

# Facing Forward Committee

## Conversations between Sylvanvale's Board and clients.

### Easy Read guide

Published January 2023



This guide tells you about the **Facing Forward Community Engagement committee meetings**.



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



**Facing Forward** 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 not 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**.

**BIG**  
**words**

**Bold** means the letters are thicker and darker.

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

## What is the aim of the Facing Forward Committee?

The Sylvanvale **Board** is a group of people who give advice and make decisions. The Board wants to make Sylvanvale's disability support services better for:



- clients
- families and carers



The **Board** want to speak with Sylvanvale clients, families and carers to hear what they want.



The Board also want to share new information about Sylvanvale's services.

## What are the Terms of Reference of the Facing Forward Committee?



The Facing Forward committee's **terms of reference** explain what to include and think about in the meetings.

The **terms of reference** focus on the things that the board wants to do during the meetings, like:



- share information with clients about sylvanvale's future plans.



- answer questions about Sylvanvale's disability support services.



- share information about **NDIS**.

**NDIS** is the National Disability Insurance Scheme



- hear from clients about what is good at Sylvanvale.



- hear from clients about what is not good at Sylvanvale.



## How many people go to the meetings?



- Up to 9 clients from different Sylvanvale services and places.



- At least 2 **Board** members.



**Leanne**

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



**Tammy**

- The manager of the **Quality and Practice** team.

Families and carers do not attend this meeting.

They go to a different meeting.

## What do clients do at the Facing Forward Committee meeting?



- talk about general issues that are important to Sylvanvale clients.



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



- listen to others.



The meetings do not focus on:



- individual client's experiences and issues.



- Staffing issues.

## What do Board members do at the Facing Forward Committee meeting?



- listen to what clients say.



- answer questions.



- ask questions.

## What does the Chief Executive Officer do at the Facing Forward Committee meeting?



**Leanne**

Leanne Fretten is  
Sylvanvale's CEO.

A CEO is the top person  
in a company.



- Leanne guides the meeting.



- Leanne keeps the meeting on time.

## What does the manager of the Quality and Practice team do at the Facing Forward Committee meeting?



**Tammy**

- They write notes about what is said at the meeting.



The notes are called **minutes**.



- They send the minutes to all Facing Forward Committee members, by email or mail.



Quality and Practice are a team at Sylvanvale who work out how to make supports and services better for clients.

## To-do list before the meeting:



- read the **agenda** and any information that is sent to you before the meeting.



- ask for help to read anything that you do not understand.



- discuss the **agenda** and information with a family member or support person if there is anything you do not understand.

## To-do list after the meeting:



- Read the **minutes**.



- ask for help to read anything that you do not understand.



- discuss the **minutes** with a family member or support person if there is anything you do not understand.



**Leanne**

- Tell the CEO's office if there is anything that is wrongly written down in the **minutes**.

## How long can I be a member of the Facing Forward Committee?



You can be a member for 2 years.



After 2 years you can apply to be a member again.



The Board decides who can join again.



**Leanne**

If you want to stop being a member, call the CEO's office on

1300 244 577



## Where are the meetings?



Sometimes at Head Office in Kirrawee.



Sometimes at other Sylvanvale places.



You can join in online using **Teams**.



**Teams** is a computer program that lets you go to a meeting online.

## How many meetings?

2 meetings every year.

## When are the meetings in 2023?



Friday 28 April 2023

Friday 27 September 2023

## Who can I speak to for more information about the Facing Forward Committee?



**Leanne**

Call one of these numbers:

- Office of the CEO,  
1300 244 577



**Deirdre**

- Quality and Practice Executive,  
Deirdre Young,  
8536 0120