

Customer Committee - Terms of Reference (Specific)

Board Charter Appendix 20

Customer Committee – Specific Terms of Reference*

**to be read in conjunction with the Board Committee “General Terms of Reference” located in the Board Charter – “Board Committee Operations” (AQuA 2022).*

Purpose

The role of the Customer Committee is to assist the Board review and monitor the delivery of Activ’s Customer Strategy, customer and stakeholder consultation frameworks, policy and processes, relevant to the provision of supports and protection of customer rights.

Responsibilities

1. Oversight of the coordination of Activ’s Customer strategy by the CEO and Executive Team to meet the expectations of our customers with a focus on customer centricity – a forward facing view of contemporary and sustainable customer products and service offering and delivery;
2. Monitors the impact that policies and strategic direction implemented by Management has on customers, supported employees and families;
3. Monitors and reviews the performance of the CEO and Executive Team in meeting the expectations of customers and their families with respect to service requirements; including safe, fair, equitable and transparent access and opportunities for people with disability to have an input into the development of customer strategies and products;
4. Reviews and monitors the performance of the CEO and Executive Team in managing feedback from customers, supported employees and families regarding existing service levels and ongoing service requirements ensuring that service is customer centric, and the focus remains on providing a better life for people living with disability;
5. Reviews performance and recommendations by the CEO and Executive Team in regard to preventative measures in place to protect the rights and dignity of customers, supported employees and families as well as to protect them from discrimination, violence, exploitation, abuse, harm or neglect;
6. Monitors and reviews the performance of the CEO and Executive Team in managing significant service issues as reported by customers, supported employees and families including reviewing management reports in regard to customer complaints, emerging trends and strategies to mitigate negative customer satisfaction outcomes;
7. Consider, and if appropriate, suggest changes in services and delivery following legislative and disability sector changes;
8. Providing input and feedback into strategic direction and policies recommended by the CEO ensuring that the focus is aligned to Activ’s purpose;

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9. Review and evaluate the performance of the CEO and Executive Team in regard to continuous improvement and management reporting (including key performance indicators) for customers:
 - a) service and performance levels
 - b) experience/satisfaction levels
 - c) complaints handling (internal and external)

10. Review and challenge proposals as presented by the CEO and Executive Team for:
 - a) enhanced customer engagement;
 - b) new product development and service propositions; and
 - c) customer innovationswhich will deliver future growth opportunities.

11. Receive updates on key industry and regulatory developments that impact customer outcomes; and

12. Reports to and provides recommendations to the Board as relevant.