

Terms of Reference

headspace Bundaberg

Family & Friends Advisory Group



These Terms of Reference (TOR) establish the role of the headspace Bundaberg Family & Friends Advisory Group (hsB F&F), terms and conditions of membership, operational requirements, meeting procedures, reporting conditions and record keeping requirements.

Terms of Reference – Valid from November 2021

1. PURPOSE

As a team we stand for and value Communication, Teamwork, Active Engagement, Respect

In the community we are: Brand Ambassadors, we want to Break Stigma, we aim to Educate, we help people feel Safe and Comfortable and we Communicate by listening first and being supportive.

The hsB F&F will:

- Help amplify the early intervention message
- Support headspace Bundaberg activities and events
- Support, develop and deliver fundraising endeavours
- Support community to understand the diversity that young people experience
- Encourage the voice of young people to be heard and acted upon.

2. RESPONSIBILITIES

The hsB F&F will, where possible, participate to:

- Develop and support community education and awareness initiatives, including community consultation work
- Regularly attend headspace Bundaberg F&F meetings
- Attend and facilitate discussion at events and forums for headspace Bundaberg
- Network with relevant youth organisations, local community groups, local and state Government representatives on behalf of headspace Bundaberg
- Provide information to young people and encourage them to attend headspace should they need support
- Respond to emails and requests for advice, input or representation.

3. MEMBERSHIP

- The hsB F&F will consist of adults over 25 who;
 - are friends, family or community members
 - support the work of headspace Bundaberg
 - have the best interest of young people at the core of all decision making
- We will have an open recruitment policy

4. ROLES AND RESPONSIBILITIES

The hsB F&F will include the positions of Chairperson and rotational Secretary. In their absence another F&F member or staff person will be appointed at the meeting. Sitting members will be noted in minutes.

4.1 Chairperson

The Chairperson will sit in this position with a skillset that includes working in an organised and timely manner, maintains open communication at all times with other members and headspace staff, and will be reliable to attend most, if not all, meetings. They will also fulfil the following responsibilities:

- Chair meetings
- Lead planning and development of the group
- Oversee membership in the group
- Assign tasks to members and committees as required
- Ensure meeting minutes properly reflect decisions made
- Be acquainted with any reports, correspondence, business that is relating to the group
- Ensure the group has the necessary information to undertake effective decision making
- Ensure the members act in accordance with these Terms of Reference
- Represent the group in the community where possible

4.2 Secretary

The Secretary will fulfil the following responsibilities:

- Note take and finalise recorded minutes and distribute the minutes to the committee within one week of the meeting
- Coordinate with Chair and CAO officer to ensure all records are as needed

4.3 Community & Youth Engagement Officer at headspace

The Community Youth Engagement Officer will support, encourage and mentor the F&F at all times.

Responsibilities will include:

- Maintain open communication channels always, whether face-to-face chat, phone or email
- Seek input and ideas from F&F members for marketing and promotions
- Support all members of the F&F to perform their roles with confidence
- Support F&F Chair and Secretary to distribute agendas and minutes
- Maintain relevant volunteer paperwork, records and data for headspace reporting
- Coordinate an annual Community Awareness Plan in consultation with F&F, YEC and headspace staff that meets hMIF requirements

5. OPERATIONS

5.1 Membership Tenure

Members will be appointed to the Chair role for an initial 12-month term, after which the leadership roles will be re-elected and eligible for all members to apply

The role of secretary will be rotated each month and shared among all other members

5.2 Recruitment of Committee Members

The hsB F&F will aim to ensure there is a diverse range of people included in our team

All members will complete volunteer forms and relevant paperwork to fulfil Youturn / headspace requirements.

Recruitment positions are for a 12-month placement. There will be an open recruitment policy, however the positions will not be openly promoted, rather discussions may be had throughout the year should someone be interested, engage and show commitment. In November each year positions will be advertised. By end of November, we will have accepted new members who will be invited to attend our January meeting

5.3 Attendance

All members are required to attend regular scheduled meetings. Where a member cannot attend a meeting due to legitimate reasons, the member will send an apology to the Chair or CAO officer at headspace.

If a committee member has been absent for more than two consecutive meetings in any 12-month period without giving acceptable reasons for their absence, an email will be issued by the F&F Chair to check in and ask of their intention to continue.

5.4 Decision Making Processes

All decisions require a quorum of its members. In this instance a quorum will be recognised as 50% of membership numbers plus the Chairperson / CAO in attendance at the meeting where voting is being undertaken.

5.5 Voting

Each committee member appointed shall be entitled to one vote in respect of any matters before the hsB YEC. Where there is a tied vote, the Chairperson will have the casting vote.

There will be no proxy vote.

5.6 Remuneration

hsB F&F members are engaged on a voluntary basis, and they will be provided with the necessary resources required to fulfil their roles and responsibilities.

5.7 Meeting frequency and duration

Meeting frequency will be determined by the hsB F&F at their January planning meeting, and it will be no less frequent than once every two months. However, the dates and times are subject to change, or altered pending availability of members.

At least five meetings are to be held per year.

5.8 Confidentiality

Information and discussion within the hsB F&F meetings will be treated with care in an environment of expected confidentiality. Any information, data or statistics, which are presented or distributed, should be seen as confidential and used only with the permission of the supplying agency.

Members of the hsB F&F will be required to sign a confidentiality agreement.

5.9 Meeting Records

The hsB F&F will keep full and accurate records of meeting proceedings, including agendas, minutes and attendance records. Minutes of the meeting will be made available to management of headspace Bundaberg.

6. REVIEW

The Terms of Reference will be reviewed annually – next review will occur January 2023