



Consumer Advisory Committee

Terms of Reference

1. NAME

The Committee shall be known as the Armadale Kalamunda Group (AKG) Consumer Advisory Committee

2. ESTABLISHMENT AND PURPOSE

The Committee is established by the Armadale Kalamunda Group Executive Committee for the purpose of:

- Providing support and advice to the AKG Executive Committee and leadership team on improvements to the provision of services and the consumer/carer experience
- Ensuring the consumer/carer experience and perspective is reflected in corporate and clinical decision making across the AKG.

3. ACCOUNTABILITY AND REPORTING

The Committee is accountable to the Armadale Kalamunda Group Executive Committee via the Executive Sponsor, Executive Director AKG.

4. MEMBERSHIP

The Committee will consist of:

Position	Role
AKG Executive Director	Executive Sponsor
Consumer Representative	Chair
Consumer Representative	Deputy Chair
Consumer Representative	Member
Consumer Representative	Member
Consumer Representative	Member
Consumer Representative	Member
Carer Representative	Member
AKG Manager Safety Quality Education & Innovation	Member
Corporate Officer	Member

Individual members will be selected to promote diversity. Preference will be given to individuals who have current or recent (within the last 5 years) experience with the health service.

Membership will be for a two year term and at the end of the term, members may elect to re-apply for membership for another two year term. Selection will occur as part of standard Committee selection and recruitment practices.

5. FUNCTIONS AND RESPONSIBILITIES

The functions and responsibilities of the Committee are to:

- Reflecting the views of the consumer/carer perspective in all activities and interactions with the AKG
- Promoting strategies for consumer/carer consultation and engagement
- Participating in review of consumer/carer materials and health service policies and guidelines where relevant
- Assisting in evaluation of consumer feedback
- Participating in the design and delivery of AKG education programs as it relates to the consumer/carer experience
- Participating in other activities as needed in relation to health service planning, design and evaluation of services
- Assisting with compliance with the ACSQHC National Safety and Quality Health Service Standards

6. RELATIONSHIPS WITH OTHER COMMITTEES

The following committees have a direct or indirect relationship with the Committee:

- Nursing and Midwifery Executive Committee
- Medical Advisory Committee
- Allied Health Management Committee
- Mental Health Management Committee
- Kalamunda Management Committee
- Documents Committee
- Corporate Operations Committee
- Clinical Incident and Outcome Committee
- Theatre Advisory Committee
- Safety, Quality & Risk Committee
- Medical Governance Committee

7. SUBGROUPS AND WORKING PARTIES

The Committee cannot establish subgroups without the consent of the AKG Executive Committee. Terms of Reference for any subgroups will be subject to endorsement by the AKG Executive Committee.

8. MEETING ATTENDANCE

The Committee 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 Committee chairperson will ensure invited persons are aware of their responsibilities and obligations with regards to confidentiality as outlined in the EMHS Confidentiality and Privacy Policy.

9. CHAIR

The Chair shall be elected by the AKG Consumer Advisory Committee and endorsed by the AKG Executive Committee.

The Deputy Chair shall be elected by the AKG Consumer Advisory Committee and endorsed by the AKG Executive Committee.

The Chair and Deputy Chair will be appointed to this role for a period of 12 months and may be nominated for re-election to the position for an additional 12 months, but will not exceed two consecutive 12 month terms.

When the absence of the Chair is known in advance the Deputy Chair shall act in this capacity. Should the Chair be, or expect to be, absent from meetings for an extended period of time the Committee may elect an Acting Chair for that period.

10. SECRETARY TO THE COMMITTEE

The Secretary to the Committee shall be an AKG Corporate Officer.

The Secretary shall:

- issue agendas and supporting material, as far as is possible, three working days in advance of the meeting date
- book venues, prepare minutes and action items for each meeting and circulate these within seven days of a meeting
- keep files of:
 - agendas and documents circulated with them
 - minutes and action sheets
 - any documents / correspondence tabled at meetings or circulated other than with Agendas.

The Minute Secretary's files shall remain the property of AKG and must be preserved in accordance with the State Records Act.

11. OPERATING PROCEDURES

11.1 Meetings:

- the Committee shall meet every month according to a date and time schedule that will be agreed and renewed when required. The schedule is to be prepared by the Secretary in consultation with the Chair. The Chair may cancel a meeting in consultation with the AKG Executive Sponsor if there is insufficient business to warrant holding a meeting or an additional meeting may be held at the determination of the Chair
- agendas will be compiled and circulated to all members no less than three (3) working days before each meeting
- minutes will be taken by secretary and forwarded to the Chair for review and distribution within five (5) working days of the meeting.
- minutes will be verified at the following meeting and signed by the Chair

11.2 Quorum

A quorum consists of the Chair or delegate plus 50% of members (or proxy 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 of the Committee.

11.3 Apologies

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

11.4 Voting

Each member of the Committee has the right to vote. Co-opted members or any other persons in attendance may not vote. The Chair shall have the casting vote.

11.5 Conduct of Meetings

- the decision of the Chair is final in all matters of procedure
- members are required to read all agenda items prior to meetings and action/respond to delegated action items within the allocated timeframe

12. CONFIDENTIALITY

The proceedings and records of the Committee are confidential to members and the endorsing committees 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 AKG shared drive where access is restricted to appropriate persons.

13. CONFLICT OF INTEREST

A member of the Committee, who has duties or interests in conflict with their duties or responsibilities on the Committee, whether direct, indirect or perceived, must withdraw or declare a possible conflict of interest to the Chair. The Chair will ensure that any conflict of interest declarations are managed in accordance with relevant WA Health Policy and Guidelines.

14. DISSOLUTION OF COMMITTEE

The Committee may be dissolved, as and when necessary, by a resolution of the AKG Executive Committee, or at the discretion of the AKG Executive Director.

15. ANNUAL EVALUATION AND REPORTING

The Committee will undertake a documented review of activity and achievements against the functions and purpose of the Committee, for presenting to the AKG Executive Committee by way of an annual report.

16. ADOPTION AND AMENDMENT OF TERMS OF REFERENCE

These Terms of Reference were endorsed by the AKG Executive Director on the 10th January 2017 and will be reviewed annually at the first meeting of the year.

These Terms of Reference shall be altered only with the approval of the Armadale Kalamunda Group Executive Director.

Subsequent revision dates:

Version Number	Amendment Date	Approved by
2	04/12/2017	AKG Executive Committee

Signed: 

Date: 29 March 2017

Shae Seymour
Executive Director
Armadale Kalamunda Group

