

Terms of Reference

The Children's Hospital Westmead Stage 2 Consumer and Community Advisory Committee

Details

Name of Committee	The Children's Hospital Westmead Stage 2 Consumer and Community Advisory Committee
Type of Committee	Advisory
Review Date	Two years from date of publication
Chair / Deputy Chair	The Chair and the Deputy Chair will be elected by the Committee's membership and appointed for a period of two years from the date of election
Membership	Membership will be constituted via Expression of Interest and will be for a period of two years from the date of appointment
Duration	Duration of the Project
Secretariat	Westmead Campus Redevelopment

Context

The Westmead Campus Redevelopment (Redevelopment) has a strong commitment to co-design and engagement as core elements in delivering community-focused health infrastructure, improving healthcare delivery and enhancing the overall patient experience. The Children's Hospital Westmead Stage 2 and the Consumer and Community Advisory Committee (the Committee) plays a key role in the successful delivery of this engagement approach.

The Project is one of three major facilities being delivered by the Redevelopment.

Purpose

The Committee is part of the Project's and Redevelopment's governance structures and is a key mechanism for ensuring consumers and the community play an appropriate and meaningful role in decision making for the Project and broader Redevelopment.

Recruitment to the Committee actively targets diverse representation from across key stakeholder groups for each of the Project partners; Sydney Children's Hospital Network (the Network), thereby bringing a range of insights, views and opinions to planning and design processes and making decision making more accountable to consumers and the community.

The Committee is not an avenue for complaints, the Redevelopment has a separate and effective system in place for this purpose.

The Committee reports to the Redevelopment's Executive Steering Committee through the Project's Planning and Development Committee.

The Committee is supported by an Executive Officer who is appointed by the Sydney Children's Hospitals Network in consultation as appropriate with the other Project partners and Redevelopment team.

Role

The Committee will work throughout the duration of the Project to provide leadership, connection, coordination and support to strengthen consumer and community engagement and promote awareness and understanding of the project and broader Redevelopment.

Through their work, the Committee will help deliver health infrastructure and services that respond to the diverse and evolving healthcare needs of our community now and into the future.

Functions and responsibilities

The Committee functions as an advisory body and conduit between the Project, consumers and the community. The Committee brings a diversity of input to inform prioritisation and decision making around issues such as:

- the physical and aesthetic nature of facilities
- service delivery
- training and education
- patient information
- accessibility.

The Committee is responsible for the following:

- Providing a focus on strategies and mechanisms for consumer and community engagement
- Facilitating communication between consumer, carer and community groups and between these groups and the Project
- Working constructively with Project User Groups (PUGS) and other relevant parties as required
- Helping to positively position the project through advocacy and information sharing
- Undertaking orientation and training as required.

Responsibilities of Chair/Deputy Chair

The Deputy Chair assumes responsibility as delegated by the Chair and assumes the role of Chair in the Chair's absence.

The Chair is responsible for:

- Liaising with Project and Redevelopment staff members who are responsible for consumer, carer and community groups
 - Actively participating in the development of the agenda and business of the meeting
 - Ensuring orderly conduct of Committee meetings
 - Ensuring the Committee and members comply with the Terms of Reference
 - Arranging for the Committee to be represented at community events as required
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- Maintaining the day to day operations of the Committee and liaising with the Secretariat as required
- Ensuring that Committee members participate in other committees/meetings/user groups as agreed
- Liaising with communications staff regarding management of any requests for comment from media representatives
- Liaising with other consumer and community committees for the Project partners, the Redevelopment, the Westmead Hospital's Campus and Westmead Health and Education Precinct, as required.

Expectations of Committee members

Expectations of Committee members include:

- That members participate in meetings and other community and consumer forums as required
- That members act as a conduit for information and feedback between the community and the project
- That members act as advocates, promoting awareness and understanding of the Project's benefits
- That members attend orientation and training as required
- That members commit to an initial membership period of two years with the option to reapply.

Membership

Standing Members

The Committee will consist of six to 12 consumer and community members who are Standing Members. All standing members are voting members.

Officers in Attendance

Up to four members of the Project team shall attend each meeting, one of whom will be the Executive Officer for the Committee. An alternative representative may attend as a designated officer when the Executive Officer is unable to attend.

Officers attending have the function of facilitating and assisting the Committee and its members in carrying out Committee functions.

Other officers, support staff, and representatives from the Redevelopment, Project and other agencies may be invited to attend.

Other officers in attendance, support staff and representatives from other agencies do not have voting rights.

Co-opted participants

Other participants may be co-opted as required by the business of the Committee but do not have membership or voting rights.

Termination of Membership

A member's position on the Committee may be declared vacant if the member for any of the following reasons:

- Completes a term and is not reappointed
- Resigns in writing to the Chair
- Fails to participate in at least 75% of meetings per calendar year or fails to attend two consecutive meetings without formal apologies, unless granted leave by the Committee
- Acts contrary to the NSW Health Code of Conduct and conciliation efforts are unsuccessful.

Members are expected to make every effort to attend meetings. Attendance can be face to face and by electronic means.

Selection

Committee members

A cornerstone of the Committee's success is the diversity of its membership from across a broad spectrum of the community and consumers, including:

- Patients and former patients
- Families and carers
- Young adults and students
- People with disabilities
- Aboriginal communities
- Culturally and Linguistically Diverse communities
- Regional and metropolitan communities
- Research and education communities

Applicants must be 18 years of age or older. The Project and Redevelopment have a range of other effective and age-appropriate strategies, tools and techniques to engage younger consumers and community members.

Recruitment

The Committee is constituted via Expression of Interest which may include:

- Distribution through media notices, public distribution databases, community groups, the internet and any other appropriate means
- Completion of an application form and provision of details of two referees
- An interview with a panel comprised of relevant Redevelopment and Project partner representatives
- Completion of relevant mandatory criminal record and identification checks for all successful applicants
- Signing of the NSW Health Code of Conduct (as amended from time to time) once all required checks have cleared.

Appointments will be for two years with the option for appointees to reapply.

Chair and Deputy Chair

- The Chair and Deputy Chair will be members of the Committee
- A call for expressions of interest for the positions of Chair and Deputy Chair will be distributed by the Secretariat of the Committee two months prior to the end of the two-year term
- Where more than one application is received for either or both positions, elections will be held at least one month before the term expires, allowing for a transition and handover period if required
- If more than one application is received for each position, appointment will be by show of hands or by secret ballot if requested by a majority of the Committee.

Training

- Individual Committee members must attend Committee orientation.
- Individual Committee members must attend a consumer representative training course nominated by the Network.
- Individual Committee members may be given an opportunity to attend appropriate professional development courses as approved.
- Any related costs for training or professional development are to be agreed in advance by the Project.

Code of Conduct and Confidentiality

All Committee members will be required to read and sign the NSW Health Code of Conduct and Confidentiality Agreement attesting that they are aware of their responsibilities in relation to both their conduct and their dealings with confidential information. Official information in any recorded form remains the property of the Ministry of Health.

A standing agenda item on all Committee meetings will be the noting of confidential items.

The Committee Chair, as advised by the Network Communications and Engagement Manager or delegate, will note confidential items which are to be excluded when circulating Committee papers and Minutes. Confidential matters will be aggregated at a separate point in each agenda.

Meetings

Committee Secretariat

The Committee Secretariat is provided by the Network's communications lead on the Redevelopment team. In consultation with the Chair and the Network's Communications and Engagement Manager or delegate, the Secretariat is responsible for:

- Arranging orientation and support for the Chair and Committee members
 - Liaising with Committee members as necessary
 - Secretariat duties, including ensuring that the agenda and meeting papers are prepared and issued at least one week prior to scheduled meeting dates
 - Distributing Project and Redevelopment information materials to Committee members for review and discussion
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- Managing and / or referring relevant Committee input, questions and concerns for action and response as required
- Distributing the draft Minutes and action items for review and comment within one week of meetings, and for distributing the approved Minutes following adoption
- Maintaining feedback records.

Frequency and Quorum

The Committee is to meet monthly with dates of ordinary meetings set 12 months in advance from the final meeting of the previous calendar year. However, the Chair has the power to call special meetings as necessary or to cancel meetings that are not required.

A quorum shall consist of a minimum of 50% plus 1 of the consumer members.

Provision of Minutes

Minutes of all meetings will be taken and the draft Minutes are to be distributed to all members of the Committee by the Secretariat within one week of the meeting, after the draft Minutes have been reviewed by the Chair. Members will then have the opportunity to comment, in writing to the Secretariat, on any errors or omissions they believe to have occurred in relation to the draft Minutes.

Any comments should be provided to the Secretariat at least ten days prior to the next scheduled meeting to allow any comments to be circulated with the Agenda and the draft Minutes for that meeting. The Chair will sign the Minutes as a true record of the meeting's proceedings once they have been endorsed at the following meeting.

Declaration of Conflict of Interest

Committee members are responsible for declaring a conflict of interest at the commencement of each meeting. In all cases where a conflict of interest exists, or is reasonably perceived to exist, the Committee member shall not participate in the decision-making process on that particular item of business and may be asked to retire from the meeting during discussion of that item.

Establishment of Sub-Committees

In consultation with the Network Communications and Engagement Manager, and the Redevelopment and Project partners as required, the Committee may appoint a sub-committee for specific duties. A sub-committee may include non-Committee members however, the Chair shall be a Committee member.

Evaluation

The Committee shall be evaluated annually against the Terms of Reference for the Committee and the Project's Consumer and Community Engagement Plan to ensure the effectiveness of the Committee and to assist in developing the following year's plan.

A Yearly Review shall be submitted to the PDC and made publicly available once endorsed.

Reporting arrangements

The Chair of the Committee reports to the PDC via the Network's Communications and Engagement Manager who then reports through to the Executive Steering Committee (ESC).

In addition, the Chair of the Committee may bring issues of concern to the attention of the Chair of the PDC at any time.

The Chair and Co-Chair are invitees to the PDC.

Travel Insurance

Under the Treasury Managed Fund (TMF) Master Policy for volunteers, the Network will provide public liability insurance coverage for misadventure resulting from actions of community representatives involved in activities authorised by the Project, Redevelopment and Network. Such coverage will not include personal motor vehicle damage or payment of associated excess/loss of no-claim bonuses or workers compensation payments.

Budget and Reimbursement

The Project/Network will:

- Reimburse committee members for approved out of pocket expenses
- Offer a token in recognition of the commitment made by Committee members
- Meet the administration costs of the Committee.

Standing agenda

Item	Topic	By	Attachment
Part A – Opening			
1.0	Welcome and apologies	Chair	
2.0	Approval of Minutes	Chair	
2.1	Review of actions from the previous Minutes		
3.0	Declaration of Conflict of Interest	Chair	
4.0	Noting of Confidential Items		
5.0	Sydney Children’s Hospitals Network update		
6.0	Communications and Stakeholder Engagement Update		
7.0	New Business	Chair	
8.0	Other Business	Chair	
9.0	Meeting Close	Chair	
	Next meeting –		