

# CSR Strategy 2019-2024

**TÚSLA**  
An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

## CHILDREN'S SERVICES REGULATION

### Our Vision

For all services regulated or assessed by Children's Services Regulation to be safe and happy places for children and young people to live, play, learn and develop.

### Our Goals and Objectives

#### 1. Public Engagement

**Advance children's safety, development, and wellbeing by strengthening partnership and communication with stakeholders.**

- 1.1 Provide clear, useful, and accessible information for parents, guardians, and carers to raise awareness about regulation, which supports informed choices.
- 1.2 Improve our capacity and capability to communicate using different media channels about the work we do.
- 1.3 Work in partnership with Government, other state agencies, academia, representatives and their organisations to promote the safety, development and wellbeing of children in the services we regulate.
- 1.4 Enhance recognition of our identity, influence, and reputation.

#### 3. Improved Compliance

**Provide information, guidance and support to regulated services to enable them to meet their requirements.**

- 3.1 Work with stakeholders to improve the sector's understanding of regulation.
- 3.2 Support legislative reform and policy development by providing high-quality, independent expertise.
- 3.3 Provide clear, targeted, and accessible information for Registered Providers to improve understanding of regulatory requirements.
- 3.4 Support the implementation of standards through the development of guidance, digital learning solutions and self-assessment tools.
- 3.5 Continuous consultation with providers, parents, and stakeholder groups to listen to their views and perspectives.



**Fiona McDonnell**  
National Service Director  
Children's Services Regulation

#### 2. Effective Regulation

**Ensure that we have effective systems, and we can identify where regulated services are not meeting the required standard.**

- 2.1 Strive for a world-class regulatory system in line with international best practice which delivers the best outcomes for children and families.
- 2.2 To predict and respond to services appropriately by building systems that are underpinned by regulatory intelligence.
- 2.3 Use the full range of our enforcement powers to support regulatory compliance by taking action in a proportionate, effective and dissuasive way.
- 2.4 Develop our regulatory system to ensure alignment and consistency across teams.

#### 4. Our Culture, Our Team

**To empower our people, through strengthening our systems and developing our culture.**

- 4.1 Ensure a positive work environment and empowering culture, built on shared values and teamwork.
- 4.2 Embed a culture of quality through systems and processes to meet the highest standards.
- 4.3 Define and deliver innovative and secure digital information and data solutions to aid the effective delivery of our work and improve the way we interact with stakeholders.
- 4.4 Ensure that our governance structures support informed and accountable decision-making.
- 4.5 Support our staff through continuous professional development and training opportunities.