

## OUR VISION

Vibrant welfare reform communities that are responsible, healthy, safe and sustainable.

## OUR PURPOSE

Supporting welfare reform community members to restore socially responsible standards of behaviour, local authority and wellbeing for themselves and their families.

## OUR VALUES

- **Safety:** We value the right of everyone to live in safe communities.
- **Respect:** We believe that respect for oneself builds the foundation for wellbeing.
- **Ownership:** We are committed to encouraging communities to take ownership of their present and future.
- **Innovation:** We actively seek and encourage creative ideas to build the potential for lasting change.
- **Empowerment:** We are committed to empowering people to take the initiative to reform their communities and build their own direction and future.
- **Diversity:** We are passionate about respecting the diversity and cultural richness of the communities.

## SERVICE CHARTER STATEMENT

The Family Responsibilities Commission knows that you value good customer service. Our aim is to give you the best service we can. We will work with clients and stakeholders to deliver outputs for the State and Australian Governments that achieve the outcomes sought for the welfare reform communities. In doing so, we will nurture a spirit of inquiry and innovation, and will embrace the challenge of sourcing unconventional and creative solutions to address the complex problems that confront our communities.

## THE FRC SUPPORTS THE GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY:

- **Good jobs:** Good, secure jobs in our traditional and emerging industries
- **Better services:** Deliver even better services right across Queensland
- **Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow.

## KEY PERFORMANCE INDICATORS

- Percentage of conferences attended
- Conference outcomes by agreement.

- Training and development provided to the Local Commissioners
- Percentage of conferences conducted independently by Local Commissioners.

## Create a capable, agile and innovative organisation

- Continuous improvement projects completed
- Performance against budget allocation
- Positive safety culture
- Healthy and engaged staff
- Internal audit recommendations implemented and reflected in system processes.

## Know our clients, communities and build partnerships

- Participation in external governance groups
- Awareness raising sessions conducted
- Enhanced reporting frameworks developed and maintained.

