



# Service User Reference Group (SURG)



## Call for Applications - LGBTIQ+ Service User Reference Group

The Canberra Inclusive Partnership is seeking people with lived experience as a part of Canberra's LGBTIQ+ communities to join its Service User Reference Group (SURG). As part of the Partnership's commitment to inclusion, we partner with and learn from the unique insights of people with lived experience and recognise the value they bring to improving our work. We recognise that it is not just the work we do but the way in which we do it that contributes to a person's meaningful experience of inclusion.

### About the Canberra Inclusive Partnership

The Partnership comprises four community organisations committed to building a more inclusive Canberra for LGBTIQ+ people, their families, and allies. Meridian is the lead agency for the partnership with [A Gender Agenda](#), [Northside Community Service](#) and [Sexual Health and Family Planning ACT](#).

### About the Service User Reference Group

The Service User Reference Group provides advice and input to the Partnership and its member agencies on the provision of services as part of the [ACT Government's Supporting and Strengthening LGBTIQ+ Communities](#) program.

The Service User Reference Group has up to twelve members. Members must be available to meet on the first Saturday of every second month between 9.30am and 2pm and will be appointed for one-year term with options to extend. Preference will be given to nominations from members of the LGBTIQ+ community with:

- intersectional experiences including Torres Strait and Aboriginal peoples; culturally and linguistically diverse people; and those living with a disability or neurodiversity.
- An ability to respond to out-of-session ad hoc requests for input to consultative mechanisms being coordinated by the Partnership Agencies.

The main areas of responsibility for the Service User Reference Group are:

- Participating in and providing ideas and opinions into the Canberra Inclusive Partnership activities, including design of new initiatives and reviews of operations for partner agencies as required
- Participating in training and induction activities with partner agency staff
- Participating in ad hoc advocacy activities, including lived-experience input to government and community groups
- Participating in ongoing communication between the Service User Reference Group and the Partnership agencies
- Developing, carrying out and tracking progress towards the development of an annual Service User Reference Group work plan

- Identify issues and areas of concern that the Reference Group wishes the Partnership to look at, including service delivery and advocacy, both within the organisation and about wider concerns affecting LGBTIQ+ communities

Support, including reasonable adjustments, will be provided to members of the Service User Reference Group by Meridian and other Partnership agencies. Members will receive an honorarium for their participation. The frequency of meetings will be determined in consultation with members; however, it is anticipated the Service User Reference Group will meet at least every two months for up to four hours. Members may be requested to engage in additional activities to advance the work of the group and the Partnership from time to time.

### **Who should apply?**

People of all identities, sexualities, bodies, and experiences who identify as a part of the LGBTIQ+ communities who is interested in contributing to the development and continual improvement of services for LGBTIQ+ people in Canberra is encouraged to apply.

We particularly welcome applications from people who identify as one or more of the following:

- LGBTIQ+ Aboriginal and Torres Strait Islander
- LGBTIQ+ people living with a disability
- LGBTIQ+ families
- LGBTIQ+ people with HIV
- LGBTIQ+ people who use alcohol and other drugs
- LGBTIQ+ people experiencing or at risk of homelessness
- LGBTIQ+ people living in regional or rural areas.

### **How to apply**

It is important that you read the Service User Reference Group Terms of Reference and understand the purpose of the Service User Reference Group, the role and responsibilities of members, the commitment required and consider any support requirements you may have, before applying.

Your application can be provided in writing, video recording or via pre-arranged telephone interview. Applications must address the following:

- As an LGBTIQ+ service user, what is important to you and why
- Why you would like to be a member of the Service User Reference Group
- What value you can add as a member, this may include your lived experience, cultural or family background, education, job roles, volunteer activities or areas of interest.

### **Further information**

The Service User Reference Group Terms of Reference and more information can be found at [Service User Reference Group \(SURG\) - meridianact](#) or by contacting Meridian on (02) 6257 2855 or via email [contact@meridianact.org.au](mailto:contact@meridianact.org.au).