

Musculoskeletal Health Australia Consumer Advisory Committee Terms of Reference November 2024

1. Background

Consumers are essential to Musculoskeletal Health Australia (MHA) achieving its mission to be a consumer led organisation. The function of the MHA Consumer Advisory Committee (CAC) is to provide an independent consumer perspective to the MHA Board and management on the strategic direction of the organisation and the development of programs, services and advocacy.

2. Aim

The aim of the MHA CAC is to ensure that the interests of consumers are at the center of MHA's strategy and programs.

3. Objectives

The objectives of the CAC are to support the MHA Board and management on the strategic direction and planning of program and services of the organisation where appropriate. Its role will also be to highlight issues and priority areas in health and research which could be used to inform current or future projects, services or advocacy.

4. Roles and responsibilities

The roles and responsibilities of the CAC are to:

- 4.1 Assist in informing the strategic direction of the organisation by contributing to the development, review and revision of MHA's strategic direction.
- 4.2 Provide advice on the design, delivery and evaluation of programs and services.
- 4.3 Monitor and stay abreast of relevant trends, issues and opportunities, and to share insights with the Board and management.
- 4.4 Provide MHA with advice on advocacy, support and fundraising from time to time.
- 4.5 Provide advice to the Board and management on matters of policy affecting services.
- 4.6 Report to the Board and management on the CAC's deliberations, findings and recommendations.

5. Membership composition

- 5.1 The CAC composition will include a Chair and up to 9 members.
- 5.2 Members will be at least 18 years of age with lived experience.
- 5.3 The CAC will comprise representatives from metropolitan and rural areas and will include people from different states and territories across Australia.

6. Meetings/procedures and support

- 6.1 The CAC will meet three times a year. Meetings will be held online or via teleconference as needed.
- 6.2 CAC members will be paid \$75.00 for actively contributing to each meeting they attend.
- 6.3 MHA will provide secretariat support and appropriate resources for the CAC.
- 6.4 If members fail to attend two meetings, without an apology, they will be asked by the Chair to step down as a CAC member.

7 Appointment of CAC members

- 7.1 The CEO of MHA will appoint the CAC Chair (subject to the approval of the Board of MHA). The CAC may appoint a deputy chairperson.
- 7.2 While appointments to the inaugural CAC were by invitation, subsequent members will be appointed via an application and review process coordinated by the CAC Chair and the CEO of MHA.
- 7.3 Membership of the CAC will be reviewed once a year to determine whether additional members are required.

8 Terms of Appointment

- 8.1 The MHA CAC term is two years. This can be extended for a further two terms of two years. Decisions regarding terms of appointment beyond the initial term will be at the discretion of the Chair of the CAC and the CEO of MHA.
- 8.2 The term of the Chair is two years. This can be extended for a further two years and may with the approval of the CEO and MHA Board be further extended, based on the ongoing requirements of the organisation and by mutual agreement between the Chair, CEO, and the Board.

9 Reporting

- 9.1 The Committee will provide a report to the MHA Board and management at least once a year or at any time reasonably requested by the MHA Board.
- 9.2 The Chair of the CAC will be required to present to the MHA Board at least once a year or at any time reasonably requested by the MHA Board.
- 9.3 The Board from time to time may refer to the CAC regarding matters requiring consumer expertise.

10 Expense reimbursement

- 10.1 A CAC member is entitled to be reimbursed for reasonable travel, accommodation and other expenses incurred when travelling to or from CAC meetings, or when engaged on other approved business for MHA.

11 Review

- 11.1 The efficacy and function of the MHA CAC will be reviewed by the CEO of MHA on an annual basis.
- 11.2 The terms of reference for the MHA CAC will be reviewed by the Chair of the CAC and the CEO of MHA every two years with final approval for any changes to be given by the MHA Board.

- Annual review and Board endorsement: September 2020
- Annual review and Board endorsement: February 2021
- Annual review and Board endorsement: November 2024