

Service Impact Committee Charter

26 FEBRUARY 2020

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1 Purpose and Objectives

1.1 Purpose

The Service Impact Committee (the “Committee”) is appointed by the Board of Directors (the “Board”) to assist the Board to assess and report on the impact of Mission Australia’s work.

1.2 Objectives

The Committee will assist the Board to monitor progress in achievement of the Founding Purpose, as expressed in the organisational goal to reduce homelessness & strengthen communities across Australia.

The Committee will give a particular focus to monitoring progress of organisational strategic directions and performance to:

- Grow and shape evidence-based services to achieve the greatest positive and sustainable change for the most marginalised and disadvantaged;
- Generate support and effect social change as a courageous voice and advocate for people in need.

1.3 Teamwork, Relationships and Skills

In performing its duties, the Committee will maintain effective working relationships with the Board and management. To perform his or her role effectively, each Committee member must develop and maintain his or her skills and knowledge, including:

- An understanding of the Committee’s responsibilities;
- Developments in social impact assessment and reporting;
- Relevant current issues in government and philanthropy;
- Mission Australia’s strategy, service delivery, measurement of impact and performance; and
- An understanding of the centrality of Mission Australia’s Founding Purpose to the organisation’s identity as a national Christian organisation assisting Australians in need to regain their independence.

2 Roles and Responsibilities

The role of the Committee will be to:

- Monitor developments and best practice in evaluation, impact measurement and outcomes reporting in the social sector relevant to Mission Australia;
- Oversight the development, rollout, review and utilisation of impact measurement and service effectiveness in Mission Australia;
- Monitor and assess Mission Australia’s research, evaluation and advocacy in influencing public policy and stakeholders.

2.1 Monitor developments in impact measurement

The Committee will assist the Board in understanding developments in service impact and outcomes measurement including:

- Development and utilisation of impact measurement tools in the community sector;
- Development of outcomes measurement frameworks by governments and the application of these to government-funded community services;
- The implications for MA of the trend in government towards commissioning, payment-by-results and social impact investing approaches.

2.2 Oversight implementation of impact measurement in Mission Australia services

The Committee will assist the Board in:

- Monitoring the rollout of impact measurement in Mission Australia services using the personal wellbeing index;
- Assessing other potential supplementary measurement tools relevant to assessing the effectiveness of Mission Australia services, including evaluation of the impact and quality of our services at a community level;
- Utilising the results of impact measurement to begin assessing and comparing the performance and quality of outcomes within MA, recognising this as a long-term objective;
- Reviewing reports on the results of impact measurement for distribution to external stakeholders and;
- Reviewing impact measurement in Mission Australia in light of external developments.

2.3 Monitor and assess Mission Australia's research, evaluation and advocacy in influencing public policy and building stakeholder support

The Committee will assist the Board:

- To be apprised of Mission Australia's evidence base of research and evaluation underpinning advocacy to influence public policy and build stakeholder support;
- Review annually Mission Australia's advocacy and policy priorities and assess the effectiveness of these.

2.4 Code of Conduct

Mission Australia has a Code of Conduct that applies to all employees, volunteers, Board and committee members. Members of the Committee are expected to abide by this Code.

2.5 Conflicts of interest

Members of the Committee must immediately inform the Board of any conflicts which may arise in the performance of their duties or in relation to member's associates or the company, its officers or third parties.

3 Organisation

3.1 Membership

The Chair of the Board will nominate the Committee members and the Chair of the Committee.

The Committee will comprise a minimum of 3 members majority of which will be Independent non-executive directors of Mission Australia; or

People external to Mission Australia with relevant expertise can also form part of the Committee including those who:

- Have held or hold senior positions in government, academia, philanthropy or corporate sector;
- Have expertise in some or all of: impact reporting; human service delivery; evaluation; social research; and government relations; and
- Have an appreciation of Mission Australia's work, our values and founding purpose.

Membership of the Committee will expire if the relevant person:

- Was appointed as a Mission Australia Director and ceases to hold that position;
- Is an external member and takes up a position where there is a direct conflict of interest for example as a decision maker for funding decisions, or as a Mission Australia staff member; and
- If the Board, at its discretion, chooses to end the term of office for any member.

Any Mission Australia Director may at any time attend a Committee meeting but will not be entitled to vote.

3.2 Quorum

A quorum shall consist of two Committee members, one of whom must be a Mission Australia Board Member

3.3 Committee Secretary

The Secretary of the Committee will be the Executive - Sector Engagement, Policy and Advocacy or such other person as nominated by the Board.

3.4 Meetings

- Only Committee members and Board members will be entitled to attend meetings. The Committee may invite other persons to its meetings as it considers necessary.
- The Committee shall hold at least two meetings per year and such additional meetings as the Chair of the Committee shall decide in order to fulfil its duties.
- The Committee Secretary will circulate the agenda and supporting documentation to the Committee members within a reasonable time but at least 5 days before each meeting unless otherwise agreed by all Committee members.
- An alternate member may be elected amongst the Board members to attend the Committee meetings in the absence of one of the Mission Australia board members.
- The Secretary will forward draft minutes to the Chair within reasonable time after the meeting.

4 Report and Reviewing responsibilities

4.1 Reporting

- Regularly update the Board about Committee activities and make appropriate recommendations regarding impact measurement, reporting and performance;
- Prepare any reports required by law or requested by the Board.

4.2 Reviewing

- The Committee will participate in any evaluation of Board or Committee performance, as required by the Board.