

# **EverAbility Group Ltd**

## **Client Advisory Group**

### **Terms of Reference**

## **1.0 EverAbility Group**

EverAbility Group has provided innovative, life-changing services to people living with disabilities for more than 100 years. Its professional therapy and support services assist Tasmanians and Western Australians across a range of ages and disabilities, in their homes, at school, at work and in the community.

Our suite of services includes:

- Therapy for Children and Youth
- Therapy for Adults and Seniors
- Assistive Technology
- Leisure, Sport and Recreation
- Employment
- Guide and Assistance Dog Services

Additionally, EverAbility Group's Perron Place (WA) offers centre-based group leisure activities to the broader community.

## **2.0 Purpose**

The Client Advisory Group (CAG) aims to:

- a) Enhance the quality of our services through the valuable insights of clients and then provide feedback to the Board.
- b) Foster a collaborative partnership between EverAbility and its clients, facilitating a deeper understanding of client preferences and allowing us to proactively address both present and future needs.
- c) Play a crucial role in making our services more accessible, appropriate and responsive.

## 3.0 Objectives

The aims and objectives of the CAG are to:

- a) Offer Advisory Group members a platform to contribute their insights on EverAbility services.
- b) Facilitate consultations on issues deemed significant by the organisation and members, serving as an advisory group for service delivery.
- c) Demonstrate good practice by involving clients within the disability and aged care services sectors.
- d) Provide broader perspectives for improvements across the business.
- e) Inform and advise EverAbility on concerns raised by clients.

## 4.0 Operational Guide

### 4.1 Membership

- a) This Advisory Group is appointed by the CEO and is responsible to the CEO (although the CEO may delegate this to an executive team member). The advisory group has no authority to make decisions or to implement actions.
- b) The CEO will invite expressions of interest and will appoint members based on demonstrated value to the organisation aims.
- c) Individuals with a lived experience of vision impairment, general childhood disability, who have a Guide or Assistance Dog, participating in Perron Place activities, or in the capacity of a carer/friend/family member are encouraged to apply.
- d) To meet compliance requirements from the aged care services sector, member(s) representing older adults (over 65 years) will need to be appointed to the advisory group.
- e) Applications through an expression of interest process will occur in February of each year.
- f) Members should have a passion and interest in the social and emotional well-being of the community, and/or in disability and aged care in general.

- g) A member will be either an EverAbility Group client, or a carer of an EverAbility Group client or an EverAbility Group stakeholder (excluding EverAbility Group employees and volunteers).
  - a. All members are equal partners, and their individual knowledge, skills and views are recognised and valued.
  - b. Members will not act in the special interest of their own family member or group(s) with which they have an affiliation.
  - c. Members will identify any conflict of interest to the Advisory Group should it arise.
  
- h) The group will not exceed ten members at any one time.
  
- i) Members will serve on the CAG for a period of 12 months and at the conclusion may reapply for a subsequent term (maximum 3 terms).
  
- j) The CAG will look to represent a diverse number of people in the community, will always have at least one representative from WA and Tasmania and will look to have a mix of genders, representation from Aboriginal and Torres Strait Islanders and individuals from different cultures and backgrounds, as well as individuals with a broad range of life experiences.
  
- k) Membership sought from each part of the organisation
  - a. EverAbility Board Member
  - b. VisAbility and Kites WA and Tasmania
  - c. Guide Dogs and Assistant Dogs WA and Tasmania
  - d. Community Activity Centre and Perron Place WA
  - e. Representative organisation with links to EverAbility (eg Blind Citizens WA)
  
- l) Members are able to extend invitations to relevant others to attend the CAG as guests (with prior approval from the Chair).
  
- m) Members are able to withdraw their membership of the CAG at any time. They may do so by informing the Chair in writing.
  
- n) All completed documentation regarding members, will be forwarded and kept securely in EverAbility Group's electronic system. Documents to be kept are:
  - o Expression of interest form

- Term and Conditions of Membership and (signed) consent form

## **4.2 Role of the Board and Executive**

- a) This Advisory Group is appointed by the CEO and is responsible to the CEO. It has no authority to make decisions or to implement actions.
- b) The CEO may choose to delegate this authority to any member of the Executive team, at their discretion.
- c) The CEO or Executive Delegate will:
  - a) attend meetings of the CAG.
  - b) provide timely, relevant, and accurate information.
  - c) respond to issues, questions, and concerns.
  - d) be open and transparent with information and how decisions are made.
  - e) manage the meetings of the Group to ensure meetings are productive.
  - f) help focus members on the purpose of the Group; and
  - g) if Executive delegate, liaise with the CEO to monitor progress of recommendations.
  - h) provide feedback from the CAG to the EverAbility Board.

## **4.3 Role of members**

### **4.4 Chair**

- a) The CAG will be chaired by a Group member who is not an EverAbility Group employee.
- b) The Chair will be appointed by the CEO and annually thereafter.
- c) At the end of their 12-month tenure, Chairs may re-apply for election (maximum 3 years) or stand down from the role.
- d) The Chair provides a verbal/written report to the CEO from the CAG meetings.

- e) Selection of members occurs through review of Expression of Interest in consultation with an executive team member(s) or delegate.

## **4.5 Meetings**

- a) Frequency and Duration: quarterly, 60-minute meetings conducted via Microsoft Teams.
- b) Quorum: half the members.
- c) Meeting Documents: there is no formal agenda or minutes, an action list is prepared from each meeting and reported to the subsequent meeting (check with aged care commission).
- d) Administrative Support: is provided by an EverAbility Group employee who will schedule meetings, issue invitations, take meeting notes and prepare the action list.

## **4.6 Accountability and Eligibility**

- a) Members must provide evidence of a current, relevant police check – arranged and paid for by EverAbility Group.
- b) Members are responsible for attending the quarterly CAG meeting.
- c) Members unable to attend the meeting must submit their apologies to the Chair prior to the meeting. If a member is absent for two consecutive meetings without prior notice, his/her membership of the group may be reviewed.
- d) Members are responsible for bringing to each Group meeting, any issues, concerns, ideas or suggestions for inclusion in the meeting discussion. The CAG meetings are not a forum for members to raise or discuss specific complaints or individual feedback, which must be lodged via EverAbility Group's complaints or feedback process.

## **4.7 Confidentiality**

### **4.7.1 EverAbility Group documents**

CAG members are required to keep confidential any information about EverAbility Group's business dealings and commercially sensitive information.

#### **4.7.2 CAG meetings**

Personal information shared during the meetings must not be shared with people outside the CAG. When sharing information regarding friends, families or people close to specific individuals, CAG members are expected to protect their privacy and not use names and exact situations. Wherever possible, information of this nature, that will be reported by the Chair to the Client Advisory Group, will be anonymised.

### **4.8 Communication and Contacts**

The Chair is the main contact for CAG members, and all communication will be coordinated through this central point. The business hours contact details of the Chair will be supplied to the CAG members.

### **4.9 Selection of Members**

- a) Selection will occur through an application process and an informal meeting with the CAG Chair, who will make the final membership decisions.
- b) Successful candidates will be provided with terms and conditions and must read and accept these terms and conditions upon appointment.
- c) All successful candidates will be provided with CAG membership training and induction.

## **5.0 Adoption and Amendment of Terms of Reference**

Changes to the Terms of Reference may be recommended by the Group, via its Chair, to the Client Advisory Group.

## **6.0 Definitions**

Client	<ul style="list-style-type: none"> <li>• Applies to a person who is receiving a service by EverAbility.</li> <li>• A partner or family member, carer or advocate for a person who is receiving a service provided by EverAbility.</li> </ul>
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	<ul style="list-style-type: none"><li>• An external stakeholder of EverAbility.</li></ul>
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## 7.0 Review

In consultation with CAG members, the Client Advisory Group will review the Terms of Reference every two years, or sooner if a need to do so is determined by any Group or the Client Advisory Group.

<b>Endorsement by:</b>	
<b>Frequency</b>	Two yearly
<b>Responsibility</b>	CAG Chair
<b>Ratified</b>	Month 2024
<b>Next Review</b>	Month 2026

### Review History

- V2: January 2024
- V1: July 2020