

# Consumer Advisory Group

## Terms of Reference

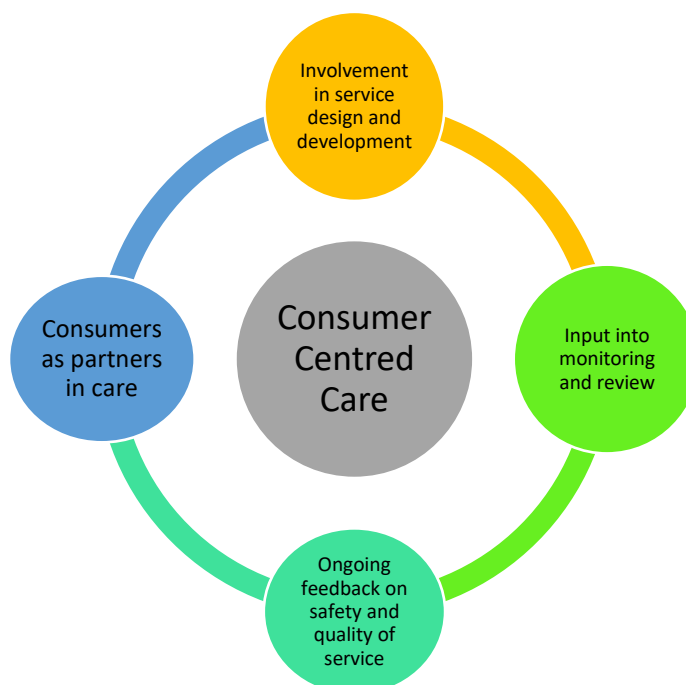
### 1. Mission

To provide a pathway for consumer input into ongoing operations and development at Canberra Medicare Mental Health Centre (the Centre). In particular, monitoring and review of the Centre's consumer centred care approach (see Figure 1 below).

This will help us to maintain our commitment to:

1. Embed the voice of service users as part of the continuous improvement process,
2. Improve consumer confidence in, and engagement with, our services,
3. Encourage direct consumer input into services offered within the centre and into the operations of the service.

**Figure 1: Canberra Medicare Mental Health Centre commitment to consumer centred care.**



## 2. Values

Canberra Medicare Mental Health Centre is delivered by Think Mental Health (the agency). The Centre values include:

- Compassion
- Inclusiveness
- Passion
- Respect
- Leadership

With certain values particularly relevant to this advisory group.

## 3. Functions

1. Provide feedback and advice that contributes to ongoing review and improvement of the operations of the Centre,
2. Provide a voice for consumers to have input and make recommendations into centre operations as per the Consumer and Carer Engagement Framework.

## 4. Membership

Consumers have the opportunity to nominate for the Consumer Advisory Group (CAG) as part of completing the YES PHN (Your Experience of Service) survey, at the conclusion of their involvement with the Centre. Anyone who nominates via this process will be invited to participate, and they can self-select to join the CAG and attend scheduled meetings. The CAG will include one Centre representative (Centre Manager or delegate) who will participate in discussions and can take matters back to the Senior Management Team. In addition, the Centre's peer worker will attend meetings in a support role. The Centre will also provide secretariat support, though this person is not an active member of the advisory group.

The CAG will appoint a group leader from the membership. The leader will be responsible for chairing the meetings and liaising directly with the Centre delegate as necessary.

A member, can at any time, withdraw from participation in the CAG. At the time of withdrawal, the member will be invited to provide feedback on their experience. A member can remain part of the CAG as long as they wish on the proviso that participation remains constructive and respectful to all.

If the Centre or CAG are concerned about a member's attendance or their participation is no longer constructive, the group leader will raise this with the Centre delegate to ensure the member is aware of the concerns and supported whenever possible to resolve any difficulties and re-engage with CAG in a productive manner. If this is not possible, a member may be asked to withdraw from the group.

If a member does not attend four consecutive scheduled meetings without an apology, they are likely to be considered withdrawn from CAG membership.

## 5. Meetings

Meetings will be scheduled and held quarterly, with at least 14 days' notice provided. Meetings will be held onsite at Canberra Head to Health or an alternate venue if deemed suitable. Duration of meetings will not exceed 1.5 hours. A meeting agenda will be circulated by the Centre no less than 7 days prior to the scheduled meeting.

## 6. Reimbursement for attendance

Consumers who attend meetings will receive nominal reimbursement for the costs associated with giving their time to the group including travel, childcare or other reasonable costs.

## 7. Reporting

Administrative record and minutes will be taken by the Centre and provided to the CAG and management team.

## 8. Grievance procedure

CAG members have the right to make a complaint in relation to the activities and operation of the group. The Centre will address any such complaints in a fair, reasonable and prompt manner, in line with the Centre's Complaints, Compliments and Suggestions Policy. A complaint may be made in writing or in person. The first point of contact should be the Centre Manager. The Regional Manager and/or Clinical Director of the agency will then be involved, if required, before engaging in a formal grievance procedure.

## 9. Review of Terms of Reference

The terms of reference (TOR) will be reviewed after the first year of operations and then every two years from that point. The review will occur within a standard meeting.

### Record of development:

Version number	Date of issue	Lead author/reviewer	Consultative panel	Significant changes on previous version
2024/1	07/05/2024	Vanessa Hamilton	Senior Management Team, Think Mental Health	Nil, first version
2025/2	17/03/2025	Liz Muldoon	Senior Management	Name Update

medicare

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