

Community and Consumer Council Terms of Reference

Background

The Australian Government funds Primary Health Networks (PHNs) to increase the efficiency and effectiveness of health services for their community, particularly for those at risk of poor health outcomes. They improve the coordination of health services and seek to improve access and quality of care. There are 31 PHNs in Australia and six in Victoria.

Eastern Melbourne Primary Health Network (EMPHN) achieves this goal by improving access to existing services, commissioning services to improve health outcomes and by supporting services and others to innovate and further improve local health care. We aim to improve the health of our community by ensuring people receive the right care, in the right place, at the right time.

Members must sign the EMPHN Code of Conduct and other relevant documentation on appointment to the Council.

Key functions

Purpose

The purpose of the Community and Consumer Council (CCC) is to provide an ongoing community perspective and advice to the EMPHN Board. This helps to ensure that decisions, investments, and innovations are patient centred, cost-effective, locally relevant, and aligned to local care experiences and expectations.

Role

The role of the EMPHN CCC is to:

- provide advice and input for EMPHN in relation to the integration of consumer, carer and community views into all levels of strategy, operations, planning and policy development
- provide strategic advice to the EMPHN Board of Directors on priority areas and issues from a consumer, carer and community perspective.



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Key functions

Responsibilities

The Council is responsible for:


Helping EMPHN with the 'what':

- Providing advice to EMPHN on various healthcare and community issues at different stages of the EMPHN program lifecycle, including strategy, planning, design, commissioning, delivery and evaluation.
- Providing advice to various stakeholders within EMPHN, including the Board, Clinical and Practice Council (CPC), and EMPHN staff.
- Providing a consumer and community perspective on matters referred to the CPC by the CCC, the Board or other EMPHN Committees.
- Championing two-way communication between consumer, carer and community groups and EMPHN through members' networks.
- Championing for EMPHN in relevant forums across the region and disseminating endorsed information to colleagues and community members

Helping EMPHN with the 'how':

- Advise on community engagement and participation methods to inform EMPHN ways of working to enable effective and meaningful engagement.
- Advising on communication strategies to assist engagement with the community.
- Helping EMPHN with the 'why':
- Providing a community interpretation of data and other information to inform processes such as the EMPHN health needs assessment.
- Advise on community perspectives on various health and other social issues to assist EMPHN staff to appreciate and design for the complexities of the consumers' world.

The Board's commitment to the CPC will encompass consultation, involvement and collaboration.

		INCREASING IMPACT ON THE DECISION 		
		CONSULT	INVOLVE	COLLABORATE
PUBLIC PARTICIPATION GOAL		To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
	PROMISE TO THE PUBLIC	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.

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Modus Operandi

Composition

EMPHN will put forward recommendations on membership for the CCC for approval by the Board. This will occur three times a year aligned to the Board meeting calendar in the first two years as EMPHN looks to grow the membership.

CCC members, who are not Board members, are appointed for a term of three (3) years. At the end of this term, members may apply to serve a second consecutive term (total of 6 years) before being required to leave the Committee for at least 12 months.

The term of appointment of CCC members who are EMPHN Board members will be as approved by the EMPHN Board.

Refer to Code of Conduct for further detail regarding application and re-appointment process.

The CCC shall comprise between ten (10) and sixteen (16) members, including:

- **Community members**

A minimum of eight (8) and a maximum of twelve (12) community members are appointed by the EMPHN Board of Directors following a formal recruitment process and a formal recommendation from a CCC member, the Committee Chair and an Executive Sponsor.

Community membership as a whole should represent different facets of the EMPHN catchment. The Community experience briefing and CCC member experience matrix can be referenced to understand the current experience of the CCC, and how this relates to the catchment when recruiting new members. A minimum of one (1) member should identify as Aboriginal and Torres Strait Islander.

Community members contribute specialist knowledge and expertise by providing consumer, carer and community perspectives. Community members will need to have the capacity to reflect on and present community issues, rather than focusing on personal concerns or individual issues.

- **EMPHN Clinical and Practice Council (CPC)**

A maximum of one (1) EMPHN CPC members as nominated by the CCC Board Chair. The role of the CCC member is to provide a conduit for information sharing between the Council and the CCC. The EMPHN CPC member may also be an EMPHN Board Director.

- **EMPHN Board Directors**

A minimum of one (1) and a maximum of three (3) EMPHN Board Directors as nominated by the EMPHN Board Chair. The minutes of CCC meetings will be submitted to the EMPHN Board.

The CEO and relevant Executive will also attend meetings of the CCC and act as a conduit between senior management, staff and the CCC. The Chief Executive Officer will provide information and clarification at meetings as required.

Others may also be invited to attend on a time-limited basis or to progress specific discussions or initiatives. Invitations to attend will be considered and approved by the Chair of the CCC with advice from the EMPHN CEO or executive.

The Chair of the Clinical and Practice Council may attend meetings of the CCC on notice with the approval of the Chair of the CCC.

The membership of the CCC will be reviewed regularly by the EMPHN Board to ensure it is reflective of the catchment priorities.

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Modus Operandi

Operations

The CCC meets formally every three months, with a minimum of four (4) meetings being held per annum. The Chairperson may call additional meetings, as required. Members will be advised of additional meetings no later than one week before the day of the meeting. The program of work for the CCC may also involve additional meetings or consultations by invitation.

A quorum is required for CCC meetings. A quorum is reached when a minimum of four (4) community members, one board member and one of the EMPHN CEO or executive are in attendance.

Disclosure of interest

EMPHN Disclosure of Interest policy applies to this Council and any interests will be noted by the Chair at each meeting. A register of interests shall be maintained and Council members will declare potential conflicts at the start of each meeting as per the organisation's policy regarding Disclosure of Interest. The Council 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.

Agenda and minutes

Meeting documentation, including the agenda, minutes of the previous meeting and other relevant documents, will be distributed to the committee members and attendees one week prior to the meeting. An annual work plan and presentation program will be prepared outlining the key themes for each meeting and significant matters to be discussed.

The key actions emanating from all meetings will be minuted to reflect the work done by the CCC. The minutes will be circulated to members after a meeting, following approval by the CCC Chair and then confirmed by CCC members at the next CCC meeting. The minutes will then be submitted to the Board for noting at the Board meeting next following a CCC meeting (both confirmed and unconfirmed). Secretariat functions will be provided by the EMPHN team.

Authority

The EMPHN CCC is an advisory committee to the EMPHN Board. The Council has no delegations.

Remuneration and expenses

Remuneration is provided in accordance with EMPHN's Engagement Rates Schedule. Members will be required to complete the necessary forms and paperwork as per the rates schedule. EMPHN Board members who are members of the CCC will not be compensated by reference to this Schedule but as agreed by the Board.

Intellectual property and confidentiality

Matters discussed at CCC meetings must be treated as confidential. Meeting papers and other materials must only be used or disclosed for the purpose of the CCC function, unless as otherwise advised by the Chair CCC. Members can only disclose information for the purpose of advising the EMPHN Board.

Members are responsible for ensuring that the individual confidentiality and privacy of consumers and clinical and community members and their issues, as discussed within meetings, is maintained. Information relating to EMPHN services development and management should not be provided to the public unless agreed by the Chair and Executive management member. Matters discussed at CCC meetings may be of a confidential nature and must be treated as such by members. CPC members are not authorised to make media statements or announcements on behalf of the CPC or EMPHN in their capacity as members of the CCC.