

National Consumer Advisory Panel

Terms of Reference

1. Purpose

The National Consumer Advisory Panel supports the work of Arthritis Australia by providing advice to the Board on current and emerging issues, input into assessments and projects as well as representing Arthritis Australia on consumer matters. Consumers are defined as persons with lived experience of arthritis and related musculoskeletal disorders.

2. Responsibilities

The Consumer Advisory Panel is responsible for:

- a. Providing advice and input on consumer issues relating to strategy, policy, advocacy, program development and program evaluation;
- b. Providing advice and guidance on issues and strategies relating to improved care, management and support for people living with arthritis;
- c. Providing consumer input into Arthritis Australia information, education, and resource development for consumers (e.g. fact sheets, brochures, websites);
- d. Providing input into submissions, reports and public communications;
- e. Participation in project steering committees, working groups, assessment panels (e.g. research grant applications, product ease of opening/use) and specific purpose advisory groups;
- f. Representing (if requested) Arthritis Australia in the media, at PR events and in meetings with government, other non-government organisations and corporates, in line with agreed terms for representation and with appropriate support and training;
- g. Advocating to build the profile of both Arthritis Australia and awareness of arthritis in the community; and
- h. Adhering to relevant Arthritis Australia policies (see section 5 below).

3. Membership

The Consumer Advisory Panel is a Committee of Arthritis Australia Board

- a. The Panel Chair is the Consumer Director of Arthritis Australia, who represents who the consumer voice on the Board.
- b. The Consumer Advisory Panel comprises a minimum of 10 members and a maximum of 15 members inclusive of the Chair.
- c. The Consumer Advisory Panel membership is comprised of persons with lived experience of arthritis and representative of people with the range of arthritis and related musculoskeletal disorders, as well as the geographic, age, gender and community diversity within Australia.

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4. Appointment and Term

- a. Members of the Consumer Advisory Panel are appointed by the Arthritis Australia Board.
- b. Members are selected from nominees of each Affiliated State and Territory arthritis organisation as well as additional consumers representing special groups including specific disease groups and consumers who bring special perspectives e.g. living in rural and remote areas, cultural diversity (see attached details of selection criteria and selection process)
- c. The term of appointment is 3 years with an option for a further 3-year term (maximum two terms), with the exception of the first term of the inaugural Panel members who will be appointed for 2 years.
- d. To ensure continuity and orderly rotation of membership, inaugural members of the Panel will be eligible to renominate for a second term of 3 years after their initial 2-year appointment, but it is expected that up to half of the positions may be filled by new members.
- e. All positions on the Panel are honorary (voluntary), and there will be no remuneration for members. Arthritis Australia will pay the costs of travel, accommodation and related expenses associated with pre-approved Panel activities.
- f. Panel members are expected to attend all scheduled meetings and actively participate during their term of appointment. Members who do not attend two consecutive meetings without acceptable reason, or who, in the opinion of the Chair, do not make a positive contribution, may be removed from the Panel at the discretion of the Board.

5. Operating Procedures

a. Quorum

A quorum for a meeting of the Panel is at least 50% of members. If a quorum is not reached for a meeting, the meeting may still be held.

b. Meetings

Meetings will be held 4 times per year (quarterly) via tele/videoconference; however additional tele/videoconferences may be scheduled if required.

The Panel Chair is the Consumer Director of Arthritis Australia.

Arthritis Australia will provide secretariat support for the Panel. The Panel may invite Arthritis Australia staff to attend meetings. However, these staff are not Panel members and are not included for the purpose of a quorum. Arthritis Australia staff in regular attendance will include the CEO and/or the Manager Policy and Advocacy.

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Agendas will be prepared by the Consumer Director (the Panel Chair) and the CEO of Arthritis Australia.

Where practicable, the agenda together with reports and documents relating to the Panel will be forwarded to members at least 7 working days in advance of a meeting.

Minutes and actions arising will be kept of each meeting of the Panel and will include recommendations for the Board. The minutes of a meeting will be submitted to Panel members for approval.

Each meeting will include consideration of potential conflicts of interest. A conflict of interest declaration form will also be completed by Consumer Advisory Panel members on an annual basis.

c. Reporting

The Panel will report to Arthritis Australia Board after each meeting, in the form of minutes or otherwise, and as necessary.

Minutes and outcomes from Consumer Advisory Panel meetings will be provided to Arthritis Australia Board at their meetings.

d. Support for Panel members

All new members of the CAP will receive a briefing and orientation materials to help them build the knowledge and skills needed for effective consumer representation and to foster a national, proactive perspective on health system issues.

Members of the Consumer Advisory Panel will also be provided with the following support from Arthritis Australia as required:

- Consumer advocacy training
- Media training
- Briefing before media interviews and meetings with external parties (including key messages)
- Debrief after interviews and meetings
- Updates on media exposure
- Regular updates on Arthritis Australia activities

e. Insurance

Members of the Consumer Advisory Panel are covered by Arthritis Australia Director and Officer Public Liability Insurance and therefore must be identified as Arthritis Australia spokespeople when representing Arthritis Australia to the media.

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f. Other related committees

Other groups established by Arthritis Australia will work alongside the Consumer Advisory Panel. These include:

- Project specific advisory groups.
- Scientific Advisory Panel
- Research Grants Assessment Committee

g. Evaluation and review

The Panel will evaluate its performance and review these terms of reference triennially.

6. Related Arthritis Australia Policies

All Panel members must adhere to the following policies of Arthritis Australia, :

- Conflict of Interest Policy
- Privacy Policy
- Media Policy
- Social Media Policy
- Work Health and Safety

Review date: July 2025