

Terms of reference

Consumer Engagement Peer Group

1.0 Purpose

The Consumer Engagement Peer Group (CEPG) provides a forum for VICS project staff with a responsibility, interest or expertise in consumer engagement, to exchange ideas, learn from each other and collaborate on joint projects/initiatives.

The CEPG raises awareness of the need and value of consumer engagement in VICS work and provides support, advice and guidance on consumer engagement to others in the VICS network.

2.0 Objectives

The CEPG will:

- Share local ICS consumer-related activities, including successes and challenges
- Plan VICS consumer catch-up sessions and other related consumer events
- Discuss and implement collaborative approaches to support, train and engage consumers involved in or with an interest in ICS activity.
- Share and keep abreast of state and national consumer engagement frameworks, methodologies and any broader initiatives that will have an impact on or be relevant to VICS work
- Update and maintain the *Our Consumers* information on the VICS website
- Be a point of contact to other VICS peer groups or projects and to the broader VICS network, for any consumer engagement related support/assistance.

3.0 Membership

3.1 Membership

Membership will include representation from each ICS and will include program office staff with a responsibility/interest/expertise in consumer engagement.

3.2 Other

Special guests may be invited to attend meetings as relevant; these could include:

- Consumers
- Consumer advisory groups/organisations
- DH staff

4.0 Procedures

4.1 Process

Members will commit themselves to functioning in an environment that creates and extends opportunities for constructive discussion and collaboration.

Members will use the shared VICS workspace for sharing and storage of documents

4.2 Chair & Deputy

The Chair and Deputy roles will be elected by consensus of the CEPG and serve initially for a period of six months. Extension of current incumbents for a further six months is possible.

The roles will be rotated each year.

4.3 Decision Making

The CEPG does not make decisions however will provide recommendations and feedback to the VICS managers group.

The CEPG will be able to invite consumers and other guests to attend meetings, without seeking approval from the VICS Managers.

4.4 Reporting

The CEPG Chair will provide a written activity and progress report to the VICS Managers via their local ICS manager and the secretariat of the VICS Managers group.

The CEPG will seek endorsement and approval for work by the VICS Managers.

The VICS Managers can seek advice and guidance from the peer group on matters relating to consumer engagement.

The CEPG Chair will share relevant responses/updates from the VICS Managers with the CEPG membership via a verbal report or earlier via email correspondence.

4.5 Minutes and Agendas

Meeting minutes and agendas will be shared on the VICS workspace.

The Chair will prepare the agenda with input from the CEPG membership.

Responsibility for minutes will be rotated between each ICS (but excludes the ICS that assumes the role of the Chair).

Agendas should be available via the shared workspace at least one week prior to the meeting.

Minutes should be available on the shared workspace within two weeks of the meeting.

4.6 Meeting Format

Meetings will be held via a virtual meeting platform, and as circumstances allow, at least two face to face meetings to be held annually.

4.7 Meeting Frequency

Meetings will be held eight weekly, or more regularly as required.
Meeting invitations will be sent one week prior to the meeting via email.

4.8 Meeting Quorum

Half membership plus one

5.0 Review

5.1 Process for review of content

The terms of reference will be reviewed annually by the VICS CEPG membership.

The terms of reference will be endorsed annually by the VICS managers group

5.2 Process for review of member

The membership will review its effectiveness annually.

5.3 Group role & function

The overall function and role of the CEPG group will be reviewed in 2022.

Version control: V4: 26 May 2021

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Next review of Terms of Reference: 26 May 2022