



Quality Care Advisory Body – Terms of Reference

1. Introduction

These Terms of Reference establish the authority, responsibility and accountability conferred on the Quality Care Advisory Body (QCAB) to the Southern Cross Care (Tasmania) Inc.'s (SCCTas) Governing Body.

2. Purpose

The Governing Body must establish and continue in existence the QCAB for the primary purpose of providing a written report (at least 6 monthly) and feedback (at any time) to the Governing Body about the quality of the aged care that SCCTas provides to care recipients.

The QCAB may assist SCCTas complies with its responsibility to have a quality care advisory body which serves to:

- provide a mechanism within SCCTas to ensure detailed consideration of quality of care issues and to ensure that the Governing Body receives feedback about the quality of aged care provided to care recipients;
- allow the Governing Body to draw on further expertise and to be provided with additional inputs into decision-making;
- identify areas for improvement in the delivery of aged care to care recipients; and
- provide the Governing Body with objective and genuine advice about the quality of aged care provided to care recipients and areas of improvement that the Governing Body can act on.

3. Definitions

Term	Definition
Governing Body	The body described as the board of governance in the Rules of Southern Cross Care (Tasmania) Inc.

4. Functions

The functions of the QCAB are to:

- at least once every 6 months, give the Governing Body a written report about the quality of the aged care that SCCTas provides to care recipients;
- at any time, and on its own initiative or on request from the Governing Body, give feedback to the Governing Body about the quality of the aged care that SCCTas provides to care recipients;
- collect information about the quality of the aged care that SCCTas provides to care recipients from SCCTas;
- ensure that SCCTas has and maintains processes to record, monitor and report relevant information to the Governing Body in a systematic way; and
- ensure that SCCTas has effective mechanisms in place to take action where issues are identified by the QCAB.



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The Governing Body must consider the written reports and feedback provided to it by QCAB when making decisions in relation to the quality of the aged care provided by SCCTas to care recipients.

The Governing Body must advise the QCAB in writing about how the Governing Body has considered the QCAB's reports and feedback in the making of decisions relating to the quality of care, including specifying the actions that it took and, if no action was taken, the reasons for this.

The Governing Body must ensure that effective mechanisms are in place so that the Governing Body can take action where issues relating to the quality of aged care provided to care recipients are identified.

SCCTas must, if requested by the QCAB to do so, give it information about the quality of the aged care SCCTas provides to care recipients.

For the avoidance of doubt, the advice provided by the QCAB to the Governing Body is not binding on the Governing Body.

5. Reporting

Minutes of each QCAB meeting will be provided to the next meeting of the Governing Body. The minutes of meetings may contain any items that the QCAB wishes the Board to note or action.

QCAB will provide a written report at least every 6 months and feedback at any time to the Governing Body about the quality of the aged care that SCCTas provides. Any report or feedback must include any concerns that QCAB has about the quality of aged care provided by SCCTas in the period covered by the report, taking into account the following and any other relevant matter:

- feedback provided in the period covered by the report by care recipients and staff members of SCCTas about the quality of aged care provided by SCCTas;
- complaints received in the period covered by the report by SCCTas about the quality of aged care provided and action taken by SCCTas to address the complaints;
- regulatory action taken in the period covered by the report by the Aged Care Quality and Safety Commissioner (ACQSC) in relation to the quality of aged care provided by SCCTas;
- progress made in the period covered by the report in relation to SCCTas's plan for continuous improvement;
- performance reports given to SCCTas in the period covered by the report by the ACQSC in relation to the quality of aged care provided by SCCTas;
- staffing arrangements during the period covered by the report including, as applicable, the availability of allied health practitioners, other health support and registered nurses, as well as staff turnover;
- any reportable incident for SCCTas that occurred in the period covered by the report and any action taken by SCCTas in response to the reportable incident;
- feedback received in the period covered by the report from care recipients about the quality of food provided to them;
- changes in the period covered by the report in the quality of food provided and the food preparation model used;



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- menu assessments conducted by an accredited practicing dietitian in the period covered by the report in relation to food and nutrition; and
- information compiled or derived from a measurement or other assessment made by SCCTas in accordance with the National Aged Care Mandatory Quality Indicator Program Manual.

6. Composition

The members of QCAB will be appointed by the Governing Body for a fixed term of 12 months.

The QCAB must include, at a minimum, the following members appointed by the Governing Body:

- a member who is one of the key personnel of SCCTas and has appropriate experience in the provision of aged care;
- a member who is directly involved in the delivery of aged care or, if SCCTas delivers clinical care, the provision of clinical care; and
- a member who represents the interests of care recipients (for example: a care recipient);
- a member of a consumer advisory body (if established); a member of an organised consumer advisory service; or a consumer advocate).

For the avoidance of doubt, the above roles should, to the extent reasonably practicable, be filled by different individuals, such that the QCAB is made up of no less than three people.

The QCAB may also include individuals with an interest in the quality of aged care provided by SCCTas to care recipients.

The QCAB Chair should be an independent non-executive person, to the extent reasonably practicable.

7. Meetings

The QCAB shall meet at least four times a year and otherwise as agreed.

Meetings of the QCAB may be called by the Chair of the QCAB at any time to consider any matters falling within these Terms of Reference.

The QCAB may invite any persons to attend meetings of the QCAB. Invitees have no voting status and will only participate in the business of the meeting if invited to do so by the Chair.

8. Quorum and Resolutions

The quorum for the meeting is two members, including the Chair.

If a quorum cannot be secured for a meeting, then the meeting will be cancelled, with agenda items either tabled by circular resolution or held over until the next QCAB meeting.

The QCAB shall reach decisions by a simple majority of those voting on the issue in question. If the number of votes for and against a certain proposal are equal, the Chair shall have a casting vote.

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9. Review and Resources

The QCAB shall conduct an annual self-assessment review of its activities under these Terms of Reference and report any conclusions and recommendations to the Governing Body and, as part of this assessment, shall consider whether or not it receives adequate and appropriate support in fulfilment of its role and whether or not its annual plan of work is manageable.

Membership and Chair responsibilities will be reviewed annually. The QCAB Terms of Reference will also be reviewed annually by the QCAB, which may recommend any amendments to the Governing Body.

The QCAB shall have access to sufficient resources in order to carry out its duties.

10. Confidentiality

The QCAB and each of its members must maintain the confidentiality of any of the information that they receive to protect the privacy and personal information of care recipients and other individuals.

11. Members' Obligations

The members of the QCAB must act in the best interests of SCCTas and not for personal gain.

Any member or prospective member of the QCAB must disclose any actual or potential conflicts between their personal interests and the interests of SCCTas.

The QCAB shall develop a process to identify, declare and manage conflicts between the interests of its members and the interests of SCCTas.

12. Records Keeping

The QCAB must keep records of the following:

- membership of the QCAB, including the names of each member and the dates that each member commenced and resigned;
- details about how the QCAB satisfies the membership requirements in the Accountability Principles;
- the location of meetings;
- copies of the minutes of each meeting, including the dates of each meeting;
- a copy of each written report given to the Governing Body by the QCAB;
- details of any feedback given to the Governing Body by the QCAB about the quality of aged care provided to care recipients; and
- a copy of written advice provided to the QCAB by the Governing Body advising how the Governing Body has considered each report and any feedback.