



# Consumer Advisory Council Terms of Reference

## 1. Establishment and purpose

The Consumer Advisory Council (CAC) was established by The Executive Committee (TEC) of Rockingham Peel Group (RkPG). The CAC establishes a formal partnership between consumers and carer representatives and the hospital.

The purpose of the CAC is to:

- Provide recommendations and advise the organisation on consumer and carer related matters
- Represent the voice of patients, families, and carers at RkPG Groups
- Participate in the planning and evaluation of initiatives, projects and services that impact on consumers
- Oversee activities across RkPG in accordance with the following National Safety and Quality Health Service Standards (NSQHSS):
  - Action 1.13-1.14 Feedback and complaints management
  - Action 2.03 Healthcare rights and informed consent
  - Action 2.09-2.10 Communication that supports effective partnerships
  - Action 2.11 Partnerships in healthcare governance planning, design, measurement, and evaluation

A consumer is a potential, current or previous user of health services. A carer provides ongoing unpaid care to support family members and friends who have a disability, mental illness, chronic condition, terminal illness, and alcohol or drug issue or are frail aged.

## 2. Accountability

The CAC is accountable to TEC.

## 3. Functions and responsibilities

The functions and responsibilities of the CAC are to:

### a. **Process**

- Advise on RkPG processes (policy, procedures, protocols, guidelines) as it relates to Consumers
- Assist with the development and review of consumer information as set out in

- 
- the National Safety and Quality Health Service Standards
  - Maintain relationships/representation and communications with:
    - WA Health Consumer Council
  - b. Monitoring**
    - Monitor and evaluate consumer feedback
  - c. Improvement**
    - Advise the organisation on areas for improvement and strategies
  - d. Consumer engagement**
    - Ensure person centred care principles and the impact on patient safety and quality of care is considered in all decision making
  - e. Risk management**
    - Escalate organisational risks pertaining to patients, families, and carers to TEC
  - f. Education**
    - Advise on ongoing education and training for the workforce on matters of Partnering with Consumers
  - g. Reporting**
    - Provide monthly endorsed meeting minutes to TEC
    - Report outcomes from monitoring and improvement activities to staff/ stakeholders and consumers

## 4. Relationships with other groups

There is a direct relationship connected with:

- The Executive Committee (TEC)
- RkPG Mental Health Guidance Group

The CAC is required to escalate issues and concerns to TEC by exception.

## 5. Subgroups and working parties

The CAC will not establish subgroups. The CAC may create temporary working parties or groups, with the approval of the Executive Sponsor, to complete specific projects, which will be recorded within the meeting minutes. At the time of commencement of a working party, the expected deliverables and timeframe for the working party shall be specified.

## 6. Membership

The CAC membership (voting members) will reflect the diversity of the RkPG population within the community with a minimum of 10 elected members and 3 health service members.

### **Elected Member Quarantine Positions**

- One Aboriginal/Torres Strait Islander representative
- One Carer's representative
- One Chairperson RkPG Mental Health Guidance Group

### **Health Service Representatives (staff – non-voting members)**

- Executive Director – or proxy (optional)
- Manager – Education, Safety, Quality, Risk (ESQR)
- ESQR Administration Support

The Director of Nursing and Midwifery acts as the Executive sponsor for this Group.

#### 6.1 Proxies

There is no provision for voting 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 a meeting, if unable to attend.

#### 6.2 Invitees

The CAC group 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. Non-members have no voting rights.

#### 6.3 Remuneration

Payment to consumer or carer representatives is acknowledgement of the value of their knowledge and expertise. Representatives are eligible for remuneration in the form of a sitting fee for each CAC meeting attended, plus other endorsed activities, and in accordance with the South Metropolitan Health Service (SMHS) Consumer and Carer Participation Policy. Consumer representatives will not be reimbursed for preparation time, refreshments, paper, or printing costs. Payment for parking and travel will not be provided except under authorisation of the relevant Executive Director.

#### 6.4 Appointments of Consumer and Carer Representation

The decision to offer a consumer or carer an opportunity to participate should take into consideration the extent to which they have the ability, experience, and interest relevant to the role and function of the committee.

Prior to commencement, members will be required to:

- Complete a Criminal Record Screening – using RkPG process
- Complete a Health Assessment – using RkPG process

- Sign a confidentiality agreement
- Sign a conflict-of-interest declaration
- Sign acceptance of the Terms of Reference
- Australian Taxation Office Statement by Supplier form (completed annually)

#### 6.4.1 Selection Process

Person/s can nominate to join the RkPG CAC by completing an Expression of Interest (EOI) for membership, as positions become available.

A selection panel, including but not limited to, the CAC Chairperson, Deputy Chairperson, and Manager of ESQR will convene to undertake the selection and endorsement process. If unavailable, these positions may nominate a suitable proxy from within the CAC group.

#### 6.4.2 Term of Appointment

The term of appointment will be for two years from the date of the first meeting. Members wishing to remain after their initial term may submit a request in writing for consideration of another two-year period to the group Secretariat.

Members may apply for one period of leave of absence not exceeding six (6) months. Applications for leave of absence must be in writing addressed to the Chairperson and/or Secretariat. Any approved periods of leave of absence will not affect the member's overall term of appointment. There will be no replacement of a CAC member on leave of absence.

#### 6.4.3 Chairperson and Deputy Chairperson

Any member can nominate for the Chairperson or Deputy Chairperson roles. These roles terms of appointment will be two years.

The nomination process for Chairperson and Deputy Chairperson is:

- Expression of Interest (EOI) in writing to the Secretariat within the nominated time-period
- Where there is more than one applicant the Manager ESQR will prepare and circulate a voting process to the members who did not nominate for the position/s
- The RkPG Executive Director will be the adjudicator, if required, for equal votes
- Confirmation of the successful nominee/s will occur in writing to the CAC group

Should the Chairperson be, or expect to be, absent from meetings for an extended period, the Deputy Chairperson will assume the Chairperson role, for that period.

Should the Chairperson vacate the position prior to the elected period, the Deputy Chairperson will act as Chairperson until the nomination process has been completed and another Chairperson elected.

A Chairperson and Deputy Chairperson may be elected for a maximum of two terms.

#### 6.4.4 Resignation of Membership

Resignation prior to a member's term ending is to be in writing to the Chairperson and/or Secretariat.

#### 6.4.5 Termination of Membership

Any person's membership may be terminated in writing by the CAC Chairperson, Manager ESQR, Executive Sponsor and/or RkPG Executive Director, in consultation with the member concerned if a member:

- Is not able to attend a minimum of five meetings per calendar year (unless a leave of absence has been granted)
- Is not able to attend three consecutive meetings (unless a leave of absence has been granted)
- Does not adhere to the Terms of Reference
- Does not disclose a conflict of interest
- Does not adhere to Department of Health principles of conduct

#### 6.4.6 Orientation and Education

CAC members will attend RkPG Volunteer Induction as close to their first meeting as possible.

## 7. Secretariat

The secretariat will be provided by ESQR administration officers. The Secretariat shall be an authorised channel of communication for the CAC.

The Secretariat:

- Prepares and circulates the agenda and meeting papers (agenda and minutes will be reviewed by the Chairperson prior to distribution)
- Records attendance and minutes of meetings
- Books rooms and equipment for meetings
- Prepares relevant documentation as required

## 8. Obligations of CAC Members

All members of the CAC and person(s) co-opted to assist the CAC will:

- Comply with the Terms of Reference
- Read all agenda items prior to meetings and action/respond to

- delegated action items within the allocated timeframes
- Make all reasonable attempts to attend each meeting, and forward an apology to the Secretariat and/or Chairperson, should they be unable to attend
  - Report to the CAC on activities or feedback from the other consumers and carers they represent
  - Actively participate and provide input to CAC deliberations, seeking clarification from other consumers and carers as necessary
  - Report back to other consumers and carers they represent on the CAC activities

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 behavior
- Maintain records in accordance with expected standards

## 8.1 Conflict of Interest

Members should consider any conflict of interest prior to commencement of the meeting and either excuse themselves or declare the conflict prior to any discussion. When issues may present a conflict of interest or information sensitive to WA Health is to be discussed, only relevant CAC members will be in attendance. This is at the discretion of the Chairperson. Significant breaches of this procedure will be raised with the SMHS Manger, Integrity and Ethics.

## 8.2 Confidentiality

The proceedings and records of the CAC are confidential to members and the endorsing committee and are only to be used for authorised work-related purposes. All paper-based information must be kept secure whilst on site. At conclusion of any meeting or activity the paper-based information is to be returned to the Chairperson or Secretariat for confidential disposal.

Electronic information should be stored where access is restricted to appropriate persons. Electronic information must not be held on portable devices unless the device is password protected, with strong passwords, or other secret authentication information.

The access, use and disclosure of confidential information without authorisation is misconduct pursuant to the [WA Health Code of Conduct](#). Members who breach

confidentiality may be subject to termination, as per item 6.4.5 *Termination of Membership*.

### 8.3 Other Committees

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

## 10 Operation procedures

### 10.1 Meetings

The CAC shall meet monthly according to a date, time and venue schedule that will be agreed and reviewed as required.

The Chairperson reserves the right to call special or supplementary meetings to meet the responsibilities and functions of the CAC, with the approval of the Executive Sponsor. The Chairperson may cancel a meeting if there is insufficient business to warrant holding a meeting.

### 10.2 Quorum and voting

A quorum comprises of the Chairperson and 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.

### 10.3 Apologies

If a member is to be absent, then an apology should be given either through the Secretariat or Chairperson.

### 10.4 Record of proceedings

The agenda together with reports and supporting documentation will be forwarded to members with enough time to enable consideration prior to the meeting. Where practicable, this will be at least week prior to the meeting.

Minutes will be kept of each meeting. Minutes will be forwarded to the Chairperson for review prior to distribution to members as soon as practicable following the meeting. The minutes of a meeting shall be tabled at the next meeting for ratification by members. Confirmed minutes shall be electronically endorsed by the Secretariat on behalf of the Chairperson.

The Secretariat will ensure that all CAC documentation, communications and other relevant information, including up to date Terms of Reference, are appropriately saved. All documentation, communication or other relevant information remains the property of RkPG and must be preserved in accordance with the State Records

Act.

### 10.5 Standing agenda items

The CAC specific standing agenda items are:

- Reports to Consumer Advisory Council
- Process – Forms, Documents, Policy
- Monitoring
- Improvement
- Risk management
- Education
- Consumer Engagement – Reports from members attending Governance meetings
- New business
- Any Other Business (around the table)

## 11 Evaluation of committee functioning

The CAC will conduct a self and peer assessment of group functioning annually against the effectiveness and efficiency performance.

## 12 Adoption and amendments of Terms of Reference

The Terms of Reference will be reviewed every two years, or earlier if required.

Any variations to these Terms of Reference must be endorsed by TEC.

Document control and history:

Version	Amendment Date	Endorsed by

Signed:



Date: 20 June 2023

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**Clive Mulroy – A/Executive Director  
Chair – TEC  
ROCKINGHAM PEEL GROUP**

## Appendix A – Reporting Schedule

Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Reports from CAC members sitting on other committees	●	●	●	●	●	●	●	●	●	●	●	
RkPG Clinical Incidents & Consumer Feedback Report		●		●			●			●		
MYSAY Consumer Feedback			●			●		●			●	
GEKO Report	●	●	●	●	●	●	●	●	●	●	●	
Risk Register Summary		●		●			●			●		
RkPG Education Summary			●			●		●			●	

## Appendix B – Acceptance of Terms of Reference by Members

I acknowledge that I have read, understood, and accepted these Terms of Reference endorsed on 20/06/2023.

Member Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_