

## Terms of Reference

### Community Voice network (CV-net)

Community Voice Network (CV-net) provides the framework for the Better Regulation Division's (BRD) Stakeholder Engagement & Community Education unit to work in collaboration with key community groups and intermediaries.

CV-net seeks to broaden the reach of BRD harm minimisation activities and improve pathways for community participation in the regulatory process across NSW Fair Trading and SafeWork NSW.

This document provides a description of the role, composition, and function of the CV-net and clarifies the expectations of the network for BRD and for members.

#### Statement of Purpose

CV-net will provide the framework for managing partnerships and relationships with stakeholders in priority communities and supporting two-way engagement.

Harm minimisation messages and other relevant updates from across BRD will be compiled, tailored, and regularly shared through the CV-net into targeted communities and sectors.

Opportunities will be provided for members to share their voice through polls, feedback and to take part in content development and delivery of harm minimisation resources and strategies.

CV-net will set out pathways for stakeholders who wish to take an active role in the regulatory process and will provide support for those want to lodge submissions as part of legislative reforms.

#### Scope of Activity

CV-net will:

- Facilitate the exchange of information, ideas, and resources between BRD, stakeholders and communities.
- Identify community issues, including gaps in services, obstacles, and barriers to accessing BRD services.
- Create opportunities for members/stakeholders to build capacity for community participation in regulatory decision-making and access to BRD services.
- Provide input to BRD on the broad strategic direction of BRD in NSW and the BRD Community Engagement Strategy 2021 – 2024.
- Recommend to the BRD courses of action or strategies to strengthen the program and increase its impact.
- Use members' networks to promote and support BRD programs and initiatives throughout NSW.
- Encourage members to implement, distribute and/or advocate CV-net strategies aligning to BRD harm minimisation programs and initiatives.
- Invite feedback on BRD's programs and initiatives from CV-net members.

#### Membership

##### Stakeholder Engagement and Community Education Unit

The network comprises representatives from community organisations and intermediaries who have direct contact and experience in working with priority communities (including Aboriginal and multicultural communities, young people and people with disability) and have an interest in improving access to BRD services (NSW Fair Trading and SafeWork NSW).

Member's work must include the following:

- Community support, education, advocacy or similar
- Accessible, fair, and independent

Members must be willing to:

- Share and/or participate in community education initiatives
- Provide feedback and/or community insights that will guide the development of content and the evaluation of program.

Membership to the network is offered at two levels:

**Level 1: Informed** Members are kept informed with news and information from across the three BRD regulators that may be relevant for their communities or sector.

Members are encouraged to take part in polls, surveys etc, and to inform BRD of any risks or harms emerging in their sector

**Level 2: Involved** Members are involved in the development of content and the delivery of harm minimisation initiatives.

Members are supported to become more involved in the regulatory process including lodging feedback and community submissions for licence applications and legislative reviews.

## Meetings

The CV-net will hold biannual meetings of a minimum of 2 hours duration. Task focused Working Groups may be convened to pursue specific matters between regular meetings.

Meetings include relevant guest speakers/experts to present/share information; and possibly resource development and/ or distribution. Following the speaker there is a roundtable sharing of information from members.

Members provide information to be collated into minutes and shared with members. Meetings are held online or face-to-face at a combination of regional and metro locations on a rotating basis.

BRD Community Voice team provides secretariat support for the network, and keeps membership lists, organises meetings, collates and shares minutes and other administrative tasks. Contact details of member organisations will not be shared without prior approval.

## Review

The Terms of Reference will be reviewed annually and revised to reflect changes in policy.

### Stakeholder Engagement and Community Education Unit