1 Purpose

The Tasmanian Health Organisation (THO)-North Community Advisory Council (CAC) will provide a consumer, carer and community member perspective with regards to planning, policy, service development and improvement in those facilities and community health services that are the responsibility of the THO-North.

2 The Community Advisory Council shall:

2.1 provide a consumer voice in determining needs, concerns and priorities in the areas such as health policy, service provision, safety and quality of service delivery, and accessibility;

2.2 bring to the attention of the Organisation's senior management, a consumer perspective on significant strategic issues and recommendations of a systemic nature;

2.3 provide advice about consumer issues that should be considered in any redevelopment of the sites and services throughout the North;

2.4 assist in the development of appropriate information specifically designed for consumers and family members/carers;

2.5 assist in the implementation and monitor the effectiveness of the THO- North Consumer Community and Stakeholder Engagement Strategy;

2.6 ensure that organisation-wide systems are in place to respond effectively to issues of cultural, religious or linguistic diversity and those in the community living with an illness or disability; and

2.7 become informed about health issues and health services and to inform the community of these.

3 Functions and Responsibilities are:

3.1 to monitor and report on the needs of THO-North consumers, in particular disadvantaged groups, providing consumer and community focused input into service delivery planning and development;

3.2 to review safety, quality and performance data, including feedback, patient experience/satisfaction survey and complaints information, and make recommendations for change or improvement as necessary;

3.3 to participate in the development and evaluation of THO-North's Corporate Plan and Annual Report;

3.4 to provide an annual report to the THO-North Executive and Governing Council on the activities of the CAC;

3.5 to participate in the review and development of THO-North Policies, Procedures and Clinical Practice Standards where appropriate, as well as patient education/information documents, and hospital signage and way finding;

3.6 to participate in the selection process for staff appointments where appropriate and/or on invitation, and in staff orientation/induction and education sessions as requested;
3.7 to monitor progress on the Consumer Community and Stakeholder Engagement Strategy (Refer to Attachment 1); and
3.8 to provide advice on the implementation and evaluation of Standard 2 of the National Safety and Quality Health Standards, Partnering with Consumers and other Standards where relevant e.g. THO-North’s patient-centred care training program. (Refer to Attachment 2)

4 Accountability

The CAC is accountable through the Chief Executive Officer (CEO) of THO-North to the Chair, THO-North Governing Council (Refer to Attachment 3)

5 Amendments to Terms of Reference

5.1 Any changes to the Terms of Reference require the approval of the CEO

6 Sub-Committees and Working Parties

6.1 The CAC will not create any standing sub committees.
6.2 The CAC may create short-term working groups. Where this occurs, the purpose, membership and expected period of activity of the working party must be recorded in the CAC minutes.

7 Communication and Transparency

The minutes of the CAC will be available to members. The THO-North Executive and THO-North Governing Council will receive minutes of all CAC meetings and will consider reporting on the activities of the Council to the THO-North community and consumers via the THO-North website, e-brief newsletter and other means.

The CAC must seek THO-North Executive approval for projects it wishes to undertake that have a financial or other impact on consumers and staff within THO-North.

7.1 Communication between CAC members

Any member of the Community Advisory Council that attends a meeting on behalf of the Council is responsible for reporting back on that meeting to the rest of the Council. If two or more members attend a meeting, they must select one person to be responsible for reporting back to the Council.

If necessary, the report back must be done within two days of the meeting to enable all members to be kept up-to-date with developments and also allow other members to respond. If there is no requirement to respond within a certain time, the report back can be done at the next CAC meeting.

The Program Manager – Learning and Engagement is required to make sure that the person responsible for reporting back to the group does so.

When responding to an email sent by another member, the respondent must use “Reply All”, unless it is not appropriate to do so.

If a member of the CAC has questions or would like an update on the Council or wishes to discuss previous or upcoming meetings, they may contact the Program Manager – Learning and Engagement.

8 Composition

Membership of the CAC will comprise up to a total of 12 members as follows:

8.1 Voting Members

• Local Consumer and Community Representatives (up to 10)

8.2 Non-Voting Members

• CEO, THO-North (1)

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• Program Manager – Learning and Engagement

Co-opted staff with specific expertise will provide regular reports e.g. the Director Quality Risk & Patient Safety; the Manager, Patient Advice and Liaison Service; and/or the THO-North Executive Director of Nursing.

9 Appointment of Consumer, Carer and Community 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 and carers from the community served by THO-North. The Chair, THO-North Governing Council will ratify members’ appointments. (Refer to Attachment 4 Position Description)

9.1 Selection Process

Expressions of Interest for membership may be advertised in local community news media; via established Advisory Committees (LGH/Meander/Tamar Valley/Campbell Town etc.); Volunteer Service; Consumer Register; and the THO-North website.

A selection panel to consist of the following persons:

• THO-North Program Manager – Learning and Engagement (Chair)
• THO-North Nursing Director, Quality, Risk and Patient Safety Unit

This panel will undertake the selection process making recommendations on appointments to the THO-North Chair, Governing Council. An agreed set of selection criteria will guide the panel. Where required, interpreters will be welcome for interviews with newly arrived applicants.

9.2 Term of Appointment

The terms of appointment will be for two years from the date of the first meeting for consumer, carer & community members, with a possible option to renew membership for two additional two year terms. The Community Advisory Council will maintain a staggered rotation to ensure continuity within the group i.e. there will be both one year and two year appointments.

Outgoing members may be asked to provide mentorship to new members of the group with support of staff members.

Members wishing to reapply after their initial term will be considered equally with other applicants. Elections for Chair and Deputy Chair will be held every year at an ordinary meeting of the Council. Nominations for Chair can be made by all members, and members can self-nominate. The nominee/s will be asked to answer several questions about themselves in order to help members cast their vote. Questions and answers will be distributed to members one week before that election meeting.

New members will be on a provisional membership for six months, after which time, their membership will be reviewed by the THO-North CEO, Chair and Deputy Chair.

Community members will have an annual membership review to assess whether membership continues to be mutually beneficial to both the individual and the CAC.

9.3 Resignation of Membership

Resignation prior to the end of the term will be in writing to the:

• THO-North CEO for the Chair position; and
• Community Advisory Council Chair for all other members.

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9.4 Termination of Membership

Membership may be terminated by the Chair in consultation with the member concerned and the CEO or his/her delegate in the event that a member:

- is unable to attend three or more consecutive meetings without reason;
- does not disclose a conflict of interest;
- does not adhere to the protocols of the Council;
- does not adhere to the confidentiality agreement.

10 Meeting Procedures

10.1 Chair and Deputy Chair

The Chair will be nominated in its first year of establishment with a Deputy Chair to be elected by and from the consumer and community members for a period of one year. Election of members to these positions will be ratified by the Chair, THO-North Governing Council.

10.1.1 Chairperson responsibilities:

The Chair will:

- be a figurehead for the Community Advisory Council (CAC);
- ensure the Council complies with the Terms of Reference (this document);
- attend THO-North Executive Management meetings; and
- participate in review of Council functions.

10.1.2 Deputy Chair responsibilities:

The Deputy Chair will:

- provide assistance to the Chair as required;
- attend THO-North Executive Management meetings; and
- fulfil the responsibilities of the Chair should the Chair be unavailable.

10.1.3 Council Member responsibilities:

Members will:

- bring their experiences as a patient/consumer, carer or community member to the table, without personal bias;
- see beyond their personal experiences to assist THO-North so that it may achieve its vision for quality and safe health care;
- maintain confidentiality at all times (all members must sign a confidentiality agreement);
- attend the Induction Program of the THO-North;
- contribute at meetings, and provide advice and review relevant documents between meetings as requested;
- reply to emails or mail in a timely manner;

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work in a spirit of partnership and within the values of Tasmanian Health Organisation-North;

adhere to relevant sections of the Department of Health and Human Services' Code of Conduct. (Refer to Attachment 5); and

submit to a national background Police Check.

10.2 Secretarial Support

A THO-North staff member will provide secretarial support for the Council.

The role of the Secretariat is to ensure that the administrative needs of the Council and the Chair are met. The Secretariat is responsible for:

- preparing and distributing agenda papers to members in sufficient time to allow consideration before meetings;
- generating and distributing draft and final minutes of meetings;
- forwarding of meeting records (or excerpts) to the relevant non-Council members;
- keeping and maintaining relevant records on behalf of the Council; and
- keeping the Community Advisory Council information on the THO-North web site up to date.

10.3 Frequency of Meetings

The Council will meet every fourth (4th) Thursday for a maximum of two hours, or as agreed by members. The Chair may call extra meetings for special purposes as required.

10.4 Proxies

- There is no provision for proxies if a consumer or community member is unable to attend meetings. Members must notify the Program Manager – Learning and Engagement if they are unable to attend the meeting.

10.5 Notice of Meetings

- As far as possible, notices of meetings and supporting papers will be distributed five working days in advance of the meeting date.

10.6 Quorum

- A quorum will consist of 50% plus one of members. In the absence of a quorum, a meeting may be held but its decisions will be subject to ratification at the next full meeting of the Council.

10.7 Co-opted Expertise/Invitees

- With approval from the Chair, others may be invited to attend meetings of the Council in relation to a specific agenda item(s) and may be called to give presentations and to advise on relevant matters.

10.8 Voting

- Decisions will normally be made by consensus, however if a vote is required, each voting member of the Council will have one vote. The Chair will not have the casting vote.
11 Remuneration and Reimbursement

To ensure no one is prevented from participating in committee meetings or other service improvement activities as a consumer (with the exception of Mental Health Services with paid consumer and carer positions), Council members are funded by THO-North for:

- public transport to and from the meetings;
- parking;
- some meals and drinks;
- taxi vouchers if unable to use public transport through a disability.

12 Conflict of Interest

Members of the Council are required to declare any issue which may be a potential, actual or perceived conflict of interest and will not participate or be present in any discussion or recommendation related to that issue.

Members are strongly encouraged to not attend the CAC during periods of acute illness or stress with themselves or families, which is related to their ongoing relationship with any services within Tasmanian Health Organisation-North.

13 Grievance Processes

If a Council member has any concerns or issues about the general functioning of the CAC, with another member or about their own membership, they are encouraged to contact the Program Manager – Learning and Engagement to discuss.

If the Program Manager – Learning and Engagement has any concerns about an individual's membership, they may arrange to meet with that individual to try and resolve any issues and discuss ongoing involvement in the Council.

14 Confidentiality

Members of the CAC will sign a confidentiality agreement on appointment. Discussions and decisions made at meetings and documents distributed will remain confidential and not be conveyed to unauthorised persons, unless approved by the full CAC including the CEO.

15 Records

The secretariat will keep files of at least the following:

- agendas, meeting papers and meeting records; and
- correspondence and papers circulated other than with agendas.

The files are the property of THO-North and must be preserved in accordance with the Personal Information Protection Act 2004 and the Right to Information Act 2009.

16 Adoption, Review and Amendment of these Terms of Reference

SIGNED OFF BY: Chief Executive Officer, THO-North

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<td>10 November 2014</td>
<td>John Kirwan, CEO</td>
<td>November 2015</td>
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Attachments:

2. Standard 2 of the National Safety and Quality Health Standards (NSQHS), Partnering with Consumers
3. Community Advisory Council Chart of Accountability
4. Position Description

John Kirwan
Chief Executive Officer
Tasmanian Health Organisation - North

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