GOVINF004	Customer Reference Group Terms of Reference Information Sheet

Version	Date approved	Date for review
2025/02	12/02/2025	12/02/2028

Application and approval	
This information applies to:	Employees, Contractors and Volunteers
Information Approval:	CEO

1. Charter

1.1 The Customer Reference Group represents a channel for cooperation and communication between customers of Senses and the Board enabling customers to provide input into the development of organisational policy and processes relevant to service delivery.

2. Terms Of Reference

2.1 The terms of reference for the Customer Reference Group are set out in this document.

3. Purpose

3.1 The Customer Reference Group serves as a vital conduit between Customers, the CEO and the Board. Its primary role is to facilitate open transparent and effective communication, ensuring the customers perspectives, needs, rights and feedback are accurately represented and considered in the Board's decision-making process. By fostering a collaborative environment, the group aims to enhance customer satisfaction and drive continuous improvement in service delivery.

4. Principle

4.1 Active participation is encouraged for input from a diverse range of customers enabling SensesWA to assess the effectiveness of customer engagement strategies, ensuring services are appropriate, accessible and responsive.

5. Aims And Objectives

5.1 The aims and objectives of the Customer Reference Group are to:

5.1.1 Ensure a structured and consistent approach to customer engagement.

5.1.2 Foster a culture of collaboration and mutual respect between customers and the Board.

5.1.3 Recommend and implement changes to enhance the quality and responsiveness of services.

6. Membership

6.1 Membership of the Customer Reference Group (CRG) is determined by the CEO of SensesWA and includes:

6.1.1 A Chairperson

6.1.2 The Organisational Representative (a key member of SensesWA personnel)

6.1.3 At least one Customer representative, with the maximum number determined by the Organisational Representative

6.1.4 Non-voting attendees may include the CRG Secretary and other management members as deemed necessary by the Chair. The Organisational Representative can invite appropriate individuals to meetings, including those requested by Customer members.

6.1.5 Membership of customers arises from an expression of interest and requires signing a Member Agreement typically in place for one year, extendable by the Organisational Representative. The CRG is appointed by and responsible to the CEO, with no decision-making authority on behalf of the Board.

6.1.6 The group will have 8-12 members, reflecting the cultural diversity of SensesWA's customers. Aboriginal and Torres Strait Islander customers will be invited to join when vacancies arise. Members include customers, parents, and carers of people receiving services (with the Chair from this category).

6.1.7 Terms are one year, with a maximum of two terms, extendable in consultation with the CEO. All members are equal partners, and their knowledge, skills, and views are valued. Members must avoid acting in the special interest of their own family or group and disclose any conflicts of interest.

7. Role of the Senses Board And Executive

7.1 The Board will ensure decision-making processes are clear to the Customer Reference Group (CRG). The CRG's views will be considered before any final decision, but the CEO, as delegated by the Senses Board, has the final say. The CEO will provide timely, relevant, and accurate information, respond to issues and concerns, arrange for appropriate staff to attend meetings, and maintain transparency in information and decision-making processes.

8. Role of the Reference Group Chair

8.1 The Customer Reference Group (CRG) Chair, appointed by the CEO will manage meetings to ensure productivity and focus on the group's purpose. The Chair supports the Organisational Representative in constructing meeting agendas and facilitating orderly meetings. The Chair is also responsible for finalising regular Customer Reports in line with the NDIS Standards. The Organisational Representative may also serve as the Chair.

9. Role of Members

9.1 Each member will:

- 9.1.1 Convey their aspirations and concerns for Senses' services without personal bias.
- 9.1.2 Relay feedback and concerns from their networks about Senses' operations.
- 9.1.3 Review and comment on information provided at meetings, offering feedback and recommendations.
- 9.1.4 Advise on effective consultation methods.
- 9.1.5 Provide cultural guidance, such as Aboriginal and Torres Strait Islander requirements.
- 9.1.6 Always maintain confidentiality.

10. Meetings

10.1 The Customer Reference Group will meet quarterly or more frequently if required, with meetings scheduled in advance. Members can attend in person or electronically, with a quorum of at least three non-executive members. If the Chairperson is absent, members will nominate a temporary Chair.

10.2 Members will set the agenda, which will be distributed with relevant papers at least seven business days before the meeting. Absence from more than three consecutive meetings without a valid reason may result in the position being considered vacant.

10.3 The organisation will support Customer engagement, and attendance expenses will be covered at a rate set by the CEO.

11. Secretary of the Meeting

11.1 The CEO will appoint a secretariat for the Customer Reference Group (CRG). The secretariat, in consultation with the Chair, will prepare and send meeting notices and agendas, accurately minute decisions, and table all relevant correspondence and reports. to the Clinical Governance Committee and the Board. Minutes will be circulated timely after each meeting.

12. Access

12.1 Requests for administrative support, advice, and access to organisational data can be made to the CEO and will be considered case-by-case.

13. Reporting

13.1 The Customer Reference Group will prepare a biannual Customer Report highlighting key issues, opportunities, and concerns for review by the Board.

13.2 The secretariat, with the Chair's approval, will forward meeting minutes and recommendations to the CEO. The CEO will inform the Board of these recommendations and provide feedback to the Chair on any developments.

14. Review

14.1 This document will be reviewed by the CEO and Customer Reference Group at least every two years to ensure it aligns with the group's purpose and responsibilities. Proposed amendments to the terms of reference will be considered by the CEO.