

Department of Families, Seniors,  
Disability Services and Child Safety

# Strategic Plan | 2025–2029

*This strategic plan was reviewed in June 2025 and remains current for the reporting period 2025–26.*

**The Department of Families, Seniors, Disability Services and Child Safety supports thousands of Queenslanders every day and strives to be a person-centred, high performing organisation delivering positive social impact.**

We are committed to customer service that is person centric, child safe, inclusive and accessible and that safeguards the human rights of Queenslanders. We work to empower our clients and their communities to recognise and promote community led approaches.

We recognise and respect the diverse backgrounds of our clients, and we represent and learn from their cultural authority and lived experience.

Partnership is central to our success. We work alongside community organisations, government agencies and businesses to enable Queenslanders to thrive in fair, safe and inclusive communities.

We are committed to building the capability of our people in pursuit of our contribution to a high performing public service. This includes continuously improving our workplaces to ensure we attract and retain talent for our broad ranging portfolio responsibilities.

**Our vision** is to ensure Queensland’s families, women, children, young people, seniors, carers, people with disability are safe where they live, and are empowered to thrive socially and economically in their communities.

**Our department** works to keep women, children, young people, and their families safe and connected to their culture and community and leads systemic change to deliver targeted services and supports which improve the lives of families, seniors, carers and people with disability, and empower communities that are resilient and recover from disasters.

The department supports the Government’s objectives for the community:

## Safety where you live



Making Queensland safer with stronger laws, better-equipped courts and more police with better tools, while restoring consequences for actions, fixing our Child Safety system, ensuring early intervention and a bigger focus on rehabilitation, giving victims more rights and better support, and taking critical action to arrest skyrocketing rates of domestic and family violence.

## A better lifestyle through a stronger economy



Growing our economy to drive down the cost of living and give Queenslanders a better lifestyle and a place to call home, by respecting your money and reinstating the Productivity Commission, growing the economy in our regions, backing small and family business, boosting home ownership, easing pressure on rents, ensuring affordable and reliable energy and public transport, taking care of Queensland’s vital existing and emerging industries, delivering more community housing and homelessness services, and boosting women’s economic security.

## Prevention of Domestic and Family Violence services

### Our objective

- » To prevent and respond to domestic, family and sexual violence.

This objective contributes to the Government objectives for the community:

- » Safety where you live
- » A better lifestyle through a stronger economy

### Our strategies

#### We will:

- » support the community and partners to prevent domestic, family and sexual violence
- » intervene early with families
- » respond to persons using violence
- » support victims.

### Our performance indicators

- » services are responsive efficient and accessible
- » increased community awareness, understanding and willingness to take action.

## Families Services

### Our objectives

- » Accessible, timely and responsive delivery of community services, including human and social recovery and resilience activities for Queenslanders impacted by disasters and critical incidents.

These objectives contribute to the Government objectives for the community:

- » Safety where you live
- » A better lifestyle through a stronger economy

### Our strategies

#### We will:

- » fund Neighbourhood Centres to provide place-based approaches to assist individuals and families
- » provide supports to those eligible through the Queensland Community Support Scheme to maintain or regain their independence and continue living safely in their homes and communities
- » deliver programs that increase financial resilience and ease cost of living pressures for low-income households
- » lead human and social recovery and resilience in disaster-impacted communities, and support to communities impacted by significant non-disaster related incidents.

### Our performance indicators

- » services meet the needs of customers through grants and assistance schemes — Direct Care and Support and Community Connection Support
- » services are responsive and accessible
- » service users identify as having improved financial literacy and resilience skills.
- » Community Recovery Emergency Hardship Assistance applications processed for payment within 24 hours.

## Seniors and Disability Services

### Our objective

- » To deliver high quality services and safeguards and promote the safety, inclusion, engagement, rights and social and economic participation of seniors, carers and people with disability.

This objective contributes to the Government objectives for the community:

➔ Safety where you live

➔ A better lifestyle through a stronger economy

### Our strategies

We will:

- » support Queenslanders with disability to maximise their social and economic participation, including through investment in the National Disability Insurance Scheme (NDIS)
- » continue to progress disability reforms in the context of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the independent review of the NDIS, working in partnership with people with disability, their families, and sector stakeholders to set the priorities for disability reform in Queensland
- » provide accommodation support services for people with disability who require full-time support with the core activities of daily living
- » operate the forensic disability service.

### Our performance indicators

- » increased percentage of eligible seniors have a Queensland Seniors Card
- » percentage of approved accommodation support places used by people with disability
- » increased percentage of at-risk clients with disability who received a NDIS access met decision
- » improvement in outcomes for people with disability, under the Queensland Disability Plan.

## Child Safety Services

### Our objective

- » To enable families to safely care for their children and young people, and provide services to support the safety, belonging and wellbeing and best interests of children and young people not able to be cared for by their families.

These objectives contribute to the Government objectives for the community:

➔ Safety where you live

➔ A better lifestyle through a stronger economy

### Our strategies

We will:

- » deliver the Queensland Government's Safer Children, Safer Communities plan
- » contribute to the Commission of Inquiry into Queensland's Child Safety System
- » better support children and their families
- » support families to safely care for children at home
- » reduce disproportionate representation of Aboriginal and Torres Strait Islander children and families in the child protection system
- » contribute to whole of government commitments including to reduce the number of victims of crime.

### Our performance indicators

- » increased proportion of children and young people whose needs were met by an Intensive Family Support or Aboriginal and Torres Strait Islander Family Wellbeing Service
- » reduction in the proportion of children and young people and families escalating to the tertiary child protection system
- » reduction in the disproportionate rate of representation of Aboriginal and Torres Strait Islander children and young people in the child protection system
- » reduction in the proportion of children and young people in residential care
- » increased proportion of children and young people in family based and kinship care
- » increased focus on retention and attraction of foster and kinship carers.

## Our staff

### Our objective

- » Improve the safety, wellbeing and capability of our workforce to ensure they are valued, supported and empowered to deliver services to our clients and the cohorts we represent.

This objective contributes to the Government objectives for the community:

» Safety where you live

» A better lifestyle through a stronger economy

### Our strategy

#### We will:

- » invest in the development and capability of our staff, including management and leadership capability, and a focus on the attraction and retention of a skilled and dedicated workforce
- » provide safe workplaces where risks to the health and well-being of our staff are managed effectively and they are supported to thrive
- » build the cultural capability of our workforce and support Aboriginal and Torres Strait Islander staff, and staff from culturally and linguistically diverse backgrounds
- » listen to our staff, address their concerns and offer flexible and supportive workplaces as part of our commitment to a better connected and engaged workforce
- » create and support a diverse, inclusive and accessible workplace reflective of the communities we serve
- » optimise staff potential, including their ability to be adaptable and respond to change.

### Our performance indicators

- » numbers of staff who have completed work health and safety training programs, and improved return to work outcomes following workplace injury or ill health
- » increased staff satisfaction with development, capability and learning opportunities
- » improved employment diversity as measured against public sector and the department's targets
- » increased and sustained staff retention rate
- » improvement in the cultural and linguistic diverse background capabilities of the department and evidencing a reframed relationship with Aboriginal and Torres Strait Islander peoples.

## The department's objectives

The department's objectives include:

- » delivering highly effective strategies and integrated responses to domestic and family violence
- » delivering services that enable a fair, safe, belonging and inclusive society for all Queenslanders
- » improving the customer service and cultural capability of the department
- » responsive recovery for Queensland communities.

## The strategic opportunities we leverage

- » Lead with accountability and be responsive to building a highly skilled, empowered workforce with enhanced capabilities to meet future demand
- » Target our response and investment to deliver better outcomes, with a strengthened focus to our clients and the service we provide them with
- » Expand productive partnerships and collaborate across the sector to co-design solutions that support changing communities and solve complex issues
- » Build culturally safe, diverse, inclusive and capable practices, structures and systems
- » Optimising recommendations to drive reform to improve the lives of vulnerable Queenslanders.

## The strategic risks we manage

- » There is a risk that children, people with disability in our care come to harm.
- » There is a risk that the department does not have the capability and capacity to respond to growing demand, increasing complexity of needs to deliver multiple system and service delivery reforms.
- » There is a risk of our staff coming to harm while fulfilling their duties.
- » There is a risk that information privacy and security, statutory rights and responsibilities are breached.
- » There is a risk that inconsistent application and or poor adherence of governance systems and internal controls will contribute to disruptions to business continuity, poor (ethical) decision making, and legislative non-compliance.
- » There is a risk that the department will not be able to overcome the workforce constraints stemming from significant recruitment and retention challenges.