



## **Service Advisory Register Terms of Reference**

### **1. Background**

Epilepsy Action Australia's Consumer Consultation Framework incorporates processes to collaborate with consumers to gain an accurate understanding of the needs and issues of people with epilepsy. This input is critical to the service development process and enables Epilepsy Action Australia (EAA) to 'design and deliver innovative and quality products and services that meet or exceed changing client and community expectations'.

EAA's many services are aimed at empowering people with epilepsy to optimise their life outcomes. The development of the Service Advisory Register is an extension of this philosophy and values the input and active participation of consumers.

The Service Advisory Register provides the means to ensure that decisions about EAA services are informed by the people accessing services. For clients/primary carers it provides the opportunity to express views and provide real input into the decisions that affect them.

### **2. Purpose of the Service Advisory Register**

The Service Advisory Register will:

- Reflect the diverse range of clients with epilepsy;
- Provide feedback on the quality and appropriateness of current epilepsy service offerings and provide direct input into the future planning of EAA services;
- Inform EAA of current issues impacting the lives of people with epilepsy and their families.

### **3. Scope**

The scope of the register and its members is limited to the discussion and provision of broad based comment and suggestion related to particular aspect of EAA's service provision and service development. Issues related to individual service recipients is considered to be confidential and generally outside the scope of the Services Advisory Register, unless specific examples are used to demonstrate broader service feedback. Further, it is not the role of members of the Service Advisory Register to govern or manage any aspect of the organisation or service delivery. Members of the register may offer comment, suggestions, direct feedback, and make recommendations in relation to EAA's products and services.



#### **4. Membership and time commitment**

By joining the Service Advisory Register you will be called upon on to provide comment and input on specific reviews or projects as the need is identified. In the main, this feedback will be sought electronically however, from time to time, there may be a need to convene a workshop or hold a webinar.

#### **5. Role and Requirements of Registrants**

- Members of the register will respect the rights of others to express an opinion and make comment on the issues at hand.
- Members of the register will adhere to the highest standards of confidentiality in regard to both individual and organisational information.

A registrant's inclusion on the register will continue until such time as a registrant advises EAA they no longer wish to be included or EAA removes a registrant due to non-compliance with the above requirements or lack of participation/response over an extended period of time.