the way we do things

How do we each behave?

I ask questions to understand

I deliver on my commitments

I actively listen to others

I learn from my mistakes