



carpentaria

Role Profile

Director of Quality, Safeguarding & Risk

June 2026



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About the opportunity

- Shape the development of contemporary best practice and clinical governance architecture to support complex, high-acuity services spanning disability, children and youth, aged care, therapy and community programs across the Northern Territory
- Lead regulatory compliance, safeguarding, risk management and continuous improvement
- Join a respected not-for-profit and create lasting change

The Director of Quality, Safeguarding & Risk will design and embed the clinical governance architecture, quality systems and safeguarding frameworks that will underpin Carpentaria's next chapter.

Carpentaria is at a significant point in its development – Intensive Therapeutic Residential Care services have recently commenced under a new Department of Children and Families contract, while Out of Home Care, Allied Health and community services continue to grow across Darwin, Alice Springs, Katherine and remote communities. This simultaneous growth – across multiple programs, regulatory frameworks and geographic contexts – makes the quality and governance function more important than ever.

Reporting to both the Chief Operating Officer and Chief Executive Officer, the Director of Quality, Safeguarding and Risk holds a uniquely positioned executive mandate. The dual reporting line reflects the role's reach: operationally embedded through the COO across all service programs, and directly accountable to the CEO on organisational governance, Board reporting and regulatory relationships.

The Director serves as the principal advisor to the CEO, COO, Executive Leadership Team and Governance Committees on quality, safeguarding, clinical governance, organisational risk, compliance, practice excellence and continuous improvement.

QSR team structure

The Director of Quality, Safeguarding and Risk leads a dedicated team of quality, safeguarding, clinical governance and compliance specialists. The team is structured to provide both compliance assurance and continuous improvement capability across all programs and locations.





Role overview

The Director of Quality, Safeguarding and Risk holds executive accountability for governance, safeguarding, clinical governance, risk and compliance across all of Carpentaria's programs and locations.

Quality, safeguarding and risk governance

- Lead the development, implementation and continuous improvement of Carpentaria's Quality, Safeguarding and Risk Frameworks across all service areas
- Provide strategic leadership and oversight of organisational quality governance, safeguarding, clinical governance, compliance and enterprise risk management systems
- Provide strategic oversight of the Integrated Practice and Clinical Governance Framework, Outcomes Framework and Quality Improvement Framework, ensuring effective implementation, monitoring and reporting across the organisation
- Oversee the development, implementation and review of organisational policies, procedures, practice frameworks, governance systems and reporting frameworks

Clinical governance architecture and best practice

- Lead the design and continuous development of Carpentaria's clinical governance architecture, ensuring it reflects contemporary best practice, is fit for purpose across complex and high-acuity service environments, and supports therapeutic, rights-based care
- Provide executive oversight of clinical governance systems, including high-risk participant management, medication governance, health care planning, clinical auditing and care coordination functions
- Drive alignment between clinical governance frameworks, therapeutic care models and practice standards across disability, children and youth, aged care, therapy and community programs
- Ensure clinical governance architecture remains responsive to emerging evidence, regulatory developments and the evolving complexity of services delivered across the Northern Territory

Safeguarding and incident management

- Lead organisational safeguarding systems and strategies to promote the rights, safety, dignity and wellbeing of participants, children and vulnerable persons
- Ensure compliance with NDIS Practice Standards, NDIS Commission requirements, Child Safe Standards, Work Health and Safety legislation and other relevant regulatory frameworks
- Lead organisational incident management, reportable incidents, restrictive practice governance, investigations, root cause analysis and organisational learning processes
- Lead the organisational complaints management system, including participant feedback mechanisms, complaint resolution processes, systemic complaint analysis and required reporting to the NDIS Commission and other regulatory bodies.



Work health and safety governance

- Provide oversight and support of Carpentaria's WHS governance system, ensuring effective identification, assessment and control of workplace hazards across all programs and locations
- Lead the organisation's approach to psychosocial risk management and compliance with the positive duty under WHS legislation, fostering a culture of psychological safety and staff wellbeing
- Ensure WHS governance is integrated with broader quality, safeguarding and risk systems and reported effectively to the Executive Leadership Team and Board

Quality data, reporting and organisational intelligence

- Lead the development and maintenance of quality and risk reporting frameworks, including performance dashboards, trend analysis and governance reporting cycles, to enable evidence-informed decision-making at executive and Board levels
- Drive continuous quality improvement, service reviews, internal audit programs, accreditation readiness and organisational assurance activities
- Establish and maintain systems for monitoring quality and safety performance across all programs, identifying emerging risks and translating data into actionable improvement strategies

Workforce capability and continuous improvement

- Lead organisational learning, workforce capability development and practice excellence initiatives to strengthen quality, safeguarding, risk management and service outcomes
- Build a culture of accountability, reflective practice and continuous improvement across all programs and service areas

Stakeholder and regulatory engagement

- Build and maintain effective relationships with regulators, government agencies, accreditation bodies and key stakeholders
- Represent Carpentaria on quality, safeguarding and risk matters, including regulatory reviews, investigations and external audits
- Advocate for robust, risk-informed approaches to service governance and organisational improvement

Team leadership and executive advisory

- Lead and develop the Quality, Safety and Risk team, including the QSR Manager and specialist functions, building team capability, cohesion and a high-performance quality culture
- Provide strategic advice and organisational assurance to the CEO, COO and Executive Leadership Team, and governance reporting to the Practice Governance Committee, Quality and Safeguards Committee and Board as required
- Contribute to organisational strategy as a senior leader within the Executive Leadership Team



About Carpentaria

Carpentaria is a not-for-profit organisation providing Disability, Therapy and Community Services for children, adolescents and adults across the Northern Territory, through Accommodation Services, Children and Youth Services, the Pathways Program, Employment and Training, Specialist Disability Accommodation and Allied Health therapy programs (including Speech Pathology, Occupational Therapy, and Physiotherapy). We deliver innovative and flexible services to empower people to thrive and live a great life, and are committed to a philosophy that respects the rights of individuals to make informed choices about their lives.

Carpentaria services are delivered under a range of funding and regulatory frameworks, including the NDIS, Department of Children and Families contracts and NT community services arrangements, creating a genuinely multi-framework governance environment. The geographic spread, and the cultural, logistical and regulatory complexity it entails, shapes everything about how Carpentaria delivers services and governs its programs.

Vision and values

Vision

Delivering innovative and flexible services to empower people to thrive and live a great life.

Values

Carpentaria is a values-based organisation which focuses on the needs and goals of each individual. We are committed to a person-centred philosophy that respects the rights of everyone to make informed choices about their lives and to receive the necessary support, information and encouragement to participate, and be included, in all aspects of community life.

Carpentaria's values provide the framework for how we operate, guiding engagement, business activities, service delivery and decision making



Honesty

We strive to be honest, open, ethical and fair



Collaboration

We create strong partnerships through open communication, mutual respect and trust



Respect

We embrace the individual's right to be empowered to live the life they choose



Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions



Strategic priorities 2022 - 2025

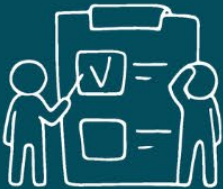
Respond to service needs and gaps in the Territory

We will target the biggest needs and gaps across the Northern Territory to maximise our impact in the community.

Create better pathways for young Territorians.

Expand our services to new geographical locations.

Develop suitable accommodation and residential service models for those with complex needs.



Continuously improve the quality and excellence of our services

We will be leaders in quality and safety and set an example for the broader disability services sector in the Territory. This includes providing a person-centred and goal oriented service.

Support people to meet their individual goals.

Embed strong clinical governance and oversight.

Demonstrate excellence in safety and quality.



Develop partnerships to enhance opportunity

We will partner with organisations that share our values to drive better outcomes for Territorians.

Explore and develop partnerships with Aboriginal Communities.

Partner to create training, employment and vocational opportunities.

Partner to promote social inclusion and community awareness of disability.



Invest in our people

We will grow the capability of our current workforce to ensure we are future-ready and contribute to building the disability workforce of the future.

Invest in our people and their careers.

Build the future disability workforce.

Increase the diversity of our workforce.



Grow sustainably

We will be socially, financially and environmentally sustainable across all areas of our organisation.

Increase our social sustainability.

Ensure we are financially sustainable.

Maintain strong and robust governance.

Increase our environmental sustainability.



Delivering innovative and flexible services to empower people to thrive and live a great life



A message from the CEO

Carpentaria employs high quality staff in a range of specialist roles across our Accommodation, Children and Youth, Therapy and Pathways programs.

Recruitment to positions at Carpentaria is based on values, skills and qualifications.

We are experiencing a growth of programs and the creation of additional roles to support Carpentaria's services in urban and remote locations.



The Director of Quality, Safeguarding and Risk is one of the most significant leadership roles in our organisation. As Carpentaria continues to grow – in the complexity of our programs, the acuity of the people we support and the scope of our regulatory obligations – having contemporary, best-practice governance and clinical governance architecture in place is fundamental to everything we do.

The Director leads a dedicated Quality, Safety and Risk team and serves as the principal advisor to the Board, CEO, COO and Executive Leadership Team on quality, safeguarding, clinical governance and organisational risk. The person who steps into this role will need the breadth to govern across all of it, and the vision to build systems that are not just compliant, but genuinely world-class.

Carpentaria offers a rewarding career in a dynamic workplace, and I look forward to welcoming the successful applicant to our team.

Warm regards

Annie Rily





The ideal candidate

The ideal candidate for this role has:

- Senior leadership experience in quality, safeguarding and risk roles, with the ability to design and lead contemporary governance architecture across multidisciplinary, high-acuity service environments
- The expertise and vision to move beyond compliance and build genuinely best-practice clinical governance systems that reflect current evidence, regulatory expectations and the complexity of services delivered across the Northern Territory
- Cultural intelligence and the interpersonal capability to build trusted relationships across a diverse workforce, with regulators and government partners, and with Aboriginal and Torres Strait Islander communities and organisations
- Proven experience working collaboratively within a senior leadership team to drive accountability, continuous improvement and organisational learning

Essential criteria

- Degree qualification in Health, Nursing, Allied Health, Human Services, Risk Management, Governance, Business or a related discipline
- Minimum five years' senior leadership experience in disability, health, community services, aged care or child protection sectors
- Demonstrated experience leading quality, safety, safeguarding and risk functions at an organisational level, including across multiple program types or regulatory frameworks
- Strong knowledge of NDIS Practice Standards and NDIS Commission requirements
- Experience overseeing enterprise risk frameworks and organisational risk management systems
- Demonstrated experience leading clinical governance or safeguarding systems, including in complex or high-acuity service environments
- Experience managing organisational complaints systems, audits and accreditation processes
- Demonstrated understanding of WHS governance obligations, including psychosocial risk and positive duty requirements
- Strong analytical, reporting and governance skills, including experience developing quality data and performance reporting frameworks
- Excellent stakeholder engagement and leadership capabilities
- Current Criminal History Check, NDIS Worker Screening Clearance, NDIS Worker Orientation Module and NT Driver Licence



Preferred criteria

- Postgraduate qualification in Governance, Risk, Clinical Governance, Leadership, Business Administration or Quality Management
- Registered health professional qualification
- Lead Auditor qualification
- Experience operating across regional or remote service environments, particularly in the Northern Territory or comparable jurisdictions
- Experience working with and alongside Aboriginal and Torres Strait Islander communities and organisations
- Experience leading governance functions across multiple regulatory frameworks simultaneously (for example, NDIS, child protection and community services)



What success looks like

Safety and governance

Carpentaria's quality, safeguarding and risk systems are robust, contemporary and consistently applied across all programs and locations, with high confidence in incident management, regulatory compliance and organisational assurance.

Best-practice clinical governance

Carpentaria has a clear, well-embedded clinical governance architecture that reflects contemporary best practice, is calibrated to the complexity and breadth of the services we deliver across the Territory, and is recognised by regulators, funders and partners as a genuine standard of excellence.

Regulatory confidence

Carpentaria maintains strong, trusted relationships with the NDIS Commission, Department of Children and Families and other regulators, with demonstrated compliance, effective audit outcomes and proactive engagement on quality and risk matters.

Organisational learning and workforce capability

A culture of continuous improvement, reflective practice and accountability is embedded across the organisation, with evidence of learning from incidents, audits, complaints and reviews informing practice. Staff demonstrate strong quality and safeguarding literacy, and workforce capability in these domains is measurably improving.

Leadership contribution

The Director is a respected senior leader who strengthens the organisation's governance capability, quality culture and risk maturity, provides valued strategic advice to the CEO, COO, Executive Leadership Team and Board, and builds a high-performing Quality, Safety and Risk team.



Remuneration and benefits

A generous remuneration package is available for the successful candidate, including:

- Competitive base salary + 12% super
- Salary packaging available (through [Paywise](#))
- An annual membership or subscription to a professional association or society
- A mobile phone – regularly updated through Carpentaria's provider, inclusive of reasonable personal use
- Access to a fully serviced shared vehicle – for use in the execution of your duties, and entitlement to full private use of the vehicle including home garaging
- An allocated underground parking space at the Harry's Place campus

Contacts and further information

For questions or to express your interest in this unique opportunity, contact Kirrily Freson, Director of People and Learning on kirrily.freson@carpentaria.org.au or 0438 718 423.

Further information about Carpentaria is available at carpentaria.org.au



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carpentaria.org.au