**ST MARY’S HOUSE OF WELCOME**

**Consumer Consulting Group (CCG) Charter**

**OBJECTIVE**

SMHOW is committed to ensuring our consumers are at the forefront of what we do.

The role of Consumer Consulting Group (CCG) is to provide consumer perspective and further guide program planning.

The CCC will;

* Meet quarterly with SMHOW Executive and Homelessness Program Managers (job share)
* Promote the rights of everyone
* Hear the voice consumer perspectives, how consumers may think and feel about certain issues
* Report back to consumers, sharing information to better understand the way SMHOW support service users
* Build trust, support positive healthy relationships.
* Support participation and engagement in feedback including annual engagement survey, feedback forms via suggestion box, forum's
* The CCG supports a diverse representation to capture a broad range of consumer views

The CCG will support and enhance participation, act with impact and influence, and facilitate opportunities to build capacity and improve engagement. This includes our principles to.

**Empower:**

Recognise and value consumers, ensuring their voices are essential to service development and delivery. The values of our organisation drive our exchange.

**Actively listen and respond:**

Committed to seeking out, listening to and acting upon our consumer. Acknowledging the importance of lived and personal insight, making our consumers' perspective valuable.

**Enhance service quality:**

Continuous improvement, utilise client feedback to improve and adopt our services, ensuring we are current and relevant.

Our consumer voice is powerful and fundamental to ensuring our services are delivering to mission.

Where ideas or suggestions do not align to mission or quality standards, this will be fed back to management for action.

The CCG is the voice of/for consumers, everyone has a right to be heard and a right to participate.

**LOCATION**

On-site at St Mary’s House of Welcome, Courtyard.

**TEAM MEMBERS**

Executive Team - Robina Bradley, CEO, Kristine Robertson, Executive Manager Fundraising & Communications, Christine Arthur, Executive Manager Finance & Corporate Services.

Homelessness Program Managers – Mark Donchi and Jodie Douglas

Consumer Group – All service users are invited

**CHAIR** – The Executive Leadership’s Team will rotate facilitating the meeting

**MEETING MINUTES** – Will be located on the notice board on ground floor and level 1

**TIMELINE**

Consumer Consulting Group will meet quarterly on the second Thursday of the month, with time to be confirmed.

Meeting Dates 2024:

* 11th April 2024
* 11th July 2024
* 10th October 2024

**FEEDBACK/ CONSUMER VOICE**

Consumer Consulting Group representative are responsible for providing feedback via the CCG to the Executive team members. An effective process provides the opportunity for CCG to let SMHOW know when things are not working for them and is an opportunity for the organisation to gather information on where systems or processes need to be reviewed.

The CCG will focus on hearing the suggestions/ issues affecting all service users. Individual issues will be supported by your community support worker.