



## Southern Melbourne Primary Care Partnership Consumer Engagement Network (Consumers)

### TERMS OF REFERENCE

#### 1. BACKGROUND:

Southern Melbourne Primary Care Partnership (SMPCP) was established in July 2014 as a result of the merger between Kingston Bayside Primary Care Partnership (KBPCP) and Inner South East Partnership in Community and Health (ISEPiCH). From its inception SMPCP has sought to actively engage consumers in promoting positive health outcomes by establishing the Community Consumer Collaboration Group (CCCG), as a working group of SMPCP.

SMPCP uses the following definition of consumer participation:

'...when consumers, carers and community members are meaningfully involved in decision-making about health policy and planning, care and treatment, and the wellbeing of themselves and the community...'<sup>1</sup>

In addition, we seek to expand this to include consumers in the process of designing and delivering health services.

There are wider policy and regulatory changes at State and national levels have seen an increased focus on Consumer Participation in the delivery of health services (National Safety and Quality Health Service (NSQHS) Standard 2 Partnering with Consumers and Better Care Victoria Consumer Engagement Strategy)

There are three main ways consumers can be involved in healthcare:

1. **Direct care level** – consumers take part in their own healthcare and treatment, and that of their family and carers. Health services should support consumers to be equal partners in their care
2. **Service level** – consumers take part in the design of healthcare services, the way services are delivered and in quality improvement projects. In addition, health professionals and services should partner with consumers in making decisions about the care they receive
3. **System level** – consumers take part in quality and safety improvement activities across the wider healthcare system. Healthcare organisations should partner with consumers in governance, planning, and policy development to co-design and drive improvement in performance monitoring and evaluation.

To explore these ideas the CCCG organised a Consumer Advisor Forum (CAF) held on 24 May 2018. The forum brought together consumer and community representatives and key personnel with responsibility for supporting consumer engagement from SMPCP Partner Agencies and other health services. The forum had 53 participants and was facilitated by Max Hardy. There were consumers and staff from the following agencies - Star Health, Cabrini Health, Alfred Health, Calvary Care - Bethlehem, Monash Health, Connect Health & Community, Headspace, Monash Partners, Safer Care Victoria, MPN Alliance Australia, Voices of the Valley and SMPCP.

---

<sup>1</sup> Victorian Department of Health & Human Services, Doing it with us not for us: Strategic Direction 2010-2013 and the Cultural Responsiveness Framework (2009).

## 2. PURPOSE:

The Consumer Engagement Network (CEN) aims to improve consumer engagement in SMPCP partner agencies through training and professional development activities for both consumer representatives and partner agency staff. The CEN is an SMPCP Working Group with two constituent groups:

- Consumers, currently active, within consumer engagement processes of SMPCP partner agencies and like-minded health service providers services, and
- Consumer Participation Coordinators

It is anticipated that these constituent groups will work separately and together to identify issues and opportunities for mutual training and policy development. These groups will develop a work plan which will include measurable outcomes.

- Two consumer representatives will be drawn from the CEN as consumer representatives to the SMPCP Executive Governance Group.

The key tasks identified for the CEN

- Identify and facilitate common training opportunities for consumers and co-ordinators. Some training suggestions include:
  - Improving health literacy for consumer representatives
  - Meeting procedures
  - Engaging with clinicians
  - Health governance systems
  - National Standards
  - Understanding Quality and Safety data
  - Communication skill – influencing and providing constructive feedback
  - Advocacy skills
- Co-ordinators support meetings to share ideas and strategies to promote consumer engagement and identify and facilitate common training opportunities for consumer representatives
- Opportunities for consumers to have online and ‘face-to-face’ meetings to bring forward common issues that can be taken to health services management (i.e. recognition and reimbursement policy, promoting engagement with CALD communities and other diverse communities ATSI, LGBTQTI)

## LEVELS OF CONSUMER PARTICIPATION WITH SMPCP

Consumer involvement in the context of SMPCP is primarily at the **systems level**, with a focus on designing systems in partnership with consumers (co-design). SMPCP also supports **service level** consumer involvement by encouraging our health service partners and other stakeholders to increase consumer input in their work towards redesigning and improving their services.

## 3. MEMBERSHIP:

Membership will consist of up to fifteen (15) people who are currently active, within consumer engagement processes health service providers services and are nominated by their service.

## 4. TERM OF APPOINTMENT:

The initial term of appointment for CEN members is one year, with an opportunity to nominate for reappointment for a further two year term. The inaugural CEN Chair will be appointed by the SMPCP Executive Governance Group for a term of two years.

If a CEN member becomes unable to attend regular scheduled meetings for a period of time, they can seek leave of absence from the meetings for an agreed period of time.

If a member fails to attend three consecutive meetings without an apology or reasonable notice (e.g. ‘leave of absence’), they may be asked by the Chair to resign from the committee or have their membership revoked.

A community member may resign at any time. Where a member resigns, or completes a term and does not seek re-appointment, the person will have the opportunity to provide feedback on the operation of the committee or working group through an exit interview.

## **5. ROLES AND RESPONSIBILITY:**

Members of the CEN Consumer members will:

- Seek to increase their knowledge of the health and wellbeing issues affecting the community, including issues affecting high needs and disadvantaged groups
- Provide feedback to the Executive, Committees, any Working Groups and individual member agencies about programs and services, health issues, illness prevention and health promotion, through EGG committee structure and liaising with Chairs and SMPCP staff
- Maintain links with other relevant consumer/community networks and groups
- To the best of their ability commit to attending meetings and advise the Chair/Deputy Chair of any prolonged absence in writing

## **6. GUIDELINES FOR CEN CONSUMER MEMBERS:**

- Treat each other and other SMPCP members with fairness, dignity and respect;
- Ensure that they do not engage in discrimination;
- Encourage and enable each other and other members of SMPCP and working groups and committees to participate and have a say;
- Actively listen to and support each other and other members of SMPCP and working groups and committees;
- Value and respect each other's contributions and the contributions of other members of SMPCP and working groups and committees;
- be reliable and punctual;
- respect each other's privacy and confidentiality and that of other members of SMPCP and committees; and
- promote practices of inclusion and empowerment

If a member does not adhere to these guidelines, they may be asked to participate in a meeting with SMPCP Staff (e.g. Executive Officer or Partnership Lead), the Chair and/or a nominated member of the Executive. If a member continues to behave in a disrespectful way, they may be requested to leave the committee.

## **7. REPRESENTATION ON SMPCP COMMITTEES:**

The CEN Chair plus another CEN Consumer member is represented at the SMPCP Executive Governance Group. All CEN members will have the opportunity to represent CEN on SMPCP's key committees and working groups as appropriate including:

- Executive Governance Group
- Healthy Eating Working Group
- Family Violence Working Group
- Health Promotion
- Elder Abuse Prevention Network

To ensure that both community members and agency representatives on various SMPCP Committees are clear about the role of CEN members the following guidelines have been developed:

- Requirement to have a broad perspective and be constructive;
- Be prepared to listen and learn about the topic area/s and contribute where able;
- Have an understanding of the role of the group and be prepared to acquire relevant knowledge but also maintain a community, rather than service provider, perspective
- Be consistently available to attend meetings regularly and be prepared to participate for at least one year (TOR of Committees can be provided which outlines these details).

## **8. REPORTING:**

The CEN is established by and reports to the SMPCP Executive Governance Group. As per other SMPCP Committees, the Chair of CEN plus another CEN Consumer member will also serve as a full member of the SMPCP Executive Governance Group.

**9. AGENDA:**

SMPCP in collaboration with CEN Chair is to set and send meeting agenda, reminders and information/links via email prior for each CEN meeting

**10. MINUTES:**

The CEN representatives will take turns to record the Minutes & Actions, of the meetings. Ideally these circulated within two week of meeting. Minutes will be distributed, filed and maintained by SMPCP.

**11. MEETINGS:**

- The group will meet on a monthly basis, on the 4th Tuesday of the month, unless otherwise arranged.
- Meetings shall be structured to ensure maximum participation and inclusion.
- A meeting quorum is a minimum of half of the membership plus one (1).

**12. ANNUAL REPORT:**

CEN will prepare an annual report of its activities, to be presented at the final SMPCP Executive Governance Group meeting for the calendar year, and filed with SMPCP.

**13. VENUE:**

The CEN will meet at a location to be determined by CEN Chair in consultation with SMPCP staff

**14. Review and Report (written/presentation):**

The CEN Consumers Group shall conduct an annual review its performance (audit/self-assessment) and report to the SMPCP Executive Officer – outlining achievements and challenges, proposed direction at the end of each calendar year.

These TOR will be reviewed by CEN Consumers Group at the first calendar meeting of the year. Recommendation(s) will be provided to SMPCP Executive Governance Group for consideration and final approval.

---

**Revision History:**

Next Revision Date	Completion Date	Summary of Changes
14/05/2020		▪