

## ACI Consumer Council – Terms of Reference

### 1. Background

The Agency for Clinical Innovation (ACI) Consumer Council was established in July 2010 to provide the Board with expert advice on consumer engagement strategies and represent consumer members of ACI Networks, Taskforces and Institutes.

In 2014, the ACI established the Patient Experience and Consumer Engagement (PEACE) team to promote the ACI's ongoing commitment to meaningful engagement and consumer-led redesign of healthcare. The PEACE team employs a range of approaches and tools to capture consumer input and harness direct patient and carer experience to inform ACI activities.

### 2. Responsibilities/Functions/Issues

The main responsibilities/ functions of the ACI Consumer Council are to:

- i. Provide strategic advice and support to assist in the development and implementation of a PEACE work plan that aligns with the strategic direction of the ACI.
- ii. Actively consider strategic issues emerging across ACI Networks, Taskforces and Institutes related to engaging and communicating with consumers and the NSW community.
- iii. Provide advice and recommendations to the Board and the PEACE team about opportunities to improve engagement and communication with consumers and the NSW community about ACI plans, programs and initiatives.
- iv. Engage, support and communicate with consumers and carers involved in ACI Networks, Taskforces and Institutes.
- v. Advise the Board on proposed knowledge management strategies aimed at the NSW community.
- vi. Advise the Board on strategic approaches to build strong relationships with the NSW community.

The ACI Consumer Council will embrace ACI values and will be guided by ACI's frameworks, guidelines, processes and position statements during the course of its work.

The ACI welcomes those who wish to contribute in a multidisciplinary team approach to the improvement of patient care across an integrated health system. All ACI discussions should cover the three dimensions of healthcare optimisation, which we call the "Triple Aim":

- Improving the experience of care
- Improving the health of the population
- Controlling cost.

### 3. Membership

The ACI Consumer Council will include 6-10 consumer representative members. Membership will include:

- Consumers
- Carers
- Consumer organisations
- Non-government organisations
- Local Health District managers
- Representatives from priority populations including people from Aboriginal and Torres Strait Islander communities, people from Culturally and Linguistically Diverse Backgrounds, and marginalised groups.

Members appointed to the Consumer Council will have skills or expertise in the following areas:

- Strategy and governance, including advocacy
- Product development
- Cultural change, including change management
- Capacity building for consumers, including education and training.

Individuals with relevant skills may be co-opted on a short term basis as required.

Members will be appointed for a two (2) year term with the opportunity to nominate for reappointment for a further twelve (12) months.

It is expected that members participate in a minimum of three meetings each year.

Members are able to participate in person or via teleconference, however with the latter it is preferred that members attend two meetings each year in person.

### 4. Terms of Office – Chair(s)

The Chair of the ACI Consumer Council will be a Board member elected by the Board.

The Chair's term of office is two (2) years with an option of re-election for a further term of two (2) years.

### 5. Linkages

The ACI values collaboration and consultation, both internally and externally, to encourage input from all stakeholders. The ACI Consumer Council's key stakeholders include:

- Consumers
- Consumer organisations
- Health Consumers NSW
- ACI Executive
- NSW Ministry of Health
- Local Health Districts and Specialty Health Networks
- ACI Networks, Taskforces and Institutes
- ACI Chronic Care for Aboriginal People team
- Primary health care services
- NSW Health Pillars
- Clinical Excellence Commission Citizen's Engagement Advisory Council.

## 6. Governance

The ACI Consumer Council reports to the ACI Board.

Any contentious issues or conflicts of interest which cannot be resolved by a majority vote of the committee or by the Portfolio Director will be escalated to the ACI Chief Executive.

## 7. Confidentiality

Matters discussed at ACI Consumer Council meetings may be of a confidential nature and must be treated as such by members. Meeting papers and other materials must only be used or disclosed for the purpose of the ACI Consumer Council function, unless as otherwise advised by the Chair of the Consumer Council and/or the ACI Board.

## 8. Extent of Authority

The ACI Consumer Council is an advisory body and does not have authority to:

- a) Make decisions without prior approval
- b) Convene without prior approval
- c) Speak on behalf of the ACI without prior approval.

## 9. Frequency of Meetings

The ACI Consumer Council meets quarterly with an additional joint meeting per annum with the Clinical Excellence Commission Citizen's Engagement Advisory Council.

## 10. Quorum

Quorum will be half membership plus one.

## 11. Conflict of Interest

If a Consumer Council member is deemed to have a real or perceived conflict of interest in a matter that is being considered at a meeting, he/she will be excused from discussions and deliberations on the issue where a conflict of interest exists.

## 12. Secretariat

The Agency for Clinical Innovation Patient Experience and Consumer Engagement team provides secretariat support for the ACI Consumer Council. The agenda and meeting papers will be distributed to members by email at least one week prior to the meeting. Limited copies of the meeting papers will be available on the day of the meeting. The minutes of the meeting will be distributed to members by email within one week of the meeting. The minutes will also be distributed to the ACI Board.

## 13. Reimbursement

With the prior consent of the ACI, ACI Consumer Council members are entitled to reimbursement for reasonable travel expenses in accordance with the relevant parts of the NSW Health Policy Directive *Official Travel PD2016\_10* ([http://www0.health.nsw.gov.au/policies/pd/2016/pdf/PD2016\\_010.pdf](http://www0.health.nsw.gov.au/policies/pd/2016/pdf/PD2016_010.pdf)) as amended from time to time. Members will be reimbursed allowing 21 days from receipt of evidence substantiating travel expenditure.

## **14. Version**

This version endorsed by ACI Consumer Council – Date: February 2016.

## **15. Review**

At least every three years.