

# About us

## Our vision

Working together with respect and compassion to influence change and deliver responsive services that build a healthy and connected Queensland.

## Our purpose

The Department of Housing and Public Works portfolio unifies diverse services to benefit Queenslanders and support government service delivery including housing and homelessness, building policy, public works, sports and recreation, digital and information technology and government corporate services. Our focus for the future is on building better connected, healthier communities supported by a responsive government.

We contribute to the Queensland Government's objectives, including to:

### Be a responsive government

- making it easier for citizens to access and use government services and to do business with government
- driving the delivery of responsive government including supporting the delivery of simple and easy to access services across government
- embedding interagency and jurisdictional partnerships and human-centred design to actively involve clients, customers, staff and/or key stakeholders in the design process.

### Create jobs in a strong economy

- partnering with Queensland Government agencies to strategically manage and deliver their building, construction and maintenance activities and programs state-wide
- delivering safe and environmentally sustainable government services in fleet management and government office and employee housing accommodation
- providing expert advisory, enabling and support services to agencies, suppliers and the community in the achievement of procurement outcomes and to reduce the cost of doing business with the Queensland Government.

### Keep Queenslanders healthy

- supporting and encouraging participation in physical activity through sport and active recreation and promoting healthier lifestyles.

### Keep communities safe

- delivering safe, secure and affordable housing and improving housing and homelessness services and support for Queenslanders
- ensuring safe and fair industry building standards and environmental sustainability in the building and construction industry.



## Our future priorities

The department will continue to identify opportunities to realign its business and work with agency partners to contribute to the Government's objectives for the community, *Our Future State: Advancing Queensland's Priorities*:

- Create jobs in a strong economy: by contributing to the creation of jobs across Queensland and contributing to regional development
- Give all our children a great start: by providing children with a safe place to grow and learn through social housing, while also investing in sport and active recreation to give children a bright future in healthy communities
- Keep Queenslanders healthy: by supporting a range of sport and recreation outcomes to ensure physical activity enriches the Queensland way of life
- Keep communities safe: by providing housing for vulnerable Queenslanders and building a safer construction industry
- Protect the Great Barrier Reef: by delivering programs to purchase renewable energy, lowering fleet emissions and fostering sustainable building initiatives
- Be a responsive government: through a continuous rollout of initiatives that give Queenslanders better access to information and government services online, over the phone or in person.

The department's key priorities into the future include:

- lead a whole-of-government approach to responsive government services and enabling platforms that are simple and easy to access
- drive improvement in the delivery of sport and recreation opportunities, increasing the health of Queenslanders through implementation of the *Activate! Queensland 2019–2029* strategy outcomes
- complete the new North Queensland Stadium by the start of the 2020 NRL Premiership Season
- support more Queenslanders into social and affordable housing through effective implementation of the *Queensland Housing Strategy* and associated reforms
- deliver the *Aboriginal and Torres Strait Islander Housing Action Plan*
- deliver against commitments to ensure the safety and security of Queensland Government employees in well maintained homes through ongoing maintenance and upgrades, particularly in regional and remote communities
- create a safer, fairer and more sustainable construction industry through the delivery of *Queensland Building Plan 2017* reforms, including a focus on financial practices and ensuring building products standards are maintained
- effectively and efficiently manage Queensland Government data and information infrastructure
- continue to deliver on the Government's commitments to *Buy Queensland* through procurement.

## Our operating environment

The department operates within a complex environment that is influenced by:

- changing citizen demands and expectations in a digital age
- a changing and shifting demographic profile and its impact on community service design and delivery
- increasing vigilance and capability to respond to emerging cyber security issues
- natural disasters.

## Our opportunities and challenges

To ensure that we are well placed to address our opportunities and challenges in a changing environment, we review and manage our risk management strategies on an ongoing basis.

Our key risks relate to:

- Services meeting client needs – by strengthening our planning process, client engagement, and monitoring our service delivery, we manage our ability to meet client needs and community expectations
- Customer use of our services and products – by better understanding our customers, improving our engagement and building staff capability we aim to ensure our customers are satisfied with our business delivery
- Planning and resources – by working to align the department's plans and resources to its strategic direction and priorities we aim to optimise our financial and service delivery outcomes
- Workforce capability – by focussing on improving the skills and engagement of our leaders and staff, the department will attract and retain skilled employees and lift our productivity.

While we are effectively managing our risks, we are also aware of opportunities to reimagine our approach to managing our complex portfolio. To ensure we are well placed for the future, we will:

- develop our leadership capabilities at all levels to drive organisational change and embrace new opportunities
- foster a culture of innovation and agility that enables us to meet the future needs and changing expectations of our clients, customers and stakeholders
- build our capacity to respond to a digitised future, use technology and analyse data to gain new insights and transform the way we do business.

## Our values

We are committed to integrity and accountability, with our values underpinning everything we do. Our people are engaged in their work and are committed to the following core public service values, as well as an additional value focusing on a healthy and safe workforce.



**Healthy and safe workforce**



**Customers first**



**Ideas into action**



**Unleash potential**



**Be courageous**



**Empower people**

## Organisational structure

In 2018, the department underwent a structural realignment to create an environment for collaboration and innovation that positions us well for the future. This structure reflects the Government's priorities and in particular, the role we will play in the Responsive Government priority.

As at 30 June 2019, the department consisted of six divisions:

- Digital Technology and Services
- Housing, Homelessness and Sport
- Building Policy and Asset Management
- Portfolio Strategy and Chief Advisor of Procurement
- Corporate Services
- Queensland Government Chief Information Office

Our services are delivered through a network of regional offices in Queensland. These offices are coordinated by district offices and a central office in Brisbane. The office locations and contact details are on pages 76 to 79.

### Machinery-of-Government changes

The Public Service Departmental Arrangements Notice (No. 3) 2018

Details of transfer:

Responsibility for the following functions was transferred from the Department of State Development, Manufacturing, Infrastructure and Planning:

- Office of the Queensland Government Architect
- Construction Project Delivery

Date of Transfer: effective 20 August 2018.

