



Consumer Advisory Group

Terms of Reference

PURPOSE

The Burnside Hospital Consumer Advisory Group (**CAG**) aims to involve consumers in the process of improving healthcare, healthcare planning and policy, priority setting and to assist in addressing quality issues from a patient centred perspective in the way care and services are delivered at Burnside Hospital (**BH**).

RESPONSIBILITIES

The CAG will:

- Provide advice to BH on consumer, carer and community views so they are taken into consideration in service delivery, planning and policy development, where appropriate.
- Comment on priority areas and issues requiring consumer and community engagement.
- Comment on behalf of the community, including special needs consumers.
- Facilitate communication between consumer, carer and community groups and the BH.

RESPONSIBLE TO:

The CAG reports to the Chief Executive Officer (**CEO**).

MEMBERSHIP

The CAG will comprise not less than three (3) and not more than five (5) consumer members appointed by the BH CEO.

Initial appointments will be for a period of two (2) years with the opportunity for reappointment for a further term.

The following positions are invited to attend each meeting ex officio to provide the link between the CAG and the Burnside Hospital Executive leadership team.

- CEO
- Director Clinical Operations (**DCO**)
- Quality, Risk and Work Health Safety Coordinator (**QRWHSC**)
- Communications & Marketing Coordinator (**CMC**)

BH staff, other healthcare providers or community members with specialist knowledge may be invited to attend meetings at the discretion of the Chair and CEO in an advisory capacity only.

Membership Eligibility

- Members are consumers, carers or community persons who may have had first-hand experience of healthcare delivery at BH.
- Members should ideally be active in the community, with community networks and a sound understanding of local or regional healthcare issues.
- Members must be 18 years of age or older.

MEETINGS

Meetings will be held three times annually and at other such times as deemed necessary by the CEO.

Day and time to be established in consultation with CAG members.

QUORUM

A quorum shall consist of the Chairman and one half of the remaining members or if one half of the members is not a whole number, the number nearest to but not less than one half of the remaining members. In the event a quorum is not achieved within (10) minutes of the official starting time of the meeting, the meeting will be adjourned and rescheduled by the Chairman.

CONFLICT OF INTEREST

Each committee member is required to bring to the attention of the Chair of the meeting any actual, perceived or potential conflict of interest which he or she may have with any item on the agenda for that meeting.

The other members (excluding that disclosing member and any other conflicted member) must then decide whether or not any of those who have been excluded should:

- vote on the matter,

- participate in any debate on the matter, or
- be present during the debate and/or the voting.

The meeting must then proceed in accordance with that decision.

OFFICE BEARERS

Chairman

The Chair is to be the BH Communications & Marketing Coordinator (**CMC**), who will:

- Be the lead representative and contact for the CAG.
- Chair meetings and set agenda in collaboration with the Deputy Chair, CEO and Secretary.

Secretary

The Secretary shall not be a member of the CAG and shall be appointed by the CEO.

The Secretary shall be responsible to provide administrative support to the CAG, who will:

- Liaise with the Chair regarding the agenda and business of the meetings.
- Prepare minutes and distribute them as soon as possible and within fourteen (14) days of the meeting date.
- Facilitate the review of documents to the CAG from Burnside Hospital.
- Confirm attendances and apologies and notify the Chair to ensure a central point of contact.

Members

- Members must notify the Chair if they are unable to attend the meeting. If a member is absent for more than 2 consecutive meetings without reason or notifying the Chair, their position will be considered vacant.
- Members will be notified of meeting dates and will receive written advice of any change to meeting details at least one week prior to the meeting (where possible).
- Members will be invited to submit agenda items prior to each meeting.
- Members are volunteers and do not receive remuneration.
- Meetings will be scheduled at times suitable to the majority of members.

RECORDING OF PROCEEDINGS

Where practicable, the agenda together with reports and documents that relate to the CAG will be forwarded to members in sufficient time to enable consideration prior to meetings.

Accurate minutes will be kept of each meeting. The minutes of meetings shall be forwarded to committee members for ratification at the next subsequent meeting of the committee. When confirmed, the minutes shall be signed by the Chair. All meeting documentation must be handed to the secretary for confidential disposal at the conclusion of the meeting.

CONFIDENTIALITY

Members of the CAG may receive information that is regarded as “commercial in confidence”, clinically confidential or has privacy implications. Members acknowledge their responsibility to maintain confidentiality of all information that is not in the public domain and will be required to sign a Confidentiality Agreement.

COMMITTEE EVALUATION

The CAG shall prepare for presentation to the Quality Committee an annual review of its effectiveness as measured against its performance against the terms of reference and the expected outcomes established at the first committee meeting each year in evaluating the effectiveness of consumer and community engagement and participation across the hospital.

The CMC will provide information for the Annual Report in relation to engagement and participation of the committee

The Terms of Reference will be reviewed annually and as otherwise required.

The Quality Committee (Board Committee) must approve any amendments to the Terms of Reference.