



RSL Victoria: Veteran Services Directorate

Veteran Reference Group

TERMS OF REFERENCE

Introduction and Purpose

The Veteran Services Directorate *Resilient Veteran Strategy 2021-2026* focusses on the delivery of **veteran-centred** and **evidence-informed** veteran services.

There is good evidence that consumer engagement and client-centred care contributes to wellbeing outcomes. In recognition of this, a Veteran Reference Group (VRG) is convened to guide the activities of the Veteran Services Directorate for the lifetime of the Strategy.

Without the participation of current and potential service-users in policy development and service provision, there is a risk that unique understandings of what constitutes effective service delivery are missed.

Role and Responsibilities

The role of the VRG is to represent the broad views of potential veteran consumers of our services to:

- inform the development and review of our Strategy; and
- identify issues of importance to the veteran community we serve.

The responsibilities of the VRG are to:

- Provide advice to support effective implementation of our Strategy.
- Provide strategic advice on the integration of veteran-centred care into everything we do.
- Integrate the veteran voice and priorities into our Strategy and Advocacy activities.

The VRG will operate in accordance with:

- These Terms of Reference
- VRG Position Descriptions
- RSL Victoria's values
- The Veteran Services Directorate *Code of Conduct*

Extent of Authority

The VRG is an advice and recommendation body only and does not have approval to convene without prior approval, approve the expenditure of monies or direct resources, enter into contractual relationships, or represent in any way that the VRG is an independent body.

Membership

The VRG will aim to comprise between eight and fourteen members, and will seek to have balanced representation across the veteran community. This might include representation from:



- Contemporary veteran cohort (post-1990 discharge)
- Older veteran cohort (aged 65+)
- All three ADF Branches
- Those who have served for different periods of time (<1 year, >5 years)
- Aboriginal and Torres Strait Islander veterans
- Female and male veterans
- Family members of veterans
- Community members who have close contact with veterans
- Culturally and Linguistically Diverse veterans
- Veterans who live in regional and remote Victoria
- Veterans with physical and/or mental injuries due to service

Selection of Members

Members can be nominated by any person and nominations are to be forwarded to the Chief of Veteran Services, RSL Victoria. The Chief of Veteran Services will select the panel considering the guidance for membership contained in these Terms of Reference.

From time to time, it may be necessary to advertise publicly for new members of the VRG.

Chairperson

The Chairperson will endeavour to:

- Plan meetings in conjunction with the Chief of Veteran Services.
- Ensure that the VRG functions properly and support full and equitable participation by members at meetings.
- Ensure agenda items are dealt with in an orderly, efficient manner.
- Ensure work undertaken by the Reference Group is progressed satisfactorily.
- Bring impartiality and objectivity to meetings and decision-making.
- Review/endorse Reference Group meeting minutes prior to distribution.

Facilitator

Veteran Services Directorate will provide a staff member to act as Facilitator for each session. The Facilitator will endeavour to:

- Communicate an understanding of the purpose of the VRG.
- Distribute the Agenda prior to each meeting.
- Ensure the meeting runs according to timings and schedule.
- Brief the members on any new VSD initiatives or services since the last meeting.
- Introduce any external presenters and their purpose.

Duration, Frequency, Location, and Payment

Reference Group members will:



- Be appointed for a fixed term of one year.
- Be eligible to nominate for additional fixed term appointments.
- Be invited to attend at least three meetings per year, with attendance online or in person.
- Be required to commit to attend at least two workshops per year.
- Not be financially rewarded for their work. This is a pro bono position.
- Not be financially disadvantaged by participation. Reimbursement of reasonable out-of-pocket expenses including travel costs will be paid.
- Be able to have any grievances dealt with in line with the RSL Victoria *Client Feedback and Complaints Policy*.
- Be treated with respect as a Volunteer of RSL Victoria with all the Rights and Responsibilities of a volunteer in our organisation.

Meeting Agenda

The Chief of Veteran Services will develop the meeting Agenda in consultation with staff and the Facilitator. A sample meeting Agenda would be:

- Review of Resilient Veteran Strategy and progress on each strategy and objective.
- Review feedback from clients on RSL Victoria Veteran Services.
- Additional topical issues which the Reference Group members would like to raise.

Reporting

The VRG will report to the Chief of Veteran Services, RSL Victoria.

The VRG will provide a written report to the CVS for forwarding to the RSL Victoria State Executive following each meeting of the VRG.

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