

## TERMS OF REFERENCE

### 1. Objective /Purpose

ARROW stands for Advocacy, Rights, Representation, Outcomes and Worth.

- Advocacy – provide peer to peer advocacy support and education to people supported by Melba.
- Rights – Promote and provide education on Human Rights to people supported by Melba.
- Representation – Represent people who purchase services from Melba.
- Outcomes – enable people who receive services from Melba to continue to achieve positive outcomes.
- Worth – upholding the value and worth of all people receiving services from Melba.

### 2. Membership

ARROW membership is welcomed from any person purchasing services and receiving supports from Melba Support Services. There are no set timeframes related to the length or expiry of membership. Each region shall have its own committee.

Each region will have separate meeting schedules and come together at a minimum once a year to report on their respective work responsibilities and achievements.

### 3. Governance

ARROW advises and reports to the CEO.

ARROW is responsible for conducting business relating only to the objectives, roles and responsibilities identified in this Terms of Reference. Any other matters that are raised by ARROW Committees or members shall be forwarded to the General Manager Practice, Quality and Safeguards, COO or CEO.

ARROW is supported by the Practice, Quality and Safeguards Team. Each committee shall be facilitated by suitably qualified facilitators. Where possible, each committee will be facilitated by the same person.

### 4. Roles and Responsibilities of ARROW Members

Arrow Members have specific areas they are responsible, including:

- To conduct human rights roadshows across Melba services.
- To provide advocacy support and education to people supported by Melba.
- To encourage and support persons supported to provide compliments, complaints and feedback.
- To take part in staff recruitment and orientation training.
- Event participation, such as the Annual General Meeting.
- Annual presentation to the Board of Management.
- To actively participate in Quality accreditation audits as required.
- To provide people supported and staff with factual information and support about ARROW's role and the work within it.

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In carrying out the above listed responsibilities members are required to:

- To work in collaboration with all Melba services;
- Interact in a professional and ethical manner;
- To strengthen Melba services and culture;
- To contribute to strategies for creating best practice;
- To help people supported to clarify and identify their problem(s);
- To listen well and with respect, and to communicate clearly;
- To help explore and evaluate options;
- To help supported persons choose realistic, fair and legal solutions that are their own;
- To promote independence and self-esteem;
- To teach assertiveness, communication and problem-solving techniques;
- To make appropriate referrals and provide follow-up;
- To model treating everyone involved with dignity and respect;
- To promote human rights, justice and fair treatment; and
- To work within personal limits and set clear boundaries.

### 5. Meetings

Members are supported at meetings to voice their opinions. A quorum of 50% is required for a decision to be made. Decisions shall be made by consensus. In the absence of a quorum, and where a decision is required to be made, the matter will be referred to the CEO for a final decision.

Regional ARROW meetings will be held every 4-weeks, unless otherwise agreed to by current members.

All ARROW meetings will be minuted by ARROW facilitators and disseminated to ARROW members and General Manager of Practice, Quality and Safeguards, COO and CEO.

### 6. Privacy

From time to time Arrow members may come in contact with confidential or sensitive information regarding other members; participants; staff and the Melba community. Confidential information must not be shared in any way.

### 7. Support

Melba is committed to assisting members to fully engage in the ARROW and acknowledge members may require support in order to do so. Individual support requirements for each member will be planned, in conjunction with the member, to assist them with the following:

- Personal care needs.
- Communication supports.
- Mealtime support.
- Transport assistance e.g. booking taxis and or driving.

### 8. Review

This Terms of Reference shall be reviewed at a minimum every 12-months.

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