

# QSNTS Service Charter

Reference: D16/12326

## Message from the Chairperson

Queensland South Native Title Services (QSNTS) drives Indigenous self-determination by aiding in the realisation of Traditional Owners' aspirations to secure manage, and maximise native title outcomes. Through our services and commitment, we aim to redress the past, strengthen the present, and empower the future.

QSNTS is a company limited by guarantee and funded under s 203FE of the *Native Title Act 1993* (Cth) to carry out the functions of a representative body as prescribed in the Native Title Act. Since an amalgamation of representative bodies that saw the QSNTS service area expand significantly, QSNTS has achieved significant milestones for Aboriginal and Torres Strait Islander peoples in southern Queensland, including the region's first native title determinations.

This Service Charter outlines the service QSNTS clients and other stakeholders can expect from QSNTS. Together, we hope to achieve the native title aspirations of all of Queensland South's Traditional Owners.

## Our Stakeholders

Our most important stakeholders are our clients, the Traditional Owners seeking recognition of native title rights and interests on land and waters throughout the southern region of Queensland. To help our clients achieve their native title aspirations, QSNTS comprises a range of experienced staff members operating in our Research, Legal and Corporate departments, as well our Executive Team and the QSNTS Board of Directors.

We also work with our funding body, the Department of the Prime Minister and Cabinet along with the Queensland Government, the National Native Title Tribunal, the National Native Title Council, the Federal Court of Australia, prescribed bodies corporate and a number of other stakeholders to assist in achieving our goals.

## Our Service Commitments

At QSNTS, we are committed to the realisation of Traditional Owners' aspirations to land and waters through the provision of culturally appropriate native title services that are professional, accountable, collaborative and openly communicated. Abiding the provisions of s 203BB of the Native Title Act, QSNTS supports Traditional Owners by:

- Providing high quality professional services to aid in the procurement of native title or alternative settlement outcomes for Traditional Owners;
- Delivering a leading dispute resolution capability;
- Reviewing, implementing and progressing our organisational capability and reputation;

- Developing and maintaining a support capability to enable Prescribed Bodies Corporate (PBCs) to manage and maximise native title outcomes; and
- Advocating to reform and improve the native title system by working to influence policy, legislation and administrative processes.

To deliver these services with the highest level of efficiency and client satisfaction, our pledge to Traditional Owners is to:

- treat all clients fairly and impartially;
- recognise and respect cultural and other diversity;
- provide clear and meaningful communication about the processes and standards we must follow, and present these explanations in a form that our clients can understand;
- ensure our clients can comfortably discuss the decisions which affect them with someone who is able to understand and respond to their concerns effectively;
- listen to and thoughtfully consider all suggestions to improve the services we deliver;
- collaborate meaningfully with a wide range of government, industry and other stakeholders to achieve the best outcomes for Traditional Owners;
- maintain highest standards of confidentiality while still ensuring continued progress toward native title recognition for our clients; and
- communicate regularly with our clients through our website and key publications, including the QSNTS Message Tree, Annual Report, Native Title Handbook, and claim-specific newsletters.

To aid QSNTS in the delivery of its services, we ask our clients to:

- treat our staff with respect and kindness;
- participate in the native title process to help achieve native title aspirations sooner;
- respect the evidence-based approach we must take in addressing matters of identity, and consider confidential mediation as a way to discuss and resolve claim disputes; and
- understand that while QSNTS upholds firm policies and procedures to protect confidentiality on behalf of its clients, the requirements imposed by the Native Title Act and the Federal Court of Australia require that some evidence provided may be viewed by others.

### Have feedback?

QSNTS welcomes all compliments, complaints and suggestions made by our valued clients. To share your feedback, please [click here](#). To view all of the QSNTS contact details, please [click here](#).