

Committee:	Consumer / Community Advisory Committee
Purpose and Role	<p>The Consumer / Community Advisory Committee (CCAC) will advise the Board on the needs, aspirations and perspectives of the community, consumers and carers to ensure they are taken into consideration and appropriately incorporated into planning and decision-making.</p> <p>The Committee provides a structured partnership between consumers, the community and the health service and is an advisory committee of the Board. The CCAC has no decision-making authority.</p>
Objectives:	<p>The Consumer / Community Advisory Committee will support REDHS with:</p> <p>Health Service Planning</p> <ul style="list-style-type: none"> • Inform the development and review of service plans addressing our community needs, including, but not limited to, our culturally and linguistically diverse community, Aboriginal and Torres Strait Islander communities, people with a disability, people living with mental illness, the LGBTIQ community, those at risk of harm and with poor health literacy • Identifying and advising the Board on priority areas and issues requiring consumer and community participation <p>Community Engagement</p> <ul style="list-style-type: none"> • Inform the development and review REDHS Community Engagement and Communications Strategies for ongoing consultation with the community. • Liaise, consult and collaborate with relevant community, consumer and service groups in our catchment area. • Contribute to the planning for forums to engage with our community <p>Service Delivery</p> <ul style="list-style-type: none"> • Monitor consumer, carer and community perspectives and aspirations so they are recognised and reflected in service delivery initiatives where necessary. • Monitor key performance indicators for service quality and accessibility, • Advise the Board on opportunities to promote and enhance consumers active and meaningful participation in their care • Assist in identification of opportunities and support staff development and training in relation to consumer, carer and community participation and experience. • Monitor REDHS performance under relevant accreditation standards and provide advice in regards to key improvement initiatives/projects. • Receive reports relating to Consumer Experience and provide advice in regards to key improvement initiatives/projects. <p>Other matters specifically delegated by the Board</p> <ul style="list-style-type: none"> • Perform or undertake on behalf of the Board any such other tasks or actions as the Board may from time to time authorise. • Report any matter identified during the course of carrying out its duties that the Committee considers should be brought to the attention of the Board. • Once a year (in June) solicit feedback from the broader community on the residential and community care services offered by REDHS as required by Aged Care Quality and Safety Commission for a Community Advisory Body
Membership:	<ul style="list-style-type: none"> • Minimum five community (consumer) representatives • One Volunteer representative • minimum Two Board Directors (one to be Chairperson) <p><i>NB: It is preferable for consumer/community representative members to exceed Board Director member numbers at least 2:1.</i></p> <p>By invitation:</p> <ul style="list-style-type: none"> • Chief Executive Officer or delegate • Director of Clinical Services • Director of Community Care • Other REDHS executives

<p>Consumer / Community Representative Expectations:</p> <p><i>See also: REDHS Consumer / Community Advisory Committee Orientation Guide</i></p>	<p>Community / consumer representatives appointed to REDHS CCAC are persons who are:</p> <ul style="list-style-type: none"> • able to represent the views of the communities served by REDHS rather than focusing on personal or individual issues or concerns, • active in the community, with strong community networks and a sound understanding of local and regional issues, and • not health practitioners or people currently employed or engaged in the provision of health services at REDHS. <p>Members are not appointed as representatives of specific organisations.</p> <p>Community / consumer representatives are volunteers and subject to compliance with the Volunteers Code of Conduct.</p> <p>Membership of the CCAC will reflect the diversity and uniqueness of REDHS consumers, carers and community members so that they can advocate on their behalf, including promotion of greater attention and sensitivity to the needs of those who may be disadvantaged, isolated and marginalized.</p> <p>Members will therefore come from a variety of aged groups, special needs and interests, including culturally and linguistically diverse, Aboriginal and Torres Strait Islander people, people with a disability, LGBTIQ, people living with mental illness, In order to ensure CCAC representatives continue to reflect the diverse community we seek to serve, REDHS reserves the right to select / decline nominations according to committee requirements at any given time.</p>
Terms of Appointment:	<p>Board Directors are appointed to sub-committees each year following the Annual General Meeting. The Chair is appointed by the Board.</p> <p>Consumer/Community Representatives will serve terms of 24 months with a maximum of two consecutive terms (i.e. maximum term on the committee is 4 years).</p> <p>Members will be invited to review their intention to remain on the Committee annually. Reviewing committee membership is important to ensure the committee remains 'fresh' and is receiving and responding to current issues (i.e. are ahead of, not behind, the issues),</p> <p>The appointment will be undertaken following review of current membership skills & experience and via an Expression of Interest and approved by the Board of Directors.</p>
Quorum:	Half membership plus one (4) with at least one Board Director present
Meeting Frequency:	At least four times per year
Reports To:	Board of Directors
Receives Reports From:	Residents and Families Committee
Minutes Circulated	<ul style="list-style-type: none"> • Board of Directors • CEO and Executive Staff Group
Evaluation	<p>Evaluate the effectiveness of the Committee's role, including terms of reference, every two years or more frequently if required.</p> <p>Members to attend 50% or more of the scheduled meetings.</p>