

Terms of Reference

COORDINARE Community Advisory Committee

Approval date	June 2024
Review frequency	Every 3 years
Review date	April 2027
Approved by	COORDINARE Board of Directors
References and legislation	Constitution of COORDINARE Limited COORDINARE Board Charter
Policy Sponsor	Director, Community & System Collaboration

1. BACKGROUND

The key goals of Primary Health Networks (PHN) are to improve the efficiency and effectiveness of health services for people, particularly those at risk of poor health outcomes; and to improve the coordination of health services, to increase access and quality support for people. PHNs undertake to work together with skills-based boards, GP-led clinical councils, and community advisory committees, ensuring that the decisions we make are influenced by community representatives, are aligned with local care needs and expectations, and better integrate local health care systems.

Community Advisory Committees and Clinical Councils assist Primary Health Networks (PHN) 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 Committees 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 strives towards fostering healthier communities in our region with a focus on improving simplicity of access and equity. COORDINARE supports primary care in making improvements in quality and system integration. We prioritise those members in our communities facing the greatest health disparities. COORDINARE seeks to support primary care within South Eastern NSW to be:

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

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 Committees 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.

3. RESPONSIBILITIES / FUNCTIONS

COORDINARE's Community Advisory Committees advise the Board on a range of strategic opportunities for targeted engagement and communication with consumers and local communities to progress implementation of the Strategic Directions. This advice includes:

- Providing considered approaches to determining and responding to health system issues and inefficiencies within local communities, from a consumer perspective.
- Recommending effective approaches to ensure consumer/community consultation and feedback is available and fit-for-purpose throughout the commissioning cycle.
- Identifying approaches to effectively capture, measure, and understand the person's experience and then apply this information to influence quality and system improvement.
- Considering 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 Committees may also be asked to actively consider relevant strategic issues emerging across the primary care networks and/or community groups.

COORDINARE's Community Advisory Committees act in accordance with COORDINARE's always guiding principles and policies. These are available at www.COORDINARE.org.au.

4. MEMBERSHIP

Each Community Advisory Committee will comprise 8 to 10 members.

The geographic boundaries for each Community Advisory Committee are as per the Illawarra Shoalhaven LHD, and Southern NSW LHD:

- Northern –Wollongong, Kiama, Shellharbour, and Shoalhaven Local Government Areas;
- Southern – Eurobodalla, Bega Valley, Snowy Monaro, Queanbeyan-Palerang, Goulburn Mulwaree, Upper Lachlan Shire, and Yass Valley Local Government Areas.

Membership consists of people who **live, work, and play in their committees' area**. It is skills based and seeks to include a diverse range of people who bring;

- Community engagement expertise, in particular for the following communities
 - Aboriginal and Torres Strait Islander
 - Culturally and linguistically diverse
 - Disability
 - Older persons
 - People experiencing socio-economic disadvantage or vulnerability
 - Rural and remote
 - Youth

There is also provision to allow for invited guests such as people with specialist/subject matter expertise to attend meetings as required.

5. APPOINTMENT AND TERM

Members will be appointed for a three-year term. Appointment is by approval by the COORDINARE Board, ensuring a diversity of expertise and relevant experience is accounted for. The Board withholds the right to recruit specifically to identified gaps.

If any member is absent without the agreement of the Chair for two or more consecutive meetings, then that member shall be deemed to have resigned from the Committee. In the event of a member being obliged or

electing to resign during the term of the Committee, the Board will seek nominations for a replacement member.

Recruitment to vacant positions will be transparent and open, with calls for EOIs promoted to the relevant sectors. Where applicable, the specific experience and skills being sought will be identified.

At the end of a member's current term COORDINARE may offer a renewal of a one, two or three year term. The maximum membership term is 6 consecutive years.

Nominees for membership will be sought via a formal Expression of Interest (EOI) which will be initiated and publicised by COORDINARE if deemed appropriate and required.

Selection will be based on the following skills and experience criteria:

- ability to bring insights into the health system pressure points and opportunities for change
- capacity building skills for consumers including education and training
- cultural safety
- evidence based self-management approaches and/or behavior modification
- health program or service development
- in depth knowledge of their communities
- local governance, leadership and community activation experience
- organisational culture change, including change management
- research/academic expertise in a primary care related field
- sound understanding of community and consumer engagement methods.

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.

Applications for membership will be reviewed and assessed on merit and complimentary balance of skills and experience across the committee, and appointments will be approved and offered by the COORDINARE Board via the Community Advisory Committee Chair and the COORDINARE Chief Executive Officer.

Regular attendance and active commitment to the roles and functions outlined in these Terms of Reference is expected.

6. CHAIR ARRANGEMENTS

The Community Advisory Committees are 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 term of the Chair will be at the discretion of the COORDINARE Board.

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 Council and will ensure that the views of Council are appropriately represented. The Chair will support the flow of information and decisions between the COORDINARE Board and the Council.

7. FREQUENCY OF MEETINGS

Each Community Advisory Committee will meet on a quarterly basis for two hours each meeting. Two meetings per year will be joint. Meetings may be face to face, via video, teleconference or webinar as mutually agreed by the Committee and COORDINARE. Annual participation in the 'whole of advisory group' meetings (with Board/CC/CAC/AHC) are expected. Members may be invited to attend other meetings on occasion.

8. QUORUM

Quorum will be attendance by 50% plus one of the current Community Advisory Committee members. Decisions/recommendations require a majority of the Community Advisory Committee. Any contentious issues or conflicts of interest which cannot be resolved by the Committee will be escalated to COORDINARE's Board.

9. SECRETARIAT

COORDINARE provides secretarial support for the Community Advisory Committees. The agenda and meeting papers will be distributed to members by email at least one week prior to the meeting. The minutes of the meeting will be available to members within two weeks of the meeting. The minutes will also be distributed to COORDINARE's Board.

10. REPORTING

COORDINARE's Community Advisory Committees receives requests for advice from and provides expert advice and updates on its activities to the COORDINARE Board through the Chair. A report is provided to the Board after each meeting.

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 Committees 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 Committees are 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. REIMBURSEMENT

Community Advisory Committee members may be eligible for reimbursement for their time contributing to the meetings as per COORDINARE's relevant stakeholder participation policies (GP Reimbursement Policy and Paid Participant Policy) or an alternative arrangement.

Members who are funded by another organisation, group, or council, to represent that organisation in engagements with COORDINARE are not deemed eligible.

With the prior consent of COORDINARE, all Community Advisory Committee members may be entitled to reimbursement of reasonable travel expenses for attendance at meetings. Members will be reimbursed in accordance with the relevant policies, within 21 days from receipt of evidence substantiating travel expenditure.

15. EVALUATION

The purpose and performance of the COORDINARE Community Advisory Committees shall be reviewed bi-annually against the Terms of Reference and will incorporate a self-assessment by the members of their own engagement and performance. From time-to-time COORDINARE may implement an external evaluation.