



Rockingham Peel Group

Consumer Advisory Council

Terms of Reference

1. Establishment and purpose

- a) The Group was established by the Rockingham Peel Group (RkPG) The Executive Committee (TEC)
- b) The purpose of the Consumer Advisory Council (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
- c) Oversee the activities across RkPG in accordance with the following National Safety and Quality Health Service Standards:
 - Action 1.13 – 1.14
 - Feedback and complaints management
 - Action 2.3
 - Health care rights and informed consent
 - Action 2.9 – 2.10
 - Information for consumers
 - Action 2.11
 - Partnering with consumers in design and governance of the organisation

2. Accountability

The CAC is accountable to The Executive Committee (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 actions 2.09 & 2.10
- Maintain relationships/representation and communications with:
 - WA Health Consumer Council

b) Monitoring

- Monitor and evaluate consumer feedback



c) Improvement

- Develop the RkPG Person Centred Action Plan and act as sponsors for actions at assigned Groups
- Advise the organisation on areas for improvement and strategies

d) Consumer participation

- 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 The Executive Committee
- Report outcomes from monitoring and improvement activities to staff/ stakeholders and consumers

4. Relationship 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 cannot establish subgroups without the consent and endorsement of TEC.

6. Membership

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

- Community members including those from; culturally diverse backgrounds; indigenous representation; the elderly; people living with chronic illness; mental health; woman's health and youth.
- 1 Carer's representative.
- 1 RkPG Mental Health Guidance Group Representative

The 3 health service representatives shall consist of:

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

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

See Appendix A for the specific details of appointments to the CAC

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

The 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.

The Group Chair will ensure invited persons are aware of their responsibilities and obligations with regards to confidentiality SMHS Public Comment Policy.

7. Chair

An elected consumer from the CAC will be the Chair of the Group.

In the temporary absence of the Chair, the Chair shall assign the chairing position to the Deputy Chair.

Should the Chair be, or expect to be, absent from meetings for an extended period of time the Chair may elect an Acting Chair for that period.

8. Secretary to the Group

The ESQR Administration Assistant will act as Secretary to this Group.

The Secretary shall be the authorised channel of communication of all decisions of the Group.

The Secretary, following approval by the Chair, shall:

- Issue agendas and supporting material which shall be available electronically 5 working day(s) prior to each meeting;
- Book venues, prepare minutes and action items for each meeting and circulate these 5 days prior to the next meeting;
- Keep soft copy files with:
 - Agendas and documents circulated with them;
 - Minutes and action sheets;
 - Any documents / correspondence tabled at meetings or circulated other than with agendas.

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 electronic signature at the subsequent meeting.

9. Consumer engagement

The CAC members will:

- Consider and provide feedback on impact on, and perception of, consumers or carers on decisions of the Group
- Provide information on priorities of consumers and carers

10. Obligations of Group members

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

- Comply with the Group's Terms of Reference.
- Comply with the CAC Functions & Responsibilities.
- Be required to 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.
- Forward an apology to the Group Secretariat and/or Chair, should they be unable to attend.
- Actively participate in meetings & working groups to progress actions of the Group.

10.1 Conflict of interest

A member of the Group, who has duties or interests in conflict with their duties or interests on the Group, whether direct, indirect, financial, material or otherwise:

- Must withdraw or declare a possible conflict of interest to the Chair in accordance with the Department of Health
[Managing Conflicts of Interest Policy \(health.wa.gov.au\)](https://www.health.wa.gov.au/Managing-Conflicts-of-Interest-Policy)
- Must withdraw from the Sub-Group for the duration of the deliberation in question, prior to any discussions or decisions on the matter being taken unless the Group determines the conflict is trivial or unlikely.

When issues may present a conflict of interest or sensitive information to WA Health is to be discussed; only relevant Group members will be in attendance. This is at the discretion of the Chair.

10.2 Confidentiality

The proceedings and records of the Group are confidential to members and the endorsing Group 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 be stored on the W: / shared drive where access is restricted to the appropriate person(s).

11. Operation procedures

11.1 Meetings

The Group shall meet monthly according to a date and time schedule that will be agreed and renewed from time to time. Such schedule is to be prepared by the Secretary. The Chair may cancel a meeting if there is insufficient business to warrant holding a meeting or an additional meeting may be held at the determination of the Chair.

11.2 Quorum

A quorum shall consist of 50% of members and proxies, plus the Chair of the meeting. In the absence of a quorum, a meeting may be held but its decisions would be subject to ratification by the succeeding full meeting of the Group.

11.3 Apologies

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

11.4 Conduct of meetings

The decision of the Chair is final in all matters of procedure.

11.5 Standing agenda Items

The CAC specific standing agenda items are:

1. Welcome and Apologies
2. Declarations of Conflict of Interest
3. Guest Agenda Items
4. Confirmation of Previous Minutes
5. Review of Actions from Previous Minutes
6. Standing (Regular) Agenda Items
 - 6.1 Reports – Executive
 - 6.2 Process
 - 6.3 Monitoring
 - 6.4 Improvement
 - 6.5 Risk Management
 - 6.6 Education
 - 6.7 Reporting – CAC
7. New Business
8. Any Other Business / Around the Table
9. Next Meeting

12. Storage of records

Electronic information should be stored on the relevant shared drives where access is restricted to appropriate persons and managed in accordance with the:

[SMHS Information and Records Management – corporate records Policy.](#)

All paper-based information must be kept secure.

Records of Group meetings are to be retained and approved for destruction in accordance with the State Records Office of WA General Disposal Authority for State Government Information: Administrative Human Resource and Finance Information. Records that have been approved for destruction are to be placed in appropriate confidential bins.

13. Evaluation of Group functioning

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



This will include a review of these Terms of Reference and Group membership.

Key Performance Indicator		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 Group member survey on satisfaction with effectiveness and efficiency undertaken	Yes

14. Adoption and amendment of terms of reference

These Terms of Reference were endorsed by The Executive Committee on the 26 August 2022.

The Group will evaluate its Terms of Reference, performance and need for continuation on a biennial basis.

Variations to these Terms of Reference must be endorsed by The Executive Committee.

Document control and history:

Version	Amendment Date	Endorsed by
2	11/10/2022	TEC – 18/10/2022

Signed:

Date: 18/10/2022

Kathleen Smith

Chair – The Executive Committee
ROCKINGHAM PEEL GROUP

Appendix A

Membership Nominations

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

A selection panel of three people, including the RkPG Chairperson, Deputy Chairperson and Manager of ESQR will be convened to undertake the selection process. If unavailable, each of these positions may nominate a suitable proxy from within the council.

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

Membership Term

- CAC member's tenure on the council is for a period of 2 years and on completion of the member's tenure they may seek re nomination.
- Chair and Deputy Chair positions tenure will be for a period of 2 years.
- Recruiting for each position is through a nomination process.
- Deputy Chair acts on behalf of the Chair as required.

Term Extension

CAC members may re-nominate for a further term at the end of each term.

Resignation

Resignation prior a member's term ending is to be in writing to the Chair of the Council.

Membership Termination

- A member who does not attend at least 50% (5) meetings within one year may be disqualified from continuing their membership unless the member can provide sound substantiated reason for absence.
- A member who fails to attend three (3) consecutive ordinary meetings without an apology or leave of absence may lead to termination of membership.
- After two consecutive apologies an application for a leave of absence must be applied for via the chairman.
- It is the chair role to recommend termination of membership to the Executive Director who has sole delegation to terminate a member.

Chair Nomination Process

- Expression of Interest (EOI) for role of Chair and Deputy Chair will be called for when required.
- Completed EOI's to be sent to ESQR Manager within the notified two week time period.
- ESQR Manager prepares (where there is more than one applicant) a voting document and circulates information to the CAC members.
- Voting responses to be returned back to ESQR Manager within a 2 week timeframe.
- The RkPG Executive Director is the adjudicator.
- Confirmation of the successful nominees will occur at the next scheduled CAC meeting.