

Strategic Plan 2019-2023



Our vision

All Queenslanders have the skills and opportunities to participate and prosper in the economy.



Our purpose

To increase economic readiness, so Queenslanders can take full advantage of opportunities. Economic readiness means more Queenslanders are: ready to invest in themselves and their future; engage and participate in the economy; employ; and respond to change.

We contribute to the Queensland Government's objectives

Our services and initiatives play a key role in the Queensland Government's objectives for *Our Future State: Advancing Queensland's Priorities* - Create jobs in a strong economy and be a responsive government.



Our objective what are we trying to achieve?

Empower Queenslanders to take full advantage of economic opportunities

Our objective what are we trying to achieve?

Connect Queenslanders and businesses to skills, training and employment so they can prosper in the economy

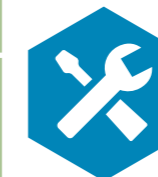
Our strategies how are we going to do it?

- 1.1 Make informed, evidence-based decisions through engagement with our stakeholders
- 1.2 Provide infrastructure and pathways to connect people to quality training and skills opportunities
- 1.3 Provide quality information to help Queenslanders make informed choices and identify economic opportunities
- 1.4 Develop flexible ways to prepare all Queenslanders for current and future work opportunities
- 1.5 Deliver programs that align workforce skills with the demands of industry and industries in transition
- 1.6 Deliver programs to support small businesses to prosper in the economy

Our performance how we will know we are successful

- Increased proportion of Queenslanders with higher qualifications
- Customer satisfaction with policies and programs
- Improved employment opportunities through participation in programs
- Provision of data analytics to support business intelligence and decision making and inform best practice

How we will contribute to the Queensland Government's objectives



Optimising economic growth and job creation by influencing investment aligned to employment, small business and training.



Creating opportunities for increased workforce participation in Queensland

Our objective what are we trying to achieve?

Support the economic readiness of Queenslanders and businesses

Our strategies how are we going to do it?

- 2.1 Provide trusted advice that supports government decision making
- 2.2 Lead the development of whole-of-government strategic policies to support employment growth, business skill development and social enterprises.
- 2.3 Provide leadership at the national level on employment, small business and training opportunities for Queenslanders

Our performance how we will know we are successful

- Internal and external stakeholders are satisfied with our engagement and collaboration and with the strategic advice and support provided
- Policies and the regulatory environment are fit for purpose and reflects the economic needs of Queenslanders

How we will contribute to the Queensland Government's objectives



Supporting people to have the right information, skills, training and confidence to pursue economic opportunities.

Our objective what are we trying to achieve?

To be an agile and diverse organisation

Our strategies how are we going to do it?

- 3.1 Embed an agile culture for a responsive and resilient workforce
- 3.2 Deliver continuous improvement in collaboration and customer service
- 3.3 Model strong leadership, good governance and a professional culture
- 3.4 Implement systems and processes that are fit for purpose and responsive to customer needs
- 3.5 Develop a diverse and inclusive workplace reflective of the communities we serve

Our performance how we will know we are successful

- Improved collaborative and innovative ways of working which align to the department's objectives
- Improved key employee satisfaction indicators which indicate employees want to join, strive and stay
- Increased focus on building our capability to meet current and future business needs
- Increase diversity and gender equity within the department

How we will contribute to the Queensland Government's objectives



Being a responsive and diverse organisation that is reflective of the community

Using data to drive innovation and inclusion in our business practices

Our strategic opportunities

The future will present a variety of opportunities for DESBT and embracing these will better equip us to meet the needs of our customers:

- Harnessing the potential of emerging technologies to better connect with our customers
- Leveraging our regional presence will further enable us to tailor our services to meet our customers' needs
- Embedding a culture of excellence across our core services and functions to achieve higher quality outcomes
- Growing our partnerships across industry, community and the public sector to enhance and better target our policies and programs to strengthen strong, relevant and valuable stakeholder relationships
- Leveraging data and intelligence to make better decisions will maximise economic benefits for Queenslanders and small businesses

Our strategic risks

Through active management, we will manage strategic risks by:

- Ensuring skills remain relevant in a changing economy
- Managing unforeseen economic impacts: a slowdown in economic growth may restrict investment and challenge our ability to ready Queenslanders for improved participation
- Keeping pace with innovation and technology to ensure programs continue to meet the needs of our stakeholders
- Efficient and effective delivery of programs in an environment of finite resources
- Increasing knowledge and understanding of competing economic, labour market, business and skills needs
- Providing comprehensive advice to government on employment, small business and training in a rapidly changing environment

Our values

We are committed to the Queensland Government values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

