Consumer Reference Group – Terms of Reference

1. Background

Marathon Health (MH) is a not-for-profit primary health care organisation that delivers health services and programs to regional and remote communities. We are committed to working together to achieve optimal health outcomes for all. Marathon Health has strong networks in the health sector, innovative community partnerships, and a commitment to delivering sustainable health outcomes.

In response to the evidence supporting the immense value that partnerships with consumers provide to the quality of health services, MH has committed to the establishment of a Consumer Reference Group (CRG). The CRG will provide a structured partnership between consumers and carers and MH.

2. Purpose of the Consumer Reference Group

The purpose of the CRG is to ensure that MH hears directly from and works in partnership with consumers and carers of MH services to improve service delivery and outcomes for our community.

3. Guiding principles of engagement

- The CRG will be consulted about plans, services development, consumer information, and policy in an advisory capacity only;
- The CRG will be provided with information about the topic for consultation, and about the opportunities and constraints involved in decision making;
- Engagement and consultation with the CRG will be based on real opportunities to influence decisions. Where MH decisions are constrained by external forces (e.g. government, Law, Finances, or human resource issues), this will be communicated to the group;
- The group will be given sufficient time, wherever possible, to provide meaningful involvement;
- The CRG will ensure its decisions are aligned with the MH values of integrity and trust, empathy and understanding, collaboration and innovation, respect and empowerment and achievement and excellence; and
- Where possible, a variety of engagement methods will be available for the group to utilise e.g. online tools such as discussion forums, email, surveys, and phone calls.

4. Key Responsibilities of the Consumer Reference Group

- Advise Marathon Health on consumer, carer and community views so they are recognised and reflected in service delivery, planning and policy development.
- Identify and advise Marathon Health on priority areas and issues requiring consumer and community engagement.
- Participate in the monitoring and evaluation of key performance indicators relating to patient safety, quality and feedback.
- Advocate on behalf of the community, including promotion of greater attention and sensitivity to the needs of disadvantaged, isolated and marginalised consumers and communities.

5. Membership

There will be a maximum of 8 consumers and up to 2 members of MH staff. Attempts will be made to ensure membership of the group is representative of the population of Western NSW.

New members will be sought via a recruitment process that includes responding to an EOI and interview.

Members will be appointed for a term of 12 months with further terms offered at the discretion of the Chair.

6. Chair and Secretary

Will be undertaken by Staff members of Marathon Health.

7. Reporting

The CRG reports to the CRG committee, who reports finding to the CEO of MH. Actions from meeting will go to Clinical Governance and Quality Committee.

8. Meetings

Formal meetings will be held quarterly via teleconference or video conference.

In between formal meetings the group will be communicated in a way which they are comfortable with and this will be determined by individual members. The method of communication may be different depending on the work of the group at the time. Methods may include:

- Internet based groups
- Phone calls
- Mail
- Email.

9. Compensation

The expectation of the group is an approximate commitment of 4 hours per quarter to provide insights and advice as requested by MH. Members will receive incentives each quarter in the form of gift vouchers/cards for participation.

‘Active’ participation is determined by attendance and participation in the quarterly meeting.

10. Review
The Terms of Reference will be approved initially by the membership and annually thereafter.

The CEO of Marathon Health is to review and approve the Terms of Reference.

11. Confidentiality

Members of the CRG may routinely receive information that is regarded ‘commercial-in-confidence’, clinically confidential or has privacy implications. Members acknowledge their responsibility to maintain confidentiality of all information that is not in the public domain.

12. Conflicts of interest

Members of the CRG must declare any conflicts of interest and manage those in consultation with the Chair and MH.
13. Document Control Box

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<td>Written By: Andrew Paul</td>
<td>Person responsible: Bryan Hoolahan</td>
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Forms and References:

14. Policy Register Details

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DATE RATIFIED: ________________________________

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