



## Community Advisory Committee Terms of Reference

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### 1. Purpose

- The Community Advisory Committee is appointed to ensure the voices of all Victorian communities are heard, understood and integrated across the work and services of Ambulance Victoria (AV).
- Members are our communities' advocates, and their experience and contributions are highly valued by the Board and the organisation.
- Members advise the Board on issues directly impacting the community, to ensure all Victorians have equitable access to safe, effective and timely care – regardless of where they live or who they are. They also provide guidance on community needs and impacts when AV changes policies or services, and how we can improve our community planning and engagement.
- The Committee participates in AV's strategic planning for the future, and annually reports to the Board on how well we have delivered against our Consumer and Community Engagement Plan.

### 2. Role and responsibilities

- The Committee's role and responsibilities are directly reflected in its annual work plans, which include a variety of activities to ensure the voice and needs of Victorians are prioritised by the organisation.
- Members especially provide AV with advice on the needs of our more disadvantaged and/or difficult to reach community members, including but not limited to:
  - rural and regional Victorian communities
  - culturally and linguistically diverse groups, Aboriginal and Torres Strait Islanders, the homeless, refugees, those impacted by domestic or family violence etc
  - groups who may find it difficult to communicate with paramedics as part of their care experience, or who have special access needs either in their own homes or within our ambulances
- From discussions held at each quarterly meeting, the Committee will provide advice to the Board (via the CAC Chair) on priority areas for action relating to the availability, accessibility and effectiveness of community feedback options, as well as any specific community sentiment that the Board should be aware of.
- The Committee will provide a report to the Board once per year on how well AV has delivered each part of the Community Engagement Plan, and how a particular project or improvement plan can be improved for those it is designed to benefit.
- Members are active and engaged participants in facilitating two-way communication opportunities between AV and key community groups and networks and provide advice to the Board (via the Chair) and the Executive team on areas of improvement identified in these processes.
- The Committee is a key participant in AV's strategic planning processes.



- Members will be directly involved in reviewing AV's Annual Quality of Care report to ensure the views and experience of the community are appropriately reflected in the publication.

### 3. Membership

The members of the Committee will be appointed by the AV Board with the majority being independent and representative of the diverse mix of residents across Victoria:

- (a) Independent Members up to nine (9);
- (b) AV Board Directors up to three (3)

- The AV Board shall appoint one member to be the Chair.
- The Committee's AV Director membership and Chair appointment will be reviewed at least annually by the Remuneration and Nominations Committee, with any change recommendations to be submitted to the Board for approval.
- Independent members will be appointed for a term of up to two (2) years or at the discretion of the Board and may be reappointed.
- External community members may be invited to a meeting at the choice of the CAC Chair or at the request of the Executive, to support discussions on a particular issue.
- The Chair is to ensure that the independent membership is representative of priority and minority groups across the community.
- The Chair will also undertake an annual performance and contribution review of all independent members each year. This will include a review of attendance.
- Aligning with the Board's Governance Policy, members are expected to attend all meetings (with the minimum set at 75%).

### 4. Meetings and Quorum

- The Committee will meet a minimum of four (4) times a year, in addition to one joint meeting annually with the Quality and Safety Committee.
- The Chairperson of the Committee will convene each meeting with the support of the sponsoring Executive and Secretariat.
- All decisions of the Committee shall be determined based on a quorum and that shall comprise at least 50% of the membership. In any instances of a tied vote, the Chairperson of the Committee shall have a casting vote.

### 5. Committee Minutes

- The Office of the CEO will arrange for minutes of meetings to be kept which will be reviewed firstly by the Committee Chair, followed by all members.
- Minutes of the meeting will be distributed to the Chair within five (5) working days of the meeting and to the residual members thereafter.



## 6. Reporting to the Board

- All minutes of meetings will be shared with the AV Board.
- The CAC Chair will report outcomes or recommendations to the AV Board after each Committee meeting.
- The Committee will receive from the Chief Executive Officer or his/her nominated delegation any documentation as may be required by the Committee from time to time.
- Following discussion with the Board and management, the Committee will approve an annual work plan to identify the key areas that will be considered in the Committee meetings.

## 7. Secretariat

- Secretariat services will be provided to the Committee to assist the Chairperson, sponsoring Executive and Secretariat to develop agendas, papers and the Committee calendar.
- Members wishing to place items on any agenda must notify the Chair. Late agenda items will be tabled at the discretion of the Chair.

## 8. Out of Session Papers

Items may be managed out of session where an item is urgent and must be considered before the next scheduled meeting. Any item that needs to be considered out of session will be managed in the following ways:

- (a) The member putting forward the urgent matter with the Chair;
- (b) The Chair or their nominated party will collate members' responses and prepare for approval
- (c) The final decision in respect to the item will be entered into the minutes of the next Committee meeting.

## 9. Conflicts of Interest

- Committee members must fully disclose any conflict of interests prior to or at a Committee meeting.
- The Committee will determine whether there is a conflict of interest and require the absence of that member from the meeting while the matter is being considered and prohibit the member from taking part in a decision of the Committee; and
- Any conflict of interest must be documented. Where members are deemed to have a real, or perceived conflict of interest then the member may be excused from the Committee deliberations on the issue where a conflict of interest exists. This decision resides with the Chairperson.
- The Chairperson will notify the AVBoard about any conflicts of interest.

## 10. Confidentiality

- Matters discussed at the Committee meetings must be treated as confidential. The members can only disclose information for the purpose of advising the AV Board.
- Members must not publicly comment on matters pertaining to the activities of the Committee, other than authorised by the AV Board.



## 11. Performance Reviews

- The Chair will ensure that the Committee undertakes an internal performance and effectiveness review each year, including but not limited to its contributions against the annual work plan - with the results reported to the Board thereafter.

## 12. Review of Terms of Reference

- The Committee will review annually its terms of reference and make recommendations for change to the Board via the Executive Sponsor and Chief Executive Officer.

