

# Strategic plan 2014–18

## Our vision

A fair, safe and just Queensland

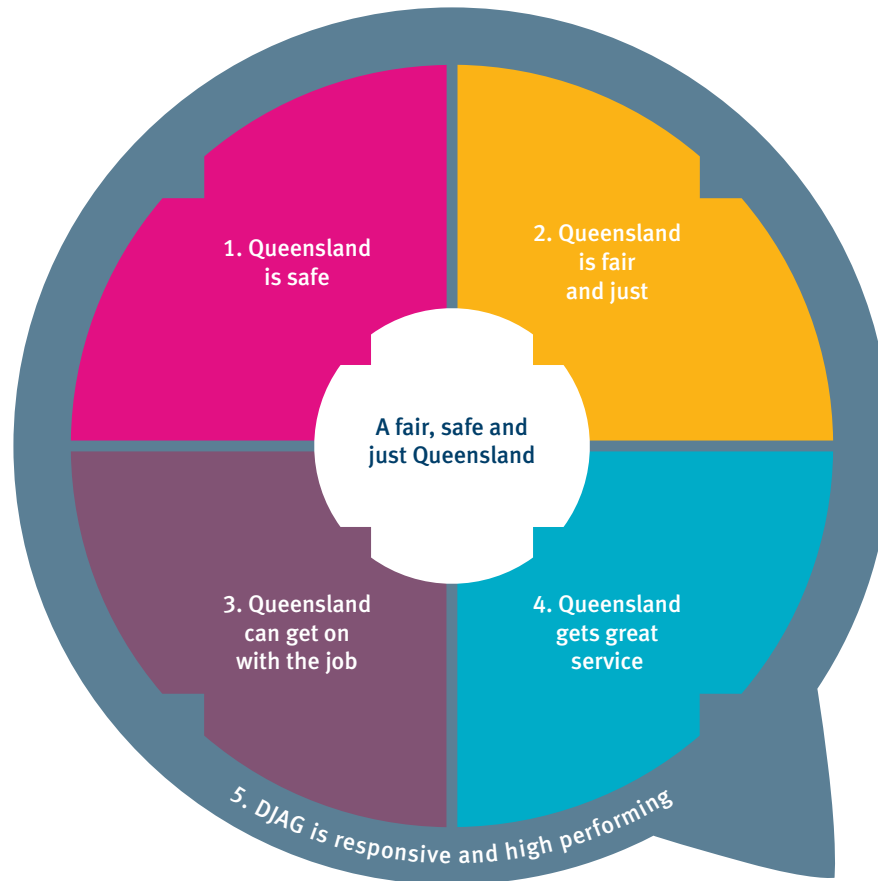
## Our purpose

To contribute to a fair and just society and safe, healthy, productive workplaces and community

## Our values

Our values underpin everything we do. They guide our behaviour and decision making and support the Queensland Government's goal to be the most responsive and respected public service in the nation.

## Our objectives



## Our strategic risks

We actively manage the following risks to achieve our objectives:

- Service models – working across government and with external parties to provide integrated services which deliver greater benefits
- Resources – ensuring we have the human capital and financial capability to support the reform and renewal agenda
- Technology and data – providing the technology infrastructure to achieve business efficiency and information sharing with service partners
- Policy – balancing stakeholder and community expectations to achieve the best outcome for Queenslanders
- Contestability – implementing contestability practices to provide better value to the community
- Governance – maintaining appropriate governance structures to support effective decision making, increase accountability and drive performance.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Our strategic plan contributes to the Government's plan to *Get Queensland back on track*.

Great state. Great opportunity.

## 1. Queensland is safe

### Strategies

- Make Queensland workplaces safer and healthier
- Make Queensland homes and communities safe from the risk of hazardous materials and electrical harm
- Minimise the risk of harm from alcohol use and gambling
- Protect consumers and business against unsafe products and unethical behaviour
- Crack down on serious and organised crime and dangerous repeat offenders
- Securely contain and supervise offenders
- Reduce crime and re-offending
- Protect adults with impaired decision-making capacity
- Strengthen child protection services
- Minimise disputes and violence

### Performance indicators

- ✓ Escape and assault rates (adults and young offenders)
- ✓ Progress of workplace, community and product safety programs
- ✓ Number of vulnerable adults protected and number of vulnerable children and young people assisted
- ✓ Reduction in:
  - re-offending (adults and young offenders)
  - workplace injuries and incidents
  - injuries and incidents caused by electricity

## 2. Queensland is fair and just

### Strategies

- Create a more integrated justice system
- Improve access to justice
- Better manage service demand and deliver results faster
- Hold offenders accountable
- Deliver better outcomes for young people in the justice system
- Support victims of crime
- Protect the rights and interests of vulnerable Queenslanders
- Promote marketplace fairness
- Provide mechanisms to protect legal, social and employment rights and easy avenues to exercise those rights

### Performance indicators

- ✓ Improved timeliness of services
- ✓ Matters resolved outside of court and tribunal hearings
- ✓ Service demand initiatives
- ✓ Financial value of community service work performed by prisoners and offenders
- ✓ Support for victims of crime
- ✓ Amount of consumer redress
- ✓ Improved access to Justices of the Peace
- ✓ Successful completion of orders

## 3. Queensland can get on with the job

### Strategies

- Reduce red tape
- Ensure regulatory models encourage business growth while meeting community standards
- Make it easier for Queenslanders to do business

### Performance indicators

- ✓ Red tape reduction initiatives
- ✓ Increased online services

## 4. Queensland gets great service

### Strategies

- Find new and better service delivery and funding models
- Make it easier for people to use our services
- Engage with our stakeholders and customers
- Work collaboratively to deliver seamless and connected services to Queenslanders

### Performance indicators

- ✓ Service improvements in response to customer feedback
- ✓ Stakeholder and customer satisfaction
- ✓ Service delivery innovation

## 5. DJAG is responsive and high performing

### Strategies

- Ensure a high performance culture and a productive and rewarding workplace
- Ensure a highly skilled, sustainable and diverse workforce that meets current and future service delivery needs
- Ensure financial sustainability
- Deliver customer and business focused ICT solutions
- Be creative problem solvers
- Act with integrity and accountability
- Provide professional high quality policy and legal advice
- Ensure robust governance practices
- Embed the Queensland Public Service culture and values
- Deliver integrated corporate services
- Streamline and remove unnecessary bureaucracy in internal processes

### Performance indicators

- ✓ Staff satisfaction and engagement
- ✓ Services are delivered within approved budgets
- ✓ Improved governance practices
- ✓ Corporate service delivery improvement