

Department of Justice and Attorney-General

# Strategic Plan 2022–26

## Our purpose and role:

To deliver services that enable a fair, safe and inclusive society for all Queenslanders.

## Our vision:

Queensland is fair, safe and inclusive.

Our work is guided by our public service values



Customers first Ideas into action Unleash potential Be courageous Empower people

## Our commitment to Human Rights

We respect, protect, and promote human rights in all that we do and put people first in our actions and decisions.

Our department supports the Government's objectives for the community:

**Good jobs:** Good, secure jobs in our traditional and emerging industries

**Better services:** Deliver even better services right across Queensland

**Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow

We contribute to the following sub-objectives for the community:



Backing small business



Backing our frontline services



Keeping Queenslanders safe



Building Queensland



Honouring and embracing our rich and ancient cultural history

To achieve our vision, our strategic objectives are to:



## Our *strategic risks* and our *opportunities*:

### Service demand pressures

We will respond to pressures on our service delivery by implementing strategies to meet the needs of the community.

### Meeting community expectations of our services

We will work with the community to build a shared understanding of our role and deliver valued services.

### Information Security and protection

We will protect and secure information we hold to build community confidence in our services.

### Digital disruption

We will embrace new technology to enhance our services and ensure our systems remain reliable, secure and resilient.

## Our commitment with First Nations peoples

We deeply respect Aboriginal and Torres Strait Islander peoples and cultures. We commit to partnering with First Nations people, as outcomes built on strong relationships create a positive shared future for all Queenslanders.



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*Our vision:*

Queensland is fair, safe and inclusive.

STRATEGIES  
(Lead)



**Continually improve and evolve our service delivery**

Develop innovative human-centred solutions to improve service outcomes.



(Supporting)

- Provide contemporary, fit-for-service infrastructure to better meet the needs of all users.
- Develop a Service Delivery and Transformation Strategy and a Roadmap to inform service improvement initiatives.
- Expand our contemporary technology foundation across the department to better enable service delivery.

#### Performance indicators

- Improved timeliness of services
- Improved efficiency in the delivery of services
- Improved client and customer satisfaction



**Grow and support a highly engaged, healthy and effective workforce**

Develop career opportunities and leadership skills throughout the organisation.

Promote and lead a culture of integrity, respect and inclusiveness.

Develop a healthy and resilient workforce.



- Deliver a Strategic Workforce Plan to drive talent retention and acquisition, workforce mobility and new ways of working to effectively and efficiently deliver our services.
- Develop a DJAG learning and development strategy to grow the leadership capability and future skills development of our people.
- Increase cultural capability across the department to enable a supportive work and service environment.
- Increase inclusive workplaces by embedding an Inclusion and Diversity Strategy across the department.
- Create a culture and workforce of public service professionals who demonstrate the behaviours of the Code of Conduct for the Queensland Public Service and DJAG's Workplace Policy.
- Ensure staff are appropriately supported in the most critical areas of service delivery.
- Enhance frameworks to ensure the successful management of health, safety, and wellbeing across DJAG.

#### Performance indicators

- Improved workplace inclusion and engagement
- Increased representation of diverse groups reflective of our community
- Improved responses to the Working for Queensland Survey
- Increased engagement with learning and development opportunities for our staff and leaders



**Safeguard the rights of vulnerable people in society**

Deliver targeted services to support vulnerable and disadvantaged people.



- Provide timely and accessible services to reduce delays.
- Co-design policies and legislation informed by lived experiences of community members.

#### Performance indicators

- Improved accessibility of services
- Improved timeliness of services
- Increased engagement with vulnerable and disadvantaged people



**Reduce over-representation of First Nations people in the criminal justice system**

Partner with First Nations People to address over-representation.



- Lead the development of a whole of Government First Nations Criminal Justice Strategy to address over-representation.
- Establish and embed a DJAG First Nations Advisory Body as a mechanism to partner and engage.
- Develop and implement a DJAG First Nations Strategy.

#### Performance indicators

- Improved accessibility of services
- Increased engagement with First Nations people through community-based service delivery



**End domestic, family and sexual violence**

Deliver highly effective strategies and integrated responses to Domestic, Family and Sexual violence.



- Prevent and respond to domestic, family and sexual violence including coercive control.
- Continue to invest in, improve and empower integrated service delivery systems to ensure support for victims of domestic, family and sexual violence is connected, accessible, client centred and culturally responsive.
- Strengthen justice system responses to domestic, family and sexual violence to prioritise victim safety and hold perpetrators to account and improve the justice experience of women and girls.
- Increase knowledge and understanding of domestic, family and sexual violence and its drivers in the broader community through comprehensive communications strategies and community.

#### Performance indicators

- Services are responsive, efficient and accessible
- Increased community awareness, understanding and willingness to take action



**Minimise gambling harm**

Implement a gambling harm minimisation strategy in partnership with Government, industry and community.



- Create a socially responsible industry, driving cultural change and gambling harm minimisation.
- Ensure regulatory frameworks are evidence-based and can support businesses, through the delivery of consumer protection and safe and responsible liquor and gambling environments.
- Harness innovation and technology to protect and empower customers.
- Implement a public health approach which considers the impact of products and environments on gambling behaviour.

#### Performance indicators

- Level of resolution of gambling problems for clients of Queensland's Gambling Help services
- Increased community awareness of gambling related harm