

# The Queensland Compact

## Towards a fairer Queensland

### How to implement the Queensland Compact

For the Queensland Compact to become a reality, it must become part of our language, our culture and our day-to-day work.

This document aims to help people from across government and the non-profit community services sector to embrace the Compact on a more practical and operational level so that the Compact becomes an integrated part of core business on a day-to-day basis.

### Who is responsible for implementing the Compact?

The Compact applies to all Queensland Government agencies and sector organisations committed to the Queensland Community Services Sector Charter.

While the Queensland Compact Action Plan outlines a set of key tasks that the Queensland Governance Committee will oversee in 2008-10, this is not an exhaustive list. For the Compact to be success, officers

at all levels of government and employees and volunteers across the sector need to commit to its implementation. You can help make the vision of the Compact a reality by talking with your colleagues about the changes, both large and small, that you could make and by implementing some of these changes.

### What can I do?

Familiarisation with the Compact document is the best way to begin. Make sure you and your organisation are aware of the Compact and its intent.

Consider organising an information session for staff and volunteers introducing people to the Compact. The items provided in the Queensland Compact Information Toolkit, such as the powerpoint presentation, will help facilitate this process.

The Information Toolkit includes:

- introductory PowerPoint presentation
- frequently asked questions and answers

- scenarios to demonstrate how the Compact works in different situations
- paragraphs of standard text to use in newsletters, updates, briefs etc.
- fact sheet: a snapshot of Queensland's Human Services System
- a case study template for you to share information on initiatives that you have been involved in which implement aspects of the Queensland Compact.

The toolkit can be downloaded from [www.communityservices.qld.gov.au](http://www.communityservices.qld.gov.au)

### Where to from here?

Once the members of your organisation are familiar with the detail of the Compact and Action Plan, a good way to start implementing the Compact is to encourage all staff to consider what the Compact means for your organisation as a whole, for particular stakeholders, including, clients, and for each staff member.

## Suggested brainstorming task:

Encourage reflection on how the Compact can be applied to the day-to-day work of your organisation. Consider drawing up a table of the actions each person could undertake to embed the Compact in practice.

### For Example

As a **director**, I could:

- ensure the goals and principles of the Compact are included in the organisation's strategic business plan
- actively pursue reductions in administrative burden and improvements in organisational efficiency
- ensure all managers are well versed as to the importance and intent of the Compact
- ensure the Compact is a regular item at team meetings
- apply a personal commitment to the principles of the Queensland Compact.

As a **manager**, I could:

- review relevant job descriptions and include references to the Queensland Compact

- ensure Compact goals are used as a set of guiding principles at the inception of projects
- implement a check list to monitor and evaluate the success of projects
- commit to shared planning and decision making to achieve common goals
- ensure we use and share relevant information to create a strong evidence base for effective planning and delivery
- share learnings and recommendations for improvements with other teams
- schedule regular discussions regarding the Compact at meetings
- encourage members of the local service system to design, implement and review a local initiative which actions a relevant aspect of the Compact.

As a **team leader or supervisor**, I could:

- ensure that all members of my team receive a Compact induction
- develop a local Compact Implementation Plan
- include references to the Compact in Personal Achievement Plans or performance reviews
- demonstrate implementing Compact principles and encourage team

members to adhere to the principles in their day-to-day activities.

As a **program or project officer**, I could:

- identify ways where I can work in alignment with the spirit of the Compact
- ensure organisations that I deal with are aware of the goals and principles of the Compact and work collaboratively to implement these
- develop an understanding of others' priorities and perspectives
- develop communication and consultation strategies that work well for all parties

As a **front line service provider**, I could:

- become informed and get involved in the implementation of the Compact
- commit to best-practice in my particular field of expertise
- seek out opportunities for professional development, so that I have current qualifications and competencies to best address the needs of vulnerable Queenslanders
- provide feedback so that government agencies and the sector are informed about what is happening at a local, practical level and can better respond to the needs of Queenslanders

When drawing up and refining your actions consider how the quality of service to clients will be improved and/or how the needs of service providers will be better met.

Use the goals and the principles of the Compact to help you further refine your organisation's actions or commitments.

- Goal 1 – Building strong working relationships
- Goal 2 – Improve engagement in planning and policy
- Goal 3 – Improve the sector's capacity and sustainability
- Goal 4 – Continue to improve service quality and innovation

## Next steps

- Review and regularly update your commitments at team meetings.
- Share you team's learnings and recommendations for improvement in to the future with another team or organisation or at a general staff meeting.
- Contribute to consultations on key pieces of Compact-related work. These consultations allow you to have your say and help us to ensure that perspectives from across the community, the sector and government are represented. The consultations will be hosted on the GetInvolved website as required. For more information visit [www.getinvolved.qld.gov.au](http://www.getinvolved.qld.gov.au)
- Tell us your stories about how things are going, share your successes and learnings by completing a case study template and emailing it to the Compact secretariat to be uploaded to the web to inform others: [Compact\\_Secretariat@communities.qld.gov.au](mailto:Compact_Secretariat@communities.qld.gov.au).
- You may also have an opportunity to have you say through the Queensland Compact Intersectoral Forum. The Action Plan includes a commitment to host four forums throughout 2009 and

2010 to share innovation and best practice in service delivery and progress priorities in human services research.

The next forum is to be held in Brisbane in September 2009. For more information on this forum go to: [www.communityservices.qld.gov.au](http://www.communityservices.qld.gov.au)