

# Our Strategy 2026-2029

## Fair and safe

### Our Purpose

To provide fair and independent oversight that helps people be heard, improves services and promotes the safety of vulnerable people.

### We Value:

#### Integrity

Integrity defines who we are when it matters most. We act independently, stand by our decisions and hold ourselves and each other to account.

#### Service

We are here to serve the community, balancing individual needs with our broader public responsibility.

#### Excellence

We hold ourselves to a high standard so our work is rigorous, thoughtful and worthy of public trust.

#### Progress

We challenge outdated practices, share better ways of working and adapt our systems so we can deliver better services over time.

### What we do

#### Protect people's rights

We give people a way to be heard when they've been treated unfairly. We also oversee how government power is exercised.

#### Improve services

We can investigate how services are delivered and bring weaknesses to light. In doing so, we improve service delivery for all.

#### Prevent harm

We oversee child safety and identify opportunities to prevent certain deaths and child related harm.

#### Support vulnerable communities

We reach out to people who are often overlooked or disadvantaged, ensuring their voices are heard and their needs are considered.

### Our Goals



**Connected Services**  
We are accessible and connected, with culturally safe services that make a difference



**Insights for Change**  
Our oversight keeps children and families safe and results in better and fairer public services



**Strengthen our Standing**  
We are widely known, trusted and called upon when needed



**Safe, Supported and Empowered**  
We are vibrant and cohesive with our people feeling safe, supported and empowered



**Operational Excellence**  
Our people are equipped to excel in ways that makes their jobs easier and more fulfilling

### Our Focus Areas

Engage and provide fair access for vulnerable and underrepresented groups.

Train staff in cultural safety, youth engagement, working with interpreters, disability awareness, and trauma-informed care.

Earn trust with Aboriginal leaders by including their voices in our work.

Strengthen engagement with parliamentary committees, public sector stakeholders and charitable trusts.

Share more plain English insight papers, best practice guides, and case studies on all media platforms.

Implement a new Child Safeguarding function.

Extend Energy and Water services to alternative electricity services consumers.

Publish standards for major investigations and a guide on public administration issues we plan to address.

Test new ethical AI practices and provide 24/7 AI powered support to the public.

Celebrate achievements, support flexible work, and trust staff to streamline workflows.

Support career advancement, cross-team collaboration, and talent development.

Train staff in collaboration tools, simplify information access, and enhance data analytics.

### How We Will Measure Success

Obtain stakeholder feedback to ensure our services are accessible, responsive and trusted.

Monitor service reach and use, with a focus on vulnerable and underrepresented groups.

Track our impact on public administration and child safety practices.

Measure staff engagement to ensure our culture, capability and systems support high performance.