

# SUMMIT ADVISORY COMMITTEE CHARTER

## 1. MISSION

To establish a consultative framework to ensure that Summit Community Services Inc is responsive to the needs and views of people who use SCS Inc services.

## 2. OVERVIEW

Summit Community Services Inc is committed to ongoing meaningful engagement with people who use its services and other stakeholders, so that its operations, corporate planning and strategic direction are responsive to the needs of the community. Summit Community Services Inc is guided by:

### 2.1 The NDIS (Provider Registration and Practice Standards) Rules 2018; NDIS (Code of Conduct) Rules 2018 and the seven elements of the NDIS Code of Conduct

1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner with care and skill
4. Act with integrity, honesty, and transparency
5. Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct.

### 2.2 The National Community Housing Standards (third edition May 2010) which sets out standards of good practice in service delivery in the community housing sector throughout Australia. The standards attempt to cover all the elements that constitute a high-quality housing service for community housing tenants and contribute to a well-managed organisation. The Good Practice Standards that relate to the Consultative Committee are:

#### Responsiveness

- to respond to the needs of individual tenants and their changing circumstances by ensuring that housing is appropriate to tenants' needs and is managed flexibly

#### Respect

- to ensure all tenants' rights are respected and to treat tenants with respect in all dealings

#### Participation

- to actively seek the participation of tenants in decisions about their tenancy and the management of the organisation

#### Quality

- to provide the best possible accommodation and housing services to tenants

#### Accountability

- to be accountable to tenants, the community and government for the effectiveness of the service provided and for the use of public fund; and by doing so, to enhance the credibility of community housing options

## Section 1: Tenancy Management

### Standard 1.3 – Changing needs of tenants

- the changing housing needs of tenants are responded to fairly and flexibly within the capacity of the organisation

## Section 3: Tenant Rights and Participation

### Standard 3.2 – Tenant participation

- tenants are encouraged to provide feedback and become involved in making decisions on issues which affect them or their tenancy

## Section 4: Working with the Community

### Standard 4.2 – Building Community Capacity

- Work undertaken by the organisation contributes to sustainable improvements in the wellbeing of tenants and communities

## Section 5: Governance and Organisational Management

### Standard 5.2 - Good Governance

- the organisation has a clearly defined purpose and goals and is accountable for all aspects of its work

### Standard 5.5 – Organisational Review

- Regular evaluation and review ensures that the organisation is working efficiently and effectively towards achieving its goals

## 3. THE CONSULTATIVE COMMITTEE

### 3.1 Aims of the Committee

The aims of the Consultative Committee shall be:

- To uphold Summit Community Services Inc values, vision and mission.
- To facilitate a consultative approach between Summit Community Services Inc and the people who use its services, stakeholders, persons responsible, advocates and workers regarding the following:
  - **Policy and Procedure**
  - **Continuous Organisational Improvement**
  - **Information sharing**
- To make recommendations *only* to the Manager/Board of Management on matters considered by the Committee
- To promote open and constructive communication between SCS Inc and all stakeholders of the organisation including people who use its services, and the broader community
- To enable a “grass roots” input into the strategic direction of the organisation

### 3.2 Structure

The consultation under this structure allows for an organisational specific consultative body which will can have an aspirational membership of up to ten people including:

#### 3.2.1 General Manager

#### 3.2.2 Manager – Compliance & Administration

#### 3.2.3 Tenant Representatives

- 3.2.4 Representatives of people with a disability
- 3.2.5 Stakeholders – other service organisations, community members
- 3.2.6 Family members or carer/person responsible

### 3.3 Role of the Consultative Committee

The role of the Consultative Committee shall be:

- 3.3.1 Provide input into the design, implementation and review of policies and services by Summit Community Services Inc
- 3.3.2 Identify issues regarding policies and services to be referred to the Board of Management
- 3.3.3 Participate in quality organisational improvement including reviewing surveys and results of same, action planning as a result of surveys and review of same
- 3.3.4 Information Sharing
- 3.3.5 To make recommendations *only* to the Summit Community Services Inc Board of Management. **The Board of Management is the only body who has the legal delegation to approve any changes or organisational development processes.**

### 3.4 Role of the Summit Community Services Inc Board of Management

The role of the Board of Summit Community Services Inc shall be:

- 3.4.1 Review of recommendations made by the Consultative Committee
- 3.4.2 Consider any recommendations made by the Consultative Committee
- 3.4.3 Approve or not approve any recommendations by the Consultative Committee

### 3.5 Meetings of the Consultative Committee

- 3.5.1 Meetings of the Consultative Committee will be held at least quarterly
- 3.5.2 The Consultative Committee will elect a representative as Chair for a two-year term. It may also elect a Deputy Chair who will act in the role as Chair in the event the Chair is unable to be present. There are no limits on the tenure of other committee members.
- 3.5.3 The quorum of meetings shall be 50% of the current number of members, with at least one person who uses SCS Inc services (housing or disability) representative present.
  - 3.5.3.1 Where the maximum number of committee members is not met; the quorum and voting arrangements will be decided at the commencement of each meeting as required.
- 3.5.4 The Consultative Committee may invite such persons to be present at any of their meetings as they consider appropriate and after consultation with the committee
- 3.5.5 The Committee may invite a member of the management Board to attend committee meetings, as required and as approved by the committee
- 3.5.6 At least two weeks' written notice must be given to all attendees of Consultative Committee meetings. Ad hoc meetings may only be held in special circumstances, at short notice however, every effort must be made to set a meeting time and date that suits the majority of members.
- 3.5.7 Casual vacancies will be filled by the relevant electing, appointing or coopting body, provided that such appointments shall be for the remainder of the term being filled in the case of designated roles; chairperson and vice chairperson

### 3.6 Recommendation Procedures

The priority of the Committee is to make recommendations based on attempts to reach genuine consensus. Procedural matters relating to the operation of the Committee shall be resolved by the Committee, with a focus on reaching a consensus.

Where, despite the best efforts of the Committee in relation to recommendations to be made to the Management Board, consensus cannot be reached, members holding a dissenting view to that of the majority of the Committee may submit a minority report as part of the recommendations.

Recommendations from the Committee are to be forwarded to the Management Board for determination by Summit Community Services Inc.

### 3.7 Budget and Administration

- 3.7.1 Summit Community Services Inc will provide administrative resources to support the Consultative Framework activities and will facilitate meetings
- 3.7.1 Summit Community Services will meet the reasonable expenses of people who use the services in attending specific Consultative Committees and in carrying out their role as a representative of people who use SCS Inc services.
- 3.7.1 People who use the service who are on the committee should consult the Consultative Committee for information about support generally offered by Summit Community Services Inc.