

Community Board Advisory Group

Terms of reference

Background

The Community Board Advisory Group (CBAG) was established in October 2013 to provide advice and champion consumer and community engagement, involvement and partnerships across Metro North Hospital and Health Service (MNHHS).

The *Hospital and Health Boards Act 2011*, requires each Hospital and Health Service to develop and publish a consumer and community engagement strategy. The MNHHS Board seeks advice and guidance from CBAG, on the development, implementation and evaluation of MNHHS's strategy.

Purpose

To provide advice and guide MNHHS's approach to consumer and community engagement and facilitate connections that support improved health outcomes for communities in Metro North. This includes guiding the development, implementation and evaluation of *Connecting for Health – Strategy for inclusive engagement, involvement and partnerships 2016-18*.

Authority

Advisory to the Executive and Board.

Role and Scope

Strategy and planning – advise and facilitate consumer and community involvement in developing the MNHHS Strategic Plan and Health Service Strategy and support engagement in the implementation of strategic objectives.

Safety and quality – become more informed about how MNHHS is performing in relation to safety and quality and have input into quality and safety processes including consumer feedback; improving patient experiences, health literacy and shared decision making throughout care pathways; and partnerships for co-designing healthcare.

Innovation – build on the learnings from LINK innovation fund to explore opportunities for innovation in relation to better connected care amongst acute, primary care and community and hospital avoidance initiatives.

Monitor and evaluate - guide continuous improvement in MNHHS's approach to consumer and community engagement through monitoring, evaluation and revision of *Connecting for Health*.

Portfolios

Each year members will elect portfolio holders for the following activities:

- Strategic planning
- Health Service Strategy
- Safety and Quality
- LINK/SEED Innovation Fund
- Primary Care Interface – PHN Community Advisory Committee

- Strategic partnership projects¹ (as they arise)

Ideally there will be two members appointed to each portfolio.

Membership

To join the Community Board Advisory Group a person will be affiliated with an organisation or a recognised community network. Member organisations or networks will meet at least one or more of the following criteria:

- The organisation or network represents a broad range of MNHHS consumers, communities, community partners in the catchment
- The organisation or network represents high burden of disease public health issues in the catchment
- The organisation or network engages regularly with people who frequently access MNHHS
- The organisation or network engages with segments of the population who experience higher burden of disease than the general population.

Member recruitment and selection will be guided by the *Metro North Procedure for engaging consumers in advisory roles* and *Guideline for engaging consumers as partners in advisory roles*.

Diversity of views to be represented through membership:

- Arthritis and osteoporosis
- Asthma
- Cancer
- Diabetes
- Stroke
- Heart and lung health
- Mental health and alcohol and drugs
- Young people/adolescents
- Older people
- Women and children including maternity
- Cultural and linguistic diversity
- Lesbian, gay, bisexual, transgender, intersex and queer
- Low income households and people at risk of homelessness
- Disability
- Aboriginal and Torres Strait Islanders
- Consumers
- Primary health
- Local government

Board and executive sponsors MNHHS

- MNHHS Board members as nominated by the Board
- MNHHS Executive sponsor as nominated by the Chief Executive

If a member is absent, without a proxy, for more than four meetings in a year the Chair will be required to refer a decision on their continuing membership to CBAG.

Term of Office

- Terms of office for CBAG will be up to three years duration with the opportunity for members to apply for a maximum of two terms (maximum six years).

¹ Strategic partnership projects can include systems redesign, service planning, models of care, infrastructure projects, new services and research

Chair, Deputy and Secretariat

- The Chair will be elected by members and serve a term of 12 months with the opportunity to nominate for re-election at the end of each term up to 3 terms
- A Deputy Chair will be elected by members at the same time as the election of Chair and serve a term of 12 months
- MNHHS consumer and community engagement team is secretariat.

Quorum and Proxies

- CBAG provides formal and informal advice to the Board and Chief Executive through the Board and Executive Sponsors. Therefore a quorum is not required
- Each organisation that is represented is requested to nominate a proxy who may attend meetings if their appointed member cannot attend
- Portfolio holders may nominate another CBAG member to proxy for them if they are unable to attend meetings.

Meetings

- There will be at least 4 CBAG meetings per year
- CBAG may facilitate or participate in additional consumer and community forums and workshops related to their role and scope
- A meeting schedule will be drafted for a 12 month period with agendas aligned with the role and scope
- The agenda will be set by the Chair with portfolio holders and other members contributing to the agenda by submitting items no later than 10 working days before the meeting
- Meeting agenda and papers will be circulated at least 4 working days prior to scheduled meeting
- Unconfirmed meeting minutes will be distributed to members post meeting with actions and follow up
- Nominations for Chair and Deputy will be called for at the end of each financial year for the year ahead
- Nominations for portfolio holders will be called for at the end of each financial year.

Communication and Reporting Relationships

- CBAG communicates with and advises MNHHS Board and Executive on issues within its role and scope
- CBAG considers issues that are brought to it by the Board or Executive
- CBAG communicates with MNHHS consumers and broader community through alliances, workshops and forums on relevant topics
- Confirmed meeting minutes are published on the MNHHS internet site.

Confidentiality

Upon appointment, members are required to sign the MNHHS *Agreement for Consumer, Carer and Community Representative*. Any new members who replace existing members within the Group must also sign the *Agreement*.

Evaluation

The effectiveness of the Group in achieving its purpose and role will be evaluated using the following measures:

- The number of members participating in each meeting
- The diversity in CBAG membership represented at meetings, workshops and forums throughout the year
- The nature of advice and input provided by CBAG in relation to its role and scope
- The responsiveness of MNHHS Board and Executive to advice and input from CBAG
- Participation in development, monitoring and review of *Connecting for Health*.

Supporting Document

- *Connecting for Health – Strategy for inclusive engagement, involvement and partnerships 2016-18.*

Endorsement

The terms of reference are approved:

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[Name]

Chair

Community Board Advisory Group

Date:

Next review date: Feb 2019