





# Strategic outcomes and measures



**Our vision:** All Victorians actively participating in their democracy.

**Our 4-year goal:** We have the people and processes we need to navigate a complex environment and build trust in democracy.

	<b>Trust</b> 	<b>Voters</b> 	<b>Processes and systems</b> 	<b>Wellbeing</b> 
<b>Outcomes</b>	We are trusted to deliver electoral services with integrity and high quality.	We deliver a great voter experience.	Our processes and systems respond to a complex environment.	Our people are capable, engaged and satisfied.
<b>Success measures</b>	<ul style="list-style-type: none"> <li>• Our electoral performance measures indicate we deliver high quality services.</li> <li>• Our reputation, media impact and confidence scores indicate that the public and stakeholders trust us.</li> <li>• We implement a framework where electoral integrity is at the centre of everything we do.</li> </ul>	<ul style="list-style-type: none"> <li>• Take up and satisfaction with accessible options indicate we minimise barriers to vote.</li> <li>• Our education and outreach activities make a positive impact on under-represented communities' participation and knowledge of voting.</li> <li>• Voter satisfaction with our services improves.</li> <li>• We clearly articulate a reform agenda that allows us to make meaningful recommendations for regulatory and legislative change.</li> </ul>	<ul style="list-style-type: none"> <li>• Our projects are delivered as planned.</li> <li>• Our processes are continuously improving.</li> <li>• Voter, candidate and party satisfaction with our digital services shows the online user experience is improving.</li> <li>• We deliver a strong governance framework for regulatory activities.</li> </ul>	<ul style="list-style-type: none"> <li>• We have a sustainable workforce that allows us to deliver our services and manage workloads.</li> <li>• Our people are engaged, satisfied, have high levels of wellbeing and they reflect the diversity of Victoria.</li> <li>• Our people are capable, have access to training and can advance their careers.</li> </ul>