

Consumer Advisory Committee

Terms of Reference

Name of working group/committee	Consumer Advisory Committee (CAC)
Introduction	<p>Continence Health Australia (CHA) is the national peak body promoting bladder and bowel control health.</p> <p>CHA values the important contribution and lived experience of consumers and carers to all our work.</p> <p>Consumers are people with lived experience of incontinence, including family and carers of people with incontinence.</p>
Purpose	<p>CHA's Consumer Advisory Committee is a sub-committee of the Board of Continence Health Australia.</p> <p>The Committee provides advice to CHA on improving consumer and community participation in all activities.</p>
Key Objectives	<p>The objectives of the Consumer Advisory Committee are:</p> <ul style="list-style-type: none"> • Advise the CHA Board about how to improve consumer engagement strategies and methods. • Encourage consumers and community groups to get involved in a wide range of activities of CHA. • Advise CHA on the most important areas where consumers' input or participation is needed. • Give their ideas on the development of education and awareness raising work at CHA and if there are any gaps. • Take part in policy and advocacy work organised by CHA. • Help plan CHA's long-term goals.
Governance	<p>The Committee reports to the CHA Board. The Chairperson will give a summary of each Committee meeting and recommendations from the Committee to the Board at each Board meeting.</p> <p>The Committee will advise CHA on improving consumer and community participation in all activities.</p> <p>The Committee is ongoing.</p>
Standing Agenda items	<p>The agenda should include the following items:</p> <ul style="list-style-type: none"> • Present and apologies • Approval of minutes from the last meeting • An update from the CEO or delegate

	<ul style="list-style-type: none"> Action plan and general business decided by the Chairperson and Committee. <p>The Committee can invite others to meetings as guests to do a presentation or take part in the discussion on specific items.</p>
Membership	<p>Committee members should be interested in increasing bladder and bowel control health and upholding the values of CHA.</p> <p>The committee will have up to 12 members. This includes:</p> <ul style="list-style-type: none"> A Board Director, who is the Committee Chairperson. Up to 2 other Board Directors, chosen by the Board. <p>There will be up to 11 other members who are people with lived experience of incontinence. Where possible membership will have representation of the geographic, age, gender and community diversity within Australia.</p> <p>Attendees and invitees</p> <p>The Chief Executive Officer (CEO) and other relevant members of the senior management team and CHA staff may attend meetings.</p> <p>The Committee may also invite other stakeholders to meetings as guests to do a presentation or take part in the discussion.</p>
Selection criteria	<ul style="list-style-type: none"> Commitment to increasing education and awareness about incontinence and bladder and bowel control health. Experience of living with or caring for someone with incontinence. Ability to attend meetings. Ability to work as part of a team. Ability to recognise and respect the experiences of fellow Committee members. Energy and enthusiasm. <p>In addition, if also representing an organisation:</p> <ul style="list-style-type: none"> Ability to represent a broad constituency. Commitment to report back to the organisation (if applicable) and consult on relevant matters.
Appointment and Term	<p>Length of time on the Committee</p> <p>Members of the Committee join for two (2) years. After two years, members can reapply for up to two (2) more terms of two (2) years. Members can be part of the Committee for six (6) years in total.</p> <p>The Board can appoint more members or remove members if needed. The Board will talk to the Chairperson about this.</p> <p>How to apply</p> <p>Anyone who wants to join the Committee must fill out an Expression of Interest form.</p> <p>The Chairperson, the Board member(s), and the Management staff review all the applications based on the selection criteria.</p>

	<p>All applicants who meet the requirements are approved to join the Committee at the next Board meeting.</p> <p>The Chairperson will tell the applicants in writing whether they have been chosen or not chosen to join the Committee.</p> <p>Support for new members</p> <p>All new committee members will be provided with an orientation and staff support and paired with an existing committee member as a support person for the first 3 months of their term if needed.</p> <p>How to apply for another term</p> <p>All members getting close to the end of their two-year term will be asked if they want to apply for another term at least two months before the end of their current term. All members who have served their full six-year term will be told at least one month before their term ends.</p> <p>Members who are eligible, and who want to apply for a further term will need to fill in a new Expression of Interest form which is reviewed by the Board and CHA management. The Chairperson will tell the applicant in writing whether their position on the committee has been extended for a further term at least one month before the end of the current term.</p> <p>It is important that the Committee has a range of experience in the membership who are active. Continuation of membership is not automatic. The needs of the Committee will be taken into account so that it works as well as it can.</p> <p>Leaving the Committee</p> <p>Any member who wants to leave the Committee before the end of their two-year term should give at least one month's notice to the Chairperson. If a committee member cannot give one month's notice, the Chairperson can choose to overlook the notice time.</p>
<p>Meeting arrangements</p>	<p>Quorum: A meeting requires at a minimum, half of the total number of current committee members plus one.</p> <p>Meetings: Meetings are held every three months (quarterly) or as required. Meeting dates are set at the beginning of the calendar year. Meetings will be held online.</p> <p>Chairperson: The CHA Board will appoint a Board Member to be the Chairperson. The Chairperson will guide the meeting, follow the agenda, keep to time, give time for everyone to speak, and ask for decisions and actions to be made and recorded, including responsibility and timelines. The Chairperson will also report back to the CHA Board about the Committee discussion and decisions.</p> <p>Agenda and Minutes: The agenda will be distributed one week before the meeting. Draft Minutes will be distributed one month after the meeting. The agenda and minutes are prepared by the Health Promotion Team in discussion with the Chairperson.</p>

Decision Making Processes	<p>The Committee will try to come to an agreement together about any items that need a decision, based on having a quorum to run a meeting, in the first instance.</p> <p>If it is not possible to agree, the Committee Chairperson can choose to refer the matter to the Board to seek a resolution. If there is no quorum, decisions will be made at the next meeting or by email or telephone.</p> <p>The Committee can make decisions outside of meetings by email or telephone if required.</p>
Conflict of Interest (for Board and its subcommittees)	<p>A conflict of interest may occur if a financial interest or a relationship influences or appears to influence whether a committee member can participate objectively on the Committee.</p> <p>People must report a conflict of interest as soon as they become aware of it to the Chairperson. The Chairperson will tell the Committee about the conflict. The committee member who has the conflict cannot participate in any discussion about that topic unless all other members agree they can. <u>Refer CGP13 Conflict of Interest Policy</u></p>
Confidentiality and Privacy	<p>Sometimes Committee members may hear or read confidential and private information. CHA may determine that information is confidential and will tell Committee members if this is the case. This information is to remain confidential and private.</p> <p>Members of the Committee who are external to Continence Health Australia may be required to sign a <u>Deed of Confidentiality</u></p>
CHA Relationships	<ul style="list-style-type: none"> • Continenence Health Australia Board • Community Advisory Committee members • Chief Executive Officer • Health Promotion Manager • Partnering with Consumers Officer • CHA Staff • Members of the community
Remuneration	<p>This is a voluntary appointment. Expenses may be reimbursed for travelling to meetings or other Committee activities as required.</p>
Review	<p>These Terms of Reference were accepted by the Committee on: 16 November 2022. Approved by the Board on 7 December 2022.</p> <p>These Terms of Reference should be reviewed annually.</p>