

Strategic Plan 2023–2027

Our Vision

Safe and empowered communities, where skilled Queenslanders and vibrant small businesses grow Queensland's economy.

Our Purpose

To keep the community safe through preventing offending and reducing reoffending by young people and to build Queensland's future workforce through connecting all Queenslanders to learning opportunities, quality training, employment opportunities and by helping small businesses to start and thrive.

Our contributions to the Queensland Government's objectives for the community

Good jobs: Good, secure jobs in our traditional and emerging industries

- Supporting jobs** – by providing funding to non-government service providers, by working across government agencies to support jobs and job pathways, and by delivering innovative and practical solutions to develop a strong and diverse workforce ready to support growth, strengthen our communities and keep Queensland at the forefront of all economic opportunities.
- Backing small business** – by helping small businesses to start, grow and thrive through targeted and successfully delivered grants and support programs and to help keep Queenslanders in jobs.
- Making it for Queensland** – by working together with other agencies to increase access to new markets for regional small businesses and working with industry to adopt innovative manufacturing techniques to enhance global competitiveness.
- Investing in skills** – by funding programs and service initiatives providing skill development and training opportunities to young people in our care and in the youth justice system and by connecting people to quality training and skills to create better employment pathways.

Better services: Deliver even better services right across Queensland

- Backing our frontline services** – by delivering culturally safe and responsive frontline services in youth justice, by contributing to community safety and wellbeing and by connecting people to training and investing in infrastructure that will be used for teaching new skills to frontline staff to access skilling and employment opportunities; and to access small business services.
- Keeping Queenslanders safe** – by delivering continuous services to the regions to ensure the health, safety and wellbeing of our staff and young people and by upgrading and modernising health training facilities at TAFE Queensland campuses and supporting Queenslanders to undertake training in health and science.
- Connecting Queensland** – by providing services that improve social outcomes and greater social inclusion for our staff and young people and by supporting jobseekers to build their digital skills to connect with employment or further study and increasing the digital capability of small businesses to help them grow and protect their business.
- Educating for the future** – by partnering with schools and industry to enable young people to acquire qualifications, knowledge, skills, and attributes to deliver outcomes for students, local communities, and businesses.

Great lifestyle: Protect and enhance our Queensland lifestyle as we grow

- Protecting the environment** – by preparing the workforce to participate in renewable energy industries including investment in renewable energy training facilities.
- Growing our regions** – by providing funding to regional non-government service providers and working with local governments to welcome and attract people, talent, investment and economic prosperity to regions and by supporting and growing regional partnerships and working with regional business and industry on projects and programs to support economic resilience and growth.
- Building Queensland** – by upgrading and building new TAFE Queensland infrastructure and facilities to ensure we have world-class learning environments.
- Honouring and embracing our rich and ancient cultural history** – by respecting self-determination for Aboriginal and Torres Strait Islander families to safely care for their young people, by supporting Aboriginal and Torres Strait Islander communities with services that are accessible, culturally respectful and safe to help young people thrive, and by delivering a First Nations Training Strategy to support Aboriginal and Torres Strait Islander communities to develop skills relevant to local needs and secure jobs.

Our values and commitments



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

We value and respect Aboriginal and Torres Strait Islander cultures in all that we do.

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

Our opportunities and challenges

We embrace our strategic opportunities:

- Leveraging regional networks to maximise our resources and to be responsive to customers and community
- Implementing digital innovation leveraging new technology to improve customer service outcomes
- Embedding First Nations participation in departmental business practices and programs and service delivery and readying for Path to Treaty
- Developing sound policies, programs and implementing services reflecting current priorities, government and community expectations.

How we manage our challenges:

- Keeping young people in our care safe from harm, and supporting them to address offending
- Meeting demand for youth detention centre infrastructure and services
- Prioritising health and safety of employees/contractors/visitors
- Developing sufficient and resilient workforce capacity and capability
- Building and maintaining positive stakeholder engagement
- Managing exposure to major disruptions, disasters and unplanned events (Cyber-Attacks, Natural Disasters)
- Appropriate corporate governance informing robust decisions and ensuring compliance supporting integrity and transparency.

Read more about our services, programs and initiatives

desbt.qld.gov.au

Objectives

Strategies

Performance Measures

YOUTH JUSTICE

- Reducing re-offending by young people and the disproportionate representation of Aboriginal and Torres Strait Islander young people in the youth justice system
- Ensuring youth justice supervision focuses on improving social, economic, civic participation and cultural connection



- Supporting young people to be responsible for their behaviour.
- Working with other agencies to link young people and their families to wellbeing, health, education, cultural and pro-social services.
- Focusing on underlying issues that lead to offending behaviour, and deliver evidence-based interventions and programs for young people who are repeat offenders.
- Supporting young people to transition back into the community by connecting them to appropriate and relevant community organisations, programs and services.
- Supporting victims of youth crime to participate in justice processes.
- Targeting our efforts on those serious repeat offenders who are responsible for the majority of offending.

- Reduction in the rate of youth re-offending and in the disproportionate representation of Aboriginal and Torres Strait Islander young people in the youth justice system.
- Average daily number of young people in detention centres, rate per 10,000 population.
- Youth detention centre utilisation rate.
- Cost per young offender supervised in the community per day.

EMPLOYMENT

- Preparing Queensland's workforce for the demands of current and future industries.



- Delivering the Queensland Workforce Strategy to strengthen Queensland's current and future workforce.
- Delivering targeted employment support programs to assist employers and disadvantaged jobseekers.
- Supporting workforce adaption to high-growth and emerging industries.
- Delivering strategic advice on future skills needs, workforce planning and development.
- Strengthening collaboration between industry, employers, training sector stakeholders and government through DYJESBT's Industry Engagement Framework, to plan for and invest in future skills and training that link to jobs, while supporting the diverse needs of Queensland's regions.

- Overall customer satisfaction with employment programs.
- Administrative cost per \$1,000 of employment program support.
- Number of employers supported through the Back to Work program.
- Percentage of people supported through the Back to Work program, by target group.

SMALL BUSINESS

- Helping small businesses to start, grow and thrive.



- Delivering targeted programs, services, and business grants to support small businesses to start, grow and thrive.
- Making it easier to maximise opportunities for small business to supply to government through the Queensland Small and Medium Enterprises Procurement target and on-time payment policy.
- Supporting the reinvigorated Queensland Small Business Advisory Council to strengthen the voice of small business in policy design and program delivery.
- Providing access to critical information, business advice and support through the Business Queensland website, Small Business Hotline, regional offices, and Mentoring for Growth program to support small businesses.
- Supporting the Queensland Small Business Commissioner to enhance the operating environment for small businesses and to reduce the time and costs associated with resolving disputes for small businesses.

- Percentage of new or existing businesses reporting increased capability (including digital) as a direct result of participation in small business grant programs.
- Percentage of businesses assisted by small business programs that report a projected increase in either employment, turnover, or profitability.
- Administrative cost per \$1,000 for program support.
- DYJESBT's small business invoices are paid on-time.
- DYJESBT contributes to meeting the government's small and medium enterprises procurement target.

TRAINING AND SKILLS

- Connecting people to quality training and skills.



- Contributing to Queensland's economic recovery by investing in quality skills pathways.
- Increasing workforce participation of disadvantaged Queenslanders by supporting community-based work opportunities.
- Helping secure Queensland's future skilled workforce by delivering eligible fee-free TAFE and free apprenticeships for under 25s in high priority skills areas.
- Building, renewing, and revitalising state-owned TAFE infrastructure to ensure Queenslanders have access to training in modern, industry-relevant VET facilities.
- Improving career development outcomes through culturally appropriate training by implementing a First Nations Training Strategy.
- Developing a VET Strategy to ensure that Queensland's investment in skills and training is tailored to meet current and future workforce needs.

- Proportion of all attempted competencies successfully completed.
- Proportion of Queenslanders with higher qualifications.
- Proportion of VET graduates in employment or further study.
- Number of completions for apprenticeships, traineeships and school-based apprenticeships and traineeships (SATs).
- Proportion of graduates satisfied with the overall quality of their training.