

CULTURAL, DIVERSITY & CONSUMER COMMITTEE (CDCC)

Terms of Reference

1. PURPOSE:

The Cultural, Diversity & Consumer Committee (CDCC) has two critical roles:

1. To provide direction and leadership in relation to the integration of consumer, carer and community views into all levels of health service operations, planning and policy development.
2. To advocate to the Benalla Health Board of Management (the Board) on behalf of the community, consumers and carers.

2. OBJECTIVES:

The relationship of the CDCC and the Board of Management will be one that will allow for an up and down discussion of issues and ideas. Through this two way communication process the CDCC will:

- 2.1. Assist Benalla Health in implementation of Standard 2 Partnering with Consumers of the National Safety and Quality Health Service Standards
- 2.2. Assist in the integration of consumer and community views at all levels Benalla Health.
- 2.3. Identify and advise the Board on priority areas and issues requiring consumer, carer and community participation
- 2.4. Develop, monitor and evaluate the implementation and effectiveness of a Strategic Consumer Participation Plan in consultation with the Board.
- 2.5. Advocate to the Board on behalf of the community.
- 2.6. Consider any matters referred to it by the Board or Chief Executive.
- 2.7. To provide advice in the development of the Benalla Health Strategic Plan and the annual Quality of Care Report.

3. ORGANISATIONAL RELATIONSHIPS:

The CDCC will be accountable to the Benalla Health Board and will have at least one Board member on the Committee and will work closely with the Quality and Safety Committee.

4. REPORTING:

The CDCC will provide minutes of meetings to:

- All CDCC members;
- The Quality & Safety Management Committee;



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- The Board of Management

5. MEMBERSHIP:

- 5.1 Up to ten consumer members.

- 5.2 Senior representatives of Benalla Health are to be in attendance at meetings as follows:
 - 5.2.1 One members of Benalla Health Board of Directors;
 - 5.2.2 The Chief Executive Officer or an executive member delegate;
 - 5.2.3 The Quality Manager;
 - 5.2.4 Senior staff representing aged care;
 - 5.2.5 Senior staff representing acute;
 - 5.2.6 Senior staff representing community health;

- 5.3 Tenure – All consumer members will be appointed for a two (2) year term and may be reappointed for additional terms.

- 5.4 Where consumer vacancies exist, new members can join at anytime (subject to appropriate EOI process)

6. COMMITTEE PROTOCOLS:

- 6.1. **Documentation:**
Agenda and minutes will be distributed at least one week prior to meetings.

- 6.2. **Chairperson:**
Will be the board representative.

- 6.3. **Secretary:**
The activities of the CDCC are supported by the Quality and Risk department who will also act as secretary at the committee meetings.

- 6.4. **Co-opting Powers:**
The committee may co-opt other persons as deemed necessary.

- 6.5. **Quorum:**
Three consumer members and at least one of the senior representatives from Benalla Health.

- 6.6. **Frequency of Meetings:**
The committee will hold a minimum of four (4) meetings per year.

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- 6.7. Decision Making:**
Determination of decisions will be by consensus of the consumer members. If there is no consensus the chair will report back accordingly.
- 6.8. Apologies:**
Apologies will be submitted to the Manager Quality and Risk prior to the meeting.
- 6.9. Proxies:**
An apologizing community member may not appoint a proxy at any time.
- 6.10. Review of Terms of Reference:**
Terms of reference are to be reviewed annually.
- 7. PERFORMANCE INDICATORS:**
- 7.1. Number of CDCC meetings held;
 - 7.2. Meeting attendance rate >60%;
 - 7.3. A reviewed Consumer Participation Plan is in place;
 - 7.4. A number of recommendations to the Board
- 8. REFERENCE:**
- Benalla Health Strategic Plan.
- Health Services Act 1988 65B(1) amended by 52/2004 s. 35(a).
- Health Services Act 1988 By-Laws of Public Health Services established on 1 July 2004 Section 18. Advisory Committees.
- ACHS EQUiP 4th edition criteria No: 1.6.1, 1.6.3.
- Benalla Health Cultural, Diversity & Consumer Committee Code of Conduct.
- Department of Human Services (Victoria) "Doing it with us not for us 2006-2009".
- Department of Human Services (Victoria) How to develop a community participation plan.
- National Safety and Quality Health Service Standards (September 2011)