



TERMS OF REFERENCE

COMMUNITY ADVISORY COUNCIL



Background & scope

The Community Advisory Council (**Community Council**) of Sunshine Coast Health Network Ltd. t/as Country to Coast QLD (**CCQ**) was established in accordance with the Department of Health Standard Funding Agreement to provide a community perspective to the CCQ Board ensuring decisions, investments and innovations are patient community centred, cost-effective, locally relevant and aligned to local experiences and expectations.

Purpose

The purpose of the Community Council is to ensure that consumers, community members and people with lived experience contribute to the activities and objectives of CCQ and to allow community members to make representations to CCQ more broadly.

Role

The Community Council will provide leadership, advice and support on:

- local health priorities and needs, proactively gathering and offering insights from a community perspective
- how CCQ engages with communities, including people with lived experience and health consumers, to ensure their voices are embedded in the organisation's decisions, commissioned services programs, and ways of working
- opportunities for engagement with consumers, community and people with lived experience in the local area
- monitoring the delivery and effectiveness of CCQ's Community Engagement Framework
- development or review of CCQ policies, plans, programs and other activities, and
- identifying opportunities to support CCQ's contextual awareness and responsiveness to community needs.

The Council will collaborate with the CCQ Clinical Advisory Council and the Aboriginal and Torres Strait Islander Partnerships Round Table to share insights and provide integrated, inclusive advice to CCQ.

Authority & governance

The Community Council is an advisory sub-committee of the CCQ Board.

The Director Healthy Communities has delegated responsibility for the effective functioning of the Community Council.

The Community Council has an advisory role, making recommendations to the Board and does not have any decision-making authority.

Membership

Members

The Community Council will comprise of at least 12 members (but no more than 15) selected in accordance with the CCQ's Diversity Matrix (**Appendix 1**).

The Community Council's membership should reflect the diversity of the Sunshine Coast, Wide Bay and Central Queensland regions and include interested members of the community who represent a range of population groups and cohorts.

All members will have strong local knowledge and community networks, skills and experience in community engagement, consumer representation and/or lived experience, and a commitment to actively represent their community.

The Community Council membership will include:

- members that represent each of the nine (9) sub-regions of Sunshine Coast, Wide Bay and Central Queensland, being:
 - Bundaberg/North Burnett
 - Gladstone
 - Gympie
 - Fraser Coast
 - Central Highlands/Woorabinda/Banana
 - Rockhampton/Livingstone
 - Noosa to Maroochy River
 - Below Mooloolah River and SC hinterland
 - Mooloolah River to Maroochy River
 - Nambour, and
- representation from Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, people with disability, and a balance of genders and ages.

Other participants

The Community Council will also be attended by the following CCQ representatives (but will not be formal members):

- a CCQ Board Member
- the CCQ Chief Executive Officer
- a CCQ staff member, and
- a representative from each of the Sunshine Coast, Wide Bay and Central Queensland Hospital and Health Services.

Members will be appointed for a two (2) year term with the opportunity to apply for additional terms.

Attendance

Members are required to attend a minimum of 75% of Community Council meetings.

Chair & Deputy Chair

The Chair and Deputy Chair will be a Community Council member elected by a majority vote of the members facilitated by CCQ.

The role of the Chair is to:

- chair and facilitate the meetings and events
- review and provide input and advice to CCQ regarding Community Council business papers, meeting schedules, approve agendas, actions arising from previous meetings, events and communications
- provide verbal reports to the CCQ Board as required, and
- liaise with CCQ and members on matters that arise between meetings.

Appointment term

The Chair and Deputy Chair will serve a term of two years with the opportunity to be re-elected (maximum four years).

The Chair and Deputy Chair term can be reviewed in line with the outcomes of the group's evaluation which occurs every year.

Secretariat

CCQ will provide a Secretariat to support the effective operation of the Community Council. The Secretariat will:

- coordinate and assist with the scheduling of meetings, preparation and distribution of agendas and meeting papers, and recording of minutes
- support the Council's governance processes, including organising annual performance evaluations, managing member renomination processes, and ensuring timely communication with members, and
- act as the central point of contact for Council business, enabling members to focus on providing strategic advice and community perspectives.

Meetings

Meetings will be scheduled quarterly, with additional meetings to be scheduled should the Community Council or CCQ Board consider this necessary.

Two of the four meetings will be held via MS Teams exclusively while the other two will be held face-to-face at a location to be determined by members.

Additional meetings of sub-groups will be established as required by the Community Council, including attending Clinical Society planning meetings.

Quorum

A Community Council meeting quorum will be achieved when at least 50% of members are in attendance, including the Chair and/or Deputy Chair.

Agenda

The agenda will be set by the:

- Chair/Deputy Chair
- CCQ Director Healthy Communities
- CCQ Chief Executive Officer, and
- CCQ Board Members.

Members may contribute to the agenda by submitting items no later than 10 working days before each meeting.

Members will receive the agenda papers, including the minutes of the previous meeting, at least five working days before the meeting.

Reports

The following reports will be provided to the Council:

- CCQ Executive and Board updates
- strategic plans, relevant policies and strategic project updates
- community engagement strategy updates and reports, and
- other reports which require input from community representatives.

Minutes

Minutes will be taken by the Secretariat to record discussion, agreed outcomes and actions. An action list will be included with the minutes including responsibility and target completion dates.

The Chair will review and approve the meeting minutes prior to circulation to the membership.

A copy of the minutes will be provided to the CCQ Board and Executive.

Code of conduct & declaration of interest

Community Council members are expected to participate in meetings and activities in an ethical and professional manner at all times.

Members will be asked to adhere to CCQ's *Code of Conduct* and declare conflicts of interest as outlined in the *Code of Conduct*.

Confidential information will be clearly identified as confidential. All Council members are required to maintain confidentiality and comply with privacy obligations.

Remuneration

Members will be remunerated for meeting attendance as per CCQ's *Stakeholder Engagement Remuneration Policy*.

Support & training

CCQ will provide appropriate documentation, orientation, training and ongoing support to facilitate full participation in the Community Council.

Evaluation

The Council will undertake an annual performance evaluation including:

- Meeting performance assessment
- Outcomes and benefits delivered to CCQ
- Progress of implementation of Community Engagement Framework and strategies, and
- Comparing the membership composition of the Community Council with the Community Council's membership matrix.

The Community Council will provide a report to the Board summarising the annual performance evaluation.

Appendix 1: CCQ's Diversity Matrix

CCQ's Community Council has a Diversity Matrix to ensure that membership represents the diversity of CCQ's communities. This is based on two components:

- i. an individual's general experience and skills, and
- ii. the diversity and equity of the overall Community Council composition.

CCQ's Executive will be responsible for conducting an EOI process for Community Council members and make recommendations to the CCQ Board, based on the Diversity Matrix. The CCQ Board will endorse members.

- It is a mandatory requirement that the individual has at least two of the general experience and skills listed below to progress through the matrix.
- Each individual will be assigned ratings against their response to the general experience and skills criteria. High = 3, Med = 2, Low = 1, NA = 0.
- The final component comprises of diversity and equity factors that make up the composition of the Community Advisory Council. These components will be taken into consideration by the CCQ Nominations Committee to ensure ethics and integrity of the advisory structure.

General experience & skills	
<ul style="list-style-type: none"> ▪ Strong local knowledge, community linkages and networks within the CCQ footprint 	
<ul style="list-style-type: none"> ▪ Skills, experience and knowledge in community engagement, consumer participation, lived experience or community empowerment 	
<ul style="list-style-type: none"> ▪ Relevant personal or professional experience in health, community, business, advocacy or governance roles 	
Diversity and equity	
<ul style="list-style-type: none"> ▪ Gender: <ol style="list-style-type: none"> a. Male b. Female c. Non-binary/other d. Choose not to answer 	<ul style="list-style-type: none"> ▪ Age: <ol style="list-style-type: none"> a. 15-24 b. 25-44 c. 45-64 d. 65 and over
<ul style="list-style-type: none"> ▪ Locality by sub-region: <i>(Bundaberg/North Burnett Gladstone Gympie Fraser Coast Central Highlands/ Woorabinda/ Banana Rockhampton/Livingstone Noosa to Maroochy River Below Mooloolah River and SC hinterland Mooloolah River to Maroochy River Nambour)</i> 	<ul style="list-style-type: none"> ▪ Identifying as a member of any of these groups: <ol style="list-style-type: none"> a. Aboriginal and/or Torres Straits Islander b. people with disability c. culturally and linguistically diverse (if yes, please indicate ancestries)