



Our Strategic Approach

Purpose

We regulate and oversee organisations to uphold children and young people's right to be safe

Vision

We influence and lead change by building capability in organisations to be child-safe

Strategic priorities snapshot

01



Regulate, monitor and foster capability in quality child safe practices

02



Strong outcomes oriented stakeholder relationships

03



An integrated child-safe authority supported by contemporary systems

04



A great place to work and make a difference



Our strategic priorities

01



Regulate, monitor and foster capability in quality child safe practices

The OCG will provide integrated oversight for promoting child safe practices, identifying gaps in protection, monitoring performance and trends, detecting and acting on non-compliance

It will be critical for us to continue to enable organisations to take action to prevent harm to children and young people through risk identification and management.

This encompasses:

- Asserting the role of the OCG in building capability
- Requiring service providers to use the child safe standards to implement child safe practice within their organisations. Organisations will be provided with guidance on how to implement the standards and will be expected to demonstrate how they create and maintain cultures where children's interest and rights are prioritised
- Utilising relevant risk based enforcement powers available across OCG functions
- Connecting the service system for greater impact such as capitalising on child safe champions
- Employing data more effectively to inform the service system

Indicative Performance Indicators

- Training and support (online and offline)
- Number of Child Safety Action Plans developed and implemented by NSW Government agencies and action taken by organisations
- Improvement in organisational compliance (*Additional indicators awaiting finalisation of the national evaluation framework*).

03



An integrated child-safe authority supported by contemporary systems

As we continue to grow with expanded functions and information gathering provisions, our systems and employees need to have the capability and capacity to fulfill our mandate, including more effectively collaborating across Directorates and utilising data to gain insights and intelligence.

We will continue to invest in contemporary systems that facilitate information gathering and collaboration, strengthen stakeholder engagement and enable greater flexibility in our resourcing and ways of working.

Indicative Performance Indicators

- Achievement against initiative milestones

02



Strong outcomes oriented stakeholder relationships

In alignment with NSW government's Customer Commitment, we seek to enhance the experience of the Individuals and organisations that interact with us.

In everything we do from stakeholder consultation, how we communicate and activities within the OCG and externally, we strive to be easy to engage with, act with empathy and be accountable so our interactions enhance our reputation and highlight our commitment to creating child-safe organisations.

Indicative Performance Indicators

- Average days to finalise matters and make determinations
- Number and type of customer complaints and compliments
- Evaluations following key oversight and training activities

04



A great place to work and make a difference

We want the culture of the OCG to be known and recognised as a sector leader in being values driven, embracing of diversity of thought, experience, culture and community.

The culture of the OCG will reflect the active and meaningful engagement of employees, a safe environment to represent diverse perspectives, personal accountability for living our values and a commitment to service excellence.

We want:

- Our people to have the skills, tools, resources and clarity in their roles to deliver robust, transparent and accountable services
- A workplace where employees feel equipped to do their jobs with excellence and try new things with confidence
- Our brand of leadership to be authentic, confident in tackling tough issues, transparent, visionary, enabling and engaging

Indicative Performance Indicators

- People Matter Survey - employee engagement

Our future agenda - 2023

 <p>What we “deliver”</p>	 <p>Who we work with</p>	 <p>How we work with stakeholders/ How we are perceived</p>	 <p>Our internal processes and systems</p>	 <p>Our people and culture</p>
<p>An agency encompassing integrated functions with a holistic approach to uphold children and young people’s right to be safe</p>	<p>Broader range of government agencies, community organisations, other jurisdictions and national agencies</p>	<p>Influencer and trusted authority that takes a partnership approach and consistent communication to influence and lead change</p>	<p>Integrated processes and systems and embracing a continuous improvement focus</p>	<p>Transformational, diverse and resilient workforce</p>

Our values

