

# Corruption Strategy 2023-2027



## OBJECTIVE: QUEENSLANDERS HAVE CONFIDENCE IN THE WORK WE DO

STRATEGIES	<p><b>DATA LED</b> Data and insights inform every decision we make</p>	We recognise data and insights improve our decisions. We use data and insights to improve our services and understanding of corruption across Queensland.
	<p><b>MAXIMUM IMPACT</b> Serious and systemic corruption is our focus</p>	We know preventing and responding to corruption is a shared responsibility. We cannot do it alone. We maximise our impact by focusing on serious and systemic corruption. We recognise that one size does not fit all which is why we leverage our multidisciplinary approach to tailor responses and deliver greater impact.
	<p><b>INFORMED COMPLAINT MANAGEMENT</b> Supports shared responsibility for dealing with complaints</p>	We know Queenslanders want us to focus on serious and systemic corruption but also need confidence that the public sector is dealing with complaints effectively. Our approach promotes shared responsibility for dealing with corruption complaints and improves public confidence that corruption complaints will be dealt with effectively.
	<p><b>CONNECTED, ACCESSIBLE AND TRANSPARENT</b> Working together with our partners</p>	We are independent, but recognise effective and transparent relationships are essential. We collaborate with the public sector and private institutions and understand that working together does not undermine our independence. Our services are accessible and user-friendly.

## OBJECTIVE: SUCCESSFUL TRANSFORMATION

STRATEGIES	<p><b>QUEENSLAND'S CORRUPTION DATA ASSET</b> Collaborative data and insights initiatives</p>	We recognise our central role in the Queensland integrity sector provides a unique opportunity to develop Queensland's strategic corruption data asset. We will become the trusted agency for data and insights about corruption risk and prevention. We will establish strategic partnerships to share data and insights and embrace new technologies to increase our ability to collect, interpret and use information.
	<p><b>REDESIGN THE WAY WE WORK</b> Flexible operating models enable us to adapt and respond</p>	We work in a dynamic and challenging environment. We will continually review how we operate to ensure we are positioned to anticipate and respond to our changing operating environment and meet public expectations.
	<p><b>INNOVATE, DIGITISE AND AUTOMATE</b> Leveraging technology to improve our efficiency and effectiveness</p>	We are part of a digital revolution. Ongoing and rapid technology innovation presents opportunities to enhance the CCCs ability to gather and analyse data, and streamline corruption prevention and investigation processes.
	<p><b>CAPABLE, EMPOWERED AND ADAPTABLE WORKFORCE</b> Enabling people to perform at their best</p>	We need to attract and retain capable people to prevent and investigate corruption. We value future-focused and adaptable people to respond to our ever-changing environment.

# Our priorities over the next two years

## OBJECTIVE: QUEENSLANDERS HAVE CONFIDENCE IN THE WORK WE DO

### DATA LED

- Develop and implement a Data and Insights Plan to enhance the way we collect, use, and share our data and insights.
- Collect and analyse corruption complaint outcomes data from the public sector to improve the understanding of serious and systemic corruption risks.

### MAXIMUM IMPACT

- Implement an integrated serious and systemic operating model across our function that delivers more focused services.
- Engage with the public sector about our new operating model through a refreshed [Corruption in Focus](#) guide.
- Implement processes to support post prosecution reviews and improve criminal charging practices.

### INFORMED COMPLAINT MANAGEMENT

- Ensure our redesigned complaints intake and assessment model is embedded into practice and is customer centric.
- Implement a new complaint monitoring model to support better oversight and management of public sector complaints.

### CONNECTED, ACCESSIBLE AND TRANSPARENT

- Improve our online complaint reporting processes, products, and services to be more accessible and person centred.
- Implement improved stakeholder engagement and communication practices to support greater collaboration and sharing of information with the public sector.

## OBJECTIVE: SUCCESSFUL TRANSFORMATION

### QUEENSLAND'S CORRUPTION DATA ASSET

- Strengthen our data and insights by optimising our data holdings and increasing our investment in analytics capability.
- Improve stakeholder awareness and use of our [Corruption Allegations Data Dashboard](#) (CADD) to help inform the public sector about corruption risk.

### REDESIGN THE WAY WE WORK

- Review, redesign and implement improvements to our services and workforce management practices to ensure they continue to be contemporary and efficient.
- Define an enhanced corruption prevention and policy function to strengthen our multidisciplinary approach and integrity across the public sector.
- Scope services to support all stakeholders through the complaints process ensuring they are person centred and trauma informed.

### INNOVATE, DIGITISE AND AUTOMATE

- Develop and implement new systems to support our intake and assessment and investigation functions, and improved workforce management.

### CAPABLE, EMPOWERED AND ADAPTABLE WORKFORCE

- Review and improve our organisational culture by investing in our people, their professional capability and by supporting their onboarding, induction and orientation to the organisation.

## STRATEGIC OPPORTUNITIES

### STRATEGIC ALLIANCES

Collaborating and partnering to achieve outcomes we would not achieve alone.

### DATA AND DIGITAL CAPABILITIES

Leveraging new technology and insights to improve efficiency and effectiveness.

### HUMAN CAPITAL

Accessing specialist capability, and developing and empowering our workforce.

### DIGITAL INTEROPERABILITY

Investing wisely in digital solutions to support cross-functionality and improve performance.

### TRANSPARENCY AND ACCOUNTABILITY

Enhancing public confidence through effective and accessible communication.

### HUMAN RIGHTS

We are committed to respecting, protecting and promoting human rights in all that we do and the decisions that we make.

### COMMITMENT TO FIRST NATIONS PEOPLES

Our commitment is to partner with Aboriginal and Torres Strait Islander peoples to form lasting relationships based on mutual trust, respect and understanding to support our vision for all Queenslanders to feel safe in the communities in which they live.