

Terms of Reference

headspace Bondi Junction, Miranda & Hurstville Family Reference Group

15th November 2023

1.1 Background

Family and youth participation in service delivery is recognised internationally as fundamental to ensuring an effective and responsive service system and essential component of quality assurance in mental health care. As a national network, headspace has a commitment to ensuring the voice of family is heard across all levels of the service.

1.2 Accountability

The Family Reference Group is supported by the community engagement team; consisting of the community engagement staff from Bondi Junction, Miranda & Hurstville.

The community engagement members works in close partnership with each other to ensure consistency and collaboration across the headspace Bondi Junction, Miranda and Hurstville (BMH) Participation Streams, inclusive of the Family Reference Group.

All Reference Group members are required to abide by all relevant headspace policies, as provided in their induction.

1.3 Membership

1.3.1 Membership

- a. Members will receive an induction including role definition, safe storytelling, media awareness and mental health literacy.
- b. The reference group meetings will be chaired by either; a community engagement team member, a nominated reference group member or another relevant stakeholder.
- c. Membership includes up to two Family members from each of the three headspace centres who represent the contemporary interests and views of family of young people who are currently or previously have been connected to a headspace centre or have experience with mental health services.
- d. There is a commitment to diversity in membership, including Aboriginal and Torres Strait Islander peoples, migrant and refugee communities and LGBTIQ+ community alongside different supporting roles such as parent, sibling, partner, guardian, Elder, kin.
- e. Members commit to attending meetings, communicating regularly between meetings, and submitting feedback in a timely manner.
- f. The Family Reference Group will vary as participants lifestyles change. Recruitment will be continual to try and maintain a size of six diverse members.

1.3.2 Other Attendees

- a. The following staff will not be members, but may attend reference group meetings when appropriate:

- i. Community Engagement Staff
 - ii. Centre staff
 - iii. Consortium members
- b. From time to time the Family Reference Group may consult specific expertise to assist or advise at meetings or on specific projects.
- c. The Reference Group may extend an invitation to another person to attend all or part of any meeting when considered appropriate.
- d. Staff from headspace BMH seeking input from Family are encouraged request meeting attendance to discuss the project or plans they are working with/on, in accordance with the headspace Participation Framework.

1.3.3 Appointment and Term

Members will be appointed by the community engagement team following a recruitment process and will serve an ongoing term.

- a. Recruitment will be continual to try and maintain a size of six diverse members.
- b. The recruitment process includes
 - i. A written application
 - ii. An interview
- c. The interview panel will consist of
 - i. One or more community engagement team member
 - ii. One current Reference Group Member
- d. At the end of the calendar year, membership will be reviewed and members can be offered the opportunity to stay on for another year.

1.3.4 Function

The primary function of the Family Reference Group is to advocate for the role, contribution and needs of family across all headspace Bondi Junction, Miranda & Hurstville programs and services. This advocacy will work towards enabling families across Australia to support young people to live rich, full and meaningful lives

This will involve,

- a. Having input into headspace strategies and campaigns that are particular to and support family, and to represent these issues in the media where appropriate
- b. Providing feedback on resources e.g., fact sheets, website, frameworks and having a pivotal role in anything related specifically to Family
- c. Advocating both locally and nationally for improved services to address needs of families.
- d. Recognising that lived experience and participation is an essential component of quality improvement.
- e. Members may have the opportunity to lead specific projects, with support from headspace BMH

- f. Members will be encouraged and supported to develop their own projects where they see a need. Interested members will be required to submit a project proposal; feasibility will be assessed by a panel of headspace BMH employees.
- g. Involvement in other projects and working groups, across many divisions and their teams to continue and ensure visibility and advocacy in all aspects of headspace BMH.
- h. In performing its functions, the headspace BMH Reference Group does not have the right of approval or veto over management's operational responsibility in working with family, friends, and young people.

1.4 Meetings

1.4.1 Frequency

- a. The Family Reference Group will meet at minimum, four times a year, at a time determined by the group
- b. Regular meeting length is anticipated to be 1.5 hours.

1.4.2 Support and Minutes

The community engagement team (or staff member) will:-

- a. Develop agendas for and arrange meetings;
- b. Distribute agendas and supporting papers to members of the Reference Group at least seven days before the relevant meeting;
- c. Keep and distribute minutes of each meeting
- d. Offer emotional support as required.
- e. Coordinate participation opportunities.

1.4.3 Consortium Meeting Attendance

Consortium meetings occur once twice quarterly, one for Bondi Junction and one for Hurstville & Miranda. Family Reference Group expectation are to:

- a. Delegate a member to attend consortium meetings
- b. The member will discuss the current work that the Family Reference Group are involved in.
- c. Feedback to the group any news from consortium.

1.4.4 Broader Psychoeducation Sessions

The psychoeducation sessions are opportunities the Family & Friends group to examine what training or education opportunities parents and friends would like to explore for the year. This involves:

- a. Coming to a collective decision on topics to explore for the year.
- b. Assisting with the running of the groups if required.

1.5 Reporting

1.5.1 Annual Report

The annual report of headspace BMH will include:

- a. The names of the members of the Family Reference Group;
- b. A summary of key projects and achievements.