



Department of Community Safety: Strategic Plan 2010–2014

OUR VALUES		Toward Q2: Tomorrow's Queensland ambitions						
		STRONG	GREEN	SMART	HEALTHY	FAIR		
		Creating a diverse economy powered by bright ideas	Protecting our lifestyle and environment	Delivering world class education and training	Making Queenslanders Australia's healthiest people	Supporting safe and caring communities		
Our commitments to Toward Q2 targets								
Accountability	HEALTHY – Shortest public hospital waiting times in Australia – Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure		SMART – Three out of four Queenslanders will hold trade, training or tertiary qualifications		FAIR – Increase by 50% the proportion of Queenslanders involved in their communities as volunteers			
Community Service	<ul style="list-style-type: none"> Managing demand for services through effective support by the Queensland Ambulance Service for Queensland Health patient flow strategies. Decrease tobacco smoking in Queensland Corrective Services through a multi-component policy which includes Quit smoking support and increased smoke-free environments. 		<ul style="list-style-type: none"> Support prisoners to develop foundation vocational education and training skills as a bridge to gaining qualifications at Certificate III or above. 		<ul style="list-style-type: none"> Support <i>Our Heroes</i> through increasing volunteer numbers, improving equipment, and helping communities prepare for natural disasters. Keeping <i>Our Beaches Safe</i> through improving the safety of Queenslanders and visitors to our beaches and public swimming locations. Implement the Rural Fire Service volunteer community educator roles in rural and regional Queensland. Implement the <i>Volunteer Management Strategy</i>. 			
Diversity	VISION	Safe and secure communities						
	ROLE	Keeping the community safe by protecting lives and property through emergency services and the humane containment, supervision and rehabilitation of offenders through corrective services.						
	STRATEGIC CHALLENGES	<ul style="list-style-type: none"> Managing demand for services and heightened community expectations of government's role for safe communities Streamlining offender management practices and efficient use of facilities Promoting social responsibility through offender reparation Supporting community resilience and limiting loss under conditions of increasing severity of natural disasters Accessing high performing information technology to improve service delivery Influencing land use planning to mitigate the adverse effects of floods, bushfires and landslides Responding to changing demographics including an ageing population and urban/rural shifts 						
Integrity								
Leadership	Services	Ambulance Services	Custodial Operations	Probation and Parole	Emergency Management Services	Fire and Rescue Services		
	Objectives	Ambulance services meeting the needs of the community with a timely response	Secure containment and rehabilitation of prisoners	Supervision and rehabilitation of offenders in the community	Emergency management services delivering effective disaster management arrangements and emergency response	Fire and rescue services partnering with the community for a safer Queensland		
	Measuring our performance	<ul style="list-style-type: none"> Time within which code 1 incidents are attended Cardiac arrest survived event rate Level of patient satisfaction with ambulance response services Number of urgent incidents Number of non-urgent incidents 	<ul style="list-style-type: none"> Deaths from unnatural causes Escape and assault rates Program completions Prisoner employment and education Financial value of work performed in the community by prisoners Prisoners returning to corrective services 	<ul style="list-style-type: none"> Successful completion of orders Financial value of community service work performed Proportion of prisoners and offenders who are Indigenous Offenders returning to corrective services 	<ul style="list-style-type: none"> Number of people receiving disaster management training Number of SES Volunteers SES volunteer hours of operation EMQ Helicopter Rescue engine hours as a percentage of the total helicopter rescue network engine hours 	<ul style="list-style-type: none"> Response times to structural fires Percentage of structural fires confined to the object/room of origin Percentage of households with operational smoke alarms installed Number of accidental residential structural fires 		
Learning								
Safety								
Sustainability								
Teamwork								
Key focus areas and strategies								
	1. Front-line service delivery	1.1 Manage demand for front-line emergency services 1.2 Supervise and manage offenders in the community 1.3 Ensure prisoners are safely managed in facilities most appropriate for their level of risk to the community 1.4 Deliver improved information and communication technology 1.5 Recruit and retain a diverse and effective workforce 1.6 Provide offender interventions to increase opportunities for successful reintegration	2. Community resilience and partnerships	2.1 Support communities, including remote Indigenous communities, in effective and responsive emergency and disaster management 2.2 Leverage strategic partnerships with government, community and business sectors 2.3 Promote social responsibility through offender reparation to the community 2.4 Work closely with Indigenous communities to provide strong rehabilitation and reintegration opportunities 2.5 Increase judicial and community confidence by effectively administering orders made by the court	3. Volunteer organisations	3.1 Ensure volunteers have access to appropriate training, equipment and infrastructure to undertake their role safely and effectively 3.2 Build and sustain the capacity to recruit, retain and manage volunteers 3.3 Support partnerships between volunteer groups to increase emergency capability and positively contribute to the Q2 target on volunteerism	4. Organisational performance and capability	4.1 Engage in continuous improvement in planning; risk and performance management; governance; and legislative compliance 4.2 Leverage our knowledge, experiences and diversity to enhance our services 4.3 Maintain a strong focus on staff health and well-being 4.4 Strengthen workforce capacity, capability and agility 4.5 Deliver contemporary and sustainable legislative and policy development 4.6 Strengthen leadership and management capability 4.7 Contribute to reducing the impact of climate change