

STRATEGIC PLAN 2017-2021

Every day, the Queensland Family and Child Commission works to improve the child protection and family support system.

Queensland
Family & Child
Commission

Our vision

We work collaboratively to influence change so Queensland is a safe place where children, young people and their families thrive in supportive communities.

Our purpose

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

Our commitment

The QFCC contributes to the Government's objective for the community of building safe, caring and connected communities by promoting the safety, wellbeing and best interests of Queensland's children and young people and working with government and non-government agencies to improve the child protection system.

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

Our values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Our indicators of success

- Feedback from engagement with children, young people, families, and the sector indicates positive changes in frontline child protection and family support services and overall community connectedness.
- Queensland families and communities:
 - are aware of and understand the role of the child protection and family support system and the changes made as part of the reforms
 - are aware of the services and support available to parents to help them protect and care for their children and young people
 - access the services and support they require.
- Advice on the performance of the child protection system and impact of the reform agenda is used to inform improvements to the system.

Our risks

We inhibit our ability to influence and facilitate sustainable change if we do not:

- remain connected to children, young people, families and the community
- have effective stakeholder engagement and partnerships
- inform our policy, practice and performance advice on evidence
- obtain information from fellow agencies to inform our work

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

We are culturally responsive. Through empowering and enabling our staff, we create an ethical, agile and highly capable team. In doing so, we gain the confidence of the community and the sector.

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

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

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

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.

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 in Queensland 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

Oversight 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

OPPORTUNITIES

Build on our oversight reputation by identifying and leading key Own Motion 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

Build stronger 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

We help children, young people and their families:



reach their full potential



and keep safe and well.

