

# Community Service Directorate Priorities

## September 2022 to October 2024

Our key priorities statement supports the [CSD Strategic Plan 2023-2025](#)

It outlines our key government and organisational deliverables for the next two years.

### Policy Development



- > Continue to work across ACT Government and with the community sector to consider policy and service design implications for raising the minimum age of criminal responsibility.
- > Finalise the First 1000 Days Strategy, to give all newborn children in the ACT the best possible health and wellbeing.
- > Enact the Multicultural Recognition Act, to establish a multicultural charter, enshrine in legislation the existing Multicultural Advisory Council, and establish reporting obligations against the Multicultural Framework
- > Modernise the Children and Young People Act 2008 including:
  - Embedding the Aboriginal and Torres Strait Islander Child Placement Principle
  - Develop a Charter of Rights for parents and families involved with the care and protection system.
  - Develop and implement an external review mechanism of child protection decisions.
- > Respond to the Counting the Costs: Sustainable funding for the ACT community services sector report.
- > Implement Commissioning for Social Outcomes improving the way the ACT Government partners with the non-government organisation health and support sectors to provide services.
- > Develop a new Youth Justice Strategy, including restorative approaches that support young people.
- > Building on 3 existing centres, co-design and implement a Territory-wide child and family network to support families with young children.

### Quality Assurance and Regulation



Ensure that vulnerable people are being supported in a way that best supports positive outcomes through:

- > regulation of care and protection; community housing; and non-NDIS registered disability human service providers in the ACT
- > reduction and elimination of restrictive practices
- > investigation of escalated incidents and complex complaints made about government and non-government service providers, focused on natural justice and business practice improvement.

### Prevention of Domestic, Family and Sexual Violence



- > Improve responses to all victim-survivors of domestic, family and sexual violence, especially Aboriginal and Torres Strait Islander people and children.
- > Deliver and implement foundational recommendations from the Sexual Assault Prevention and Response Steering Committee report.
- > Strengthen perpetrator responses, ensuring people using violence are held accountable, and have the opportunity to change their violent behaviours.
- > Build the capability of services to recognise and respond to domestic, family, and sexual violence.

### Communities



- > Develop a Social Recovery Framework to support the ACT community to recover as quickly as possible following emergency events.
- > Deliver the annual National Multicultural Festival.
- > Gain 'advanced' level accreditation in the Welcoming Cities standard to demonstrate the ACT's commitment to 'belonging' for all members of the community.
- > Lead the ACT's engagement with the National Disability Insurance Scheme and continue to work with ACT Government to support its participation into the Disability Royal Commission.
- > Continue development of the ACT's Disability Strategy, Volunteering Statement and Action Plan.
- > Continue delivery of the Disability Justice Strategy Action Plan, the ACT Women's Plan, ACT Carers Strategy and Age-Friendly City Plan.
- > Deliver coordinated, consistent and timely communications and engagement to keep the community well informed of the government's policies, programs and services.
- > Continue to provide support and early intervention services for children and families through Child and Family Centres, the Child Development Service and the Children and Young People Equipment Loan Scheme.

### Children, Youth and Families



- > Continue to deliver high quality and responsive child youth and family services with our community partners.
- > Progress recommendations of the Our Booris, Our Way review to reduce Aboriginal and Torres Strait Islander children coming into care, provide culturally sensitive support to children and families engaged with child protection, and support the restoration of children to their families.
- > Implement Next Steps for Our Kids Strategy to strengthen families and keep children and young people safe, including reforming out of home care and child protection and developing a Charter of Rights for Carers.
- > Progress improvements to extended care for 18-21 year-olds in the child and youth protection system.
- > Support the development of quality youth justice services with a focus on keeping young people out of the youth justice system.

### Corporate functions



- > Continue to embed 'One CSD' reforms to improve the way the directorate operates.
- > Ensure strong and effective financial management across the Directorate.
- > Ensure the Directorate meets its legislative and regulatory functions and acts to mitigate risk.
- > Provide the directorate with the infrastructure, advice, policies and tools needed to achieve its outcomes and keep our staff healthy and safe.
- > Support our workforce capability to ensure staff have the skills they need to work effectively.

### Public Housing and Homelessness



- > Continue to deliver the Growing and Renewing and Securing High Quality Public Housing Programs to increase, upgrade and maintain public housing stock in the ACT. These programs support the ACT Government's objective of a sustainable supply of housing for individuals and families at all income levels (ACT Housing Strategy).
- > Develop Vulnerable Household Energy Sustainability Scheme to improve building efficiency and sustainability for social and public housing properties.
- > Continue to work with ACT Government and Treasury to ensure Housing ACT's operating model remains fit for purpose in a rapidly changing environment.
- > Support the needs of people experiencing homelessness in the ACT by expanding the capacity of the specialist homelessness sector through Homelessness Sector Commissioning.
- > Deliver better services for public housing tenants through digitisation and business process reengineering.

### Aboriginal and Torres Strait Islanders



- Support self-determination and closing the gap in outcomes for Aboriginal and Torres Strait Islander Canberrans including:
- > Coordinating the ACT Government's commitments under the ACT Aboriginal and Torres Strait Islander Agreement and the national Closing the Gap agreement.
  - > Supporting the development of sustainable Aboriginal and Torres Strait Islander community-controlled organisations in areas such as child and family services and housing.
  - > Work with the Aboriginal and Torres Strait Islander community to determine the best way to jointly administer the Healing and Reconciliation Fund.
  - > Delivering a purpose-built facility with the Gulan Gulwan Youth Aboriginal Corporation to better deliver essential services.
  - > Progress discussion on Treaty for the ACT informed by the Treaty processes underway around the nation.



**ACT**  
Government