



WOMEN AND NEWBORN HEALTH SERVICE COMMUNITY ADVISORY COUNCIL TERMS OF REFERENCE

The Committee shall be known as the Women and Newborn Health Service (WNHS) Community Advisory Council (CAC). It will be referenced in the document as the “CAC.”

1. PURPOSE

The WNHSAC provides a structured partnership between consumers, carers, the community and WNHS. The CAC provides a voice, representative of the WNHS diverse consumers, which supports the service to ensure the design and delivery of services is patient focused and meets the needs of all.

2. FUNCTIONS AND RESPONSIBILITIES

Provide a consumer perspective on activities, initiatives, and projects that will impact on patients of WNHS, with particular attention paid to the needs of those who are of Aboriginal or culturally and linguistically diverse, live with a disability, are vulnerable, disadvantaged, and/ or from a minority group.

Activities and initiatives may include:

- Safety and Quality indicators and reporting.
- New and updated policies, patient information, reform projects.
- Implementation and evaluation of consumer related issues for the National Safety and Quality Health Services Standards especially in relation to Standard 2, Partnering with Consumers.

Ensure the impact on the patient experience is considered in all decision making.

Assist in providing consumer representation on the WNHS Executive Committee and other hospital committees, as required.

Develop and contribute to networks with other consumer groups within the health service such as Consumer Advisory Groups.

Initiate and participate in special projects as agreed to by the CAC that aim to improve the patient experience, with the approval of the WNHS Executive Director or Executive Sponsor.

3. ACCOUNTABILITY

The CAC is accountable to the WNHS Executive Director. Terms of Reference are to be drafted by the CAC and ultimate approval of those rests with the WNHS Executive Director.

4. REPORTING

The CAC will provide a written report on an annual basis, aligned with the financial year, on its activities, achievements, associated actions, member satisfaction survey results and future plans.

5. CONFIDENTIALITY

Members may be in receipt of information that is regarded as 'commercial in confidence', clinically confidential or have privacy implications. All members must sign a confidentiality agreement. The access, use and disclosure of confidential information without authorisation are misconduct pursuant to the WA Health Code of Conduct. A breach in confidentiality may be subject to the removal of the member from the CAC and any other action deemed appropriate.

6. CONFLICT OF INTEREST

A member of the CAC, who has duties or interests in conflict with their duties or interests in the CAC, whether direct, indirect, financial, material or otherwise, must withdraw or declare a possible conflict of interest to the Chair.

The member shall withdraw from the CAC for the duration of the deliberation in question, prior to any discussions or decisions on the matter being taken unless the CAC determines the conflict is trivial or unlikely.

A paid member of WNHS staff is deemed to have an overall conflict of interest.

7. SUB-COMMITTEES AND WORKING PARTIES

The CAC may create a temporary working party at will and without record other than in its attendance. Permission in advance should be sought from Executive Sponsor if reimbursement is to be claimed. At the time of creation the deliverables and expected duration of the working party shall be specified.

8. MEMBERSHIP

8.1 Composition

- a) The membership will be no less than (8) eight and no more than 16 (non-staff) consumers or carers. Up to four staff may also be included as non-voting members, normally the WNHS Executive Director, Executive Sponsor and a Consumer Liaison representative. At the discretion of the Chair and WNHS Executive Director (or Executive Sponsor) persons with a particular knowledge may be co-opted.

Endorsed by Council: 3 December 2019

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Next review due: December 2021

- b) The CAC should reflect the community it services ensuring as best as possible. This includes people from a culturally and/or linguistically diverse culture, members who identify themselves as Aboriginal or Torres Strait Islander, members with experience of having a disability or people who have lived experience as carers.
- c) The CAC should seek to reflect the diversity of services offered within its hospital or health service.

8.2 Attendance

- a) It is expected that members will attend 50% of meetings annually.
- b) No more than 2 (two) consecutive meetings may be missed without a written application being submitted to the Chair for consideration for a leave of absence.
- c) A representative who does not attend the required minimum within one financial year may be disqualified from continuing their membership.
- d) The CAC and WNHS Executive Director holds the right to terminate membership for failing to attend the minimum meetings.

9. SELECTION PROCESS AND TERM OF APPOINTMENT

9.1 Election of members

- a) Election to the membership is by way of an Expression of Interest (EOI) process. Opportunities to express an interest will be promoted through various avenues and the process of appointment will be fair, impartial, and subject to review of Human Resources if objections are raised relating to any appointment. Potential members will be assessed on their merit against the role criteria and how they will assist in ensuring diversity in the overall membership.
- b) All members are subject to a Criminal Record Screening EOI for membership will be advertised.
- c) The Consumer Liaison Service Manager can convene to undertake the selection process through a Selection Panel when required, and recruitment process in line with a simplified version of the WNHS recruitment process.
- d) Appointments are based on an applicant's ability to provide advice on health issues as well as their capacity to understand and represent the perspectives of consumers, carers and from the community served by WNHS. The WNHS Executive Director (or Executive Sponsor) will endorse the appointment of all CAC members.

9.2 Term of Appointment

- a) The term of appointment for members will be two (2) years from the date of appointment
- b) At the completion of the first term the member can write to the WNHS Executive Director seeking endorsement for a second term.
- c) At the completion of the second term the position will be vacated and advertised; however, there will be no limitations on individuals including the vacating member submitting an application to the vacant position. Normal

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- processes for competitive recruitment and selection will apply and the vacated member's merits will be considered equally with other applicants
- d) If current members have exceeded four years they will be considered as having completed their first term and can renew for another term when their current term finishes.
 - e) Within four (4) months of accepting the position on the CAC, members must have completed or booked to complete volunteer training, including but not limited to:
 - WNHS Induction Program
 - Health Consumers Council consumer representative training
 - Cultural Awareness
 - f) CAC members will be able to access a range of relevant hospital education programs consistent with the availability and application process for paid staff. A copy of the annual education calendar will be provided to CAC members at the beginning of each calendar year.

10. MEMBERSHIP CESSATION

A member who wishes to cease their membership shall provide their resignation in writing to the Committee Chair and /or Secretariat.

Where it is determined that a membership shall be terminated, the Chair or Secretariat will write to the member, with authorisation from Executive Sponsor or WNHS Executive Director advising of the planned termination and reasons for it. The member will have 4 weeks to provide a response, during which they are stood down from membership duties. The outcome will then be advised within a further four weeks.

11. CHAIRPERSON

- a) Appointment of a Chair is by way of a confidential ballot of all members in attendance. Members will be advised of the election one month in advance. A postal vote will be permitted, if necessary.
- b) Those eligible for consideration must have sat on the CAC for a minimum of one (1) year. Appointment as Chair is for two (2) years and overrides appointment terms as a member.
- c) A Deputy Chair will be elected in the same manner and appointment is accompanied by the same conditions.
- d) The WNHS Executive Director will approve the appointment of the Chair and Deputy Chair and any extended terms.

12. SECRETARIAT

The Executive Director or Executive Sponsor will ensure secretariat is provided. The Secretary shall be the authorised channel of communication of decisions of the CAC.

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The Secretary shall:

- receive and prepare agenda papers
- distribute papers to members in sufficient time to allow members to consider them before the meeting
- generate and distribute minutes
- communicate with members on matters relating to the conduct of meetings
- monitor Committee member progress on actions arising from Committee meetings as directed within the agreed timeframes
- complete any secretariat actions arising from the CAC meeting; and
- keep and maintain relevant records on behalf of the CAC.

The files are the property of WNHS and must be preserved in accordance with the State Records Act 2000 and the Freedom of Information Act 1992.

13. OPERATING PROCEDURES

a. Frequency of meetings

The CAC will meet monthly. Agenda items and decisions can be considered out of session via email or teleconference or other chosen method as long as these methods are accessible to all members.

The Chair may also call extraordinary meetings from time to time. All members must, if possible, receive at least 24 hours' notice of the meeting.

b. Notice of meetings

An agenda and the associated papers are to be circulated to members at least four (4) working days prior to the meeting

c. Conduct of meetings

CAC members shall act in accordance with the Department of Health and WA Health Code of Conduct at all times. Members' behaviour and meeting discussions shall uphold and reinforce the WNHS values of Care, Respect, Innovation, Teamwork and Integrity at all times.

d. Minute taking

The minutes of the CAC will contain adequate information to reflect the discussions and outcomes. The exception to this will be a specific request for confidentiality in which case the discussions will not be minuted. Additionally, a member may request specific comments are minuted and attributed to themselves. Proceedings and discussions are to remain confidential to the CAC.

The Chair of the CAC will provide regular verbal reports relating to new risks and plans proposed and implemented to the WNHS Executive Director at regular meetings

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e. Quorum

A quorum shall consist of 50% + one (1) member.

f. Apologies

If a member is to be absent then an apology should be given either through the CAC's Secretary or Chairperson. Attendance is to be logged on a spreadsheet to ensure compliance with attendance requirements.

g. Payment

Consumer, carer and community representative Members shall, if they wish, receive the participation fees for attendance at meetings in accordance with the current North Metropolitan Consumer and Carer Participation Remuneration Policy. Members have the right to accept or refuse reimbursement for their participation.

h. Decision-making

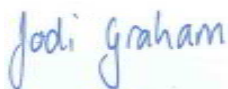
- The CAC will finalise decisions on the basis of consensus.
- Decisions will either be unanimously resolved (all members support the decision), or the majority of the committee resolved (where the majority of members are in agreeance and for those who do not support the decision, do however accept it and are responsible as a member of the CAC for that decision).
- In the event that there is a hung vote, the Chair has the casting vote.

14. ADOPTION AND AMENDMENT OF TERMS OF REFERENCE

The Terms of Reference will be endorsed by the WNHS Executive Director. The Terms of Reference shall be reviewed every two (2) years.

15. DISSOLUTION OF COMMITTEE

The Committee may be dissolved, as and when necessary, by the WNHS Executive Director, and will be communicated formally to all members.



Jodi Graham
Executive Director
Women and Newborn Health Service

11 May 2020

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