

Family Advisory Committee Member - Position Description

Position Title: Family Advisory Committee Member

QEC Contact: Communications and Consumer Engagement Manager & Quality and Consumer Engagement Officer

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

Being a Member of the FAC: We encourage you to join the FAC for at least 12 months where possible. This helps build relationships, contribute to ongoing projects and see the impact of your involvement over time.

We understand circumstances change, especially with young children, so you're welcome to step back at any time. You can do this by notifying either the Communications and Consumer Engagement Manager or the Quality and Consumer Engagement Officer via email.

What You Will Do as a Member:

- 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 their experiences may differ from your own.
- Read relevant information before meetings as needed.
- Participate actively in FAC meetings and other opportunities for consultation.
- Maintain confidentiality and comply with the Committee Terms of Reference, including declaring any known or believed conflicts of interest.
- Meet the volunteer screening requirements, including a Volunteer Working with Children Check and police check arranged by QEC.

What You Will Bring to the Committee:

- Experience of participating in a QEC program or service within the two years prior to joining. Members may remain on the committee beyond this point.
- Willingness to share your experiences and perspectives in a constructive way.
- Readiness to communicate your ideas, feedback and experiences verbally, 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, we're happy to assist)*
- Respect for different viewpoints and experiences.
- An interest in improving services for future families.
- A positive and collaborative approach to working in a group setting.



Confidentiality and Conflict of Interest Agreement: A requirement for being present in any QEC committee. You will receive this during onboarding.

Acknowledging Your Contribution: Members are thanked for their time and contribution at committees, projects or boards in the form of a Coles gift voucher. Payment at a half-day sessional rate a \$100 Coles voucher (for all meetings less than three hours) or a full-day rate \$200 Coles voucher (three hours or more). These are ordered after a meeting so are usually emailed the following month.

Staying Involved and Reviewing the Committee: There is no formal performance review process for Family Advisory Committee members. You are welcome to remain involved for as long as your circumstances and interest allow.

If your availability or participation changes over time, the Communications and Consumer Engagement Manager may check in to discuss your ongoing involvement and any support you may need.

To ensure the FAC remains effective and meaningful for all 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