

Department of Justice

Strategic Plan 2024–28

Our vision:

A modern, trusted justice system.

Our purpose:

To deliver justice services with fairness, safety and integrity.

Our strategic plan contributes to the Queensland Government's objectives for the community -



Safety where you live



A better lifestyle through a stronger economy



A plan for Queensland's future

Confidence in our system of government

Queenslanders deserve a government that works for them - we support all three arms of government, protect people's rights and prioritise equality and fairness for all.

Success looks like:

- ☐ increased community engagement and satisfaction
- ☐ efficient and effective management of public information.

We will:

- deliver responsive, efficient and effective support to independent courts and tribunals
- support the Attorney-General's role as First Law Officer with the highest quality legal and evidence-based and community informed policy advice
- ensure effective regulatory oversight of liquor, gaming and fair trading, and the integrity of our casinos
- improve accountability and enhance transparency of decision-making, including through critical integrity reforms and effective recordkeeping
- adhere to the highest standards of professional conduct and ethics in everything we do
- deliver strong justice system leadership and governance, ensuring our work is informed by best practice and community need
- promote collaboration across the sector in providing services to the community.

Modernised and accessible services

We are committed to delivering high-quality, people-centred justice services that our diverse communities can easily access across the state.

Success looks like:

- ☐ earlier resolution of matters
- ☐ improved efficiency and accessibility
- ☐ increased level of client satisfaction.

We will:

- deliver contemporary and culturally safe court and tribunal services, including fit-for-purpose courthouse infrastructure and security
- make it easier for Queenslanders to access information, registries, legal and witnessing services
- uplift digital capacity to enable improved business practices and increase service efficiency
- streamline processes to reduce red tape and improve outcomes for the community
- preserve important Government records for the benefit of current and future generations
- ask, listen, empower, educate and advocate to design, evaluate and improve our services.

Keeping Queenslanders safe

Queenslanders deserve to feel safe and know the justice system is there when they need it - one that puts victims first and ensures their voices are heard.

Success looks like:

- ☐ reduction in the DNA testing backlog
- ☐ increased percentage of victims cases provided automatic updates.

We will:

- prioritise victims to receive faster justice by reducing court delays, addressing the DNA testing backlog and improving access with specialised supports
- provide world-class forensic science capabilities to meet stakeholder and community expectations
- put victims' rights first as they navigate the criminal justice system through increased transparency and greater support
- minimise gambling harm balancing the need for a sustainable and socially responsible industry
- provide efficient and robust worker screening services to protect children and other vulnerable Queenslanders
- champion the rights and views of people with impaired decision-making ability through systemic advocacy.

We enable our frontline services with effective policy, corporate and governance support

Shape a better justice system with credible, evidence-based policy advice

We will:

- implement the Government's legislative and regulatory program and identify opportunities for law reform
- make contemporary and effective criminal procedure laws in the Magistrates Courts
- address the over-representation of Aboriginal and Torres Strait Islander peoples in the criminal justice system
- better respond to demand in the criminal justice system through improved data and analysis
- realign risk-based regulatory frameworks driven by evolving consumer preferences, technology and business models.

Support better decisions, better implementation and better performance

We will:

- connect the portfolio and do the right things, the right way
- respect and embrace the knowledge and diverse cultures of Aboriginal and Torres Strait Islander peoples
- build a safe, capable and digitally-connected 'One-Justice' culture, where every employee is empowered to succeed
- help services optimise the use of our resources and processes with contemporary supporting technologies.

Our strategic risks:

- Changing demands and expectations of the community and stakeholders
- Providing reliable, accessible and secure services
- Securing the agile and skilled workforce of the future
- Uplifting data and digital capacity and capability
- Delivering critical services in a tightening fiscal environment

Our opportunities:

- Embracing innovative technologies that enhance service efficiency and effectiveness
- Implementing improved strategies to attract, develop and retain our workforce
- Exploring new delivery methods that can adapt in dynamic environments
- Collaborating with partners and stakeholders, both within and outside of government, to drive continuous service improvements and enhance outcomes

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

DELIVERING
FOR QUEENSLANDQueensland
Government