



Dear Health Consumer/Community Representative,

RE: Community Advisory Committee Information Package

Thank you for your interest in applying to be a member of the Community Advisory Committee – an advisory body to the Boards of the Nepean Blue Mountains Primary Health Network (NBMPHN) and Nepean Blue Mountains Local Health District (NBMLHD).

Please find enclosed an Information Package that includes an overview of what we are looking for in our Community Advisory Committee representatives; an Expression of Interest Form; and Draft Terms of Reference.

If you would like to be considered as a Committee representative, please fill in the Expression of Interest (EOI) Form. We would appreciate receiving your form by **5pm, Friday 11 September 2015** by post, hand delivered to Nepean Blue Mountains PHN (see contact details on EOI form) or via email to engagement@nbmphn.com.au. Alternatively, you may wish to apply online at www.nbmphn.com.au/CAC. We aim to respond to your EOI within two weeks of the receipt of your form.

Please note that potential members need to be available for a meeting in September, at a venue and date to be advised. Candidates who are unsuccessful in being appointed to the Community Advisory Committee may be invited to join a health consumer committee, if your areas of interest and experience match what we are looking for.

If you have any questions please do not hesitate to contact Julie Nance, Communications and Engagement Advisor, NBMPHN, on 02 4708 8100.

Yours faithfully,

Lizz Reay
CEO, Nepean Blue Mountains PHN

Community Advisory Committee

A joint initiative of Nepean Blue Mountains PHN and the Nepean Blue Mountains Local Health District

What we are looking for

We are seeking health consumers and community representatives who live in the Blue Mountains, Hawkesbury, Lithgow and Penrith areas to join a Community Advisory Committee (CAC).

This Committee will help build a connected “whole” healthcare system in which GPs, other health professionals, the hospital system, health consumers and community representatives work together.

A Community Advisory Committee representative will need to:

Health services may be GP care; community health; other health care accessed outside hospital; care received within hospital; or any combination of these.

- 1) **Speak as a health consumer:** Do you have experience as a consumer (i.e. user) of health services or as a carer?
- 2) **Represent and voice the needs of local community members:**
 - Are you able to address and communicate issues from a consumer perspective?
 - Do you have an understanding of health issues generally?
 - Do you have knowledge of, and interest in, local community health and related issues?
 - Are you able to reach out and connect with minority groups?
 - Do you have an established broad network of organisations within your area you can consult with? (e.g. P&C associations, Rotary or Lions clubs, mothers' groups etc)
 - Have you undertaken, or be willing to undertake, consumer representative training?
- 3) **Communicate effectively:**
 - Do you have good communication skills?
 - Are you prepared to report back to your local community with written and/or spoken communication?
 - Do you have an understanding of and commitment to observe confidentiality and privacy when it is required?
 - Are you able to communicate via email?
- 4) **Work collaboratively with others:**
 - Are you able to work effectively in a team environment?
 - Do you have, and can demonstrate, respect for all consumers, fellow committee members and staff from a variety of backgrounds and viewpoints?
 - Are you able to work effectively on a committee or are you willing to develop these skills with appropriate training and support?



Community Advisory Committee Expression of Interest Form

You are invited to express your interest in becoming a Community Advisory Committee representative by completing the form below. Please return it by **5pm, Friday 11 September 2015** to:

Julie Nance, Communications and Engagement Advisor, Nepean Blue Mountains PHN (NBMPHN)

Post: PO Box 903, Penrith NSW 2751 **Email:** engagement@nbmphn.com.au

Hand delivered: Nepean Blue Mountains PHN office, Ground floor, Shop 5B, Henry Lawson Centre, Penrith (near The Good Guys)

Alternative application method – Online: www.nbmphn.com.au/CAC
For more information, please phone: 02 4708 8100

All information provided on this form will remain confidential.

(Please print)

☐ Mr ☐ Mrs ☐ Miss ☐ Ms

First Name _____ **Last Name** _____

Address _____

Phone: (H) _____ **Mobile:** _____ **(B):** _____

Email _____

Please select your Local Government Area (where you live):

☐ Penrith ☐ Hawkesbury ☐ Blue Mountains ☐ Lithgow

How long have you lived in this area? _____

What is your age range (optional)? ☐ 18-44 ☐ 45-64 ☐ 65+

Do you identify as being any of the following (optional):

Aboriginal and/or Torres Strait Islander ☐ Yes ☐ No

Non-English speaking background ☐ Yes ☐ No

1. Please outline why you would like to be a Community Advisory Committee representative:

2. Please outline any experience and/or skills that you believe would make you a suitable Community Advisory Committee representative:

3. Have you had any previous experience as a consumer or community representative?

☐ No

☐ Yes (please describe):

4. Are you associated with a health consumer group, community organisation or involved in community activities?

☐ No

☐ Yes (please describe):

5. Do you have any additional skills you would like to highlight e.g. leadership experience?

☐ No

☐ Yes (please explain)

6. Would you like to add any other comments?

Signed: _____ Date: _____

**Thank you for your interest in becoming a Community Advisory Committee representative.
Our aim is to respond to your Expression of Interest within two weeks of receipt of this form.**

If your services are not required at this time, this form will be kept on file. In the event that health consumer or community representative input is needed that matches your areas of interest and experience, we may contact you at a future date.

Note: As this is an advisory committee to the Boards of the Nepean Blue Mountains PHN (NBMPHN) and the Nepean Blue Mountains Local Health District (NBMLHD), employees of NBMPHN and NBMLHD are excluded as members of the Community Advisory Committee as are members of Wentworth Healthcare Limited e.g. elected councillors.

Nepean Blue Mountains PHN & Nepean Blue Mountains Local Health District

Community Advisory Committee DRAFT TERMS OF REFERENCE

ACCOUNTABILITY

The Community Advisory Committee (CAC) is an advisory body to both the Nepean Blue Mountains PHN (NBMPHN) and Nepean Blue Mountains Local Health District (NBMLHD) Governing Boards.

PURPOSE/ROLE

The purpose/role of the CAC is to advise the NBMPHN and NBMLHD Boards from a consumer and community perspective to support decisions, investments, and innovations to be patient-centred, high-quality, cost-effective and responsive to local community needs. The CAC will provide a conduit to ensure these actions are informed by local health consumer and carer experiences and expectations.

OBJECTIVES

The objectives of the Community Advisory Committee are:

- *to act as a community advisory body to the NBMPHN Board and the NBMLHD Board*
For example
 - *advise the Boards on key health priorities from a consumer and community perspective*
 - *provide a consumer and community perspective when the Board is seeking advice on issues and initiatives*
 - *advise on the conduct of community consultations, including minority and disadvantaged groups, and framing of recommendations for action*
 - *advise on the needs of rural and remote communities and advocate for cross-border delivery of services where required*
 - *advise on developing partnerships with relevant stakeholders to strengthen response to community and health consumer needs*
 - *advise on the orientation, training, mentoring and support requirements of health consumer members of NBMPHN and NBMLHD Committees*
 - *advise the NBMPHN and NBMLHD on consumer engagement best practice*
- *to provide a community and health consumer perspective on matters referred by committees and departments of the NBMPHN and NBMLHD*
For example
 - *consider matters referred by the Clinical Council and Regional GP Advisory Committee and provide feedback*
 - *advise on the planning, design, implementation and evaluation of health programs and services*

- *explore innovative programs elsewhere and advise the Clinical Council*
- *to be a community and health consumer voice on health issues, needs and concerns through connections to the four Local Government Area (LGA) Health Consumer Working Groups and other community networks*

For example

- *collect patient stories and experiences and develop pathways for these to be used to quality improve delivery of health care for the patient and patient safety*
- *to communicate back from the NBMPHN and NBMLHD Boards to the four LGA Health Consumer Working Groups and other community networks*

For example

- *advise on providing information on health services and issues, including best practice information, to community members*
- *to help promote the goals of the NBMPHN and NBMLHD – high-quality, integrated care across the spectrum of primary health care, acute care and rehabilitation.*

For example

- *encourage consumer involvement and leadership of local health research and evaluation*

MEMBERSHIP/COMPOSITION

All CAC members will have the necessary skills to participate in a strategic committee environment and, collectively, they will represent the interests of a broad cross-section of the NBMPHN and NBMLHD community.

The Chair of the CAC will be nominated by CAC members and elected by the CAC against set criteria. Administration to support this process will be facilitated by the NBMPHN and NBMLHD.

The CAC will have 13 positions:

- Four health consumers from the LGA Health Consumer Working Groups (one representative per Group)
- Four health consumers from the general public (current Working Group members can apply)
- Four general community representatives from each of the four LGAs
- One skills gap position e.g. a health consumer with leadership experience

The membership of the CAC will be reviewed regularly by the NBMPHN and NBMLHD Boards to ensure it is representative of the region.

TERM OF APPOINTMENT

In the first instance, appointments will be staggered with consumers and general community members appointed for terms of 1, 2 and 3 years. Subsequently, all appointments will be for 3 years. The skills gap appointment will be for 3 years. All members may be reappointed for a maximum of two additional terms, with a maximum of 9 years' service.

COMMITTEE OPERATIONS

- **Meeting frequency and duration**
CAC meetings will take place at least six times per year on prearranged dates and at a time that suits members. Meetings will have a maximum duration of two hours.
- **Minutes and agenda**
The proceedings of all CAC meetings will be minuted and these minutes, or a summary report, included in the papers for the next meetings of the NBMPHN and NBMLHD Boards.

All minutes will be circulated within a fortnight following the meeting. Minutes may also be provided to other relevant committees such as the Clinical Council and Regional GP Advisory Committee, as agreed to by the CAC.

All CAC meeting agendas and associated reading material will be distributed at least three days prior to the meeting.

The CAC will have two standing agenda items:

- Reports from LGA Health Consumer Working Groups (includes feedback from members' community networks)
 - Key issues to report to the NBMPHN and NBMLHD Boards
- **Secretariat**
Organisation of CAC meetings, minute taking and other secretariat support will be provided by the NBMPHN and NBMLHD.
- **Guests and observers**
Guests and observers will be invited to attend CAC meetings as required. This will include a representative from the NBMPHN and NBMLHD. These representatives will provide a mechanism for direct feedback between consumers and the organisation.

REIMBURSEMENT

Consumers and community members may be offered a volunteer payment from NBMPHN to cover incurred or anticipated out-of pocket expenses for meeting attendance and reasonable activities incidental to that meeting as outlined in the NBMPHN Policy *Representative and Advisor Remuneration*.

CODE OF CONDUCT

CAC members will abide by a *Code of Conduct and Ethics*.

REVIEW

The Terms of Reference will be reviewed annually by CAC members.