

Strategy 2017–2021

Our vision:

Queenslanders thrive in safe, fair, resilient and prosperous communities.

Our approach

We listen to the voices of citizens/customers and our stakeholders, and invest and deliver services to enable people, families and communities to thrive.



Our priorities

Our priorities over the next four years are:

- enabling children and young people in care to thrive, and to transition successfully to adult life
- reducing the disproportionate representation of Aboriginal and Torres Strait Islander Queenslanders in child protection
- transforming child protection to enable children and families to maintain safety, wellbeing and belonging
- preventing and responding to domestic and family violence and sexual assault
- advancing strategies that enable social and economic opportunities for women, seniors, young people, people with disability, people from the LGBTI community and culturally and linguistically diverse backgrounds
- transforming family and parenting supports so that children and families receive assistance when they need it
- facilitating responsive and integrated services, especially for people and places with complex and highest needs
- actioning initiatives arising from the Royal Commission into Institutional Responses to Child Sexual Abuse and other review bodies
- valuing, engaging and increasing the number of carers and volunteers
- growing capacity and capability of Queensland's community services industry and workforce
- building social cohesion and connectedness through community action and partnerships
- supporting the transition to the NDIS during the progressive roll out across Queensland from July 2016 to June 2019
- continuing to deliver quality disability services as required, including providing accommodation support and respite services and quality and safeguards mechanisms.
- providing basic community care services for people whose needs are not intended to be met by the NDIS
- building disaster readiness and resilience, and effectively supporting community recovery.

Our commitments

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

- Queenslanders experiencing vulnerability can participate fully in our economy and their communities
- community services are capable, diverse, sustainable and connected
- 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
- community services provide rewarding jobs and careers
- we value the knowledge and cultural wisdom of Aboriginal and Torres Strait Islander peoples, communities and staff to better inform the services delivered by government
- communities celebrate and maximise the benefits of our diversity
- Queenslanders are resilient, and recover well from disasters
- Queenslanders are recognised for caring, volunteering, giving and social responsibility
- community services contribute to our state's equity, productivity and prosperity.

Our performance

Over the next 4 years, we will better account for the public value we create, including measuring our performance on:

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

We will actively manage key risks related to:

- increasing demand and expectations
- the increasing 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 capabilities and capacities.



GAME CHANGERS

Cultural capability | Shared responsibility | Place | Integration | Choice | Partnerships | Digital | Economic | Investment

Key deliverables in 2017–2018

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.

Child and family services

- Facilitate and implement Supporting Families, Changing Futures child protection and family support reforms in collaboration with other agencies.
- Commission additional child and family, and domestic and family violence services.
- Facilitate and implement the Domestic and Family Violence Strategy and the Queensland Violence against Women Prevention Plan.
- Coordinate whole-of-government implementation of actions under the third Action Plan of the National Plan for Reducing Violence Against Women and their children.
- Respond to relevant matters and recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse and other review bodies.
- Continue to embed the strengths based, safety oriented child protection practice framework.
- Deliver high-quality statutory child protection services.
- Progress the Our Way Strategy and Action Plan to reduce the disproportionate representation in child protection and improve life outcomes for Aboriginal and Torres Strait Islander children and families.
- Fund and support out-of-home care and transition services delivered by carers and non-government organisations.
- Facilitate implementation of effective therapeutic supports for children and young people in out-of-home care.

Disability services

- Lead and facilitate whole-of-government National Disability Insurance Scheme (NDIS) transition planning and implementation.
- Continue to deliver the department's reforms and initiatives supporting the implementation of the NDIS.
- Continue to deliver direct high-quality disability services in the lead up to transition into the NDIS.
- Continue to fund and support disability and community care services delivered by non-government organisations during the transition into the NDIS.
- Lead and facilitate the National Disability Strategy 2010–20 in Queensland.
- Operate Accommodation Support and Respite Services.

Community services

- Partner with stakeholders to implement a community services strategy.
- Co-design and implement outcomes frameworks and innovative investment initiatives (including social benefit bonds).
- Continue to support community services delivered by non-government organisations.
- Support social innovation and enterprise, and service improvement and integration initiatives in conjunction with non-government organisations and other partners.

Community inclusion, participation and resilience strategies

- Implement strategies for women, seniors, young people, people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander peoples.
- Establish a Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Roundtable to inform government engagement with the LGBTI community.
- Facilitate responses to the Advisory Taskforce on Residential Transition for Ageing Queenslanders.
- Continue to fund and support social and human recovery in disaster-impacted communities and improve community recovery operations.
- Facilitate and implement the neighbourhood centres strategy, and support community hub initiatives and community development.
- Support social cohesion and inclusion initiatives including the welcoming of refugees and migrants, through the Multicultural Queensland Charter.
- Coordinate implementation of the Queensland: an age-friendly community action plan, including the Advancing Qld: an age-friendly community grants program.

Organisational strategies: Shaping the Future

- Value staff and enable them to fully engage in priority reform programs, innovations and improvement initiatives.
- Address the results of the 2017 Employee Opinion Survey and the 2017 stakeholder survey.
- Support staff through the transition to the NDIS.
- Implement internal red-tape reduction initiatives.
- Implement the Aboriginal and Torres Strait Islander Cultural Capability Action Plan.
- Advance inclusion and diversity initiatives.
- Continue to build capability in key areas: practice, customer service, partnering and engagement, innovation, commissioning and procurement, leadership and community recovery.
- Continue implementation of Our Future Ways of Working - Blueprint to a digitally enabled department.
- Streamline information sharing and data sharing between agencies and partner organisations to deliver better client outcomes.
- Use data analytics and customer insight to contribute to the evidence base on effective and efficient social services.
- Implement a performance architecture.
- Implement new agency operating and organisational arrangements.



OUR VALUES



Customers
first



Ideas into
action



Unleash
potential



Be
courageous



Empower
people