

# COMMITTEE TERMS OF REFERENCE

<b>Title</b>	<b>COMMUNITY ADVISORY COMMITTEE TERMS OF REFERENCE</b>		
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## 1 Purpose

The purpose of The Greater Metropolitan Cemeteries Trust (GMCT) Community Advisory Committee (CAC) is to provide advice to the trust to assist it in carrying out its community engagement responsibilities.

These terms of reference are based on the Department of Health's Community Advisory Committee draft terms of reference (published 2010).

The establishment of a Community Advisory Committee is a statutory requirement as stipulated in the Cemeteries and Crematoria Act 2003 (the Act).

These terms apply to all members of the Community Advisory Committee and CAC officials.

## 2 Objectives

The CAC is a high-level committee, appointed in an advisory capacity to GMCT. It has no executive authority and cannot instruct or otherwise direct GMCT staff or projects.

**2.1** To ensure that community and consumer views are considered in the planning and delivery of cemetery trust services.

**2.2** To provide advice in relation to the integration of consumer and community views at all levels of cemetery trust operations, planning and policy development.

## 3 Responsibilities

The responsibilities of the CAC include:

**3.1** Provide advice to GMCT on strategies to enhance and promote effective consumer and community engagement

**3.2** Assist GMCT in carrying out its responsibilities and commitments as they relate to consumer and community engagement and its impact on service outcomes

**3.3** Advocate to GMCT on behalf of consumers and the community

**3.4** Provide advice to GMCT on priority areas and issues requiring consumer and community input and involvement

**3.5** Endorse a community engagement plan for approval by the trust; monitor implementation and effectiveness of the approved plan

**3.6** Monitor the implementation of GMCT's strategic plan as it relates to consumer engagement

**3.7** Assist with the identification of opportunities to build and maintain GMCT's social capital e.g. partnerships with industry, community and special interest groups

**3.8** Uphold GMCT's Code of Conduct at all times in their capacity as members of the CAC

**3.9** Abide by the community advisory committee guidelines and communication protocols when communicating with internal and external stakeholders, including media.

**3.10** Attend relevant events as members of GMCT's CAC

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## 4 Membership

### 4.1 Composition

4.1.1 As determined by the GMCT and in accordance with the Act, the CAC shall comprise of individual members whose skills and experience reflect the particular needs and interests of a broad range of consumers and communities, including people from diverse backgrounds such as emerging communities.

GMCT will give preference to members who:

- Are not currently employed or engaged in the provision of funeral, cemetery sector or associated services (such as stonemasons)
- Provide representation across the geographic area of GMCT cemetery locations
- Complement the existing socio-cultural make-up of the CAC, representing a wide range of cultural, faith and interest groups

Members will:

- Be aged 18 years or over
- Be provided with an induction and access to mentoring support upon their appointment
- Receive reimbursement of travel and parking costs incurred by participating in meetings of the CAC or related expenses, upon furnishing of an official receipt
- Be supported in accessing advisory or reference groups to support engagement

Members may not:

- Give direction to GMCT staff
- Make decisions in relation to trust expenditure
- Make public comments on behalf of the trust
- Enter into any contract or hold them out to represent the trust in any capacity.

### 4.2 Members

4.2.1 Trust members (as determined by GMCT): A minimum of **two** (one of whom will act as chair of the CAC)

4.2.2 Community representatives: A minimum of **eight** external members shall be appointed with consideration given to:

- specific population groups (religions, cultures, age)
- people from culturally and linguistically diverse backgrounds
- people with a disability or access issues
- representatives from the local community, spread across GMCT geographic locations
- consumers of the cemetery's products and services (consumer advocate)
- people with social and community skills or specialist knowledge.

4.2.3 Members may request a suitable proxy to represent them at a CAC meeting. Permission is at the discretion of the CAC chair.

### 4.3 Terms and vacancies

4.3.1 All appointments made by GMCT shall be for a period between one and three years, expiring on 30<sup>th</sup> April in the year of expiry of tenure.

4.3.2 Appointments may vary in term to ensure continuity.

4.3.3 Upon commencement, members will receive a formal letter confirming their appointment and details of the commencement and conclusion of membership.

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4.3.4 Members will be formally notified in writing a minimum of (three) 3 months prior to the conclusion of their membership.

4.3.5 Appointment to the CAC is non-delegable and must be in line with the Act. Term of appointments may vary to ensure continuity.

4.3.6 GMCT aims to appoint a person to fill a vacancy in the membership within three months of the vacancy arising where possible.

4.3.7 GMCT may consider termination of a member upon advice from the committee. Termination of a member must be based on reasonable grounds supported by GMCT Code of Conduct and Performance Management Process and is at the discretion of the CAC chair in consultation with the trust chair and CEO

4.3.8 Members whose term on the CAC has expired may apply for consideration to be re-appointed.

4.3.9 Re-appointment will be for a maximum period of 3 years and is at the discretion of the CAC chair and CEO.

4.3.10 Members who wish to be considered for re-appointment must submit their request in writing. Re-appointment will be at the discretion of the Trust.

## 4.4 In attendance

4.4.1 The CAC chair may invite other members of GMCT management or staff, or parties external to the trust (such as providers of cemetery sector services including funeral directors and stonemasons) to attend a part of or a full committee meeting as a resource (for example, to provide specialist advice).

4.4.2 Non-members of the committee may be asked by the chair to withdraw for all or any part of any meeting.

4.4.3 An appropriate GMCT staff member will attend each meeting as a minute-taker.

4.4.4 The CAC Chair may invite CAC members and external representatives to attend a larger forum, outside of the regular committee meetings.

## 4.5 Privacy

4.5.1 Confidential and/or operational information may be shared with members during their tenure. Members are subject to relevant GMCT policies regarding confidentiality, conflict of interest and privacy.

4.5.2 Conflicts of interest must be declared at the commencement of each CAC meeting.

4.5.3 Release of information relating to GMCT services development and management shall be authorised by the chair of the cemetery trust.

## 5 Meetings of the committee

### 5.1 Frequency

5.1.1 A minimum of four (4) meetings will take place per year. Each meeting will be for up to three hours.

5.1.2 Members are required to attend at least 75 per cent of annual scheduled meetings annually, unless prior approval is sought from the chair with a valid reason for the leave of absence.

5.1.3 Attendance may be in person or via conference call.

### 5.2 Quorum

5.2.1 The attendance of more than half of the members will constitute a quorum, one of whom shall be the committee chair or a nominee of the committee chair. A clear majority of sitting members shall be consumer/community (external/non-trust) members.

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## 5.3 Agendas

5.3.1 The CAC chair is responsible for developing the agenda for committee meetings, in conjunction with the CEO.

5.3.2 Members will be invited to make submissions for agenda items, to be approved by the chair. Items shall be submitted three weeks prior to the meeting date.

5.3.3 The agenda will be circulated together with relevant meeting papers the week prior to the meeting date.

5.3.4 The agenda shall include a standing item which provides members with an opportunity at each meeting to raise issues or ask questions. GMCT shall either provide a response to issues or questions in the meeting, or request to respond within an agreed timeframe. Any outstanding issues shall be captured in an Action Log section of the minutes. If an issue is not resolved to the satisfaction of the member, GMCT and the member shall endeavour to resolve the issue to the mutual satisfaction of both parties. If a satisfactory resolution cannot be reached, the member may choose to submit a complaint to GMCT, as per the process outlined in GMCT Customer Charter, available on GMCT's website.

## 5.4 Minutes

5.4.1 Proceedings, actions and recommendations of all CAC meetings must be minuted.

5.4.2 Draft minutes shall be distributed to the Chair and CEO for approval within three (3) working days of the meeting, and draft minutes (once reviewed by Chair and CEO) will be distributed to members within seven (7) working days.

5.4.3 Minutes are approved by the CAC at the subsequent meeting.

## 6 Reporting

6.1 The CAC chair or the chair of the meeting must report the recommendations and feedback of the committee to the trust after each CAC meeting

6.2 The CAC's formal report to GMCT is through its meeting minutes.

6.3 Membership and activities of the CAC will be reported in the trust's annual report.

## 7 Outcomes

7.1 The CAC will develop an annual work plan that reflects the community engagement plan outcomes.

7.2 The CAC will develop and implement an annual community engagement plan.

7.3 The CAC will conduct an annual performance self-evaluation regarding its functions.

## 8 References & Related Materials

### 8.1 Legislation & Regulations

- Cemeteries & Crematoria Act 2003 (Vic)
- Community Advisory Committee Guidelines for Class A Cemetery Trusts 2010

### 8.2 Related GMCT Documents

Members must adhere to the following GMCT policies:

- Privacy Policy No. 035
- Confidentiality policy No. 037
- Community Engagement Manual

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- Community Engagement Plan and Community Advisory Committee Engagement Plan
- Community Advisory Committee annual work plan
- CAC Induction pack
- CAC Member Role Guidelines
- CAC Self-evaluation template

## 9 Committee Terms of Reference History

<b>Date</b>	<b>Details of Change</b>
17/11/2016	Terms of Reference reviewed as per GMCT policy review framework Inclusion of reimbursement for travel and parking costs Inclusion of email protocols Update to meeting frequency Confirmation of official commencement date for membership and process for advising members of start/end dates Inclusion of process for application to be re-appointed and maximum re-appointment period.
02/10/2018	Terms of Reference reviewed as part of the CAC Review 2018 implementation.  Update of purpose statement Removal of email protocols Update to member composition Update to reappointment term length and inclusion of staggered appointment Inclusion of option to host a larger forum, outside of the regular committee meetings. Update of agenda development and inclusion of standing agenda item and process for members to raise issues at meeting Inclusion of new GMCT documents Update of section numbering