# Consumer Advisory Panel

# Terms of Reference

# [template]

# [month, year] Draft v1.0

## Summary

Consumer advisory panels (CAPs) facilitate inclusion of the consumer voice and community perspective and can be set up for an organisation, institute or project.

CAPs are made up of individuals from the community representing differences in age, caring responsibilities, cultural background, disability, sexual orientation, indigenous background and geographical location.1

The [org name] Consumer Advisory Panel will advise and support a [description of project/program/initiative].

The panel will include 8-10 community members, 2 clinician researchers and 2 support officers.

Meetings will be held 4-5 times each year, most meetings will be online, there will be one in-person meeting. Members will be reimbursed for attending meetings and associated travel costs.

## Purpose

* To provide advice and support the delivery of a [insert title of project/program/initiative] (below)
* Provide feedback on future health research and healthcare improvement activities.
* Offer strategies to further engage and involve people with lived experience of a health condition, including parents, carers and consumer groups.
* Advise on strategies to communicate the results of research with the wider community.

## About the Project

The [insert title of project/program/initiative] project has been funded by the [insert funding body and duration of funding e.g. one year] to:

* …

## Roles

Consumer members will:

* Offer a lived experience perspective on the project activities
* Provide feedback on project documentation
* Assist in getting the research results out to the wider community

Consumer members may also:

* Provide input about future research and healthcare improvement activities
* Offer advice about key strategic documents
* Offer strategies to further engage and involve consumer networks
* Volunteer to be involved in research or health improvement activities

Clinician researcher members will:

Provide advice and information to support consumer involvement in the committee

Support staff will:

* Support consumer member engagement
* Support the agenda development process

Co-Chairs:

The Panel will be co-chaired by a consumer and a clinician/researcher. The Co-Chairs will support the development of agendas, guide the meetings and provide leadership and guidance to consumer members. Co-Chairs will be appointed for 2 years.

## Recruitment and duration

Members are recruited for x years, starting month, year. New members will be recruited annually to ensure consistent consumer representation on the panel. CAP members may withdraw at any time. However, prior notice will help staff to find a replacement and ensure a smooth transition for new members.

## Training and support

Consumer members will be offered professional development (and other training opportunities) to fulfil their role and be supported by [organisation].

## Membership

The [org name] will be made up of 12-14 members:

* 8-10 consumers from […]
* 1-2 clinician researchers
* [org name] Project Manager
* [org name] Consumer and Community Involvement Lead
* Other staff as needed

## Responsibilities

* Attend and take part in each meeting.
* Read agendas and supporting documents before meetings. [organisation] staff will be available to assist consumer members. Meeting papers will be sent at least 5 days before each meeting.
* Suggest items or changes to the agenda before scheduled meetings and before circulation.
* Provide a consumer perspective to discussions and activities.
* Support and encourage other consumer members to share their views during meetings.
* Foster positive communication outside of the panel.
* Respect the opinions of other panel members.
* Members may be asked to provide comment by email, on specific issue outside of scheduled meeting times.
* At all times, appropriate levels of privacy and confidentiality should be observed in verbal and written communication.
* Non-consumer members support consumer members by providing information and expertise as required.
* Provide feedback to support evaluation, continuous improvement and promotion of the CAP. This could be through interviews, surveys and focus groups.

## Meeting Protocol

Where deemed appropriate by the Chairs, meetings of the Consumer Advisory Panel may be conducted either wholly or partly by:

* Video conference using communications technology between members situated in various locations
* Correspondence from an absent member of the panel tabled and considered by an otherwise properly constituted meeting of the CAP.

## Reporting

The CAP will report to the [org name] Steering Committee and [org name] Executive Committee. Minutes of the meetings will be retained for audit purposes. The co-chairs will be responsible for ensuring that any relevant project milestones, risks and mitigating strategies are reported.

## Remuneration

Consumers are offered payment for their time in the form of a gift voucher of $50 per hour for meeting attendance, meeting preparation and parking expenses.

## Meeting frequency and duration

Meetings will be held 4-6 times a year throughout the project based on activity and need. Special purpose out of session meetings may be called to resolve issues outside of the ordinary meeting schedule where required. Members may be asked to provide comment by email, on specific issues outside of scheduled meeting times.

Meetings will be set for a maximum of 1.5 hours via teleconference at times to suit members. On occasion, meetings will be offered in a hybrid format with some present face-face and others via teleconference.

## Co-Chair

* Consumer representative to be confirmed
* Academic representative to be confirmed

## Disclosure of interest

Members must declare when they have a conflict of interest. This must be recorded in the Minutes of the Meeting

## Minutes

Minutes will be recorded and circulated within 7 days after the meeting. Minutes will be distributed to CAP members. It must include a list of action items, the person responsible for each action and the estimated time for completion.

## Decision making process

The process for shared decision-making is based on a consensus of the majority (60%) the members of the CAP.

## Minimum number required for a meeting (quorum)

At least half of consumer members (plus one) must attend a meeting to be valid for decisions, recommendations or resolutions.

## Decisions and recommendations

* All consumer members have voting rights
* All clinician research members have voting rights
* Support staff will not participate in the voting process

## Review Date

The terms of reference will be reviewed after a period of twelve months.

Date: [month, year]