What is the Client Advisory Group? Terms of Reference

Easy Read

NDVR Endeavour Foundation

Community Solutions

BRACE

What is the Client Advisory Group?

This is a document from Endeavour Foundation.

When you see the words we or us it means Endeavour Foundation.

Bold
Not bold

We have put hard words in **bold**.

This means the letters are thicker and darker.

We tell you what these words mean.

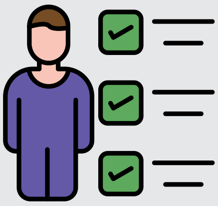
This document is about how the **Client Advisory Group** will work.

The **Client Advisory Group** is a group of people we support who use our services.

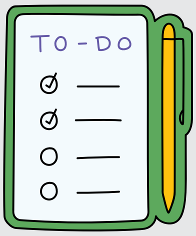
This group works together with us to make our services better.

This document tells you how things work in the Client Advisory Group.

This includes:



- who can become a Client Advisory Group member



- what Client Advisory Group members will do

- what Client Advisory Group meetings will look like

- how you will be rewarded as a Client Advisory Group member

- the support you will have as a Client Advisory Group member

- how the Client Advisory Group will communicate

Who can become a Client Advisory Group member

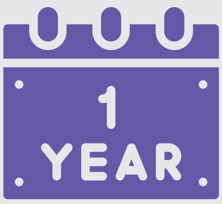
There will be between 6-12 members every year.

Client Advisory Group members must:

- be over 18 years of age

- have a disability

- use at least 1 of our services



- be a member for 12 months

- work well with other people

What Client Advisory Group members will do

Client Advisory Group members will:

- share their thoughts and ideas about our services

- give feedback on new programs or services

- help us make decisions

- talk about things they like and don’t like about our services

- help us understand how we can make our services better

- By listening to members we can make sure our services help people we support.

What Client Advisory Group meetings will look like

The Client Advisory Group will:

- happen 4 times a year
- go for 1 ½ hours
- let everyone have a chance to share their thoughts and ideas
- listen to everyone's ideas and concerns
- keep everything said in the group private
- have staff from Endeavour Foundation to help run the meetings.

We may have extra meetings if needed.

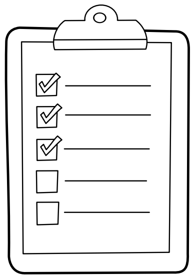
We will tell you about them in advance.

Before each meeting, we will:

- ask what you want to talk about
- check in with you 2 days before to help you prepare.

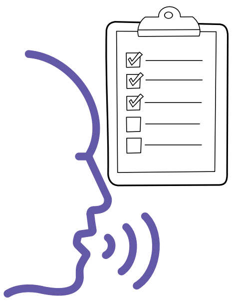
You will get the meeting topics 5 days before.

We will take notes during the meeting.



We will keep track of what needs to be done.

We will tell you if there is anything you need to do



We will tell you when it needs to be done by.

We will keep track of all notes and actions

We will keep track of **key outcomes**.

Key outcomes are the main results or changes that come from the group's work.

How Client Advisory Group members will be rewarded

Members will get a gift card for attending meetings.

This is to thank you for your time and effort.

The support you will have as a Client Advisory Group member

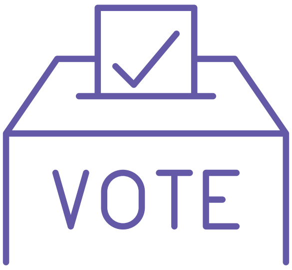
We want all members feel comfortable sharing their ideas.

You can bring a support person with you.

There are there to help you, but not to speak for you.

We will listen to your ideas.

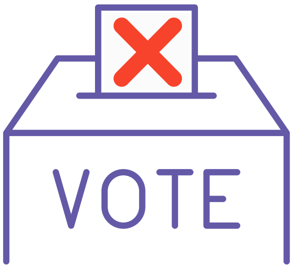
We will make decisions together as a group.



If we can't make a decision, we will have a vote to decide.

Members need to tell us straight away if there is a **conflict of interest**

A **conflict of interest** is when a decision is made that has an impact on a member's money or personal situation.



That member will not be allowed to vote on that decision.

How the Client Advisory Group will communicate

We will talk and solve problems with respect.

If there is a disagreement, we will try to solve it together.

If we need more help, we will ask the executive team.

After each meeting:

- we will get feedback on how the meeting went

- we will use your feedback to make things better

- we will share our decisions with family members and Endeavour Foundation staff

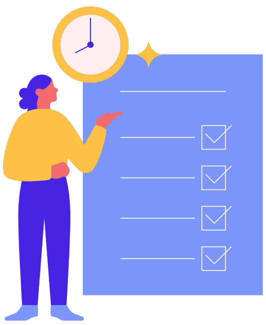
The **Client Advisory Group** meeting minutes will be shared with the Chief Executive Officer of Endeavour Foundation, David Swain.

The **Client Advisory Group Chair** is part of the group.

The Chair

We call them The Chair.

The Chair's job is to help plan the meetings.



They will make sure the meetings run smoothly.

We will help the Client Advisory Group Chair with anything they need.

Any questions?

Each year we will check how the group is working.

We will make changes if needed to make things better.

If you have any questions please email us.

Our email is clientadvisorycommunication@endeavour.com.au