

Strategic plan 2017–21



• Our vision

A fair, safe and just Queensland.

• Our purpose

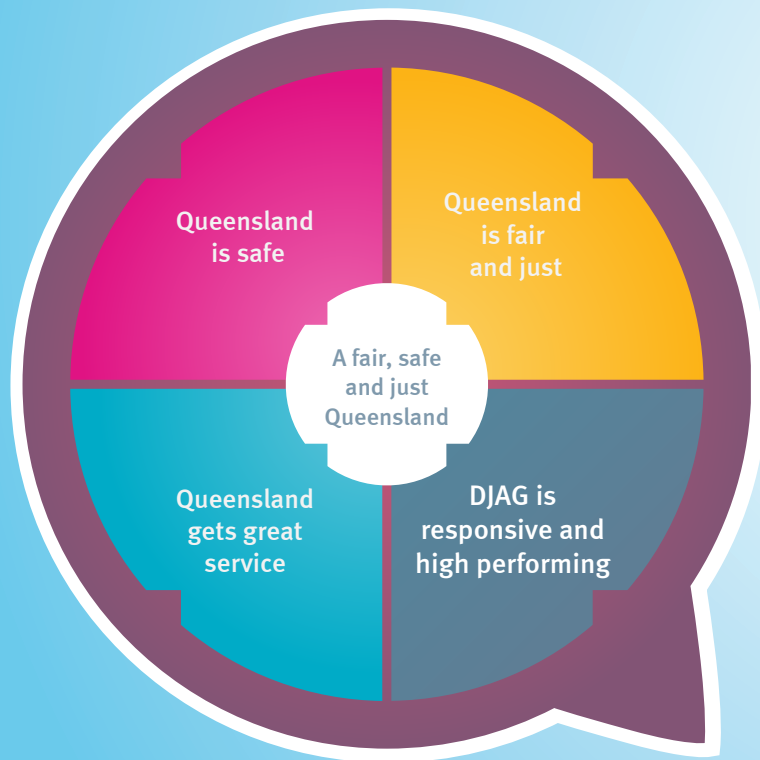
To contribute to a fair and just society and safe and healthy communities.

• Our values

Our values underpin everything we do and are the building blocks for our workplace culture. They guide our behaviour and decision making and support us in being a high performing, impartial and productive workplace that puts the people of Queensland first.



Our objectives



The Queensland Government’s objectives for the community

We contribute to the following Queensland Government objectives for the community:

Delivering quality frontline services – providing responsive and integrated government services; and supporting disadvantaged Queenslanders, by delivering a diverse range of services across Queensland to various client groups, including to the most vulnerable members of the community such as:

- victims of crime including victims of family and domestic violence
- adults with impaired capacity
- children in need of protection, and
- people with disability.

Building safe, caring and connected communities – ensuring an accessible and effective justice system; encouraging safer and inclusive communities; and building regions by creating a more integrated justice system, including:

- helping Queenslanders to understand and interact with the justice system
- strengthening laws to support safer Queensland communities
- safely managing and rehabilitating offenders
- improving the outcomes for children and their families in the child protection system
- screening of people employed in child related services
- assisting business and protecting consumers in the marketplace
- building regions by continuing to improve our services delivered through various locations across the state, and
- services to Aboriginal and Torres Strait Islander people.

Our strategic risks and opportunities

We actively seek opportunities to manage our strategic risks and achieve our objectives.

- We are developing and contributing to evidence-informed justice strategies to better navigate the complexities of the justice system and to help us identify innovation in service delivery, better manage demand and identify areas of potential growth.
- We are developing our technology to support service delivery, meet stakeholder and community expectation and manage our technology risks.
- Effective leadership, management and workforce planning continues to assist us to ensure we have the right capability, capacity and engagement to meet our current and future needs.
- Our governance framework supports effective decision-making, integrity and accountability and drives performance improvements which provides an opportunity to further build community trust in Queensland’s justice system.
- Queensland’s regional dispersion drives us to continually evaluate our service delivery models to ensure we have the right resources across the State to deliver effective services.
- Our vision, purpose and values underpin our commitment to the health, safety and wellbeing of all Queenslanders and provide an opportunity for continuous improvement as a workplace and as a service provider within the community.

Queensland is safe

Strategies

- Target organised crime
- Reduce alcohol-related harm and violence in and around licensed premises in Queensland
- Promote safe and peaceful communities by helping Queenslanders resolve disputes
- Improve the justice system's response to domestic and family violence
- Ensure safe, secure and humane management of prisoners
- Effective supervision of offenders in the community
- Reduce crime and re-offending
- Protect adults with impaired decision making capacity
- Protect the wellbeing of children through effective risk management and screening of people working with children
- Strengthen child protection services and safeguards
- Protect consumers and business against unsafe products and unethical behaviour
- Minimise the risk of harm from gambling
- Strengthening Queensland's parole system

Performance indicators

- ✓ High performance maintained in relation to escape rates (adult correctional centres and youth detention centres)
- ✓ Violence prevention in adult correctional centres and youth detention centres
- ✓ Number of vulnerable adults protected and number of vulnerable children and young people assisted
- ✓ Progress of community and product safety programs
- ✓ Reduction in re-offending (adults and young offenders)
- ✓ Improved timeliness of services
- ✓ Implementation of Queensland's Parole System Review Recommendations

Queensland is fair and just

Strategies

- Improve access to justice
- Create a more integrated justice system
- Better manage service demand on the justice system and deliver results faster
- Hold offenders accountable
- Develop diversion initiatives that hold offenders accountable while addressing the causes of their offending behaviour
- Deliver a world class youth justice system that effectively addresses youth crime
- Deliver better outcomes for people in the justice system
- Maintain a high level of community confidence in Queensland's justice system
- Promote integrity and transparency and develop laws that take account of community expectations
- Support victims of crime
- Protect the rights and interests of vulnerable Queenslanders
- Promote marketplace fairness
- Provide mechanisms to protect legal and social rights and easy avenues to exercise those rights
- Respond to the needs of people from culturally and linguistically diverse backgrounds, people with disability and children in need of protection
- Address the overrepresentation of Aboriginal and Torres Strait Islander people in the criminal justice system and create a more culturally appropriate and capable justice system

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
- ✓ Positive outcomes achieved from consumer complaints
- ✓ Improved accessibility of services
- ✓ Successful completion of community-based orders
- ✓ Support for victims of crime
- ✓ Stakeholder and customer satisfaction

Queensland gets great service

Strategies

- Reduce red tape
- Make it easier for Queenslanders to do business
- Ensure regulatory models encourage business growth while meeting community standards
- Improve service delivery models and make it easier for people to use our services
- Foster a consultative approach and engage with our stakeholders and customers
- Work collaboratively to deliver seamless and connected services to Queenslanders

Performance indicators

- ✓ Red tape reduction initiatives
- ✓ Service improvements in response to customer feedback
- ✓ Stakeholder and customer satisfaction
- ✓ Service delivery innovation
- ✓ Improved timeliness of services
- ✓ Improved accessibility of services

DJAG is responsive and high performing

Strategies

- Ensure a high performance culture focused on organisational excellence
- Ensure a healthy, safe 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

- ✓ Corporate service delivery improvement
- ✓ Services are delivered within approved budgets
- ✓ Staff satisfaction and engagement
- ✓ Improved governance practices
- ✓ A capable and diverse workforce
- ✓ Service demand initiatives