

## **QF 5002.05: CLIENT SERVICES COMMITTEE CHARTER**

### **1.0 PURPOSE**

To assist the Board in its oversight responsibility for ensuring the continued development and provision of quality services to meet the needs of people with a disability.

The Committee shall oversee the development of policies regarding present and future services and monitor their implementation.

### **2.0 COMPOSITION**

The Client Services Committee shall consist of a minimum of two and a maximum of three members of the Board of Directors. The Board or its nominating committee shall appoint committee members and the committee chair.

The General Managers: Commercial Operations and Disability Services Operations & Community Engagement, and the Manager: Community and Advocacy are considered permanent invited guests of the committee.

### **3.0 MEETINGS**

The number of meetings of the Client Services Committee shall be determined annually by the board meeting agenda, with authority to convene additional meetings as circumstances require.

The Committee may invite others to attend meetings (as determined by the committee chair) to provide pertinent information as appropriate.

Meeting agendas will be prepared and provided in advance to committee members along with appropriate briefing materials. Minutes of meeting shall be prepared.

### **4.0 DUTIES AND RESPONSIBILITIES**

Listed Duties and Responsibilities will be modified and developed, to remain aligned with KRA's and KPI's as these evolve.

#### **KRA 1:**

KPI 1. Monitor the frequency and resolution of abuse allegations and complaints.

KPI 2. Review Quality of Life Indicators (once developed) and monitor assessed outcomes for service users.

KPI 3. Monitor introduction of the Client Service Agreement.

KPI 4. Monitor the implementation of the Communication and Social Skills program.

KPI 5. Review the analysis of the annual Family Satisfaction Survey.

#### **KRA 3:**

KPI 3 Provide enhanced communication between the Board and Endeavour Support Groups.

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**KRA 4:**

KPI 2. Monitor service growth.

KPI 4. Monitor the transition of ATSSs to Learning and Lifestyle Centres.

**KRA 5.**

KPI 2. Monitor activities related to 'Systems Advocacy'.

**5.0 OTHER:**

Liaise with the Risk Management Committee on risk mitigation efforts in respect of client health; ageing; aggressive behaviours; etc.

Oversee policy development in respect of new service types e.g. flexi-respite; etc.

Receive briefings on changes to Disability Legislation and their possible impact on Endeavour.

The Committee will monitor External Committees e.g. Complaints/abuse.

**NOTE:**

MEETINGS - It is suggested that the Committee meet at least quarterly (preferably two weeks prior to a Board Meeting).