



Current as at 1 July 2024

## 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 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

## Strategic objectives to achieve our vision

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



*Backing our frontline services*



*Honouring and embracing our rich and ancient cultural history*



*Keeping Queenslanders safe*



OUR STRATEGIC RISKS	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 work is guided by our public service values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

**Our commitment with First Nations peoples:** We deeply respect Aboriginal and Torres Strait Islander peoples and cultures.

We commit to partnering with First Nations peoples, as outcomes built on strong relationships create a positive shared future for all Queenslanders.



# Strategic Plan 2022–26



STRATEGIES  
(Lead)

**Continually improve and evolve our service delivery**

Develop and implement improved services to the community.

**Foster a thriving workforce, capable of delivering our vision in a culture of respect, integrity, equity and safety**

Attract, develop and retain a skilled workforce in a culture that values safety, equity, diversity and wellbeing.

**Safeguard the rights of all people in society, including supporting and protecting vulnerable Queenslanders and victims of crime**

Deliver targeted services to protect the rights of victims of crime and vulnerable Queenslanders.

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

Partner with First Nations peoples to address over-representation.

**End domestic, family and sexual violence and improve women's safety**

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

**Minimise gambling harm**

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

(Supporting)

- Provide contemporary, fit-for-service infrastructure to better meet the needs of all users.
- Expand our contemporary technology foundation across the department to better enable service delivery.
- Enhance our services by understanding and delivering evidence-based service delivery to meet the needs of Queenslanders.

- Continue to deliver the Strategic Workforce Plan 2021–25 to have a thriving workforce, capable of delivering our vision.
- Develop a DJAG learning and development strategy to empower a skilled workforce ready for the future, capable of delivering quality services for a fair, safe, and inclusive society.
- Deliver the Inclusion, Diversity and Equity Strategy 2023–27 and Action Plan to create an inclusive, diverse and equitable workplace where we all belong and our diversity of thought is embraced.
- Deliver the Interim Reframing the Relationship Plan (2024–25) to cultivate a diverse workforce and leadership that reflects our community, and to foster a fair and inclusive environment that supports a sense of dignity and belonging among Aboriginal and Torres Strait Islander peoples.
- Deliver the DJAG Health and Safety Wellbeing Strategy to promote the wellbeing of our people and manage hazards that could impact the psychological and physical safety of our workers, customer and visitors, in compliance with work health and safety legislation.

- Provide timely and accessible services to reduce delays.
- Implement and monitor strategies and services to support vulnerable children.
- Develop and implement supports for victims of crime.

- Lead the development of a whole of Government First Nations Justice Strategy to address over-representation.
- Lead and support the Justice Policy Partnership to address overrepresentation of Aboriginal and Torres Strait Islander peoples in the justice system.

- Continue to deliver women's safety and justice reform initiatives.
- Increase knowledge and understanding of domestic, family and sexual violence and its drivers in the broader community through comprehensive communications strategies and community.
- 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.

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

- Performance indicators**
- Increased representation of diversity within our workforce, reflective of our community and meeting the sector and DJAG's diversity targets.
  - Improved responses to the Working for Queensland Survey.
  - Increased staff engagement with learning and development opportunities.
  - Improved controls in managing workplace health and safety issues.
  - Improved attraction, recruitment and selection outcomes.

- Performance indicators**
- Improved accessibility of services.
  - Improved timeliness of services.
  - Delivery of engagement with vulnerable and disadvantaged people.

- Performance indicators**
- Improved accessibility of services.
  - Increased engagement with First Nations peoples through community-based service delivery.

- 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 Queensland's Gambling Help services.
  - Increased community awareness of gambling related harm.