

# Code of Conduct

## SA Ambulance Service Consumer and Community Advisory Committee (CACAC)

### Version control and change history

Version	Date Approved	Review Date	Amendment
V1.0	dd-MMM-yyyy	dd-MMM-yyyy	June 2017
V2.0		01/02/2021	March 2020

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<b>Chairperson</b>	Chief Executive – David Place
<b>Co-Chairperson</b>	Elected Consumer and Community Advisory Committee Member
<b>Executive Officer</b>	Senior Community Engagement Advisor – Leanne Marchington
<b>Replaces</b>	SAAS Community Advisory Committee Terms of Reference July 2017.doc

<b>Appendices</b>	<b>Document ID:</b>

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## Scope

**SA Ambulance Service (SAAS)** recognises and respects the rights of consumers, carers and the community to participate in decisions about their own health care, wellbeing and welfare. SAAS is committed to ensuring consumer, carer and community engagement in health care decisions and values the positive contributions consumers and the community make in improving health care service quality, equity and management in the development of ambulance service.

In partnering with consumers, carers and the community SAAS respects and values their insights and perspectives, acknowledges and values the skills, knowledge, experience, time and investment made by all people involved in engagement and partnership activities

The **SAAS Consumer and Community Advisory Committee (CACAC)** is the strategic committee for consumers and the community engagement and participation in SAAS service development, planning, review and decision making. The purpose of the SAAS CACAC is to continuously improve consumer and community care and safety and quality and will progress purposes through:

- > Consumer driven projects
- > Supporting the role of consumer advocates and community representatives at SAAS
- > Regular reporting to SAAS to ensure the continuous flow of consumer and community generated information
- > Analyse and monitor consumer and community related issues that are raised as part of the SAAS service for quality improvement

The SAAS CACAC work plan is underpinned by National and State responsibilities through the National Safety and Quality Health Service Standards (NSQHS) and the *Statewide Consumer and Community Engagement Strategic Framework* and the *Statewide Consumer Feedback and Complaints Management Strategic Framework*. These Standards '*provide a nationally consistent statement of the level of care consumers can expect from health service organisations*' NSQHS.

### **Purpose:**

The SAAS Consumer and Community Advisory Committee Code of Conduct acts to create a safe and respectful environment in order to ensure the effective functioning of the Committee's meetings and activities. This Code of Conduct is complementary to the SA Health's Code of Conduct, which has integrity, respect and accountability at its core and also values the position SAAS holds in regard to consumer and community engagement. These include trust, openness, support collaboration and empowerment.

Consumer members appointed to the SAAS Consumer and Community Advisory Committee and to Governance committees, will ensure the principles are met.

**Respect:**

Members are entitled to be respected and treated with courtesy and dignity.

As a Consumer member, I will:

- Act with honesty and respect when performing my responsibilities
- Be open to the ideas and views of others
- Approach all matters in a positive way to best identify options and solutions
- Accept feedback about my ideas and contribution with respect
- Be respectful communicating with other members of the committee and SAAS staff
- Raise questions, issues, points for clarification to broader group and refrain from discussing matters privately with others during meeting times
- Treat all members equally and refraining from any judgement or discrimination of others
- Act in the best interests of SAAS, CACAC and/or Governance committee

**Integrity:**

The motivations of members are based on the principles of integrity. As a Consumer member, I will:

- Be honest and open in all communications and actions
- Be reliable and trustworthy in meeting the responsibilities of membership
- Identify and advise others of known, or potential conflicts of interest
- Act to serve in the best interests of consumers and the broader community
- Provide feedback, advice, ideas and suggestions free of political influence or favour
- Maintain confidentiality in regard to matters discussed and information tabled unless provided with permission by the author/speaker
- Refuse gifts that may influence my decision-making or contribution to the committee
- Avoid nepotism and patronage which gives individuals known to you an unfair advantage
- Vote with integrity and honesty in the interests of consumers and the community
- Not allow improper use of information acquired as a Consumer, or take improper advantage of the position as a member of CACAC or Governance committee
- Not allow confidential information received, in the process of acting as a Consumer as a member of CACAC or Governance committee, to be disclosed improperly to others

**Accountability:**

Accountability applies to obligations associated with fulfilling responsibilities. As a Consumer member, I will:

- Abide by this Code of Conduct
- Proactively contribute to the agenda and items for resolution
- Actively participate in discussions that lead to problem solving options and recommendations that best support SAAS service delivery and consumer and community needs
- Actively fulfil the responsibilities of consumer membership on the committee
- Appropriately prepare for meetings by reading the agenda and attachments, and any other preparatory work provided by the Executive Officer, to best position myself to contribute to the discussion and outcomes of the meeting
- Endeavour to provide timely notice of my inability to attend a meeting/activity or fulfil any required actions
- Have an obligation, at all times, to comply with the spirit, as well as the letter, of this code
- Not engage in any conduct likely to bring discredit upon SAAS

- Actively engage in CACAC performance evaluation
- Sign and abide by the CACAC Confidentiality Agreement

**Meeting etiquette:**

Appropriate meeting etiquette supports the efficient running of the meeting and provides all members with equal respect and participation in fulfilling their responsibilities. As a Consumer member, I will:

- Endeavour to arrive on time to allow the meeting to start promptly
- Be prepared to actively contribute to the meeting including pre-readings, draft agenda
- Follow the agenda
- Stay on topic and be mindful of time allocation
- Raise issues or key points through the Chair
- Be mindful of allocated time for agenda items
- Actively listen and speak in turn, without interrupting others
- Raise questions or present different points of view without being disrespectful of the view of others
- Ask for and provide feedback to better inform views and performance
- Support the active participation of other members
- Mute phones and minimise use of phones during meeting unless absolutely necessary (where possible take phone calls outside of meeting room)
- Recognise and support the unique needs of other members and be supportive of others who may need breaks or timeout
- Be mindful and respect the different personalities of other members
- Follow through on actions and responsibilities assigned to you
- Respond in a timely manner to out of sessions emails, out of sessions votes/comments etc as negotiated

**Code of Conduct and Confidentiality agreement**

Name of Consumer:..... Committee.....

Date:...../...../.....

Signature:.....