



Strategic Plan 2017-2019

Our Mission

To ensure the rights and best interests of children and young people are safeguarded and promoted.

Our Vision

Children and young people in the Northern Territory reach their full potential.

Our Values

Integrity

Moral Courage

Fairness

Our Core Business

Deal with and manage enquiries and complaints

Identify and address issues affecting vulnerable children

Monitor developments reform, legislative and policy issues relevant to vulnerable children

Contribute to improved decision making

Community awareness and education

Our Key Principles

Best interest of the child at the centre

Culturally appropriate and responsive

Shared service delivery and collaboration

Evidence based best practice

Early intervention and prevention

Our Goals

- Maintain strong governance and adherence to standards expected of this office in order to ensure a timely, effective and efficient service.
- Develop and maintain strategic and collaborative partnerships in order to achieve best outcomes for vulnerable children.
- Provide evidence based best practice advice on legislation, policy and practice across government and non-government sectors.
- Informing public discussion and creating awareness through education, community engagement and communications mechanisms.

Our Outcomes

- Corporate governance and business systems support continuous quality improvement and the sustainable achievement of the Commissioner's objectives.
- Improved public administration.
- Engaged and informed stakeholders and community
- Compliance with national standards and legislative requirements.
- Issues relating to the safety and wellbeing of children are identified, highlighted and reported.
- Client satisfaction is evaluated
- Internal capability aligns with legislative requirements
- Vulnerable children are provided a complaint resolution service that is timely and effective.
- Enhanced public awareness and understanding.