

# Strategic Plan 2018–2022

## Our vision:

Thriving Queensland communities, where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing.

## Our purpose:

To improve the social and economic wellbeing of people and places by delivering quality targeted support.

## Our objectives:

The Department of Communities, Disability Services and Seniors will:

- improve the wellbeing of individuals requiring community, disability and seniors services
- strengthen communities and help them thrive
- invest in quality responsive services and supports
- demonstrate leading and responsive approaches in our management and governance.



## How will we measure our success?

## Our strategic priorities:

- 1 Put people first**  
by providing access to a range of universal and targeted services, building relationships and inclusion and supporting individuals and families across Queensland.
- 2 Value Queensland communities**  
by building on current investment in local community services and place-based responses to increase the resilience and responsiveness of communities.
- 3 Advance the community services industry**  
to ensure that Queensland has a progressive, high-performing community services industry delivering quality services that help people and communities to thrive.
- 4 Demonstrate leading approaches to public sector management and governance**  
to ensure that improving the capacity and capability of our clients, communities, stakeholders and staff is at the forefront of our work.

## Our opportunities

We will harness our opportunities through:

- our network of departmentally delivered and funded non-government services to help people connect to the services they need, improve wellbeing and thereby reduce demand for more intensive services
- building the resilience of communities by supporting recovery from disasters and delivering highly targeted place-based responses
- providing data and other information to help local decision-makers better understand and serve their communities
- partnering with the community services industry to deliver quality services that enable people and communities to thrive; build capacity and capability; and enable jobs growth
- partnering with local government.

## What will success look like?

Our department's objectives will assist in supporting and delivering the Queensland Government's objectives.

By delivering on the objectives we will build thriving communities that:

- are inclusive and safe
- are vibrant and welcoming
- are diverse and celebrate culture
- are places where businesses can be established and grow and where investors are confident
- have opportunities for community activities that improve outcomes through positive connection and support
- share advice about local needs and aspirations.



## Improve the wellbeing of individuals requiring community, disability and seniors services

- Seniors and carers can access services that support their wellbeing, safety and quality of life
- The department continues to deliver and fund specialist disability support services while it supports eligible clients to transition to the National Disability Insurance Scheme (NDIS)
- Programs and services support increased financial resilience of individuals and families.

## Strengthen communities and help them thrive

- Neighbourhood centres provide a central access and focal point to support individual and community inclusion and resilience
- The department partners at the local, state and federal level to deliver preparedness planning and ongoing resilience support across disaster events.

## Invest in quality responsive services and supports

- The industry is supported to maintain quality and safeguards of services delivered to people in their community
- Industry partners engage with the department and are satisfied with this engagement
- The department partners with peak organisations to support industry to engage with and respond to reforms.

## Demonstrate leading and responsive approaches in our management and governance

- Improved workforce inclusion and diversity
- Improved staff capability, including cultural capability.

## We will manage our risks by:

- managing the smooth and timely transfer of disability services clients to the NDIS
- maintaining safeguards to ensure that people in our care receive quality and reliable services
- commissioning and investing in services that respond to the needs of our communities and represent value for money
- ensuring our resourcing and capability support the delivery of services within an environment of change.

	Create jobs in a strong economy	Keep communities safe	Give all our children a great start	Keep Queenslanders healthy	Be a responsive government
Put people first	<p>Assist eligible Queenslanders to receive cost of living aid through the available concessions and the Seniors Card, Seniors Business Discount Card, Carer Business Discount Card and Companion Card discounts.</p>	<p>Help people to stay living in their own homes with the support of a wide range of community services.</p> <p>Support older people and help keep them safe through the seniors legal and support services and the Elder Abuse Prevention Unit.</p>	<p>Continue to support the school breakfast program.</p> <p>Support carers through programs such as the Carers Business Discount Card scheme.</p>	<p>Support older people through advice and referral services including elder abuse prevention, seniors legal and support services and programs that aim to reduce social isolation.</p> <p>Deliver the <i>Queensland Financial Inclusion Plan</i> actions, including Good Money Stores and financial counselling services.</p>	<p>Provide communities with access to data to support them in understanding local needs, strengths and challenges.</p> <p>Transition Queenslanders with disability to the NDIS, including successful negotiation of the full scheme bilateral agreement and legislative amendments.</p>
	<p>Provide targeted quality services for people during times of need, such as wellbeing support, emergency relief, generalist counselling, gambling support and concessions.</p> <p>Continue to operate high quality Accommodation Support and Respite Services.</p>	<p>Help communities prepare for and recover from natural disasters.</p> <p>Continue to support the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) round table.</p>	<p>Partner with other Queensland Government agencies and stakeholders to support communities to deliver place-based and local solutions.</p>	<p>Continue to deliver, in partnership with non-government organisations, high quality disability services in the lead up to full implementation of the NDIS.</p> <p>Action the <i>Queensland: an age-friendly community</i> strategy to enable people of all ages to actively participate in community life.</p>	<p>Support volunteers to continue playing a key role by delivering vital services in thriving communities.</p> <p>Implement the action plan for <i>All Abilities Queensland: opportunities for all</i>.</p>
Advance the community services industry	<p>Engage the industry through networks and alliances.</p> <p>Support service providers to prepare for the NDIS.</p> <p>Continue to invest in and engage with peak bodies.</p>	<p>Provide criminal history screening for workers supporting people with disability and monitor restrictive practices implementation.</p>	<p>Contribute to targeted place-based approaches to improve wellbeing.</p> <p>Fund a network of more than 100 neighbourhood centres and community hubs, providing a central access point to diverse services.</p>	<p>Implement the Human Services Quality Framework.</p> <p>Work with the disability sector to support best practice through the Centre of Excellence for Clinical Innovation and Behaviour Support.</p>	<p>Support community services organisations to manage Fair Work Australia 2012 Equal Remuneration Order wage increases.</p> <p>Work with industry, government and other partners to deliver priorities under the <i>Partnering for the future: advancing Queensland's community services industry 2017-2025</i> strategy.</p>
	<p>Value our staff and assist them to engage in departmental programs that build capability and encourage initiative.</p> <p>Analyse and improve on the Working for Queensland survey results – including diversity and inclusion strategies – and support staff affected by the NDIS transition.</p>	<p>Provide a tailored and secure forensic disability service to clients with complex needs, including review of the <i>Forensic Disability Act 2011</i>.</p>	<p>Continue implementing the <i>Aboriginal and Torres Strait Islander Cultural Capability Action Plan</i>.</p>	<p>Build the department's evidence base and strengthen our data analytics capacity and capability as an information manager and knowledge analyst.</p> <p>Support our staff through commitment to the <i>Be Healthy Be Safe Be Well</i> framework.</p>	<p>Implement governance and reporting arrangements that demonstrate our performance, integrity and transparency.</p> <p>Develop a strategy on the future arrangements for disability services for post NDIS.</p>

Value Queensland Communities

Lead public sector approaches

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**Our values**

These values guide the services we deliver for Queensland. They underpin our efforts and decision-making and drive our vision for thriving Queensland communities. We are a passionate and productive workplace that puts the people of Queensland first, values each community and advances the community services industry.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people