

Strategic Plan 2023-27



Vision

Fair and accountable public administration in Queensland

Purpose

To improve public administration by:

- investigating administrative decisions
- helping agencies improve their practices
- overseeing the system of public interest disclosures
- improving detention services.

Values

- | Independence
- | Respect
- | Integrity
- | Quality



Objectives

Proactively improve public administration	Respond to complaints about public administration	Ensure our services are inclusive	Continue to be adaptable, capable and sustainable
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Strategies

<ul style="list-style-type: none"> • Promote better practices for the delivery of public services. • Provide training, advice and information. • Inspect and review places of detention. • Engage with agencies. 	<ul style="list-style-type: none"> • Conduct timely, independent and just investigations. • Communicate effective recommendations. • Help people to know how and when to make a complaint. 	<ul style="list-style-type: none"> • Respect, protect and promote human rights in our decision-making and actions. • Work with diverse stakeholders in the design and delivery of our services. • Engage with Aboriginal and Torres Strait Islander peoples. 	<ul style="list-style-type: none"> • Maintain a diverse, skilled, safe and engaged workforce. • Model a culture of accountability and performance. • Drive continuous improvement and innovation.
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Measures

<ul style="list-style-type: none"> • Timeliness and effectiveness of inspections and investigations. • Agencies' acceptance of recommendations for improvement. • Utilisation and effectiveness of training services. 	<ul style="list-style-type: none"> • Quality of service responsiveness. • Employee safety and engagement. • Completion of change and improvement projects.
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Risks and opportunities

<ul style="list-style-type: none"> • More actively engage with agencies and stakeholders, while maintaining our reputation for independence. • Establish and deliver new services. 	<ul style="list-style-type: none"> • Recruit, retain and develop a skilled and diverse workforce; and ensure our workplace and services are culturally-safe. • Protect and secure information we hold to build and retain confidence in our services.
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