

Customer Advisory Group Terms of Reference

What is the Committee for?

The Customer Advisory Committee (Committee) is an important part of our organisation's structure that ensures customers are central to decision-making processes regarding the care and services they receive.

How does it do this?

The Committee achieves this by:

- engaging the wider customer base and provide an opportunity to contribute to ensuring high quality care and services are maintained.
- contributing to the development and implementation of policies, procedures and practices that promote person-centred care and services and meet the diverse needs of our customers.
- contributing to the development and provision of staff training opportunities that can maintain or improve the quality of care and services for GCLA customers.
- contributing to discussion on systemic issues and gaps within the aged care and disability sector and consultation opportunities that may arise.
- supporting education and awareness initiatives that empower customers and their families/representatives to make informed decisions about their care and services.
- provide regular information and objective advice to the GCLA Board of Directors on these activities and other topics as requested.
- Review customer nominations for Support Worker Beyond Ordinary Awards and provide recommendations to the CEO.
- Assist various GLCA Project Teams by providing feedback, views, and opinions regarding initiatives.
- Advise GCLA on various methods and preferred means of communication mediums including the GCLA website and Customer Relationship Management software.
- Support the development of and monitoring of a GCLA Service Promise.

How does the Committee work with other bodies?

GCLA Board of Directors

The Committee is independent and not under the direction of the GCLA Board but communicates with and reports directly to it, including providing ad hoc feedback on request. The GCLA Board retains all decision-making authorities.

Quality Care Advisory Committee

The Committee works closely with the Quality Care Advisory Committee in fulfilling its role by providing the customer representative for this body. The Committees will share relevant information and reports arising from their activities with each other.

Management

The Committee is independent of Management and does not replace or replicate their responsibilities or functions. It collaborates with Management to fulfil its role.



Who is on the Committee?

The Committee will consist of customers or their representatives who represent the diversity of backgrounds and services applicable to GCLA.

Current membership:

Name	Committee Role	Start Date
Program Performance Manager	Chairperson	
Community Engagement Manager	Management Representative	
Exercise Physiologist	Health & Wellbeing Advisor	
Corporate support Manager	Quality & Compliance Advisor/Secretary	
NDIS Participant	Customer	
NDIS SIL Participant	Customer	
Aged Care Consumer	Customer	

Aged Care Consumer or representative living with Dementia	Customer	
Participant/Consumer or their representative from CALD background	Customer	
Customer Representative	Customer	

Committee member roles and responsibilities

Chairperson (elected by the Committee annually)

- plan the meeting and topics for discussion.
- facilitate meetings to ensure the Committee provides a strong voice for customers and operates cohesively, efficiently, and effectively.
- approve and circulate minutes, reports etc.
- function as the Committee's primary contact the GCLA Board of Directors.

Secretary

- Provide secretarial support to the group.
- Take minutes of the meeting

Members

- proactively contribute to Committee activities so it fulfils its role.
- respond to directions by the Chairperson.
- consider and respect other members' input and opinions.
- respect the confidentiality of personal or sensitive corporate information.
- A deep understanding of the topic/issues which may arise
- Relevant expertise or experience
- Strong communication and collaboration skills
- A willingness to actively participate and contribute
- Adequate time to both prepares and participate for meetings.

Appointment

Committee members are appointed following an invitation to participate which will be issued annually.

Members are appointed for a period of 2 years and can renominate for further periods if they choose.

How will the meetings work?

Meetings

Meetings will be held at a time and location to be determined by the members.

Reporting

The Committee will provide advice and feedback to the Chief Executive Officer periodically as agreed and on request and the CEO will advise how this has contributed to the organisation delivering quality care and services.

The Committee will share relevant information and actions taken on its advice by the Board of Directors & CEO to the broader customer community through:

- Updates via GCLA Newsletter
- Updates at GCLA Community events

Terms of Reference review

These Terms of Reference will be reviewed by the Committee and Board of Directors annually or as needed to ensure they remains consistent with organisational and regulatory requirements.