

Customer Experience Framework

Your experience, our priority



Challenge the ordinary. Build a legacy.

We are dedicated to pushing the boundaries of what is possible.

Our mission is to create vibrant places and spaces for all to enjoy, delivering impactful outcomes that celebrate the unique character of Cairns while balancing the needs of our people, environment, and economy. We aim to engage actively with our community and stakeholders, ensuring every project reflects our shared values and aspirations. By actively shaping the future of our region, we aim to leave a legacy that endures — a legacy that reflects our dedication to making a meaningful impact on our community and the place we all proudly call home.



This framework sets out how we will operate and what to expect from us.



Innovation & continuous improvement

We embrace innovation by constantly seeking new, creative ways to improve our processes and optimise our service offerings. We believe in continual learning, feedback loops and debriefs—celebrating both successes and challenges as opportunities for growth.



Time management & efficiency

We are committed to managing our time effectively, balancing competing priorities while ensuring that work is completed on schedule. We understand the value of time and strive to streamline processes to achieve optimal results.



Collaborative spirit

We thrive on teamwork, working together seamlessly and supporting one another to achieve shared goals. We are committed to fostering an environment where collaboration is prioritised, and everyone's input is valued.



Customer-focused problem solving

We balance community needs and regulatory requirements, working collaboratively with stakeholders to find practical and innovative solutions to support sustainable growth and positive development outcomes.



Development & Planning

Customer Experience Framework

Your experience, our priority

Through this Customer Experience Framework, the Planning and Development Branch has committed to the delivery of impactful outcomes through active engagement with our stakeholders.

Our dedication to innovation, efficiency, collaboration and customer focus cannot be achieved without a constructive and effective partnership with our stakeholders. As a result, we have implemented policy and process enhancements with a strong focus on stakeholder outcomes.

We commit to upholding respectful and professional interactions, and we trust you will do the same. We aim to achieve timely and positive outcomes for you, we, likewise require properly and well-made applications from you. The journey of concept to creation is an endeavour shared by us both.

Together we can ensure we have a meaningful and successful partnership. **Challenging the ordinary, building a legacy.**