

	Northern Territory Stolen Generations Aboriginal Corporation Providers of TOP END LINK UP SERVICE	
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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.

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.
- Continually improve the effectiveness of our Quality Management System
- Periodically review the performance and management systems to meet NTSGAC objectives
- Communicate this policy to staff and stakeholders and engage staff in using the quality management system

NTSGAC recognises that quality and client and member satisfaction can only be achieved through the involvement and commitment of NTSGAC's team and partners.

The success in effectively implementing this quality policy will be measured by the positive endorsement of NTSGAC services by our members.

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.

Strategic Plan 2016 – 2019

- Priority 1: Social Justice (SP-4)
- Priority 2: Reconnection (SP-1)
- Priority 3: Safety, Social and Emotional Wellbeing (SP-2)
- Priority 4: A Strong Organisation (SP-3)

Quality Objective	Performance Measure	Acceptable Success Rate / Expected Outcomes
1. Enhance support to members of NTSGAC by maintaining an effective Quality Management System (SP-3)	QMS compliant with ISO 9001	Maintain ISO 9001 Certification – Continuous Quality Improvement
2. Ensure quality responsiveness delivery on the Safety and Emotional Wellbeing projects and activities (SP-2)	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.
3. Assist to increase the social justice for NTSGAC members and their descendants through different advocacy and educational activities (SP-4)	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.
4. To ensure compliance with relevant statutory and safety requirements (SP-3)	Compliance Register includes all relevant statutory requirements and obligations.	Evidence of monthly 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.
5. Facilitate organisation-wide participation in quality management system to enhance internal capacity (SP-3)	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.
6. Focus on continual improvement through a quality monitoring system of internal systems and planning to enhance reconnection activities (SP-1 / SP-3)	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.