Terms of Reference

Caring Hands Advisory Group

This document outlines the Terms of Reference (ToR) for the Caring Hands Advisory Group (CHAG), an advisory committee established by Southcare Inc.

Purpose

The Caring Hands Advisory Group (CHAG) is an important part of Southcare's structure that ensures customers are central to decision making processes regarding the care and services provided by Southcare.

Regulatory Objectives

The CHAG fulfils Southcare's legislative and standards requirements, set out in the Strengthened Aged Care Quality Standards effective from December 2023 involving customers in the development, delivery, and assessment of care and services.

Functions

The CHAG provides oversight and valuable feedback to Southcare in planning, design, measurement and evaluation of home care services by:

- representing and being the voice in advocating for all of our participants;
- providing the Quality, Clinical and Risk Committee and in turn the Southcare Board with:
    - feedback about the quality of home care services provided
    - opportunities to support the integration of community views into all levels of operations, delivery, special projects and evaluation of services, planning and policy development;
- engaging with the community to understand participant, family and carers needs;
- providing advice on community expectations, insights into the experience of participants, carers and their families.

The CHAG is responsible for advocating on behalf of our participant and providing feedback to the Quality Committee and Southcare Board on issues and items relevant to customer wellbeing,

participation, and experience.

The group supports the delivery of quality care and services in alignment with Southcare's values:

Quality	Strive to achieve excellence and best practice
Respect	Treat everyone equally and not impose your beliefs on other people accept rather than tolerate people's differences
Integrity	Do what you know is right and just even when no one is looking
Cooperation	Listen and try to understand and help each other in big or little ways
Empathy	Understand the person's situation and their feelings without judgement

The main functions of this committee are:

- Person Centred Care
    - Assist Southcare Inc with its communication to participants and their representatives to encourage feedback about their care and services;
    - Advise the organisation in relation to its customers engagement to ensure participants have access to providing feedback and resolving issues;
    - Participate in the development and review of information which is used by the community;
    - Provide input and feedback in key documents such as Southcare Inc's Participant Feedback Framework;
    - Review trends in participant feedback data and where appropriate make suggestions to improve the quality and safety of care and services.
- Integrated Care
    - Advise the organisation on opportunities to support the integration of participant
    - and representatives views into all levels of Southcare Inc's operations, service development, planning and quality improvement.
- Effective and Appropriate Care
    - Consider matters referred to the committee by the Audit and Risk Committee or other Southcare Inc committees;

Connection with other committees

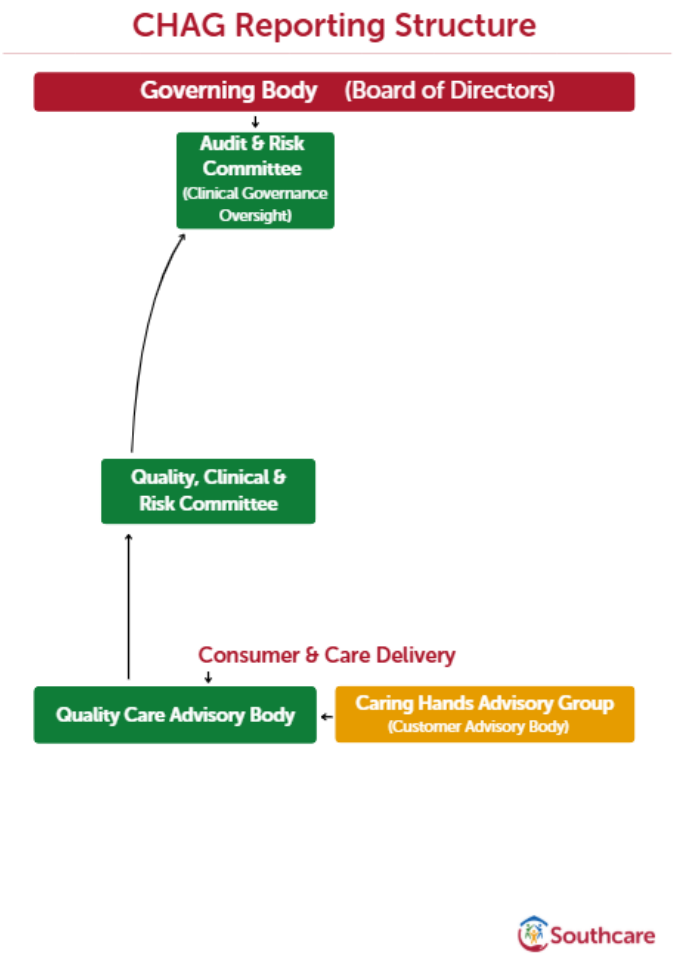
The CHAG is independent and not under the direction of the Quality, Clinical and Risk Committee but communicates with and reports directly to it, including providing ad hoc feedback on request. The Quality, Clinical and Risk Committee retains all decision-making authorities.

Quality Committee

The CHAG works closely with the Quality, Clinical and Risk Committee in fulfilling its role by providing the participant representation for this committee. The Committees will share relevant information and reports arising from their activities with each other.

Management

The CHAG is independent of Southcare's Management and does not replace or replicate their responsibilities or functions. It collaborates with Management to fulfil its role.



Membership

Membership will comprise of current participants and their representatives. It will represent the demographics and diversity of our participants and services to ensure a wide range of perspectives are considered.

The members will collectively have lived experiences, skills and qualifications to meet the responsibilities of the group.

Appointment

Members are invited to participate by expression of interest. Expression of interest will be opened annually.

Members are appointed as individuals, and not as a representative of any organisation. To participate members will be required to sign a Confidentiality and Code of Conduct agreement, and should be able to:

- contribute specialist knowledge and expertise by providing lived participant, carer or community experience and perspectives
- interact with staff and customers and discuss issues to influence decisions at a strategic level
- able to be a voice for all participants

Members are appointed for a minimum of one year and can renominate, or will remain active until:

- no longer a participant of Southcare, including family members, carers and representatives, or
- no longer wish to participate by advising the Senior Care Partner or Caring Hands Advisory Group Chair

A register of membership will be maintained including names of each member, date of commencement, ceased/resigned.

Where the number of members exceed the required number of participants for the meeting, participation will be selected:

- at random,
- based on a balanced group that come from diverse background, gender, services and lived experience representing our customer base,
- able to actively participate and
- if required selected members may be interviewed.

CHAG member roles and responsibilities

Chair: Felicx Research - Suzi Cowcher

- Plan the meeting and topics for discussion
- Facilitate meeting to ensure a strong voice for customers and operates cohesively, effectively and effectively
- Primary contact for CHAG members and Southcare's Quality, Clinical and Risk Committee and Board

Deputy Chair/ Secretariat: Felicx Research – Sarah Russell

- Records meeting minutes, circulate minutes, reports and other documentation
- In the event of the Chair absence, the Deputy will chair the meeting

Members

- Proactively contribute to CHAG activities
- Respond to directions by the Chair
- Consider and respect other members input and opinions
- Participate inline with Southcare Values: Quality, Respect, Integrity, Cooperation and Empathy
- Respect the confidentiality of personal and sensitive personal and organisation information

Southcare staff may be invited by the Chair to attend for all or part of one or more meetings as a resource or in an advisory capacity.

Expectations

Contribute positively, respecting others' views and opinions to ensure all voices are heard. Act as a positive role model for your community in accordance with the vision, purpose, values and strategic objectives of Southcare.

Support feedback systems and communications with specific advice or information based on lived experience with Southcare's care and services. All advisors play a key role in shaping and influencing

Southcare's strategy and workplace culture and require a commitment to Southcare's purpose and values.

Involvement

Involvement includes at a minimum participation in two meetings per year, however members may be invited to participate in other activities and provide advice on other topics or service offerings over phone or via survey.

Meetings

The CHAG will meet at least twice per year at a time and location determined by the Chair.

An agenda will be provided outlining the topics that will be discussed ahead of the meeting to allow participants time to prepare for discussion. Any member can propose matters for consideration by notifying the Chair.

Aim will be to keep the meeting purposeful and structured enough to ensure that everyone has the opportunity to speak and learn from each other's perspectives, with fairness, respectful behaviour, and turn-taking.

The minutes of each meeting will be prepared, circulated and retained as the complete and formal record of each meeting of the Committee by the Secretariat. Minutes will be tabled at the Quality, Clinical and Risk Committee and to the Southcare Board.

Documents and correspondence relating to the CHAG are confidential. Communication of decision making is an important component of management however the basic principles of confidentiality apply to documents relating to the CHAG.

Method of Engagement

The CHAG will meet face-to-face at least twice per calendar year. Where face-to -face engagement is not feasible, alternative methods of engagement may include:

- video and conference calls;
- web casting or webinars (streaming an event through the internet);
- and online platforms such as forums and surveys

Reporting

The minutes and a summary of advice and feedback will be provided to the Quality, Clinical and Risk Committee and Southcare Board for consideration. The Quality, Clinical and Risk Committee will share relevant information and actions taken based on CHAG advice to CHAG members and broader customer community.

Advice and feedback provided does not always have be implemented, however issues raised are to be addressed, attempts to find solutions and incorporate the views and wishes of customers built into decision making.

Expenses

Participation is voluntary and does not involve any payment. However, we value your time and will arrange assistance for you to attend or participate in a meeting, if required, and recognise your time with a small thank you gift.

Document Control

These Terms of Reference will be reviewed by CHAG and Quality, Clinical and Risk Committee annually or as needed to ensure remain consistent with organisational and regulatory requirements.

Terms of Reference Review

Rev	Owner	Section Modified	Date Reviewed	Next Review Date
1.0	Quality Committee	New Terms of Reference	October 2023	October 2024
2.0	Audit and Risk Committee	Entire document to be in line with Support at Home	March 2026	March 2027

Prepared by:	Executive Manager Integrated Care Services
Sponsored by:	Marketing and Communications Manager
Authorised by:	Quality and Clinical Risk Manager