

# Strategic Plan 2019–2023

**Our vision** is for Queenslanders to be safe and thriving in families, communities and culture.

**Our department** supports children, young people, women, men and families to be safe and to thrive in culture and communities, and free from violence, abuse and neglect.

## Our Future State: Advancing Queensland's Priorities



**Create jobs in a strong economy:** We support the priority to engage more young Queenslanders in education, training and work.



**Give all our children a great start:** We contribute to the priorities to increase childhood immunisation rates, improve wellbeing prior to school and increase the number of babies born healthier.



**Keep Queenslanders healthy:** We support the priority to reduce suicides.



**Keep communities safe:** We support the priorities to reduce the rate of crime victimisation.



**Be a responsive government:** We support the priority to make Queensland Government services easy to use.



Our clients want responsive, tailored and respectful services. They expect us to work together with other government and non-government agencies and the community to help them address their needs and to create pathways to thrive in culture and communities for all Queenslanders.

We will listen to our clients, involve them in decision-making about their own lives and implementation of policies and programs that impact on them. We will provide the best possible customer service and respect people's human rights.

We respect cultural authority and learn from the knowledge of Aboriginal and Torres Strait Islander Queenslanders. We will build our cultural capability so that communities can develop and maintain cultural identity and connections.

**Enable the safety and wellbeing of children and young people, especially those in or leaving care.**



*"I [want to be] treated with dignity and respect and supported to safely care for my children in my home and community."*  
Young Aboriginal mother, Logan

### Our strategy

- We will work with parents, families and communities to support loving homes and enable children, especially children in care, to be safe, loved and thriving.

### Our performance indicators

- Reduce child abuse and neglect.
- Improve outcomes for, and wellbeing of, children in, or at risk of entering, the child protection system.
- Reduce the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system.

**End domestic, family and sexual violence and abuse.**



*"What helps is to be believed, validated and empowered. You need someone to listen who understands the dynamics of trauma."*  
survey respondent

### Our strategy

- We will work with communities and our partners to enable people to recognise, prevent and respond effectively to domestic, family and sexual violence, and ensure the way we work supports people who have experienced violence and holds those responsible to account.

### Our performance indicators

- Reduce the rate of domestic, family and sexual violence.

**Enable young people to have a voice and provide opportunities to lead and contribute.**



*"You can't enable a young person without listening to them."*  
18 year old male

### Our strategy

- We will work with communities and our partners to enable young people to have a voice in developing relevant government policies, programs and services and enable young people to have a voice and contribute to the future of their community.

### Our performance indicators

- Improve the social, economic and civic participation of young people.

**Promote gender equality and provide opportunities to lead and contribute.**



*"Without gender equality, only half the population receives the best opportunities and therefore only half the population can participate and contribute fully to society."*  
63 year old woman

### Our strategy

- We will promote gender equality for women and girls, and lead and facilitate projects to support, promote and protect women's rights, interests, leadership and wellbeing.

### Our performance indicators

- Improve gender equality for women and girls.

**Value and support our staff**



*"I need a safe and rewarding workplace and support for me to do the best job I can."*  
Staff member

### Our strategy

- We will invest in the development and capability of our staff, enable them to partner effectively and drive

innovation and improvement, and recognise their contributions. We will listen to our staff and address their concerns, provide safe, rewarding, flexible and supportive workplaces and make the safety, health and wellbeing of our staff our core priority so we can achieve our vision.

### Our performance indicators

- Make our services easy to use, accessible and culturally meaningful.
- Provide capable, responsive, effective and accountable services.
- Positively engage employees and stakeholders.

The strategic risks we manage

- Harm to children or young people in our care or custody.
- Harm to safety and wellbeing of staff, and challenges to workforce attraction and retention.
- Capability and capacity to respond to growing demand, increasing complexity of clients and communities, and to deliver multiple system and service delivery reforms.
- Breaches of information privacy and security, statutory rights and responsibilities.

The strategic opportunities we leverage

- Build more culturally safe and capable practices.
- Strengthen our client focus and customer service.
- Partner, collaborate and co-design services and solutions with others, including place-based responses.
- Leverage local and global knowledge and stimulate innovation at all levels.
- Improve information systems and networks for more integrated service delivery.
- Investing early to prevent people from experiencing violence, abuse and neglect.