

TERMS OF REFERENCE

CONSUMER ADVISORY COMMITTEE (CAC)

PURPOSE	<p>Eastern Palliative Care Ltd's (EPC) Consumer Advisory Committee (CAC) is a Committee of the Board. The role of the Committee to ensure that EPC hears directly from and works in partnership with consumers, carers and potential consumers to improve the community palliative care services provided by EPC. CAC makes recommendations to the Board and does not have delegated decision-making authority from the Board. The CAC assists the Board in fulfilling its responsibilities by providing independent and objective review, advice and assistance in developing board policy and monitoring corporate activity within the scope of its remit and making recommendations to the Board for resolution.</p>
OBJECTIVES	<p>The role of the Committee is to assist the Board in fulfilling its responsibilities by reviewing, advising and making recommendations on:</p> <ul style="list-style-type: none"> • Consumer and community perspectives on the strategic or operational issues being discussed and recommendations being made and where appropriate articulating and making a response or position. • Providing representatives to other EPC Committees to offer the consumer perspective and lived experience on issues discussed and recommendations made. • Community feedback and input on clinical services including being partners in planning, design, monitoring and evaluating EPC's service provision • Strategies to improve health and death literacy and processes to ensure clients and carers are partners in their own healthcare to the extent that they choose. i.e., optimise shared decision-making opportunities. <p>To fulfil its Purpose the committee shall:</p> <ul style="list-style-type: none"> • Review and provide input into proposed changes to EPC's clinical service delivery and community education initiatives in line with EPC's VBHC Strategy. • Review policies and frameworks pertaining to consumer engagement and make recommendations to the Board for any changes to such policies. • Receive updates from other relevant Committees and provide feedback from a consumer perspective. • Participate in strategic and annual business planning providing a consumer and community perspective. • Provide input into quality and accreditation activities to assist EPC meet the Partnering with Consumer standard. • Ensure Committee reports and recommendations are aligned with EPC's VBHC strategy, Code of Ethics and best practice NFP governance standards. • Other duties as may be delegated by the Board. <p>Representation of CAC members on other EPC Committees – as nominated by the Committee or self-nomination and accepted by the applicable EPC Committee Chair. The role is as per the Consumer Representative Position Description.</p>
MEMBERSHIP	<p>The CAC members nominations are sought by Management and confirmed by the Board.</p> <p>Chair- Nominees will be provided to the Board for approval for a two year term with an option to extend.</p> <ul style="list-style-type: none"> • Consumers, carers and community members with a commitment to community palliative care and a desire to assist EPC in continually improving its services. • The Chair of EPC will be an ex-officio member. <p>The composition aims to reflect the diversity of communities within the eastern metropolitan region. The Committee may seek additional members with relevant expertise and experience for this Committee. Each additional member will have voting rights.</p>

TERMS OF REFERENCE

CONSUMER ADVISORY COMMITTEE (CAC)

	<p>The Chair may invite persons to attend meetings as a non-voting expert adviser or observer as required.</p> <p>If the Chair is absent, the Committee members present will elect a meeting Chair.</p> <p>Non-voting members –</p> <ul style="list-style-type: none"> Employees appointed to or acting in the positions of CEO, GMNMS, GMAHVS, QRC Manager and the Manager Program Development and Volunteer Services may attend as required. The Executive Assistant will provide secretariat services. <p>Senior Management Team Sponsor –</p> <ul style="list-style-type: none"> Quality, Risk and Compliance Manager.
MEETING FRAMEWORK	<ul style="list-style-type: none"> The Committee shall meet at least four times per year at regular intervals and at such time and place as is determined by the Committee. Additional meetings may be scheduled as directed by the Board or Committee Chair, or otherwise as necessary to discharge the responsibilities of the Committee. The Committee shall meet as soon as practicable when an urgent matter is referred to it by the Board or Chief Executive Officer. The Committee has the authority to seek advice from external consultants or specialists when deemed necessary or appropriate. The Committee will inform the Board of such actions through the Meeting Minutes. Recommendations will generally be made by consensus, or if consensus is not achievable, by a majority vote of the members present. The CEO will be responsible for giving notice of meetings and keeping other records of the CAC. Focus groups may also be formed as required. Company information will remain confidential at all times.
MEETING FORMAT	<p>The Chair will liaise with the SMT Sponsor in developing the agenda.</p> <p>Standing agenda items include:</p> <ul style="list-style-type: none"> Conflict of Interest Previous minutes Business Arising Action Sheet Quality and Risk Report (including incident reporting and feedback) Staff Presentations Committee updates (Clinical Governance, Ethics, Public Relations & Fundraising) Annual review of business plan <p>All CAC members must declare any conflicts of interest whether actual, potential or appear likely to arise, and manage those in consultation with the Chair.</p>
QUORUM	<p>The quorum is 50% plus one of the Committee voting members, plus at least one EPC staff member. If a quorum is not achieved, a decision to continue with the meeting will be made by those present. If the meeting continues, all recommendations must be ratified at the next meeting or out-of-session.</p> <p>Members must notify the Chair or QRC Manager if they are unable to attend a meeting. If a member is absent for more than three (3) meetings without notifying the Chair prior to the meeting, their position will be considered vacant.</p>
VENUE	Via Teams or in person at Mitcham office.
MONITORING	<p>The minutes of the CAC meetings will be included in the Board meeting pack.</p> <p>The performance of the CAC will be assessed biennially.</p>
EVALUATION	The Terms of Reference will be reviewed every two years

TERMS OF REFERENCE

CONSUMER ADVISORY COMMITTEE (CAC)

Reviewed: February 2025

Approved by: Board at their meeting held on 10 February 2025

Next review: February 2027