Family Advisory Committee - Terms of Reference

1. TITLE
These terms of reference are applicable for QEC's Family Advisory Committee (FAC) meetings.

2. PURPOSE
The purpose of the FAC is to recognise and involve families in decision making about services and changes in the care that QEC delivers. Members of the FAC may be invited to join other committees at QEC.

3. MEMBERSHIP
The membership comprises:
- Communications and Consumer Engagement Manager (CCEM)– Chairperson
- Quality and Consumer Engagement Officer (Q&CE Officer) – Coordinates activities and minute taker
- Members of the Family Advisory Committee.

Other relevant employees or external consultants may be invited to attend at the discretion of the CCEM.

4. TERMS OF MEMBERSHIP
- FAC members and QEC commit to an ongoing, shared partnership, with both contributing to a respectful and collaborative relationship that supports children and families using QEC services. New members undergo the same selection process as volunteers/employees i.e. Working with Children Check, Fit2Work (Police) Check and immunisations. New members are welcome to attend their first meeting without these checks but if they choose to be regular members must undergo the above checks.
- FAC members must abide by the same code of conduct as all QEC employees.
- FAC members understand that on joining they are volunteering to be present for the majority of each meeting (or as much as possible with family/work constraints). FAC meetings are usually 1.5 hours in duration.
- Members understand that participation is unpaid however a small gift voucher will be emailed after these meetings as a gesture of QECs appreciation.

If a member is no longer able to participate in meetings or has to withdraw for a specified time, they will email the Q&CE Officer or Chair to notify them of such. There is no obligation to remain a member however participation for at least 12 months is beneficial for continuity of the group and any other committees joined.

5. MINUTE TAKER
The Q&CE Officer will coordinate the Family Advisory Committee meetings and activities. Responsibilities include:
- Scheduling meetings and notifying members
- Preparing and distributing the agenda
- Preparation and distribution of minutes. The minutes will be filed on OneDrive and distributed within 7 days of the meeting by the minute taker. Minutes are to be action / log format
- Contact person for all business arising from meetings.

The Q&CE Officer will be supported by the CCEM in the above tasks.

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6. CHAIRPERSON

The CCEM will chair the committee. Responsibilities include:

- Guiding the meeting according to the agenda and time available
- Ensuring all discussion items end with a decision, action or definite outcome, decided by the majority of the group
- Review and approve the draft minutes before distribution.

In the absence of the CCEM, the team will delegate a chairperson for the meeting.

7. ROLE OF COMMITTEE

The committee is responsible for:

- Partnering with QEC on a range of activities and projects
- Actively contributing to project and participation outcomes
- Providing feedback to employees and stakeholders on participation activities.
- Providing information to employees about their experience at QEC and giving suggestions about improvement opportunities based on agenda items.

8. ACCOUNTABILITY

The CCEM will be responsible for sharing the activities of the group to the Leadership Team and as required the full Executive Team, as well as the Board and relevant sub-committees.

9. FREQUENCY

Meetings will be held quarterly unless there is an organisational need for more during the year. Meetings will be held via Teams unless advised otherwise. Meeting minutes will be recorded by the Q&CE Officer and will be finalised and circulated to the committee no later than two weeks after each meeting. Meeting agendas will be developed by the CCEM and distributed no less than two working days prior to each meeting.

10. RESIGNATION AND DISMISSAL

A member may resign at any time. An exit interview or survey may be offered in this process. QEC may choose to remove a member of the FAC if they decide it is not in the interests of the organisation or group for the person to remain a member or if they breach QEC's code of conduct or confidentiality/conflict of interest agreements provided at onboarding. If this decision is made, written notice setting out the decision and grounds will be given.

11. REVIEW

The FAC will evaluate its effectiveness on an annual basis which will include:

- An evaluation of membership
- Evaluation of outcomes achieved
- A review of the meeting format, frequency and timing.

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