

Client Reference Group Terms of Reference

Role of the Client Referent Group Committee

The Client Reference Group Committee Terms of Reference sets out the membership, responsibilities, authority and operations of the Client Reference Group Committee (the “**Committee**”) of Community Support Incorporated (CSI).

Responsibilities of the Committee

The role of the Community Support Client Reference Group (CRG) is to ensure that the services delivered by the organization are fit for purpose and are relevant for the clients receiving them.

As a member of the CRG, your role is to provide advice, feedback on strategies, policies, guidelines, practice, publications, and specific issues raised at the meetings to ensure that Community Support is delivering a positive client experience for all its supports and services.

We also seek the advice of the CRG when developing new product and materials for clients and their families and helping us to develop ideas for new services.

The Client Reference Group will complement the role of the Community Support Board, by:

- Providing information and advice on strategies for building community knowledge and understanding about disability and services for older people.
- Providing information and advice to Community Support and the Board on strategies for consulting the community about issues relevant to the disability and aged care sector.
- Providing feedback and advice from a client/carer and community perspective on the standards, codes, guidelines, policies, publications and other specific issues as requested by the Community Support Board.
- Providing client/carer and community perspective and advice to the Board about issues in relation to the NDIS and Aged Care funding.
- Provide feedback on new services, supports, materials and strategies of Community Support.
- Generate new ideas about additional services or programs that Community Support should explore.

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Structure and Composition of the Committee

Membership

The CRG will have up to 10 members and will be selected through an application-based process and appointed for two years. The CRG, which is a sub-committee of the Community Support Board will be chaired by a Board Member and includes the CEO.

All members will be providing their perspective and advice as individuals, not as representatives of an organization, group or cause. The membership will reflect as best as possible the diversity of the Australian population and specifically people and families living with a disability or other aged care need. Other Community Support staff may attend as observers at times.

Expertise

- Knowledge and experience of the impact of a disability/ageing on an individuals' life and of those who are important to them.
- Knowledge and experience of the unique challenges faced by people with a disability/older people when undertaking activities of daily living, accessing services such as health, education, and employment.
- Knowledge and experience of the NDIS/aged care sector.

Frequency of meetings/ minimum number of meetings

The Committee will meet as frequently as is necessary to undertake its role effectively and, in any event, at least six times per year.

Code of Conduct of Committee Members

A Member has a duty to use due care and diligence in fulfilling the functions of office and exercising the powers attached to that office.

A Member must use the powers of office for a proper purpose.

A Member must recognise that the primary responsibility is to Community Support and must have regard for the interests of all stakeholders of Community Support.

A Member must not make improper use of information acquired as a Member.

A Member must not take improper advantage of the position of a Member.

A Member must not allow personal interests, or the interests of any associated person, to conflict with the interests of Community Support.

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A Member has an obligation to be independent in judgment and actions and to take all reasonable steps to be satisfied as to the soundness of all decisions taken by the Committee.

All Committee members are required to complete a consent, confidentiality, and conflict of interest statement prior to their appointment. Confidential information received by a Member in the course of the exercise of Member duties remains the property of Community Support. It is improper to disclose, or allow to be disclosed, this information unless that disclosure has been authorised by Community Support or is required by law.

Members seeking information or site visits must organise this through the Chief Executive Officer.

Members must not give an instruction when on-site visits.

Unless delegated by the Chair, Members cannot represent the Board at external functions.

Members will not speak to the media about Community Support. The Chief Executive Officer as Public Officer will be the point of control for media statements or, in the Chief Executive Officer's absence, the Chair of the Board.

A Member must attend all meetings of Committees in accordance with Community Support's policy on meeting attendance (as per the Constitution).

A Member must participate in induction processes.

A Member must participate in annual evaluations of the Committee performance.

A Member must prepare thoroughly for all meetings by reading Committee papers.

A Member must actively seek all necessary information to enable informed participation in decision making.

A Member must actively participate in and constructively contribute to Committee deliberations.

A Member must exercise independent judgement.

A Member must ensure that any queries or matters of concern raised by Regulators are addressed appropriately.

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Recruitment to the Committee

Application process

A call for applicants will be send to all clients and their families. Applicants are encouraged to include relevant details in their application as to why they should be considered for a position on the Community Support CRG.

To become a member of the CRG please complete the application form and send us a copy of your CV including two referees.

What to send us?

- Application form.
- Copy of your CV including referees.

Applications close on Friday 19 June 2020

We are seeking **8 clients/nominated persons** to form the CRG. If you are successful, Community Support will contact you to provide you details of the CRG meeting dates, terms of reference and other information.

Please fill in the application form below, scan and email to us at hello@csisa.org.au or mail to Community Support Inc PO Box 686 Unley SA 5061.

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Application Form

Personal Information

Name: _____

Address: _____

Email: _____

Telephone: _____

Client or relative of Community Support: **YES / NO** (Please circle)

About you

Tell us a bit about you and why you would like to be on the Community Support CRG?

Experience

What are your links or experiences with the disability/aged community? Experience and understanding of committee processes?



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What is your commitment to understanding the role of Community Support and the NDIS in supporting people living with a disability?

What is your understanding of Community Support and the aged care sector in supporting older people to live independently at home?



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What is your demonstrated interest in health and wellbeing issues from a client and/or community perspective?

In what ways would you contribute as a client/community member perspective of people living with a disability/aged in terms of consultations and communications?



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What experience have you had on other client reference groups or committees?

Please provide any further information relevant to this application – such as qualifications, work history, other experiences.

Do you have any conflict of interest to declare?



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Please include your CV and the names of 2 referees and their contact details.

Consent

- A. I have read and understood the information contained in the information and application documents.
- B. I consent to the personal details provided in my nomination form and CV to be used and disclosed as outlined in the information provided.
- C. If successful I agree to abide by the Code of Conduct.

To the best of my knowledge the information I have provided in this application are true and accurate. By signing this form, I agree to points A. B. and C. Above.

Signed _____

Print name _____

**Please scan your application and email us at hello@csisa.org.au or mail to
Community Support Inc PO Box 686 Unley SA 5061**