

Terms of Reference

**SA Ambulance Service  
Community Advisory  
Committee**

**Version control and change history**

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V1.0	dd-MMM-yyyy	dd-MMM-yyyy	

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<b>Chairperson</b>	Mirsia Bunjaku
<b>Executive Officer</b>	Linda Buchanan
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<b>Appendices</b>	<b>Document ID:</b>
2016 Meeting Schedule	SAASCAC/Dates2016v1.0

# Terms of Reference

## SA Ambulance Service Community Advisory Committee



### Scope

SA Ambulance Service (SAAS) is committed to being inclusive, engaging the community early and enabling people to have a say in the development of its ambulance service. Through innovation and community engagement, SAAS will ensure that ambulance services evolve to meet the changing needs of the community so that the best possible health outcomes are achieved for our consumers. SAAS aims to provide services that are responsive, flexible, sustainable, high quality and patient-centred. We value positive contributions from consumers and the community in contributing to improvements in our health service quality, equity and management.

### Role

The purpose of the Community Advisory Committee is to provide the SAAS Executive Management Team with advice from a consumer perspective regarding service and needs, as well as assist SAAS to develop appropriate mechanisms for consumer input and subsequent service innovation.

The role of the Community Advisory Committee include but are not limited to:

- > Provide the SAAS Executive Management Team with advice from a consumer perspective about key community needs;
- > Provide the SAAS Executive Management Team with advice from a consumer perspective about key SAAS operational issues, projects and policy framework documents;
- > Provide out of session feedback to the Executive Officer;
- > Assist SAAS to develop solutions for any community issues identified; and
- > Provide the SAAS Executive Management Team with suggestions for future innovation which would benefit the community.

### Responsibilities

- > Members will be available for the 4 meetings each year
- > Members will be expected to have read any material that has been sent to them for discussion and consideration prior to the meetings
- > Acknowledging prior experiences and expertise, the members are expected to contribute their opinions on discussion items
- > Members will report and share non-confidential information with networks
- > Members will sign the attendance record

### Responsibilities of members for communication

- > To offer a consumer and community perspective to discussions and decisions
- > Canvas views, opinions and issues from their consumer colleagues outside the Committee
- > Take the non-confidential outcomes of Committee discussions and decisions to the groups represented
- > Promote the work of the SAAS Community Advisory Committee as widely as possible
- > Conflict of interest – Members are reminded to identify any matter arising at the meeting which the member considers to be a conflict of interest and to withdraw from any discussion or decisions concerning such a matter
- > Confidentiality – Members are reminded that they will not disclose group discussions outside of SAAS Community Advisory Committee unless there is an explicit agreement, during a meeting and noted in the minutes, that it is appropriate

## Election of Chairperson and Deputy Chairperson

The Chair will be elected by members of the SAAS Community Advisory Committee for a term of two (2) years, which is renewable. The Executive Director, Clinical Performance and Patient Safety will assume the role of Deputy Chair in the Chair's absence.

## Responsibilities of Chair and Deputy Chair

### Chair

- > Be a leader with the consumer group, communicating well and promoting appropriate conduct
- > Ensure proper conduct of business in the meeting
- > Ensure diverse voices are heard
- > Assist members to generate and record consumer perspectives on issues
- > Develop effective relationships with group members and representatives of SAAS so that business proceeds smoothly and the aims of the group are fulfilled
- > Lead the way in resolving any conflicts between members of the group, and between the group and others
- > Promote the role of the consumer group, including the nature of dialogue and debate and how decision making on policy levels can be most effective with consumer input

### Deputy Chair

- > Will preside over SAAS Community Advisory Committee meetings when the Chair is absent
- > Will undertake the responsibilities of the Chair, as necessary, during a prolonged absence of the Chair

## Responsibilities of members

### All members

- > Will refer to the Community Advisory Committee member roles and responsibilities
- > Will be respectful of other Committee members, ensure principles of integrity are maintained, and are accountable with fulfilling their responsibilities as outlined in the Code of Conduct
- > Will adhere to the Agreement of Confidentiality and Conflict of Interest
- > Will adhere to the principles of all SA Health and local policies (i.e. infection control, social media)

## Reporting Relationships

The Committee reports to the Executive Management Team following each meeting, through the Executive Officer.

Sitting members are responsible for reporting to and engaging with local consumers and committees to establish a two way dialogue.

## Selection of Advisory Group Members

Members will be nominated representatives from SAAS and nominated representatives from diverse community advocacy and service organisations (as invited by SAAS). Members will be appointed for two (2) years, renewable with possible extension, and consider staggering membership appointment. Members can be appointed for a maximum of three (3) years, whereby membership will then expire/cease. When exceptions to the two to three year membership term occur they will be noted at meeting and advised in writing to the particular member.

Outside experts and representatives of other groups may be invited to assist the SAAS Community Advisory Committee with particular items.

A vacancy occurs when:

- > A member's appointment expires
- > A member resigns by notice in writing to the Executive Officer
- > A member is absent for three or more consecutive meetings of the Group without prior written notification to the Executive Officer

In the event of a vacancy occurring with either the representative from a Health Care Organisation or peak consumer organisation representative, a nomination will be requested from that organisation or area for consideration by SAAS.

### **Operating Procedures | Quorum**

A quorum requires four of the community representatives to be present for issues requiring vote. Members are required to indicate their attendance or proxy at least 48 hours prior to a meeting.

### **Operating Procedures | Frequency of Meetings**

The Committee will meet 4 times per year, to discuss the outcome of documents that have had Community Advisory Committee input, and to discuss any current activities/events/documents that impact on SAAS Service Delivery. Special meetings may be convened as required by the Committee and may include consideration of issues by electronic or other means.

### **Operating Procedures | Meeting Papers**

Meeting papers will be distributed by the Executive Officer via email through the maintained Committee distribution list. The Committee distribution list is used to send Committee information only. The approval of the Executive Officer is required to use this list for the distribution of other business.

Out of Session documents for consultation and feedback will be distributed by the Executive Officer via email. Feedback will be required within 5 business days, or as directed. If no feedback is received, it will be considered a null response.

The Committee meeting agenda items, with approval of the Chair, are to be submitted to the Executive Officer no less than 10 working days prior to the scheduled meeting. The Executive Officer and the Chair will review submitted agenda papers to ensure they meet the Committee requirements and provide members with sufficient background information.

The meeting agenda will be developed in accordance with the Committee's routine meeting structure which includes, but is not limited to:

- > General Business
- > Update on Out of Session consultation
- > New Business
- > Presentations

### **Operating Procedures | Proxies**

Members are to notify the Executive Officer if they are unable to attend a meeting and, where possible, arrange for a person from their organisation to attend the meeting as their proxy/representative.

Should the nominated Chair be unavailable for any meeting, the Executive Director, Clinical Performance and Patient Safety (or their proxy) will assume the position as Chair until the return of the nominated Chair.

# Terms of Reference

## SA Ambulance Service Community Advisory Committee



### Appendix 1 Membership & Meeting Schedule

#### Membership

Organisation	Representative & Title
Migrant Resource Centre of South Australia	<b>Ms Mirsia Bunjaku</b>   SAAS CAC Chairperson Program Manager
Aboriginal Health Council of SA Inc.	<b>Mr Robert Dann</b> Workforce Development Officer
Community Member	<b>Mr Bob Farrelly</b> Consumer Representative
Community Member	<b>Vacant</b> Consumer Representative
Council on the Ageing	<b>Mr Barry Apsey</b> Policy Council Member
Disability Advocacy & Complaints Service SA	<b>Ms Adrienne Fortanier</b> Principal Advocate
Drug and Alcohol Services South Australia	<b>Mr Rob Gerrie</b> Senior Project Officer Harm Reduction
Local Government Association	<b>Ms Bronwyn Webster</b> Manager, Customer & Community Services
Health Consumers Alliance	<b>Mr Michael Cousins</b> Chief Executive
Mental Health	<b>Vacant</b>
SA Ambulance Service	<b>Mr Keith Driscoll</b> Executive Director, Clinical Performance & Patient Safety
SA Ambulance Service	<b>Mr Richard Larsen</b> Operations Manager, Patient Safety & Quality
SA Ambulance Service	<b>Ms Paula Hales</b> Consumer Adviser, Patient Safety & Quality
SA Ambulance Service	<b>Ms Leeann Faddoul</b> Manager Customer Services
SA Ambulance Service	<b>Ms Alexi Tuckey</b> A/Communications & Media Team Leader
SA Ambulance Service	<b>Mrs Linda Buchanan</b> Administration Coordinator

#### Meeting Schedule | 2016

February 25, 2016 | 09:30 – 11:30  
May 26, 2016 | 09:30 – 11:30

August 25, 2016 | 09:30 – 11:30  
November 24, 2016 | 09:30 – 11:30