

Terms of Reference

Maternity Community Reference Group

1. Purpose

The purpose of the Maternity Community Reference Group (CRG) is to support partnering with consumers and community representatives. This partnership will support us to enhance the delivery of patient-centred and integrated healthcare to achieve improved patient experiences and health outcomes for our communities across the Mackay, Whitsunday and Isaac regions.

Guiding principles

The Maternity CRG and the Mackay Hospital and Health Service (Mackay HHS) will adopt the following principles as they work together in achieving the defined purpose:

- Trust
- Respect
- Collaboration
- Openness
- Person-centred

2. Role and responsibilities

The Maternity CRG is a voluntary group which supports network level engagement and is appointed in an advisory capacity to the Mackay HHS. At times, Maternity CRG members may be provided with the opportunity to participate in service level engagement activities.

The role and responsibilities of the Maternity CRG members is to;

- Provide two-way communication mechanism for maternity consumers and community members;
 - to share feedback on the delivery of innovative and sustainable maternity services aligned with strong clinical governance, guidelines and evidence-based practice; and
 - to provide input and feedback which supports Mackay HHS to drive improvements in safe care, family outcomes and experiences.
- Provide an opportunity for the Mackay HHS to extend its reach to the broader community for information sharing and improving health literacy about services provided across community.
- Support co-design through the inclusion of the consumer voice in the decision-making process when planning, developing, monitoring and reviewing models of care across facilities of the Mackay HHS.
- Support actions to improve health outcomes for Aboriginal and Torres Strait Islander and Australian South Sea Islander families.
- When appropriate contribute to state-wide maternity strategies and forums.

3. Accountability

The Maternity CRG will have an advisory role to the Mackay HHS Chief Executive and Senior Management Team of the Stream 2 (Perioperative Women's Health Ambulatory Care). The advice of the Maternity Community Reference Group will be provided for information to the Mackay HHS Consumer Advisory Partners.



4. Structure and Composition of the Committee

Membership

The Maternity CRG membership will consist of up to eight members who represent a diverse consumer and community perspective. It is highly desirable that members are either consumer or community representatives or current consumers, or carers, and reside within the Mackay HHS geographical catchment area. Community representatives should be active in the community, with strong community networks and an understanding of local issues relating to maternity healthcare.

Members are not permitted to appoint a proxy to attend a meeting on their behalf.

Appointment

Members will be sought by expression of interest (EOI) selection process and will be appointed for a term of two (2) years. In accordance with the Mackay HHS Procedure for Partnering with Consumers, members can serve a total of six (6) years but are required to reapply after each two-year appointment.

To support the continuity and viability of membership further consideration may be made at the discretion of the Mackay HHS Executive Leadership Team (ELT) for in-term recruitments, staggered terms and extended membership terms of appointment to support the transition of knowledge transfer and mentoring.

Members

Consumer representatives

- Jamie Kankkunen
- Jelena Van Beek
- Katharin Bampton (appointed Co-Chair)
- Kelly Adams
- Kirsty Appleton
- Samantha Dougan
- Sonetta Fewquandie

Mackay HHS employees

- Chief Executive (Chair)
- Executive Director Strategy, Governance and Engagement
- Senior Director Operations Perioperative Women's Health Ambulatory Care
- Nursing Director Operations Perioperative Women's Health Ambulatory Care
- Nurse Unit Manager Women's Health Unit
- Representative of Whitsunday Health Service Women's Health Service
- Consumer and Community Engagement Coordinator (moderator)

Guests

- Elissa Hatherly, MHH Board member
- Manager Aboriginal and Torres Strait Islander Health
- Chief Executive, Mackay Hospital Foundation

Invited guests

The Chair may invite guests to attend meetings as a resource to the Maternity CRG and in an advisory capacity including those associated with supporting information and updates relating to service updates such as, MHH Board members and Mackay HHS ELT members, Senior Director/s (Operations); Rural Directors of Nursing and Facility Managers or elected Standard Leads (particularly Standard 2). Other health care providers may also attend meetings by invitation as a resource to the Maternity CRG and in an advisory capacity.

Chair and co-chair

All meetings will be Chaired by the Mackay HHS Chief Executive or a Mackay HHS representative as nominated by the Mackay HHS Chief Executive. The chair position will also be shared through a co-chair arrangement between the Mackay HHS Chief Executive and a consumer representative member. Appointment of the co-chair position will be undertaken through an expression of interest process.

Moderator

The role of the Moderator is to seek guidance and clarification for Maternity CRG members about what information can be shared outside of meetings with the community. The moderator will prompt the Chair, Co-Chair or guest presenter at the end of each agenda item so they can disclose if information can be shared externally with community, or when if it is commercial in confidence and therefore can not be disclosed or used without consent of the Mackay HHS outside of the Maternity CRG meeting.

5. Operation of the Committee

Meetings

The Maternity CRG shall meet at least four (4) times per year. The Chair shall decide if any additional meetings are required to fulfil its duties and responsibilities. Exceptional circumstances aside, members will be provided with at least 48 hours' notice of meetings.

Meetings will be scheduled quarterly (every three-months), or more frequently as required.

Members are required to attend at least two meetings per year. Members who are unable to attend two meetings in a row will be contacted by the Chair to discuss their participation. It is requested apologies for meetings are received at least two days prior to the scheduled meeting date, except in unforeseen circumstances, this is to support other members with their commitments and travel arrangements.

Quorum

There is no defined quorum requirement for the meetings. Meetings may proceed at the discretion of the Chair however, it is desirable to have at least two (2) CRG members present.

Meeting agenda and minutes

The Secretariat, in conjunction with the Chair and any appointed Co-chair, is responsible for preparing the meeting agenda. Members may contribute to the meeting agenda by submitting items for the Chair and Co-chair's consideration. Requests should be submitted five (5) business days prior to the meeting. Agenda and relevant papers will be sent out to all members the week prior to the meeting. Late agenda items will be tabled at the discretion of the Chair.

The Secretariat is responsible for taking the minutes of the meeting. The minutes should be prepared by the Secretariat within ten (10) business days of the meeting.

A communique will be issued after each meeting which provides a summary statement of the key items discussed at the meeting. The communique should be prepared by the Secretariat within ten (10) days of the meeting.

The minutes and communique are circulated out of session for review and endorsement by Maternity CRG members; this is to support the prompt management of consumer feedback and escalation of concerns in a timely and current manner. Members are responsible for ensuring the minutes and communique are accurate and reflect a true and correct record of the proceedings and decisions of meetings. On endorsement of the minutes and communique the Secretariat will provide the approved communique to Maternity CRG members for sharing with their community networks.

Endorsed minutes of the Maternity CRG meetings are tabled at the subsequent Consumer Advisory Partners meeting for noting.

Secretariat and committee support

Secretariat support will be provided by the Consumer and Community Engagement Administrative Officer with input from the Chair and Co-Chair. The Secretariat will be responsible for the preparation and circulation of the meeting agenda, recording of meeting minutes, and any other function relevant to Maternity CRG activities.

Agenda items

The following standing agenda and/or specialised topic areas have been agreed by the Maternity CRG. Other agenda items may be included through submission to the Chair.

- Acknowledgement of Traditional Custodians
- Welcome of invited guests and acknowledgment of received apologies
- Confirmation of previous meeting minutes
- Overview of actions
- Business arising, or carried over, from previous minutes
- Project updates
- New business and agenda items to be tabled at following meeting

Performance review

A review of the Maternity CRG activities and deliverables will be undertaken annually to inform a regular review of the Operations of the Committee.

6. Disclosure of Interests and Confidentiality

To meet ethical obligations, members must declare any conflicts of interest whether actual, potential, apparent, or appear likely to arise, and manage those in consultation with the Chair. This may relate to a position a member holds, or to the content of a specific item for deliberation.

A member must disclose, as soon as practicable, if:

- they have a direct or indirect interest in an issue being considered, or about to be considered, by the Maternity CRG; and
- the interest could conflict with the proper performance of the member's duties about the consideration of the issue.

The other members of the Maternity CRG are to decide if the member (with the conflict of interest) will be present when the group considers the issue. While the Maternity CRG discuss the involvement of the member (with the conflict of interest), the member (with the conflict of interest) must not be present. The

Maternity CRG will then invite the member (with the conflict of interest) back into the conversation to advise whether they may participate in the discussion on the issue (which they have the conflict of interest with).

A disclosure of interest must be recorded in the minutes of the Maternity CRG meeting.

Confidentiality

Members may receive information that is regarded as 'in confidence', clinically confidential or have privacy implications. Members acknowledge their responsibility to maintain confidentiality of all information that is not in the public domain.

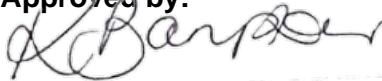
7. Review and Acceptance of Terms of Reference

The Maternity CRG will review the Terms of Reference by no later than March, every two (2) years or as required (subject to committee membership review). These Terms of Reference were endorsed by the Maternity CRG on Thursday 25 November 2021.

A copy of the Terms of Reference is available from the Engagement Team.

Review of Terms of Reference

Approved by:



Katharin Bampton
Consumer Representative
Co-Chair


Date 08 / 12 / 2021



Samantha Sanders
Senior Director Operations Perioperative
Women's Health Ambulatory Care, Mackay HHS

Date 08 / 12 / 2021

Endorsed by:



Karen Wade
A/Executive Director Nursing and Midwifery
Mackay HHS

Date 9 / 12 / 2021



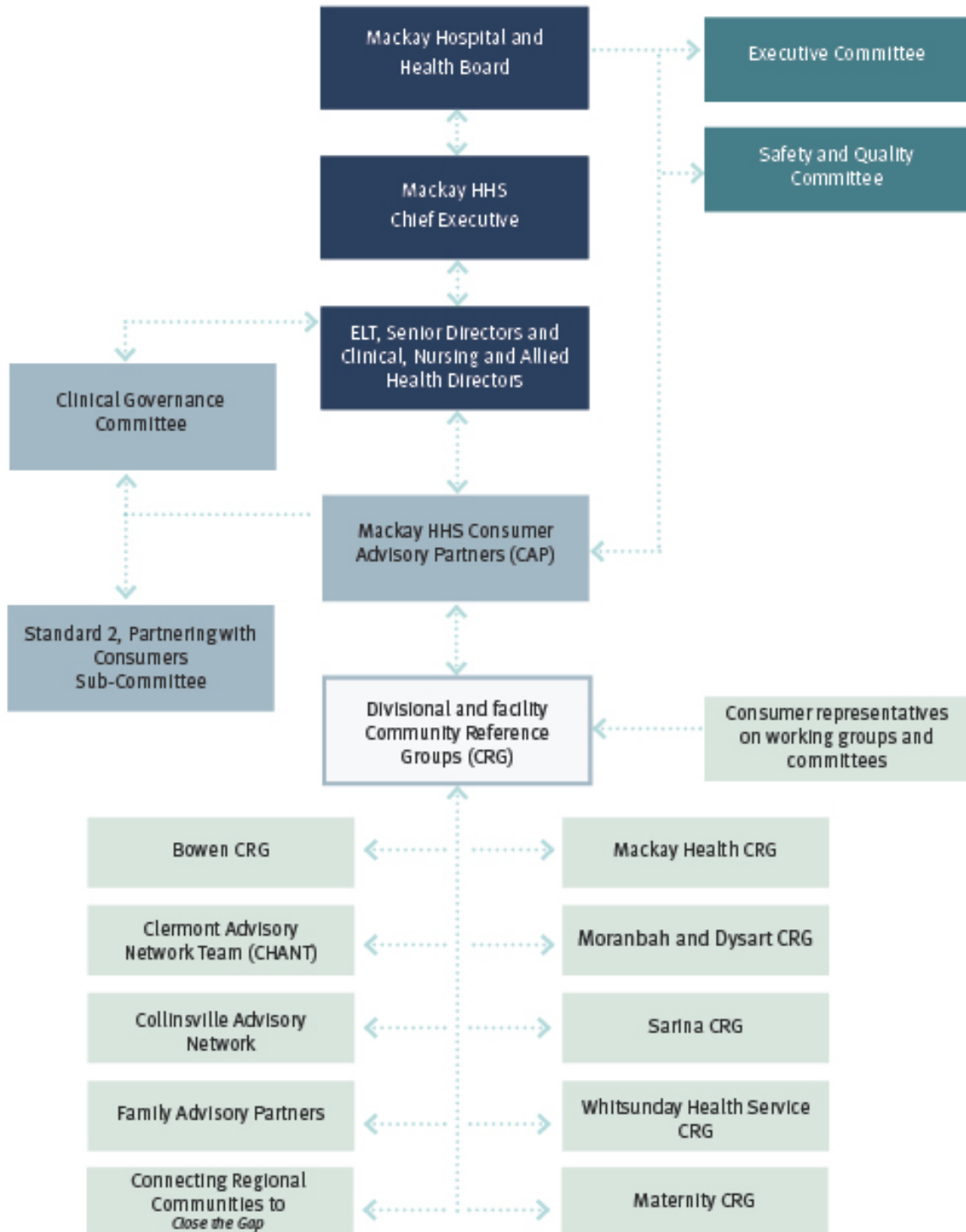
Lisa Davies Jones
Chief Executive, Mackay HHS
Chair

Date 14 / 12 / 2021

Document control

	Date	Comments	Authorised by
V1.0	September 2021	ToR developed by Community Engagement Coordinator and approved by Maternity Community Reference Group members.	Courtney Lord Consumer and Community Engagement Coordinator

Consumer and Community Engagement Governance Structure



**Only relevant committees have been shown on the above diagram.*