

KARRALIKA PROGRAMS CONSUMER ADVISORY BODY

POSITION DESCRIPTION

Position Title	Karralika Programs Consumer Advisory Body Member
Location	ACT
Classification	Volunteer
Remuneration	Honorarium - Members will receive an honorary reward/payment for time attended.
Term and time commitment	12 month to 2 year term Bi monthly meetings (3 hours) up to 5 per year plus other activities as agreed
Responsible to	Consumer Advisory Body Members and Chair, Karralika Programs Chief Executive Officer and Chairman

Organisational Context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978. Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is to support adults and families to address their alcohol and drug dependence and lead productive lives, contributing to their communities.

Our approach to recovery is multidimensional, supporting clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life; community and belonging; and positive identity and pride.

Our goals are to: provide quality alcohol and drug treatment programs to adults and families and to support their reintegration into the community after treatment using a strengths-based approach to treatment; promote health and wellbeing of individuals including children and families; be a leader in the provision of support services and partner with other services; and, be an employer of choice in the alcohol and other drug sector.



We value: Leadership; Professionalism; Collaboration; Trust and Integrity; Quality and Innovation; Respect for all; Sustainability and Accountability.

The Consumer Advisory Body overview

In recognition of the evidence supporting the enormous value that partnerships with consumers provides to the overall quality of and outcomes from treatment provided, Karralika Programs are committed to improving consumer engagement strategies and activities. As a result, Karralika Programs have established a Consumer Advisory Body to provide advice to the organisation about opportunities for continuous quality improvement to enhance our services and better meet the needs of the community.

The Body is made up of past consumers and carers with qualities, experience and knowledge in areas representative of the needs of individuals, families and communities facing issues with alcohol and other drugs. The Body has a Chairperson appointed by the Chief Executive Officer. At a minimum, the Body will meet bimonthly for between 2-3 hours per meeting.

Karralika Programs is actively seeking broad and diverse representation on the Consumer Advisory Body. We encourage applications by people from a range of backgrounds and cultures such as:

- Aboriginal and Torres Strait Islander people;
- LGBTIQ community;
- Culturally and linguistically diverse; and
- Those who have experienced adverse circumstances such as homelessness, domestic family violence, mental health issues, incarceration or involvement with the Justice system.

Responsibilities and qualities

As a Member, you will work within the Consumer Advisory Body to provide feedback and advice to the Chief Executive Officer and the Karralika Programs Board as required, in accordance with the Terms of Reference.

You will:

- **Have lived experience (or are a family member of someone with lived experience) who has previously participated in a treatment program with Karralika Programs;**
- Be stable in your recovery, working and maintaining a personal program;
- Understand and have a genuine commitment to furthering the vision and purpose of the organisation
- Agree to demonstrate and actively promote the values of the organisation;
- Be able to attend meetings on a bi-monthly basis, in addition to quarterly forums;
- Comply with Karralika Programs' Code of Conduct and Ethics;
- Have the ability to communicate effectively with others in order to achieve desired outcomes;
- Be willing to learn about organisational and procedural functions of Karralika Programs;
- Enthusiastically and actively participate in discussions to contribute to the functionality the Body and the continuous quality improvement of the organisation's programs;
- Get to know and support other members and build positive working relationship that will help create sound advice and recommendations for quality improvement; and
- Be able to liaise with a variety of consumers, staff and stakeholders.

Training and support

Each Consumer Advisory Body Member will receive an induction/orientation to Karralika Programs upon their appointment and other training may be facilitated throughout the term of appointment.