

Terms of Reference

Whitsunday Health Service Community Reference Group

1. Purpose

The purpose of the Whitsunday Health Service Community Reference Group (CRG) is to support partnering with consumers and community representatives. This partnership will support us to deliver patient-centred and integrated healthcare to achieve improved patient experiences and health outcomes for our communities across the Whitsunday area (Proserpine and Cannonvale).

2. Role and responsibilities

The role and responsibilities of the Whitsunday Health Service CRG members is to:

- Provide input and feedback which supports the Whitsunday Health Service to drive improvements in safe care, family outcomes and experiences.
- Provide an opportunity for the Whitsunday Health Service and Mackay Hospital and Health Service (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 services at facilities within the Whitsunday Health Service area.

3. Accountability

The Whitsunday Health Service CRG will have an advisory role to the Mackay HHS Rural Management Team, with any concerns escalated directly to the Executive Director Mental Health, Public Health and Rural Services. The advice of the Whitsunday Health Service CRG will be provided for information to the Mackay HHS Consumer Advisory Partners.

4. Structure

Membership

The Whitsunday Health Service CRG membership will consist of up to eight (8) members which represent a diverse community perspective and reside within the Whitsunday Health Service geographical catchment area. Members should be active in the community with strong community networks and an understanding of local issues, in particular issues relating to healthcare.

Membership of the group will be determined by the Chair in consultation with Executive Director Mental Health, Public Health and Rural Services with regard to the need for adequate representation from all sectors of the community. Membership may be by either select invitation or open recruitment.



Appointment

Members will be sought by expression of interest (EOI) selection process and will be appointed for a term of two (2) years. In addition, up to three (3) community organisation representatives; including representatives from the local Aboriginal & Torres Strait Islander community, the Proserpine Hospital and District Auxiliary and a maternity consumer representative are members of the group.

Members

Community representatives

- Bess Nolan, Maternity Services Consumer Representative
- Claire Foti, Consumer Advisory Partner and Community Member
- Lola Mudie, Proserpine and District Hospital Auxiliary Representative
- Margaret Annells, Home Care over 65 Community Member
- Patricia Murrell, Community Member
- Sue West, Aboriginal & Torres Strait Islander Community Member
- Vic Feldman, Consumer Advisory Partner and Community Member

Mackay HHS employees

- Director of Nursing/Facility Manager, Whitsunday Health Service (Chair)
- Director of Medical Services, Proserpine Hospital
- Executive Director Mental Health, Public Health and Rural Services

Guests

- Suzanne Brown, MHH Board member

Chair

All meetings will be Chaired by the Whitsunday Health Service, Director of Nursing and Facility Manager, or a representative as nominated by the Whitsunday Health Service, Director of Nursing and Facility Manager.

Secretariat

The secretary for meetings will be the Director of Nursing/Facility Manager's Administration Support Officer.

5. Operation of the Committee

Meetings

The Whitsunday Health Service CRG will meet at least four (4) times per year. 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.

Proxies

Community organisations may nominate a proxy as required and agreed to by the Chair, prior to the meeting. Proxies should be suitably briefed prior to the meeting.

Quorum

Meetings may proceed at the discretion of the Chair and will include at least one Mackay HHS representative. It is desirable to have at least two (2) CRG members present.

Meeting agenda and minutes

The Secretariat, and Chair are responsible for preparing the meeting agenda and meeting minutes.

- Meetings will be chaired by the chair elect.
- Members wishing to place items on the agenda must notify the secretariat at least three (3) working days prior to the scheduled meeting.
- Agenda and relevant papers will be sent out to all members seven (7) days prior to the meeting.
- Late agenda items will be tabled at the discretion of the Chair.
- Apologies must be received at least two (2) days prior to the scheduled meeting date except in unforeseen circumstances.
- Minutes will be distributed to members within seven (7) days of the meeting.

Standing agenda items

- Acknowledgement of Traditional Custodians / Welcome to Country
- 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
- Whitsunday Health Service update, including activity data, service updates, staffing updates and infrastructure updates.
- New business and agenda items to be tabled at the following meeting

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

Confidentiality

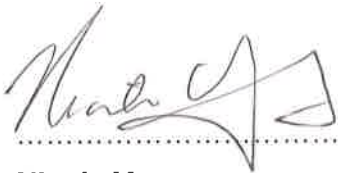
Members may receive information that is regarded as 'in confidence', clinically confidential or have privacy implications. Members acknowledge their responsibility to maintain confidentiality of all information that is not in the public domain.

7. Review and Acceptance of Terms of Reference

The Whitsunday Health Service 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 Whitsunday Health Service CRG on 12 November 2021. (month) (year).

A copy of the Terms of Reference is available from Director of Nursing/Facility Manager office.

Approved by



Nicola Young

Director of Nursing/Facility Manager WHS

Chairperson

Date 12 / 11 / 2021

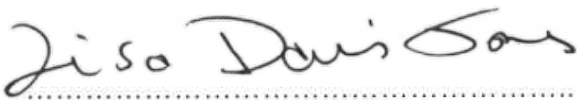


Terry Johnson

Executive Director Mental Health, Public Health and Rural Services, Mackay HHS

Date 19 / 11 / 2021

Endorsed by



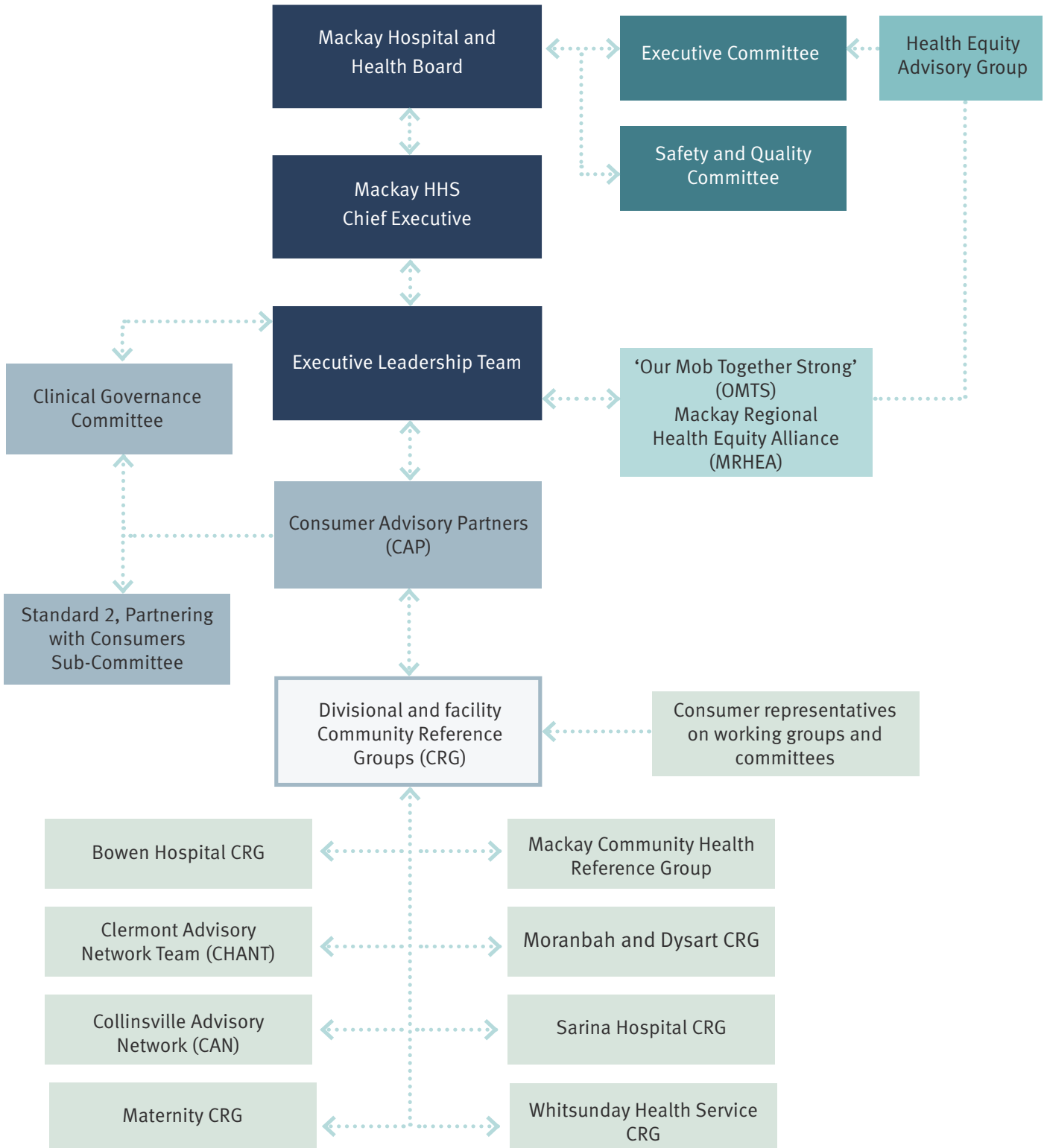
Lisa Davies Jones

Chief Executive, Mackay HHS

Date 22 / 11 / 2021

Governance

The Mackay Hospital and Health Board (Mackay HHB) and the Mackay HHS Executive Leadership Team (ELT) are accountable for the development and implementation of the Consumer and Community Engagement Strategy 2020-2024. The Mackay HHB is committed to embedding consumer and community engagement into the Mackay HHS organisational culture and practices with support from the ELT.



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

