



An Australian Government Initiative

COMMUNITY ADVISORY COUNCIL EVALUATION REPORT 2015-2016

SEPTEMBER, 2016

Background

In July 2105, PHNs were funded by the Commonwealth Government and required to establish advisory groups, including Community Advisory Committees (CACs).

Since the inception of the CACs there has been a name change from Community Advisory Committee to Community Advisory Council (CAC). This change has not impacted on the purpose or role of the CAC; the initial Terms of Reference have remained the same. Adelaide PHN formed three regional CACs: North, Central and South.

CAC Purpose

The CAC will ensure broad representation of the community in the Adelaide PHN region, and provide a community perspective to the Board to ensure decisions, investment and innovations are patient-centred, locally relevant and aligned to local care experiences and expectations.

CAC Role

The CAC supports the Adelaide PHN to develop local strategies to improve the operation of the health care system for patients and facilitate effective primary health care provision, aimed at reducing avoidable hospital presentations and admissions, and is:

- Strategically aligned with its corresponding State Government Department of Health Local Health Networks (LHNs).
- A high level Advisory Council that report to the Adelaide PHN Board via the Membership Advisory Council.

To establish the experience of members' involvement on the CAC, the Community Engagement team undertook an evaluation reflecting on the Adelaide PHN and CAC's responsibilities (Refer to Appendix A: The Adelaide PHN and CAC Responsibilities).

Methodology

An online survey via *Survey Monkey* was distributed to all CAC members addressing the Responsibilities outlined in the Community Advisory council Terms of Reference:

- CAC's responsibilities
- Adelaide PHN responsibilities
- Achievements and support and learning needs

(Refer to Appendix B: Survey Monkey questionnaire).

Results

All CAC members were contacted to complete the survey. Thirteen of the 24 CAC members responded. A number of questions were asked in relation to what extent the CAC members agreed to Adelaide PHN meeting its responsibilities of supporting the CACs; CAC's achievements; and, CAC members meeting personal development needs (Refer to Appendix C: Raw Data).

Overall, most members agreed that Adelaide PHN supported the CAC members in undertaking their responsibilities, as shown in Figure 1. Three members disagreed with the statement "CAC members participated in the evaluating and monitoring processes as required by the Adelaide PHN", with one member stating:

"Negative response to monitoring and evaluation is due to that aspect not yet realised"

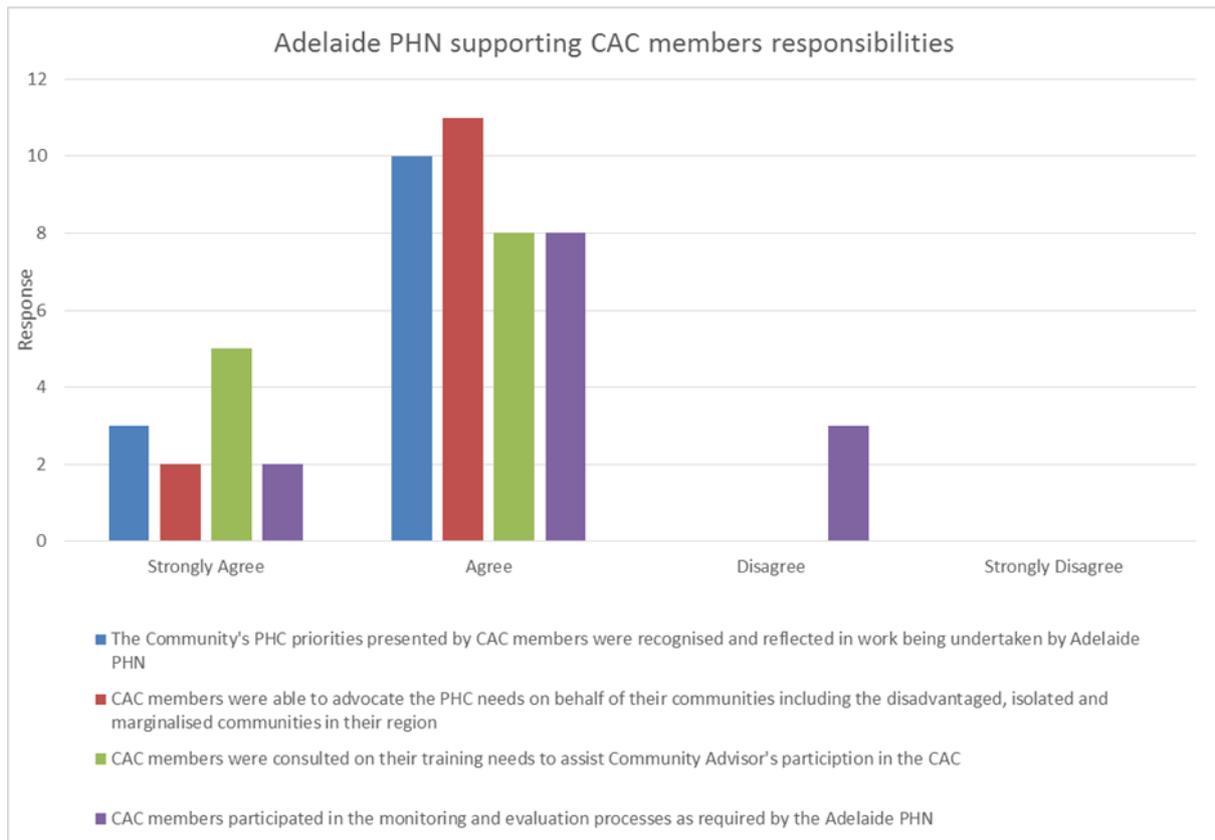


Figure 1: Adelaide PHN supporting CAC members' responsibilities

The extent that the CAC members agreed or disagreed to six (6) specific statements are shown in Figure 2. Similar to Figure 1, there is an overall response of 'strongly agree' and 'agree' to the statements. Five responses were in disagreement with four statements; that the Adelaide PHN:

- Ensured the recruitment process for the CACs was transparent, fair and equitable (1 response);
- Enabled an effective and meaningful way for the CACs to report to the Adelaide PHN Board (1 response);
- Promoted the value of CACs including educating staff about the role and benefits of using CAC and incorporating into strategic planning (1 response); and
- Provided sufficient training to community advisors to ensure they have the necessary skills to participate in a committee environment (2 responses).

Most respondents strongly agreed or agreed with the achievements of their Councils, reporting that meeting processes were appropriate, advice and feedback was acted upon, and they reported confidence and knowledge to participate in relevant discussions, as shown in Figure 3. There were six negative responses to four statements in relation to consultation, discussion time, confidence and knowledge gain.

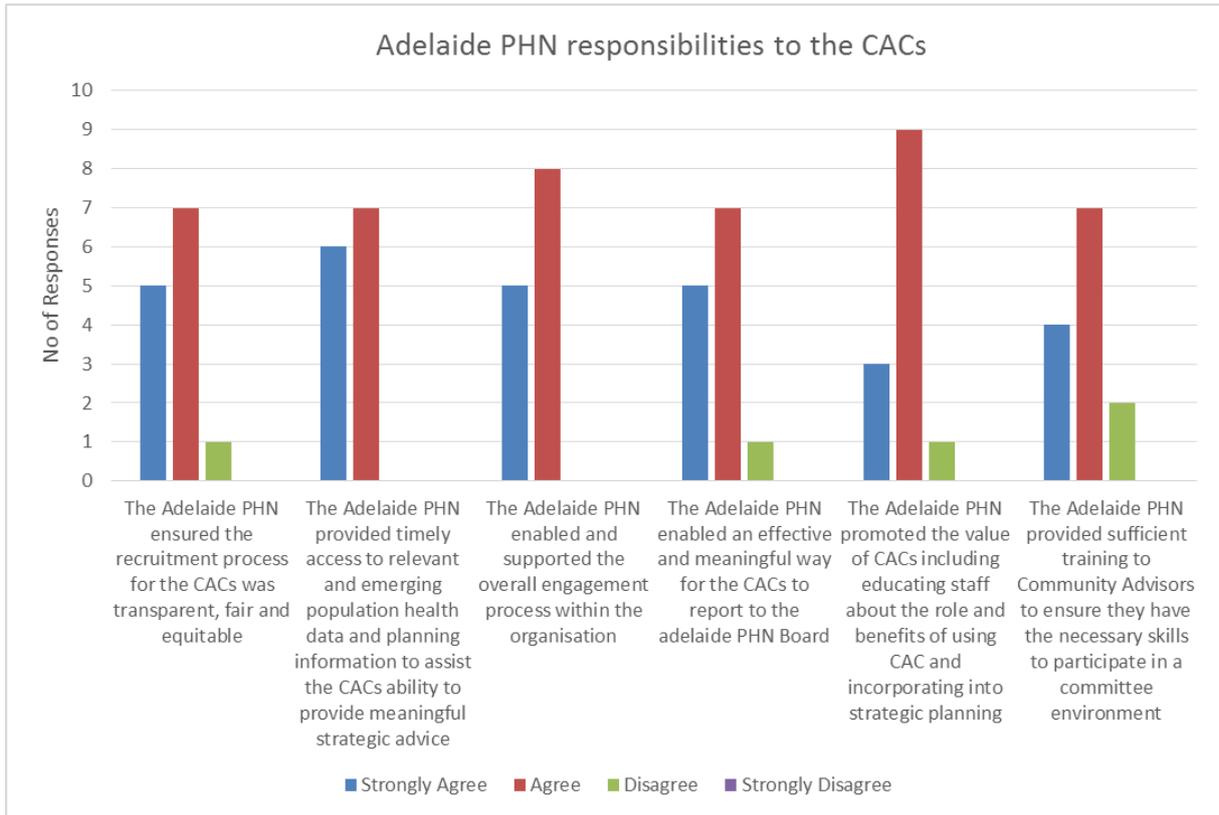


Figure 2: Adelaide PHN responsibilities to the CACs

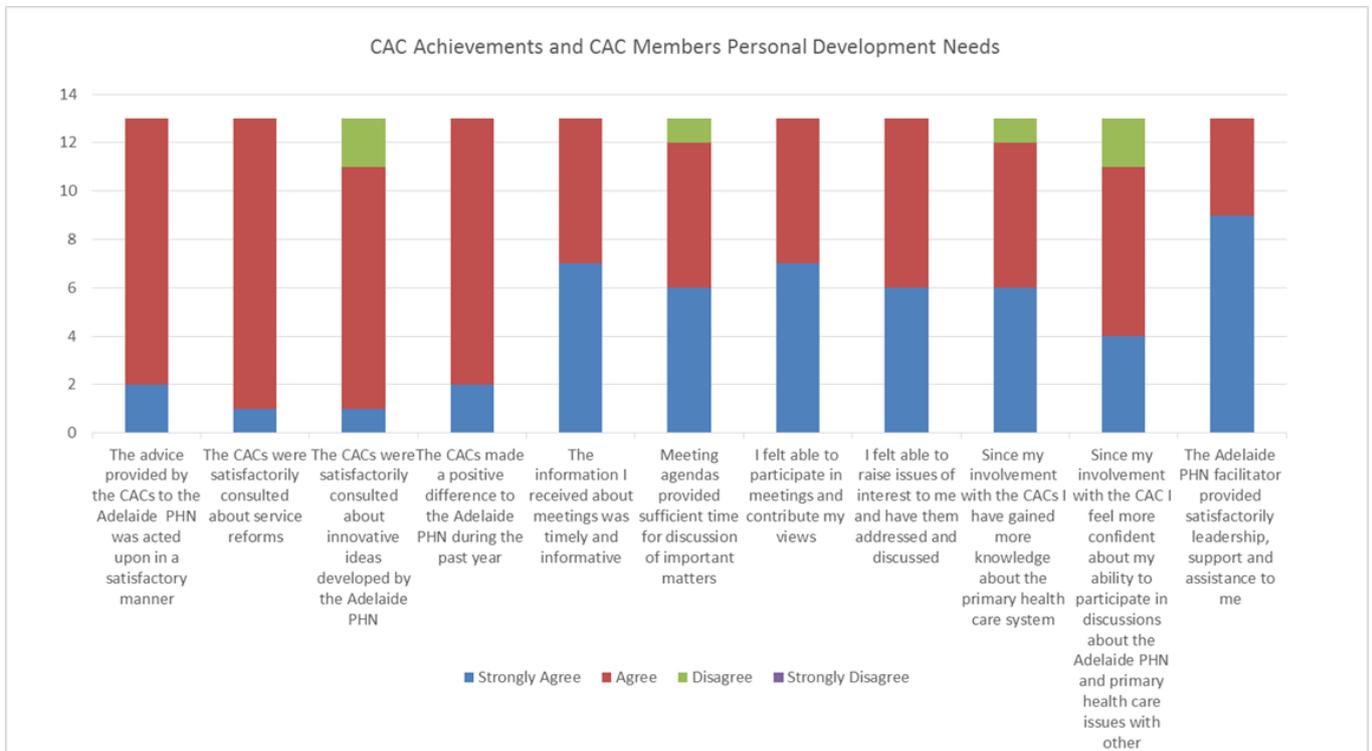


Figure 3: CAC achievements and CAC members' personal development needs

Three general questions were asked of members about their opinion of the biggest achievement of the CACs; how the Adelaide PHN could improve its support and management of the CACs and the members; and any other comments.

General comments made by the respondents in regards to the biggest achievement of the CACs to date has been the ability to identify primary health care priorities at a regional level in a respectful, cohesive and transparent manner. In respect to improving support and management, respondents strongly relayed the need for better communication now that meetings will be held quarterly.

“Need to strike a balance between frequency of meetings and need for good communication and exchange of ideas. If meetings are only quarterly then engagement by email/teleconference would be useful in between to ensure we are all up to date with developments”.

The need for continuity and sharing of ideas not only within the CACs but between and across the membership groups.

“Minutes of all CAC, CC, HPG and MAC meetings should be easily accessible. This would also help to develop a more collegiate atmosphere amongst the various groups – at the moment it feels like we are operating in isolation”.

Finally respondents highlighted not only the good work the Adelaide PHN has completed in a short time but that the facilitators have provided positive leadership and support, engaging well with the members of the CACs.

Summary

Respondents expressed their satisfaction with the direction of the CACs and believe that they are meeting their responsibilities and role of contributing to the work of the Adelaide PHN.

Actions

Following on from this report, the Community Engagement Team will:

- Investigate ways to facilitate communication between CAC meetings, including a member only online forum as an extension from our website. This will also provide a place to store membership documents like agendas and minutes that can be accessed by members at any time, and allow members to talk to each other between meetings;
- Continue to develop on and improve alternative communication methods such as the *Community Bulletin*; and
- Continue to provide positive leadership and support.

Appendix A: The Adelaide PHN and CAC Responsibilities from the Terms of Reference

The Adelaide PHN's Responsibilities

- Ensure the recruitment process is transparent, fair and equitable.
- Provide timely access to relevant and emerging information to assist the CAC's ability to provide meaningful strategic advice.
- Supporting the overall engagement process.
- Enable the CACs to have an effective and meaningful way to report to the Adelaide PHN Board.
- Promote the value of the CACs – including educating Adelaide PHN staff about the role and benefits of using CAC and incorporating the group into strategic planning.
- Provide training to Community advisors where required to ensure they have the necessary skills to participate in a committee environment.

The CAC's Responsibilities

- Advise the Adelaide PHN on the community's views that can be recognised and reflected in the work of the Adelaide PHN.
- Advocate on behalf of their community, that is, identify and increase awareness of communities of interest, including the needs of disadvantaged, isolated and marginalised communities.
- Participate in monitoring and evaluation processes as required by the Adelaide PHN.
- Assist in the identification of training needs to assist Community advisor's participation in the CAC.

Appendix B: Survey Monkey Questionnaire

Adelaide PHN supporting CAC member responsibilities: to what extent do you agree with the following	Strongly Agree	Agree	Disagree	Strongly Disagree
The Community's PHC priorities presented by CAC members were recognised and reflected in work being undertaken by Adelaide PHN				
CAC members were able to advocate the PHC needs on behalf of their communities including the disadvantaged, isolated and marginalised communities in their region				
CAC members were consulted on their training needs to assist Community Advisor's participation in the CAC				
CAC members participated in the monitoring and evaluation processes as required by the Adelaide PHN				
Adelaide PHN responsibilities: to what extent do you agree with the following statements				
The Adelaide PHN ensured the recruitment process for the CACs was transparent, fair and equitable				
The Adelaide PHN provided timely access to relevant and emerging population health data and planning information to assist the CACs ability to provide meaningful strategic advice				
The Adelaide PHN enabled and supported the overall engagement process within the organisation				
The Adelaide PHN enabled an effective and meaningful way for the CACs to report to the Adelaide PHN Board				
The Adelaide PHN promoted the value of CACs including educating staff about the role and benefits of using CAC and incorporating into strategic planning				
The Adelaide PHN provided sufficient training to Community Advisors to ensure they have the necessary skills to participate in a committee environment				
CAC achievements and CAC members personal development needs: to what extent do you agree with the following statements				
The advice provided by the CACs to the Adelaide PHN was acted upon in a satisfactory manner				
The CACs were satisfactorily consulted about service reforms				
The CACs were satisfactorily consulted about innovative ideas developed by the Adelaide PHN				
The CACs made a positive difference to the Adelaide PHN during the past year				
The information I received about meetings was timely and informative				

Meeting agendas provided sufficient time for discussion of important matters	
I felt able to participate in meetings and contribute my views	
I felt able to raise issues of interest to me and have them addressed and discussed	
Since my involvement with the CACs I have gained more knowledge about the primary health care system	
Since my involvement with the CAC I feel more confident about my ability to participate in discussions about the Adelaide PHN and primary health care issues with other	
The Adelaide PHN facilitator provided satisfactorily leadership, support and assistance to me	

Appendix C: Raw Data

Community Advisory Council (CAC) Evaluation 2015-2016																
	Total = 13				Northern: N=3				Central: N=4				Southern: N=6			
Adelaide PHN supporting CAC member responsibilities: to what extent do you agree with the following	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree	Agree	Disagree	Strongly Disagree
The Community's PHC priorities presented by CAC members were recognised and reflected in work being undertaken by Adelaide PHN	3	10			1	2			1	3			1	5		
CAC members were able to advocate the PHC needs on behalf of their communities including the disadvantaged, isolated and marginalised communities in their region	2	11			1	2				4			1	5		
CAC members were consulted on their training needs to assist Community Advisor's participation in the CAC	5	8			2	1			1	3			2	4		
CAC members participated in the monitoring and evaluation processes as required by the Adelaide PHN	2	8	3		1	2			1	2	1			4	2	
Adelaide PHN responsibilities: to what extent do you agree with the following statements	Strongly Agree	Agree	Disagree	Strongly Disagree												
The Adelaide PHN ensured the recruitment process for the CACs was transparent, fair and equitable	5	7	1		1	2			1	3			3	2	1	
The Adelaide PHN provided timely access to relevant and emerging population health data and planning information to assist the CACs' ability to provide meaningful strategic advice	6	7			1	2			2	2			3	3		
The Adelaide PHN enabled and supported the overall engagement process within the organisation	5	8			1	2			1	3			3	3		
The Adelaide PHN enabled an effective and meaningful way for the CACs to report to the Adelaide PHN Board	5	7	1		1	2			4					5	1	
The Adelaide PHN promoted the value of CACs including educating staff about the role and benefits of using CAC and incorporating into strategic planning	3	9	1		1	2			1	2	1		1	5		
The Adelaide PHN provided sufficient training to Community Advisors to ensure they have the necessary skills to participate in a committee environment	4	7	2		1	2			1	1	2		2	4		
CAC achievements and CAC members personal development needs: to what extent do you agree with the following statements	Strongly Agree	Agree	Disagree	Strongly Disagree												
The advice provided by the CACs to the Adelaide PHN was acted upon in a satisfactory manner	2	11			1	2			1	3				6		
The CACs were satisfactorily consulted about service reforms	1	12			1	2				4				6		
The CACs were satisfactorily consulted about innovative ideas developed by the Adelaide PHN	1	10	2		1	2				3	1			5	1	
The CACs made a positive difference to the Adelaide PHN during the past year	2	11			1	2				4			1	5		
The information I received about meetings was timely and informative	7	6			1	2			3	1			3	3		
Meeting agendas provided sufficient time for discussion of important matters	6	6	1			2	1		2	2			4	2		
I felt able to participate in meetings and contribute my views	7	6				3			3	1			4	2		
I felt able to raise issues of interest to me and have them addressed and discussed	6	7				3			2	2			4	2		
Since my involvement with the CACs I have gained more knowledge about the primary health care system	6	6	1		1	2			2	1	1		3	3		
Since my involvement with the CAC I feel more confident about my ability to participate in discussions about the Adelaide PHN and primary health care issues with other	4	7	2		1	2			2	1	1		1	4	1	
The Adelaide PHN facilitator provided satisfactory leadership, support and assistance to me	9	4			2	1			3	1			4	2		