



Strategic plan 2016–20

• Our vision

A fair, safe and just Queensland.

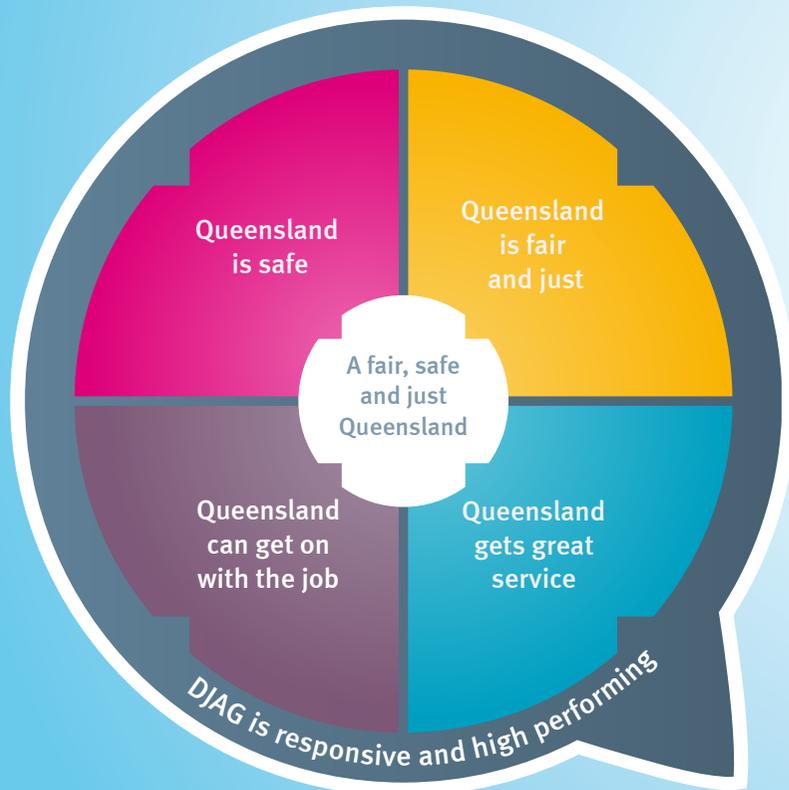
• Our purpose

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.
- **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 delivery** – working across government and with external parties to build partnerships, promoting integrated services and benefits for stakeholders and the community.
- **Technology** – providing the technology infrastructure to support contemporary service delivery practices and meet stakeholder and community expectations.
- **Resources** – maximising our human and financial potential and ensuring our capability aligns with our current and future needs.
- **Health and safety** – maintaining effective practices to ensure the safety of our staff, clients, customers and the community.
- **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 and safeguards
- 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

- ✓ High performance maintained in relation to escape rates (adult correctional centres and youth detention centres)
- ✓ Reduction in incidents of violence (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

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 care
- 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
- ✓ Amount of consumer redress
- ✓ Improved access to Justices of the Peace
- ✓ Successful completion of community-based orders
- ✓ Support for victims of crime
- ✓ Stakeholder satisfaction

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
- Foster a consultative approach and 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
- ✓ Improved timeliness 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