

Terms of Reference - Consumer Advisory Council

August 2016

Introduction

The WSPHN Consumer Advisory Committee (WSPHN CAC) is to report to the Board and Management of WentWest on opportunities to improve medical and health care services through strategic, cost effective investment and innovation. The Western Sydney PHN believes that health care consumers (patients, carers and their families) are essential partners in creating better health care. We value the knowledge and consumer experience that consumers can bring to the work of WSPHN.

Purpose

The Consumer Advisory Committee (CAC) is appointed by WentWest (WSPHN) to provide advice to the Board on matters and issues affecting primary health care consumers.

Its purpose is to engage consumer voice in health services with the ultimate goal being to create benefits for both the consumer and health care systems. Utilising co-design principles wherever possible, the CAC will assist WSPHN to work towards a patient centred system of primary health care that will deliver better outcomes for the community.

Patient centred care is defined by the Australian Commission on Safety and Quality in Health Care as 'health care that is respectful of, and responsive to the preferences, needs and values of patients and consumers'.

The CAC is comprised of members of community organisations and / or individuals that represent a range of health consumers in western Sydney.

The work of the CAC is directed by these Terms of Reference.

Context

WentWest (WSPHN) is a not for profit primary health care organisation that aims to improve the health of the community by:

- Improving service integration and coordination.
- Supporting clinicians and service providers to improve patient care.
- Identifying the health needs of local areas and developing locally focused programs and services.
- Conducting prevention and health promotion programs

WSPHN covers a region that encompasses the following four (4) Councils;

- Cumberland Council (Auburn/Holroyd)
- City of Parramatta Council
- Blacktown Council
- The Hills Shire Council

Role

The role of the WSPHN CAC includes:

- To represent the interests of consumers
- To act as a consumer advisory body to assist in addressing the strategic objectives of WSPHN. The advice provided by the CAC will be used to inform the development and delivery of services that improve health outcomes for the community.
- To assist in identifying gaps, barriers, strengths and opportunities for improvement in the provision of primary health care in Western Sydney.
- To enable two-way exchange of information about primary health care between WSPHN and consumers.
- To provide strategic advice on consumer engagement to enhance the work and role of WSPHN across Western Sydney.
- To provide advice that will allow WSPHN to undertake broad consumer engagement using a range of methods to enable broad community input into service planning and delivery.
- To provide a consumer perspective in the review of operational documents, plans and policies, and to provide consumer feedback on areas undergoing significant change.

Note: *The role of the Western Sydney Health Consumer Advisory Committee is not to form part of or facilitate the formal complaints processes of the health services.*

Membership

All members of the WSPHN CAC will be residing, practising or working within the community within the WSPHN region and where possible will comprise of:

- Aboriginal and Torres Strait Islander health and wellbeing
- Chronic disease management
- Mental health
- Men's, women's and child health
- Disabilities
- Carers
- The aged
- Culturally and linguistically diverse (CALD) Committees

Membership application will be through a formal Expression of Interest (EoI) process undertaken by WentWest Management with membership and appointments being determined by the CEO and Board of the WSPHN. Appointments will be for a maximum of two (2) years.

Selection will be based on the ability of an individual to contribute an informed consumer perspective and represent the interests of consumers at a strategic level. Invitation for EoI will be open to a broad cross section of community workers.

The first year of operation will be a transition year with all inaugural members able to submit an EoI for a further two (2) year term at the end of the 12 month transition period.

The WSPHN CAC will be chaired by the member as appointed by the WentWest Board or elected by the WSPHN CAC. The Chair will be living or working within the WSPHN jurisdiction. If the Chair is unavailable, another member of the CAC will be nominated as temporary Chair for the period of the absence.

A member of the Clinical Advisory Council will be appointed to the Consumer Advisory Council, and vice versa, to ensure integration and cross-fertilisation.

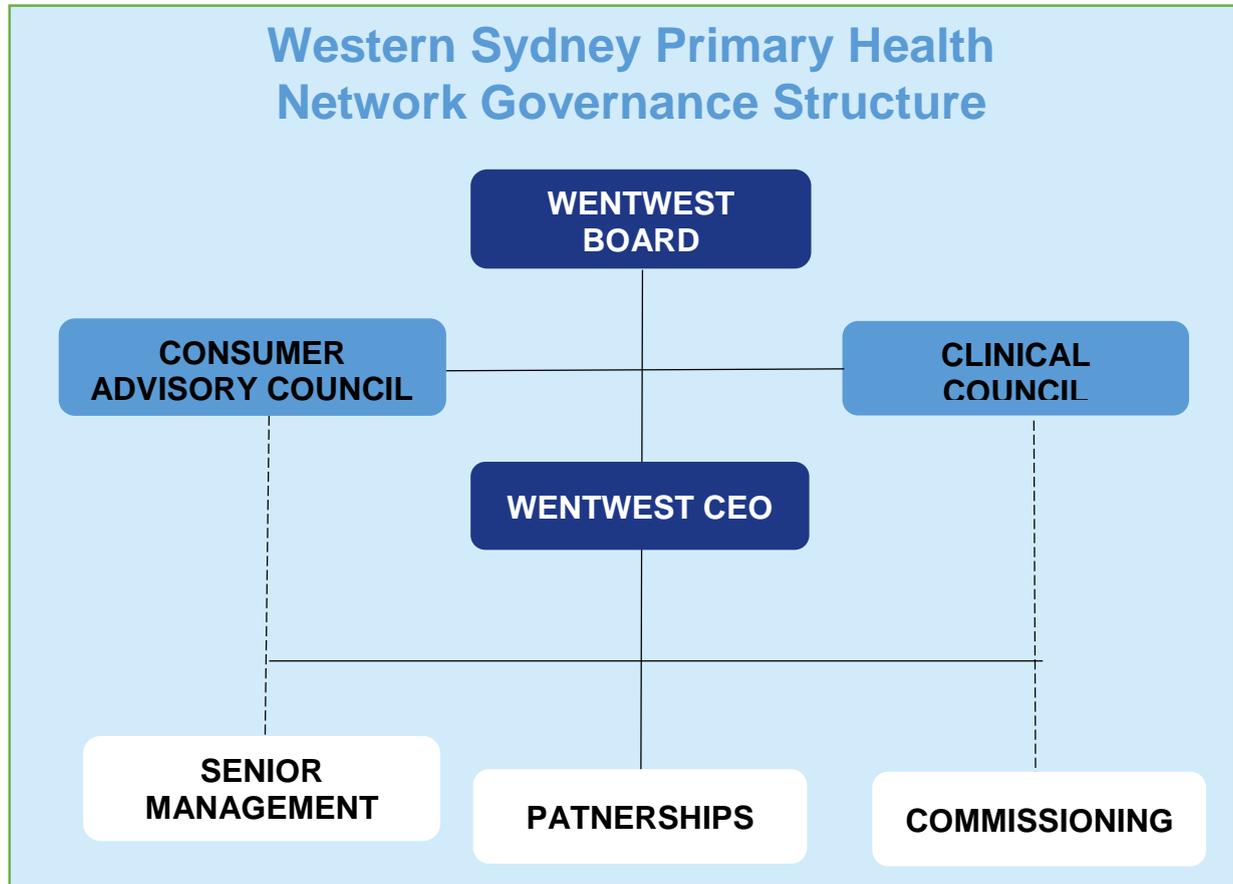
Fifty percent (50%) of WSPHN CAC members are required for a quorum.

Proxies are to be considered and approved by the Chair prior to a meeting. Proxies shall have voting rights at the meeting. Proxies are also permitted to provide relevant comments/feedback to the WSPHN CAC and report back to the member for whom they are representing.

Membership administration will be managed by the WentWest Consumer and Stakeholder Project Officer.

Members may resign from the CAC by providing a written resignation (by fax, post or email) to both the Chair of the CAC and to the WentWest Consumer & Stakeholder Project Officer.

Governance



Meeting Frequency

The WSPHN CAC will be held quarterly, dates to be aligned with the WentWest Board calendar. This will be conducted via face to face meetings or via teleconference if necessary. The meetings will be held at the WentWest Office in Blacktown, or a venue that is mutually agreeable.

Each meeting will be scheduled for two hours and will take place at a time that is mutually agreeable. This will be extended if necessary.

The CAC may from time to time identify a need to meet or be invited to meet in addition to the set meeting frequency.

Other staff may be invited to attend the meeting as deemed necessary by the Chair and based on the meeting agenda items. The WSPHN will advise members of additional attendees prior to the meeting where possible.

Committee Operations:

The WSPHN will:

- Provide the secretary for meetings and minute taking.
- Schedule meetings at times that suit the majority of members.
- Report to members on activities overseen by the WSPHN CAC (in or out of session as appropriate) including important progress on activities, milestones and any delays or risks.
- Consult with members on significant health reform, projects or other issues that impact on consumer health.
- Provide support for face-to-face and teleconference meetings including:
 - Collating and circulating meetings papers e.g. meeting agenda, meeting minutes, relevant papers and background information.
 - Writing and circulating the meeting minutes comprising the main points and agreed actions will be produced by WSPHN. Confidential items will not be included in the minutes unless advised otherwise by the Chair. Full copies of the draft minutes, including any related attachments will be circulated to WSPHN CAC members within five (5) working days of the meeting date.
 - Maintaining and circulating a list of documents tabled during the meeting.
 - Arranging meeting venues and or teleconference equipment.

Committee members will:

- Objectively communicate the views and health issues affecting consumers and members of any networks they may represent.
- All members have equal rights to list items on the Agenda for any meeting. Agenda items for each meeting will be called from WSPHN CAC members and the CEO three (3) weeks prior to the scheduled meeting. The final agenda will be approved by the Chair person and prepared via the WSPHN secretarial support person and distributed to all WSPHN CAC members five (5) working days prior to the scheduled meeting. Any additions or changes to the agenda must be submitted to the Chair no less than two days prior to the next scheduled meeting.
- Contribute resource, information and opportunities as appropriate.
- Where relevant, seek feedback or input from their networks.
- Where relevant, provide feedback regarding meeting outcomes and decisions to other interested stakeholder networks (where necessary).
- From time to time, contribute to out of session consultation.

Decision Making

Decisions are made by majority vote via an open voting process.
One vote from each WSPHN CAC member.
Chair will have the casting vote.

Reporting

A communiqué summarising the meeting outcomes will be produced by the Chair after each meeting and submitted to the CEO for approval for dissemination to necessary stakeholders and publication by WSPHN. The Chair will report to the WentWest Board on a quarterly basis.

Standard Agenda items to be included are:

- Matters arising from the previous meeting
- Referrals from the Board
- Referrals from the CEO
- Member reporting

Agenda Items and any associated meeting papers shall be submitted to WSPHN at least seven (7) working days prior to the meeting for collation.

The flow and exchange of information and resources between members is ongoing and not limited to scheduled meetings. Matters of simple communication and general information sharing are to be dealt with out of session.

Review of Terms of Reference

The Terms of Reference will be reviewed every two years after adoption by the Board.

Evaluation

The performance of the WSPHN CAC will be evaluated by the WSPHN Board against these Terms of Reference after twelve (12) months.

Code of Conduct and Ethics

All members of the WSPHN CAC will abide by the WSPHN CAC Code of Conduct and Ethics.

