

Family Advisory Committee Member - Position Description

POSITION TITLE: Family Advisory Committee Member
SUPPORTED BY: Communications and Consumer Engagement Manager

POSITION PURPOSE: The Family Advisory Committee (FAC) brings together parents, caregivers and family members with experience of QEC services. By sharing their lived experience, members help shape and improve the services, programs and support we provide to families.

MEMBERSHIP: We encourage members to join the FAC for at least 12 months where possible. This helps members build relationships, contribute to ongoing projects and see the impact of their involvement over time.

We understand circumstances change, especially with young children, so you're welcome to step down at any time. Just let the Communications and Consumer Engagement Manager know.

KEY RESPONSIBILITIES

- Share your experiences and insights as a parent, caregiver or family member who has accessed QEC services.
- Help QEC understand what works well, what could be improved and what matters most to families.
- Contribute ideas and feedback on programs, services, resources and family experiences.
- Listen respectfully to the experiences and perspectives of other families, recognising that experiences may differ from your own.
- Read relevant information before meetings where possible.
- Participate actively in FAC meetings and other opportunities for consultation
- Maintain confidentiality and comply with Committee Terms of Reference, including declaring any actual or perceived conflicts of interest.
- Meet the volunteer screening requirements, including a Volunteer Working with Children Check and police check arranged by QEC.

WHAT YOU'LL BRING

- Have participated in a QEC program or service within the past two years.
- Are willing to share their experiences and perspectives in a constructive way.
- Can communicate their ideas, feedback and experiences verbally or in writing, or seek support to do so. *(If you'd like support to contribute (for example, an interpreter, extra time to prepare, or sharing feedback in writing instead of at a meeting), let us know and we'll arrange this.)*
- Respect different viewpoints and experiences.
- Are interested in improving services for future families.
- Can contribute positively and collaboratively in a group setting.



CONFIDENTIALITY AND CONFLICT OF INTEREST AGREEMENT: Provided

CONSUMER REMUNERATION - Consumers are thanked for their time and contribution at committees, projects or boards in the form of a gift voucher. Further information about this is outlined in QEC's Consumer Engagement Levels and Remuneration document and Consumer Engagement Procedure, available in the onboarding information pack on our website.

REVIEW PERIOD: There is no formal performance review process for Family Advisory Committee members. Members are welcome to remain involved for as long as their circumstances and interest allow.

If a member's availability or participation changes over time, the Communications and Consumer Engagement Manager may check in to discuss their ongoing involvement and any support they may need.

To ensure the FAC remains effective and meaningful for members and QEC, the committee will undertake an annual review that may include:

- Membership and participation
- Progress and outcomes achieved
- The meeting format, frequency and timing
- Opportunities to improve the member experience and committee effectiveness