



# Parent and Carer Advisory Group

## Terms of Reference

### Background




The WA Child and Adolescent Health Service (CAHS) comprises of Child and Adolescent Community Health (CACH), Mental Health, Perth Children’s Hospital (PCH) Neonatology (at King Edward Memorial Hospital and PCH), Children’s Hospice Project and Community Hubs.

### 1. Purpose

The Parent and Carer Advisory Group (PCAG) is the peak consumer advisory group for parents and carers whose infants, children and/or adolescents utilise services at Child and Adolescent Community Health (CACH) and Perth Children’s Hospital & Neonatology (PCH&N).

PCAG brings the diverse perspectives and lived experiences of being a parent or carer into high-level clinical and corporate projects at CACH and PCH&N through advice, insight and direct input.

### 2. Functions

	<p><b>Person-centred care</b></p> <p>Support shared decision making in direct care by:</p> <ul style="list-style-type: none"> <li>• Providing a consumer perspective on the development of training to improve provision of person-centred care</li> <li>• Members seek input from parents and carers in their networks about experiences of receiving person-centred care at CACH and PCH&amp;N.</li> </ul>
	<p><b>Inclusivity, diversity and equity</b></p> <ul style="list-style-type: none"> <li>• Advocate for the inclusion of diverse communities and the consideration of their needs in service-level projects.</li> <li>• Escalate identified risks relating to the engagement of diverse communities in CACH, PCH&amp;N services to CAHS Consumer Leadership Council (CAHS CLC) as appropriate.</li> </ul>
	<p><b>Organisational culture</b></p> <ul style="list-style-type: none"> <li>• Provides oversight and advice on consumer involvement in the design, delivery and evaluation of service unit level projects.</li> <li>• Champion the role of lived experience representatives at CACH and PCH&amp;N.</li> <li>• As required, provide feedback on CACH and PCH&amp;N policies and guidelines that impact consumers</li> </ul>



	<p><b>High performance</b></p> <ul style="list-style-type: none"> <li>• Provide parents and carers' perspectives on service and strategic priorities at CACH and PCH&amp;N.</li> </ul>
	<p><b>Contemporary models of care</b></p> <ul style="list-style-type: none"> <li>• Provide direct input into models of care</li> <li>• Advocate for the engagement of consumers with lived experiences in the development of models of care</li> </ul>
	<p><b>Workforce capability, capacity and development</b></p> <ul style="list-style-type: none"> <li>• Involvement in design and delivery of staff education and training at CACH and PCH&amp;N</li> <li>• Represent consumers at staff training and champion the role of lived experience representatives in CACH and PCH&amp;N.</li> <li>• Provide feedback on consumer experiences with staff at CACH and PCH&amp;N.</li> </ul>
	<p><b>External partnerships</b></p> <ul style="list-style-type: none"> <li>• Provides a link between parents and carers of relevant consumer groups, as well as internal and external stakeholders and the PCAG.</li> </ul>

### 3. Authority

The PCAG functions under the authority of the CAHS Executive Director Safety, Quality and Innovation and reports to the CAHS CLC.

### 4. Membership

The PCAG shall consist of a minimum of eight and a maximum of twelve parents and carers of infants, children and adolescents who are accessing or are eligible to access services at CACH and PCH&N. The CAHS Coordinator Consumer Engagement is a non-voting member.

Care is taken to ensure members are representative of the diversity of consumers who use CACH and PCH&N which may include but is not limited to:

- Aboriginal parents and carers
- Culturally and linguistically diverse parents and carers
- Rural, regional or remote consumers

The PCAG or its Chair may co-opt temporary members onto the group or invite non-members to participate as required. This will be undertaken when it is considered they are directly involved in the matter(s) at hand or have some expertise to assist in advising on matters as required.

All new members to the PCAG are oriented to their role by the CAHS Coordinator Consumer Engagement and receive copies of:

- CAHS PCAG Terms of Reference and meeting schedule.
- CAHS Consumer Representative Agreement, Wellness and Support Plan.
- Department of Health WA Conflicts of Interest Guidelines, WA Code of Conduct and AP3 Consumer Participation Payment Request form.
- Australian Tax Office's Statement by Supplier.

### **Responsibilities of Members**

Members are expected to:

- Attend and actively participate monthly meetings via telephone/video conferencing or in-person.
- Read relevant documents in preparation for the next meeting or provide out of session feedback.
- Share concerns/issues/compliments from members' networks.
- Comply with Department of Health WA Code of Conduct, Conflicts of Interest Guidelines and CAHS Consumer Representative and CAHS Confidentiality Agreement.
- Join for a period of two years and may apply for a further two consecutive terms (to a total of 6 years).
- Advise the Chair or Coordinator Consumer Engagement if they require a break from membership.

### **Chair and Deputy Chair**

The Chair is:

- Elected by the PCAG.
- Appointed for a period of two years and may be appointed for a further consecutive term (to a total of four years) as decided by the members.
- Required to be a member for at least twelve months prior to being elected as Chair.
- A member of the CAHS CLC.

The Deputy Chair is:

- Elected by the PCAG.
- Appointed for a period of two years and may be appointed for a further two consecutive terms as decided by the members.

### **Responsibilities of the Chair**

- Attend the CAHS CLC.
- Raise issues identified by the PCAG at the CAHS CLC.
- Disseminate information from CAHS CLC to PCAG.
- Liaise with CAHS Coordinator Consumer Engagement to set meeting agendas.

- Work with the CAHS Coordinator Consumer Engagement to identify and recruit new members.

### **Responsibilities of the Deputy Chair**

- Support PCAG Chair.
- Fulfill responsibilities of Chair as required.

### **Responsibilities of the CAHS Coordinator Consumer Engagement**

- Provides support and guidance to members.
- Manages the recruitment of new members, in collaboration with the Chair and Deputy Chair.
- Supports the development of the agenda and minutes.
- Supports the escalation of issues raised by the YAG.
- Ensures members are compliant with the Consumer Representative Recruitment and Management Policy, the CAHS Consumer Representative Agreement and the CAHS Confidentiality Agreement.

### **Voting**

Each member of the PCAG, including the Chair and Deputy Chair will have one equal vote. Staff members and non-members are non-voting.

### **Termination of Membership**

- Members should inform the Chair in writing of their intention to resign.
- Membership may be terminated by the CAHS Coordinator Consumer Engagement, the Chair, and the member involved, in the event that a member:
  - Does not disclose a conflict of interest
  - Is unable to attend three or more consecutive meetings
  - Fails to adhere to the Terms of Reference of the PCAG and the Child and Adolescent Health Service Consumer Representative policies
  - Fails to adhere to the confidentiality agreement.

## **5. Frequency of Meetings**

A minimum of ten meetings will be held each year on the third Monday of the month from 10:00am -12.00 noon AWST. In addition, the Chairs may call additional meetings as necessary to address any matters referred to the PCAG or in respect of matters the PCAG wishes to pursue within its terms of reference.

## **6. Quorum**

A minimum attendance of 50% plus one of the PCAG members will constitute a quorum. If it is known in advance that a quorum will not be met, decisions will be made through an out of

session process. Meetings shall not exceed two hours unless for a specific purpose and with approval from the Chair.

## 7. Apologies

Members who will be absent from a meeting are required to submit an apology to the Chair or Coordinator Consumer Engagement a minimum of 24 hours prior to the meeting date, to ensure there is a quorum for the meeting.

If an apology is not provided for three consecutive meetings, the member will be asked to resign from the PCAG.

## 8. Conduct of Meetings

The decision of the Chair is final in all matters of procedure.

All meetings shall be conducted in accordance with the [CAHS values](#) (Compassion, Collaboration, Equity, Respect, Excellence, and Accountability).

## 9. Reporting

The PCAG provides meeting minutes along with a monthly verbal update from the Chair to the CAHS CLC meeting for noting. The PCAG will provide quarterly updates to the PCH&N and CACH Governance committees.

Significant consumer issues and gaps identified for escalation to CAHS CLC will be decided by members during meetings and noted in the Chair's update. Issues will be escalated via the Consumer Advisory Group Request form for tabling at the CAHS CLC. Outcomes of the discussion will be reported back to the PCAG via the Chair.

Other consumer issues and gaps identified by the PCAG will be escalated to relevant CAHS Committees as they arise via the Chair's Report for consideration and outcomes will be reported back to the PCAG via the Chair.

## 10. Confidentiality

To facilitate members to seek feedback on PCAG agendas and associated documents will adopt the traffic light system advising members of the level of sensitivity on the issue being discussed.

- Red: For the eyes and ears of committee members only
- Amber: This general topic can be shared with peers and community members to gather input, but specific details should not be shared
- Green: Can be shared with peers and community members

The discussions and decisions of the meeting shall not be conveyed to anyone outside of the PCAG unless indicated by the traffic light system. Members are expected to access [MyFT](#) for the secure transfer of files.

## 11. Secretary to the Committee

The Secretary is appointed by the Director Consumer Engagement and shall be responsible for ensuring the agenda of meetings is circulated to members five business days before the meeting and the draft minutes circulated to members within 10 days following each meeting. The Secretary shall be responsible for all record-keeping associated with the PCAG.

The Secretary will refer to the CAHS Committee Guidelines for the conduct of meetings and annual evaluation of the PCAG including updating the Terms of Reference on an annual basis.

## 12. Conflict of Interest

PCAG members are required to comply with WA Department of Health Conflict of Interest Policy. Members are required to declare any issue which is a potential, or actual conflict of interest and will not participate or be present in any discussion or recommendation related to that issue.

## 13. Evaluation

The PCAG shall be evaluated annually against its expected outcomes. This evaluation shall be tabled and presented annually to the CAHS CLC.

## 14. Approval

These Terms of Reference shall be altered on the recommendation and approval of the CAHS Chief Executive. This should be annually in response to an evaluation of the PCAG. The CAHS Consumer Engagement team shall be responsible for initiating this process. The members are responsible for the development, amendment and adoption of the Terms of Reference as ratified by the CAHS CLC.

*A signed copy of the TOR is to be sent to the CAHS CLC and all members of the PCAG.*



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Signature of Chair on behalf of PCAG

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Amber Bates  
Name of Chair on behalf of PCAG

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18/03/2024

Date

## Document History

Version	Date	Changed by	Nature of amendment
1.0	24.11.2010	CAC	Ratified
2.0	09.12.2013	CAC	Updated
3.0	15.05.2017	CAC	Updated and Endorsed
4.0	22.04.2019	CAC	Updated and Endorsed
5.0	21.10.2021	CAC	Updated and Endorsed
6.0	18.03.2024	PCAG	Updated and Endorsed

*Previous version should be recorded and available for audit.*