



TERMS OF REFERENCE –SERVICE ADVISORY GROUP Capital and Coast Care Coordination Centre	
Aims/ Goals	The goal is to create a forum that will enable key stakeholders who interact with the Care Coordination Centre (the Centre) in a referral or service delivery context to work with the Centre management and the DHB to provide feedback and advice to the Centre, particularly regarding operational and strategic issues, a communication strategy and the development of a community service profile and networking.
Objectives	<ol style="list-style-type: none"> 1. To support and enhance commitment to the Treaty of Waitangi through facilitating participation and partnership within the community 2. To enhance the networking and community service profile of the Centre. 3. To have service stakeholder participation in the formation of strategic approaches, policies and planning of the Centre. 4. To receive a range of opinion and feedback on the planning and delivery of the Centre's services. 5. To work in ways that are enabling and empowering of stakeholder groups working with older people's health and disability concerns. 6. To have an effective group that is able to provide ideas and advice to the Care Coordination Centre Service Manager and the DHB.
Scope	<p>The group is made up of people from organisations involved in the delivery of community based health and disability services in Kapiti, Porirua and Wellington. They are an advisory body appointed for their particular expertise, connections and influence within their area of service delivery. Members are expected to provide information and advice from their area of service delivery, and facilitate ongoing feedback on the Centre. Members of the advisory group will:</p> <ul style="list-style-type: none"> • Identify issues and aspects of service development • Provide information to inform solutions • Identify practices that will assist implementation • Advise and comment on proposed solutions • Assist in the communication about the Centre's service <p>Advice and comment does not equate to a decision making role.</p>
Key tasks and expectations	<p>The key functions of the service advisory group are:</p> <ul style="list-style-type: none"> • To develop a shared understanding between the Centre and service stakeholders of the service issues within the district • To identify issues and options to successfully implement and develop the Centre's service • To provide feedback on the ongoing implementation and development of the service • To engage with their service areas to provide information on the Centre

	<ul style="list-style-type: none"> • To advise on the communication strategy for the Centre • To work with service development teams on activities of common interest such as referral management, information management or workforce planning. • To engage in evaluation processes
Membership	<p>Membership will comprise representatives from organisations involved in the delivery of community based health and disability services in Kapiti, Porirua and Wellington.</p> <p>Representatives from; Capital and Coast DHB provider arm X 1 Home & Community Care Packages provider x 1 Residential Care provider x 1 PHO Advisory Group x1 Mary Potter Hospice x1 Provider of services for Maori x1 Provider of services for Pacific People x1 Service Manager, Care Coordination Centre Representative from Planning & Funding Directorate (P&F), C&C DHB Information Services Manager, Nurse Maude Association as required</p> <p>Chairperson: Service Manager, Care Coordination Centre (Deputy: Representative from P&F, C&C DHB)</p> <p>The group may also invite people with particular expertise to address the group, or second additional members to the group to address a specific issue and for a defined period of time.</p>
Level of Authority	<ol style="list-style-type: none"> 1. It is the responsibility of the Care Coordination Centre Service Manager to provide relevant information to the Advisory Group and lead discussion and debate as appropriate. 2. It is the responsibility of members of the group to provide relevant information and advice from their service area to the Advisory Group and to keep their service areas informed of developments.
Accountability	<p>The Service Advisory Group is accountable to the Service Manager, Care Coordination Centre.</p> <p>The Service Manager will work in a collaborative manner with the senior/executive teams from both P&F C&C DHB and The Nurse Maude Association.</p>
Responsibilities	<p>It is expected that members of the group will consult with their service areas as a matter of routine. However, from time to time, the Service Advisory Group will have access to information that group members should keep confidential. This information may:</p> <ul style="list-style-type: none"> • relate to another organisation • not yet be complete • not have a finalised or authorised status. <p>These instances will be identified and discussed by the group, and agreement on confidentiality of this information reached.</p>

	<p>Should members have a conflict of interest with regard to any information being discussed, it is expected that the person will make this known to the group, and withdraw from discussions as appropriate.</p> <p>In the collaborative spirit of the venture, the group recognise that the matters discussed within the group are developmental, and will make best endeavours to convey information on proposed actions/solutions/outcomes to appropriate members of their service areas and others at appropriate times and in a responsible way.</p>
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<p>Meetings</p>	<ol style="list-style-type: none"> 1. Meetings will be held at a minimum of quarterly. 2. Members of the group who are unable to attend a meeting may send a representative to attend on their behalf. The same person should be used each time a representative is required to allow consistency in the membership of the group and continuity of the work. 3. Workshops may be held from time to time. 4. Matters may be dealt with between meetings through discussion with the Care Coordination Centre Service Manager.
<p>Communication processes</p>	<p>Official or formal communications related to Advisory Group activities will be through the Care Coordination Centre Service Manager, unless agreed otherwise. This includes:</p> <ul style="list-style-type: none"> • Communications with the Director, Planning and Funding and / or the DHB's Chief Executive Officer • Communications with the District Health Board and / or Advisory Committees • Communications with the Media. <p>Informal communication between members and their representative groups is encouraged and is at the discretion of each member with regard the format this may take.</p>
<p>Fees & Expenses</p>	<p>There is no payment for meeting preparation or participation. Meeting participants/ employers will meet costs associated with attendance at meetings including travel costs.</p>
<p>Opportunities, Impacts and Benefits</p>	<p>Participation in the advisory group will assist the development of a shared understanding amongst service stakeholders of the vision for the assessment, care planning and care coordination services for people in the C&C DHB district.</p> <p>Linkages across the sector should be strengthened and a culture, structures and processes established that supports integration of care at all levels.</p> <p>A transparent process of service provision and development should be beneficial to all parties. It will allow stakeholders to become familiar with the realities, complexities, opportunities and constraints of providing and receiving health and disability services.</p>
<p>Constraints & Challenges</p>	<p>The Care Coordination Centre must work within the indicative budget available and is governed by contractual obligations to C&C DHB, which include detailed service specifications.</p>
<p>Timeframe</p>	<p>The Service Advisory Group will be ongoing, with initial membership for one year. Members may withdraw prior to the completion of the one year period by providing notification in writing. The person's nominated representative will continue to carry out the responsibilities on the SAG until the one year time frame is reached.</p> <p>At the completion of each year, members will be given the</p>

	opportunity to renew their membership on the SAG. Should they choose not to do so a formal nomination process will be undertaken to identify an appropriate replacement for the particular representative group impacted.
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