

Consumer Advisory Council

Terms of Reference (TOR)

These guidelines are to be read in conjunction with the South Metropolitan Health Service (SMHS) Committees Governance Policy and SMHS Consumer and Carer Participation Policy.

The Committee shall be known as the Rockingham Peel Group (RkPG) Consumer Advisory Council (CAC).

Establishment and Purpose

- a) This CAC was established by the Executive Committee (TEC), in response to a need to establish a formal partnership between consumer, carer and community representatives and the Rockingham Peel Group Service.
- b) Variations to these Terms of Reference should be approved/endorsed by TEC, or at the discretion of the Executive Director.
- c) The purpose of the CAC is to:
 - Advocate for consumers, carers and the community in relation to RkPG services and policy planning, development, implementation and delivery
 - Advise TEC on consumers, carer and community perspectives, and strategies to enhance and promote consumer, carer and community participation
 - Facilitate effective communication between RkPG consumers, carers, the community and TEC

A consumer is a potential, current or previous user of health services.

A carer is a person who provides ongoing unpaid care and support to family members and friends who have a disability, a mental illness, chronic condition, terminal illness or are frail aged

A community is a group of people who share something in common. It may be location, interests, culture language, beliefs, values or traditions.

[Definitions from *You Matter: A guideline to support engagement with consumers, carers, communities and clinicians in health. WA Department of Health, 2017*]

Functions and Responsibilities

The CAC will:

- a) Provide consumer and carer perspective on activities, initiatives and projects as proposed, developed and initiated by the service
- b) Consumers/carers are representatives on committees/working groups involved in design and redesign of health services
- c) Participate in the review and evaluate results of customer service performance indicators, including satisfaction surveys and complaints/compliments
- d) Participate in the RkPG strategic and operational planning and assist in implementation processes
- e) Review and evaluate consumer information
- f) Annual reporting on consumer and carer activities

Responsibility	References
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Accountability

The CAC is accountable via the Chairperson to the RkPG Executive Committee (TEC) which is chaired by the Executive Director (ED).

Relationship with Other Committees

There is one direct relationship connected with the CAC for escalation:

- RkPG The Executive Committee (TEC)

The CAC members attend and report on additional RkPG Governance Committees; as indicated on the current RkPG Committee Structure.

Subcommittees and Working Parties

The CAC cannot establish subcommittees without the consent of TEC. Terms of Reference of any subcommittees will be subject to endorsement by TEC.

The CAC may create short-term working parties to complete specific projects with the approval of the Manger of Education, Safety, Quality and Risk, and the RkPG Executive Director. Where this occurs, the purpose, membership and expected period of activity of the working party must be recorded in the CAC minutes.

Membership

The CAC membership should reflect the diversity of the local community and hospital catchment. Representation from culturally and linguistically diverse communities, aboriginal people, people with a disability and people who have experience as a carer will be considered a priority.

Voting Members (Consumers)

Up to 12 local consumer, carer and community representatives

- Community members including those from; culturally diverse backgrounds; indigenous representation; the elderly; people living with chronic illness; mental health; woman's health and youth
- One (1) Carer's representative (quarantined)
- One (1) RkPG Mental Health Consumer Advisory Group representative (quarantined)

Non-Voting Members (Staff)

Executive Director
Manager – Education, Safety, Quality and Risk (ESQ&R)
Administration Support
Health staff members, as required

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Proxies

There is no provision for general CAC members to nominate a proxy if they are unable to attend a meeting.

Non-voting members can nominate a representative to report on their behalf at meetings, if unable to attend. Non-voting members have no voting rights.

Co-opted Expertise / Invitees

The Committee may invite non-members to participate in meetings in order to provide information, expert advice or to observe proceedings. This may include consumer representatives, or other external persons.

The Committee Chair will ensure invited persons are aware of their responsibilities and obligations with regards to confidentiality including the [SMHS Public Comment Policy](#).

Remuneration

Consumer, carer and community representatives will be paid an honorarium for each CAC meeting attended, plus other endorsed activities, in recognition of effort and out of pocket expenses, and in accordance with the Health Consumers Council WA Consumer Representative Payment Policy.

A Statement of Supplier form must be completed annually by all members.

Appointment of Consumer Representatives

Appointments are based on an applicant’s ability to provide advice on health issues as well as the capacity to understand and represent the perspectives of consumers, carers and the community serviced by RkPG.

Prior to commencement, members will be required to:

- Complete a Criminal Record Screening
- Complete a Health Screening
- Sign a Confidentiality Agreement
- Sign a Conflict of Interest Declaration
- Sign acceptance of the Terms of Reference
- Working with Children Card (applied or sighted)

Selection Process

Expressions of Interest (EOI) for membership will be advertised in the RkPG local papers and other approved avenues as positions become available.

A selection panel of three people, including the RkPG CAC Chairperson, Deputy Chairperson and Manager of ESQ&R will be convened to undertake the selection process. If unavailable, each of these positions may nominate a suitable proxy.

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Term of Appointment

The term of appointment will be for two years from the date of the first meeting; on completion of the member's tenure they may continue to re-nominate for further terms; every two years.

Chairperson and Deputy Chairperson

Any member can nominate for the position of Chairperson or Deputy Chairperson. An Expression of Interest (EOI) application for the role/s will be circulated; this will include application instruction and final date for the application to be received by the Manager of ESQ&R.

If there is more than one nominee, voting instructions will be circulated to members including timeframes for votes to be received by the Manager of ESQ&R.

Notification of the appointment of the Chairperson and Deputy Chairperson will be provided at the next scheduled CAC meeting; the position will be for a period of two years.

These positions can only be held for a maximum of two terms. On application, a further two year extension can be approved by the Manager of ESQ&R and the Executive Director.

Should the Chairperson vacate the position prior to the two year tenure, the Deputy Chairperson will act as Chairperson whilst a new appointment is being sought; as per documented process above.

Resignation of Membership

Resignation prior to a member's term ending is to be in writing to:

- Manager of ESQ&R for the Chairperson
- CAC Chairperson for all other members

Termination of Membership

Membership may be terminated in writing by the RkPG CAC Chairperson in consultation with the Manager of ESQRU and Executive Director, in the event that a member:

- Does not attend a minimum of 50% of CAC meetings per calendar year
- Fails to attend three consecutive CAC meetings, without an apology or leave of absence
- Does not adhere to the Terms of Reference
- Does not adhere to the Functions and Responsibilities
- Does not disclose a Conflict of Interest
- Does not adhere to the Confidentiality Agreement
- Does not adhere to the Department of Health – Principles of Conduct
- Does not maintain adherence to the Mandatory training requirements

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Orientation and Training

Members will attend RkPG Induction as close to their first meeting as possible.

Members will complete the below list of 'Mandatory' training within 12 months of becoming a member:

- Aboriginal Culture eLearning (once only)
- Accountable and Ethical Decision Making training (once only)
- Emergency Procedures eLearning (annual)
- Hand Hygiene eLearning (annual)

Plus any additional adhoc training as requested by the service

Other Committees

RkPG CAC members may be appointed as consumer representative positions on other committees / groups at RkPG. Members in these roles will provide a report on each meeting to the next CAC meeting.

Members can nominate a proxy representative to attend meetings on their behalf, if unable to attend.

Committee memberships will be reviewed on a 12 monthly basis by the Chair, Deputy Chair and Manager of ESQ&R.

Obligations of Committee Members

All members of the RkPG CAC will:

- Comply with the CAC Terms of Reference
- Comply with the CAC Functions and Responsibilities
- Regularly read and respond to electronic mail communications
- Read all agenda items prior to meetings and action / respond to items within the allocated timeframes
- Make all reasonable attempts to attend each meeting
- Forward an apology to the committee administration if unable to attend
- A member may apply for a leave of absence in writing to the Chair for an extended period of time

CAC Members are required to follow the WA Department of Health Principles of Conduct:

- Act professionally and ethically
- Demonstrate honesty and integrity
- Promote a positive work environment
- Maintain professional relationships
- Communicate and use official information responsibly
- Use public resources responsibly
- Not engage in fraudulent or corrupt behaviour
- Maintain records in accordance with expected standards

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Conflict of Interest

Members will be required to sign a Conflict of Interest declaration.

Members should consider any conflict of interest prior to the commencement of the meeting and excuse themselves, or declare the conflict of interest prior to any discussion. When issues may present a conflict of interest or sensitive information is to be discussed only relevant members will be in attendance. This is at the discretion of the Chair.

Significant breaches of this procedure will be raised with the Accountable Officer.

Confidentiality

Members will be required to sign a confidentiality agreement.

The proceedings and records of the RkPG CAC are confidential to members and the endorsing committees and are only to be used for authorised work related purposes. All paper-based information must be kept secure and placed in appropriate confidential bins when no longer required. Electronic information should only be stored where access is restricted to appropriate persons.

Quorum and Voting

A quorum consists of the Chair or delegate plus 50% of appointed members. In the absence of a quorum, a meeting may be held but its decisions would be subject to ratification by the succeeding full meeting or via an email process between meetings.

Each voting member of the RkPG CAC has the right to vote. Non-voting members or any other persons in attendance may not vote. The Chair shall have the casting vote.

Frequency

The RkPG CAC will meet once each month for up to two hours; excepting January and December.

The Chair reserves the right to call special or supplementary meetings to meet the objectives / activities of the CAC; with approval from the Manager ESQ&R and the RkPG Executive Director.

The Chair may cancel a meeting if there is insufficient business to warrant holding a meeting.

Record of Proceedings

RkPG Education Safety Quality and Risk will provide administration support to the CAC to assist with meetings.

The Minute Secretary, following approval by the Chair, has the following duties:

- Issue minutes, agendas, action plan and supporting material which shall be available electronically at least five working days prior to meetings

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- Book venues, prepare minutes and action items for each meeting and circulate these within five working days of a meeting
- Keep soft and hard copy files with: agendas, minutes, action sheets and documents circulated with them
- The Secretary's files shall remain the property of the health service and must be preserved in accordance with the State Records Act 2000.

Minutes shall be ratified by the Chair's dated signature or electronic signature at the subsequent meeting.

Copies of the endorsed minutes will be provided to the RkPG Executive Committee (TEC).

Evaluation of Committee Functioning

The CAC will conduct a self and peer assessment of Council functioning annually against effectiveness and efficiency performance indicators listed below.

KPI Number	KPI	Target
1	Rate of meetings held according to annual planner	100%
2	Rate of meetings with a quorum achieved	100%
3	Rate of action items completed within timeframes	100%
4	Annual committee member survey on satisfaction with effectiveness and efficiency undertaken	Yes

Adoption and Amendment of Terms of Reference

The Terms of Reference to be reviewed every two years.

Variations to the Terms of Reference require endorsement by the RkPG Executive Director.

These Terms of Reference were endorsed by the RkPG Executive Committee on 7 April 2020.

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