Client Services Committee Charter

## Purpose

Acting on delegation from the Vision Australia Limited Board (“the Board”), the Client Services Committee (“the Committee”) provides governance oversight of the services provided to clients of Vision Australia.

## Roles and Objectives

The Committee provides oversight of:

* 1. the Organisation’s engagement with clients where this identifies emerging trends in service delivery need or issues with current services.
  2. the quality of services provided to Vision Australia clients, including to ensure that evidence-based services are delivered.
  3. the quality of Aged Care provided by the Organisation’s services.
  4. clinical and service delivery risk management, including with respect to professional registration, accreditation, and legislation.

## Committee Functions and Responsibilities

The Committee will:

* 1. oversee strategies and plans for quality improvement, clinical governance, evaluate client & volunteer participation and client-based research activities.
  2. review by exception all relevant audits or reviews of service delivery, quality and clinical governance and monitor management responses.
  3. review reports on the management of complaints (including fundraising complaints), outcome measures, client satisfaction results and monitor management responses.
  4. Provide a written report to the Board on the quality of Aged Care at least once every six months.
  5. determine the number of Client Members to be appointed to the Client Reference Group.
  6. appoint members of the Client Reference Group; and
  7. report to the Board on the matters listed in 3(a) to (e) above.

## Membership of the Committee

* 1. Unless otherwise determined by the Board, the Committee will comprise a minimum of three directors. The Chair of the Board and Chief Executive Officer (CEO) are ex-officio members of the Committee.
  2. The Vision Australia Board appoints the Chair of the Committee from the participating directors.
  3. The Committee may at times require specialist expertise and may co-opt persons who are not members of the Board.
  4. A majority of the Committee members at any time will be Vision Australia Limited directors.
  5. Other Vision Australia Limited directors who are not Committee members may attend meetings of the Committee.
  6. A member who is one of the Key Personnel of Vision Australia and has appropriate experience in the provision of Aged Care.

## Quality Care Advisory Body function of the CSC

The role of the Quality Care Advisory Body is deployed through the CSC to support and inform the Board of Directors of Vision Australia, help with problem-solving and suggest improvements. To meet the requirements of the Quality Care Advisory Body participants at the CSC will include:

* 1. A staff member who is directly involved in the delivery of aged care/clinical care.
  2. A client who represents the interests of care recipients e.g. CRG Member, is required at a minimum for Aged care items at meetings.

## Management Support for the Committee

* 1. General Managers responsible for service delivery will attend meetings of the Committee and provide reports as requested by the Committee.
  2. The Board Secretary acts as secretariat for the Committee. The Board Secretary will consult with the Chair regarding the agenda and papers required for the conduct of the Committee’s business. The Board Secretary will be responsible for the preparation of information to support the Committee’s business and will ensure papers are available to Committee members seven days in advance of each meeting.

## Independent Expert Advice

The Committee may at any time seek independent advice and may appoint and terminate advisors as required. Before engaging external advice, the Chair of the Committee will consult with the Vision Australia Chair and CEO to obtain the funding, and other resources necessary to procure independent expert advice.

## Meeting and Procedural Matters

* 1. The Committee will meet four times a year. A calendar will be maintained to ensure that the Committee fulfils its responsibilities in a timely way. A Committee meeting may be called or held using any technology consented to by each Committee member. The consent may be a standing one. A Committee member may only withdraw consent a reasonable time before the meeting.
  2. The quorum for the Committee will be two members who are directors. The Committee will be inquorate if Directors are not the majority of members present.
  3. Directors and co-opted members are eligible to vote.
  4. Minutes of Committee meetings will be recorded, reviewed by Committee members, and signed by the Committee Chair. The minutes of each meeting will be made available to the Board.
  5. The Chair will, if requested, provide a brief oral report to the Board as to any material matters arising out of the Committee meeting. All directors may, within the Board meeting, request information of members of the Committee.

## Conflict of Interest

Committee members will adhere to the Vision Australia policy for identifying, recording and managing conflicts of interest held by Directors’ and co-opted members’ interests.

## Committee Review

1. The Committee will review its Charter biennially or more frequently by agreement, with amendments recommended for Vision Australia Board approval.
2. The Committee will undertake an evaluation of its performance against its Charter biennially or more frequently by agreement, with the results reported to the Vision Australia Board.
3. Annually, the Board will review the composition of the Committee to ensure that the Committee can fulfil its purpose.