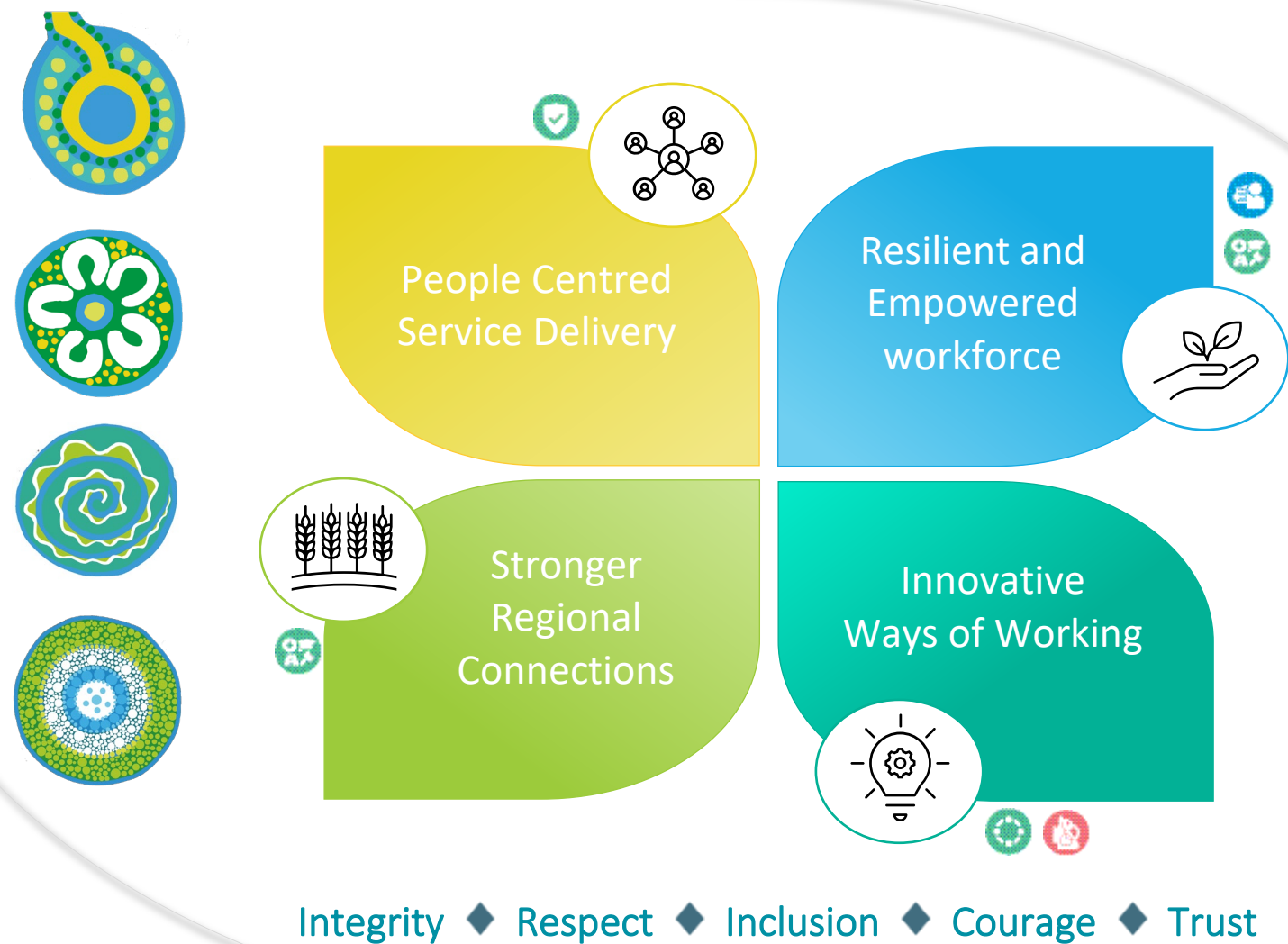


# Office of the Public Guardian Strategic Plan 2024 - 2029



## Our purpose and role

To promote and protect the right and interests of adults with impaired capacity for a matter and children in out of home care or staying at visitable sites.



Our work is informed and guided by our commitment to Aboriginal and Torres Strait Islander peoples and cultures, recognising that outcomes built on strong relationships create a positive shared future for all.

## Our vision

We protect, support, advocate, educate and empower, to build a Queensland where our most vulnerable community members can live with dignity.

## Our commitment

We put people and their human rights first in our actions and decisions.

## Our Opportunities

- To harness the skills and passion of our workforce to deliver positive outcomes for clients
- To positively influence outcomes for clients at the individual and systems level
- To partner with the community to build a shared understanding of our purpose and the services we deliver
- To harness our commitment to First Nations people by purposefully and genuinely engaging with First Nations communities and organisations across the state

## Our Challenges

- Maintaining high-quality service delivery in an environment of increasing demand and complexity
- Navigating changes in the regulatory landscape for the services we provide
- Ensuring our service delivery remains in step with community expectations

The agency supports the Government's objectives for the community:



### Good Jobs:

Good, secure jobs in our traditional and emerging industries



### Better services:

Deliver even better services right across Queensland

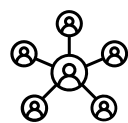


### Great Lifestyles:

Protect and enhance our Queensland lifestyle as we grow



# Office of the Public Guardian Strategic Plan 2024 - 2029



## People Centred Service Delivery

We will continually improve our service delivery to achieve positive human rights outcomes for our clients.

- Continuous improvement in service delivery to ensure services are client-centred, accessible and culturally responsive.
- Advocate strategically to ensure system reforms are evidence based.
- Enhance alignment of service delivery to our authorising legislation.
- Strengthen our capability in education to promote child and adult safeguarding and improve timeliness of our services.

### What success looks like:

- Our clients have a high level of satisfaction with our services
- Fewer complaints about timeliness of our services
- Improved systems outcomes as a result of advocacy on behalf of our clients
- Services to First Nations Queenslanders that are culturally safe and responsive
- Lived experience is incorporated into practice
- Improved education activities that drive community understanding and engagement



## Resilient and Empowered workforce

We will support a workplace where staff feel respected, engaged and empowered.

- Deliver a Workforce Management Strategy and Action Plan to ensure we recruit, retain and nurture our talent.
- Develop an evidenced-based psychosocial risk management framework.
- Refresh our learning and development framework to invest in the skills and knowledge of our workforce.

### What success looks like:

- Strong results for staff engagement in agency-wide employee opinion survey
- Better performance across key workplace health and safety indicators, including lower rates of unplanned absences
- An inclusive and diverse workforce, reflected through greater representation of target groups including First Nations and people with lived experience of disability or neurodiversity



## Stronger Regional Connections

We will strengthen community connections and maximise our impact in regional Queensland through strategic partnerships.

- Maximise service delivery opportunities in regional Queensland
- Harness technology to improve remote working capability and strengthen connections with our clients
- Strengthen regional partnerships to expand service options, through relationships with other related organisations

### What success looks like:

- Services are efficient, accessible and responsive to local needs
- Regional service delivery is enhanced through technology
- Strong relationships with the right regional stakeholders that work in shared systems



## Innovative Ways of Working

We will streamline our internal processes and drive innovation to maximise efficiency, collaboration and effective outcomes.

- Strengthen our knowledge management to encourage collaboration through access to information
- Develop internal information-sharing and collaborative partnerships to maximise service delivery outcomes
- Harness innovative practice to drive cultural change and empower the people we support
- Leverage new technology to support staff to deliver services efficiently

### What success looks like:

- A collaborative, interconnected agency operating as 'one OPG'
- Internal practice directions and process documentation are aligned where possible
- More externally-facing, accessible documents available to our clients and the community

