This plan shows how we will support our clients and staff to create the futures they want for themselves and their communities.

In executing Government policy, the FACS Board will use our organisation’s capabilities and influence in child protection, housing, homelessness and community inclusion to help ensure:

- Aboriginal children, families and communities thrive
- people are in charge of their own lives and feel a real sense of choice and control
- more children are safe at home with their families
- more people have safe, stable places to live — and the family lives, jobs, well-being and dignity which that makes possible
- our staff feel they have the support they need to do well in their roles so they can change people’s lives.

These are hard goals.

To make progress we’ll have to pursue them persistently, use evidence or experience to decide what’s best to do, measure impact and be open and learn from what works and what doesn’t.

Our plan describes the behaviour and leadership that our clients and delivery partners can expect of us — and that we can expect of each other.

We can’t lead other people’s lives. But we can ensure people are able to choose things they value for themselves and their families.

Our success rests on respectful and honest relationships with those we serve.

Together, we can and do make a powerful difference.

Michael Coutts-Trotter
Major initiatives and reforms that support our priorities:

1. Aboriginal Outcomes Strategy
2. Their Futures Matter and Permanency Support Program
3. Future Directions for Social Housing in NSW Reforms
4. NSW Homelessness Strategy
5. National Disability Insurance Scheme (NDIS)
6. Commissioning for Better Outcomes
7. ChildStory
8. NSW Practice Framework

Our priorities
Where we will focus our attention

- Improve long-term outcomes
  (especially for Aboriginal children and families)
- Act as stewards of the service system
- Invest in our people
- Improve client experience
- Develop a modern organisation

Our future
The outcomes we will achieve

Outcomes for people of NSW

<table>
<thead>
<tr>
<th>Category</th>
<th>Outcome</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabling families to live independently</td>
<td>Number of households successfully transitioning out of social housing</td>
<td></td>
</tr>
<tr>
<td>Protecting vulnerable people from harm</td>
<td>Percentage of young people who move from Specialist Homelessness Services to long-term accommodation</td>
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<td></td>
<td>Percentage of Risk of Significant Harm re-reports within 1 year after plan goal achieved following a face-to-face assessment</td>
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<td></td>
<td>Percentage of domestic violence offenders re-offending within 12 months*</td>
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<tr>
<td>Ongoing support for vulnerable people</td>
<td>Rate of children and young people in OOHC per 1000 population (children 0-17)</td>
<td></td>
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<tr>
<td>People with disability live independently</td>
<td>Percentage of NSW Government clusters and local governments that have a DIAP that improves access to services, facilities, education and employment opportunities for people with a disability</td>
<td></td>
</tr>
</tbody>
</table>

* Reported by NSW Bureau of Crime Statistics and Research, Department of Justice
Focus on building capacity (e.g. through prevention and early intervention) ahead of managing disadvantage

Be outcome-focused and client-centred

Support our service providers to achieve greater impact

Work better internally, through flexible work practices, better (digital) technology and more effective accommodation solutions

Join up the service system and service model

Use data and the voice of clients to inform such decisions

Use commissioning to make best decisions on how to design the service system and deliver client outcomes

Commit to improving outcomes for Aboriginal clients and communities
Leadership and culture
How we will get from here to 2021

The next four years will be a journey of change. FACS will look very different in 2021. We will be a smaller organisation in 2021 yet have a broader reach. We will take increasing responsibility for the performance of the service system as a whole but deliver fewer services directly. This is not an easy journey but an important one. Its success will come down to the quality of our culture and our leadership. This is how the NSW public sector values translate into the FACS context:

### Supporting Information
Find out more through the following resources:
- FACS Annual Delivery Plan
- FACS Client Service Charter
- FACS Aboriginal Outcomes Strategy