



# Northern Territory Stolen Generation Aboriginal Corporation (NTSGAC)

## Quality Objectives and Policy

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# Quality Objectives

The Quality Objectives of NTSGAC support our Quality Policy as well as the priorities in our 3- Year Strategic Plan, which reflect in our core business. The following table outlines our Quality Objectives and how the organisation's performance against these objectives will be measured.

## Quality Policy

The management and staff of NTSGAC are committed to lead, advocate and provide member support to improve the lives of individuals and families within Aboriginal communities in the Northern Territory. It is our policy to achieve sustainable, high quality advocacy, safety, social and emotional wellbeing and referral services for Stolen Generation members of the Top End and their descendants, including assistance for reconnection with land, family, language and culture.

## Organisational Roles, Responsibilities and Authorities

To realise this policy NTSGAC will maintain a Quality Management System in accordance with Standard ISO 9001:2015. The Quality Management System provides a framework to guide our team in making appropriate decisions and monitoring actions and outcomes.

We will:

- Maintain a quality management system to meet the requirements of the ISO 9001:2015 standard
- Continually improve the effectiveness of our Quality Management System
- Periodically review the performance and management systems to meet our objectives
- Communicate this policy to staff and stakeholders and engage staff in using the quality management system

## Quality Objectives and Planning to Achieve Them

The Quality Objectives of NTSGAC support our Quality Policy as well as the priorities in our 3-Year Strategic Plan, which reflect in our core business. The following table outlines our Quality Objectives and how the organisation's performance against these objectives will be measured.

## Strategic Plan 2020 – 2022

- Family tracing and Family History Research (SP-1)
- Social and Emotional Wellbeing Support (SP-2)
- Manage an effective and efficient organization (SP-3)
- Link Up Caseworkers/Counsellors (SP-4/5)
- Group Activities (SP-6)
- Community Engagement and Education (SP-7)

| Quality Objective   | Performance Measure  | Acceptable Success Rate / Expected Outcomes   |
|---|--|---|
| <b>1. Enhance support to members of NTSGAC by maintaining an effective Quality Management System (SP-3)</b>   | QMS compliant with ISO 9001  | Maintain ISO 9001 Certification – Continuous Quality Improvement  |
| <b>2. Ensure quality responsiveness delivery on the Safety and Emotional Wellbeing projects and activities (SP-2) (SP-6)</b>  | Stakeholder feedback   | Annual survey of each stakeholders groups (Clients, Staff, Funders/Affiliates) completed and results and actions reviewed by the CEO & Board. |
|   | Complaints   | 100% of complaints responded to by next working week and resolved within 20 business days.  |
| <b>3. Assist to increase the social justice for NTSGAC members and their descendants through different advocacy and educational activities (SP-1) (SP-4) (SP-7)</b> | Performance dashboards and activity reports  | Board meeting minutes reflecting on performance reports and summary of activity reports from Activity Register.                               |
|   |  | Team meeting minutes reflect managers' report on relevant program in relation to social justice.  |
| <b>4. To ensure compliance with relevant statutory and safety requirements (SP-3)</b>   | Compliance Register includes all relevant statutory requirements and obligations.      | Evidence of compliance monitoring through status reports to CEO and Board.  |
|   |  | Evidence of Quarterly compliance reporting through status reports at the Board meeting.   |
|   | Currency of the documents – policies, procedures, templates, forms, etc.               | Policies and procedures are reviewed and updated within the required timeframe as evidenced by the Document Register.                         |
| <b>5. Facilitate organisation-wide participation in quality management system to enhance internal capacity (SP-3)</b>   | Culture of continual improvement within the organisation                               | Continual improvement is a standard item on the agenda of Staff meetings.   |
|   |  | Suggestions and recommendations for continual improvement are encouraged and formalised internally by the CEO.                                |
|   |  | Approved corrective or preventive actions have been completed within required timeframe, evidenced by the Continual Improvement Register.     |
| <b>6. Focus on continual improvement through a quality monitoring system of internal systems and planning to enhance reconnection activities (SP-1) (SP-4/5)</b>    | The number of audits and client activity reports extracted from the Activity Register. | Scheduled audits have been completed as evidence by the Audit Register  |
|   |  | Maintain an Activity Register and present reports to staff and board meetings.  |
|   |  | Approved corrective or preventive actions have been completed within required timeframe, evidenced by the Continual Improvement Register.     |

## Targets

The NTSGAC aims to:

- a) Promote and represent the NT Stolen Generations clients and their families' interests to Territory, State and Commonwealth governments and their agencies and international non-government organisations, including international organisations on any issues in relation to NT Stolen Generations clients and their families.
- b) Consult, liaise and negotiate with Territory, State and Commonwealth government and non-government organisations, including international organisations, on any issues in relation to NT Stolen Generations clients and their families.
- c) Document the Stolen Generations history for future generations and to provide educational awareness in the wider community.
- d) Investigate and pursue legal remedies to the Stolen Generations concerns at a Territory, national and international level, including but not limited to litigation, legislative or constitutional reform and international legal remedies.
- e) Assist and support Stolen Generations and their families in their social, spiritual, cultural and economic aspirations through a culturally appropriate healing centre established for the purpose of appropriate program activities.
- f) Provide and promote the Stolen Generations with ongoing assistance and support.
- g) Build partnerships with government and non-government agencies so as to achieve social and economic equity for Stolen Generations and their families.
- h) Provide and promote Stolen Generations and their families' access to their individual Language, Culture and Country;
- i) Provide family tracing, research, reunions and continuous support.
- j) Develop culturally appropriate protocols that are inclusive of Stolen Generations values and aspirations.
- k) In consultation with Indigenous communities consult on specific needs of Stolen Generation clients.
- l) Monitor the implementation of the recommendations of the Human Rights Commission National Inquiry into the Separation of Aboriginal and Torres Strait Islander children from their families.
- m) Take whatever lawful action the Corporation considers necessary, including the entering into a contractual or other legal relations with other organisations or individuals, to advance the interests and welfare of the Corporation, members and clientele.
- n) Access the necessary resources to effectively and efficiently carry out the objects of the Corporation.
- o) Do all things which the Corporation considers to be ancillary, incidental or conducive to the objectives referred to above.

## **Key services**

- Provide emotional support, social wellbeing services and referral service for Stolen Generations members and their families/descendants in the Top End.
- Provide inter-generational activities on special occasions as part of a healing and identity strengthening process.
- Regularly inform clients regarding any National issues in developments affecting the Stolen Generations.
- Monitor and work towards implementing the 54 Recommendations from the Bringing Them Home Report.

## **Functions**

- Family tracing
- Family reunion management
- Research and access to records
- Guidance and support to clients
- Referrals to other services
- Counselling
- Community Engagement and Education