

Strategic Plan 2023–2027

Our Vision

Skilled Queenslanders and vibrant small businesses growing Queensland's economy.

Our Purpose

We support Queensland's current and future workforce by connecting Queenslanders to learning opportunities through quality training, employment opportunities and by helping small businesses to start, grow 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 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 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 connecting people to training and investing in infrastructure that will be used for teaching new skills to frontline staff and supporting Queenslanders to access training, skilling and employment opportunities.
- Keeping Queenslanders safe** – by upgrading and modernising health training facilities at TAFE Queensland campuses and supporting Queenslanders to undertake training in health and science.
- Connecting Queensland** – 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 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 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 risks

Targeting services

- by focusing on Queenslanders' needs and tailoring services.
- by encouraging and embracing innovation and continuous improvement to provide exceptional service delivery for our stakeholders.

Digital technologies, data, and information security

- by leveraging technology and adapting our approach to advance learning, training, and new ways of working.
- by modernising core ICT systems, information security, cyber security and data collection and implementing digital innovations to provide continued customer service delivery.

Strategic Partnerships

- by building and strengthening collaboration across communities, industry, and government to enable the department to harness innovative and sustainable ways to drive policy and program achievements.
- by gathering insights and valuing input from stakeholders to inform decision making and continually improve service delivery.
- by supporting First Nations peoples and businesses through cross agency partnerships that enable local decision making focused on negotiated solutions to complex challenges.

Safety and wellbeing

- by applying strong preventative controls and processes to ensure wellbeing and safety of students, communities, and our workforce.

Building resilience

- by applying resilience and learnings to improve our responsiveness to climate change (frequent extreme climatic events) and other disruptive and extreme events.

Culture and integrity

- by maintaining a strong culture to mitigate against integrity issues or the mismanagement of information.

Read more about our services, programs and initiatives

desbt.qld.gov.au

Objectives

EMPLOYMENT

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

SMALL BUSINESS

Helping small businesses to start, grow and thrive.

TRAINING AND SKILLS

Connecting people to quality training and skills.

CULTURE

Supporting a high performing and contemporary organisation delivering valued services.

Strategies



- 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, including through industry specific strategies like Queensland's Clean Energy Workforce Roadmap and the Hydrogen Industry Workforce Development Roadmap 2022-2032.
- Delivering strategic advice on future skills needs, workforce planning and development.
- Strengthening collaboration between industry, employers, training sector stakeholders and government through 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.



- 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.



- 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 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.

- Fostering an inclusive, diverse, and innovative workplace culture to better connect, collaborate and create.
- Focusing performance on priority skills capability and quality results reinforced by implementing a contemporary capability strategy.
- Providing health, safety, and wellbeing support to enable employees to perform at their best.
- Proactively managing DESBT's financial resources to enable customer service delivery.
- Empowering stakeholders and partners through modern digital platforms to enable business agility and enhance client experience.
- Operating costs within budget.

Performance Measures

- Overall customer satisfaction with employment programs.
- Administrative cost per \$1,000 of employment grant programs.
- Number of employers, and percentage of people by target group, supported through the Back to Work program.
- Number of actions completed and underway within the Queensland Workforce Strategy 2022-2025 Action Plan.
- Number of employers and workers/jobseekers to receive support through delivery of Queensland Workforce Strategy 2022-2025 Action Plan.
- Delivery of actions under Queensland's Clean Energy Workforce Roadmap and Hydrogen Industry Workforce Development Roadmap 2022-2032.

- 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 small business grant programs.
- DESBT's small business invoices are paid on-time.
- DESBT contributes to meeting the government's small and medium enterprises procurement target.

- 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.

- Response rate in the annual Working for Queensland survey.
- Employees identify as people with disability, Aboriginal peoples and/or Torres Strait Islander peoples, culturally and linguistically diverse background and women.
- Benchmark of employees who report limited to no issues on the workplace climate index.
- Overall customer service systems availability.