

Our vision

A fair, inclusive and sustainable Northern Territory.

We believe in...

NTCOSS has identified the following aspirational long-term goals that shape our work. Tangible outcomes will be developed for each of these to assist us to measure our impact:

**Strong families and communities** that make or influence the decisions that affect them

**Self-determination of First Nations people** and development of the ACCO sector

**Financial security and economic sustainability** for all Territorians

**Justice and equity** guide all facets of policy design

Investment in **prevention and early support**, and in building community strengths

An **impactful social services sector** that delivers quality community services and is an agent for positive change and economic growth

Our values (how we work)

Our work is guided by three core values:



Our enablers

**Culture and staff capability development**

- We will invest in the development of our people
- We will maintain a strong positive culture

**Financial sustainability**

- We will diversify our revenue sources

**Data collection and evidence base**

- We will develop and maintain effective data collection systems
- We will leverage this data to create a strong evidence base supporting our work

**Simple but robust processes**

- We will identify, document and update key processes
- We will keep them simple, in line with the size of our organisation

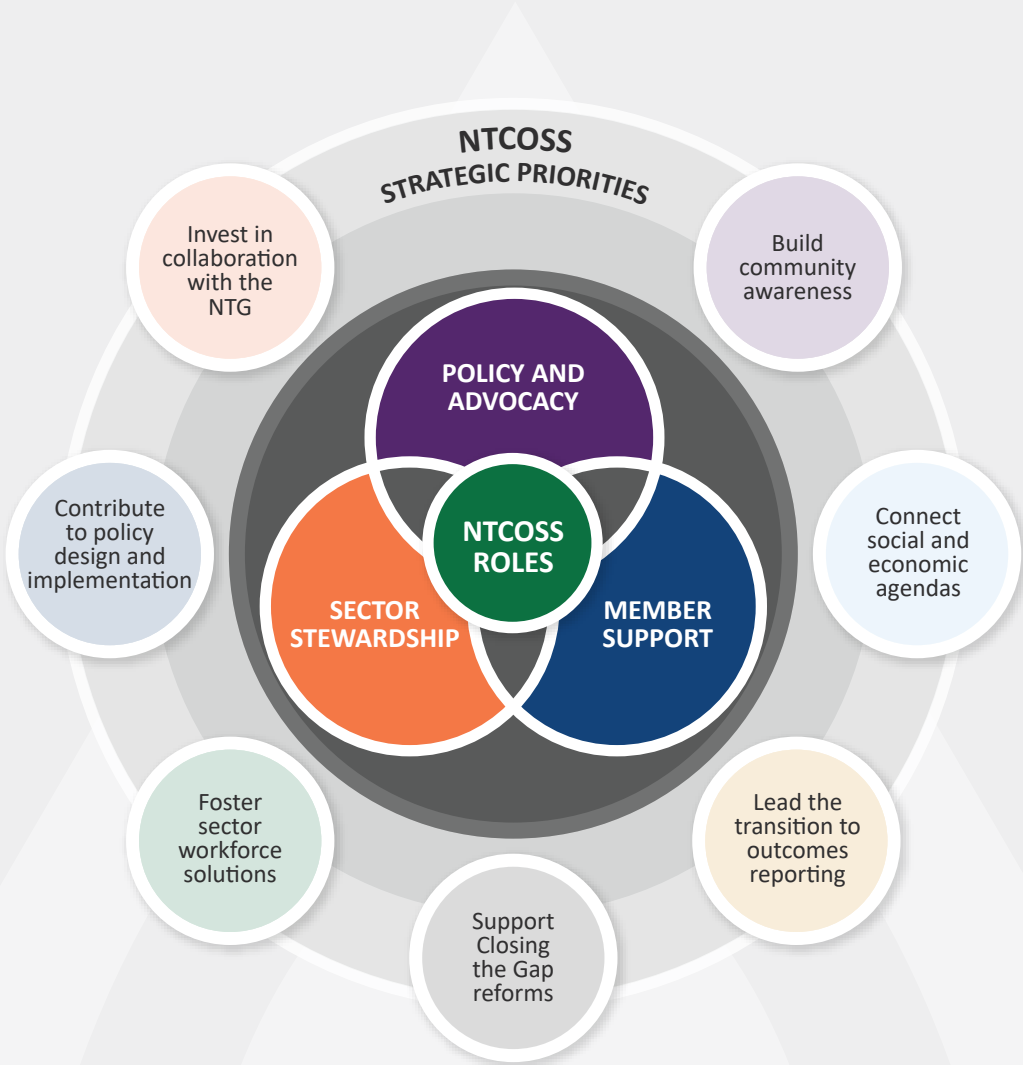
Our roles and strategic priorities

As a peak body, we deliver by combining three key roles:

**Policy and advocacy:**  
we work collaboratively with our members, governments and other stakeholders to contribute to the development of quality social policy, and advocate for the needs of people experiencing vulnerability and the members who support them

**Member support:**  
we assist our members through a range of services aligned with their needs, from capability building to networking and online resources

**Sector stewardship:**  
we play a role insteering sector-wide reform and cooperation to set and execute a shared agenda



Invest in collaboration mechanisms that foster a constructive partnership with the NTG

The NT Government (NTG) is a major partner, funder and stakeholder of the social services sector. NTCOSS plays a key role in promoting ongoing engagement and consultation between the sector and the NTG. This includes participation in formal collaboration mechanisms including the Children and Families Tripartite Forum and the NT Government Non Government Partnership Group (NNPG). These mechanisms provide important opportunities for NTCOSS to represent sector views and influence NTG policy development and implementation. NTCOSS will continue to promote ongoing engagement with and consultation of the social services sector, and will invest in the creation and maintenance of formal mechanisms which foster collaboration between the sector and the NTG, including place-based and issue-specific mechanisms.

Measures of success

- NTCOSS and the NTG have clear and effective collaboration mechanisms to identify priority areas of work and their respective contributions
- NTCOSS and the NTG regularly review the existing collaboration mechanisms, and adjust them as necessary to ensure they play their role
- A yearly survey of NTG stakeholders and members confirms NTCOSS maintains successful collaboration mechanisms as considered across the majority of stakeholders

Contribute to quality social policy design and implementation

NTCOSS has a key role to play in contributing to the development and implementation of quality social policies and reforms. This includes conducting targeted research, monitoring policy implementation, and developing and disseminating policy related reports and briefings. NTCOSS' approach to policy design and implementation is strongly evidence-based and grounded in principles of co-design that preference the voice of people experiencing vulnerability.

Measures of success

- NTCOSS' evidence-based contributions are valued by stakeholders, and contribute to the improvement of future policies
- NTCOSS has ongoing collaboration mechanisms with stakeholders beyond the NTG and the social services sector, e.g. with the private sector, academia
- Existing policies have an agreed implementation plan, and their implementation is reviewed with the NTG and stakeholders on a regular basis

Build community awareness of key policy issues and the importance of the social services sector

The social services sector plays an important role in the lives of many Territorians, and many Territorians play an important role in the social services sector, whether as service users, employees, volunteers, members, or supporters. NTCOSS will engage the community to disseminate evidence around key policy issues, foster informed public debate, and to create a dialogue around the role and value of the social services sector more broadly.

Measures of success

- NTCOSS has a clear and pragmatic public advocacy, communication and community education strategy, guiding its public positioning and investment of resources
- Territorians' knowledge of and trust in NTCOSS is measured and grows every year
- NTCOSS is the most trusted organisation in the NT on social services and social policies by 2025

Connect social and economic agendas by advocating for sustainable and inclusive growth

Economic development and job creation is a major focus of the medium-term policy environment, and there is an opportunity to reconcile social and economic progress. NTCOSS will work to connect social and economic agendas by developing partnerships with the private sector, advocating for inclusive and sustainable economic growth, and demonstrating the major role the social services sector can play in future growth.

Measures of success

- NTCOSS leverages its collaboration mechanisms with the private sector to build mutual understanding and identify avenues to combine social and economic agendas
- NTCOSS participates in economic fora and collaboration mechanisms

Lead the sector's transition to outcomes reporting

There is a trend across government and the social services sector towards funding for outcomes, requiring stakeholders to develop processes to measure and demonstrate their impact. NTCOSS will support the sector by building capability for outcomes reporting.

Measures of success

- All members and the sector have access to resources and support to assist them with the transition to outcomes reporting, and are satisfied with these resources and support
- The majority of the funding provided by the NTG is reported against using an outcomes reporting framework by 2025

Support the sector's contribution to Closing the Gap priority reforms

NTCOSS supports the 2020 National Agreement on Closing the Gap and the Aboriginal Peak Organisations Northern Territory (APONT) Partnership Principles, and the developing role of Aboriginal Community Controlled Organisations (ACCOs) in the social services sector. NTCOSS acknowledges the wealth of knowledge across its members to support the development of the ACCO sector. NTCOSS will support members and other partners to build the ACCO sector by documenting service delivery and capability building models which leverage the strengths of all actors and foster self-determination.

Measures of success

- NTCOSS has formal and informal collaboration mechanisms with APONT and the ACCO peak bodies, including ACCO representation on its board
- NTCOSS supports the development of resources for its members, building the capability of the social services sector and contributing to the development of the ACCO sector

Foster strategic sector-wide solutions to workforce challenges

The social services sector is a diverse and significant employer in the NT, and supports a diverse workforce involved in often challenging and rewarding work. NTCOSS will contribute to the articulation and implementation of a strategic approach to social services workforce challenges.

Measures of success

- NTCOSS and its members identify meaningful and realistic solutions to address the strategic workforce challenges of the sector
- These solutions are agreed and implemented by the sector and its key stakeholders