

Diabetes SA Community Advisory Council

Terms of Reference

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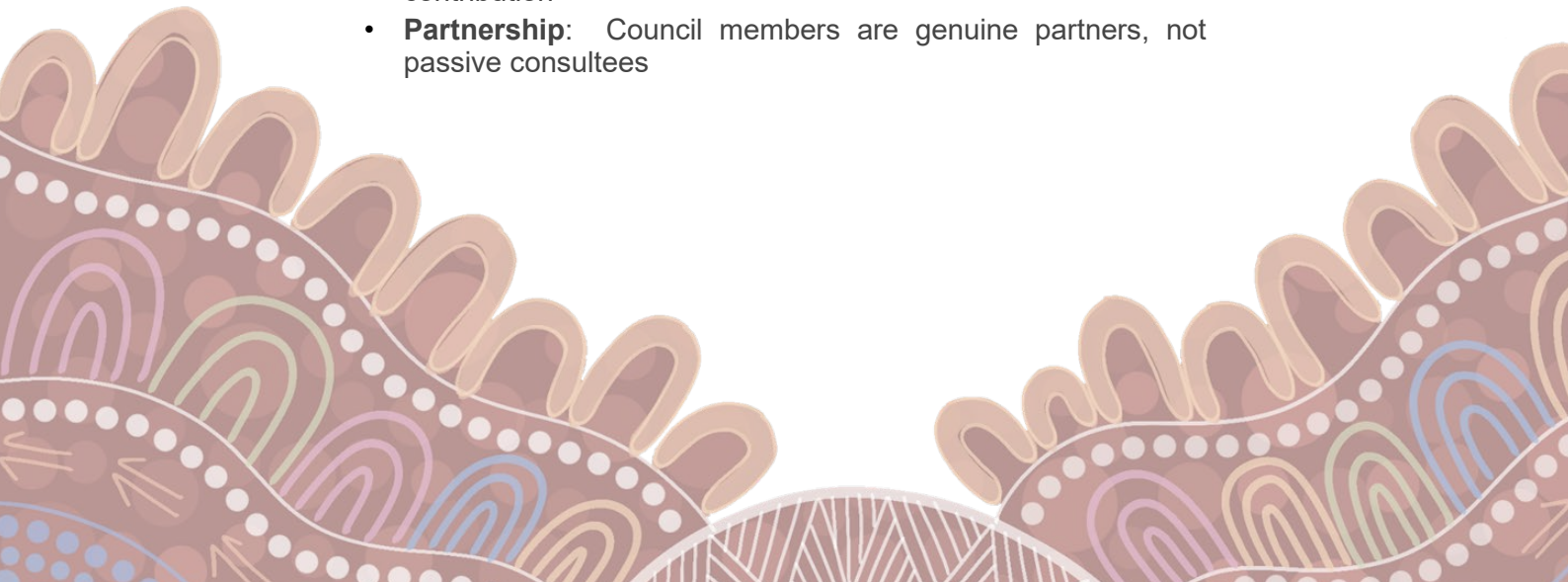
1. Background and Context

Diabetes SA is a not-for-profit organisation dedicated to supporting South Australians living with or affected by diabetes. We provide education, support, advocacy, and community connection across Type 1, Type 2, gestational diabetes, and other forms of the condition.

The Diabetes SA Community Advisory Council (the Council) has been established to ensure that the voices, experiences, and insights of South Australian people living with diabetes and those who care for and support them are central to everything Diabetes SA does. The Council reflects Diabetes SA's commitment to the principle that decisions affecting our community should be shaped by our community.

The Council will operate in accordance with the following principles:

- **Respect:** all voices are valued equally, regardless of diabetes type, background, or experience
- **Inclusivity:** the Council actively seeks to reflect the diversity of the South Australian diabetes community
- **Transparency:** Diabetes SA will be open about how the Council's input is used
- **Authenticity:** lived experience is the primary and most valued contribution
- **Partnership:** Council members are genuine partners, not passive consultees



2. Purpose and Objectives

The purpose of the Council is to provide Diabetes SA with authentic community voice and lived experience perspectives that inform and improve our services, programs, advocacy, and strategic direction.

The Council will:

- Offer advice and feedback on Diabetes SA programs, services, and initiatives through a community and lived experience perspective
- Co-design new services, resources, that improve service delivery for community members.
- Share local community perspectives to inform advocacy positions
- Share insights on the challenges, needs, and priorities of people living with diabetes in South Australia
- Provide community insights on strategic and operational decisions that affect members and the broader diabetes community
- Inform Diabetes SA of gaps in services and opportunities to improve the experience of people living with diabetes
- Contribute key information to support Diabetes SA proactively engage with the diverse diabetes community across South Australia

3. Scope and Authority

3.1 Advisory capacity

Diabetes SA is a membership organisation governed by a Board of Directors. The Board holds ultimate responsibility for the strategic direction, governance, and decisions of the organisation. The Council operates within this structure in a strictly advisory capacity.

The Council does not have decision-making authority on behalf of Diabetes SA, its Board of Directors, management, staff, or volunteers. Advice and recommendations provided by the Council will be genuinely considered by Diabetes SA, and the organisation will report back to the Council on how its input has been used and, where advice has not been adopted, the reasons why.

3.2 Speaking rights and Representation

Council members are encouraged to share their personal lived experiences and views with others that is precisely what the Council is here for. However, a clear distinction must be maintained between speaking as an individual and speaking as a representative of the Council or Diabetes SA.

Members may:

- Freely share their own personal experiences of living with or being affected by diabetes in any context
- Describe their involvement with the Council in general terms (e.g. "I am a member of the Diabetes SA Community Advisory Council")
- Express their own opinions publicly, provided it is made clear these are personal views and not the position of the Council or Diabetes SA

Members must not:

- Speak on behalf of the Council, Diabetes SA, or its members without prior written authorisation from the CEO.
- Make public statements. Including to media, at events, on social media, or in correspondence that could be interpreted as representing the official position of Diabetes SA, unless specifically authorised to do so in writing by the CEO

- Represent the Council in any formal or public capacity without prior approval, including at government consultations, public inquiries, or sector forums

When in doubt, members should contact Diabetes SA before speaking publicly in a Council capacity. Any media enquiries directed to Council members should be referred promptly to the Diabetes SA CEO's Executive Assistant. Authorised spokespeople for Diabetes SA are the Chief Executive Officer and such other individuals as the Board or CEO may designate from time to time.

3.3 Insurance and Liability

Diabetes SA confirms that Council members, acting in their capacity as Volunteers, and acting within the scope of their advisory role are covered under the organisation's relevant insurance policies, which include public liability and professional indemnity cover. This coverage applies when members are participating in Council meetings and authorised Council activities.

Members should be aware that:

- Coverage applies to activities carried out within the defined scope of the Council role, it does not extend to statements or actions taken outside that scope, including unauthorised public representations
- Members acting beyond the boundaries of their advisory role, including making statements on behalf of Diabetes SA without authorisation, may not be covered by Diabetes SA's insurance and may assume personal liability
- Council members are not employees or contractors of Diabetes SA, and should not represent themselves as such
- Members are encouraged to confirm with their own insurer whether any personal indemnity coverage they hold is relevant to their advisory role. Diabetes SA recommends members seek independent advice if they have questions about their personal liability position.

3.4 Relationship with the Board of Directors

- The Council provides advice that flows to management and, where relevant, to the Board of Directors.
- The Chair of the Council and other members will be invited to present to the Board on matters of community voice and significance at least annually.
- The Council members will be invited to participate in
- The Board is not bound by Council advice but commits, through Diabetes SA's governance framework, to genuinely consider and respond to it.

4. Membership

4.1 Composition

The Council may comprise up to 10 community members, including:

- People living with Type 1 diabetes
- People living with Type 2 diabetes
- People living with or who have experienced gestational diabetes
- Carers, family members, or supporters of a person living with diabetes
- A youth representative (aged 16–25) living with or affected by diabetes

In attendance at meetings will be Diabetes SA staff including

- CEO Diabetes SA
- EA to CEO Diabetes SA (secretariat),
- Aboriginal and Culturally Linguistically Diverse Community Engagement Officer and
- Additional staff members from time to time to support focused discussions.

Diabetes SA will aim to ensure the Council reflects diversity across age, gender, cultural background, geographic location (metropolitan and regional SA), and diabetes type.

Diabetes SA welcomes and encourages Council membership from the Aboriginal and Torres Strait Islander Community, and is engaged in Reconciliation activation

Members are not required to be current Diabetes SA members at the time of application but must be willing to become financial members upon appointment.

4.2 Term of Appointment

Members are appointed for a term of two (2) years, with the option to reapply for one further consecutive term (maximum four years continuous service). Terms are staggered to ensure continuity of institutional knowledge within the Council.

(Within the inaugural Council, a minimum of 4 individuals will be offered 3 year terms for a maximum of two consecutive terms to ensure continuity of knowledge)

4.3 Chair and Deputy Chair

The Council will elect a Co-Chair (with the CEO) and Deputy Chair from among its members at the first meeting of each year. The Co-Chair will:

- Facilitate Council meetings
- Act as the primary liaison between the Council and Diabetes SA leadership
- Represent the Council at relevant Diabetes SA forums and events, as agreed

4.4 Eligibility

To be eligible for membership, applicants must:

- Have lived experience of diabetes (as a person living with the condition, or as a carer, family member, or close supporter)
- Be a resident of South Australia
- Be willing to commit to the time requirements of the role
- Act with respect and integrity toward fellow Council members, Diabetes SA staff, and the broader community

Diabetes SA staff and Board members are not eligible for Council membership. Health professionals may be considered where their primary contribution is lived or carer experience, not professional expertise.

4.5 Resignation and Removal

Members may resign at any time by providing written notice to the Co-Council Chair and CEO Diabetes SA.

A member may be asked to step down if they are unable to meet their commitment to meetings or if their conduct is inconsistent with the values of the Council.

Vacancies will be filled through an expression of interest process.

5. Meetings

5.1 Frequency

The Council will meet quarterly (four times per year). Additional meetings may be convened as required by agreement between the Co-Chair and Diabetes SA, particularly within strategic planning cycle preparation years

Members of the Council where possible are encouraged to attend the Annual General Meeting (held in mid-late October annually)

5.2 Format

Meetings may be held in person (Adelaide), online, or in hybrid format. Diabetes SA will make reasonable efforts to ensure meetings are accessible to all members, including those from regional South Australia.

Meetings shall be 1.5 hours

5.3 Quorum

A quorum consists of a majority of current Council members (i.e., more than half). Meetings may not proceed without a quorum.

5.4 Attendance

Members are expected to attend at least three of the four scheduled meetings per year. Where a member is unable to attend, they are asked to notify the secretariat in advance and, where possible, provide written input ahead of the meeting.

5.5 Agenda and Papers

Meeting agendas and supporting papers will be distributed at least seven (7) days prior to each meeting. The agenda will be developed collaboratively between the Co-Chair and the Diabetes SA secretariat.

Members may request items be added to the agenda.

5.6 Minutes

Minutes will be recorded by the Diabetes SA secretariat and circulated to all members within fourteen (14) days of each meeting for review and confirmation.

6. Roles and Responsibilities

6.1 Council Members

Each Council member is expected to:

- Attend scheduled meetings and actively participate in discussions
- Share their personal experiences and perspectives honestly and constructively
- Respect the confidentiality of any sensitive information shared within Council meetings
- Declare any conflicts of interest as they arise
- Represent the broader community perspective, not solely their individual experience
- Engage with between-meeting activities where these are reasonable and agreed in advance
- Uphold the values and reputation of Diabetes SA

6.2 Diabetes SA Responsibilities

Diabetes SA commits to:

- Providing the Council with meaningful opportunities to contribute to decisions that affect the community
- Sharing relevant information, context, and updates to enable informed input
- Closing the feedback loop, reporting back to the Council on how its advice has been used
- Ensuring meetings are accessible, welcoming, and respectful
- Providing an orientation and onboarding process for new members
- Reviewing the effectiveness of the Council annually

7. Member Recognition and Support

Diabetes SA recognises that Council members contribute valuable expertise and time.

- An honorarium remuneration will be provided for each meeting in line with industry standards
- Light refreshments will be provided at each meeting or workshop
- Reasonable travel and out-of-pocket expenses will be reimbursed in accordance with Diabetes SA's expense policy
- Members will receive an orientation pack and briefing prior to their first meeting
- Training or capacity-building opportunities relevant to the advisory role will be offered where available
- Council members are recognised within Diabetes SA communications and encouraged to seek stories and opinions from the wider community to support Diabetes SA meeting the needs of all South Australians

8. Confidentiality and Conflicts of Interest

8.1 Confidentiality

Members agree to treat as confidential any information shared within Council meetings that is identified as sensitive or not for wider distribution. This obligation continues after a member's term ends.

8.2 Conflicts of Interest

Members must disclose any actual, potential, or perceived conflict of interest as soon as it becomes apparent. The Chair will determine, in consultation with the member and Diabetes SA, whether the member should withdraw from the relevant discussion or decision.

9. Reporting and Accountability

The Council reports to the Chief Executive Officer of Diabetes SA.

An annual summary of the Council's activities and contribution will be included in the Diabetes SA Annual Report. This summary will be co-developed with the Council Co-Chair.

10. Review of Terms of Reference

These Terms of Reference will be reviewed annually by Diabetes SA in consultation with the Council. Proposed amendments will be presented to Council members for feedback before being finalised.