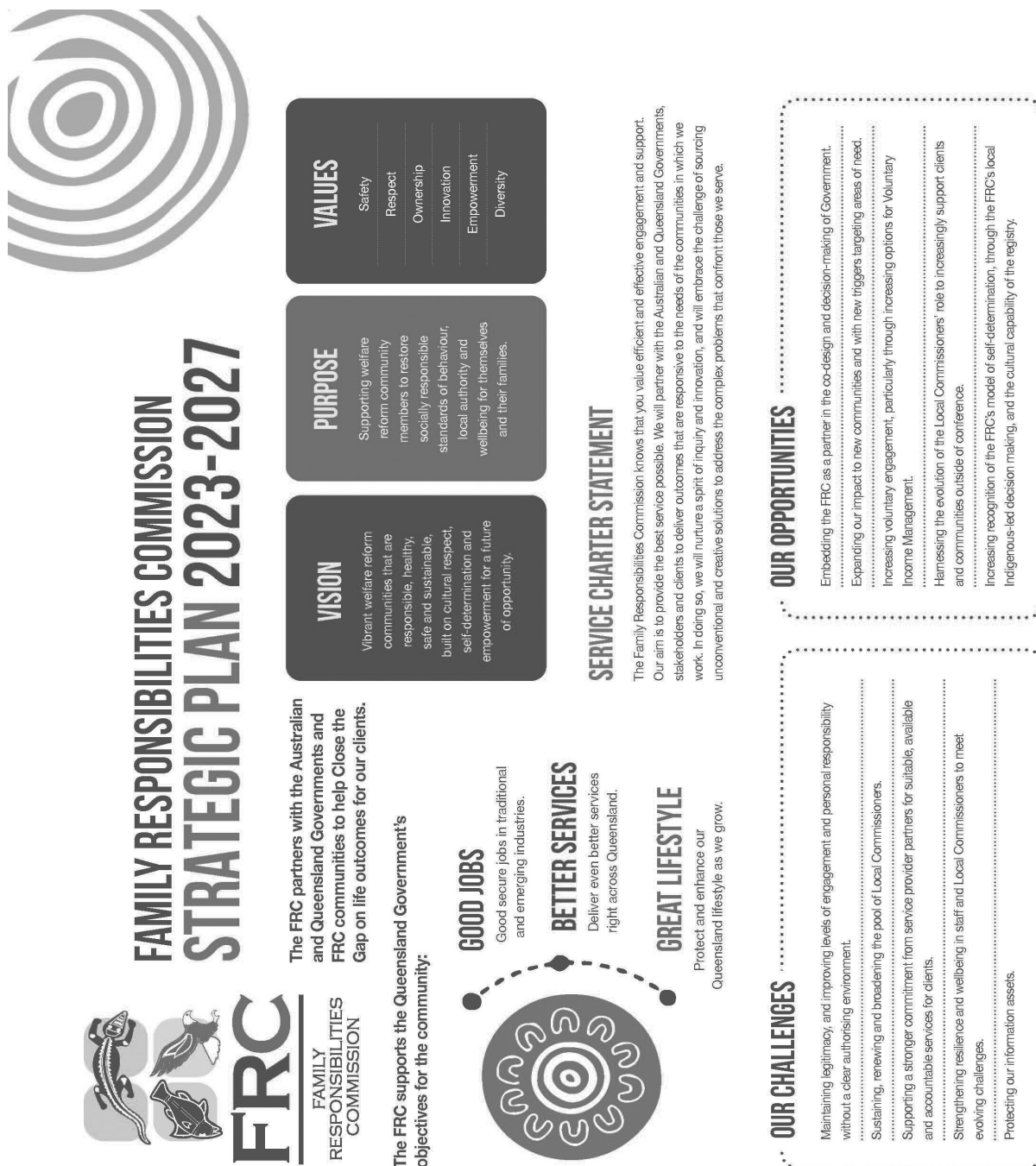




Appendices

Appendix A – Strategic Plan 2023-2027



The Commission recognises we are visitors to the country we travel across and work in. We acknowledge that many of our Local Commissioners are Traditional Owners and Elders of their communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge. The Commission acknowledges and pays our respects to the Traditional Owners, Elders and Teachers of these lands; to those of the past whose unseen hands guide the actions and decisions of the Commissioners today, to those of the present working for their communities setting the example for the next generation; and to those of the future, the Elders not yet born who will inherit the legacy of our efforts.



Appendix A continued

OBJECTIVES	STRATEGIES	PERFORMANCE INDICATORS
Support the restoration of socially responsible standards of behaviour and local authority in welfare reform communities	- Continue to implement proactive and agile responses to changing community needs that reflect all functions of the FRC Act - Support Local Commissioners and FRC staff to have meaningful and effective engagement with FRC communities - Strengthen self-determination by investing in individual leadership and decision-making capability development for Local Commissioners - Support Local Commissioners to advocate for their communities - Support partner agencies to provide information in a timely way within the FRC Act framework	- Retention and development of Local Commissioners - Proportion of conferences held with Local Commissioners sitting independently - Rates of client participation in the decision-making process - Judicious use of CIM - Number of successful appeals against FRC decisions - Helping to Close the Gap on disadvantage for our clients in Aurukun, Coen Doornadgee, Hope Vale and Mossman Gorge
Help people in welfare reform communities to resume primary responsibility for the wellbeing of their communities and the individuals and families of their communities	- Support individuals and families to change through effective conferencing, case plan referrals and income management - Protect children and other vulnerable people including through compulsion and income management where necessary - Continue to explore incentive projects to increase families' capabilities and move towards pursuing opportunities - Engage families in recognising the importance of, and playing an active role in neonatal and early childhood development - Support evidence-based interventions for disengaged young people and employability skills training - Build mutual accountability and foster shared high expectations of service providers and community members	- Increased motivation of clients to change through personal responsibility - Increased periods of respite for clients from daily living pressures - Strength of mandated interventions decreased - Increased client engagement with support services to build capacity - Helping to Close the Gap on disadvantage for our clients in Aurukun, Coen Doornadgee, Hope Vale and Mossman Gorge
Create a capable, culturally safe, agile and innovative organisation	- Ensure the FRC attracts and values an agile, diverse, inclusive and high performing workforce to meet current and future business needs - Embed a culture of innovation and continuous improvement to deliver more flexible, effective and efficient services - Embed safety, including cultural and psychological safety, as a core value to enhance overall wellbeing and engagement in our work environment - Leverage technology, data and information to enhance outcomes	- Proportion of budget spent on frontline services - Employee retention and development - Increased diversity of our workforce
Improve engagement through co-design and partnerships	- Position the FRC as an invaluable part of the service ecosystem through collaborative and collegiate engagement with our partners - Provide quality advice to the Family Responsibilities Board, Ministers and Parliamentary Committees to inform policy, legislation and service delivery to our community members - Help clients have agency in their experiences with the FRC by co-designing projects and services, and embracing First Nations ways of doing, being and knowing	- Number of partnerships and engagement activities - Rate of stakeholder satisfaction - Rate of client participation in project and service design