



# Strategic plan 2015–19

## • 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 workforce that puts the people of Queensland first.



Customers first



Ideas into action



Unleash potential

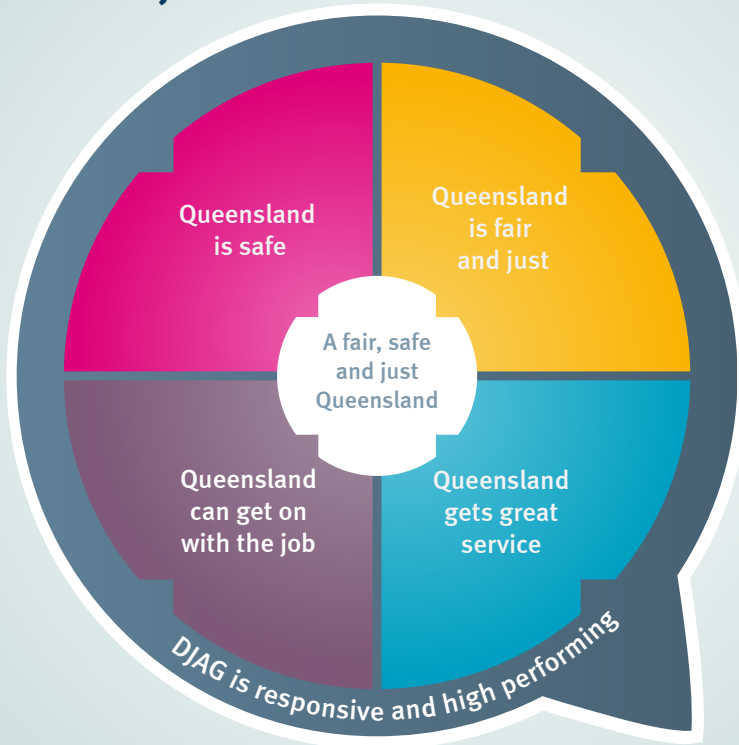


Be courageous



Empower people

## 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.
- **Building safe, caring and connected communities** – ensuring an accessible and effective justice system; encouraging safer and inclusive communities; and building regions.

## 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 our human capital and financial capability align with the department's current and future service delivery needs.
- **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.
- **Governance** – maintaining effective governance structures to support decision making, integrity, accountability and drive high performance.



## Queensland is safe

### Strategies

- Target organised crime
- Reduce alcohol-related harm and violence in and around licensed premises in Queensland
- Work with the Australian Government, other states and territories to tackle illicit drugs in the community
- Improve the justice system's response to domestic and family violence
- Ensure safe, secure and humane management of prisoners

- Manage and supervise offenders in the community
- Reduce crime and re-offending
- Protect adults with impaired decision making capacity
- Strengthen child protection services
- Protect consumers and business against unsafe products and unethical behaviour
- Minimise the risk of harm from gambling
- Promote safe and peaceful communities by helping Queenslanders resolve disputes

### Performance indicators

- ✓ Escape and assault rates (adult correctional centres and youth detention centres)
- ✓ Progress of community and product safety programs
- ✓ Reduction in re-offending (adults and young offenders)
- ✓ Number of vulnerable adults protected and number of vulnerable children and young people assisted

## 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 Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disability and children in care

### Performance indicators

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

## Queensland can get on with the job

### Strategies

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

### Performance indicators

- ✓ Red tape reduction initiatives
- ✓ Increased online services

## Queensland gets great service

### Strategies

- Improve service delivery models and make it easier for people to use our services
- Work collaboratively to deliver seamless and connected services to Queenslanders
- Foster a consultative approach and engage with our stakeholders and customers

### Performance indicators

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

## DJAG is responsive and high performing

### Strategies

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

### Performance indicators

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