



AHVEC

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Consumer Advisory Group: Terms of Reference

Partnering with Consumers

The Consumer Advisory Group (CAG) is a collection of key stakeholders that may include referring vets, customers (pet owners), suppliers or other key stakeholders who bring a 'customer voice' to advise AHVEC employees, management and board on consumer needs and perspectives. The group is convened to provide advice and feedback to our organisation on specific issues, including safety and quality improvement activities.

The consumers are volunteers, and do not receive payment for participation in the CAG.

Purpose

- Create a service that is responsive to patient, supplier and consumer input and needs
- To consult with the diversity of voices and perspectives of consumers who are involved with AHVEC
- To review and provide advice on patient safety and quality of care
- To advise on consumer publications in relation to consumer information
- To assist with review the quality program and improvement outcomes
- To assist with patient and client related aspects, strategic and operational planning
- To advise and make recommendations to the Medical Advisory Committee [MAC], Employee Steering Group [ESG], Management Team and Board
- Compliance required with
 - NSQHS Standards (adapted from Human Healthcare)

Membership

Chairperson Veterinary Business Manager

Members TBC

Term 24 Months

Principles

Members must at all times while participating in the group, or when representing AHVEC uphold the company vision, mission and values.

Quorum

- Minimum of three members (including the chair)

Reporting Mechanism

- Meeting Minutes via the VBM to the board

Committee Responsibilities

- To attend meetings as scheduled
- To actively participate in meetings
- Work within the terms of reference
- Maintain confidentiality when required

Meeting Arrangements

The AHVEC CAG meetings will be held on the last Friday of March, June, September and December from, 4.00-5.30pm, at the AHVEC Board Room, 37 Derwent Park Road, Moonah. AHVEC may hold additional meetings, such as working group meetings, as desired.

Confidentiality

Generally the proceedings and records of proceedings are not confidential. Where confidential matters arise, these must be identified in the course of the meeting and appropriately minuted. Conflicts of interest must be declared and responded to in applying for CAG membership and in all CAG proceedings.

Note this is an advisory group only. The recommendations made by the CAG may or may not be upheld at the discretion of the VBM and the board.