

Department of Human Services Strategic Plan 2022–24



Our purpose: *Making a difference so South Australia thrives*

1 Increasing inclusion, independence and shared decision-making for all

Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

Priority outcome 1

Positive social impact underpins all that we do.

Priority outcome 2

Our work is developed in partnership with communities, lived experience and sector knowledge.

Priority outcome 3

We drive evidence-based policy and thought leadership on inclusion that makes a difference for our communities.

Priority outcome 4

We drive and encourage research and development, innovation, and the trialling of new approaches in the human services sector.

2 Supporting our communities when it matters most

Our programs and services are strength-based and ensure South Australians are safe, empowered and connected in their communities.

Priority outcome 5

We deliver and fund the right services and supports at the right time.

Priority outcome 6

We work in partnership to provide person-centred supports that empower individuals and families to maintain and strengthen their connection with their community.

Priority outcome 7

We help people and households to stay safe and connected to the services and supports they need.

Priority outcome 8

We influence whole-of-government early action through system learning, research and evaluation, policy development and effective partnering and implementation.

3 Delivering modern services for our communities

Our services reflect the changing needs of South Australians and are focused on supporting positive and lasting outcomes.

Priority outcome 9

All services provided or commissioned are developed to maximise outcomes, safety and quality with no unnecessary red tape.

Priority outcome 10

We integrate our services to ensure we understand the supports and care our communities need and then deliver them.

Priority outcome 11

Our services and programs are driven by data and the best available evidence, research and practice and we always measure and evaluate outcomes.

Priority outcome 12

We will make it easier and more accessible for people to connect with DHS, including through digitising and streamlining all possible services.

Keys to our success

DHS is committed to amplifying the voices of the people and communities whom we support and serve.

DHS is committed to working with people with lived experience and ensuring all our approaches are culturally safe.

DHS will invest in our staff and volunteers to equip them with the right skills to deliver quality outcomes and support career development within a culture of wellbeing and safety.

DHS is committed to actively supporting positive outcomes for South Australians in need.

DHS will embrace new and emerging technologies, systems and ways of thinking and see this as critical to our success.