

Queensland Family and Child Commission

STRATEGIC PLAN 2018-2022

The Queensland Family and Child Commission works to improve the child protection and family support system

Our vision

Queensland is a safe place where children, young people and families thrive

Our purpose

To improve the quality of outcomes for children, young people and families

Our commitment

We contribute to the Government's objective for the community, *Our Future State: Advancing Queensland's Priorities* to:

- **Give all our children a great start** through: promoting the safety, wellbeing and best interests of all children and young people; increasing awareness about the resources, supports and services available to children, young people and their families; and providing community education programs.
- **Keep communities safe** through: hearing the voices of children and young people about issues affecting them and their future, to contribute to influencing policy decisions and improving service provision; and by continuing to raise awareness on risks associated with online child exploitation, and child death prevention, including youth suicide.
- **Be a responsive Government** through: actions and oversight to strengthen the child protection system; improving information sharing across government and non-government agencies; and strengthening operational processes and safeguards for children.

This includes a strong focus on representing the interests of Aboriginal and Torres Strait Islander children, families and communities.

Our opportunities

- Build on our oversight reputation by identifying, leading and undertaking key QFCC-initiated investigations of the child protection & family support system
- Drive sustainable system improvements by using lessons learnt from reviews, inquiries and other evidence
- Embed sector strengths and capability improvements across the State to ensure lasting change
- Strengthen engagement with children, young people and their families with a greater presence across regional and rural Queensland communities
- Develop sustainable self help and education programs to help keep kids safe, with a particular focus on e-safety

Our risks

Our ability to influence and facilitate sustainable change is only possible if we:

- remain in touch and relevant to children, young people, families and the community
- engage effectively with our stakeholders and partners
- base our policy, practice and performance advice on objective evidence
- obtain information from fellow agencies to inform our work.

Our values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Our approach

Our leadership and influence improves the child protection and family support system.

We work to educate the sector and the broader community about how to keep children safe and well.

We check the system through reviews, research, and listening to children, families and communities, especially those who are most vulnerable.

We increase collaboration between Queensland communities and the service sector to provide the best support to keep our children and young people safe and well.

Our principles

We are a culturally responsive, ethical, agile and highly capable organisation.

We listen to children, young people and their families and actively seek and incorporate their perspectives and lived experiences into our work.

Objectives

Work closely with all Queenslanders to build safe, caring and connected communities who are well supported by quality frontline child protection and family support services.
Promote and advocate for the safety, wellbeing and best interests of all children and young people and the responsibility of families and communities to protect and care for them.
Improve the child protection and family support system to ensure those most vulnerable are well cared for and able to thrive.

Strategies

Provide oversight of the child protection & family support system

Review, evaluate & drive improvement to key systems, policies and programs

Support a strong, collaborative & capable services sector

Determine & communicate what works and will effect positive change

Educate families & communities

Success indicators

Recommendation made in QFCC reviews are implemented, resulting in an improved child protection and family support system

Reform evaluations highlight sustained change

Advice provided informs systemic improvements

Sector stakeholders partner with the QFCC to strengthen the child protection and family support system

Sector agencies and professionals acknowledge the QFCC's role in strengthening the sector

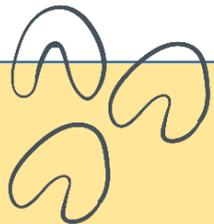
Engagement with children, young people and families:

- informs the QFCC's program of work
- contributes to change within the sector

Policy and practice is informed by research

Increased awareness by families and communities of:

- the services and support available to help them protect and care for their children and young people
- the role of the child protection and family support system
- the changes made as part of the reforms



reach their full potential

We help children, young people and their families:



and keep safe and well

