

Family Reference Group Terms of Reference

Background

Early Start Australia is a national organisation committed to delivering evidence based early intervention and therapy services to children and families. Our systems, processes and infrastructure support our therapists across Australia to deliver flexible services that meet the needs of our clients.

Our vision is to be a world class early intervention and therapy service, delivering evidence-based therapies and support to children, families and the wider community in Australia.

Early Start Australia works with families to provide the best start for every child, supporting those with delayed development or disability, including autism, to grow and lead happy, full lives in their communities.

Purpose and Function

The guiding principle of Early Start Australia's Family Reference Group (FRG) is to provide the family perspective on issues raised and to provide advisory input to Early Start Australia Group's services. The FRG will operate in a spirit of cooperation and improvement with ESA staff.

Composition

CSC comprises:

- Up to ten participants who are a family member of a past or present ESA client; and
- The following ESA corporate staff:
 - National Operations Manager
 - Clinical Services Manager
 - Quality and Compliance Coordinator
- Other members as may be co-opted from time to time

Attempts will be made to ensure membership of the FRG is representative of the states in which ESA operates; and the diversity of the families serviced by ESA (for example, cultural and disability diversity).

New members will be sought via a recruitment process that may include advertisement and interview. Aboriginal and Torres Strait Islander and culturally and linguistically diverse representatives are encouraged to apply. As this is a position for a National group, members are required to have access and ability to connect via Skype.

Members are selected and appointed by the CEO for a term of one year. Further terms may be offered at the discretion of ESA.

Chair

This Chair of the FRG is the Clinical Services Manager.

Secretariat

The secretariat function for the FRG will be filled by the Quality and Compliance Coordinator.

Quorum

A quorum for the purposes of decision making will be 50% plus one of the membership.



Family Reference Group Terms of Reference

Reporting Line

The Family Reference Group reports to ESA's Management Group (providing a link with the governance of ESA).

The Family Reference Group may be requested to provide input to the Clinical Services Committee as required.

Responsibilities and Activities

The Family Reference Group provides a valuable perspective for ESA about improvement, planning, and delivery of services. The responsibilities and activities of the Family Reference Group include but are not limited to:

- Expressing their views on ESA's services.
- Providing advice, feedback, and input to ESA's new and reviewed policies and how they impact clients and their families.
- Provide input on strategies for encouraging family and community participation and engagement.
- Contributing to the review and investigation process related to feedback and incidents at ESA.
- Promoting ESA within their local community.

Meetings

CSC meetings will be held at least quarterly for two hours. Special meetings may be convened as required by the Chair.

Meetings will be conducted via Skype to allow participation nationally.

Review

These Terms of Reference will be reviewed annually and put to the CEO for approval.

Confidentiality & Conflict of Interest

Conflicts of interest will be considered at each meeting and details of any conflicts of interest will be minuted.

Information obtained and used as a member of the FRG is confidential.

Conditions of Role

Participation in ESA's Family Reference Group is on a volunteer basis. There is no remuneration or reimbursement of expenses associated with the role.

Approval

Approved by the CEO May 2019

