

## **GOV-P001 ADVISORY GROUPS POLICY**

### **1.0 INTRODUCTION**

The Board of CORE Community Services Ltd ("CORE") establishes Advisory Groups when necessary to provide information and advice on specific fields to assist the Board in decision-making. An Advisory Group is a collection of people who bring unique knowledge which complement those of the formal CORE Board Directors in order to more effectively govern the organisation.







### **2.0 SCOPE**

This policy covers all Advisory Groups.

### **3.0 RESPONSIBILITIES**

- 3.1 The Board is responsible for the establishment and implementation of this policy
- 3.2 The CEO, Management Team, staff and CORE members are responsible for adhering to this policy

### **4.0 REFERENCES**

-  **GOV-FORM 002 Advisory Group Application Form**
-  **GOV-DOC 001 Advisory Group Member List**
-  **Board Charter**
-  **QA-P002 Privacy & Confidentiality Policy**
-  **GOV-P007 Code of Conduct**
-  **QA-P003 FEEDBACK AND COMPLAINTS POLICY**

### **5.0 ADVISORY GROUP PRINCIPLES**

#### **5.1 Mandate**

#### **5.2 Advisory Groups are required to:**

- 5.2.1 fulfil specific requirements as outlined in relevant funding agreements
- 5.2.2 review and provide ongoing feedback to the Board and Service management, on the service/issue/aspect that they have been formed for
- 5.2.3 provide advice and support to the Board on specific questions that may be posed

#### **5.3 Each Advisory Group will have:**

- 5.3.1 a specific list of members;
- 5.3.2 a purpose and terms of reference;
- 5.3.3 a specified term (unless standing); and
- 5.3.4 a mechanism for reporting back to the Board

#### **5.4 Authority**

- 5.4.1 The CORE Board have ultimate responsibility for CORE, and Advisory Groups provide non-binding strategic advice to the Board
- 5.4.2 Advisory Groups make recommendations and/or provide key information and materials to the formal CORE Board, they cannot issue directives to be followed

- 5.4.3 Advisory Groups do not have formal authority to govern CORE and have no authority to vote on matters. Accordingly, Advisory Group members do not bear any legal or risk responsibilities within the Advisory Group. For those advisory group members who are also Board Directors, their responsibilities of governance remain unchanged (see ~~the~~ **Board Charter** and CORE Constitution)

## **5.5 Raising Advisory Groups**

- 5.5.1 The Board is responsible for determining the objectives, accountabilities, responsibilities and membership requirements specific to each Advisory Group
- 5.5.2 Advisory Groups will be identified by the Board (for example, those required by funding agreements)
- 5.5.3 Advisory Groups are established by the Board according to requirements (which may change over time). For example, when a major or current issue or specialised program/service is too complex to be handled by the formal Board
- 5.5.4 Requests for the raising of an ad hoc group may be raised by Service Managers, the CEO or Board Directors

## **5.6 Composition of Advisory Group**

To ensure a balanced member composition, Advisory Groups will be made up of:

- 5.6.1 For groups with 4 members, a maximum of 1 client or ex-client of relevant services may participate in the advisory group at any one time
- 5.6.2 For groups with 5 or 6 members, a maximum of 2 clients or ex-clients of relevant services may participate at any one time
- 5.6.3 If possible, at least 1 Board Director will be on each Advisory Group, and the Chairperson of the group will be a Board Director. In the case where this is not possible, the Chairperson of the group will be appointed by majority vote of the Board
- 5.6.4 A varied representation of the community should be encouraged

## **5.7 Duration**

- 5.7.1 Advisory Groups are ongoing
- 5.7.2 Ad Hoc Advisory Groups will have their duration decided by the Board at the time of establishing the group (along with its Terms of Reference, see below)

## **5.8 Size**


- 5.8.1 Minimum: 4 group members (1 Board Director - if possible (Chair), plus three other Advisory Group members)
- 5.8.2 Maximum : 6 group members
- 5.8.3 Note: there may be instances where the counsel of an individual specialist is sought by the Board, this would be outside of, and in addition to, the role of any Advisory Groups

## **5.9 Compensation**


- 5.9.1 No compensation or expense reimbursement of any kind will be provided to Advisory Group members

# **6.0 ADVISORY GROUP MEMBERS**

## **6.1 Membership Eligibility**

- 6.1.1 All Advisory Group members must be a member of CORE
- 6.1.2 Employed staff are not eligible for membership in an Advisory Group
- 6.1.3 Relatives of staff are not eligible for membership in an Advisory Group that is relevant to that staff member's service (they are able to apply for membership to Advisory Groups that are not relevant to the staff member's service)
- 6.1.4 While connection to CORE is allowed (for example, clients, family of clients, consultants/contractors providing services, other service providers), it is a requirement that ALL connections/potential conflicts of interest MUST be declared to the Board through the initial  **GOV-FORM 002 Advisory Group Application Form**. The Board will then decide whether to accept the nomination. In some cases, the composition of the Advisory Group will also determine whether a member is eligible to participate in an Advisory Group at a given time (see section below)
- 6.1.5 **Sourcing:** New Advisory Group members may be sourced by existing Advisory Group members, Board Directors, Service Managers, and CORE ordinary members
- 6.1.6 Membership to an Advisory Group is encouraged for those members who have expertise and/or interest in a particular area of CORE service

## 6.2 Becoming a Member

- 6.2.1 An  **GOV-FORM 002 Advisory Group Application Form** will be filled in by the applicant. It is a self-nomination application and when complete must be submitted to a Board member, the Service Manager or at CORE reception
- 6.2.2 All applications are submitted to the Board, and the application is taken to the next Board meeting. The Board will review the application and vote to appoint to the member
- 6.2.3 The Secretary of the Board is to maintain Advisory Group member lists, using the  **GOV-DOC 001 Advisory Group Member List** and filing application documentation and meeting minutes
- 6.2.4 In the case where a nomination is not accepted by the Board, a letter will be drafted and sent by the Secretary of the Board advising they have not been successful
- 6.2.5 On acceptance to an Advisory Group, the new member will be given an  **GOV-DOC 002 Advisory Group Welcome Letter** which includes expectations of an Advisory Group member and an Agreement for them to sign (agreeing to abide by the  **QA-P002 Privacy & Confidentiality Policy**, and the  **GOV-P007 Code of Conduct**). Copies of relevant policies will be provided

## 6.3 Term of Appointment

- 6.3.1 Standing Advisory Group members have a term of appointment of 2 years. At the end of this term, the member may re-apply for a new term. In this case, the process for a new Advisory Group member will be followed (including a new application)
- 6.3.2 Ad hoc Advisory Group members have a term of the appointment that is equivalent to the duration of the Advisory Group as set by the Board and included in the Terms of Reference for the group

#### 6.4 Ending Advisory Group Membership



- 6.4.1 Membership to an Advisory Group will cease when the term of the group expires (for example, a group that is set up by the Board to assist in a large tender will only exist until the tender work is complete)
- 6.4.2 Membership will cease at the end of the member's term of appointment. The member may re-apply immediately for new membership to the Advisory Group, following the process for new members
- 6.4.3 If a member does not attend 3 meetings in a row, and has not provided an apology, the membership may be terminated by the Board
- 6.4.4 A group member may resign from the Advisory Group, and must do so in writing and submitted to the Chairperson of the Advisory Group
- 6.4.5 The Board may vote to rescind membership of an Advisory Group at any time (for example, in the case of a dispute or complaint against an advisory group member See **QA-P003 Feedback and Complaints Policy**)

### 7.0 ADVISORY GROUP MEETINGS

#### 7.1 Meeting Frequency

- 7.1.1 All Advisory Groups will meet a minimum of 3 times per year, however the Board may mandate more frequent meetings for some groups, depending on requirements – these will be outlined in the Terms of Reference for that Advisory Group
- 7.1.2 The Advisory Group Chairperson will submit a fixed meeting schedule for the year ahead, by the end of January to the Board

#### 7.2 Meeting Organisation

- 7.2.1 **Chair:** Each meeting will have a Chairperson, being the Chairperson of the Advisory Group (in their absence, the group will nominate a Chair for that meeting)
- 7.2.2 **Quorum:** A quorum for the Advisory Group meeting will be at least half of the total group members
- 7.2.3 **Minutes:** All meetings will be minuted, and a copy of all minutes to be sent to the Board Secretary within two weeks of the Advisory Group meeting. The  **Meeting Minutes Template** will be used
- 7.2.4 **Managers Report:** The relevant Service Manager(s) will deliver a report to all Advisory Group members at least 1 week before scheduled meeting. This report will use the template format  **Manager's Report (Advisory Group)**. This report will form part of the minutes of the meeting and will be sent to the Board Secretary.
- 7.2.5 **Recommendation Voting:** In some instances, the Advisory Group may wish to place a recommendation to the Board. In most cases, the agreement for the recommendation will be by consensus of the Advisory Group members present for the discussion of the recommendation. In the case where there is a divided opinion amongst group members, a vote may be held to determine the outcome of the recommendation. The recommendation will be carried by a simple majority and in the case of an even number of votes, no group member has a casting vote - the recommendation will be noted to the Board with information

advising of the equal vote). **NOTE: This vote is ONLY for a recommendation to be placed before the board, it is not binding in any way, and is advice ONLY.**

- 7.2.6 **Additional Attendees:** Additional attendees may be invited by the Group to provide relevant expertise from outside the group, for example from specialist sector organisations or relevant partner agencies

### 7.3 Reporting

- 7.3.1 The Advisory Group Chair will communicate the proceedings of the Advisory Group meetings to the Board. Copies of the Advisory Group's meetings will be made available to the Board within two weeks of the date of the meeting
- 7.3.2 The report may be in the form of recommendations or information to the Board and the Board will act on this information or recommendation as it sees fit

## 8.0 TERMS OF REFERENCE

Terms of Reference have been developed and approved by the whole Board (see Section below). The Terms of Reference for Advisory Groups detail the objectives, accountabilities, responsibilities and membership requirements.

The Terms of Reference and the membership of each Advisory Group shall be reviewed at least annually to ensure the terms are aligned with CORE key strategic objectives. Terms may be updated at any time, to reflect changing strategic priorities (by Board approval).

## 9.0 ADVISORY GROUP, TERMS OF REFERENCE

<b>Membership</b>	Minimum of 4, is possible a Board Director (Chairperson), plus three ordinary CORE members Maximum of 6 total
<b>Meetings</b>	Minimum 3 per year
<b>Quorum</b>	Half of the current membership
<b>Term</b>	Standing: Ongoing Ad Hoc: As defined by the Board
<b>Reports Back to Board</b>	Chairperson to provide report to Board at next Board meeting following Advisory Group meeting
<b>Purpose</b>	Providing information and/or advice to assist the CORE Board on matters relating to the service sector(s) aligned with the group. The role of the group is solely advisory
<b>Terms of Reference</b>	<ul style="list-style-type: none"> <li>• Provide advice to the CORE Board to assist with strategic planning</li> <li>• Provide advice to the CORE Board on policy and practice issues and trends which impact, or may impact CORE</li> <li>• Provide feedback and advice to the CORE Board regarding: <ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Quality Assurance: Complaints and Compliments</li> <li>• WHS: Risk Identification. Incidents / Hazards</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Service Delivery: vacancy/waiting list, client outputs, groups activities</li> <li>• Financial management – budgeting</li> <li>• Provide feedback and advice to the Service Manager(s) on operational matters, as directed by the Board</li> <li>• Reporting and submitting information and/or recommendations to the Board on specific matters as and when required</li> <li>• Additional attendees may be invited to specific meetings by the Group, to provide relevant expertise from outside the group</li> </ul>
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## 10.0 POLICY INFORMATION

This policy will be reviewed every 2 years and the review will include Management, Employees and Interested Parties.

<b>Contact Officer</b>	People and Culture Manager/ CEO
<b>Document Owner</b>	Board
<b>Approval Authority</b>	Board

Version	Version Changes	Date Approved	Approved By	Date of Next Review
V1	Document Created	23/06/2015	Board	2018
V2	Updated: References, Raising advisory groups, Composition, Size, Becoming a member, Advisory group meetings and terms of Reference	16/06/2020	Board	16/06/2022