



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

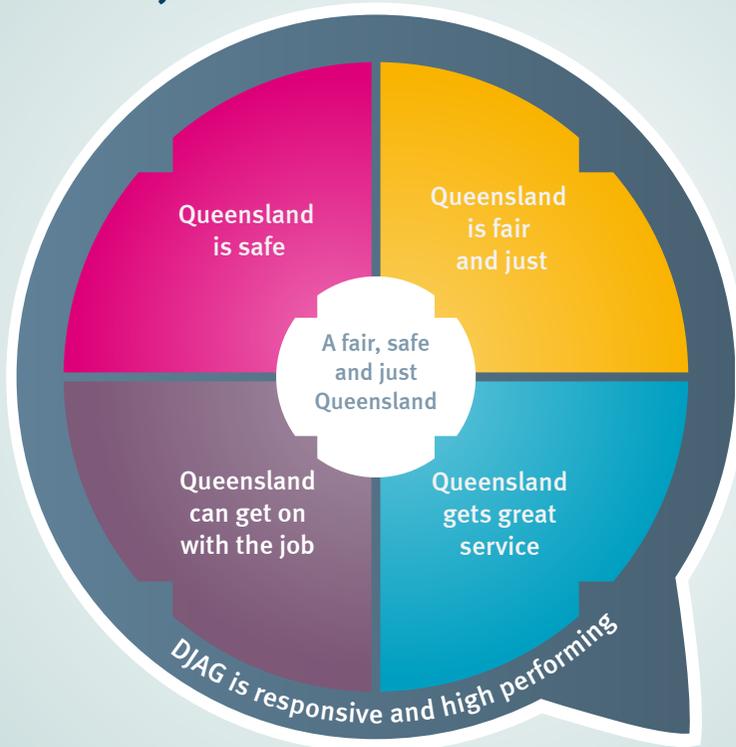


Be courageous



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
- ✓ Number of vulnerable adults protected and number of vulnerable children and young people assisted
- ✓ Reduction in re-offending (adults and young offenders)

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

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