Customer Advisory Panel Charter

Guide Dogs NSW/ACT ABN 52 000 399 744 (**Company**)

# Purpose

The Customer Advisory Panel will bring client perspectives to the planning and quality improvement work of the organisation. In particular, the group’s purpose is to ensure Guide Dogs responds to the local needs of community; builds strong connection with local community; and enables meaningful client input into strategic and operational plans. They will also play a key role in the review and change of existing service and provide advice on the approach to co-design with clients with new services.

# Panel Composition

The Panel must consist of:

* only one Guide Dogs Senior Manager;
* 10 Clients;
* a client as Chair; and
* one member of the Board.

All Guide Dogs Managers have a standing invitation to attend Panel meetings and have access to Panel papers, subject to conflicts. Othernon‑Panel members, including staff, may attend all or part of a meeting of the Panel at the invitation of the Panel Chair.

The Panel Chair may request the attendance of any staff member of the Company at any part of any meeting. The Chief Executive Officer will be an ex-officio member of the Panel.

# Role and responsibilities

The responsibilities of the Panel are as follows:

1. To act as an ambassador for Guide Dogs and represent the organisation where appropriate.
2. To provide advice to the Board and the Executive on its strategy and operations based on their expertise and experience to provide input into program and organisational work for meaningful client outcomes and to assist with driving a client centred and co design approach to the development and delivery of all client programs.
3. To provide independent advice to the Board and Executive on governance issues based on member’s own insights and experiences.
4. Where requested seek our broader views of clients and customers
5. Provide feedback on what’s occurring and best practice across the Vision Loss and Blindness sector

# Review of Charter

The Panel, Executive and Board will, at least once in each year, review the membership and Charter of the Panel to determine its adequacy for current circumstances and the Panel may make recommendations to the Board in relation to the Panel’s membership, responsibilities, functions or otherwise.

# Administrative matters and procedures

## Meetings

The Panel will meet for a total of 10 meetings per year. A meeting does not need to be physical and can take place by telephone or such other means as the Panel determines. Members are invited to discuss their support needs (braille, audio, large print, mobility and transport) with the Chair and Customer Service Manager.

This is a voluntary position, however, reimbursement of expenses will be paid to Panel members in accordance with GDN Business Expense Policy and Procedure.

## Quorum

At least 50% of members must be present at a meeting for important decisions to be made. Decisions will be made on a 2/3 majority vote from attending members.

## Secretary

The Company Secretary, or his or her delegate, must attend all Panel meetings as minute secretary.

## Convening and notice of meeting

The Panel Chair will call a meeting of the Panel, if so requested by any Panel member or by the CEO. The Chair will draw up an agenda in collaboration with Guide Dogs to send with minutes and any relevant documents at least 5 business days prior to the meeting. Regular attendance at the meetings is encouraged. If a member is unable to attend a meeting they should notify the Chair.

## Minutes

Minutes of meetings of the Panel must be kept by the Company Secretary. All minutes of the Panel must be entered into a minute book maintained for that purpose and be available for inspection by any Executive, Director, Manager or Member. Minutes and recommendations after each meeting will be made available to the Board and Executive after each meeting.

## Reporting

The Panel Chair (or their nominee) will provide a report to the Board as to any material matters arising out of Panel meetings at the subsequent scheduled Board meeting. All directors may, within the Board meeting, request information of members of the Panel.

A copy of the minutes of the Panel will also be provided to the Board with the Board papers.

The Panel will also consider if any material matters arising out of the Panel meeting should be advised to any other Panel and, if so, ensure that this occurs.

## Tenure

Members will be appointed for a minimum term of a 24 month period. Members will have the opportunity to nominate for renewal on a biennial basis.

A member can resign from the Customer Advisory Panel at any time by notifying the Chair and Customer Service Manager. Members who are unable to attend multiple or consecutive meeting for any reason should notify and send apologies to the Chair and Customer Service Manager.