



Insight PBS Advisory Panel Terms of Reference

Date adopted	10 April 2025
Adopted by	Marketing & Engagement
Review Date	December 2026
Responsible Officer	Marketing & Engagement Manager

Introduction

The Disability Royal Commission has highlighted the abuse committed against members of the disability community and identified significant gaps in current services and industry changes. One of the key messages from the Commission is "Nothing about us without us," underscoring the importance of including those directly affected in decisions that impact their lives.

To align with this, Insight PBS is establishing an Advisory Panel composed of key stakeholders including clients (people with disabilities), their carers, and support workers. This panel will provide non-binding recommendations to enhance service delivery, inform specific projects, and ensure lived experiences shape organisational strategies.

Mission & Objectives

This advisory panel aims to provide guidance, insights, and lived experience perspectives to improve Insight PBS's services and projects.

Key objectives include:

1. **Establishing an advisory panel to input on company processes.**
2. **Ensuring services remain accessible, high-quality, and person-centred.**


Membership

To ensure diverse representation, **the panel will include at least one member from each of the following groups:**

- NDIS Participants
- Paid Support Workers
- Carers/Family Members
- Service Provider Managers
- Support Coordinators and/or Community Visitors

Additional Requirements:

- At least one representative per service state (VIC, NSW, SA, WA).
- Up to two members per category, with a maximum of **ten members in total**.
- **Priority is given to current Insight PBS clients**



Position/Panel Member Type	No. of Positions	Type of Appointment	Term
Chair	1	Ex-officio	Ongoing
Community Representative <i>NDIS Participants</i>	2	Appointed	Annually
Community Representative <i>Paid Support Workers</i>	2	Appointed	Annually
Community Representative <i>Carers/Family Members of a Person with Disability</i>	2	Appointed	Annually
Community Representative <i>NDIS Service Provider Managers</i>	2	Appointed	Annually
Community Representative <i>Support Coordinators and/or Community Visitors</i>	2	Appointed	Annually

Method of Appointment

The process for appointing community representatives will be as follows:

1. Insight PBS will publicly advertise opportunities for community representatives to apply, requiring them to demonstrate how they meet the key selection criteria.
2. When appropriate, Insight PBS may invite representatives from specific organisations to join the Panel, ensuring subject matter expertise.
3. Consideration for membership is given to individuals with relevant experience and/or interests.
4. Ensure that Panel representatives are selected to reflect the geographic and demographic nature of the Panel.

Once applications are received and the closing date has passed, candidates will be assessed against the selection criteria and the need for a diverse and balanced membership. Insight PBS will make appointments based on the advice given by a panel of council staff with expertise in the particular subject matter.

Membership is granted to individuals in their personal capacity rather than as representatives of any group or organisation unless specifically recruited for that purpose.



Term of Appointment

1. The appointment aligns with each Financial Year, concluding in June 30th.
2. The current term will run from July 1st 2025 to June 30th 2026
3. Panel members may reapply for one additional consecutive term.
4. No member can serve more than a total of two consecutive terms.
5. A Panel member may resign at any time by providing written notice to the Chair, Mayor or the Chief Executive Officer (CEO).
6. Insight PBS may terminate a Panel member's appointment, declare the position vacant and seek a replacement if the member breaches these Terms of Reference.
7. If the number of Panel members falls below the required minimum to meet a quorum due to resignation, Council will appoint a replacement for the remainder of the term.
8. Insight PBS may consider previous nominations from the same nomination period when filling a vacancy or re-advertise the position.

Chair

1. The chair of this Advisory Panel is our Relationship Manager, Katryna Rixon
2. If the chair cannot attend a meeting, the meeting time and date will be changed.
3. The chair will lead meetings
4. The Chair has the responsibility to maintain order by addressing any disruptive or unruly individual during a meeting.
5. The Chair fosters a collaborative approach to discussions held throughout the meeting.

Attendance and Quorum

1. Members who are unable to attend a meeting should submit their apologies to the Panel Chair.
2. If a member anticipates being absent for three or more consecutive meetings and wishes to retain their membership, they should request a leave of absence. If a member misses three or more consecutive meetings without applying for a leave of absence, the member will be withdrawn from the Panel.
3. Leave of absence requests must be submitted to the Panel Chair and will be presented to the Panel for a decision.
4. The Panel shall not unreasonably deny a leave of absence request.
5. For a meeting to go ahead, at least five (5) members need to be in attendance. If enough notice is given for non-attendance, the meeting may be rescheduled. It may also be cancelled if less than five (5) members show up on the given day or not enough notice is given.

Proxies

If a member cannot attend a certain meeting, they are permitted to send a proxy in their absence. To be eligible, the proxy must be from the same representative state and group. *ie: a support coordinator from WA can send a proxy, given they send another Support Coordinator from WA.* Proxies are not eligible for remuneration, and the sitting panel member will not receive remuneration for sending a proxy.



Meeting Guidelines

1. Meetings will be held quarterly.
2. Meetings will be limited to a duration of two (2) hours.
3. Meetings will be conducted online via Microsoft Teams.
4. The panel will operate in an advisory capacity to Insight PBS. While Insight PBS values the Panel's contributions and input, it is not a decision-making body.
5. The Panel does not have the authority to direct Insight PBS staff members in their duties.
6. Panel members shall not publicly comment on behalf of the group or advocate for the interests of individual organisations.
7. The chair will provide the necessary support for the Panel's effective functioning, including maintaining member contact details and preparing and distributing agendas, minutes, and pre-meeting materials.

Confidentiality and Privacy

Any information discussed, received, used, or created by the Panel should be treated as confidential. Panel members must not disclose any information they know or should reasonably know is confidential.

Members are also prohibited from disclosing, recording, retaining, or reproducing confidential information in any form.

As all meetings will be conducted online, the Chair must seek confirmation from online attendees that they are joining from a confidential space where no one other than them can see or hear the proceedings of the meeting.

In cases where confidential information is recorded in the minutes and necessary to provide context for a specific component of the minutes must be redacted before distribution or publication to ensure privacy and compliance with confidentiality requirements.

Recommendations

Role of Recommendations

Recommendations serve as non-binding guidance for Insight PBS leadership and may:

- Identify areas for service improvement.
- Contribute to strategic planning and innovation.
- Contribute to the implementation of best practices.

Handling Recommendations

- a. Documented in the meeting minutes.
- b. Reviewed by leadership team for feasibility and alignment with goals.
- c. Implemented based on priority and impact.
- d. Feedback is provided to panel members to ensure transparency.



Evaluation and Review

Success Metrics:

- 75% attendance rate among panel members.
- Implementation of at least one major recommendation.
- Stakeholder Feedback: surveys to assess effectiveness.

Annual Review

The Advisory Panel will undergo a formal review at the end of its first year (June 2026) to assess:

- The panel's impact on service improvements
- Effectiveness of recommendations implemented.

Remuneration

Each panel member will receive a remuneration of \$100AUD per meeting, paid after each meeting. Panel members need to attend the full meeting to be eligible for the remuneration. Absent members or proxy members will not receive the remuneration.

Conclusion

The Insight PBS Advisory Panel will play a foundational role in shaping service improvements through inclusive, transparent, and structured engagement. The Terms of Reference establishes a clear framework for participation, governance, and impact measurement to ensure meaningful contributions that drive positive change.