

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.

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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