

Community of Consumers Committee

Terms of Reference

Effective Date	9 December 2022
Document Prepared	November, 2022
Review Date	November, 2023

Background

The Commission on Excellence and Innovation in Health (CEIH) has been created to provide leadership and advice within SA Health and the Government on clinical excellence and innovation. The CEIH provides leadership and advice on clinical best practice with a focus on maximising health outcomes for patients, improving care and safety, championing evidence-based practice and clinical innovation, and supporting stakeholder collaboration.

The CEIH works is to bring together consumers, health professionals and other collaborators to turn ideas into better healthcare. One way in which we do this is through the development of Statewide Clinical Networks (SCNs). SCNs are groups of health professionals, health service organisations, consumers and carers who work collaboratively with the goal of high-quality care in a particular area. The CEIH currently supports the Statewide Clinical Networks. These SCNs are each supported by Statewide Clinical Network Steering Committees, which provide oversight of the development, implementation and evaluation of the networks activities.

Each SCN Steering Committee includes representation from consumers and carers, health professionals and other stakeholders across the South Australian health system. Each SCN Steering Committee is convened by a SCN Lead. These SCN Steering Committee members have a passion for the clinical specialty and think strategically. SCN Steering Committee's are an important statewide engagement structure to connect consumers, clinicians and other stakeholders on agreed priorities to improve the South Australian health system. Through their work the SCN Steering Committee's identify priority projects that are led and/or supported by the SCN Steering Committee.

Purpose

The Community of Consumers Committee (The Committee) functions as a central point of engagement and support for consumers and carers, working alongside the CEIH across SCN's and/or significant CEIH programs of work. The Committee provides a space for consumers to share their voice and experiences to help drive the planning, design and delivery of CEIH programs of work, while also providing advice and support to ensure that CEIH consumer and community engagement is meaningful and effective.

The purpose of The Committee is to:

- Provide advice and support to the CEIH to ensure that the consumer perspective is integrated into the work of the CEIH, including identifying and addressing key system priority areas.
- Build the capability of CEIH consumer representatives to enable authentic, meaningful and effective consumer and community engagement across the CEIH.

Roles and Responsibilities

The responsibilities of The Committee are to:

- Share learnings and identify connections in the SCN Steering Committee's programs of work and related projects
- Provide consumer input, consultation, and advice on broader consumer engagement strategies of the CEIH
- Facilitate two-way communication between consumers and carers and the CEIH
- Provide expert advice to support improvement of CEIH consumer engagement processes and opportunities
- Act as a conduit for information sharing between SCN Steering Committees, The Committee and the CEIH and other areas of the health system as relevant
- Support each other as consumers and provide a space to network and learn

Principles and Conduct

The Committee has been established as a collaborative and supportive environment and will be guided by agreed principles, including:

- Respect each other's opinions and contributions
- Engage regularly and meaningfully with The Committee e.g. through active participation in meetings
- Represent the best interests and views (where appropriate) of consumers and carers
- Maintain confidentiality, where discussions are deemed confidential, members will not disclose such information to any persons outside of The Committee without the support of CEIH
- Act ethically and in the best interest of The Committee, the SCN's and the CEIH
- Complete agreed action items and provide feedback and/or review of documentation responses within agreed timeframes

Members' behaviour are also aligned with the [South Australian Public Sector Values](#) of service of service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity and sustainability.

Membership

Members

The Committee shall comprise of the following members:

- Consumer and Community Lead
- SCN Steering Committee Consumer and Carer representatives
- Additional Consumer and Carer Representatives working on key CEIH projects (by invitation)
- CEIH Consumer and Clinical Partnership leader

Others (visitors, advisors, subject matter experts) may attend at the invitation of the Chair or CEIH leadership. CEIH support staff such as a relevant Project Manager or Officer may also attend meetings as observers. Any consumers sitting on a SCN sub-committee/working group may also attend as an invited guest.

Appointments

Members of The Committee will be invited by the Chair in conjunction with the Executive Director, Consumer and Clinical Partnerships.

Chair

The chair will be the Consumer and Community Lead. If the Chair is unable to attend a meeting, the Chair shall nominate a member to act as Chair. The Chair:

- Ensures the effective conduct of each meeting
- Encourages broad participation from all members
- Keeps meetings moving by putting time limits on each agenda items and ensure meetings run on time
- Ends each meeting with a summary of decisions and actions
- Follows up with regularly absent members to determine if they wish to continue membership as per the terms of reference
- Indicates which meeting discussions or decisions are to remain confidential

Tenure

Membership tenure will be in line with the tenure of the members' membership of their CEIH Consumer representative position on a CEIH committee i.e. members must be a current member of a relevant CEIH committee to remain a member of the Community of Consumers Committee.

Members may resign in writing to the Chair. Members that are unable to consistently attend meetings and participate in the work of The Committee may be asked to resign. Additional members may be appointed as required.

Operating procedures

Meeting frequency

Meeting frequency is expected to be approximately quarterly but may be more frequent for short time periods if deemed appropriate by the Committee.

Meeting format

Meetings will be held predominantly online through MS Teams to support statewide member participation. It is the responsibility of members using these arrangements to ensure they are in a private location where information/discussions can remain confidential.

Attendance

Members are expected to attend at least 75% of meetings.

If members are unable to attend, apologies must be provided to the Chair prior to each meeting. Members may not substitute a proxy for their attendance.

Consumer Members of The Committee will be reimbursed for meeting attendance in line with CEIH policy.

Secretariat

The Committee will be supported by the CEIH, including setting up meetings. The Chair and CEIH will develop the agenda with support from the members. Agenda items and attachments must be forwarded to the CEIH and distributed not fewer than two working days prior to the next scheduled meeting.

- Any late papers will be distributed on the morning of the meeting or by close of business the day prior to the meeting.
- Action items arising out of each meeting will be recorded and circulated to members as soon as possible after the meeting.
- The CEIH will be responsible for circulating all papers, including out of session papers, on behalf of the Chair. The CEIH will assist members in relation to all matters including queries in relation to the follow-up of action items.

The Chair will record key actions from each meeting, and minutes and/or transcripts will be recorded as required. The Committee files are the property of SA Health and will be preserved in accordance with the State Records Act 1997 and the Freedom of Information Act 1991.

Conflict of Interest

Pursuant to the CEIH Conflict of Interest Procedure for CEIH Committees:

- Members must declare any perceived, potential, or actual pecuniary interest (or interest of an associate) prior to commencing their term on The Committee
- Members must also declare any new interest as soon as practical after such an interest is identified
- If a conflict of interest arises in the discussions of The Committee, the member will – at the direction of / on advice from the Chair – refrain from participating in discussions, or absent themselves from the meeting

Accountability



The Community of Consumers Committee reports through the Chair to the Executive Director, Consumer and Clinical Partnerships, who is accountable to the Commissioner of CEIH.

The Chair will report quarterly, and on an ad hoc basis as required, to the Commissioner, CEIH regarding the activities and progress of The Committee.

Approvals and review

These Terms of Reference shall be reviewed annually by The Committee. Any changes to the Terms of Reference must be proposed to the group and are subject to the endorsement of the Executive Director, Consumer and Clinical Partnerships.

ENDORSEMENT

Chair	Paul Williams
Signature	
Date	13/12/2022
CEIH Executive Director	Katie Billing
Directorate	Consumer and Clinical Partnerships
Signature	
Date	09/12/2022

REVISION DATES:

No.	Date	Nature of change(s)
0.1	25/11/2022	Original version