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# Disability Consumer Advisory Committee (CAC) Terms of Reference

(October 2023)

## 1. Purpose

The CAC Terms of Reference sets out the membership, responsibilities, authority and operations of the CAC of Villa Maria Catholic Homes Ltd (VMCH).

## 2. Role of the CAC

The role of the CAC is to:

1. Provide the VMCH Board with feedback about the quality of the disability services that VMCH provides to participants/clients. Feedback may be provided on any aspect of the service provided and could include feedback on the following areas:
  - Treatment of participants/clients
  - The safety of participants/clients
  - Whether staff follow up matters raised with them
  - Whether staff explain matters sufficiently
  - The quality of the provision of services by staff
  - How services are provided
  - Events and activities (if applicable)
  - Clinical care and healthcare needs (if applicable)
  - The service's environment, for example, the gardens, cleanliness and accessibility. Feedback on specific individual issues should be provided to the specific site forums.
  - Provide feedback on new/proposed services and/or changes.
  - Anything further relating to the services provided by VMCH.
2. Provide an opportunity for VMCH management to discuss with participant/client representatives any changes proposed or new things occurring at VMCH or VMCH disability services.

## 3. Role of Participants/client members of the CAC

The role of Participant/client members is to:

- Speak up about things that are happening at VMCH.
- Represent the views of other people who use VMCH Disability Services.
- Report about what service users think about important things (e.g. policy).

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- Join in when the CAC talks about and problem solve important things, like changes.
- Work with staff and management on making VMCH Disability Services better for everyone.

### 3. Role of VMCH Management member of the CAC

The role of Management members is to:

- Provide information about any changes proposed or new things occurring at VMCH or VMCH disability services.
- Response or take action following matters being brought up by Participant/client members or provide the information received to the Board for consideration of any decisions to be made by the Board.

### 4. Structure and Composition of the CAC

#### 4.1 Membership

The CAC shall consist of a minimum of eight members (participants/clients and their representatives/parent) representing all disability services with a minimum of four from SDAs and four from other disability services. Participants/clients may be under the age of eighteen.

#### 4.2 Appointment

At least once every 12 months, participants/clients and their representatives will have to opportunity to join the CAC.

#### 4.3 CAC Chair

The CAC Chair will be appointed by the Board for a minimum term of 12 months.

### 5. Operation of the CAC

#### 5.1 Frequency of meetings

The CAC will meet as frequently as is necessary to undertake its role effectively and, in any event, at least once a year.

#### 5.2 Notice of meeting

The CAC Chair may call a meeting of the CAC if required.

A notice of each meeting confirming the date, time, venue and agenda will be forwarded to each member of the Committee as soon as practicable prior to the meeting date.

Committee meetings are permitted to be held other than in person, by any technological means.

#### 5.3 Members and Attendees

The members of the CAC will be:

- CAC Chair: Person appointed by the Board (Chair) (who will by virtue of this role become a member of the Quality, Compliance and Risk Committee of the Board).
- Participant/client members: Up to eight participants/clients and/or their representatives representing all VMCH disability services.
- Management Members

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- VMCH Chief Executive Officer
- VMCH Chief Operating Officer
- General Manager Disability Services
- General Manager Accommodation Services
- Other General Managers and/or manager as required.
- Company Secretary

#### **5.4 Quorum for meetings**

The minimum quorum for a committee meeting is four members.

#### **5.5 Formal mechanism for reporting feedback**

The CAC will provide a report to the VMCH board on the quality of the service provided through VMCH's disability services at least once a year.

The CAC will receive a report from the VMCH Board on how VMCH has considered the feedback provided in its report.