

Strategic Plan 2016 - 2020

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

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 objectives 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



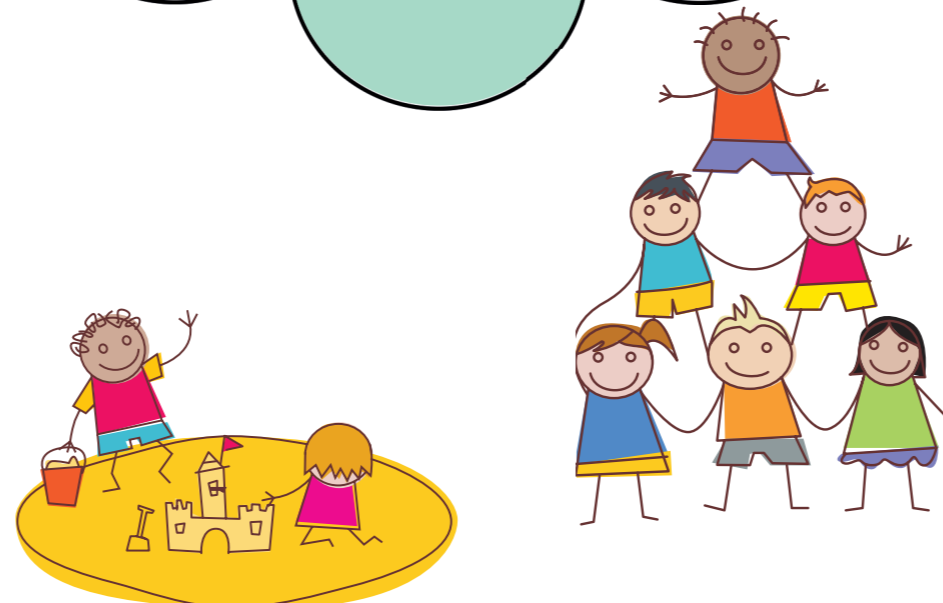
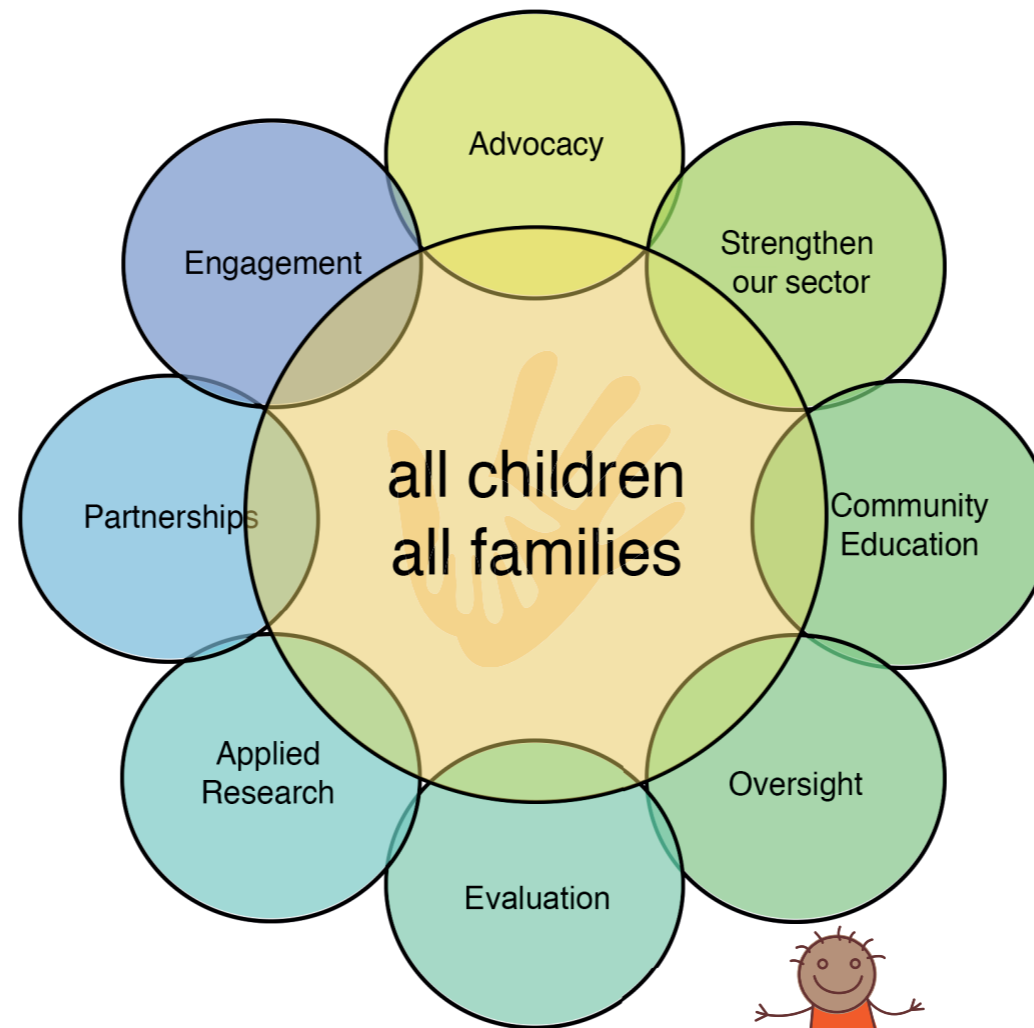
Unleash potential



Be courageous



Empower people



Our measures of success

- Advice on the performance of the child protection system and impact of the reform agenda is used to inform improvements to the system.
- Evidence, promotion and awareness raising contributes to change within the sector.
- Positive feedback on engagement is received from external stakeholders.
- 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.

Our risks

- Ineffective partnerships and stakeholder engagement
- Advice on policy, practice and performance is not informed by evidence
- Unavailability or inadequacy of services to effectively support children and families
- Community does not have confidence in services or resources available

We check the system through reviews, research, and listening to children, families and communities. We work to educate the sector and the broader community about how to keep children safe and well.

This work seeks to improve the system, by increasing our collaboration across the sector and ultimately, providing the best support for children, families and communities, especially those who are most vulnerable.

Objectives

- 1.** Drive high quality, evidence-based Queensland service systems for vulnerable children and families.
- 2.** A strong sector where partnerships and collaboration between government and non-government organisations achieve better outcomes for children and families.
- 3.** Informed Queensland families and communities who understand their role in keeping children and young people safe and have access to resources to support them.
- 4.** A culturally responsive organisation prioritising and supporting Aboriginal and Torres Strait Islander children and young people to remain safe, connected and thrive in supportive communities.
- 5.** Maximise our organisational capability and value.

Strategies

- 1.1** Monitor, review, evaluate and report on the performance of the child protection and family support systems
- 1.2** Influence and guide the sector on practice and policy improvements through promotion of knowledge translation and providing access to best practice data.
- 2.1** Identify and develop evidence about issues for advocacy by engaging with children, young people and families and communities with a specific lens on the most vulnerable.
- 2.2** Use evidence and networks to influence and effect change to legislation, policy and practice to improve outcomes for vulnerable children, young people and families.
- 2.3** Lead and support the building and development of capability, capacity and culture of the child protection and family support system.
- 3.1** Promote and encourage help-seeking behaviours among at-risk families and a shared community responsibility for protecting children and young people.
- 3.2** Build an understanding of the child protection and family support systems in Queensland.
- 3.3** Improve access to and awareness of services meeting the needs of vulnerable Queensland children and families.
- 4.1** Monitor, evaluate and research outcomes for Aboriginal and Torres Strait Islander children, young people and their families and work collaboratively with government, Aboriginal and Torres Strait Islander organisations, Elders and their communities.
- 4.2** Advocate, acknowledge and trust that engaging Aboriginal and Torres Strait Islander communities is critical to determine the priority and needs of their children, families and communities.
- 5.1** Strengthen capability, capacity and culture.
- 5.2** Improve QFCC's governance and provide evidence of value.

