

OUR VISION

Seniors, people with disability, and Aboriginal and Torres Strait Islander peoples thriving culturally, socially and economically.

OUR PURPOSE

To promote respect for human rights and freedoms, enhance access to services and supports, and lead changes to improve the lives of seniors, carers, people with disability and Aboriginal and Torres Strait Islander Queenslanders.

OUR VALUES

-  Strengths based
-  Open
-  Loyal
-  Innovative
-  Dedicated

OUR PEOPLE

Our **SOLID** culture exemplifies:

- > who we are
- > what we do
- > why we do it
- > the value we add.

OUR PRINCIPLES

- > Freedom
- > Respect
- > Equality
- > Dignity
- > Self-determination

OUR PARTNERS

- > Seniors, people with disability and carers throughout Queensland
- > Aboriginal and Torres Strait Islander Queenslanders living in urban, regional, rural and remote communities
- > Funded seniors and disability service providers
- > Companies, industry, businesses, government and non-government organisations, research institutes, advisory councils, advocacy organisations and peak bodies
- > Commonwealth, Queensland and Local Governments, and other State and Territory Governments.

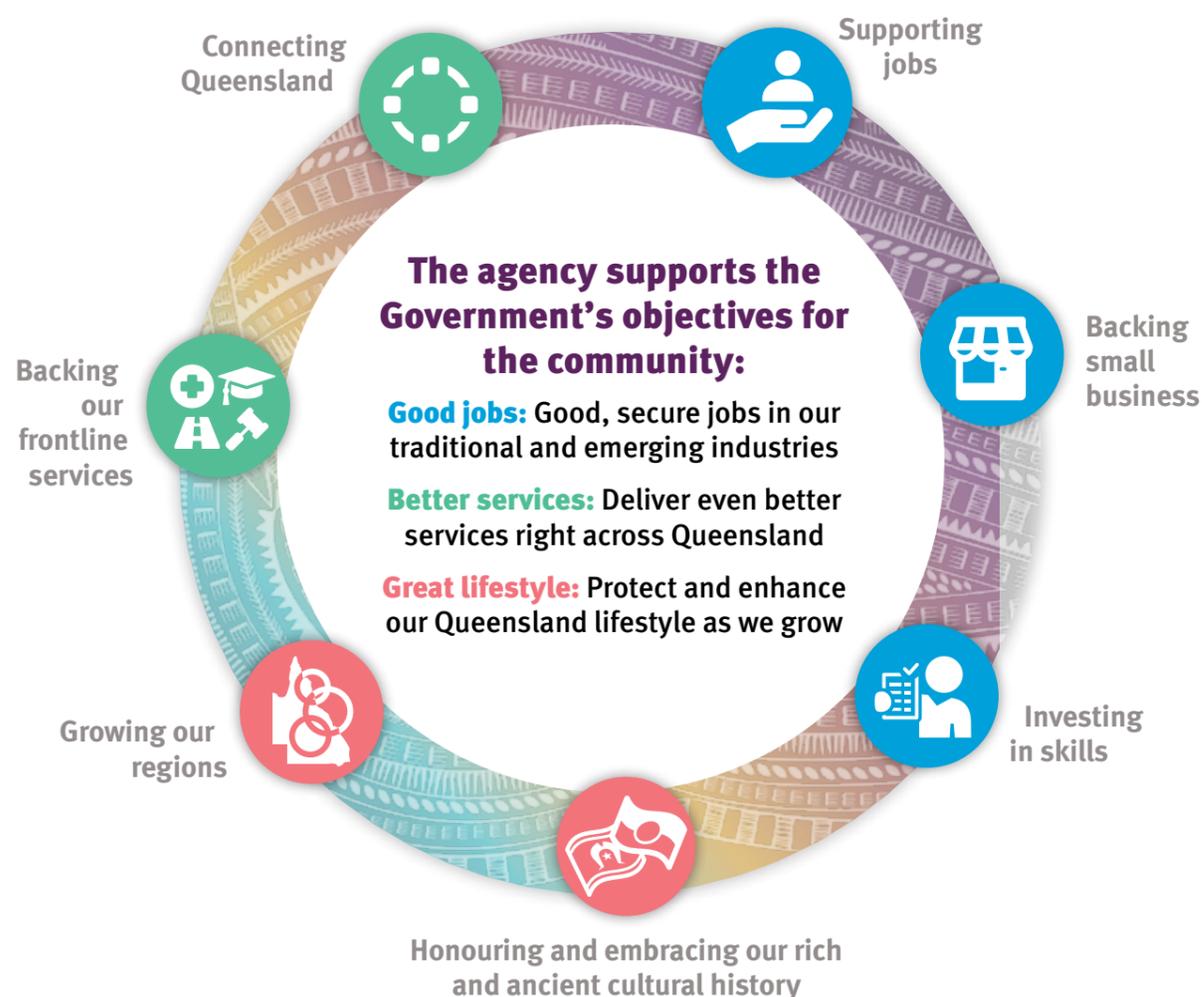
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Strategic Plan

2022–2026

(revised November 2022)

What we do



Our key challenges

- ▶ Fostering strong partnerships with Aboriginal and Torres Strait Islander peoples to co-design policies, programs and services
- ▶ Evolving community and stakeholder expectations requiring greater responsiveness
- ▶ Allocating resources to support the best outcomes for seniors, people with disability, and Aboriginal and Torres Strait Islander peoples
- ▶ Building staff capability and resilience to respond to a rapidly changing environment
- ▶ Protecting our information assets and preventing cyber-crime

Our strategic opportunities

- ▶ **Respect and working together:** Realising the benefit for all Queenslanders of embracing the world's oldest continuous, living cultures through community and government partnerships and the co-design of policies, programs and services with Aboriginal and Torres Strait Islander peoples
- ▶ **Economic and social growth and opportunities:** Enabling improved economic and social outcomes for seniors, people with disability, and Aboriginal and Torres Strait Islander peoples in partnership with stakeholders, advocates, business, industry and government
- ▶ **Safeguards:** Protecting the safety, wellbeing, and human and other rights of direct service recipients through effective resourcing, support for our workers and responsive systems
- ▶ **Value and quality:** Focusing resourcing towards government priorities and direct service delivery, and ensuring quality, value for money services from third party providers through strengthened partnerships
- ▶ **Safe and engaging workplace:** Fostering a safe and engaging workplace that attracts, develops and retains capable and resilient employees who demonstrate the department's SOLID values
- ▶ **Responsive and relevant governance:** Evolving our corporate governance arrangements to ensure that they continue to be responsive, relevant and fit-for-purpose, enabling us to improve service delivery outcomes; meet legislative and regulatory requirements, including information privacy, cyber and other security provisions; and respond to community and stakeholder expectations

We pay our respects to the Aboriginal and Torres Strait Islander peoples of this land, their spirits and their legacy. The foundations laid by these ancestors—the First Australians—give strength, inspiration and courage to current and future generations towards creating a better Queensland.

OUR HUMAN RIGHTS COMMITMENT

We will respect, protect and promote human rights within our decision-making and actions.

1 PROMOTE INCLUSION AND ACCESS TO PROGRAMS AND SERVICES



- 1.1 Develop and implement a contemporary Queensland Seniors Strategy, underpinned by the World Health Organisation age-friendly approach, to support older Queenslanders to lead healthy, productive and socially connected lives, and ensure government policies and programs are age-friendly and inclusive
- 1.2 Reduce cost of living pressures for seniors and other vulnerable Queenslanders by administering a range of rebates and concessions
- 1.3 Support the commitments under *Australia's Disability Strategy 2021-2031* and implementation of Queensland's disability plan
- 1.4 Ensure the voices of Queenslanders with disability are heard, and that people with disability have access to employment opportunities and are supported to participate fully in their communities, by funding disability advocacy organisations and peak and representative organisations
- 1.5 Monitor the performance of the NDIS in Queensland, and advocate for policy and operational changes, to ensure that Queenslanders with disability can access the services and supports they need and that the needs of Accommodation Support and Respite Services clients are regularly assessed and funded
- 1.6 Partner with Queensland Health and Ambulance Services to continue the reform of the forensic disability service system in Queensland.
- 1.7 Develop a Queensland Indigenous Voice model that best meet the needs and priorities of Aboriginal and Torres Strait Islander Queenslanders informed by existing reforms underway in Queensland, including Path to Treaty and Local Thriving Communities and the national Indigenous Voice process
- 1.8 Partner with strategic partners, including disability and seniors service providers, and Aboriginal and Torres Strait Islander communities, to prepare for, respond to, and recover from pandemic and other disaster events.

2 INCREASE ENGAGEMENT THROUGH CO-DESIGN



- 2.1 Demonstrate commitment to the co-design of new departmental policies and programs, with seniors, people with disability and Aboriginal and Torres Strait Islander peoples
- 2.2 Provide a voice to government and mechanism for co-design through maintaining Ministerial Advisory Councils on disability and carers
- 2.3 Continue to drive the Queensland Government's commitment to reframing the relationship with Aboriginal and Torres Strait Islander Queenslanders through implementing the next steps to the Path to Treaty, including truth telling and healing actions, supporting Aboriginal and Torres Strait Islander peoples' treaty readiness and leading Government treaty readiness
- 2.4 Lead the implementation of the National Agreement on Closing the Gap
- 2.5 Work with Aboriginal and Torres Strait Islander communities to build local Aboriginal and Torres Strait Islander authority and governance and establish local decision-making bodies through the Local Thriving Communities reform.

3 INFLUENCE SOCIAL AND ECONOMIC OUTCOMES



- 3.1 Improve social and economic outcomes for Queensland NDIS participants by examining and reporting on plan utilisation and advocating for action on systemic issues
- 3.2 Deliver initiatives that help build the capacity of individuals and small businesses to provide NDIS services and related jobs within Queensland, including remote communities
- 3.3 Support the growth of employment opportunities in the disability care and support sector through the administration of an efficient disability worker screening system
- 3.4 Drive the whole-of-government implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy
- 3.5 Empower individuals, businesses and communities to achieve their economic aspirations through supporting the development of policies and programs to increase participation by Aboriginal and Torres Strait Islander Queenslanders in employment and business
- 3.6 Engage with Aboriginal and Torres Strait Islander Queenslanders to develop a new economic strategy that expressly recognises the rich and vibrant contribution of Aboriginal and Torres Strait Islander peoples to the Queensland economy
- 3.7 Continue the development and implementation of strategic initiatives that support economic development and whole-of-government co-ordination of infrastructure works within remote and discrete communities, and other areas of Queensland.

4 FOSTER SAFE AND CONNECTED COMMUNITIES



- 4.1 Continue to fund programs and services through competitive processes that generate best value and outcomes in safeguarding the wellbeing of older Queenslanders, including preventing and responding to elder abuse
- 4.2 Safeguard the rights and wellbeing of people with disability by undertaking disability worker screening, preparing positive behaviour support plans and assessing the short-term use of restrictive practices
- 4.3 Support the implementation of the *Domestic and Family Violence Prevention Strategy 2016-2026*, and the strategies within *Queensland's Framework for Action - Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence*, and the *Queensland's Plan to respond to domestic and family violence against people with disability*
- 4.4 Work with relevant Ministers and departments to implement the renewed approach to alcohol management in Aboriginal and Torres Strait Islander communities; supporting timely responses and community-led strategies that promote a safe, regulated supply of alcohol
- 4.5 Support activities that promote Aboriginal and Torres Strait Islander cultures and advance reconciliation by leading whole-of-government cultural capability, Indigenous languages and reconciliation actions and reporting
- 4.6 Support communities to protect and value Aboriginal and Torres Strait Islander cultures and heritage by reviewing and administering Queensland's Cultural Heritage Acts
- 4.7 Continue to provide assistance and research related to community and personal histories of Aboriginal and Torres Strait Islander peoples
- 4.8 Partner with community leadership to deliver community-led initiatives to improve Aboriginal and Torres Strait Islander people's social and emotional wellbeing outcomes.

5 STRENGTHEN CAPABILITY, INNOVATION AND GOVERNANCE



- 5.1 Strengthen performance through contemporary governance best practice
- 5.2 Improve departmental workforce inclusion and diversity
- 5.3 Drive performance, innovation and service delivery improvements aligned to the government's priorities, through evaluations, reviews, data and feedback
- 5.4 Build on and maintain workforce capability that is outcomes focussed to consistently deliver service expectations
- 5.5 Value our staff, support them through change, and assist them to engage in departmental programs that build leadership competencies and capability, and encourage innovation in line with our SOLID values
- 5.6 Invest in the learning and capability development of our staff, ensuring that their safety, health and wellbeing is a priority, with a focus on the attraction and retention of a skilled and diverse workforce
- 5.7 Engage with staff on the outcome of the Working for Queensland survey and empower them to design approaches that make the department an employer of choice.

- Improved access to the Seniors Card program by seniors
- Improved access to quality accommodation support services by people with disability.

- Increased participation of people with disability and the disability sector in program and service design, and delivery
- Increased satisfaction with the quality of secretariat support services provided to disability and carer advisory councils.

- Increased number of Aboriginal and Torres Strait Islander businesses securing government procurement
- Increased value of government procurement from Aboriginal and Torres Strait Islander businesses.

- Improved outcomes for stakeholders who access cultural heritage services.

- Improved staff capability in governance and legislative compliance
- Increased workforce diversity
- Improved employee satisfaction results through the Working for Queensland Survey.