

Community Advisory Committee: Terms of Reference

The role of the Community Advisory Committee is to act as a consultative, collaborative body of people with lived experience, providing input on matters relating to Diabetes Victoria's service delivery, program development, policies and the diabetes community.

Purpose:

The purpose of this Committee is to bring together a group of diverse and passionate advocates who are connected to the diabetes community and/or have a lived experience of diabetes. Diabetes Victoria recognises that diversity of membership is essential to the success of the Committee.

The Committee will contribute lived experience advice to the Diabetes Victoria Board and Leadership team on issues important to those living with diabetes. The group will amplify the voices of people living with or affected by diabetes.

Role:

Tasks asked of the Committee may include, but are not limited to:

- Promoting and advocating for people living with, affected by, or at risk of, diabetes;
- Supporting, and contributing to, the Strategic Priorities of Diabetes Victoria; and
- Reviewing and providing feedback on proposed initiatives, plans, policies, advocacy and support approaches, and communications, to ensure the needs and preferences of people living with diabetes are considered.

The Committee will also consider any other issues, as deemed relevant to the Committee's purpose.

Members will be required to:

- Actively participate in discussions, share their lived experiences and perspectives, and collaborate with the organisation's leaders to enhance the quality and relevance of programs and services.
- Attend, by invitation, special events as a representative of people living with diabetes and those engaging with Diabetes Victoria
- Bring areas of interest and/or concern of the diabetes community to the attention of Diabetes Victoria;
- Where appropriate, provide support to the organisation to present stories of real-life with diabetes to the wider community.

Members:

The Committee will consist of up to 12 members with lived experience of diabetes.

Members of the Committee can include:

- People who live with all types of diabetes, including but not limited to, type 1, type 2 and gestational diabetes;
- Parents of children living with diabetes;
- Families, friends and/or carers of adults living with diabetes;
- People at risk of diabetes within the community.

Members may have previous experience with community advisory committees, governance, advocacy, community engagement, creation of or participation in media campaigns, policy development, and peer support groups.

At the beginning of each calendar year, if there are positions available on the Committee, Diabetes Victoria will advertise for applications from potential new members through an expression of interest process. The approval of any new Members to the Committee will be considered on a case-by-case basis, with the primary aim to ensure that the Committee reflects the diversity within the diabetes community in Victoria.

All members are required to abide by all existing Diabetes Victoria policies and procedures and demonstrate support for the mission and values of the organisation. (These documents will be provided to each member upon their introduction to the Committee).

Terms:

Members will serve two-year terms on the Committee. Further terms are possible, subject to a two-way review between the member and the Access and Equity Manager.

Members may resign from the Committee at any time by communicating with the Access and Equity Manager and, where possible, providing one month's notice.

If required, members may apply to be granted a long-term absence from the Committee, during which time they will still receive Minutes and Agendas of all meetings.

As all members are subject the Diabetes Victoria Code of Conduct Policy, grounds for dismissal (if required) will be processed in line with this policy.

Conflicts of interest:

Any volunteer who feels that they are, or may be, in a position of an actual, potential or perceived conflict of interest, must disclose the matter immediately to the Access and Equity Manager. The matter will then be referred to the People & Culture Department and, if required, advice will be taken from the CEO.

Proxies:

Proxies will not normally be permitted to attend meetings.

Other people with lived experience of diabetes may be seconded to this Committee for defined periods of time, or to lead on particular issues.

Working groups:

The Committee may, from time to time as required, appoint small working groups to advise on particular matters. Such working groups will have clearly defined Terms of Reference, membership, deliverables and timeframes.

Governance:

Two members of the Diabetes Victoria Board will chair the Committee each year. Board members will serve one-year terms on the Committee but can be re-appointed at the discretion of the CEO.

The Committee will report to the Diabetes Victoria CEO, however the Access and Equity Manager will act on behalf of the CEO to facilitate the Committee and will be the first point of contact.

The President of Diabetes Victoria is an ex-officio member of the Committee.

Meetings:

The Committee will meet formally with the CEO and Board Directors, twice a year (*normally in April & October*) at Diabetes Victoria's main office, 15-31 Pelham Street Carlton or via Zoom.

Informal meetings of the Committee will be held throughout the year, primarily via Zoom. Doodle Polls will be conducted to find the most suitable time and date for members.

Where the CEO and/or Board members are not in attendance, meetings will be chaired by the Access and Equity Manager.

Unless stated otherwise, meetings will run for 90 minutes.

Members are expected to advise if they are unable to attend any meeting.

Meeting dates and times will be advised at least four weeks in advance.

Administrative support to the Committee will be provided by the Community Engagement team.

Agendas for meetings will be provided a week prior to a meeting and members are welcome to contribute an item to the agenda, at any time.

Minutes of each meeting will be provided to all members, the CEO and Board Directors within 10 working days of the meeting.

Communication:

Out of session communication will be conducted via email.

Confidentiality and Code of conduct:

As outlined in the Diabetes Victoria Code of Conduct, all staff, contractors and volunteers are expected to 'Uphold our legal duty to preserve the confidentiality of information belonging to Diabetes Victoria and the information gained through our work.'

As members of the Committee may share personal stories of their own lives with diabetes during meetings, it is essential that confidentiality be observed by all members in attendance.

Reimbursement:

Recognition of participation in the Community Advisory Committee will be aligned with the Diabetes Victoria Consumer Volunteer Recognition Policy.

In addition to this, Diabetes Victoria's Employee Assistance Program (EAP) is available to all Diabetes Victoria staff, volunteers and contractors. This service is a confidential counselling service that is a short-term solution focused approach to help enhance overall wellbeing.

Contact:

Contact details for the Access and Equity Manager and Administrative support officer will be provided to all Members at the beginning of each year.

Members may contact these staff members at any time to discuss any issue or advise of a matter they would like discussed at an upcoming Committee meeting.

Grievance and Complaints process:

In line with Diabetes Victoria's Grievance and Complaints Policy, any such matter must be outlined in writing and addressed to the Access and Equity Manager in the first instance.

Evaluation of the Committee:

At the end of every calendar year, all members of the Committee will be asked to contribute their thoughts (via interview or survey) on the past year of the Committee. All feedback and opinions are appreciated so that Diabetes Victoria can ensure the continuous improvement and relevance of the Committee for both the members and Diabetes Victoria.