



Report card 2017–18

Partnering for the future

Advancing Queensland's community services industry 2017–25



Minister's message

Partnering for the future is a joint strategy of the Queensland Government and community services industry. It sets out a clear way forward for us to work together to transform and strengthen the industry for the benefit of Queensland's communities and economy.

I am pleased to provide this report card highlighting key work progressed by government and industry partners under the 2017–18 action plan. This work ranges across a number of priority areas for addressing and driving change across the industry — including moving towards outcomes-oriented investment approaches, encouraging innovation to improve client outcomes and building a community services workforce with jobs and skills to meet Queensland's current and future needs.

I look forward to continuing to work with our partners to build on achievements to date and continue to grow the capacity and impact of our state's community services industry.

Coralee O'Rourke

Minister for Communities and
Minister for Disability Services and Seniors

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Highlights 2017–18

Improving outcomes for individuals, families and communities



- ✓ **Investment Management Standard** applied to funding for neighbourhood centres, community care and domestic and family violence crisis recovery services to better target investment and achieve the best possible outcomes for clients.
- ✓ New **Social Investment ICT system** scoped to enhance systems and processes for social procurement, including better measurement of service effectiveness.

Growing jobs and skills



Government and industry partners made major contributions to building the capacity and capability of Queensland's community services workforce through activities and support delivered under the following initiatives:

- *Workability Queensland* implementation of the NDIS Sector Workforce Strategy to support the NDIS roll-out (led by industry peak bodies).
- *Domestic and family violence prevention strategy 2016–2026*.
- Supporting Families Changing Futures reform program, including *Our way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017–2037*.
- *Strengthening our sector: a strategy for working together for a responsive sustainable service system across the child and family support sector* (led by the Queensland Family and Child Commission).

- ✓ **Regional workforce plans and profiles** developed in all regions.
- ✓ **Campaigns and expos delivered to promote careers in disability services** in Cairns, Rockhampton, Ipswich and Brisbane.
- ✓ **Regional WorkAbility coordinators** appointed in Bundaberg/Wide Bay, Cairns, Rockhampton and South-East Queensland.
- ✓ Commissioning commenced for a new capacity and **capability building service for the domestic and family violence workforce**.
- ✓ A range of **professional development opportunities** provided to domestic and family violence workers, including executive leadership programs, DFV Graduate Certificate scholarships and Mental Health First Aid and Vicarious Trauma programs.
- ✓ Approach developed for implementing **Minimum Qualification Standards for residential care workers** in the child and family sector, including implementation of the Hope and Healing framework.
- ✓ The Queensland Aboriginal and Torres Strait Islander Child Protection Peak supported **practice development in the community-controlled family support sector**, including the creation of senior practitioner roles.
- ✓ **Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy** released as part of the *Moving Ahead* strategy, providing a whole-of-government framework to support the growth of Indigenous businesses and improve job opportunities for Aboriginal and Torres Strait Islander Queenslanders.



Positioning the industry for success



- ✓ **Statewide consultation and engagement** conducted to identify challenges and opportunities for **technology adoption** in the community services industry and to connect industry organisations to existing resources and support. Engagement activities included regional forums in Cairns, Townsville, Rockhampton, Toowoomba and Brisbane (June 2018), as well as an online survey.
- ✓ **Place-based approaches** advanced through:
 - ‘Creating Thriving Communities’ roundtables in Townsville (May 2018) and Brisbane (February 2018), co-hosted by the Hon. Coralee O’Rourke MP and the Queensland Council of Social Service, and
 - work on the development of a nationally applicable evaluation framework for place-based approaches, focusing on Logan Together as a proof-of-concept site.
- ✓ Three workshops supporting industry organisations **to build innovation capacity and attract investment** delivered in Brisbane (November 2017, February 2018) and Townsville (November 2017).
- ✓ **‘Lean Start Up Thinking for Social Innovation’ workshop** held in Brisbane (September 2017) through a partnership between the Community Services Industry Alliance, University of the Sunshine Coast and Queensland Government.

Enabling system-wide transformation



- ✓ Services commenced under **three pilot Social Benefit Bonds**:
 - Newpin, which focuses on reunifying Aboriginal and Torres Strait Islander children with their families and is currently operating in Cairns (the first of three planned centres); at 30 June 2018, 11 families had been referred
 - Youth Choices, which focuses on reducing youth reoffending and operates in Brisbane and surrounding areas; at 30 June 2018, 85 young people had been referred, and
 - Youth CONNECT, which focuses on reducing youth homelessness and operates in Townsville, Logan, Ipswich and surrounding areas; at 30 June 2018, 39 young people had been referred.
- ✓ Explored the **challenges and opportunities for social enterprises** in the community services industry through meetings with stakeholders such as Social Ventures Australia, Social Enterprise Council and Griffith University.
- ✓ Development of a **strategy for social infrastructure** progressed, in consultation with government and industry stakeholders.



Current actions

The 2018–19 Partnering for the future action plan progresses work delivered during 2017–18 to ensure Queensland has a strong, progressive community services industry, now and for the long term.

It includes a focus on:

- developing and refining systems, tools and processes that support outcomes- oriented investment
- continuing to strengthen the disability services workforce for the roll-out of the NDIS
- growing the diversity, skills and cultural capability of the community services industry workforce
- progressing place-based approaches to support Queensland communities to thrive, and
- continuing the Social Benefit Bonds pilots.