

# Strategic Plan 2022-24

**Vision:** South Australia is safe, fair and the best place to live, work and do business.

**Purpose:** We make a difference ensuring South Australia thrives by developing laws and policy, and delivering services that enable and support economic growth, safety and justice in the community. We deliver efficient and appropriate services to our customers, including the public service, in a way that is responsive, inclusive and collaborative.

## Goal

### *Safe and thriving communities*

We support the delivery of services that enable a safe and vibrant community

#### **Strategies**

- 1.1 Develop laws and policy that enable vibrant living and increase public safety
- 1.2 Improve systems that protect people who are vulnerable or disadvantaged
- 1.3 Identify and progress domestic violence initiatives
- 1.4 Engage and educate citizens on strategies that prevent crime and reduce harm
- 1.5 Support the delivery of emergency services
- 1.6 Improve the lives of Aboriginal people and communities
- 1.7 Accessible work safe processes for building site access and transition industry acceptance.

## Goal

### *Fairly administered laws*

We administer laws that protect citizen's rights and obligations in a way that is accessible, simple, fair and timely

#### **Strategies**

- 2.1 Design and deliver timely, accessible and fair dispute resolution services
- 2.2 Develop and administer legislation and inform individuals and business about their legal obligations and rights
- 2.3 Promote diversity and inclusion, supporting the rights of people who are Aboriginal, vulnerable, disadvantaged or discriminated against due to their background or beliefs
- 2.4 Help victims exercise their rights and access assistance
- 2.5 Support and enable information sharing, transparency and ease of access to public data.

## Goal

### *An efficient and effective justice system*

We support a justice system by delivering policies, services and reforms that are inclusive, accessible, timely and effective

#### **Strategies**

- 3.1 Support a justice system that is timely, just and protects the community and victims
- 3.2 Deliver justice system reforms that benefit the community
- 3.3 Provide timely, effective and useful legal and policy advice across government
- 3.4 Provide services that deal with matters early and efficiently
- 3.5 Make it easier for clients, partners and the community to interact with us.

## Goal

### *Our people meet customer needs*

Staff are supported, motivated, skilled and seek to continuously improve our services

#### **Strategies**

- 4.1 Collaborate on policy development and service delivery within AGD, across government, other jurisdictions and with communities
- 4.2 Streamline services, reduce costs to business and ask for and listen to feedback
- 4.3 Invest in our people ensuring they have the knowledge and skills to deliver services
- 4.4 Recognise and value staff diversity and effort
- 4.5 Protect the health, safety and wellbeing of our people.

## Goal

### *Progressive technology and supportive infrastructure*

We invest in and maintain systems and infrastructure that is fit for customer and business needs

#### **Strategies**

- 5.1 Implement innovative approaches to make it easier to work with us
- 5.2 Invest in and maintain technology that improves service delivery and increases productivity
- 5.3 Invest in and enable facilities that meet business and customer needs
- 5.4 Progress initiatives that improve digitalisation and information sharing
- 5.5 Protect against cyber security and other threats.

## Goal

### *Shape the future workforce*

We enable the Public Sector to develop a resilient and future focussed workforce

#### **Strategies**

- 6.1 Build the fundamentals for strategic workforce planning and resource management
- 6.2 Provide attractive and accessible pathways to optimise the workforce for the future
- 6.3 Ensure leaders have the capability to unlock the performance and potential of their teams.