Our strategic risks

Service demand pressures

on our service delivery by

of our services

services.

protection

services.

We will respond to pressures

implementing strategies to meet the needs of the community.

Meeting community expectations

We will work with the community

to build a shared understanding

of our role and deliver valued

Information Security and

We will protect and secure

information we hold to build

community confidence in our

and our opportunities:















# **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













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:



**Minimise** 

gambling

harm





Keeping Queenslanders



Queensland

embracing our rich and ancient

## To achieve our vision, our strategic objectives are to:

**Continually** improve and evolve our service delivery

End domestic.

violence

family and sexual

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



Safeguard the rights of all people in society, particularly the vulnerable







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

**Digital disruption** 

healthy and effective

# Q₹ V



Reduce (A) over-representation of First Nations people in the criminal justice system

0

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.













Department of Justice and Attorney-General

# Strategic Plan 2022-26

(Supporting)



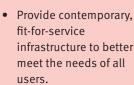
Continually improve and evolve our service delivery

Develop innovative human-centred solutions to improve service outcomes.









- 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.



Grow and support a highly engaged, healthy

Develop career opportunities and leadership skills throughout the organisation.

and efficiently deliver our

• Develop a DJAG learning

and development

of our people.

strategy to grow the

Performance indicators

leadership capability and

future skills development

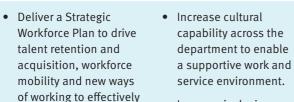
services.

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

Develop a healthy and resilient workforce.







- 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 DIAG's Workplace Policy.

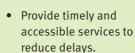
· Increased engagement with learning and development opportunities for our staff and leaders

- 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.

Safeguard the rights of vulnerable people in society

Deliver targeted services to support vulnerable and disadvantaged people.





· 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 overrepresentation of First Nations people in the criminal justice system

Our vision:

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-
- Establish and embed a DJAG First Nations Advisory Body as a mechanism to partner and engage.

representation.

Develop and implement a DIAG First Nations Strategy.

### Performance indicators

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

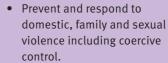


End domestic, family and sexual violence

Queensland is fair, safe and inclusive.

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





- 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.

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**

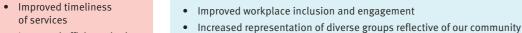
- · Services are responsive, efficient and accessible
- Increased community awareness, understanding and willingness to take action

Performance indicators

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







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

**Performance indicators** 



• Improved responses to the Working for Queensland Survey











