

Terms of Reference

The Sydney Children's Hospitals Network Youth Council

January 2021

This document defines the purpose, responsibilities and scope of activities of the **Youth Council** of the **Sydney Children's Hospitals Network (SCHN or the Network)**.

Terms of Reference review

The Terms of Reference will be reviewed every two years.

Name

Sydney Children's Hospitals Network Youth Council.

Purpose

The Youth Council supports SCHN to shape the future experiences of patients, families and community members accessing SCHN services.¹ The Youth Council works 'hand-in-hand' with the **SCHN Patient Experience Council (PeXC)** and the **SCHN Families and Consumer Council (FaCC)** to ensure that SCHN is responsive to the input, needs and experiences of patients and their families. These three groups combined form the **SCHN Patient Experience Governance Group**.

Membership

The Youth Council consists of:

- Up to **20 Young Consumer Representatives** (aged 13-24 years).²
- Up to four members of the **PeXC**
- Up to two Representatives of the Adolescent Medicine Department
- Up to two Representatives of the Youth and Diversity team
- Network Manager Patient and Family Engagement
- Patient and Family Engagement Officer/s [secretariat]

Role

The Youth Council acts as an advisory body to the SCHN. The Youth Council works in direct partnership with the PeXC and the FaCC. These Councils report to the SCHN Quality Safety Committee under the banner of the SCHN Patient Experience Governance Group.

Objectives

The objectives of the Youth Council are:

- To act as a youth advisory body to the SCHN considering strategic directions of SCHN

For example:

- *Provide young person's perspectives on issues and initiatives*

¹ Patient and Family Experience is the sum of all interactions shaped by an organisation's culture that influence patient and family perceptions across the continuum of care.

² Young Consumer Representatives are young people who provide a Consumer perspective, contributes Consumer experiences, advocates for the interests of current and potential health service users, and take part in decision-making processes. A person meets the definition of a 'young' Consumer Representative if they are aged between 13 and 26 years. After this time the person is classified as a Consumer Representative.

- *Provide a forum to review documents, incidents or events and make recommendations to enhance the patient and family experience.*
- *Advise on key health priorities from a young person's perspective.*
- *Advise the SCHN on the Patient Family and Community Engagement strategies and initiatives.*
- *Advise on the orientation, training, mentoring and support requirements of Young Patient, Family and Community Representatives partnering with SCHN.*
- To provide a young person's perspective on matters referred by other SCHN committees and departments.
- To be the young person's (patient, family and community) voice on health issues, needs and concerns of people accessing SCHN services.
For example:
 - *Communicate personal experiences to support better health experiences for young people and their families*
 - *Offer fresh innovative perspectives on services and planning*
 - *Support a focus on young people needs and wants when accessing services*
 - *Collect patient stories or experiences and develop pathways for these to be used to improve the delivery of health care*
- To help promote the goals of the SCHN to help children and young people live their healthiest lives possible.
For example:
 - *Encourage patient, family and community involvement in the planning, design, delivery, measurement and evaluation of systems and services*

Reports

- The Youth Council reports to the **SCHN Quality Safety Committee** in partnership with the **FaCC** and the **PeXC** twice a year.
- Consumer engagement is integral to all areas of SCHN. All SCHN Patient, Family and Community engagement activities are to be tabled at the PeXC, the FaCC and the Youth Council on an annual basis. A reporting calendar has been established through the **Patient Experience Governance Group**.
- All major SCHN projects that influence patients, families and community members are to provide regular reports to the Youth Council.
For example:
 - *Redevelopment Activities*

Quorum

The quorum will consist of the Chair (or his or her nominee) plus half of the Young Consumer Representatives, and at least two SCHN members. In the absence of a quorum, the Chair and secretariat will determine whether the meeting will proceed.

Roles and responsibilities of Council members

All members:

- attend meetings and to submit apologies to the Secretariat in advance of the meeting
- are responsible for familiarising themselves with papers and content pertaining to the meeting and the issues to be discussed
- are encouraged to actively engage in discussion and resolution of issues
- acknowledge that opinions are equal and all members will be respected
- work in a spirit of partnership and within the core values of the Network
- adhere to relevant sections of the NSW Health Code of Conduct
- sign the Confidentiality Agreement and maintain confidentiality at all times
- Council members are interested in critical thinking and problem solving, and participating in the council environment.

- Council members collectively will represent the interests of a broad cross-section of patients, families and community members whom access or have the potential to access SCHN services.
- the Chair is responsible for fulfilling the responsibilities of the Chair with the support of the Secretariat, and ensuring the Youth Council meets its objectives and purpose. The chair ensures all voices at the meeting are heard and members are able to raise matters. The chair focuses the meeting on the strategic role of the FACC and direct other matters to the PEXC to manage.

Record keeping

The SCHN Clinical Governance Unit will provide secretariat support and will support Young Consumer Representatives to fulfil the role of Chair and secretary of the meeting. The secretariat's responsibilities will include:

- Liaise with the Chair to draft and finalise the agenda and meeting papers
- Circulate the agenda and meeting papers at least one week prior to each meeting
- Record minutes and action list of the meeting. Minutes and action list will be distributed within fourteen days of the meeting.
- Organise meeting facilities and other meeting logistics as required.

All records will be created, maintained and stored in accordance with the State Records Act.

Conflicts of interest

As stated in the policy *Reporting of Conflicts of Interest and Received Gifts and Benefits*, "Conflicts of interest exist when it is likely that you could be influenced, or it could be perceived that you are influenced, by a personal interest when carrying out your work. Conflicts of interest that lead to biased decision- making may constitute corrupt conduct."

If matters arise where an actual or perceived conflict of interest is identified or declared, at the discretion of the chair the relevant member must complete a *Declaration of Conflict of Interest Form*. This must be managed in accordance with *NSW Health's Code of Conduct*.

Appointment of a chair

- The rotating Chair will be appointed by the Council members at the last meeting of each calendar year.
- The responsibilities of the Chair will rotate among Council members. A Young Consumer Representative may Chair up to two meetings per calendar year.

Orientation for new members

New members will be orientated to the Youth Council by the Chair and members of the SCHN Patient and Family Engagement Team. New members are to receive an orientation pack which includes a copy of the Terms of Reference, the Consumer Representative Position Description, copies of the last three meeting's agendas and minutes and the SCHN Clinical Governance Framework.

The SCHN will provide training to support Consumer Representatives to fulfil their responsibilities.

Duration of membership

- Council member commit to a two year term, with the option to renew for a further two terms [i.e. six years total].
- To allow for a smooth transition between incoming and outgoing members, a staggered renewal process is used.
- Current members may be asked to provide mentorship to new members of the group.

Members of the **PeXC** are non-voting members of the Youth Council for the duration of their term on the Council.

Attendance and Frequency of meetings

The Youth Council is to hold a minimum of five formal meetings per year with dates set 12 months in advance from the first meeting of the calendar year. At least one meeting each year will bring together all three Councils of the Patient Experience Governance Group; the FaCC, the Youth Council and the PeXC.

The Secretariat has the power to call special meetings if deemed necessary. Meetings are held via videoconference

Members are expected to make every effort to attend meetings. In the case of a member failing to attend three or more meetings, without reason, the Chair and secretariat review their membership.

Process for raising and responding to issues

Agenda items should be submitted at least 10 days prior to the meeting. Business without notice can be raised with the Chair.

Risk Management

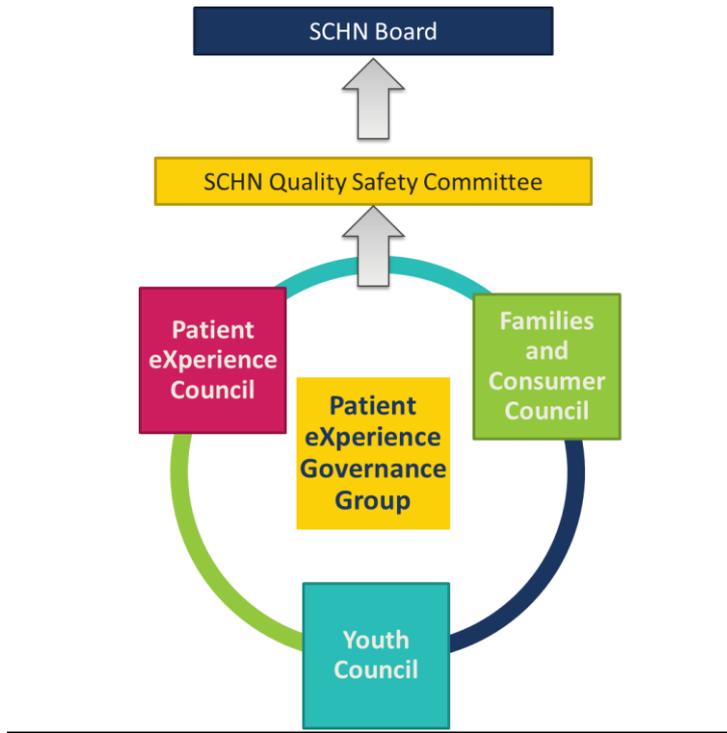
Risk management is a standing agenda item. Risks are escalated to the SCHN Patient Experience Group and the Quality Safety Committee.

Performance evaluation

The Youth Council will conduct an annual self-assessment of the effectiveness of the Council, with the results presented and discussed within one month of the closing of the assessment. The Terms of Reference will be reviewed on an annual basis.

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Chair:	<ul style="list-style-type: none"> • The Chair responsibility will rotate throughout the Committee members. • The Chair will be appointed by the Committee members at the last meeting of each alternate year. Meeting appointments will be planned a year in advance. • The Chair will be supported by the secretariat.
Frequency:	Bi-monthly
Secretariat:	Clinical Governance Unit will provide secretariat support. It is the responsibility of members who are required to submit reports to complete these tasks on time
Member Responsibilities	<p>Council members are responsible for forwarding information from meetings to their respective Programs/ Committees; act as the liaison between the committee and their respective Programs/ Committees on matters related to Patient Experience; completing any activities/tasks assigned to them; as well as promote Patient Experience and the voice of patients and families to their respective Programs/ Committees.</p> <p>Council members are responsible for familiarising themselves with papers and content pertaining to the meeting and the issues to be discussed. All members are to actively engage in discussions. Opinions are equal and all members will be respected.</p> <p>Council members work in the spirit of partnership and within the CORE values of the Network.</p> <p>Council Members will have the necessary skills to participate in the Council environment and collectively will represent the interests of a broad cross-section of patients, families and community members whom access or have the potential to access SCHN services.</p>
Key Performance Indicator	SCHN meeting key pre-determined agreed upon performance quality and patient safety indicators
Venue:	Videoconference
Reporting Responsibility:	Youth Council reports in partnership with the Families and Consumer Council and the Patient Experience Council to the SCHN Quality Safety Committee.
Quorum:	A quorum shall include the Chairperson (or nominee), plus half the Young Consumer Representative Members, and at least two SCHN members.
TOR Review Frequency:	Minimum – Biennially. More frequently as required.



2021 meeting schedule - dates and times:

Committee	Meeting Day	Meeting time
Youth Council	3 rd Wednesday of odd months*	6:00-8:00pm
Patient eXperience Council	3 rd Wednesday of each month	4:30-6:00pm
Families and Consumer Council	Meets on the 3 rd Wednesday of even months	6:00-8:30pm

* November meeting is moved to December to enable joint meeting

Committee	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec
Youth Council			17		19		21		15			15
PeXC		17	17	21	19	16	21	18	15	20	17	15
FaCC		17		21		16		18		20		15