

# Terms of Reference

## Consumer Advisory Group

**Ratified:**

**Review Date:**

2017

### 1.0 Purpose

The establishment of the Consumer Advisory Group (CAG) ensures Gold Coast Health hears directly from and works in partnership with Gold Coast Health consumers and community members and health service partners.

1.1

The purpose of the Consumer Advisory Group is to:

- Provide an ongoing mechanism for health consumers, carers and representations from community organisations to participate in health care planning, delivery and assessment to ensure the community is part of the ongoing improvement of health care services in the Gold Coast Hospital and Health Service (GCHHS).
- Support a HHS wide approach to achieving compliance with *National Safety and Quality Health Service Standard 2: Partnering with Consumers*

### 2.0 Scope and Functions

The *Hospital and Health Boards Act 2011* formalises the need for HHS's to engage their local communities and health consumers along with Primary Care Networks and other health service providers to work together to better integrate local services and drive improvements in health outcomes.

#### Guiding Principles

2.1

- **Advisory consultation:** the Consumer Advisory Group will be consulted about health plans and services in an advisory capacity only.
- **Balance of diverse inputs:** community input is valued as one of many factors in decision-making. All efforts will be made to include a balanced and diverse membership makeup that reflects the diversity of the Gold Coast community.
- **Clarity of information sharing:** the Consumer Advisory Group will be provided with information about the topic for consultation, and about the opportunities and constraints involved in Gold Coast Health decision-making.
- **Fair, transparent and legitimate:** engagement/consultation will be focused on real opportunities to influence decisions. Where Gold Coast Health decisions are constrained by external forces (e.g. other levels of government, human resource issues), this will be communicated to the group. CAG will also be able to raise topic areas that the group sees as relevant for further investigation and response from GCH to aid in clarity and or more formal requests for action.
- **Timelines:** the group will be given sufficient time, whenever possible, to provide meaningful involvement. There will be a balance struck between ensuring appropriate timelines for involvement and the need for timely decision-making.
- **Variety of consultation methods:** different methods will be used to gather community input in order to broaden opportunities for participation (eg. focus groups, surveys, community meetings, online tools and any other communication channels) that will help to inform GCH decision making and better engage CAG members and the broader community.

#### Functions

The specific functions of the Consumer Advisory Group are as follows:

- Provide Gold Coast Health with **feedback on user needs and opinions** on a variety of public health initiatives/issues.
- Assist in the collection of **community ideas, experiences and desires** for public health services.
- Identify and bring forward **issues of consumer/community concern** for Gold Coast Health consideration

<b>2.0</b>	<b>Scope and Functions</b>
	<p>and/or action.</p> <ul style="list-style-type: none"> <li>• <b>Participate on major committees/workgroups</b> in the health service and include 2 consumers (if and where possible) in any one committee to contribute community input and feedback in an advisory capacity.</li> <li>• <b>Participate in community engagement strategy development</b> as appropriate.</li> <li>• <b>Participate in ad hoc activities</b> as planned by the External Communication and Stakeholder Engagement Officer that are prioritised in line with district strategic plans and required goals including Accreditation interview participation.</li> <li>• CAG members working on health service committees will be requested to complete a satisfaction survey at 6 month intervals and at the completion of their representation.</li> </ul>

<b>3.0</b>	<b>Membership</b>
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<b>3.1</b>	<p>1) Membership will be confirmed by the External Communication and Stakeholder Engagement Officer with regular updates to the Board Quality Safety and Engagement Committee on membership numbers, activities, and progress against agreed strategies.</p> <p>2) The Consumer Advisory Group will comprise approximately 10-15 active members (or such numbers that will meet the needs of Gold Coast Health and the Gold Coast community). Consumers who have expressed an interest in joining the Consumer Advisory Group will act as a consumer representative with a personal lived experience with GCH services (i.e. not as an advocate for a business or NGO) and will have experience in:</p> <ul style="list-style-type: none"> <li>• regularly or occasionally use of health services</li> <li>• good personal or professional networks to gather and or disseminate information</li> <li>• supporting or visiting family members accessing health care</li> <li>• studying to be future health professionals.</li> </ul> <p>3) The Consumer Advisory Group will also include the following key stakeholders as associate members (i.e. non sitting fee member):</p> <ul style="list-style-type: none"> <li>• a representative of the Quality Safety and Engagement Committee</li> <li>• the Gold Coast Health External Communication and Stakeholder Engagement Officer</li> <li>• invited Gold Coast Health Project Officers as appropriate</li> <li>• external health consumers/partners who may be invited to attend based on need.</li> </ul> <p>4) The Consumer Advisory Group members who participate on HHS committees as consumer representatives will be required to complete a confidentiality agreement and orientation/induction program prior to attending the committee.</p> <p>5) Consumer Advisory Group members will be appointed for a 12 month term and revised annually where continued membership will be subject to review by GCH to continue to serve for additional 12 month terms. Any cancellation of membership will be via 1 month notice from either party.</p> <p>6). New members may be recruited at any time to fill vacancies.</p> <p>7) Other GCH staff may be invited on an ad hoc basis including content experts plus a Board member if available.</p>
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<b>3.2</b>	<p><b>Membership Support</b></p> <p>1) Gold Coast Health will provide appropriate documentation, background briefing and other support services to the Consumer Advisory Group.</p> <p>2) Members are paid sitting fees for participation on committees and attendance at quarterly CAG meetings. Other ad hoc committees may be applicable for payment at the discretion of the Manager External Communication and Stakeholder Engagement. Member payments will be processed quarterly.</p> <p>3) Parking permits are supplied to CAG members for use on CAG related business only. Travel costs are the responsibility of the CAG member.</p>
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<b>3.0</b>	<b>Membership</b>
	<p>3) Some agreed out-of-pocket expenses may be paid for members attending committee work at the discretion of the relevant committee chair.</p> <p>4) All CAG members will be offered consumer advocacy training via Health Consumer Queensland guidelines.</p>
<b>4.0</b>	<b>Chairperson</b>
<b>4.1</b>	To be confirmed by committee
<b>5.0</b>	<b>Secretariat (Position held only)</b>
<b>5.1</b>	Executive Support Officer, Communication and Engagement Unit
<b>6.0</b>	<b>Reporting Relationships</b>
<b>6.1</b>	<p>CAG escalation of issues and/or requests for information on GCH is via written advice/request through the External Communication and Stakeholder Engagement Officer to the Executive Director People and Engagement. CAG reporting line is to the Clinical Governance Committee via annual reports and copy of minutes on request. This report includes all community and consumer engagement activities coordinated by the External Communication and Stakeholder Engagement Officer and service areas.</p>
<b>7.0</b>	<b>Frequency of Meetings</b>
<b>7.1</b>	The Consumer Advisory Group will meet quarterly for a maximum of 2 hours.
<b>8.0</b>	<b>Quorum</b>
<b>8.1</b>	50% plus 1 of committee membership.
<b>9.0</b>	<b>Agenda Items</b>
<b>9.1</b>	Members will be notified of meeting dates and will receive written advice of any change to meeting details at least two week prior to the meeting. CAG members will be asked for agenda items prior to each meeting.
<b>10.0</b>	<b>Minutes</b>
<b>10.1</b>	Meeting minutes will be made available to the group members, the Board Chair and Clinical Governance Committee.
<b>10.2</b>	The minutes shall be a formal summary record of the discussion, agreed outcomes and actions of the committee members. Electronic copies of agendas and minutes will be kept by the Secretary.
<b>10.3</b>	An 'Action' column or section will be included in the minutes to ensure responsibility is clearly indicated together with required completion dates.
<b>11.0</b>	<b>Access to Information / Confidentiality</b>
<b>11.1</b>	Members of the committee have the right to access information and documents relevant to issues being considered within the terms of reference. It is acknowledged that certain issues being examined may be of a confidential and/or sensitive nature, which will require members of the committee, and the secretariat, to exercise utmost tact and discretion and ensure any confidential information will remain confidential
<b>12.0</b>	<b>Out-of-Session Functions of the Committee</b>
<b>12.1</b>	Depending on the particular issues in question, it may be useful or necessary to disseminate information to members of the Committee outside of scheduled meetings for their information and or action.

<b>13.0</b>	<b>Consumer Engagement</b>
<b>13.1</b>	As per purpose, scope and functions of the Consumer Advisory Group Committee.
<b>14.0</b>	<b>Periodic Performance Review</b>
<b>14.1</b>	<p>The committee will review the terms of reference and evaluate compliance with the committee purpose, scope, functions and outcomes of KPIs on an annual basis.</p> <p>The review will include consideration of changes to the terms of reference for the upcoming year.</p>
<b>14.2</b>	<p>Key Performance Indicators (KPI):</p> <ol style="list-style-type: none"> <li>1. Committee Administration             <ul style="list-style-type: none"> <li>○ Quorum achieved and 100% of required meetings conducted</li> <li>○ Annual committee evaluation completed and reviewed by members</li> </ul> </li> <li>2. Number of committees that CAG members are working on.</li> </ol>