



Safe communities



Fair communities



Responsible communities



Integrated services

Strategic objectives from the DJAG Strategic Plan

BUSINESS PLAN 2022-23

Office of the Public Guardian

What is our vision?

A strong, accountable, human rights focused Queensland where the Office of the Public Guardian (OPG) gives a voice to the voiceless through staff that feel empowered to do so

What is our purpose?

To empower our clients and advocate for their human rights

What are our risks?

Staff recruitment, retention and wellbeing challenges due to a tight employment market, servicing sustained increases in demand and not focusing our service delivery and resources where they are most needed.

Risk of client needs being unmet through not being responsive and shaping our services around their requirements.

Risk of inability to influence external decision makers where Commonwealth and State reforms impact on the workload of OPG staff and the services they provide.

What are our opportunities?

Motivate, skill and connect our staff through improved workforce planning and design, wellbeing initiatives, and learning and development frameworks.

Be responsive to our clients through clearly defined, accountable and transparent service delivery.

Maximise opportunities to achieve quality outcomes for clients through effective external partnerships that align with OPG's performance priorities.



BUSINESS PLAN 2022-23



Initiatives	Alignment to DJAG strategic objective/s	Source	Milestone/s	Timeframe	Responsible business area or officer/s
To optimise and build a strong and resilient workforce	Safe communities Fair communities Responsible communities Integrated services	OPG Strategic Plan 2019-2024	<ul style="list-style-type: none"> Continue to review OPG's business units to align structures, operating models and ways of working to achieve OPG's strategic goals. Develop an agile and future focused OPG Workforce Strategy to equip OPG with the right people and the right skills. Assess staff wellbeing training, resources and programs, identify and respond to any shortfalls, and deliver a framework that provides proactive and reactive responses to wellbeing risks. Implement the reforms from the Community Visiting and Advocacy business unit Service Delivery Design Project to ensure staff have robust governance and operational frameworks to support them in the performance of their roles. 	30 June 2023 30 June 2023 1 January 2023 30 June 2023	Public Guardian & Deputy Public Guardian Director Corporate and Strategic Services Director Guardianship in conjunction with Corporate and Strategic Services and training officer Director Community Visiting and Advocacy
To deliver successful advocacy that achieves positive human rights outcomes for our clients	Safe communities Fair communities Responsible communities Integrated services	OPG Strategic Plan 2019-2024	<ul style="list-style-type: none"> Be responsive to our clients by shaping our services around their needs and focusing our resources where they are most needed through: <ul style="list-style-type: none"> embedding OPG's Child and Adult Safeguarding framework and learning module to ensure our services and advocacy are accessible and safe. enhancing the cultural competency of staff and cultural safety of our services, including supporting the work of the OPG First Nations Working Group. developing robust and consistent performance reporting processes to improve client confidence and experience in all areas of OPG service delivery. reviewing the current practice guidance for the Community Visiting and Advocacy business unit to ensure it is standardised, client focussed, and human rights informed. 	30 June 2023 Ongoing 30 June 2023 30 June 2023	All business units All business units supported by Training Officer Lead - Director Community Visiting and Advocacy Director Corporate and Strategic Services Director Community Visiting and Advocacy
To work better as 'one organisation'	Safe communities Fair communities Responsible communities Integrated services	OPG Strategic Plan 2019-2024	<ul style="list-style-type: none"> Foster a culture of agency-wide continuous improvement by establishing communities of practice to share information and expertise, quality assurance processes, and analysing and responding to complaint trends and themes. Examine existing governance groups and committees to ensure their objectives and membership are supported by clear terms of reference, and are co-ordinated, outcome focussed and support high quality practice. 	Ongoing 30 June 2023	All business units All business units (Chairs of governance groups)

Queensland Government's public service values



BUSINESS PLAN 2022-23



Initiatives	Alignment to DJAG strategic objective/s	Source	Milestone/s	Timeframe	Responsible business area or officer/s
			<ul style="list-style-type: none"> Finalise core business systems integration and upgrade to allow digital transformation opportunities. Conduct a stocktake to identify digital transformation opportunities to streamline work processes and create efficiencies. Review OPG records management obligations, requirements and practice, and develop and implement a records management compliance auditing process to ensure OPG records meet operational needs and statutory demands. 	<p>30 June 2023</p> <p>30 June 2023</p> <p>30 June 2023</p>	<p>All business Units Lead - Director Corporate and Strategic Services</p> <p>All business Units Lead Director Guardianship</p> <p>All business units Lead Director Legal Services and Investigations (Corporate & Legal Practice team)</p>
To educate others on what we do, and how we can help	Safe communities Fair communities Responsible communities Integrated services	OPG Strategic Plan 2019-2024	<ul style="list-style-type: none"> Enhance OPG's website so that is more accessible to and user-friendly for OPG's clients and stakeholders: <ul style="list-style-type: none"> Phase 1 – reorganise and refresh website content Phase 2 - further development of website structure, design and functionality Improve the accessibility of OPG's information and education resources so they can be easily understood by our diverse child and adult clients. Develop a stakeholder engagement strategic plan identifying key external stakeholders and messages to promote greater understanding of OPG functions, scope and priorities to inform developing opportunities for collaboration and expectation management. 	<p>30 September 2022 30 June 2023</p> <p>30 June 2023</p> <p>Ongoing</p>	<p>Lead Director Corporate and Strategic Services with input from all business units</p> <p>Lead Director Corporate and Strategic Services with input from all business units</p> <p>All business units Lead – Director Corporate and Strategic Services</p>

Performance Indicators:	Demonstrated service commitment (from Our Charter)
<i>Note: These measures contribute to the performance indicators in DJAG's Strategic Plan 2019-24.</i>	Accessible, Timely, Responsive, Valuable
Evidence of attendance at well-being session and positive feedback around this process; survey results regarding training and development opportunities	Responsive; Valuable; Accessible
Evidence of improved client engagement through website access and data collection	Responsive; Valuable; Timely; Accessible
Evidence of improved data collection and analysis to more effectively report on OPG core functions	Responsive; Valuable; Timely
Successful integration of data management systems	Responsive; Valuable; Timely
Evidence of training and development opportunities being taken up by staff in with the framework	Responsive; Valuable; Timely

Queensland Government's public service values



Other things to consider:

Response and/or recovery preparations during and following a disaster



Our business continuity plan is current and it is reviewed regularly.

Our principles

How business areas are supporting and enabling the People principles in Our Charter?



-  Growth and development
-  Inclusion and diversity
-  Integrity and respect
-  Trust and collaboration

- Encourage learning from others

-  Growth and development
-  Trust and collaboration



- Embed the OPG Learning and Development Strategy which includes peer to peer learning.
- Implement improved Expectations Agreement processes, including encouragement of a diverse range of learning methodologies for staff to grow in their jobs and develop their careers.
- Encourage increased interaction and job understanding between business units

- Recognise everyone's individual value

-  Inclusion and diversity
-  Integrity and respect

- Recognise staff through the OPG Staff Excellence Awards
- Access expertise of all staff across OPG to assist and value add to whole of OPG projects
- Acknowledge the shared expertise of all staff and encourage shared learning through meetings and forums

- Support and empower our people

-  Growth and development
-  Inclusion and diversity

- Empower staff by supporting their participation on cross agency working groups to drive local and agency wide initiatives and develop solutions.