SA Ambulance Service

Terms of Reference

Consumer and Community Advisory Committee (CACAC)

Document ID	SAASCAC/TOR/2016v1.0
Co-Chairperson	Chief Executive
Co-Chairperson	Elected Consumer and Community Advisory Committee member
Assistant Co-chair	Consumer and Community Advisory Committee member
Executive Officer	Senior Community Engagement Advisor – Leanne Marchington
Replaces	SAAS Consumer and Community Advisory Committee Terms of Reference April 2020

Appendices	Document ID:

Version	Date Approved	Review Date	Amendment
V1.0	22 April 2020	01/02/2021	March 2020
V2..0		19/05/2021	17 May 2021
V3.0	23 June 2021	23/06/2021	1 July 2021

Government
of South Australia
SA Health

SA
Ambulance
Service

Scope

SA Ambulance Service (SAAS) recognises and respects the rights of consumers, carers and the community to participate in decisions about their own health care, wellbeing and welfare. SAAS is committed to ensuring consumer, carer and community engagement in health care decisions and values the positive contributions consumers and the community make in improving health care service quality, equity and management in the development of ambulance service.

In partnering with consumers, cares and the community SAAS respects and values their insights and perspectives, acknowledges and values the skills, knowledge, experience, time and investment made by all people involved in engagement and partnership activities.

The **SAAS Consumer and Community Advisory Committee (CACAC)** is the strategic committee for consumers and the community engagement and participation in SAAS service development, planning, review and decision making. The purpose of the SAAS CACAC is to continuously improve consumer and community care and safety and quality and will progress purposes through:

> consumer driven projects

> supporting the role of consumer advocates and community representatives at SAAS

> regular reporting to SAAS to ensure the continuous flow of consumer and community generated information

> analyse and monitor consumer and community related issues that are raised as part of the SAAS service for quality improvement

The SAAS CACAC work plan is underpinned by National and State responsibilities through the National Safety and Quality Health Service Standards (NSQHS) and the *Statewide Consumer and Community Engagement Strategic Framework* and the *Statewide Consumer Feedback and Complaints Management Strategic Framework.* These Standards '*provide a nationally consistent statement of the level of care consumers can expect from health service organisations'* NSQHS*.*

Objectives

To ensure:

> Consumers, carers and the community will be involved at all levels of service planning within SAAS.

> Consumers, carers and the community are represented across the spectrum of health care provided by SAAS.

> Diversity in representation to support broad consumer, carer and community experience, perspective, needs and goals inform SAAS decision making and services development

> Consumers, carers and community members (individuals and groups) are supported by the SAAS to actively participate in activities and strategies and decision making to improve, services, experience and health outcomes.

> Consumers, carers and community members (individuals and groups) receive information on SAAS performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.

> To contribute to the development of strategies that creates a positive community attitude toward SAAS.

> Consumer, carer and community information and/or education resources and strategies are accessible and meet consumer needs.

> Contribute to a culture that supports continuous improvement and consumer-centred care.

Role

The role of the CACAC is to provide the SAAS Executive Management Team with feedback, recommendations and advice relevant to their lived experience, and perspective planning, design, delivery, monitoring and evaluation of SAAS services. It will also assist SAAS to develop appropriate mechanisms for consumer participation and feedback across the organisation and with the wide community.

The CACAC will:

> Advise SAAS on implementation of broad strategies for the South Australian Safety and Quality Plan priorities by monitoring and evaluating services.

> Oversee the coordination, monitoring and support standardisation across SAAS in regard to consumer engagement and consumer centred care outlined in the National Safety and Quality Health Service Standards (NSQHS). With specific regard to Standard 2: Partnering with Consumers.

> Provide feedback and advice, through lived experience and their unique consumer, carer and community perspective, and make recommendations in relation to consumer, carer and community related issues and needs with regard SAAS services.

> Work with SAAS to create and support a culture and environment where consumer, carer and community participation and involvement in service planning and decision making is paramount at all levels.

> Contribute to the development and implementation policies and processes that embed consumer partnerships and active consumer participation across SAAS.

> Contribute to a broad set of policy and strategies to ensure a consumer, carer and community safety and quality approach to all decision-making and service planning and delivery and supports future innovation.

> Develop strategies to enable and actively facilitate effective consumer, carer and community partnership in SAAS services and in their own care.

> Provide an annual report on the activities and outcomes of the CACAC, to the SAAS Executive.

> Ensure that the outcomes of the CACAC are with consistent with the National Safety and Quality Health Service Standards; Standard 2 'Partnering with Consumers' and the SA Health's Strategic Plan.

> Ensure a 'patient centred' approach, which supports the health and well-being of all South Australians and promotes a culture of 'caring' inherent of service delivery.

> Monitor the emerging issues and priorities in relation to consumer, carer and community experience trends at the local level.

> Participate in SAAS strategic planning processes.

> Review these Terms of Reference every two years.

Responsibilities

The CACAC will:

> Develop a strategic CACAC 'Partnering with Consumers and the Community' Action Plan which is aligned to the National and State agenda including:

> Education and training requirements

> Monitoring and evaluation of key performance indicators

> Measuring consumer, carer and community experience, including complaints management, patient's rights and engagement and open disclosure

- > Compliance to SA Health policies for partnering with consumers and consumer feedback
- > Oversee the review of the results of SAAS consumer feedback and experience surveys and identify areas and strategies for improvement
- > Review accreditation results against Standard 2 and identify areas requiring further improvements.
- > As part of service codesign with consumers, provide advice and recommendations to SAAS to inform the organisation's service development, design, implementation and evaluation of service delivery

Responsibilities of Members

Communication

Members will:

- > Refer to the CACAC member roles and responsibilities.
- > Actively contribute their opinions, perspective, advice and feedback through to discussions and decisions.
- > Canvas views, opinions and issues from other consumer, carers and community members through networks, affiliations and their community, to assist in informing the Committee.
- > Take the non-confidential outcomes of Committee discussions and decisions to the communities, networks and affiliations they represent.
- > Promote the work of the SAAS CACAC as widely as possible.
- > Will be respectful of other Committee members, ensure principles of integrity are maintained, and are accountable with fulfilling their responsibilities as outlined in the Code of Conduct.
- > Will adhere to the principles of all SA Health and local policies relevant to consumer and community engagement.

Conflict of interest

Members will:

- > Adhere to the Conflict of Interest.
- > Identify any matter arising at the meeting which the member considers to be a conflict of interest and to withdraw from any discussion or decisions concerning such a matter.

Confidentiality

Members will:

- > Adhere to the Agreement of Confidentiality.
- > Maintain confidentiality and not disclose group discussions, decisions and actions or documentation provided to the Committee, outside of SAAS CACAC without explicit agreement, during a meeting and noted in the minutes, that it is appropriate.

Government
of South Australia
SA Health

SA
Ambulance
Service

Commitment

Members will:

> Be available to attend (in person on via teleconferencing) 12 (monthly) meetings per year.

> Be available to attend any additional/extraordinary CACAC meetings, as negotiated with members.

> Make formal apology for any absence to the Chair or Executive Officer as soon as practical prior to the meeting.

> Have read any material for discussion and consideration as part of attachments to the Agenda prior to each CACAC meeting.

> Make timely decisions and take action so as to not hold up or delay the work of the CACAC and/or SAAS service development and decision making.

Expectations

It is expected:

> That each member will be provided with complete, accurate and meaningful information in a timely manner.
> To be given reasonable time to make key decisions.
> To be alerted to potential risks and issues that could impact the work of the CACAC or individual members, as they arise.
> Open and honest discussions, without resort to any misleading assertions.
> Timely and transparent response from Executive Management Team and other key SAAS staff, to its recommendations, advice and feedback.

Reporting Relationships

The CACAC reports to the Executive Management Team through:

> Monthly minutes of the CACAC meeting
> The Chairperson
> Manager, Communication and Strategic Engagement reporting consumer engagement strategies and initiatives
> Recommendations made by the CACAC will be reviewed by Executive Management Team
> The CACAC may appoint program leads to facilitate development and implementation of program strategies identified in the implementation Action Plan
> The CACAC Minutes and actions arising are reported monthly to the Executive Management Team
> The CACAC reports its activities and performance to the Executive Management team through its Annual Report
> The Manager, Communication and Strategic Engagement supports the CACAC to
o develop its Annual Report
o Oversee SAAS consumer engagement strategies and activities
o Report consumer strategies and activities to the Executive
o Have oversight of the CACAC

CACAC will receive
> Quarterly Safety and Quality Reports
> Quarterly Consumer Feedback and Complaints Reports
> Strategic Plan Reports
> NSQHS Standards Reports in particular Standard 2

Government
of South Australia

SA Health

SA
Ambulance
Service

> Reports associated with the SAAS Consumer and Community Engagement Framework strategies and activities

> Other reports, papers, briefings to ensure the Committee is kept informed of issues relevant to their role and Patient Safety and Quality

Responsibilities of Chair and Co-Chair

Chair

> The Chief Executive SAAS is the Chair of the Committee

Co-Chair

> The Co-Chair is a consumer member elected by the Committee
> The Co-Chair is elected for a term of two (2) years
> The Co-Chair term of office is renewable for a period not exceeding a second term of two (2) years only

Chair

Chair will:

> Be a SAAS executive staff member who will act to ensure active reporting, communication and shared decision making between the SAAS Executive Management Team and the SAAS CACAC.

> Ensure proper conduct of business in the meeting.

> Ensure diverse voices are heard and support consumer members to actively participate.

> Assist members to generate and record consumer, carer and community perspectives on issues related to consumer engagement and consumer centred care.

> Liaise with the representatives of SAAS and CACAC sitting members over items for the agenda and outcomes of the group's decision making.

> Develop effective relationships with group members and representatives of SAAS including but not limited to Clinical Performance and Patient Safety; Safety and Quality; Strategy, Risk and Governance; Communications and Consumer Engagement; Consumer Adviser and NSQHSS Standards, so that business proceeds smoothly and the aims of the group are fulfilled .

> Lead the way in resolving any conflicts between members of the group, and between the group and others.

> Promote the role of the consumer group, as directed by SAAS, including the nature of dialogue and debate and how decision making on policy levels can be most effective with consumer input.

Co-Chair

Co-Chair will:

> Chair the CACAC on a rotating schedule as determined by the committee.

> Preside over CACAC meetings when the Chair is absent.

> Undertake the responsibilities of the Chair, as necessary, during a prolonged absence of the Chair.

Assistant Co-Chair

Assistant Co-Chair will:

> Chair the CACAC when the Chair and Co-Chair and not available.

> Preside over CACAC meetings when the Chair and Co-Chair are absent.

> Undertake the responsibilities of the Co-Chair, as necessary, during a prolonged absence of the Chair and Co-

Chair.

> Assist the Co-Chair in any other relevant activities.

Membership

The CACAC will comprise the following members:

Offices

> Chair (SAAS Executive)
> Co-Chair (elected Consumer Advocate or Community Representative Member)
> CACAC Executive Officer (Senior Community Engagement Advisor)

Voting Members

> No less than six (6) and no more than twelve (12) Consumer Advocates
> No less than three (3) and no more than six (6) Community Representatives

Staff Members – non-voting members

> In addition to the Chair and Executive Officer, additional staff members will be nominated from key areas of responsibility within SAAS that are relevant to the role and purpose function of the CACAC.
> Staff members are non-voting members.
> Staff members will be nominated by the Chair and endorsed by the Executive Management Team.

> Staff members will include:
> Manager, Communication and Strategic Engagement
> Staff member - Safety and Quality
> Staff member – Safety and Quality Clinical lead
> Staff member – Consumer Adviser
> Staff member – Manager Customer Services
> Other co-opted members as identified for specified terms and/or CACAC projects

Selection of CACAC Members

Consumer Advocates

A consumer advocate is a person who supports, promotes and defends the interests of a consumer or community by supporting an individual or standing up for a just cause. A consumer advocate is able to provide the perspective and direct needs, goals and expectations of the person or cause for which they advocate.

Consumer Advocates may be recruited through :
> Consumer and Community organisations and groups
> Consumer peak bodies and Advocacy organisations
> Recruitment processes seeking expressions of interest (newsletters, mailouts)

Consumer or Community Representatives

A consumer or community representative is a person who voices collective perspectives and takes part in decision making as a representative of those consumers and communities. Representatives may be nominated and given authority by an organisation or group and be accountable to them. They have a responsibility to remain informed by and inform the organisation or group of discussions and issues arising from the representation

Consumer or Community Representatives may be recruited through:
> Existing Health Care Organisations' Consumer and/or Community Advisory Committees: primary, community, acute and chronic care and aged care. One representative per committee.

Government
of South Australia
SA Health

SA
Ambulance
Service

- > Consumer representatives can also be appointed in line with the LHN/health service's consumer recruitment guidelines.
- > Independent experts from peak consumer and community advisory organisations can nominate to be appointed (Aboriginal Health Council SA, (AHCSA), Carers SA and Council on the Ageing (COTA).

Diversity and Inclusion
- > Selection of members will be determined on the type of vacancy with consideration given to ensuring diversity.
- > CACAC membership will reflect the need to ensure an understanding of how consumers from diverse groups, lived experience and communities, experience the SAAS services as important to eliminating health inequality and inequity.
- > Inclusion of diverse consumers and communities on the CACAC recognises all people have the right to be part of decisions that affect their lives as individuals and within the groups they belong to.

Consumer and Community Members Term of Office
- > Members will be appointed for a two (2) year term.
- > Members have the option of being reappointed for one consecutive two (2) year term OR
- > Members can be appointed for a maximum of two consecutive terms, whereby members will then expire / cease.
- > Membership changes will be noted at meetings and advised in writing to the particular member.
- > From time to time other members may be co-opted to the CACAC for a specific period to assist with particular items, strategies or projects.

Consumer and Community Member Vacancy
A vacancy occurs when:
- > A member's term of office/appointment expires.
- > A member resigns by notice in writing to the Chair or Executive Officer.
- > A member is absent for three (3) or more consecutive meetings without prior written agreement of the Chair, or in the case of the Chair, or SAAS Executive.
- > A member fails to adhere to or seriously breaches the Role and/or Responsibilities of Members.

In the event of a vacancy
- > For a Consumer Advocate a recruitment process as outlined will be undertaken.
- > For a Consumer or Community Representative a nomination will be requested from that organisation or group another Community Organisation or groups or identified by the Committee as a priority for inclusion and to ensure diversity for consideration by the CACAC.
- > The Committee will make a recommendation to the SAAS Executive Management Team for appointment.

Operating Procedures

Quorum

- > Half of the voting members of the Committee plus one to ensure majority for voting purposes.

Frequency and duration of Meetings

- > All meetings will be chaired by the Chair or Co-Chair or, in their absence, the Assistant Co-Chair (consumer advocate.)
- > Meetings will be scheduled monthly on a recurring date determined by the Committee up to 12 meetings per year.

> Meetings will be two (2) hours duration at a time convenient to the majority of members, with consideration given to consumer advocates and representatives other commitments and availability (such as employment, childcare, travel) and may be, with the agreement of members, outside of routine business hours.
> The CACAC Chair and Co-Chair may convene additional meetings as negotiated with members, to consider business which may require urgent consideration.

Meeting Papers

> Meeting papers documents will be distributed by the Executive Officer via email through the maintained Committee distribution list.
> Members who do not have access to electronic mail will be mailed hardcopy meeting papers.
> The Committee distribution list is used to send Committee information only.
> The approval of the Executive Officer is required to use this list for the distribution of other business.
> Out of Session documents for consultation and feedback will be distributed by the Executive Officer as outlined for meeting papers.
> Members be notified prior to distribution of Out of Session documents by phone or text message.
> Feedback will be required within 10 business days, or as agreed by members.
> If no feedback is received, it will be considered a null response.

Agenda Items

> The Executive Officer will contact members via email and/or phone or text, to request agenda items no less than ten (10) business days prior to the scheduled meeting.
> The Committee meeting agenda items (including any attachments/readings), are to be submitted to the Executive Officer no less than ten (10) working days prior to the scheduled meeting.
> The Chair and Co-Chair will review and approve submitted agenda items/papers to ensure they meet the Committee requirements and provide members with sufficient background information.
> The Chair or Co-Chair will contact relevant members where agenda items are not approved.
> The meeting agenda will be developed in accordance with the Committee's routine meeting structure which includes, but is not limited to:
  > General Business
  > Update on Out of Session consultation
  > New Business
  > Presentations

Sub Committees

> If required, the CACAC may identify a committee to provide feedback, response or undertake actions to facilitate a key strategy or function on behalf of the CACAC.
> CACAC Sub Committees will be agreed on by members and endorsed by the Executive Management Team, for a fixed term and purpose and report its work back to the CACAC.
> CACAC Subcommittee will comprise self-nominated members of the CACAC and may co-opt SAAS staff as negotiated, to assist with its work.

Proxies

> There are no proxies for CACAC meetings or voting

Voting

> Voting members include Consumer Advocates and Consumer Representatives.
> Staff on the Committee do not have voting rights.
> Only voting members may vote on decisions of the CACAC.
> Voting members have one (1) vote (for or against.)

Government of South Australia
SA Health

SA Ambulance Service

> Decisions will be made by consensus (i.e. members are satisfied with the decision even though it may not be their first choice) by vote.

> Where consensus is not possible the Chair will make the final decision (this may be to act as the deciding vote or may defer the vote for another time after consideration of other information or advice).

Sitting Fees

Members will be paid sitting fees as per the most current SA Health Policy Directive, Sitting fees and reimbursement for External Individuals Policy Directive.

Amendments of Terms of Reference

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by CACAC and endorsement by the Executive Management Team

SAAS Consumer and Community Advisory Committee

Sponsor:

Executive Management Team

Chair/Co Chair:

Chair: SAAS Chief Executive Officer
Co-Chair: Elected Consumer Advocate/ Consumer and/or Community Representative – Paula Kirk
Assistant Co-Chair – Bridgett McDonald

CACAC Manager:

Natalie Gibson Manager, Communications and Strategic Engagement

CACAC Executive Officer:

Leanne Marchington, Senior Community Engagement Advisor

Membership:

Consumer Advocates
● Paula Kirk
● Ann Pietsch
● Louis Vega
● Bridgett McDonald
● Margaret Chester
● Kym Mercer
● David Squirrell
● Lynda Whiteway
● Cheryl Saunders
Consumer / Community Representatives
● Rob Gerrie, DASSA
● Mirsia Bunjaku – Australian Migrant Resource Centre

• Anne Burgess - COTA
SAAS Staff
• Ian Debono - Safety and Quality
• Caroline Gaffney - Consumer Adviser
• Anna Rieck – Program Manager NSQHSS
• Carmela Paravia – Manager Customer Services

Meeting Schedule: 3rd Wednesday of the month 11:00 – 13:00 (where possible and depending upon availability of the meeting space).