



# WCS SERVICE USER ADVISORY COMMITTEE (SUAC)

JANUARY 2023

## COMMUNIQUE

### BACKGROUND

WCS established a Service User Working Group (SUE WG) in August 2020. In November 2021 a part-time Service User Project Officer was employed to support the work of the SUE WG and to improve the involvement of service users and support persons in the design, delivery and evaluation of WCS programs and services.

Following extensive consultation with staff, service users, support persons and the broader Canberra community, WCS publicly launched a WCS Statement of Commitment to Service User Engagement in April 2022.

A WCS Service User Engagement Strategy, including an Action Plan, was drafted and the Service User Advisory Committee (SUAC) was established in August 2022. The SUAC draws from Members' lived expertise to provide advice, feedback and ideas to all governance and communication related areas of WCS.

### SUAC ESTABLISHMENT

The Service User Advisory Committee (SUAC) is currently comprised of members who come from across WCS service areas including Mental Health, Children's Services, Aged Care and NDIS.

Committee meetings are chaired by the CEO, supported by the SUE Engagement Officer and the Chair of the Service User Engagement Working Group (SUEWG).

The Committee meets bi-monthly and initial meetings have focused primarily on the Committee's role and service presentations.

## COMMUNIQUE

### KEY ISSUES DISCUSSED BY SUAC:

#### AUGUST 2022:

- SUAC formed based on Expression of Interests received from current and former service users and support persons.
- SUAC Terms of Reference reviewed.
- Overview of WCS provided to SUAC Members by CEO.
- Group Agreement negotiated.

#### OCTOBER 2022:

- Strategies for better engaging with carers, collecting data on carer representation and applying the Carers Recognition Act at WCS.
- SUAC Terms of Reference finalised.
- Commenced development of Annual SUAC Work Plan.
- Presentation to SUAC on WCS Childrens Services.

#### DECEMBER 2022:

- Improving publication and communication quality of WCS documents and correspondence.
- Professional development opportunities for SUAC Members.
- Development of ongoing, formal service user engagement mechanisms in service areas.
- Presentation on WCS Child, Youth and Family Services.
- Presentation on WCS Housing and Homelessness Services.