

Position Description for Family Reference Group (FRG)

headspace Batemans Bay & headspace Narooma

Role Summary

As a Family Reference Group member, you will provide your perspectives as someone who supports, or has supported, a young person with mental health issues. Your role will help inform the planning, design, delivery and continuous improvement of headspace Batemans Bay and headspace Narooma.

At headspace, family is defined uniquely by each young person. Family may include parents, caregivers, siblings, partners, Elders, kin, mentors, chosen family, friends and other community members who play a significant emotional, cultural, faith-based or support role in a young person's life.

Family Reference Group members contribute ideas, feedback and advice to support improved services, programs, resources and community engagement activities for young people and their families across the Eurobodalla.

Throughout your term, you will have opportunities to take part in participation activities that align with your interests, experiences and availability. This may include attending consultations, reviewing resources, supporting events and workshops, contributing to family-focused projects, participating in campaigns, representing family perspectives at community

forums, informing advocacy work, joining interview panels, or providing input into service improvements.

The Family Reference Group provides advice, feedback and recommendations to headspace Batemans Bay and headspace Narooma. Final decision-making responsibility remains with centre management, Relationships Australia Canberra & Regions and relevant governance structures.

Family Reference Group members are supported through an orientation and induction process, access to relevant training and professional development, monthly meetings, regular communication with the Community Engagement and Awareness Worker, Manager, clinical governance and oversight, and a supportive group environment that values family voice.

The Clinical Lead will also complete care plans with Family Reference Group members and will be available to schedule individual chats where needed to support safe and meaningful participation.

Position Context

Participation of young people and family is fundamental to the delivery of quality services and is a core element of the headspace model. headspace recognises that young people and their family are experts in their own lives and should have meaningful opportunities to contribute to decisions, services and systems that affect them.

The Family Reference Group is a key mechanism for family participation at headspace Batemans Bay and headspace Narooma. The group supports the inclusion of family

perspectives in service planning, design, delivery, evaluation and continuous improvement.

Family participation is different from family-inclusive practice, but both are connected. Family-inclusive practice focuses on including family in the care of a young person, where appropriate and with consent. Family participation focuses on creating opportunities for family members to contribute to broader service improvement, consultation, planning and decision-making.

The Family Reference Group is supported by the Community Engagement and Awareness Worker and Manager and works closely with the wider headspace Batemans Bay and headspace Narooma teams, including the Clinical Lead where relevant.

Both centres are operated by Relationships Australia Canberra & Regions. The Family Reference Group contributes family perspectives that help strengthen service quality, family-inclusive practice, community connection and youth mental health outcomes across the Eurobodalla.

Responsibilities

Family Reference Group members will be required to:

- Engage in and actively contribute to a range of participation activities to inform, advise and collaborate on the work of headspace Batemans Bay and headspace Narooma.
- Safely share family perspectives and lived experience of supporting a young person with mental health or social and emotional wellbeing challenges.

- Provide feedback to help improve services, programs, resources and the experience of young people and families accessing headspace.
- Complete orientation, induction and relevant training or professional development, including mental health literacy, family participation, family-inclusive practice, safe storytelling, media awareness, privacy, confidentiality, consent, child safety and cultural responsiveness where available.
- Participate in care planning with the Clinical Lead to support safe and appropriate involvement in the group.
- Attend and actively contribute to monthly meetings where possible, including meetings with the Community Engagement and Awareness Worker, Clinical Lead, centre manager and other staff where relevant.
- Respond regularly to communication from the Community Engagement and Awareness Worker, Family Reference Group members and other staff on agreed platforms, such as email or phone.
- Complete written tasks when required, including feedback forms, care plans, wellbeing check-ins, resource reviews or consultation responses.
- Champion family participation at headspace Batemans Bay and headspace Narooma.
- Advocate for improved services that are responsive to young people and their family.
- Contribute to timely feedback, recommendations and decisions where family input is requested.

- Respect the privacy and confidentiality of young people, families, staff and other members.
- Work collaboratively, respectfully and inclusively with staff, other members and community partners from diverse backgrounds.
- Continually build knowledge and understanding of Aboriginal and Torres Strait Islander cultures, communities and experiences.
- Represent headspace in a respectful and appropriate way when participating in activities with staff and community partners.

Family Reference Group members may also support headspace activities such as:

- community events, forums and awareness activities
- family information sessions or workshops
- youth mental health awareness campaigns
- family-focused resource development
- reviewing posters, flyers, forms, website content or social media messaging
- focus groups and consultations
- evaluation, research or policy advocacy opportunities
- staff recruitment or interview panels, where appropriate
- local projects that support young people and families
- speaking opportunities, media or advocacy roles, where optional and supported by consent.

Members are not expected to participate in every opportunity. Participation will be flexible and based on members' interests, availability, capacity and comfort level.

Members are not expected to speak on behalf of all families or all carers. Members bring their own lived experience, insights and perspectives, while recognising that young people and families have diverse needs, strengths and experiences.

Selection Criteria

Essential

- Aged 18 years or over at the time of application.
- Live, work, study, care for someone, or have a connection to the Eurobodalla region.
- Have experience supporting a young person with mental health issues.
- The young person may have accessed headspace, another mental health service, or may have been supported outside of formal services.
- Passionate about improving youth mental health, wellbeing and access to support.
- Willing and safely able to share family perspectives and experiences in a respectful and constructive way.
- Able to participate in monthly meetings where possible, either face-to-face at headspace Batemans Bay or headspace Narooma, or online.
- Able to participate in group discussions and work collaboratively with others.

- Able to communicate respectfully with diverse people, including young people, families, staff and community partners.
- Open to learning, sharing ideas and contributing in a team environment.
- Motivated and willing to commit for a 12-month term where possible.
- Able to balance personal wellbeing, family, caring, work, study or other responsibilities with the role.
- Have regular access to email, phone and/or the internet.

Valued but not required

- Experience contributing to community groups, advisory groups, committees, advocacy, education, events or service improvement activities.
- Experience reviewing resources, providing feedback, supporting projects or participating in consultations.
- Cultural knowledge, community connection, lived experience, caring experience or advocacy experience that may support the work of the group.
- Interest in family-inclusive practice, community engagement, mental health promotion, early intervention, service improvement or policy advocacy.

We encourage applications from:

- Aboriginal and/or Torres Strait Islander family members, carers, Elders and kin
- culturally and linguistically diverse family members and carers

- LGBTQIA+ family members, carers and support people
 - people with disability
 - neurodiverse people
 - people from different family structures and caring roles
 - parents, carers, siblings, partners, grandparents, Elders, kin, mentors, chosen family, friends and other support people.
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Checks and Requirements

Because this role may involve participation in activities with children and young people, schools, community events, forums, public functions or recruitment processes, the following may be required:

- Working With Children Check. The local centre can support you in obtaining this if needed.
- National Police Check. The local centre can assist with this process if required.
- Emergency contact details.
- Participation agreement.
- Code of Conduct agreement.
- Media and promotional consent, where relevant.
- Medical support consent in the case of an emergency.
- Activity-specific consent, risk assessment or supervision processes where required.

All members are required to follow relevant headspace Batemans Bay, headspace Narooma and Relationships

Australia Canberra & Regions policies, procedures and safety requirements as provided during induction and orientation.

Participation in media, public storytelling, social media, speaking opportunities or promotional activities is optional. Members can choose whether or not they want to be involved, and consent must be collected before a person's image, name, words or story are used.

Support Provided

headspace Batemans Bay and headspace Narooma will support Family Reference Group members by providing:

- orientation and induction
- regular monthly meetings
- flexible participation options, including face-to-face and online attendance
- regular communication and check-ins with the Community Engagement and Awareness Worker
- clinical governance and oversight
- care planning with the Clinical Lead
- opportunities to schedule individual chats with the Clinical Lead where needed
- a safe, inclusive and respectful group environment
- opportunities to connect, learn, share and contribute
- opportunities to meet and develop connections with staff, stakeholders and community partners
- relevant training and professional development where available

- clear information about participation opportunities and expectations
 - meeting agendas and relevant information before meetings where possible
 - meeting notes or summaries following meetings where appropriate
 - reasonable time to provide feedback and make contributions
 - acknowledgement and recognition of member contributions
 - feedback about how member input has informed changes, decisions or improvements where possible.
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Time Commitment

Family Reference Group members are appointed for a 12-month term.

The group will meet monthly, unless otherwise advised. Members will have the option to attend meetings face-to-face at either the headspace Batemans Bay or headspace Narooma office, or to attend online, depending on what is most accessible.

In between meetings, members may be contacted by email or phone for feedback, consultation opportunities, project updates or other participation activities.

This is a volunteer role, although some activities, events or participation opportunities may include payment, reimbursement or other recognition depending on the type of contribution and available resourcing.

headspace recognises that members have different work, family, caring, study, health and personal commitments. Members are encouraged to communicate with the Community Engagement and Awareness Worker if they need to take a break, step back or adjust their level of participation.

How to Apply

A link or QR code to the Expression of Interest form will be shared on the headspace Batemans Bay and headspace Narooma website, social media and other relevant communication channels.

Applications may include an Expression of Interest form, written application, informal conversation, interview or group discussion.

Shortlisted applicants may be invited to an informal conversation or interview to meet the team, learn more about the role and discuss their interest in joining the Family Reference Group.

For further information, please contact headspace Batemans Bay or headspace Narooma:

Email: info@headspacebatemansbay.org.au or info@headspacenarooma.org.au

Phone: 1800 718 383