



## Community Advisory Committee

Terms of Reference: April 2023

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### 1. Background

- x The Community Advisory Committee (the Committee) is established to provide advice and direction to the Board of Directors Ambulance Victoria (AV) to assist the Board in carrying out its community engagement and participation responsibilities, and its statutory requirements within the context of Australian and Victorian health legislation and AV policies and frameworks.

### 2. Purpose

- x The Community Advisory Committee is appointed to ensure the voices of the Victorian community is heard, understood, and integrated across the work and services of Ambulance Victoria (AV).
- x Members are our communities' advocates, and their experience and contributions are highly valued by the Board and the organisation.
- x Members advise the Board on issues directly impacting the community, to ensure all Victorians have equitable access to safe, effective, and timely care – regardless of where they live or who they are. They also provide guidance on community needs and impacts when AV changes policies or services, and how we can improve our community planning and engagement.
- x The Committee participates in AV's strategic planning, and annually reports to the Board on how well we have delivered against our Consumer and Community Engagement Plan.

### 3. Role and responsibilities

- x The Committee's role and responsibilities are directly reflected in its annual work plan, which includes a variety of activities to ensure the voice and needs of the community are prioritised by the organisation.
- x Members especially provide AV with advice on the diverse needs of our community, including but not limited to:
  - o rural and regional Victorian communities
  - o culturally and linguistically diverse groups, Aboriginal and Torres Strait Islanders, the homeless, refugees, those impacted by domestic or family violence etc.
  - o groups who may find it difficult to communicate with paramedics as part of their care experience, or who have special access needs either in their own homes or within our ambulances.
- x From discussions held at each quarterly meeting, the Committee will provide advice to the Board (via the CAC Chair) on priority areas for action relating to the availability, accessibility, and effectiveness of community feedback options, as well as any specific community sentiment that the Board should be aware of.
- x The Committee will provide a report to the Board once per year on how well AV has delivered each part of the Community Engagement Plan, and how a particular project or improvement plan can be improved for those it is designed to benefit.







- x The Committee will receive from the Chief Executive or his/her nominated delegation any documentation as may be required by the Committee from time to



- x The Committee will review annually its terms of reference and make recommendations for change to the Board via the Executive Sponsor and Chief Executive.

