

STRATEGIC PLAN 2020–2024

OUR VISION

Succeeding together to achieve a better life for all Queenslanders.

WE DELIVER

Innovative,
effective policy

Strategic advantage
for Queensland

Strong, accountable
government

A high-performing
workforce

OUR ROLE

Across government and with our stakeholders **we lead, advise, collaborate, coordinate, broker, facilitate, communicate and monitor** to deliver on the government's objectives for the community, build trust in a strong, responsive and accountable system of government and achieve transformational outcomes for Queenslanders.

The government's objectives for the community are built around *Unite & Recover – Queensland's Economic Recovery Plan*:

- Safeguarding our health • Supporting jobs • Backing small business • Making it for Queensland • Building Queensland
- Growing our regions • Investing in skills • Backing our frontline services • Protecting the environment

OUR PRINCIPLES

Leadership

We lead by providing a whole-of-government perspective, brokering, coordinating and communicating our common purpose.

Trust

We inspire trust in the system of government by demonstrating integrity, transparency and accountability in everything we do.

Collaboration

We collaborate with our stakeholders and public sector colleagues to build common understanding and purpose and shared accountability for outcomes.

Agility

We are agile across our workforce empowering and supporting our workforce to meet the changing needs of Queenslanders whilst ensuring a strategic focus on the future.

Innovation

We are future-focused, seeking innovative solutions to create value for Queensland to capitalise on strategic opportunities and support for whole-of-government risk.

Inclusion

We value and respect Aboriginal and Torres Strait Islander cultures in our work and we embrace inclusion and diversity because it makes our workplace and our work more representative, robust and more resilient.

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

OUR OBJECTIVES

Through our strategic objectives we contribute to the government's objectives for the community.

Innovative, effective policy

Lead the policy development process across government, ensuring effective outcomes for Queenslanders.

OUR MEASURES



Our clients are satisfied with our engagement in the policy development process, in support for intergovernmental relations and support provided by Cabinet Services.

OUR STRATEGIES



- Lead the development of high-quality, consultative and evidence-based policy in collaboration with our stakeholders across government.
- Advance programs and taskforces to deliver on strategic initiatives of government.
- Supports active engagement in intergovernmental policy negotiations that advances government policy priorities.
- Continue to lead, coordinate and contribute to the delivery of the Queensland Government's objectives for the community.
- Coordinate the government Cabinet program.
- Provide advice and support on whole-of-government performance management and reporting, and monitor and report on the government's priorities and commitments.
- Provide advice and support on the COVID-19 event including agile response and recovery activities.

Strategic advantage for Queensland

Inform the strategic direction of government.

Our clients are satisfied with strategic advice and support provided by Strategy and Engagement.

- Lead future-focused strategy and policy development and whole-of-government communications to support the delivery of the Queensland Government's objectives for the community.
- Advocate Queensland's strategic interests and positions in international forums.
- Support Queensland regions through the Office of Regional and Rural Queensland and the department's network of regional offices across Queensland.
- Coordinate and provide strategic advice for the Premier's official overseas visits and functions.
- Lead the planning and delivery of whole-of-government strategic communications and events, including stakeholder and community engagement programs.

Strong, accountable government

Ensure a strong system of government.

Our clients are satisfied with Government Services' support and advice.

- Coordinate the Executive Council program and provide constitutional support to the Governor.
- Lead policy and operational advice on government boards, executive government, constitutional and machinery of government matters.
- Provide corporate services to ministerial offices and the office of the leader of the opposition.
- Develop, coordinate and implement policies, programs and initiatives that support the government's commitment to veterans.

A high-performing workforce

Maintain a high-performing and responsive workforce.

Our employees are positive about their job empowerment, and DPC's organisational innovation, leadership and engagement.

- Empower our people to perform to their highest level.
- Foster a customer-centric workforce.
- Foster a culture that inspires our people to collaborate, lead at all levels and act to enhance their impact in our organisation.
- Provide efficient and effective business processes and systems that enable staff to work fluidly between working environments
- Demonstrate effective fiscal management to align services and outcomes to government's priorities.
- Deliver strong corporate governance and risk management including support for whole-of-government risk management.

OUR RISKS AND OPPORTUNITIES

WE WILL MANAGE OUR STRATEGIC RISKS:



- ensuring **effective response and recovery planning** and implementation to ensure continuity of services
- maintaining **strong and effective governance** to prevent fraud and corruption
- **securing our information** assets, employing good record keeping in order to prevent data breaches and unauthorised disclosure
- building and maintaining strong, relevant and purposeful **client relationships**
- **connecting statewide** to achieve informed, timely and effective outcomes for Queenslanders regardless of where they live.

WE WILL EMBRACE OPPORTUNITIES BY:

- anticipating and responding to global challenges affecting Queensland so we maintain our competitiveness to meet future challenges and **keep pace with change**
- driving **innovative policy** solutions to maximise benefits to Queensland
- harnessing digital technologies to innovate and continue to improve and **making our systems more effective**
- building on our **staff capability** to empower our people for the future.