



Facing Forward Client Consultation Committee.

Conversations between Sylvanvale's Board and clients.

Easy Read guide

Revised November 2023



This guide tells you about the **Facing Forward Client Consultation Committee meetings.**



A **committee** is a group of people who meet to discuss and make decisions for a larger group.



Facing Forward Consultation Committee is the name of the committee.

The committee looks forward to the future.



This guide is an Easy Read guide to the committee's **Terms of Reference.**

The **Terms of Reference** are a list of things that a committee can and can't do.



DOs



DON'Ts

This guide talks about the do's and don'ts that the committee can and can't do.



How do I use this guide?



You can ask for help to read this guide. A friend, family member or support person may be able to help you.



Easy read means that we:

- use pictures to explain some ideas.
- write some big words in **bold**.



Bold means the letters are thicker and darker.

This guide explains what the **bold** words mean when you read them for the first time.

Introduction

The Sylvanvale **Board** is a group of people who give advice and make decisions.

The Board look after the **governance** of Sylvanvale.

Governance means that the Board makes sure that Sylvanvale

- is run properly
- obeys the laws and other things.

The Board wants to make sure that Sylvanvale's clients have the chance to talk with them.

Clients can talk with the Board in the Facing Forward Client Consultation meetings.

What happens at the meetings?



The **Board** want to ask for Sylvanvale clients' feedback about some things that the Board are discussing.

Clients can tell the Board about

- good supports at Sylvanvale.
- bad supports at Sylvanvale.



Clients can

- listen to what Board members say about issues and changes that might happen to Sylvanvale support services.
- provide feedback about their experiences of NDIS service delivery.





- ask questions about issues that are important to all clients.

At the meeting, clients can **represent** other clients.

Represent means talking about big issues that are important to clients who are not at the meeting.



- give feedback and make suggestions about Sylvanvale's publications, like policies and procedures, social media and website.

The Facing Forward Client Consultation meetings do not focus on:



- individual client's experiences and issues.

The meetings are about bigger issues.



- Staffing issues.

You can speak to your manager about staffing issues.



- There is a feedback and complaints policy to help clients to give individual feedback to Sylvanvale.

What is the difference between the Sylvanvale Board and the Facing Forward Client Consultation Committee?

- The Board makes the final decisions.
- The Facing Forward Client Consultation Committee talks to the Board about things the Board needs to know about Sylvanvale support services.
- The Board wants to know about what is happening across Sylvanvale services.
- Sylvanvale has made rules to make sure that the Board gets the **minutes** from the Facing Forward Committee.

The **minutes** are notes about what people said at the meetings.

- The Board members who attend the meetings also tell the Board about what happened.
- The Facing Forward minutes and action items go into the Board minutes.

Who goes to the Facing Forward Client Consultation meetings?



- At least 5 clients from different Sylvanvale services and places. But not more than 9 clients.



- Support workers to help clients understand the things the Board wants to talk about.
- 1 **Board** member who is the **Chair** of the meeting.



David Rafferty

The **Chair** runs the meeting.

The Board has chosen David Rafferty as the **Chair** for the next 12 months.

- Sometimes a second Board member also comes to the meeting.



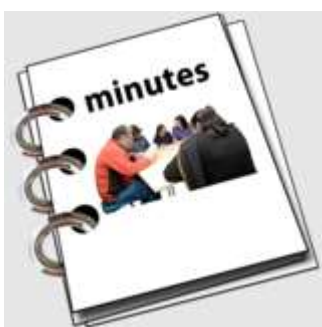
Leanne

- The **Chief Executive Officer** of Sylvanvale.



Tammy

- A Sylvanvale staff member to write notes about the meeting.



- The notes are called **minutes**.

There must be at least 5 clients, 1 Board member and someone from Sylvanvale at every Facing Forward Client Consultation Committee meeting.

How many meetings?

- There are 4 meetings every year.
- The Chair or clients can ask for an extra meeting if it is necessary.