



ACT  
**EMERGENCY  
SERVICES  
AGENCY**



# CONSUMER ADVISORY GROUP

## TERMS OF REFERENCE

### ACT AMBULANCE SERVICE

#### DOCUMENT INFORMATION

Date effective:	Date initially published
Last reviewed:	Review Date
Approved by:	Howard Wren, ACT Ambulance Chief Officer
Custodian:	GM Clinical Governance Unit, Patrick Meere

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## 1. DEFINITION OF TERMS

Term	Definition
ACTAS	ACT Ambulance Service
CAG	Clinical Advisory Group
HCCA	Health Care Consumer Association
SMG	Senior Management Group

## 2. GOVERNANCE

- 2.1 HCCA will advise on the establishment of CAG.
- 2.2 The CAG reports to the ACTAS Senior Management Group.

## 3. ROLE

- 3.1 The CAG is the strategic committee for consumer participation and advocacy in ACTAS service development, planning, review, and decision making on matters involving consumers. The CAG recognises the importance of the consumer voice and the unique perspective gained through lived experience.
- 3.2 The role of the CAG is to act as the mechanism to provide the SMG with feedback and recommendations relevant to the lived experience of consumers. The CAG will also assist ACTAS to develop mechanisms for consumer participation and feedback, and partnership with the community.

## 4. TERMS OF MEMBERSHIP

- 4.1 A minimum of six (6) and maximum of ten (10) representatives will be appointed. Appointment to the CAG will be for a two-year term.

## 5. RESIGNATION AND DISMISSAL OF MEMBERS

- 5.1 Members of CAG may resign at any time. Feedback will be sought from the resigning member.
- 5.2 CAG may choose to remove a member in the following circumstances:
  - The person is not working at the required standards (and is unable or unwilling to do so).
  - They have contradicted the aims of the group.
  - The person has lost the trust and confidence of the other members.
  - The person has failed to attend consecutive meetings without reasonable excuse.

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- The person fails to disclose a conflict of interest.

## 6. MEETINGS

- 6.1 Meetings will be held quarterly. Additional meetings will be convened as required.

### QUORUM

- 6.2 Half of the voting members of the Group plus one to ensure majority for voting purposes.

- 6.2.1 If quorum is not achieved, then any matters which require a vote will be deferred until the next meeting.

## 7. REPORTING

- 7.1 An annual report on the activities and outcomes of CAG will be provided to the SMG.

## 8. ADDITIONAL ITEMS

- 8.1 All consumer representatives will be required to sign a confidentiality agreement, code of conduct, and disclose any conflict of interest on commencement of their term of appointment.

## 9. REVIEW AND AMENDMENT OF TERMS OF REFERENCE

- 9.1 These Terms of Reference will be reviewed annually.
- 9.2 This Terms of Reference may be amended, varied, or modified in writing. Changes will be endorsed by both the CAG and the SMG.

Document Properties	Approval Details
Name:	Consumer Advisory Group
Unique Identifier:	TORCGU001
Review Schedule:	Review Date      scheduled every <input checked="" type="checkbox"/> 12 months <input type="checkbox"/> 2 years
Applies to:	<input type="checkbox"/> Operational <input type="checkbox"/> Patient Transport <input type="checkbox"/> Alternate Services <input type="checkbox"/> Corporate <input type="checkbox"/> Specialist Capability <input type="checkbox"/> Support Services
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Policy Advisor:	[Delete if not relevant]
Stakeholders:	[List all stakeholders consulted or required to be informed of document development or change]
Applicable Standard:	<input checked="" type="checkbox"/> 1. Clinical governance <input type="checkbox"/> 5. Comprehensive care <input checked="" type="checkbox"/> 2. Partnering with consumers <input type="checkbox"/> 6. Communicating for safety <input type="checkbox"/> 3. Preventing & Controlling Infection <input type="checkbox"/> 7. Blood management <input type="checkbox"/> 4. Medication safety <input type="checkbox"/> 8. Recognising and responding to acute deterioration <input type="checkbox"/> NSQHS standards are NOT applicable.
Legislation References:	[As relevant, refer to the policy and legislation hierarchy within the parent policy]
Document References:	<ul style="list-style-type: none"> <li>• Consumer Advisory Group SOP</li> <li>• Consumer engagement Framework</li> <li>• Consumer Engagement Policy</li> </ul>

## AMENDMENT HISTORY

Version	Issue Date	Amendment Details	Author (Position)
1.0	29/03/2023	Document created	M. Nolan (Consumer Liaison Officer)
2.0	14/09/2023		D. Neely (Consumer Liaison Officer)
3.0	31/10/2023	Transposed to new template	A. Keane
4.0	96/11/2023	Content update	J. Langtry (Consumer Liaison Officer)