

LifeTec's Consumer Reference Committee Manual

LifeTec 2021

Contents

Introduction:.....	3
Development of the Reference Committee	3
Policy environment.....	3
LifeTec’s Values	3
Co-production.....	4
Reference Committee Plan - Terms of Reference	4
Purpose and Focus.....	4
Frequency of Reference Committee meetings and duration.....	5
Membership	5
Governance	5
Remuneration.....	5
Structure of the meeting	6
Appendix: Code of Conduct for members of the LifeTec Reference Committee.....	7

Introduction:

This document outlines the development of the LifeTec Consumer Reference Committee and the people and processes required for conducting regular meetings. It is primarily intended for consumers and LifeTec staff working together in co-design or co-production. The Reference Committee is a core activity of LifeTec's consumer engagement and is an extension of the formal and informal engagements across the state.

The Reference Committee comprises a panel of seniors and people with disability and family members who work together with LifeTec to ensure its resources and services are inclusive; are informed by the lived experience of the AT journey, and build capacity of consumers to select and use AT successfully. The Reference Committee will meet regularly to enable LifeTec to work directly with seniors and people with disability as it evolves in the new service environment.

Development of the Reference Committee

The Reference Committee aims to ensure consumers inform LifeTec's service development within the relationship of co-production, where information and decision making is shared by consumers and LifeTec staff. There are a number of drivers, within policy and the aged, care, disability and health sectors, for the development of a Reference Committee within LifeTec. The Reference Committee also reflects, and has been designed to align with, LifeTec's core values. Principles of co-production move engagement with consumers from 'doing to' and 'doing for', to 'doing with' in partnership.

Policy environment

Within the Aged care reforms in MyAgeCare (MAC), Consumer Directed Care (CDC) is promoted to provide older people (over 65 years) with more choice and control over their care and support. This principle of choice and control is also reflected in the National Disability Insurance Scheme (NDIS), ensuring people with disabilities under 65 are empowered to live ordinary lives and access the supports they want. The NDIS AT strategy also seeks to "support and stimulate informed, active, participant-led demand by empowering participants to choose technology that best supports their needs." (NDIS, 2015 p. 3). In view of these reforms, the Reference Committee was designed to building the capacity of consumers to inform LifeTec about demand, that is, what people want from an AT service, and how to promote choice and control when engaging with LifeTec.

LifeTec's Values

LifeTec connects people and communities with assistive technology that enables their aspirations

- a) **Caring for People and Community** is core to our purpose and provides us with our reason and motivation to work together in LifeTec.
- b) **Integrity, Respect and Dignity** in everything we say and do. Treating everyone as we would like to be treated while being transparent and accountable will enable clients and stakeholders to value and trust us.
- c) **Alignment with our Purpose** as individuals and as an organisation enables us to create the **best possible outcomes** for our clients and stakeholders.
- d) **Professionalism, Quality and Efficiency** in everything we do ensures success, enhances our value and makes us more resilient when times are tough.
- e) **Collaboration** within LifeTec and with external stakeholders ensures that we can leverage the unique contributions of all.
- f) **Social Entrepreneurship** will ensure we practice a blend of sound business principles and commercialism with social cause and compassion
- g) **Contemporary Innovation and Leadership** ensure that LifeTec continually improves its value proposition to clients through new thinking and practice in assistive technology services.

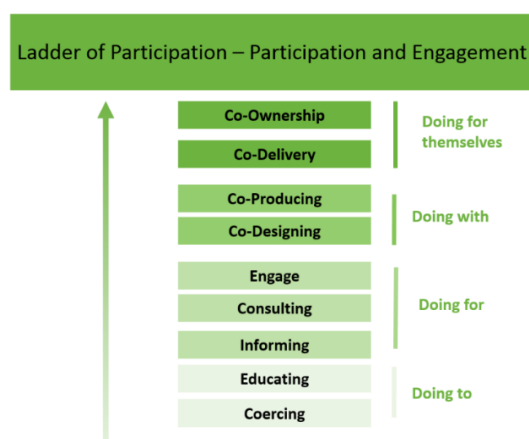
The Reference Committee provides a forum for consumers to contribute to LifeTec’s statement of purpose and aligns with its values in a number of ways. The Consumer Reference Committee will assist LifeTec to interpret and understand the collective lived experience of the AT journey and the implications for the design and development of LifeTec services.

Co-production

Co-production values the lived experience and has the capacity to energise and direct service development and community change. The Reference Committee provides an opportunity for consumers to work with LifeTec but requires a shift in how their participation is viewed and valued.

LifeTec’s process reflects our commitment to working toward a shared experience of participation and engagement that reflects co-ownership by participants.

Below is an image representing the stages of participation which depict increased participation through moving from a state of ‘doing to’, towards participants ‘doing for themselves’.



Carrie Hayter Consulting 2015 Adapted fromThinkpublic.com

Figure 1: Ladder of Participation

Using co-production, the Reference Committee will be a platform for external consumer stakeholders to join the conversation with LifeTec. It provides one of a number of platforms for engaging with consumers, working in conjunction with consumer engagement activities, marketing, social media, community development, service delivery and learning and development activities.

Reference Committee Plan - Terms of Reference

Purpose and Focus

The Reference Committee provides an opportunity for people with valuable lived experience, as people who have lived, worked and played with AT, to have an important role in promoting the successful use of AT for community, social and economic participation. The aim is to contribute to continuous improvement activities and resource development and inform the delivery and development of LifeTec’s services. The Reference Committee will also oversee Consumer Reference Group activities.

Consumer Reference Group

The Consumer Reference Group comprises people who nominate to be involved with one or more LifeTec consumer engagement activities. It is anticipated that members of the Consumer Reference Group will contribute a broad consumer voice to:

- building the community awareness – especially in various access points
- undertaking consumer engagement activities
- refining LifeTec’s understanding of the AT Journey and associated resources
- developing information, training and marketing materials to ensure accessibility and useability

- designing and developing resources such as digital stories etc.
- marketing and promotional events
- meetings and training within LifeTec by providing a consumer perspective
- social media conversations
- the design and development of a mentoring program and other consumer-based supports

Frequency of Reference Committee meetings and duration.

Meetings will be held bi-monthly and will run for a maximum of 2 hours.

Membership

Representation on the committee will be limited to a maximum of 13 people and membership will be reviewed every 2 years. Committee members will represent a cross section of AT users and invited from a variety of regions across Queensland. Membership will reflect LifeTec's consumer base, include a broad range of people considering age, gender, disabilities, culture, and location, ensuring representation across LifeTec's footprint. Family members (such as parents) and informal care partners who support people in the use of AT will also be included. Membership will also include people who have an active role in senior and disability communities and/or who have a broad understanding of the lived experience of using AT i.e. understand the perspectives and experiences of others.

Governance

Reference Committee meetings will be organised by a LifeTec staff member. The Chairperson will be a LifeTec staff member appointed by LifeTec and will responsible for the conduct of meetings, ensuring all voices and views are heard and that procedures are consistent with the Terms of Reference. All Reference Committee members will be provided with the agenda and accompanying documents one week prior to the meeting and receive the minutes within a week of the meeting.

An appointed LifeTec staff member, in consultation with LifeTec's governance and executive management, will identify issues and activities that require, or would benefit from, consumer engagement. The LifeTec staff member will then liaise directly with the person overseeing an identified issue or activity to determine what is required from the Reference Committee and how best to obtain their input. Once input has been obtained from the Reference Committee, the feedback will be reviewed by the responsible staff member and presented to executive management and/or other relevant forums as required. Feedback on actions undertaken by LifeTec as a result of Reference Committee input will then be provided to the Reference Committee at the next meeting.

Responsibilities of Members

The responsibilities of members of the LifeTec Reference Committee will be:

- To attend meetings of the Reference Committee on a regular basis
- To represent the interests and views of the people who use AT generally rather than individual interests
- To respect the views, ideas and beliefs of the other members
- To play an active role in the discussion and work of the LifeTec Reference Committee
- To work collaboratively to identify ideas, issues and ways to engage with the community
- Where appropriate, advocate to the community the progress being made in LifeTec

[SEE APPENDIX: CODE OF CONDUCT](#)

Remuneration

Reference Committee members will be remunerated for transport (up to 100 km @ \$0.66 per kilometre + GST where applicable) or dial in costs associated with attending the bi-monthly committee meeting. Gift

cards to the value of \$40 will be provided to committee members as an acknowledgement for attending each meeting.

Structure of the meeting

- Welcome to country. The early development of this Reference Committee and recognition of the pioneers of the community living movement will be recognised as part of opening the meeting.
- Restate the purpose of the meeting. Set the scene and context for Reference Committee members present. A visual or graphic representation of the group process may be used.
- Check in with members present.
- It may also be necessary to have closed meetings of the Reference Committee. This will be determined by Committee members.
- Overview and review the agenda items with Committee members.
- Review highlights from the previous meeting.
- Activity or tasks to be actioned, or address agenda items.
- Meeting closure and thank-you's. Provide summaries or highlights from the meeting. It is important to acknowledge everyone and to allow time to meet as individuals after each meeting.
- Feedback: short survey or feedback sheets may be provided at times. This ensures openness and feedback and ensures you are active in shaping quality improvement and in designing future Reference Committee meetings.

Appendix: Code of Conduct for members of the LifeTec Reference Committee

I agree to:

- Attend Reference Committee meetings and provide apologies in advance where attendance is not possible;
- Advise whether I will be attending in person or via tele link 24hrs before the meeting
- Act in an advisory capacity by disseminating authorised information within the community and provide insight and advice into matters raised by LifeTec;
- Seek at all times to obtain and represent the views of the broader community;
- Respect the ideas and beliefs of all members and provide an atmosphere where all members feel comfortable to participate;
- Contribute in a positive way to finding solutions to issues or concerns;
- At all times act in good faith, with honesty and integrity and apply the skills and expertise I possess with diligence and care;
- Notify the Chairperson of any potential conflict of interest that I identify with respect to my participation in the LifeTec Reference Committee;
- Allow LifeTec to promote my participation in the Reference Committee in order to facilitate community feedback and participation;
- Not disseminate confidential information that is discussed at the LifeTec Reference Committee meetings as advised by the Reference Committee chair; and
- Not make any media comment on behalf of the LifeTec Reference Committee in relation to the project unless approved by the Community Reference Committee Chairperson.

Signed: _____

Name: _____

Date: _____