



## Southern Services Reform Group Consumer Workgroup Terms of Reference

### **1. Purpose**

The Southern Region Consumer Workgroup will provide regular feedback and discussion for a nominated group of consumers (and carers) of community services within the following council areas – City of Onkaparinga, City of Holdfast Bay, City of Marion and City of Mitcham.

The intent is to facilitate community services reform and system improvement through consumer centred solutions. The SSRG will link the consumer voice with Service Providers to provide the avenue for changed practices in the service system.

### **2. Roles and Responsibilities**

The Southern Region Consumer Workgroup is to become the link to facilitate ongoing communication between consumers and service providers. Their role includes identifying service gaps and participating in service development and reform.

The Consumer Workgroup will:

- Inform service providers (through mechanisms of the SSRG) on issues of concern from a consumers view point and develop recommendations to address these issues.
- Work with service providers as necessary to implement service reform and improvement.
- Act as a reference group to provide feedback to other SSRG workgroups on proposed new initiatives and projects.

Responsibilities of Members:

- Be respectful of different views and experiences.
- Aim for practical responses.
- Commit to workgroup confidentiality.
- Be prepared to participate, allowing others to also have a say.

Responsibilities of Chair:

- The position of chairperson will be rotated between members.
- Ensure the meeting runs to time.
- Ensure discussions are kept 'on topic'
- Be inclusive of all members, allowing each person to contribute.

### **3. Membership**

Membership will consist of up to 15 invited consumers from the southern region.

Consumers will be invited to participate based on:

- Recommendation from service providers in the area.
- Interest and commitment in reforming and improving community services.

- Willingness to work with other consumers and service providers with the aim of improving relationships and communication.
- Willingness to share information and experiences about their contact with community services.

Recruitment will aim to include a broad consumer representation that fits within the HACC definition - aged consumers, younger people with disabilities and their carers. It will also aim to include consumers that have different levels of need, CALD consumers and Aboriginal & Torres Strait Islander consumers. Members will initially be appointed for a 12 month period.

#### **4. Consumer Support**

The SSRG project officer will be responsible for:

- Working with service providers, including Carer Support to facilitate consumer attendance to workgroup meetings.
- Use a range of strategies to discuss issues and ensure ongoing contact with consumers – face to face, group meetings, surveys, telephone contact.
- Ensure information and education is provided to enable consumers to participate effectively.
- Ensure meeting agendas, chairing and minute taking is organised as decided by the members of the workgroup.
- Circulate agenda's and previous meeting minutes prior to workgroup meetings.

#### **5. Meetings**

Meetings will be held several times throughout the year – as required and decided upon by the workgroup.

#### **6. Reporting**

- Discussions held in the workgroup will be confidential. A bi-monthly report will be developed by the project officer and agreed upon by all members to be tabled at the Steering Committee meetings.
- The consumer workgroup will have access to the minutes of any of the workgroups associated with the SSRG.
- The project officer will be the link between SSRG workgroups and the consumer workgroup. This may be written or verbal communication.

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