



carpentaria

Role Profile

Executive Director Quality, Safeguarding & Risk

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Contents

Contents 2

About the opportunity 3

Role overview 3

About Carpentaria 6

Vision and values 6

A message from the CEO 8

The ideal candidate 9

What success looks like 10

Remuneration and benefits 11

Contacts and further information 11



About the opportunity

- Provide executive leadership of Carpentaria's quality, safeguarding, clinical governance, compliance and risk functions across a complex, multi-program organisation spanning the Northern Territory
- Serve as the organisation's principal executive advisor to the Chief Operations Officer and CEO, and the broader Executive Leadership Team on governance, safeguarding, quality and organisational risk
- Join a respected not-for-profit and create lasting change

The Executive Director Quality, Safeguarding & Risk provides executive leadership of the quality systems and safeguarding frameworks that underpin Carpentaria's work.

Carpentaria is at a significant juncture in relation to its growth, development, and maturity of its risk management frameworks. Carpentaria has recently engaged in the delivery of Intensive Therapeutic Residential Care services and continue to grow its community services across Darwin, Alice Springs, Katherine, and remote communities. This intentional, yet simultaneous growth across multiple programs, regulatory frameworks and geographic contexts makes the quality and governance of this function more important than ever.

Reporting under a dual reporting arrangement to the Chief Executive Officer and Chief Operations Officer serving as a member of the Executive Leadership Team, the Executive Director, Quality, Safeguarding & Risk holds executive accountability for Carpentaria's quality, safeguarding, clinical governance, compliance, and operational risk functions. They are responsible for providing strategic advice and independent assurance to the Chief Executive Officer, Executive Leadership Team to support informed decision-making and organisational excellence.

Role overview

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

Quality, safeguarding, and risk governance

- Provide executive leadership for Carpentaria's Quality, Safeguarding, Clinical Governance, Compliance and Risk functions, ensuring alignment with the organisation's strategic objectives
- Lead the development, implementation and continuous improvement of the organisation's integrated Governance, Quality, Safeguarding, Clinical Governance, Risk and Continuous Improvement Frameworks
- 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 and best practice

- Lead the design and continuous development of Carpentaria's clinical governance frameworks, 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

- Provide executive oversight of organisational safeguarding systems, ensuring the rights, safety, dignity and wellbeing of participants, children and vulnerable people remain central to service delivery
- Ensure organisational compliance with the NDIS Practice Standards, NDIS Quality and Safeguards Commission requirements, Child Safe Standards, Work Health and Safety legislation and other relevant regulatory or contract-based frameworks
- Provide executive oversight of organisational incident management, investigations, reportable incidents, restrictive practice governance and organisational learning
- Assist in the management of 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

- Work in partnership with the WHS and HR functions to support Carpentaria's WHS governance system, contributing to effective identification, assessment, and control of workplace hazards across all programs and locations
- Work collaboratively with the WHS and HR functions to progress 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
- Work with the WHS and HR functions to ensure WHS governance is integrated with broader quality, safeguarding and risk systems and reported effectively to senior leadership



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 leadership 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

Organisational capability and continuous improvement

- In conjunction with Human Resources, lead the development of organisational capability through strategic oversight of learning and development, governance education, leadership development, and workforce capability initiatives that strengthen quality, safeguarding and risk management
- Build a culture of accountability, reflective practice and continuous improvement across all programs and service areas

Stakeholder and regulatory engagement

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

Divisional leadership and executive advisory

- Lead the Quality, Safeguarding & Risk Division, including the Director of Quality, Safeguarding & Risk, and specialist functions, fostering a high-performance culture, promoting innovation, developing future leaders and ensuring the delivery of professional, responsive and customer-focused services
- Provide high-quality strategic reporting and independent advice to the Chief Executive Officer, Executive Leadership Team, and Committees on organisational performance, quality, safeguarding, governance, compliance and risk, and contribute as an Executive Leadership Team member to organisational strategy and corporate planning



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. 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 delivers services under a range of funding and regulatory frameworks, including the NDIS, Department of Children and Families contracts and NT community services arrangements, creating a multi-framework governance environment. Geographic spread and the cultural, logistical and regulatory complexity shapes 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 Executive Director Quality, Safeguarding & Risk is one of the most significant leadership roles in our organisation. As Carpentaria continues to grow, in the complexity of our programs, the people we support and the scope of our regulatory obligations, having contemporary, best-practice governance and clinical governance systems in place is fundamental to everything we do.

The Executive Director Quality, Safeguarding & Risk leads our Quality, Safeguarding & Risk Division and serves as the organisation's principal executive advisor to me, The Chief Operating Officer and the broader 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 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:

- Executive leadership experience in quality, safeguarding and risk functions, 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 operating at executive level, providing strategic advice to a Chief Executive Officer, Executive Leadership Team and Board to drive accountability, continuous improvement and organisational learning

Essential criteria

- Relevant tertiary qualification in Health, Human Services, Governance, Risk, Business, Law or a related field
- Extensive executive leadership experience within disability, health, aged care, child protection or community services sectors
- Proven success leading enterprise quality, safeguarding, clinical governance, risk management and assurance functions
- Extensive knowledge of NDIS Practice Standards, NDIS Commission requirements, Child Safe Standards and governance frameworks
- Demonstrated ability to provide strategic advice to CEOs, Executive Leadership Teams and Boards
- Proven experience leading organisational transformation, continuous improvement and strategic change initiatives
- Demonstrated success managing accreditation, audit, compliance and assurance programs
- Highly developed strategic leadership, organisational planning, analytical and performance reporting capabilities
- Exceptional stakeholder engagement, communication and influencing skills, underpinned by a commitment to safeguarding, human rights, ethical leadership and continuous improvement



Preferred criteria

- Postgraduate qualification in Governance, Leadership, Risk Management, Clinical Governance, Business Administration or equivalent executive experience
- Relevant professional registration, with Lead Auditor and governance qualifications (e.g. GAICD or equivalent)
- Extensive experience leading governance, quality, risk and assurance functions across complex, multi-site organisations
- Proven capability supporting Boards and Board Committees, including preparing and presenting governance, quality and risk reports
- Strong understanding of Aboriginal and Torres Strait Islander cultures and contexts, with experience working alongside Aboriginal Community Controlled Organisations, remote communities and geographically dispersed service environments.

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 Executive Director Quality, Safeguarding & Risk is a respected executive leader who strengthens the organisation's governance capability, quality culture and risk maturity, provides valued strategic advice to the CEO, Executive Leadership Team, and builds a high-performing Quality, Safeguarding & Risk Division.



Remuneration and benefits

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

- Competitive executive base salary + 12% super
- Salary packaging available (through [Paywise](#))
- Professional development and executive leadership funding
- A mobile phone and laptop
- Access to a fully serviced shared vehicle, for use in the execution of role and entitlement to full private use of the vehicle including home garaging
- An allocated underground parking space at the Harry's Place precinct
- Relocation assistance (where applicable)

Contacts and further information

For questions or to express your interest in this unique opportunity, contact Latia Grbac, Operations Workforce Coordinator on 0439 280 870 or latia.grbac@carpentaria.org.au

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



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carpentaria.org.au