



**Community Advisory Committee  
Terms of Reference**

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## 1. APPROVAL

Title	Name	Date
General Manager	Diana Robertson	10/04/2018

## 2. INTRODUCTION

HealthStrong is committed to ensuring that we are providing high quality, evidence based, innovative services that meet the needs of the community we serve. HealthStrong provides allied health services nationally to clients in their place of residence – be it in an aged care facility or at home. Our mission is to deliver tailored, effective, quality care, through innovative means, with respect and accountability while retaining the highest level of dignity for our customers and clients.

## 3. SCOPE

The Community Advisory Group will be established to help guide HealthStrong in the development and implementation of new products, services and material directed to consumers. The Community Advisory Group (CAG) will provide feedback on all business streams within HealthStrong including:

- Residential Aged Care Services
- Community Care Services
- Podiatry Services
- Lifestyle programs

## 4. ACCOUNTABILITY

Accountability for the Consumer Advisory Group sits with the appointed chair – the Business Development and Customer Relationships Manager. It is the responsibility of all members of the group to play an active role in contributing to feedback and improvement initiatives.

## 5. PURPOSE

The purpose of the Community Advisory Group is to continuously improve client care, safety and quality. This will be achieved by providing feedback and support to HealthStrong on both new and existing services. The Community Advisory group will be tasked with:

- Reviewing the content of marketing materials such as brochures, websites and handouts to ensure the content is appropriate and relevant to our target community
- Reviewing the content of educational resources to ensure that the material is relevant, and can be read and understood easily by our target community
- Suggesting new services/initiatives that may be of interest and benefit to our target community
- Providing feedback and comment on HealthStrong policies and procedures
- Providing feedback and comment on clinical incidents and outcomes where requested

The Community Advisory Group work plan is underpinned by the following legislation:

- Australian Safety and Quality Framework.
- Australian Commission on Safety and Quality in Health Care (ACSQHC) Patient-centred Care: Improving quality and safety through partnerships with patients and consumers.
- National Safety and Quality in Health Service Standards (NSQHSS)
- NSQHS Standard 1 – Governance for Safety and Quality Health Service Organisations
  - Complaints management
  - Patient rights and engagement
  - Open disclosure
- NSQHS Standard 2 - Partnering with Consumers
- Australian Safety and Quality Goals for Health Care Goal 3 - Partnering with Consumers.

## 6. RESPONSIBILITIES

Responsibilities of members of the Community Advisory Group are:

To offer a consumer and community perspective to discussions and decisions.

- Canvas views, opinions and issues from their consumer colleagues outside the Group.
- Take the non-confidential outcomes of Group discussions and decisions to the groups represented.
- Promote the work of HealthStrong and Community Advisory Group as widely as possible.
- Conflict of interest – Members are reminded to 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 are reminded that they will not disclose group discussions outside of HealthStrong and the Community Advisory Group unless there is an explicit agreement, during a meeting and noted in the minutes, that it is appropriate.\

## 7. MEMBERSHIP

Membership of the Quality Improvement Meetings will be:

- i. Business Development and Customer Relationships Manager – Chair
- ii. National Operations Managers (Community and RAC)
- iii. HealthStrong Clients / Caregivers (6 maximum)
- iv. Other members by invitation

A quorum shall consist of a majority of official members.

Terms are for 12 months with the ability to extend for a further two years.

## 8. MEETING SCHEDULE

Meetings will be held quarterly. The dates for 2018 will be as follows:

Thursday 7 <sup>th</sup> June	12-1:30pm AEST
Thursday 6 <sup>th</sup> September	12-1:30pm AEST
Thursday 6 <sup>th</sup> December	12-1:30pm AEST

## 9. COMMUNICATION

The agenda and supporting material will be distributed no less than one (1) week prior to the meeting being held.

## 10. CONDUCT

All members are to:

- Prioritise attendance and be prompt in attending meetings
- Submit requests to add items to the agenda no later than one (1) week prior to the meeting date
- Come prepared having read all documents sent in preparation for the meeting
- Be actively engaged in promoting the services and the role of the Community Advisory Group
- Will be respectful of other Committee / Group 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 Agreement of Confidentiality and Conflict of Interest.
- Will adhere to the principles of all HealthStrong policies (e.g. social media, privacy, confidentiality)

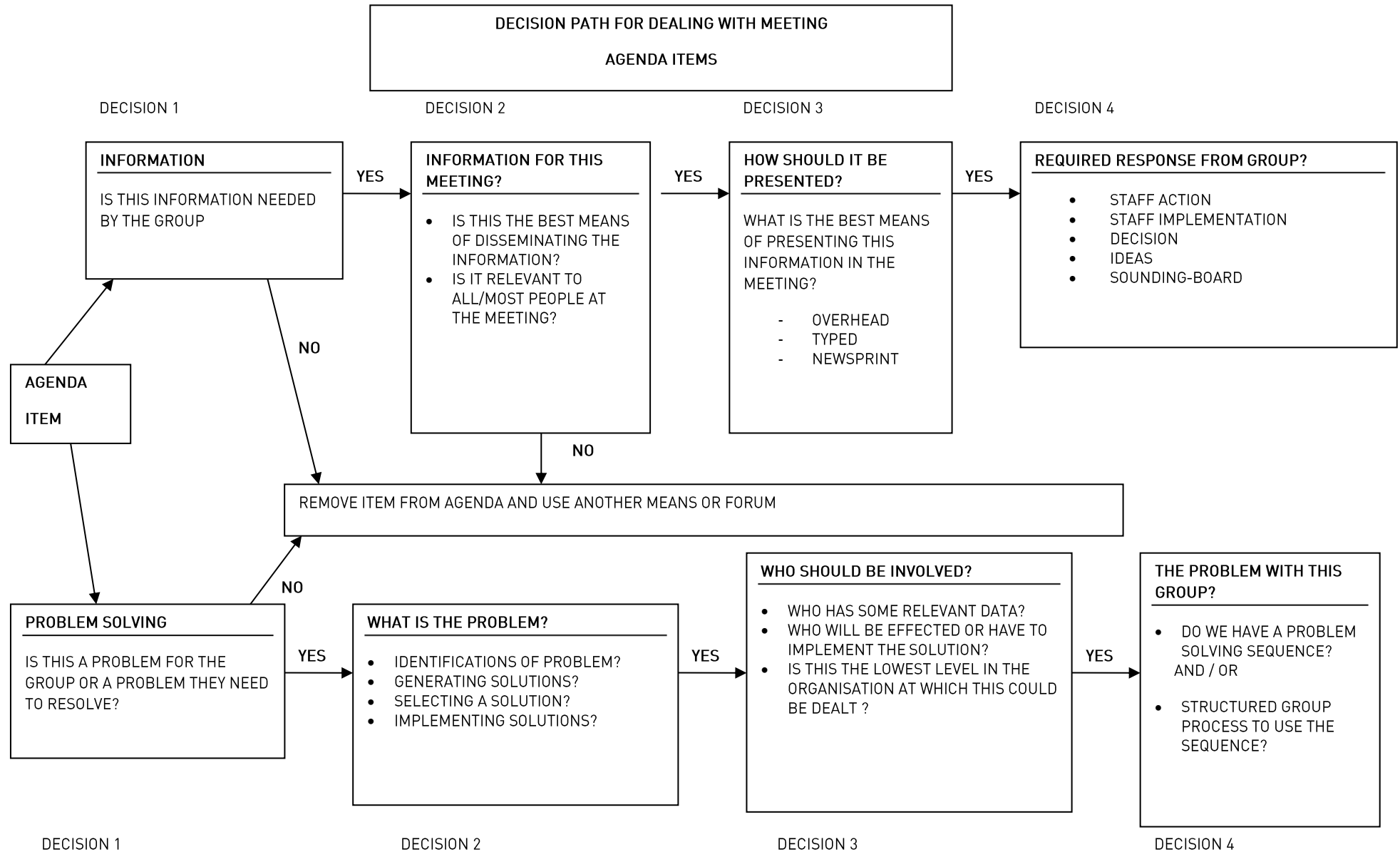
## **11. REPORTING**

The Community Advisory Group will generate a report after each meeting which will be provided to HealthStrong's executive management. Recommendations and feedback from the report will be added to HealthStrong's Quality Improvement Plan and may also be utilised to help edit/form HealthStrong's Strategic plan.

## **12. COMMITTEE EVALUATION**

The committee shall evaluate its performance and Terms of Reference annually via a self-assessment process that may involve surveys and/or interviews with various parties involved with the Committee.

## 13. FLOW CHART FOR ADDITION OF AGENDA ITEMS



## 14. SUPPORTING RESOURCES

- Request to add item to agenda document
- Meeting planning document
- Agenda template
- Minutes template
- Committee Evaluation document

## 15. DOCUMENT CONTROL

Version	Date	Author	Approver	Change Summary
1	15/03/18	Alicia Edwards		Initial TOR drafted for review