Office of the Children's Guardian
Corporate Plan 2016–2019

Office of the Children's Guardian

Our purpose

To protect children by promoting and regulating quality, child-safe organisations and services

How our work aligns with the Premier's Priorities

'Protecting our kids' is one of the 12 Premier's Priorities – in recognition that improving the welfare and wellbeing of children and young people not only leads to better life outcomes for them, but is also our moral responsibility

Our shared results	1. Child-related organisations and employers of children effectively implement child-safe policies and practices	2. Organisations that deliver adoption and out-of-home care services meet child-safe standards for care	3. Individuals in child-related work and employers of children understand and meet legislative requirements concerning working with children	4. The Office of the Children's Guardian is credible, responsive and accountable

Our priorities for 2016 and 2017	• Lead development of a NSW Child-safe Organisation Strategy – a blueprint to guide all institutions and organisations across NSW in meeting their child-safe responsibilities
	• Regulatory framework for child-safe organisations – influence organisations and provide assurance that they are meeting their child-safe responsibilities
	• Promote institutional, business and community awareness of child-safe responsibilities
	• Respond to recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse
		• Continue the monitoring and accreditation program against the new child-safe standards
		• Review of our monitoring and accreditation function in the context of new FACS contract management arrangements for re-commissioning of out-of-home care services
		  – Clarification of regulatory tools and responsibilities for monitoring and influencing organisational performance and outcomes
		  – Clarification of protocols and processes for monitoring and influencing safety of individual children and young people
		• Work with FACS and NDIS to consider the impact/implications of NDIS for voluntary out-of-home care
		• Continue the monitoring and accreditation program against the new child-safe standards and carers register responsibilities
			• Continue to assess risks of applicants for child-related work and disqualify those who pose a risk to the safety of children
			• Complete the staged 5-year phase-in schedule and prepare for the renewal phase for Working With Children Check
			• Review WWCC legislation
			• Move from desk-based compliance to assessments based on practice. Expand monitoring and outreach to ensure organisations and employers are meeting their responsibilities
			• Increase targeting of compliance activities to find and address non-compliance
				• Develop a corporate charter
				  – How we work as an Office to achieve our results
				  – How we work with stakeholders to achieve our results
				• Roll out the new customer management system to support improved internal information sharing across multiple system interfaces
				• Establish an Expert Advisory Panel to support robust decision making
				• Review the role and statutory functions of the Children's Guardian

Headline result indicators	• Number of organisations participating in child-safe organisations program (*adopt child-safe organisation principles and practices; undertake self-assessments of their responsibilities; agree to participate in a validation audit program*)
	• Effectiveness of organisations' implementation of child-safe principles and practices
	  – self-assessment and validated audit scores against child-safe organisation criteria
	  – implementation of recommendations arising from audits of child-safe practices
		• Number of organisations achieving/maintaining accreditation against the child-safe standards – by accreditation progress/status
		• Number of registered voluntary out-of-home care organisations maintaining responsibilities under the statutory voluntary out-of-home care procedures
			• Organisations meet their legislative requirements
			• Applicants for child-related work are correctly cleared or disqualified from working with children
			• The renewal phase is streamlined and coordinated with the review of the Working With Children Check legislation
			• Successful consultation process and post-review drafting of legislation enhances the protection of children
				• Management performance indicators (see below)

Management key performance indicators	• Increase number of child-safe presentations/attendees – by metro/regional locations • Percentage of attendees indicating that the training met their expectations • Extent to which training on child-safe policies and practice is accessible and available in different formats • Extent to which procedures are in place to ensure compliance with statutory frameworks	• Provide informative direct evidence reports to agencies within four weeks of assessment • Provide timely assessments for accreditation renewal • Review new applicant submissions within two months of submission • Monitor placements of children under 12 years of age in residential care • Number of voluntary out-of-home care monitoring visits conducted	• Timeliness of decision making on applicants for child-related work and implementation of WWCC legislative changes • Communication with employees and employers promotes awareness and understanding of the renewal process • Compliance rate of designated agencies with requirements of the Carer's Register • Number of employees contacted regarding their responsibilities under the WWCC Act • Number of site audits of employers' WWCC records • Number of notifications to employers verifying employees who have had their check cancelled or withdrawn • Carers Register records are accurate – statistics are reliable • Increase number of visits to children's employment sites • Number of authorities processed	• Staff have professional development plans in place and mid-year reviews completed • Effective and efficient management of resources • Timely response to correspondence • Timely advice to the Minister for Family and Community Services
Service values	Integrity	Trust	Service	Accountability