

The Queensland Compact

Towards a fairer Queensland

Compact Governance Committee Action Plan



November 2008–November 2010

QUEENSLAND COMPACT: TOWARDS A FAIRER QUEENSLAND
COMPACT GOVERNANCE COMMITTEE ACTION PLAN
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The Queensland Compact: Towards a fairer Queensland sets out expectations and commitments for the Queensland Government and the Non-profit Community Services Sector (the sector) to work together in a respectful, productive and forward-looking relationship that benefits the community. The vision for the Compact is: the Queensland Government and the sector working together to achieve a better quality of life and a fair community for all Queenslanders now and in the future. The Compact upholds the critical role of volunteers in building a stronger and healthier community and a sustainable future. More information about the Compact can be found at www.communities.qld.gov.au or www.qcross.org.au .

This Action Plan documents a set of key actions that the Compact Governance Committee will undertake in 2008-2010. It is not intended to be an exhaustive list of all of the potential activities which may be undertaken in response to the Compact. The Plan is presented in two sections:

- Section 1 lists jointly agreed priority commitments under each of the four Compact goals along with: key actions to achieve the goals, the lead body and other stakeholders involved in the actions, timeframes and outcomes that indicate what is to be achieved in practice. The wording of goals, actions and outcomes are taken from the relevant principles and commitments of the Compact.
- Section 2 lists actions that are already underway within particular government agencies. They have been arranged according to their corresponding Compact commitment and goal. It is intended that these actions will adhere to the principles of the Compact and advance Compact goals.

Legend:

CGC - Compact Governance Committee
DEEDI - Department of Employment, Economic Development and Innovation
DIP - Department of Infrastructure and Planning
DoC - Department of Communities

DPC - Department of the Premier and Cabinet
DJAG - Department of Justice and Attorney-General
QH - Queensland Health
Treas - Queensland Treasury
DET - Department of Education and Training

Priority Compact Commitments	Action	Lead	Stakeholders / partners	Timeframe ¹	Outcome
Goal 1. Build strong working relationships					
1.1 The Queensland Government and the Non-profit Community Services Sector together agree to promote understanding of the Queensland Compact, actively pursue its implementation and monitor its effectiveness	1.1.1 Develop a communication and engagement plan to raise awareness of and embed the Compact in practice. ²	Secretariat	Government & sector communications experts	Launch and early awareness November 2008 Communication and engagement plan May 2009	Government agencies and the community services sector organisations are aware of and understand the Compact and embed it in practice
	1.1.2 Implement communication and engagement plan through the CGC and communications officers of relevant agencies and sector organisations.	Secretariat	- all Qld Government agencies - the sector	Ongoing communication and engagement from March 2009	Government agencies and community services sector organisations are aware of and understand the Compact and embed it in practice
	1.1.3 Commission an independent review process to assess the effectiveness of the Compact and its implementation.	Compact Review Working Party	- all Qld Government agencies - the sector - research organisations	November 2010	The effectiveness of the Compact and its implementation are understood and areas for improvement and future directions are identified.

¹ Unless otherwise specified, all timeframes reflect anticipated completion dates

² Consideration will be given to the appropriate mechanisms for embedding the Compact in practice, including whether references to the Compact should appear in departmental/sector strategic plans, induction processes and duty statements.

Priority Compact Commitments	Action	Lead	Stakeholders / partners	Timeframe ³	Outcome
Goal 2. Improve engagement in planning and policy					
2.1 The Queensland Government and the Non-profit Community Services Sector together agree to improve sharing of data and information to support good planning and practice.	2.1.1 Ensure improved access to, and use of data collected and held by Government and the sector through actions including but not limited to:	CGC		Ongoing	The service system as a whole will be more effective through a commitment to needs based planning and evidence-based decision making approaches.
	a) developing principles to guide the release of data		- Human service agencies - the sector ⁴	July 2009	
	b) establishing a knowledge hub (including research catalogue) to share data and information		- Human service agencies - the sector	October 2009	
	c) providing sector access to COMSIS and explores broader use across Government		- Human service agencies - the sector - C'wealth Govt	April 2009	
d) building capacity within the sector to use data for organisational planning: for example through exploring the provision of access to CSTDA and HACC data amongst others	- DoC - C'wealth - The sector	Ongoing June 2009	Strengthened planning processes and improved information sharing between Government and the sector.		

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⁴ "Human service agencies" refers to Government agencies. "Sector" refers to the non-government sector as defined in the Queensland Compact.

Priority Compact Commitments	Action	Lead	Stakeholders / partners	Timeframe ³	Outcome
	<p>2.1.2 Engage sector participation in evaluations (including those listed below) and the dissemination of evaluation findings as appropriate including:</p> <p>a) Disability Service Plans</p> <p>b) Connecting Health Care in the Community initiative</p>	<p>CGC</p> <p>DoC</p> <p>QH</p>	<ul style="list-style-type: none"> - All government agencies - the sector - QAIHC - Blue Care - Ozcare - Spiritus - RSL Care - GPQ - C'wealth 	<p>Ongoing</p> <p>December 2009</p> <p>Baseline evaluation presented February 2009</p>	<p>The service system as a whole will be more effective through joint agreement and commitment to action research evaluation and evidence-based approaches to planning and practice</p>
<p>2.2 The Queensland Government agrees to adopt genuine consultative approaches that seek input into policy development and planning early enough to make a difference</p>	<p>2.2 Foster best practice engagement with the sector in policy development and planning:</p> <p>a) Using the "Homelessness Reform" engagement and implementation plans as an exemplar</p> <p>b) Recommending strategies and protocols for the Queensland Government to embed effective consultative approaches into policy development and planning stages of future reform agenda/initiatives that uphold the principles of the Compact</p>	<p>CGC</p> <p>CGC</p> <p>CGC</p>	<ul style="list-style-type: none"> - Integrated Human Services CEO Committee - DoC-led Homelessness Reform Working Groups - The sector - all government agencies 	<p>Ongoing</p> <p>Monitoring by the CGC from July 2009</p> <p>Specific timeframes to be developed</p>	<p>Early and effective sector engagement is embedded in government policy and planning processes and delivers improved outcomes, particularly in the area of homelessness service provision</p>

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Goal 3. Improve the sector's capacity and sustainability					
3.1 The Queensland Government and the Non-profit Community Services Sector together agree to work together on strategies to develop a sustainable human service workforce, focussing on attracting, retaining and training a high-quality workforce	3.1 Move towards a sustainable human service workforce by: a) analysing initiatives underway across Government and the sector to promote workforce development and encourage and support volunteering b) identifying accurate and consistent workforce data c) committing to strategies to address priority workforce and volunteering issues	CGC Workforce and Volunteering Working Group	<ul style="list-style-type: none"> - DET - DEEDI - DJAG - Workforce Council - Sector - human service agencies 	Ongoing Initial data collection re: initiatives Sept 2009 Analysis completed Dec 2009 Proposed strategies to CGC Feb 2010	Improved rates of recruitment and retention in the sector workforce, including volunteers. Improved coordination and collaboration across the human service system to address workforce sustainability and volunteering
3.2 The Queensland Government agrees to actively reduce administrative duplication, compliance costs and unnecessarily prescriptive funding	3.2.1 Move towards streamlined quality standards and compliance processes with due regard to Commonwealth Standards through the following processes: a) undertake research on standards and processes currently in place and identify opportunities for mutual recognition	CGC Standards Working Party	<ul style="list-style-type: none"> - Human service agencies - the sector - Integrated Human Services CEO Committee 	Ongoing Initial analysis completed June 2009	The capacity of the sector and government agencies to provide effective service responses to achieve desired outcomes will be supported through mutual recognition of standards and streamlined quality compliance

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agreements and to recognise that organisations may have multiple funding streams.	b) recommend strategies to government to move to mutual recognition of standards and streamlined quality compliance			Recommendation submitted November 2009	Sector organisations will experience a reduction in administrative duplication and costs associated with compliance
	<p>3.2.2 Move to reduce duplication of criminal history and suitability screening by establishing a Criminal History Check Working Party to:</p> <p>a) liaise with key government agencies to explore opportunities to reduce duplication of criminal history and suitability screening; and</p> <p>b) advocate for improved efficiencies and the reduction of duplicate criminal history and suitability checking.</p>	Criminal History Check Working Party	<ul style="list-style-type: none"> - DPC - Queensland Police - Commission for Children & Young People - human service agencies - sector 	<p>ongoing</p> <p>Initial analysis to be completed by July 2009</p>	The capacity of Government and the sector to provide effective service responses to achieve desired outcomes will be supported through a reduction in unnecessary costs, duplication and recruitment delays associated with checking processes
	<p>3.2.3 Move towards consistent financial reporting arrangements for human service agencies and the sector (particularly organisations that have multiple funding streams) through the following processes:</p> <p>a) identify barriers to the full implementation of the Standard Chart of Accounts (SCOA)</p>	CGC as chair of roundtable discussions	<ul style="list-style-type: none"> - Queensland Treasury - Human service agencies - Sector - QAO - QUT - C'wealth 	Documentation and analysis by December 2009	The capacity of the sector and Government to provide effective service responses to achieve desired outcomes will be supported through more streamlined and consistent financial reporting arrangements.

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	b) recommend strategies to support the full implementation of the Standard Chart of Accounts (SCOA)			Aim of full implementation of the SCOA in the 2010-2011 budget	Sector organisations, particularly those that have multiple funding streams experience a reduction in administrative duplication and costs associated with compliance.
	3.2.4 Move towards streamlined and meaningful performance reporting based on: <ul style="list-style-type: none"> a) improved alignment of government measures of human service outputs b) the use of automated processes for lodgement, analysis and dissemination such as the Online Acquittal Support Information System 	CGC	<ul style="list-style-type: none"> - Human service agencies - sector 	2 cross-agency/cross-sectoral action workshops to be held each year. The first to be held in Aug/Sept 2009	The capacity of sector and government organisations to provide effective service responses to achieve desired outcomes will be supported through: <ul style="list-style-type: none"> - more efficient performance reporting with the reduction of non-common output measures within and across human service agencies - more efficient data lodgement processes and improved data analysis for planning and investment decisions by the sector and government

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Goal 4. Work together to continue to improve service quality and innovation					
4.1 The Queensland Government and the Non-profit Community Services Sector together agree to continue to improve service system design and the quality of service delivery	4.1 Conduct two intersectoral forums per year to share innovation and best practice in service delivery and progress priorities in human services research.	CGC	<ul style="list-style-type: none"> - Human service agencies - the sector 	21 May 2009 2 Sept 2009 Dates for 2010 tbd	The service system as a whole is able to respond more effectively through an improved and consistent knowledge base informed by practice evidence.
4.2 The Queensland Government and the Non-profit Community Services Sector together agree to work together to investigate and implement improved funding arrangement that balance expectations and funding levels	4.2.1 Monitor and review the application of the Queensland Government Framework for Investment in Human Services to support reforms and contribute to its implementation at the whole-of-government level.	CGC	<ul style="list-style-type: none"> - Integrated Human Services CEO Committee - human service agencies - the sector 	Ongoing Report received from Integrated Human Services CEO Committee July 2009	A funding system reform where human service investment arrangements better balance investment management expectations and funding levels
	4.2.2 Investigate and implement sustainable funding arrangements using the DoC Funding Policy project as an exemplar.	DoC	<ul style="list-style-type: none"> - Sector - QH - other Government Departments 	Ongoing	A funding system reform where funding arrangements better balance expectations and funding levels

Existing projects: These are existing projects which are being implemented within nominated organisations. These actions will adhere to the principles of the Compact and advance Compact goals.

Priority Action Area	Action	Lead	Stakeholders/ partners	Timeframe ⁵	Outcome
Goal 2. Improve engagement in planning and policy					
E2.1 The Queensland Government agrees to adopt genuine consultative approaches that seek input into policy development and planning early enough to make a difference	E2.1.1 Promote sector participation in policy forums, including:				
	a) Formal sector membership of the Integrated Human Services CEO Committee to enable high level sector participation in key service system reform initiatives	DoC	Human service agencies and the sector	From July 2008	Service system improvements are collaboratively developed and owned by both government and the sector
	b) Revitalised Ministerial Regional Community Forums across rural and regional Queensland	DIP	Sector, Government agencies	Ongoing	Scheduled forums held and sector participates
	c) Bi-annual meetings of the Statewide Community Justice Group	DJAG	Community Justice groups	Ongoing	Policy and programs are better informed by community input
	d) Statewide interface between Department of Communities and whole of sector through quarterly linked central and regional forums	DoC	Sector	From Sept 08	More timely and informed responses to strategic issues impacting on service delivery, statewide and regionally
	e) Sector input to the Services, Infrastructure and Investment Reform Project for remote Indigenous communities, including continued engagement on Local Indigenous Partnership Agreements	DoC	Human service agencies and the sector	From August 08	Realigned services and investment to delivery on Closing the Gap targets
f) The Indigenous Human Services Coalition in service system design	DoC	Indigenous human service sector	Ongoing	Improved service system informed by the Indigenous service sector	

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	E2.1.2 All agencies to observe existing consultation protocols set out in Engaging Queenslanders, including: a) sector input into COAG early childhood reforms b) development, implementation and evaluation of the Growing Stronger Reforms	DPC DoC	DoC, DET, sector	Ongoing Ongoing	More effective and sustainable reforms, greater sector and community commitment to reforms.
Goal 3. Improve the sector's capacity and sustainability					
E3.1 The Government agrees to actively reduce administrative duplication, compliance costs and unnecessarily prescriptive funding agreements and to recognise that organisations may have multiple funding streams.	E3.1.1 Review and evaluate the Queensland Health Performance Framework for the Non-Government Sector	QH	Sector	Phase 1 June 2009 Phase 2 June 2010	A robust performance monitoring system that supports effective investment in delivery of quality human services by the sector.
	E3.1.2 Provide online capability for submission of financial and non-financial performance information through OASIS	DoC	Sector	December 2009	Streamlined reporting, reduced administrative burden, increased reporting compliance.
	E3.1.3 Review JAG grants allocation and management processes through sub-committee of the Statewide Community Justice Group	DJAG	Community Justice Groups	December 2009	More effective and efficient grants management processes
	E3.1.3 Complete the Red Tape Reduction project in Lockhart River	DoC	Human service agencies and Lockhart River agencies	January 2009	Options for streamlined administrative arrangements in Lockhart River with potential application in other communities

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E3.2 The Queensland Government and Non-profit Community Services Sector agree to work together on strategies to develop a sustainable human service workforce, focussing on attracting, retaining and training a high-quality workforce.	E 3.2.1 Develop & implement a workforce development strategy in remote Indigenous communities through the Services, Infrastructure and Investment Reform Project	DoC	Human service agencies and sector	April 2009	A skilled, culturally competent workforce for remote Indigenous communities
E3.3 The Queensland Government and Non-profit Community Services Sector agree to encourage development and application of culturally appropriate approaches to work with Aboriginal and Torres Strait Islander people	E3.3.1 Develop a statewide framework for Indigenous primary health care reform, including increasing Indigenous participation in the design and delivery of primary health care services.	QH	Health-related non-government organisations, DET and the Commonwealth Government	January 2010	Better primary health care design and delivery informed by an increased role of Indigenous Queenslanders in the planning and delivery of primary health care.
	E3.3.2 Develop mechanisms to engage with the newly established Aboriginal and Torres Strait Islander Human Services Coalition to identify and progress joint priorities to improve the delivery of services for Indigenous people	QH	Human service agencies, Queensland Aboriginal and Health Council and the Commonwealth Government.	August 2009	Improved responses to Indigenous issues across the human service sector.

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Goal 4. Work together to continue to improve service quality and innovation					
4.1 The Queensland Government and Non-profit Community Services Sector agree to continue to improve service system design and the quality of service delivery	4.1.1 Improve the delivery of training to HACC service providers to promote awareness of and improved competency in responding to issues impacting on mental health for older persons (HACC client group.)	DoC	QH, Qld Alliance, Health & Community Services Workforce Council, Self Help Qld	Plan by December 2009	Better client and program outcomes through improved service system skills and capability
	4.1.2 Undertake sector development initiatives to improve the capability and capacity of the sector to deliver programs to strengthen mental health and promote recovery	DoC	QH, Qld Alliance, Health & Community Services Workforce Council, Self Help Qld	June 2009	Better client and program outcomes through improved service system skills and capability