

# GOVERNING BODY

	Responsibility
1	Hold overall responsibility for the conduct, direction, and priorities of the clinical trials service at their Health Service Organisation, and delegate management as and where appropriate
2	Ensure the clinical trial service delivers high-quality clinical trials, responsibly and in a safe environment, to all of the service users
3	Commit to reviewing and reporting on clinical trial service systems, performance, and consumer involvement, involving consumers in these reviews (eg through a Consumer Advisory Committee or the like), and to resolve or delegate management of consumer complaints and open disclosure
4	Lead and commit to partnering with consumers in the ongoing management of the clinical trial service
5	Resource and monitor systems used to deliver the clinical trial service, and continuously look for opportunities for system improvement
6	Establish and monitor an organisational culture that values safety, partnering with consumers, risk management, and quality, and continuously look for opportunities for improvement – do this also with partnering with consumers
7	Acquire, resource, and routinely engage with a multi-disciplinary workforce and network of consumers, that reflect the diversity of service users, who participate in strategic and operational decision making
8	Resource education and training for staff, including GCP, effective Partnering with Consumers, and Cultural Sensitivity training, ensuring skills and qualifications match positions, functions, and accountabilities
9	Adoption of the Australian Charter of Healthcare Rights