

**Randwick Campus Redevelopment (RCR)
Consumer and Community Advisory Committee (CCAC)**

NAME OF COMMITTEE	Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)
TYPE OF COMMITTEE	Advisory
DOCUMENT NUMBER	T17/65775
DATE OF PUBLICATION	December 2017
RELATED DOCUMENT	T17/19365 - South Eastern Sydney Local Health District (SESLHD) Consumer and Community Council ("Charter")
REVIEW DATE	Two years from date of publication
CHAIR / DEPUTY CHAIR	The Chair and the Deputy Chair will be elected by the CCAC membership and appointed for a period of two years from the date of election
SECRETARIAT	Randwick Campus Redevelopment Team
AUTHOR	Trish Wills, SESLHD Redevelopment Manager Trish.Wills@health.nsw.gov.au
SUMMARY	<p>The purpose of the Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC) is to ensure that a clear and diverse consumer and community voice and perspective is integrated into the Randwick Campus Redevelopment.</p> <p>The CCAC will provide leadership, connection, coordination and support to strengthen consumer and community engagement across the Redevelopment Project in order to improve the delivery of care and the overall patient experience in respect of the RCR.</p>

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

1. AUTHORITY

The South Eastern Sydney Local Health District (SESLHD) Board is responsible for the overall governance of the SESLHD. The Chief Executive of SESLHD is responsible for the management of the operation of the Local Health District.

In recognition of the importance of consumer, community, and carer involvement in the provision of infrastructure to support health services across SESLHD, the Chief Executive has established the RCR CCAC to ensure:

- Transparency in decision-making
- Greater accountability to consumers and the community for decisions made
- A working partnership with consumers and community representatives on determining health service and infrastructure priorities, based on available resources
- Better health outcomes for patients
- The community has a 'voice' in relation to the RCR.

The CCAC reports to the Randwick Campus Redevelopment Executive Steering Committee (ESC) through the Randwick Campus Redevelopment Planning and Development Committee (PDC).

The CCAC is supported by an Executive Lead, who is nominated from the Randwick Campus Redevelopment Team.

2. PURPOSE

The CCAC is responsible for providing a consumer and community perspective to the Randwick Campus Redevelopment on behalf of their communities.

The CCAC's primary objective is to obtain input from consumers and the community in determining needs, concerns and priorities on relevant issues such as the physical nature of facilities, service provision, service delivery, training and education, patient information and accessibility as they relate to the Redevelopment.

The CCAC is not an avenue for complaints, as a separate and effective system is in place to manage complaints.

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

3. FUNCTIONS AND RESPONSIBILITIES

The CCAC is responsible for the following:

- Provide a focus for the development of strategies and mechanisms for consumer and community engagement in the RCR
- Facilitate communication between consumer, carer and community groups in relation to the Redevelopment
- Work constructively with other relevant parties as required
- Provide advice about communications to consumers and the community arising from the Redevelopment
- Undertake orientation and training as required.

4. MEMBERSHIP

4.1 Standing Members

The CCAC will consist of 6 -12 consumer and community members who are Standing Members. All standing members are voting members.

4.2 Officers in Attendance

Up to four members of the RCR Team shall attend each meeting, one of whom will be the executive officer for the committee. An alternative representative may attend in the place of a designated officer when that officer is unable to be in attendance.

Officers attending have the function of facilitating and assisting the Committee and its members in carrying out CCAC's functions

One representative from The Community Partnerships Unit shall attend each meeting.

One representative from Health Consumers NSW shall attend each meeting.

Other officers, support staff, and representatives from other agencies may be invited to attend.

Officers in attendance, support staff and representatives from other agencies do not have voting rights

4.3 Co-opted participants

Other members may be co-opted as required by the business of the Committee but do not have membership or voting rights.

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

4.4 Recruitment and Selection

Committee Members

RCR undertakes to engage consumers, carers and relevant community members using a fair and transparent process which includes:

- A public expression of interest (EOI) for representatives through media notices, public distribution databases, community groups, the internet and any other appropriate means
- Completion of an application form and provision of details of two referees
- An interview with a panel comprised of relevant RCR staff, managers and the CCAC Chair
- Completion of relevant mandatory criminal record and identification checks for all successful applicants, and signing of the NSW Health Code of Conduct (as amended from time to time) once all required checks have cleared
- Appointments will be for two years with the option for appointees to reapply.

Chair and Deputy Chair

- The Chair and Deputy Chair will be consumer and community members of the CCAC, appointed for a two year term
- A call for expressions of interest for the positions of Chair and Deputy Chair will be distributed by the Secretariat of the Committee *two months prior* to the end of the two year term.
- Where more than one application is received for either or both positions, elections will be held at least one month before the term expires, allowing for a transition and handover period if required
- If more than one application is received for each position, appointment will be by show of hands or by secret ballot if requested by a majority of the Committee
- The Deputy Chair assumes responsibility as delegated by the Chair, and assumes the role of Chair in the Chair's absence.

4.5 Termination of Membership

A member's position on the CCAC may be declared vacant if the member:

- Completes a term and is not reappointed, or
- Resigns in writing to the Chair, or
- Fails to participate in at least 75% of meetings per calendar year unless granted leave by the CCAC, or
- Acts contrary to the Code of Conduct and conciliation efforts are unsuccessful.

Members are expected to make every effort to attend meetings. Attendance can be face to face and by electronic means.

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

In the case of a member failing to attend two or more consecutive formal meetings without leave, the Chair and secretariat may review their membership.

4.6 Responsibilities of Chair/Deputy Chair

The Deputy Chair assumes responsibility as delegated by the Chair and assumes the role of Chair in the Chair's absence.

The Chair is responsible for:

- Liaising with Redevelopment staff members responsible for consumer, carer and community groups
- Actively participating in the development of the agenda and business of the meeting
- Ensuring orderly conduct of the CCAC meetings
- Ensuring members comply with the Charter
- Arranging for the CCAC to be represented at community events as required
- Maintaining the day to day operations of the Committee and liaising with the Secretariat as required
- Ensuring that each CCAC member and sub-committee member participates in other committees/meetings/user groups as agreed
- Liaising with communication staff regarding management of any requests for comment from any media representatives.

4.7 Committee Secretariat

The Committee Secretariat is provided by the RCR Team. In consultation with the Chair of the CCAC and the SESLHD Redevelopment Manager or delegate, the Secretariat is responsible for:

- Arranging orientation and support for the Chair and CCAC members;
- Liaising with CCAC members as necessary
- Secretariat duties, including ensuring that the agenda and meeting papers are prepared and issued at least one week prior to scheduled meeting dates
- Distributing RCR information materials to CCAC members for review and discussion
- Liaising with Managers regarding CCAC responses
- Distributing the draft Minutes and Action Log for review and comment within one week of the meeting, and for distributing the approved Minutes following adoption.

4.8 Provision of Minutes

Minutes of all meetings will be taken and the Draft Minutes are to be distributed to all members of the CCAC by the Secretariat within one week of the meeting, after the draft minutes have been reviewed by the Chair. Members will then have the opportunity to

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

comment, in writing to the Secretariat, on any errors or omissions they believe to have occurred in relation to the draft minutes.

Any comments must be provided to the Secretariat at least two days prior to the distribution of the agenda for the next scheduled meeting to allow any comments to be circulated with agenda and the draft minutes for that meeting. The Chair will sign the Minutes as a true record of the meeting's proceedings once they have been endorsed at the following meeting.

Endorsed minutes of meetings will be publicly available on the internet and hospital intranet.

4.9 Training

- Individual CCAC members must attend Committee orientation.
- Individual CCAC members may be given an opportunity to attend appropriate professional development courses as approved.
- Any related costs for training or professional development are to be agreed in advance by RCR management.

5. MEETINGS

5.1 Frequency and Quorum

The CCAC is to meet monthly with dates of ordinary meetings set 12 months in advance from the final meeting of the previous calendar year. However, the Chair has the power to call special meetings as necessary or to cancel meetings that are not required.

A quorum shall consist of a 50% plus 1 of the consumer members.

5.2 Declaration of Conflict of Interest

Committee members are responsible for declaring a conflict of interest at the commencement of each meeting. In all cases where a conflict of interest exists, or is reasonably perceived to exist, the CCAC member shall not participate in the decision-making process on that particular item of business and may be asked to retire from the meeting during discussion of that item.

5.3 Establishment of Sub-Committees

In consultation with the SESLHD Redevelopment Manager, the CCAC may appoint a sub-committee for specific duties. A sub-committee may include non-CCAC members, however, the Chair shall be a CCAC member.

Randwick Campus Redevelopment (RCR) Consumer and Community Advisory Committee (CCAC)

5.4 Code of Conduct and Confidentiality

All CCAC members will be required to read and sign the NSW Health Code of Conduct and Confidentiality Agreement attesting that they are aware of their responsibilities in relation to both their conduct and their dealings with confidential information. Official information in any recorded form remains the property of the Ministry of Health at all times.

A standing agenda item on all Committee meetings will be the noting of confidential items. The CCAC Chair, as advised by the SESLHD Redevelopment Manager or delegate, will note confidential items which are to be excluded when circulating committee papers and Minutes. Confidential matters will be aggregated at a separate point in each agenda.

6. EVALUATION

The CCAC shall be evaluated annually against the Charter for the Committee to ensure the effectiveness of the CCAC and to assist in developing the following year's plan.

7. REPORTING ARRANGEMENTS

The Chair of the CCAC reports to the Planning and Development Committee (PDC) via the SESLHD Redevelopment Manager which then reports to the Executive Steering Committee (ESC).

In addition the Chair of the CCAC may bring issues of concern to the attention of the Chair of the PDC at any time.

The Chair and Co-Chair are invitees to the PDC.

8. TRAVEL INSURANCE

Under the Treasury Managed Fund (TMF) Master Policy for volunteers, SESLHD will provide public liability insurance coverage for misadventure resulting from actions of community representatives involved in activities authorised by the RCR and SESLHD. Such coverage will not include personal motor vehicle damage or payment of associated excess/loss of no-claim bonuses or workers compensation payments.

9. BUDGET AND REIMBURSEMENT

The RCR/Prince of Wales Hospital will:

- Reimburse committee members for approved out of pocket expenses
- Offer a token in recognition of the commitment made by committee members, and
- Meet the administration costs of the CCAC.

**Randwick Campus Redevelopment (RCR)
Consumer and Community Advisory Committee (CCAC)**

Date	Version No.	Author and Approval
1 November 2017	0.1	Patrick Bolton, Clinical Lead, RCR
22 November 2017	0.2	Trish Wills, SESLHD Redevelopment Manager
27 November 2017	0.3	Incorporating feedback from Consumer Working Party members
8 December 2017	0.4	Incorporating feedback from Consumer Working Party members