



Partnering for the future

Advancing Queensland's community services industry 2017–25

Action plan 2018–19

The community services industry and government working together



Action plan 2018–19

This action plan is the second short-term plan developed to implement the Partnering for the future strategy 2017-25. It progresses and builds on work carried out under the Action plan 2017-18.

The community services industry is experiencing significant changes that require new ways of doing business, new approaches to designing, financing and providing services, and a strong workforce with the diverse range of jobs and skills needed to deliver these innovations.

The *Partnering for the future strategy 2017-25* (the strategy) was co-developed by the industry and Queensland Government to drive joint work and proactively address these changes. It sets out a vision for Queensland to have a community services industry that:

supports individuals, families and communities to thrive and is a driving force in growing the state's social, cultural and economic wellbeing.

The strategy identifies priorities for action under four focus areas:

- Improving outcomes for individuals, families and communities
- Growing jobs and skills
- Positioning the industry for success
- Enabling system-wide transformation.

Staged approach to implementation

A staged approach is being used to implement the strategy, with annual action plans focused on a targeted, realistic set of initiatives and activities. This approach to implementing the strategy allows for emerging issues and priorities to be considered and addressed through targeted Action Plan activities each year.

As the industry experiences significant changes, so too the strategy can change and be responsive to the changing environment. This has been reflected in this streamlined Action plan 2018-19.

This Action plan outlines activities to be undertaken for 2018–19. Many activities relate to work that is ongoing or already underway. Government and industry, together with stakeholders, will build on these efforts to achieve the strategy outcomes.

Abbreviations — action partners

CSIA	Community Services Industry Alliance
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships
DCDSS	Department of Communities, Disability Services and Seniors
DCSYW	Department of Child Safety, Youth and Women
DESBT	Department of Employment, Small Business and Training
DHPW	Department of Housing and Public Works
DITID	Department of Innovation and Tourism Industry Development
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning
DSS	Department of Social Services (Commonwealth)
PSC	Public Service Commission
QCOSS	Queensland Council of Social Service
QFCA	Queensland Families and Communities Association
QFCC	Queensland Family and Child Commission

FOCUS AREA 1 *Improving outcomes for individuals, families and communities*

ACTIONS	PARTNERS
1.1 Develop and refine systems, tools and processes that support outcomes-oriented investment approaches (including place-based investment) and industry capacity to deliver services effectively and efficiently.	<ul style="list-style-type: none"> • CSIA • DCDSS • DCSYW • QCOSS

FOCUS AREA 2 *Growing jobs and skills*

ACTIONS	PARTNERS
2.1 Continue to grow and build a diverse, appropriately skilled and culturally capable workforce through the development and delivery of targeted training and service delivery support for the child and family and domestic and family violence sectors.	<ul style="list-style-type: none"> • DCDSS • DCSYW • DHPW • CSIA • PSC • QFCC • Relevant industry organisations
2.2 Roll out the new Thriving Queensland Communities Grants for Neighbourhood Centres, which provide funding or professional development activities, and skill building in areas such as collaboration, partnering, leadership, governance, cultural capability and digital literacy.	<ul style="list-style-type: none"> • DCDSS • QCOSS • QFCA
2.3 Continue to strengthen the disability services workforce to support the roll-out of the National Disability Insurance Scheme (NDIS).	<ul style="list-style-type: none"> • DCDSS • DESBT • WorkAbility Qld consortium

FOCUS AREA 3 *Positioning the industry for success*

ACTIONS	PARTNERS
3.1 Invest in the development and implementation of innovative solutions that help improve outcomes for vulnerable Queenslanders and support communities.	<ul style="list-style-type: none"> • CSIA • DCDSS • DCSYW • DITID
3.2 Explore and promote resources, programs and opportunities available to assist and support business development and organisational capacity building in the community services industry.	<ul style="list-style-type: none"> • DATSIP • DCDSS • DESBT

FOCUS AREA

3

Positioning the industry for success (continued)

3.3 Continue to progress place-based approaches to support Queensland communities to thrive and develop a range of tools and resources to support community, industry and government readiness to support active participation in a place-based approach.

- DCDSS
- DSS (nationally applicable evaluation methodology)
- PSC
- Qld Treasury
- QCOSS
- Relevant Queensland Government agencies contributing to place-based initiatives

FOCUS AREA

4

Enabling system-wide transformation

ACTIONS	PARTNERS
<p>4.1 Continue to manage the pilot Social Benefit Bonds (New Parent Infant Network SBB, Youth Choices SBB and Youth CONNECT SBB), measure outcomes and evaluate this form of social impact investment as a means of developing and delivering innovative, client-centred services.</p>	<ul style="list-style-type: none"> • DCSYW • DHPW • Qld Treasury
<p>4.2 Support the development of the social enterprise sector in Queensland, through collaborations with a range of government, non-government, university, business and philanthropic partners.</p>	<ul style="list-style-type: none"> • DCDSS • DESBT • DHPW • Griffith University • QCOSS • Relevant social enterprises, entrepreneurs and industry organisations
<p>4.3 Promote best practice and innovation in the planning and provision of social infrastructure to maintain and enhance social and community wellbeing.</p>	<ul style="list-style-type: none"> • DCDSS • DSDMIP • QCOSS • Relevant human services agencies, local governments and industry organisations



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