

Annual Plan 2019-20



We will **support individuals** and **families to lead their best life**



We will **mobilise** **local solutions**



We will **CREATE** and **transform**

- 1 Develop a new service delivery framework for Communities
Policy and Service Design
- 2 Deliver an integrated staff view of information about the people we serve through One Database
Corporate Operations
- 3 Develop a child wellbeing strategy for Western Australia
Policy and Service Design
- 4 Develop a four-year pipeline of services that we will commission, including opportunities for co-design
Commissioning and Sector Engagement
- 5 Launch an integrated service hub and shopfront in Fitzroy Crossing
Service Delivery
- 6 Contribute to and embed the McGowan Government's Our Priorities targets across Communities
Strategy and Transformation
- 7 Coordinate the implementation of responses to the Royal Commission into Institutional Responses to Child Sexual Abuse
Policy and Service Design
- 8 Support the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
Policy and Service Design
- 9 Continue to implement Target 120
Strategy and Transformation
- 10 Continue to implement the Early Years Initiative
Strategy and Transformation
- 11 Continue to implement the Earlier Intervention Family Support strategy
Service Delivery
- 12 Continue reforms to the system for out-of-home care of children
Commissioning and Sector Engagement
- 13 Implement the McGowan Government's election commitments for the prevention of family and domestic violence
Commissioning and Sector Engagement
- 14 Develop a 10-year strategy to reduce family and domestic violence
Policy and Service Design
- 15 Continue to coordinate the implementation of the West Pilbara Plan
Strategy and Transformation
- 16 Contribute to the delivery of the McGowan Government's response to reports into Aboriginal youth suicide
Strategy and Transformation
- 17 Finalise action plans for at-risk youth and for volunteering
Policy and Service Design
- 18 Develop a 10-year housing strategy, including reforms to the social housing system
Policy and Service Design
- 19 Finalise strategies for veterans, for gender equality and for youth, and to reduce homelessness and reduce elder abuse
Policy and Service Design
- 20 Complete a functional review of Communities' disability services
Policy and Service Design
- 21 Train, support and empower staff to appropriately share corporate and client information
Strategy and Transformation
Corporate Operations
- 22 Establish a regional plan for each service delivery region, including local engagement mechanisms
Service Delivery
- 23 Develop and implement a framework to enable more local decision-making
Policy and Service Design
Service Delivery
- 24 Continue to implement the capability program for District Leadership Groups
Strategy and Transformation
- 25 Implement localised cultural competency improvement initiatives across Communities
Corporate Operations
- 26 Implement the Local Communities Coordination prototype
Strategy and Transformation
- 27 Develop the State Disability Plan
Policy and Service Design
- 28 Transition people into the National Disability Insurance Agency-administered National Disability Insurance Scheme
Disability Services
- 29 Implement a targeted housing stimulus via temporary changes to Keystart mortgage criteria
Commercial Operations
- 30 Continue to implement the North-West Aboriginal Housing Fund, including new proposals via our Expression of Interest
Strategy and Transformation
- 31 Deliver the remote Aboriginal community strategy and support related Commonwealth Government negotiations
Strategy and Transformation
- 32 Finalise the implementation plan for the town-based reserves policy and continue related projects
Strategy and Transformation
- 33 Implement a new model for Aboriginal Community Connectors
Strategy and Transformation
- 34 Implement the Thrive program to support our tenants
Service Delivery
- 35 Develop a whole-of-agency strategy for Aboriginal Community Controlled Organisations
Strategy and Transformation
- 36 Implement new geographic boundaries for service delivery
Service Delivery
- 37 Implement a locally-tailored service delivery approach in each region
Service Delivery
- 38 Support each District Leadership Group to develop an annual plan
Service Delivery
- 39 Implement a framework to develop leaders throughout our agency
Strategy and Transformation
- 40 Implement a culture action plan and findings from the agency capability review
Strategy and Transformation
- 41 Implement our 2019-20 component of the METRONET Social and Affordable Housing and Jobs Package
Commercial Operations
- 42 Deliver key infill and urban renewal projects as part of the Affordable Housing Action Plan
Commercial Operations
- 43 Create and implement a workforce development plan
Corporate Operations
- 44 Deliver information technology integrations in core corporate systems
Corporate Operations
- 45 Support public sector reform including the Public Sector Leadership Council and Supporting Communities Forum
Strategy and Transformation
- 46 Implement Communities' strategic and operational policy framework
Policy and Service Design
- 47 Finalise Communities' outcomes framework to measure the population-level outcomes that we seek to deliver
Strategy and Transformation
- 48 Prepare and launch Communities' new Reconciliation Action Plan
Strategy and Transformation
- 49 Continue to deliver on our targets for purchasing goods and services from Aboriginal entities
Commissioning and Sector Engagement
- 50 Promote our recruitment of local and Aboriginal people, particularly outside Perth
Corporate Operations
- 51 Build leadership capacity in service delivery in metropolitan and country areas
Service Delivery
- 52 Relocate Communities' head office to new premises in Fremantle
Corporate Operations
- 53 Update and implement the Strategic Office and Accommodation Plan to deliver more staff co-location
Corporate Operations
- 54 Update our Strategic Asset Plan
Corporate Operations
- 55 Embed an integrated emergency management response across Communities
Service Delivery
- 56 Enhance Communities' risk management system to better manage our response to oversight agency recommendations
Office of the Director General
- 57 Develop a procurement policy framework and a contract management framework
Commissioning and Sector Engagement
- 58 Enhance our corporate governance and performance monitoring framework
Corporate Operations
- 59 Enhance Communities' funding and business model to support our financial viability and sustainability
Corporate Operations
- 60 Implement better sharing of contract funding details across Communities and with our partners
Commissioning and Sector Engagement

Signature actions