



TERMS OF REFERENCE COORDINARE COMMUNITY ADVISORY COMMITTEE

Reports to:	COORDINARE Board, through the Chair	
Chairperson:	Nominated by the Board (will also be a Board Director)	
Term of Office:	3 year term	
Executive Sponsor:	Director, Consumer Participation	
Secretariat:	Governance and Participation Support Officer	
Endorsed by:	COORDINARE Board	Date: 31 August 2020
Next review:	August 2022	

1. BACKGROUND

Community Advisory Committees and Clinical Councils assist PHNs to develop local strategies to improve the operation of the health care system for people living in South Eastern NSW, facilitating effective primary health care provision to ensure patients receive the right care, in the right place at the right time. The Community Advisory Committee and Clinical Councils report to and advise the Board of COORDINARE on opportunities to improve medical and health care services through strategic, cost-effective investment and innovation.

2. PURPOSE

COORDINARE provides opportunities for consumers and the community to have a greater say over issues that directly affect the delivery of person-centred, high quality and coordinated/integrated health care throughout the region. COORDINARE's Community Advisory Committee provides expert advice to the Board on consumer and community engagement strategies to ensure where possible decisions, investments and innovations are inclusive, culturally responsive, locally relevant and aligned to local care experiences and expectations. This agenda is aligned to COORDINARE's purpose, strategic priorities and key health priorities, which are:

COORDINARE seeks to support primary care within South Eastern NSW to be:

- Person-centred;
- accessible;
- safe and high quality;
- comprehensive;
- population oriented; and
- coordinated across all parts of the health system.

COORDINARE's Strategic Priorities are:

- Putting consumers front and centre in all that we do
- Supporting general practice as the cornerstone of primary care
- Influencing the market through provider engagement and commissioning
- Partnering to integrate services and systems
- Building local networks and place based leadership
- Developing our organisation capability

COORDINARE's Health Priorities are:

Addressing inequities and service gaps for those most at risk of poor health outcomes in the following areas:

- Chronic conditions
- Prevention initiatives
- Mental health and suicide prevention
- Drug and alcohol
- Aboriginal health
- End of life care

COORDINARE's Community Advisory Committee acts in accordance with COORDINARE's guiding principles and policies at all times. These are available at www.COORDINARE.org.au

3. RESPONSIBILITIES/FUNCTIONS

COORDINARE's Community Advisory Committee advises the Board on a range of strategic opportunities for targeted engagement and communication with consumers and local communities to progress implementation of the Strategic Plan 2017-2020. This advice includes:

- provide considered approaches to determining and responding to health system issues and inefficiencies within local communities, from a consumer perspective
- recommend effective approaches to ensure consumer/community consultation and feedback is available and fit-for-purpose throughout the commissioning cycle
- identify approaches to effectively capture, measure and understand the patient experience and then apply this information to influence quality and system improvement
- consider strategies to assist consumer navigation of the health system through for example health literacy initiatives, patient self-management approaches and/or system input for care coordination more broadly.

The Committee may also be asked to actively consider relevant strategic issues emerging across GP Clusters and other clinical networks and/or community groups.

4. CHAIR ARRANGEMENTS

The Community Advisory Committee is chaired by the nominated Director of the COORDINARE Board who has been recruited specifically for their expertise and skill set regarding consumer engagement and advocacy. The Chair is responsible for approving meeting agendas (to be developed with support of the secretariat) and for facilitating meetings. The Chair provides the conduit between the Board and the Committee and will ensure that the views and advice to the Board of the Committee are appropriately represented.

5. FREQUENCY OF MEETINGS

COORDINARE's Community Advisory Committee generally meets on a quarterly basis for 2 hours each meeting. On occasion, extraordinary meetings may be convened. Meetings may be face to face or via video or teleconference if required, as mutually agreed by the Committee and COORDINARE.

6. REPORTING

COORDINARE's Community Advisory Committee receives requests for advice from and provides expert advice and updates on its activities to the COORDINARE Board through the Chair.



7. METHOD OF EVALUATION

The purpose and performance of the COORDINARE Community Advisory Committee shall be reviewed bi-annually against the Terms of Reference.

8. QUORUM

Quorum will be attendance by a majority of the Community Advisory Committee members. Any contentious issues or conflicts of interest which cannot be resolved by the Committee or attending Director, Consumer Participation will be escalated to COORDINARE's CEO.

9. MEMBERSHIP

COORDINARE's Community Advisory Committee will include a combination of organisational and individual membership with 10-15 members who will ideally live or work in the region. The appointment is for an initial three year term and may be extended. Membership will be skills based. If any member is absent, without the agreement of the Chair for 2 or more consecutive meetings then, that member shall be deemed to have resigned from the Committee.

10. SKILLS AND EXPERIENCE

Members appointed to the Community Advisory Committee will have expertise in one or more of the following areas:

- strategy and governance, including advocacy
- sound understanding of community and consumer engagement methods
- health program or service development
- cultural safety
- organisational culture change, including change management
- capacity building skills for consumers including education and training
- evidence based self management approaches and/or behavior modification
- research/academic expertise in a primary care related field
- in depth knowledge of their communities.

Other individuals with relevant expertise may be co-opted on a short term basis as required.

In addition to the above listed expertise, it is important that Committee members have a genuine interest in contributing to COORDINARE'S goals of:

- improving the experience of care for consumers
- enhanced provider satisfaction
- improving health outcomes
- value for money.

It is therefore desirable that Committee members possess the following attributes:

- integrity: Committee members should be ethical, committed, diligent, prepared, organised, professional, principles-based and respectful, and show courage and independence
- an ability to think critically: Committee members should be objective and impartial, use logical and analytical processes, distil the core of complex issues and weigh-up options
- an ability to apply expertise: Committee members should have the skills and experience to contribute to decision-making
- an ability to communicate constructively: Committee members should be articulate, persuasive and diplomatic, and listen and respond constructively to contributions from others
- a strategic focus: Committee members should have the ability to take a broad perspective, see the big picture and consider long term impacts.



- an ability to collaborate in the interest of the objectives: Committee members should be a team player and be flexible and cooperative.

11. CONFLICT OF INTEREST

A register of interests shall be maintained and Committee members will declare potential conflicts at the start of each meeting as per the organisation’s policy regarding Conflict of Interest. The Committee will determine how any potential conflict should be handled, including whether that member should remain present and have speaking rights or not for the item concerned.

12. CONFIDENTIALITY

Matters discussed at COORDINARE’s Community Advisory Committee meetings may be of a confidential nature and must be treated as such by members. Meeting papers and other materials must only be used or disclosed for the purpose of the Community Advisory Committee function, unless as otherwise advised by the Chair of the Community Advisory Committee and/or COORDINARE’s Board.

13. EXTENT OF AUTHORITY

COORDINARE’s Community Advisory Committee is an advisory body and does not have authority to:

- make decisions without prior approval
- convene without prior approval
- speak on behalf of COORDINARE without prior approval.

14. Secretariat

COORDINARE provides secretarial support for the Community Advisory Committee. The agenda and meeting papers will be distributed to members by email at least one week prior to the meeting. Limited copies of the meeting papers will be available on the day of the meeting. The minutes will also be distributed to COORDINARE’s Board.

The attending staff member for COORDINARE’s Community Advisory Committee is: Director, Consumer Participation.

15. REIMBURSEMENT

With the prior consent of COORDINARE, Community Advisory Committee members participating in a non-employee capacity are entitled to a modest stipend and reimbursement of reasonable travel expenses, as detailed in COORDINARE’s Paid Participation Policy. Members will be reimbursed allowing 21 days from receipt of evidence substantiating travel expenditure.

I acknowledge that I accept the Terms of Reference for the Community Advisory Committee

Name: _____

Signature: _____

Date: _____