

OUR VALUES


-  Strengths based
-  Open
-  Loyal
-  Innovative
-  Dedicated

OUR PEOPLE


Our SOLID culture exemplifies who we are, what we do, why we do it and the value we add.

WHAT WE DO

Our department contributes to the following Queensland Government objectives for the community:

 **Supporting jobs** — facilitating, brokering and connecting Aboriginal and Torres Strait Islander Queenslanders and people with disability to open new employment opportunities, and communicating the latest information to realise the opportunities provided by the National Disability Insurance Scheme (NDIS).






 **Backing small business** — engaging, facilitating and empowering Aboriginal and Torres Strait Islander owned businesses and communities to grow their economic aspirations, and providing disability service providers with the latest and most strategic information to support them to grow under the NDIS.

 **Backing our frontline services** — enabling people with disability to access services that assist them with their core activities of daily living; delivering disability accommodation support, respite and forensic disability services; delivering programs and services for seniors to enhance their social and economic outcomes; advocating about and contributing to systems that safeguard and protect seniors and people with disability; working with our strategic partners to close the gap in health, education, justice, employment, child protection and housing outcomes for Aboriginal and Torres Strait Islander Queenslanders; and supporting strategies that improve the cultural capability of the public sector.

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 PRINCIPLES

-  Freedom
-  Respect
-  Equality
-  Dignity
-  Self-determination.

OUR VISION

Work together with seniors, people with disability, and Aboriginal and Torres Strait Islander communities so they can thrive culturally, socially and economically.

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, government and non-government organisations, advisory councils and peak bodies across economic, disability, seniors and community sectors
-  Commonwealth, Queensland and Local Governments, and other State and Territory Governments.





OUR OPPORTUNITIES

We will capitalise on, and leverage, the opportunities arising from our strategic risks.

-  **Increase opportunities for all Queenslanders** to feel included and achieve social and economic wellbeing within their communities
-  **Help communities to thrive** through seizing the opportunity to deliver NDIS services locally
-  **Collaborate with progressive, high-performing sectors** to deliver jobs and quality services to all Queenslanders
-  **Demonstrate innovation** in our approaches to improve capacity, capability and resilience of clients, communities, stakeholders and staff
-  **Collaborate** with the Commonwealth, National Disability Insurance Agency (NDIA) and other states and territories to ensure Queenslanders with disability continue to benefit from the NDIS
-  **Provide evidence-based advocacy** to Commonwealth and other state government agencies to improve safeguards, and service design and delivery
-  **Encourage seniors and people with disability** and/or their representatives, to participate in key decisions about them
-  **Co-design policies** with Aboriginal and Torres Strait Islander Queenslanders, people with disability and other strategic partners
-  **Develop information technology solutions** that support service delivery
-  **Build individual and organisational capability** to support departmental priorities
-  **Strengthen strategic partnerships** with Aboriginal and Torres Strait Islander communities, mayors and government agencies, to improve community resilience in responding to pandemic events
-  **Strengthen the department's governance** frameworks based on contemporary best practice.

OUR STRATEGIC RISKS

We proactively identify and manage the strategic risks that could impact on the achievement of our vision and strategic objectives.

-  **Safeguards** — protecting the rights and safety of people with disability in service environments through investigating complaints, approval of the short-term use of restrictive practices and the screening of disability workers
-  **Investment** — achieving value for money by managing departmental resources to deliver improved outcomes, driving performance through service agreements, and using evidence-based decision-making in prioritising the commissioning of services to ensure they respond to the needs of Queenslanders
-  **Economic and social outcomes** — facilitating successful job placements for Aboriginal peoples and Torres Strait Islander peoples; and strategically influencing priority agencies in co-designing policies, programs and services
-  **Information security requirements** — independently validating the evidence that information security requirements meet basic system controls
-  **Legislation** — ensuring compliance with legislative requirements
-  **Workforce** — building workforce capability, and maintaining a safe and healthy work environment, including during the COVID-19 pandemic
-  **Safe communities** — providing appropriate COVID-19 advice and support to seniors, people with disability, and vulnerable Aboriginal and Torres Strait Islander communities.

We pay our respects to the Aboriginal peoples 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.

PROMOTE INCLUSION AND ACCESS TO PROGRAMS AND SERVICES



- 1.1 Support Queenslanders with disability to participate as equal citizens in Australian society, and maximise opportunities by ensuring effective governance provisions are in place for NDIS
- 1.2 Deliver the next All Abilities Queensland Plan, focusing on employment opportunities for people with disability
- 1.3 Work with other jurisdictions to achieve a more nationally consistent authorisation process for restrictive practices
- 1.4 Support older people to lead healthy and productive lives, and ensure government policies and programs are age-friendly and inclusive
- 1.5 Work with strategic partners, including aged care facilities and disability service providers, to prepare for, respond to, and recover from COVID-19 disaster events
- 1.6 Contribute to the reforms to palliative care
- 1.7 Partner with clients, families, guardians and the NDIA to ensure client needs are regularly assessed and funded
- 1.8 Engage primary health networks to ensure people with disability have access to regular comprehensive health assessments
- 1.9 Deliver NDIS access and outreach services to Queenslanders in remote and regional locations
- 1.10 Work with Queensland Health and Ambulance Services to develop an improved service delivery model for the forensic disability service system in Queensland
- 1.11 Participate in the nationally consistent NDIS worker screening
- 1.12 Work with the Attorney-General, and relevant Ministers, to integrate screening processes and realise efficiencies, including in the areas of working with children checks and disability screening
- 1.13 Provide funding to support disability peak bodies to deliver outcomes for Queenslanders with disability
- 1.14 Provide funding to disability advocacy services for people with disability
- 1.15 Maintain a program of funded service quality audits under the Human Services Quality Framework (HSQF)
- 1.16 Embed continuous improvement and internal quality review programs to inform quality service delivery
- 1.17 Work with the Commonwealth Government, the NDIA and relevant Queensland Government agencies to implement the Commonwealth's *Younger People in Residential Aged Care Strategy 2020–25* in Queensland
- 1.18 Contribute to the Commonwealth Government's Indigenous Voice Co-design process to develop and refine Indigenous Voice models that best meet the needs and priorities of First Nations Queenslanders informed by existing reforms underway in Queensland, including Path to Treaty and Local Thriving Communities
- 1.19 Implement the refreshed Ministerial and Government Champions Program to work with communities to improve life outcomes for Aboriginal peoples and Torres Strait Islander peoples.

- Increase in:
 - number of seniors accessing the Seniors Enquiry Line
 - percentage of eligible people accessing concessions and support services
 - percentage of eligible seniors with a Seniors Card
 - satisfaction by families and guardians with service quality
 - uptake of NDIS by clients of Outreach and Assessment services
- Number of people with disability receiving departmental accommodation support services
- Percentage of approved accommodation support places used
- Proportion of Accommodation Support and Respite Services' clients who have comprehensive annual health plans
- Percentage of funded services that meet the needs of people with disability and seniors
- Number of applications for the short-term use of restrictive practices received
- Compliance with the HSQF through the independent annual certification audit
- Increase in:
 - satisfaction with the effectiveness of the HSQF
 - satisfaction by industry partners with their engagement with the department.

INCREASE ENGAGEMENT THROUGH CO-DESIGN



- 2.1 Continue to reaffirm Queensland Government's commitment to reframing the relationship with Aboriginal and Torres Strait Islander Queenslanders through Path to Treaty, including through the establishment of a Path to Treaty Fund to further this work
- 2.2 Work with the Commonwealth Government, and other key stakeholders, to develop and implement the new National Disability Strategy
- 2.3 Partner with Aboriginal peoples and Torres Strait Islander peoples, and other key stakeholders, to support thriving Aboriginal and Torres Strait Islander communities
- 2.4 Support the relevant Ministers and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited to increase the number of community controlled organisations with delegated and cultural authority to make decisions
- 2.5 Lead the implementation of the National Agreement on Closing the Gap and the co-design of a Queensland implementation plan
- 2.6 Support initiatives under the *Queensland Housing Strategy 2017–2027*, including the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023*
- 2.7 Represent Queensland on the National Federation Reform Council Taskforce on Indigenous Affairs, the Disability Reform Ministers' Meeting and the Joint Council on Closing the Gap
- 2.8 Work with Queensland's 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
- 2.9 Partner with people with disability to develop the next state disability plan
- 2.10 Partner with seniors in the development of the next state seniors plan.

- Total cost per hour of community participation policy
- Total cost per hour of economic participation policy
- Increase in number of successful engagements with people with disability, and the disability sector.

INFLUENCE SOCIAL AND ECONOMIC OUTCOMES



- 3.1 Maximise employment and business opportunities for Aboriginal and Torres Strait Islander Queenslanders, people with disability and seniors
- 3.2 Facilitate improved economic development and participation outcomes for Aboriginal peoples and Torres Strait Islander peoples by driving the whole-of-government Moving Ahead strategy, and supplying economic development opportunities to Traditional Owners
- 3.3 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
- 3.4 Continue driving the whole-of-government implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy
- 3.5 Undertake master planning and negotiation of Indigenous Land Use Agreements (ILUAs) to support economic development and home ownership, including providing ILUA implementation support for local Councils, Trustees and Traditional Owners
- 3.6 Assist Aboriginal and Torres Strait Islander Queenslanders to own their homes in remote and discrete communities, through facilitating 99-year home ownership leases and resolving legacy issues
- 3.7 Provide whole-of-government support to local, state and Commonwealth governments, and to land Trustees and Aboriginal and Torres Strait Islander communities, related to technical advice in land tenure-related actions
- 3.8 Continue the development and implementation of strategic initiatives that support economic development and whole-of-government co-ordination of infrastructure works in remote and discrete communities
- 3.9 Monitor the NDIS workforce in Queensland and collaborate on initiatives with the Commonwealth Government and disability sector
- 3.10 Work with the Commonwealth Government, the NDIA, and other Queensland Government agencies to implement full scheme NDIS arrangements in Queensland to ensure Queensland's investment in the NDIS delivers value through improved participant outcomes, job creation, skills development, and increased workforce participation
- 3.11 Work with the Commonwealth Government, NDIA and NDIS providers to promote development of the NDIS market in Queensland, including in relation to specialist behaviour support.

- Increase in:
 - number of Aboriginal and Torres Strait Islander businesses securing government procurement
 - value of government procurement from Aboriginal and Torres Strait Islander businesses
 - number of job placements for Aboriginal peoples and Torres Strait Islander peoples facilitated by the department*
 - Aboriginal and Torres Strait Islander successful job outcomes – employment over three months and six months
 - number of houses made available for ownership for Aboriginal peoples and Torres Strait Islander peoples in targeted communities
 - number of Queensland Government agencies with a Cultural Capability Action Plan.

* Including jobs recorded through Queensland Government Building and Construction Training Policy-eligible projects constructed within the discrete communities.

FOSTER SAFE AND CONNECTED COMMUNITIES



- 4.1 Implement the structure and processes for Torres Strait Islander families to apply for legal recognition of Ailan Kastom (Torres Strait) child rearing practice
- 4.2 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*
- 4.3 Support key stakeholders in undertaking a culturally appropriate community conversation with Aboriginal and Torres Strait Islander children and young people about their interactions with the justice system
- 4.4 Continue to support Aboriginal and Torres Strait Islander communities to locally manage their Alcohol Management Plans, including implementing Community Safety Plans with strategies tailored to the unique needs and aspirations of each community
- 4.5 Support activities that promote reconciliation through the *Queensland Government Reconciliation Action Plan 2018–2021*, including the Celebrating Reconciliation Grants Program
- 4.6 Finalise the review of the Cultural Heritage Acts
- 4.7 Continue to support the implementation of the government's plan for Action on Ice to address use and harm caused by crystal methamphetamine
- 4.8 Support the relevant Ministers in the development and finalisation of local health equity strategies; and in overseeing the pilot of On Country programs
- 4.9 Continue to provide community and personal history services ensuring recommendations relating to access to records of the *Royal Commission into Aboriginal Deaths in Custody and Bringing Them Home* reports, are met
- 4.10 Continue to fund the Elder Abuse Prevention Unit, and Seniors Legal and Support Service
- 4.11 Lead the Queensland Government's participation in, and response to, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- 4.12 Partner with community leadership to deliver community-led initiatives to improve Aboriginal peoples and Torres Strait Islander people's social and emotional wellbeing, with a particular focus on youth mental health and suicide prevention and addressing trauma and intergenerational trauma.

- Increase in customer satisfaction with cultural heritage services
- Average cost per cultural heritage search request
- Average cost per community and personal histories request.

STRENGTHEN CAPABILITY, INNOVATION AND GOVERNANCE



- 5.1 Strengthen performance through contemporary governance best practice
- 5.2 Improve departmental workforce inclusion and diversity
- 5.3 Maintain respectful relationships and cultural considerateness that promote trust and accountability to achieve results
- 5.4 Drive performance, innovation and service delivery improvements aligned to the government's priorities, through evaluations, reviews, data and feedback
- 5.5 Build on and maintain workforce capability that is outcomes focussed to consistently deliver service expectations
- 5.6 Value our staff, support them through change, and assist them to engage in departmental programs that build capability and encourage initiative in line with our SOLID values
- 5.7 Provide opportunities for staff through learning, development and training to enable continuous improvement
- 5.8 Implement service improvements in line with the *Bilateral Agreement between the Commonwealth and Queensland: Transition to a National Disability Insurance Scheme*
- 5.9 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
- 5.10 Build on the accessibility of the department's services and employment opportunities
- 5.11 Ensure the department's Disability Service Plan is contemporary and actions are implemented.

- Cultural Capability Action Plan deliverables implemented
- Reconciliation Action Plan deliverables implemented
- Disability Service Plan actions completed
- Recommendations from internal audits and reviews related to continuous improvement of systems and services, completed
- Workforce diversity benchmarked against Public Sector targets
- Increase in:
 - satisfaction of employees with agency leadership and workplace culture
 - number of staff who have completed mandatory training.