

TERMS OF REFERENCE

KURRAJONG CLIENT CARER REFERENCE GROUP

Background

The Kurrajong Board strongly feels the need to gain client /carer feedback to assist it in its endeavours to support people with disability to live the lives of their own choice in open, accessible and inclusive communities. To this end Kurrajong would like to establish a formal advisory body to the Board called the Kurrajong Client Carer Reference Group (CCRG) to provide feedback and suggestions from those who are clients, carers or people with a lived experience of disability care. Kurrajong has a number of other mechanisms of obtaining feedback from clients and their carers and the CCRG will complement these mechanisms.

Purpose and Role

The (CCRG) will report directly to the Kurrajong Board and work to ensure Kurrajong remains aware of the issues and trends in service delivery which affect people with disabilities in the geographic footprint in which Kurrajong operates. It is important to note that whilst Kurrajong is a Not for Profit organisation it is required to operate on a commercially viable basis.

The CCRG will advise the Kurrajong Board on ways in which Kurrajong can be a more inclusive community organisation for people with disabilities and also advise on ways that Kurrajong can continue to improve service delivery to its clients. Members of the CCRG will draw on their own experience and their broader engagement with people with disability to provide that advice.

Members of the CCRG are not 'Directors' for the purposes of relevant legislation or at general law. Generally its members owe no fiduciary duties to the organisation or its members and the role of CCRG members is to provide advice, insights or recommendations. They have no authority to act on behalf of the organisation and have no binding decision making authority or executive function in the context of the business of Kurrajong.

The work of the CCRG will be underpinned by the six policy areas of the National Disability Strategy 2010-2020. The National Disability Strategy 2010–2020 represents a shared national approach to improving outcomes for Australians with disability, their families and carers. The work of the CCRG will better enable the Board to receive direct input from people with a lived experience of disability to the development of Kurrajong's policies and programs for:

- Inclusive and accessible communities;
- Rights protection, justice and legislation;
- Economic security;
- Personal and community support;
- Learning and skills development and
- Health and wellbeing.

The CCRG will:

- Develop a strong understanding of Kurrajong's range of services;
- Act in the best interests of Kurrajong and not for personal gain;
- Provide the Kurrajong Board with fresh insights and ideas which can only come with distance from the day-to-day operations;
- Encourage and support the exploration of new ideas to expand and enhance support for clients and carers;

- Provide high quality objective advice to the Kurrajong Board on issues affecting people with disabilities;
- Advise on community engagement activities to enhance Kurrajong's commitment to inclusion;
- Foster cooperative linkages with people with disability, their families and other unpaid carers, organisations, government and community;
- Alert the Kurrajong Board to emerging issues, potential risks and opportunities related to their ongoing participation within the National Disability Insurance Scheme (NDIS); and
- Provide advice on strategies that raise community awareness of the rights of people with disability including the *UN Convention on the Rights of Persons with Disabilities* and the role of Kurrajong, Government and Community in promoting these rights.

Structure

Following an Expression of Interest published through Kurrajong's information network the CCRG will be appointed by the Kurrajong Board and comprise up to seven (7) members comprising one (1) Director of Kurrajong and six (6) people representative of the geographic footprint in which Kurrajong operates and who are clients or parents or carers of people with disabilities or people with lived experience of disability care and possess a good knowledge of the NDIS. The Chairman of Kurrajong and the Chief Executive Officer are eligible to attend all meetings ex-officio but are not eligible to chair meetings.

Chair

The Chair of the CCRG will be appointed by the Kurrajong Board and will:

- Represent the CCRG including in any public context;
- Facilitate orderly and constructive discussions between members on matters within the Terms of Reference;
- Assist members to work together as a group by:
 - Facilitating discussion;
 - Ensuring all members have equal opportunity to contribute ideas, opinions and concerns; and
 - Drawing participation from all members;
- Maintain a positive and constructive atmosphere at meetings by encouraging courtesy, respect and openness;
- Invite other stakeholders to address the meeting about specific concerns if deemed appropriate;
- Seek to resolve any conflict within the CCRG and provide feedback as necessary to CCRG members on expressed opinions or actions;
- Liaise with the Secretarial Support to develop meeting agendas and ensure that any action required is appropriately assigned and progressed; and
- Inform the Kurrajong Board about the priorities and work of the CCRG through meetings and correspondence.

Composition and Representation of the CCRG

The CCRG will comprise people who work together in the best interests of people with disability in the geographic footprint in which Kurrajong operates. The CCRG is not a representative body but rather an advisory group of people who are able to draw upon valued and relevant perspectives and experience. CCRG members will consist of people who are clients or parents or carers of people with disabilities or people with lived experience of disability care and possess a good knowledge of the NDIS.

Terms of Appointment

- Appointments will be for a term of two years, with the option of one further two-year term of membership.
- If any member misses 50% of meetings in a year, without the leave of the Chair, their place may be opened to a new member.
- The Kurrajong Board may invite individuals to advise the CCRG on particular issues.

Remuneration

Members of the CCRG are not remunerated in any way for their participation and involvement in the CCRG, except for the reimbursement of reasonable expenses incurred in the performance of their duties.

Meetings

- The CCRG will meet quarterly (four times per year) and the Minutes of those meetings shall be tabled at the next Kurrajong Board meeting.
- Meetings of the CCRG may be conducted either by:
 1. Face to face meeting of all members in a mutually agreed location or
 2. Conference telephone connection or other relevant communication technology between members situated in various locations.
- All members shall declare any potential conflict of interest at the commencement of each meeting. The Chair will decide as to whether that member should absent themselves from the identified issue for its discussion.
- An agenda will be developed and distributed prior to each meeting by the Secretary in consultation with Chair. In developing the agenda, consideration will be given to any direction provided by the Kurrajong Board.
- The agenda and papers are to be circulated to members no less than one week prior to the meeting.
- Meetings are to be facilitated by the Chair, or in the absence of the Chair, a member nominated by the Chair.
- Whenever possible, decisions of the CCRG are to be made by consensus. If consensus cannot be reached, decisions will be made by a majority vote of those members present and the advice provided to the Kurrajong Board will include the diverse range of opinions of members.
- A member who abstains from voting, or does not agree with the majority ruling, can request to have their concerns noted in the Minutes of the meeting.

Quorum

In order for decisions to be made at meetings there is to be a quorum of no less than half the total current number of members.

Leave of absence and apologies

- If a member is unable to attend a meeting, they are required to submit an apology to the Secretary with apologies noted in the Minutes.
- Members may apply for a leave of absence from their CCRG responsibilities for up to three months and must have the approval of the CCRG Chair.
- For a period of absence of longer than three months from CCRG responsibilities, the request must be submitted to the Kurrajong Board for agreement.
- Any replacement member will be appointed by the Kurrajong Board.

Resigning from the CCRG

Members may resign from the CCRG at any time. All resignations must be provided in writing to the Kurrajong Board stating their intention to resign from the CCRG with a copy provided to the CCRG Chair. The appointment of replacement members is at the Kurrajong Board's discretion.

Secretarial Support

Secretarial support will be provided by the Minute Taker for the Kurrajong Board and duties include:

- Developing agendas in consultation with the Chair;
- Distributing the agenda and meeting papers in appropriate formats;
- Taking Minutes and distributing them to the Kurrajong Board and CCRG members within one week of CCRG meetings.
- Monitoring action items in the Minutes arising from CCRG meetings and assisting in their implementation, including liaising between the CCRG and the Kurrajong Board;
- Arranging venues, conferencing equipment and refreshments as required for meetings;

Media

The CCRG is **not** permitted to engage in **any** contact with the media (including social media) in relation to its activities or those of Kurrajong. All media contact and commitments will be through the Kurrajong Board Chairman or CEO only.

Confidentiality, Conflict of Interest and Ethical Conduct

- All members will be required to sign a Kurrajong Confidentiality Agreement and Code of Conduct.
- **All CCRG papers and minutes are confidential.**
- Members may be provided with other confidential material which they cannot disclose to anyone outside the group and should treat with the utmost care and discretion.
- A member must disclose to the Chair any situation that may give rise to a conflict of interest or a potential conflict of interest. The Chair will make the determination whether there are adequate grounds for excluding a member from any related discussion or decision making regarding a conflict of interest issue.
- Members are expected to observe the highest standards of ethical conduct including honesty, courtesy and fairness.
- Kurrajong has the discretion to suspend or terminate a member's appointment if there is an identified breach of the Code of Conduct.

Review of Terms of Reference

The Terms of Reference shall be reviewed every two years.

Endorsed by the Board May 2020.