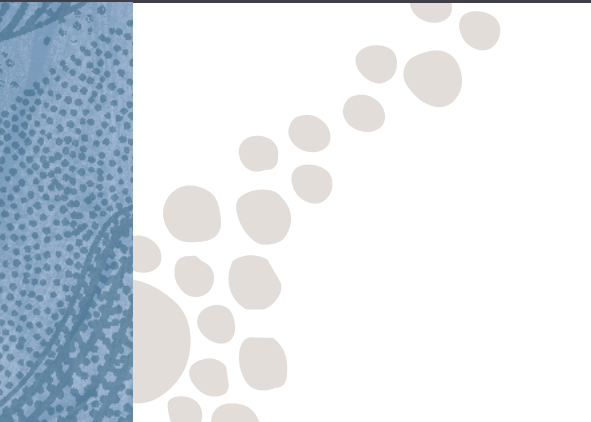
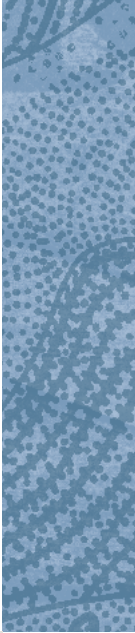




Government of **Western Australia**
Department of **Communities**

Strategic Plan 2026–30



Acknowledgement of Country

The Department of Communities acknowledges traditional custodians throughout Western Australia and their continuing connection to the land, waters and community.

We pay our respects to all members of Western Australia's Aboriginal communities and their cultures; and to Elders both past and present.

We commit to the responsibilities that our Department has in working with and for Aboriginal people to Close the Gap.

Use of Noongar language in this publication

Ngulluk is a Noongar word that incorporates all of us. It encompasses everyone; from all countries, cultures and backgrounds. Noongar language has been used to capture our story in recognition that the Department of Communities' central office is in Walyalup, on the Whadjuk Boodja (country) of the Noongar Nation, Western Australia.

About the artists

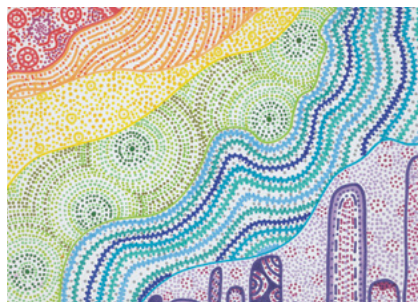
The artwork featured in this document has been contributed by three members of our Aboriginal Employee Network, a peer support network providing opportunities for connection and professional development locally and state-wide.



Connection to Country

Brianna Barron-Liddell

Brianna is a proud Nyul Nyul and Worrorra woman living in the Pilbara with family ties to Noongar Ballardong and Yamatji Badimaya countries.



Closing the gap between culture and pride

Memphis Jackson

Memphis is a proud Noongar woman, with close family connections to Wagyl Kaip, Yamatji and Whadjuk countries.



Marr journey of me

Ronella Hayden

Ronella is a proud Noongar woman with ties to Ballardong country.

Photography credits

Cover image (top right) courtesy of Town of Cambridge and Stephen Heath Photography
Cover image (bottom right) courtesy of Shire of Carnarvon

Message from the Director General

The Department of Communities (Communities) is one of the Western Australian Government's human services agencies and through our statutory and core responsibilities, we improve the wellbeing of people, children, families and communities across Western Australia. Communities brings together vital services and functions, and partners across government and the community services sector to support diverse communities across the State.



Our Strategic Plan 2026–2030 (Plan) provides a clear roadmap for delivering stronger outcomes and articulates what we will focus on and how we will work to achieve them.

In developing this Plan, we aligned our vision, purpose and outcomes to Government priorities and considered feedback from our staff, external stakeholders and delivery partners.

The Strategic Plan 2026–2030 positions Communities to be adaptable and future ready, balancing immediate service requirements with long-term social outcomes. The three strategic focus areas signal where we will focus our collective efforts while the enabling practices, along with our values, guide how we work together.

'One Communities, one team' remains our commitment to working in a way that connects and integrates our people and portfolios to deliver better policies, programs and services.

I thank Communities' employees and our partners for their dedication to person-centred service delivery. Working openly and collaboratively across the state remains central to how we deliver meaningful outcomes for Western Australians.

As we enter this next phase, our focus remains on supporting thousands of people, often during their most vulnerable moments. This responsibility is both a privilege and a commitment we take seriously.

Mike Rowe
Director General

Ministerial portfolios*

- Child Protection
- Community Services
- Disability Services
- Early Childhood
- Homelessness
- Prevention of Family and Domestic Violence
- Seniors
- Volunteering
- Women
- Youth

* Information correct as at July 2026.



Vision

Ngulluk Kart | All minds

The long-term change we are working towards for the community.

Safe, inclusive and empowered communities.

Purpose

Ngulluk Koort | All hearts

What we are here to do.

We work together to improve the lives of people, children, families and communities across Western Australia.





Outcomes

Ngulluk Koorliny | All moving forward

The meaningful results and impact we deliver through our work.

Children and young people are safe and supported.

Children and young people are safe from abuse and harm, and are thriving, supported by strong families and early intervention services.

People with disability live empowered lives within inclusive communities.

People with disability, their families and those who share their lives, experience enhanced wellbeing through choice and control, accessibility and inclusion.

Working to end family, domestic and sexual violence.

Violence is reduced and prevented through strong, connected systems that prioritise victim-survivor safety and recovery, and hold people who use violence to account.

Communities are resilient.

People and communities are safe, resilient and able to respond to emergencies, with a focus on those experiencing, or at risk of homelessness, and young people at risk.

People experience self-determination and inclusion.

People, including carers, can access quality services that enable active participation in the community and support choice, wellbeing, cultural connection and inclusion.

Our organisation is a great and safe place to work.

Communities has a skilled and productive workforce, enabled by efficient and effective systems, capable leadership, a strong focus on safety and a positive workplace culture, delivering high-quality services.



Strategic focus areas

Ngulluk Marr | All hands

Key elements guiding where we focus our collective efforts to achieve our vision.

Strive for service excellence.

What the community experiences.

Service excellence means delivering high quality, accessible and responsive services – including our commissioned services and those we deliver in partnership. These services are underpinned by evidence, informed by lived experience and centred on the needs, dignity and wellbeing of the people and communities we serve.

This focus area strengthens how we design, deliver and continuously improve services to ensure they are effective, trauma-informed and culturally safe.

Embed culture at the heart.

How services and decisions are shaped.

Embedding Aboriginal culture at the heart of our organisation means Aboriginal voices, knowledge and cultural leadership drive Aboriginal policy, system reform, and delivering on Closing the Gap.

This focus area commits us to cultural safety, genuine partnership and shared decision-making with Aboriginal people, ensuring culture informs our services, workplaces and leadership.

Strengthen organisational capability and safety.

Enables both service excellence and culture at the heart.

Strengthening organisational capability and safety ensures we have the systems, workforce, leadership, organisational culture, governance and accountability needed to effectively deliver on our purpose.

This focus area builds the foundations that enable strong services and a safe organisation, both now and into the future.



One Communities, one team

Ngulluk Wirrin | All spirit

A way of working that connects and integrates our people and portfolios to deliver better policies, programs and services.

Enabling practices

Inform the way we work.

We work in partnership.

We value strong partnerships across the Department, government and with our external partners, including Aboriginal Community Controlled Organisations and community service organisations. By working together with shared purpose, we deliver more responsive and connected services.

We are evidence-informed.

Our services are underpinned by evidence and we invest in contemporary practice to deliver high quality supports.

We are person-centred.

We design and deliver services that are person-centred and trauma-informed, recognising individual strengths, lived experience and circumstances. We promote choice and control, self-determination, and the right of people to shape their own lives.

We promote safety and wellbeing.

We work to ensure physical, psychological and cultural safety for our people through strong leadership and respectful workplace culture so services can be delivered safely.

Values

Guide our behaviour.

- Integrity
- Courage
- Respect
- Empathy
- Accountability
- Trust
- Empowerment





Department of Communities

Postal address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888

Email: enquiries@communities.wa.gov.au

Website: www.communities.wa.gov.au

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit: www.accesshub.gov.au/about-the-nrs

Use of AI

AI was used in the preparation of this strategy.

Full review and editorial control remain with Communities.

Accessibility

This publication is available in alternative formats upon request.

Contact us to request a copy or submit an enquiry.