

## Terms of Reference Tweed Community Advisory Group

### 1. PURPOSE

The purpose of the Tweed Community Advisory Group (CAG) is to contribute to the ongoing improvement of health services within Northern NSW Local Health District.

### 2. RESPONSIBILITIES

CAGs are a formal mechanism for NNSWLHD to connect with our communities. CAG members contribute to the Group by drawing on their diverse experiences and their membership in various communities and groups to:

- Bring consumer and community perspectives to the planning, delivery, monitoring and evaluation of health services and programs and projects.
- Raise questions, concerns and observations identified in local communities.
- Provide an avenue for NNSWLHD to share information with communities.

### 3. GOVERNANCE

- The Tweed Community Advisory Group reports to the General Manager, Tweed Valley Hospital.

### 4. MEMBERSHIP

- The Community Advisory Group will comprise up to 12 community representatives.
- Membership includes interested members of the community who have used or are likely to use the services of NNSWLHD.
- Members should have appropriate community networks to gather and disseminate information and commit to actively participate.
- Community representatives on CAGs may also be members of other LHD advisory groups.
- NNSWLHD representatives will include:
  - General Manager, Tweed Valley Hospital
  - Director of Nursing & Midwifery, Tweed Valley Hospital
  - Manager Tweed/Byron Mental Health
  - Quality and Risk Manager
  - Community Engagement Manager.

The CAG may invite any person to attend meetings as required.

## 5. APPOINTMENTS

- Members will be selected from responses to a recruitment process or nominations from other CAG members and NNSWLHD staff.
- All prospective members will be required to complete an Expression of Interest.
- All members are required to complete a National Police Check, sign the NNSWLHD Code of Conduct, NNSWLHD Confidentiality and Privacy Agreement, and disclose affiliations to community groups, health-related or political organisations and potential conflicts of interest.
- The *Community Advisory Group Member Position Description* provides an overview of the purpose and key accountabilities of the role. Copies are available from the Community Engagement Manager.
- CAG members may resign at any time in writing to the Chair.
- If a member does not attend three consecutive meetings without advising the Secretary, the position will be declared vacant.

## 6. CHAIRPERSON

The Chair and Deputy Chair of CAG will be community representatives. They will be elected by CAG members.

The role of the Chairperson is to:

- Be a contact person between meetings
- Provide input and approve meeting agendas
- Provide input and approve advice and actions from meetings
- Liaise with NNSWLHD on matters that arise between meetings
- Assist in communicating with members.

## 7. COMMUNITY PARTNERSHIP ADVISORY COUNCIL (CPAC) REPRESENTATIVE

- Each NNSWLHD Community Advisory Group (CAG) is required to nominate a representative to join the NNSWLHD Community Partnership Advisory Council (CPAC). This representative may be the CAG Chair or another member.
- CPAC meets up to six times per year and has district-wide oversight of NNSWLHD's community engagement program.
- CPAC is a NNSWLHD management committee, reporting to the Chief Executive..
- *Refer Community Partnership Advisory Council Terms of Reference.*

## 8. TERMS OF OFFICE

The Chair will serve a term of three years with the opportunity to be re-elected (maximum six years).

Terms of office for CAG members are for a period of three years. Members are eligible to be re-appointed for a further three years at a time to a maximum of nine years. In special circumstances and where there are no new recruitments, consideration will be given to extend membership.

## 9. MEETING FREQUENCY

- Every two months, with a minimum of five meetings each calendar year.
- A 12-month meeting schedule will be published and communicated to members on an annual basis.

## 10. AGENDA

- The agenda will be set by the General Manager, Tweed Valley Hospital with input from the Chair and the Community Engagement Manager.
- CAG members may contribute to the agenda by submitting items no later than 10 working days before the meeting.
- Members will receive the agenda papers, including the minutes of the previous meeting, at least seven working days before the meeting.

## 11. QUORUM

The quorum for a meeting is more than 50 per cent of members.

## 12. REPORTS PROVIDED TO CAG

The following reports may be provided to CAG:

### Partnering

- Topics which require input from community representatives.
- Safety and quality committees which CAG members participate in.
- Reports related to the Partnering with Consumers Standard (Standard 2) from the National Safety and Quality Health Services Standards.
- Reports related to patient experience and/or community engagement.

### Information

- Local/service updates.
- Compliments and complaints.
- Safety and Quality performance reports
- New initiatives, clinical services plans, relevant strategies and policies.
- Updates from services.
- Items of interest from Community Partnership Advisory Council.
- Improvement/working group reports.

## 13. MINUTES

- The minutes shall be a record of key discussion points, agreed outcomes and actions.
- An action list will be included in the minutes with responsibility and target completion dates.
- The General Manager and Chair shall review and approve the minutes prior to minutes being circulated.
- Minutes will be distributed to all members within 10 working days of the meeting.

## 14. VENUE

Meetings will be held at Tweed Valley Hospital and as virtual meetings, using Teams and teleconference, for members unable to attend in person.

## 15. MEMBERSHIP SUPPORT

- NNSWLHD will provide appropriate documentation, orientation, training and ongoing support.
- The office of the General Manager, Tweed Valley Hospital provides secretariat and other support services to CAG including:
  - Convene Community Advisory Group meetings
  - Formulate meeting agendas and action plans
  - Formulate meeting minutes
  - Distribute agenda and minutes as per distribution list
- Community members on CAGs receive an honorarium payment in accordance with the *NSW Health Consumer, Carer and Community Member Remuneration Guideline*.

## 16. CONFIDENTIALITY

- Some issues examined by CAG may be of a confidential and/or sensitive nature.
- Confidential information shall be clearly identified as confidential. Any LHD or community representative may advise during the meeting if information is confidential.
- NNSWLHD requires any community representative on committees to keep strictly confidential all confidential information and patient information and to comply with privacy obligations.
- Members are required to sign the NNSWLHD Code of Conduct and NNSWLHD Confidentiality and Privacy Agreement.

## 17. DECLARATION OF INTEREST

CAG members must declare any conflict of interest. This includes any personal, organisational or financial interest that relates to items on meeting agendas. Any conflicts of interest will be noted.

## 18. EVALUATION

- An annual performance evaluation of NNSWLHD Community Advisory Groups will be completed.
- Review of the Terms of Reference and membership will be conducted annually.

**Last reviewed: February 2024**