

Monash Health Community Advisory Committee

Code of Conduct – Community Member

May 2024

Monash Health is committed to support the Community Advisory Committee to meet its objectives. The Executive Sponsor, Director, Patient Experience and Consumer Partnerships and Manager, Consumer Partnerships and Volunteer Services support the valuable partnership between community members and the organisation.

Purpose

The Monash Health Community Advisory Committee Code of Conduct describes the expected values and behaviours of the community members of the Monash Health Community Advisory Committee.

The Monash Health Community Advisory Committee Code of Conduct is complemented by the Monash Health Community Advisory Committee Terms of Reference and the Monash Health Community Advisory Committee Community Member Position Description.

The Monash Health Community Advisory Committee members are required to adhere to all Monash Health policies and procedures.

Values

All Monash Health Community Advisory Committee members are required to adhere to the Monash Health iCARE values and work together with:

- **Integrity:** We act fairly, honestly and openly
- **Compassion:** We interact with dignity and empathy
- **Accountability:** We take ownership and responsibility for performance
- **Respect:** We value difference and individual worth
- **Excellence:** We aim for and recognise innovation, quality and professionalism

Expectations

Monash Health Community Advisory Committee members are expected to ensure the success of the Committee by:

- representing wider community views (that is, having the capacity to reflect on and present community issues, rather than focusing on personal concerns or individual issues);
- being informed and active participants in Committee activity;
- promoting and advocating for better standards of health care for people in our community and for the broader community;
- taking personal responsibility for performing the member's role on the Community Advisory Committee by making use of support resources that are provided (for example, staff expertise and

relevant training) and by actively seeking out clarification (from peer and support employees) when uncertain or unclear;

- avoiding conflicts of interest and declaring conflicts of interest as soon as they arise;
- respecting other members and recognising and encouraging their individual values, diversity of views and experiences;
- contributing openly, honestly and constructively to the discussion of the Committee, respectfully challenging when appropriate to ensure robust conversation occurs and the Committee operates in line with the stated values;
- ensuring that points of view expressed are non-partisan and relevant to the Community Advisory Committee business;
- seeking permission from the Executive Sponsor before representing or speaking on behalf of Monash Health or the Community Advisory Committee at any external forum; and
- having a strong ethical approach, including, but not limited to, honouring the confidentiality agreement. This includes handling all confidential information acquired in the course of membership of the Community Advisory Committee in a secure manner and only for the purposes for which it was received and without gaining personal advantage or promoting personal interests.

The Community Advisory Committee will operate with an emphasis on:

- strategic issues that have a whole of Monash Health impact;
- a future improvement focus rather than a focus on past activities;
- encouraging a diversity of views expressed in a safe and supportive environment;
- being aware of the wider context in which Monash Health operates and the community it serves;
- taking collective responsibility for Community Advisory Committee performance; and
- continuing improvement in Community Advisory Committee and individual member effectiveness.

What you can expect from Monash Health: As a Monash Health Consumer Advisor you can expect:

- to be considered part of the team;
- to have your views listened to and taken into account;
- to be respected for the knowledge, skills and experience you contribute (although you will not be expected to be knowledgeable across all areas of discussion in a meeting or project);
- to be kept fully informed and up-to-date about any relevant practical information regarding meetings or changes (time, date and location); and
- to receive reasonable lead-time on any pre-reading required before a meeting.

Monash Health will support the Committee with:

- administration support;
- senior employee support for the work of the Committee;
- facilitating peer support with community members;
- orientation to Monash Health and access to training;
- sitting fees for community members that attend formal meetings; and
- hard copies of agenda papers should they be requested.

Mandatory

Before commencing on the Community Advisory Committee, community members are required to:

- complete Monash Health online induction training;
- undertake a police check;
- undertake a working with children check; and
- be immunised against COVID 19.

Meeting attendance and preparation

It is recognised that Community members of the Monash Health Community Advisory Committee are linked to numerous community organisations and have additional responsibilities as consumers of health services or as carers. It is also recognised that these additional responsibilities add to the richness of the input that the Monash Health Community Advisory Committee is able to provide to the Monash Health Board of Directors.

- The contribution and discussions that occur in the formal meetings are critical to the success of the Committee and therefore there is an expectation that members attend meetings as regularly as they can with a minimum attendance of at least 75% of formal meetings. Under exceptional circumstances, members may seek a leave of absence for a short period of time (less than six months).
- If a Committee community member is unable to meet the attendance requirements over a 12 month period, the member will be contacted to see if further support or assistance is needed to assist the member to attend meetings or to consider taking a leave of absence.
- Should leave of absence be granted, further support will continue during this leave of absence and regular contact will be maintained.
- If the member continues to experience difficulty meeting the attendance requirement, the Chair and Executive Sponsor may recommend to the Monash Health Board of Directors that the community member's membership of the Community Advisory Committee should be terminated. The Committee community member will be advised of a membership termination decision in writing.

Members should also:

- prepare for meetings by reading all papers and seeking clarification if needed;
- ensure they arrive promptly to allow the meeting to commence on time;
- respond to contact from the Chair, Manager Consumer Partnerships and Volunteer Services, Director, Patient Experience and Consumer Partnerships or Executive Sponsor within a reasonable time;
- make an apology, as soon as they are aware they cannot attend a meeting, to the Manager Consumer Partnerships and Volunteer Services; and
- provide comments on papers prior to the meeting if unable to attend so that comments can be tabled at the meeting.

Resignation

Community committee members are able to cease membership at any time by notifying their intention to the Chair and Executive Sponsor in writing. Membership will also cease at the end of a community committee member's term if they are not reappointed by the Monash Health Board of Directors or they have completed two three-year terms.

A member will be automatically resigned if they have not attended four meetings in a row and have not been in contact with or returned contact from the Manager, Consumer Partnerships and Volunteer Services. Every effort will be made to contact the member including by email, phone, post and contacting their emergency contact.

Assessment of community member participation

New community committee members will have a semi-formal opportunity to review their membership and performance at the end of twelve months from when they attend their first meeting.

This review will occur with the Chair and the Manager, Consumer Partnerships and Volunteer Services (or delegate). The review will consider whether the Committee community member is meeting member expectations and attendance requirements. It is also an opportunity for the Committee community member to provide feedback and request support or raise other needs.

If a Committee community member fails to meet performance expectations the grievance process will be followed.

All members of the Community Advisory Committee will be offered peer support, to support new members during and after meetings. The goal of any peer relationship is to facilitate confidence and independence in the community member. The relationship is to assist the community member to achieve their goals and to provide information and practical support.

All Committee community members are expected to participate in the annual review of the Monash Health Community Advisory Committee, which includes a self-reflection by members of the Committee's effectiveness.

Grievance Processes

A breach of the Monash Health Community Advisory Committee Code of Conduct or any Monash Health policy or procedure may result in membership of the Community Advisory Committee terminating should the breach be sufficiently serious. Breaches of lesser severity will result in formal feedback being provided to the member by the Executive Sponsor or their delegate.

The member's perspective will be sought by the Chair and the Manager, Consumer Partnerships and Volunteer Services. If required the member will be invited (in writing) to discuss concerns in a formal meeting with the Chair, Director of Patient Experience and Consumer Partnerships and Manager Consumer Partnerships and Volunteer Services.

If a breach is deemed to have occurred, steps will be established to rectify and monitor through a performance management plan. In a situation where the issue is more serious and is contradictory to the Committee's Code of Conduct, such as a breach of confidentiality or behaviour that is in conflict with Monash Health's core values and/or policies and procedures, then a formal meeting will be held by the Chair and Executive Sponsor. Should the community member continue to have difficulty meeting performance expectations, the Chair and Executive Sponsor may recommend (after consultation with the Chief Executive) to the Monash Health Board of Directors that the community member's membership of the Community Advisory Committee be terminated. The community member will be advised of a membership termination decision verbally and in writing.

If a member of the Committee believes that another member is not performing within the member expectations (as outlined above), this should be raised with the Chair or Manager, Consumer Partnerships and Volunteer Services and, if required, escalated as per the above process.

Confidentiality Agreement and Members' Code of Conduct

Upon appointment to the Community Advisory Committee, all community members are required to sign a Monash Health Confidentiality Agreement (for consumer advisors) and to sign the Monash Health Community Advisory Committee Code of Conduct.

I _____ understand the terms of this Code of Conduct
Write full name

and agree to the terms and expectations as a member of the Monash Health Community Advisory Committee.

Signed:

Date: