

## Terms of Reference – Centacare Consumer Advisory Committee (CCAC)

### Overview

Centacare is committed to engaging with its clients, families and carers of clients, and decision makers, at every level of the organisation including through its client representative body known as the Centacare Consumer Advisory Committee.

Centacare views it as essential that it engages with the community so that services delivered by the organisation are fit for purpose, are delivered by qualified competent staff, and are relevant for the clients receiving them. Community engagement is also important to ensuring operations, strategic planning, and direction are responsive to the needs of clients.

The terms of reference sets out the principles for the operation and administration of the Centacare Consumer Advisory Committee.

### Terms of reference

#### 1. Purpose

The Centacare Consumer Advisory Committee will:

- 1.1 Provide information and advice on strategies for building community knowledge and understanding of the role of Centacare in providing professional, community-based services that enhance the lives, relationships and wellbeing of individuals, families and communities in all their diversity.
- 1.2 Provide information and advice to Centacare on strategies for consulting the community about issues relevant to their work.
- 1.3 Provide feedback and advice from a client and community perspective on practice standards, codes, guidelines, policies, publications and other specific issues, as requested by Centacare Services Leadership Group, and
- 1.4 Provide consumer and community perspectives and advice to Centacare on issues relevant to the Centacare Strategic Plan.

#### 2. Accountability

- 2.1 The Centacare Consumer Advisory Committee will have an advisory role. The advice of the Centacare Consumer Advisory Committee will be provided for information to the Centacare Council, Centacare Directors and Centacare Services Leadership Group.
- 2.2 Centacare has a number of internal working groups and committees that may choose to seek advice from the Centacare Consumer Advisory Committee through the Secretariat.

### 3. Code of Conduct

- 3.1 Members of the Centacare Consumer Advisory Committee always have an obligation to abide by the principles outlined in the Centacare Code of Conduct and will demonstrate, through behaviour and action, the highest standards of ethical behaviour and commitment to quality client outcomes across the organisation.
- 3.2 The Centacare Consumer Advisory Committee must:
  - 3.2.1 Operate in accordance with all Principles, Standards and Legislative Requirements,
  - 3.2.2 Provide the governing body a written report at least every 6 months about the quality of care for each service provided (e.g. Aged Care, Disability, Family & Relationship Care),
  - 3.2.3 Ensure written reports fulfil the requirements of all Principles, Standards and Legislative Requirements,
  - 3.2.4 Give feedback about the quality of care as requested.

### 4. Confidentiality

- 4.1 Members of the Centacare Consumer Advisory Committee who come into contact with, or have access to, confidential information have a responsibility to maintain the privacy, confidentiality and security of that information.
- 4.2 The proceedings of the Centacare Consumer Advisory Committee are deemed to be confidential and all members will comply with the privacy and confidentiality policies of Centacare.
- 4.3 Members, and observers acknowledge their responsibility to adhere to legal and ethical confidentiality frameworks and maintain confidentiality of all information that is not in the public domain.

### 5. Conflict of Interest

- 5.1 To meet the ethical obligations, Centacare Consumer Advisory Committee members must declare at each meeting any conflicts of interest whether actual, potential, apparent, or appear likely to arise, and manage those in consultation with the Chair. This may relate to a position a member holds external to the organisation or to the content of a specific item for deliberation.
- 5.2 Declaration of conflicts of interest must be listed as a standing item in the agenda.

- 5.3 The Chair will determine whether the attendee should absent them self from the relevant part of the meeting or the entirety of the meeting, as directed by the Chair.
- 5.4 The Secretariat will record any declaration of conflicts of interest applicable to that meeting in the minutes of the meeting.

## 6. Membership

- 6.1 The Centacare Consumer Advisory Committee will have up to 10 members in addition to the Chair.
- 6.2 Expression of Interest (EOI) for membership of the Centacare Consumer Advisory Committee will occur via the Centacare website and other communication channels. All Consumers or Consumer Representatives will be asked to complete a request an EOI in writing. All individuals who complete an EOI, will receive an acknowledgement and information about the Centacare Consumer Advisory Committee.
- 6.3 Centacare Consumer Advisory Committee Chair  
  
The Executive Director Centacare will act as the Chair.
- 6.4 The Centacare Consumer Advisory Committee membership will be diverse in terms of gender, age, and culture; and represent the diversity of programs provided by Centcare Services, including:
  - 6.4.1 current or past consumers,
  - 6.4.2 family members or representatives of a current or past consumers,
  - 6.4.3 Aboriginal and/or Torre Strait Islanders,
  - 6.4.4 Individuals who identify as LGBTQIA+,
  - 6.4.5 come from a culturally and linguistically diverse background,
  - 6.4.6 have a disability,
  - 6.4.7 live with mental health issues and/or illness,
  - 6.4.8 older Australians,
  - 6.4.9 are socially or economically disadvantaged, and/or
  - 6.4.10 live in a rural or remote area.
- 6.5 At least one position in the membership of the Centacare Consumer Advisory Committee will be open for a person who identifies as an Aboriginal and/or Torres Strait Islander person.

- 6.6 The following persons are ineligible for appointment:
- 6.6.1 Anyone who serves as a member on a Centacare Council or Committee,
  - 6.6.2 Anyone who is involved in any official capacity in the State and Federal Departments who fund Centacare, or
  - 6.6.3 A currently employee of Centacare, with the exception of the Chair and Secretariat.
- 6.7 Members will be appointed for up to two years. Members are eligible for re-appointment for a maximum of two consecutive terms. An exception to this may be considered if the need arises, to support succession planning and the diversity of expertise within the Centacare Consumer Advisory Committee.
- 6.8 A member may continue for a period of not more than six months at the end of the membership period, to enable the position to be filled, whether by re-appointment or the appointment of a successor.
- 6.9 Centacare staff may attend as observers and when presenting information to the Centacare Consumer Advisory Committee, as approved by the Chair.
- 6.10 If a member decides they no longer wish to be a part of the Centacare Consumer Advisory Committee, they shall inform the Chair in writing.

## 7. Meeting Schedule

- 7.1 The Centacare Consumer Advisory Committee will meet four times a year. With face to face meetings at least twice each year, and meetings by videoconference as required.
- 7.2 Members will abide by their signed privacy and confidentiality agreement.

## 8. Procedures

- 8.1 The Centacare Consumer Advisory Committee will adopt procedures consistent with the Centacare Practice Governance Framework.
- 8.2 The Centacare Consumer Advisory Committee must comply with Centacare Code of Conduct requirements, including declarations of any conflicts of interest.
- 8.3 The Centacare Consumer Advisory Committee must comply with all Principles, Standards and Legislative requirements.

## 9. Communications

- 9.1 The Centacare Consumer Advisory Committee will prepare and disseminate minutes after each meeting.

- 9.2 The Secretariat, with authorisation from the Director of Centacare Services, will manage any external requests for comment made to the Chair or members.
- 9.3 The Centacare Consumer Advisory Committee will provide advice to inform the 'Voice of the Customer' program.

## **10. Terms of Reference review period**

- 10.1 The Centacare Consumer Advisory Committee Terms of Reference to be reviewed every two years.

## **11. Expenses**

- 11.1 Members will be eligible to apply for reasonable out of pocket expenses that occur as a result of participation, including: car parking fees, public transport costs, and other items negotiated with the Secretariat.

## **12. Secretariat**

- 12.1 The Secretariat will be provided by Centacare.
- 12.2 The Secretariat is responsible for the preparation of materials and smooth running of all Centacare Consumer Advisory Committee Meetings.
- 12.3 Records will be kept for all meetings.
- 12.4 Records will be kept of each expression of interest to join the Centacare Consumer Advisory Committee.
- 12.5 Feedback from the Centacare Consumer Advisory Committee to the governing body will be recorded.
- 12.6 Written advice from the governing body to the Centacare Consumer Advisory Committee about how the governing body has considered the Centacare Consumer Advisory Committee's feedback will also be recorded.