

Client Advisory Group

Terms of Reference 2017

Purpose of the Group:

For clients to share their opinions, personal perspectives and ideas regarding service delivery with the Social Services Division.

Objectives

Through regularly scheduled meetings the working group will:

- Bring knowledge from lived-experience to the Social Services Division to represent the needs of our clients.
- Listen and Respond to ideas presented by providing opinions, knowledge derived from personal experience, and ideas to enhance projects.

Guiding Principles

The following principles will guide our work:

- Recognize that our clients are the experts in providing personal knowledge on the effects of living in poverty
- Our clients bring a variety of life experiences and resources to the working group that can help the Division respect and fully leverage these strengths as we design and deliver our client-focused services.
- Everyone has an equal voice at the table
- Support and encourage each other
- This will be a safe space for all members

Membership

The working group is coordinated by the Bridges out of Poverty working group to meet with past or current social assistance recipients residing in the City and County of Peterborough

Working Group Size

Diverse client representation with a maximum number of members 25-30 active members.

Term of Membership

- Two years, renewable. Membership will be reviewed annually in September for those interested in continuing.
- When a member wishes to discontinue serving as a member, they will notify the chair.

Decision Making

Proposed projects will be presented to the group by division staff. Ideas and opinions will be shared by the group based on personal experience. Each member will have the chance to provide feedback and the group will come to consensus regarding a final recommendation.

Meetings

Bi-monthly meetings will be scheduled. It is the expectation that group members will attend all meetings. Members who miss 2 consecutive meetings will be contacted by the chair to confirm their interest and availability.

Agendas/Minutes

- The Chairperson will complete the agenda and send to all members