

Department of Communities, Child Safety and Disability Services Strategy 2015–19

Our purpose

Enabling vulnerable Queenslanders to participate in and contribute to a fair, resilient and prosperous Queensland

Our commitments

We will assist in delivering the Queensland Government's objectives for the community, especially:

- building safe, caring and connected communities
- delivering quality frontline services
- creating jobs and a diverse economy.

In particular, we are committed to contributing to a Queensland where:

- vulnerable Queenslanders participate fully in our economy and society
- families, children and young people thrive and are connected to their communities
- Queenslanders with disability have choice, control and opportunities in their lives
- Queenslanders are safe from violence, abuse and neglect
- communities are cohesive and inclusive
- communities celebrate and maximise the benefits of our diversity
- Queenslanders are resilient, and recover well from disasters
- we are renowned for caring, volunteering, giving and social responsibility
- social services are capable, diverse, sustainable and connected
- social services provide rewarding jobs and careers
- social services contribute to our state's equity, productivity and prosperity.

Our priorities

Our priorities over the next five years are:

- getting Queensland ready for the National Disability Insurance Scheme (NDIS), including an early launch, and transitioning smoothly during the progressive roll out across Queensland from July 2016 to June 2019
- continuing delivery of quality disability services, including direct provision of supported accommodation
- transforming family and parenting supports so that children and families receive assistance when they need it
- transforming child protection to enable children and families to maintain safety, wellbeing and belonging
- reducing the over-representation of Aboriginal and Torres Strait Islander Queenslanders in child protection
- enabling children and young people in care to thrive, and to transition successfully to adult life
- preventing and responding to violence against women and children
- advancing strategies that enable social and economic opportunities for women, seniors, young people, and people from culturally and linguistically diverse backgrounds
- facilitating responsive and integrated services, especially for people and places with complex and highest needs
- building social cohesion and connectedness through community action and partnerships
- building disaster readiness and resilience, and effectively supporting community recovery
- growing capacity and capability in Queensland's social services, one of our largest and fastest growing industries.

Our approach

We work as one agency, part of one government, and as stewards and partners of social services. We listen to the voices of citizens/customers.



Our performance

In five years, we will be able to account fully for the public value we create. We will progressively assess and report on:

- citizen/customer results
- citizen/customer experience
- stakeholder experience
- staff experience
- credibility
- capability and diversity
- investment return
- productivity.

We will actively manage key risks related to:

- increasing demand and expectations
- the complexity of needs and vulnerability of clients
- the scale and pace of changes impacting social services
- the impacts of natural disasters and other events
- public expenditure and the accountabilities of funded agencies.

Our values



GAME CHANGERS: • Cultural capability • Shared responsibility



• Place • Integration • Choice



• Partnerships



• Digital • Economics



• Investment



Our key deliverables in 2015–16

Child and family services and reforms

- Deliver whole-of-government and agency Child and Family reforms in collaboration with other agencies
- Commission additional secondary child and family, parenting, and domestic and family violence services and link to universal services
- Support the development and implementation of a Domestic and Family Violence Prevention Strategy and a Violence Against Women Action Plan, and implement the government response to the Bryce report
- Respond to relevant matters and recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse
- Implement the new strengths-based, safety-oriented Child Protection Practice Framework
- Deliver high-quality statutory child protection services and fund and support out-of-home care and transition services delivered by carers and non-government organisations

Organisational strategies

- Valuing staff and enabling them to fully engage in priority reform programs, innovations and improvement initiatives
- Address the results of the 2015 Employee Opinion Survey and the 2015 stakeholder survey
- Implement the *Simpler, Smarter, Better* internal red-tape reduction initiatives
- Implement the Aboriginal and Torres Strait Islander Cultural Capability Action Plan
- Continue to build capability in key practice areas and in customer service, community and customer engagement, co-design and innovation, performance, commissioning, procurement, leadership, cultural capability and community recovery
- Progress our Digital Vision and Action Plan
- Implement organisational realignment
- Streamline information-sharing between agencies and partner organisations to deliver better client outcomes

Disability services and reforms

- Lead and facilitate whole-of-government and agency National Disability Insurance Scheme (NDIS) transition planning
- Deliver the agency's Disability Services reform and readiness initiatives
- Co-deliver a Queensland NDIS launch
- Continue to deliver high-quality service access, clinical, forensic, and accommodation support and respite services
- Continue to fund and support disability and community care services delivered by non-government organisations
- Lead and facilitate the National Disability Strategy in Queensland

Social services and reforms

- Co-develop a community services jobs, skills and industry strategy
- Co-develop capacity building strategies with community-controlled Aboriginal and Torres Strait Islander organisations
- Partner in the Logan Together project and support other place-based initiatives
- Co-develop and implement outcomes frameworks and innovative investment initiatives
- Contribute to cross-agency social services reforms
- Continue to support community services delivered by non-government organisations
- Implement further red-tape reduction and service improvement initiatives with non-government organisations
- Facilitate service integration initiatives for the most vulnerable clients

Community inclusion, participation and resilience strategies

- Co-develop contemporary strategies for women, seniors, young people and people from culturally and linguistically diverse backgrounds
- Establish an Advisory Taskforce on Residential Transition for Ageing Queenslanders
- Co-develop financial resilience and inclusion strategies, administer concessions and commission new financial resilience services
- Continue to fund and support social and human recovery in disaster-impacted communities and improve community recovery operations
- Fund drought assistance to impacted communities
- Support community hub initiatives