

Key Terms in Consumer Representation

a glossary of terms you may come across as a consumer representative

abbreviation	a short form of a word/phrase used in place of the whole
accountable	responsible to someone or for some action
accreditation	a process where health services are assessed to see if they meet the NSQHS Standards
acronyms	a name made up of a series of first letters or parts of words
actions	the list of things that need to be done after each meeting. Different people agree to do each one. They are written in the minutes and/or on a separate document.
advisory committee	a group of people, representing different points of view who give advice to the organisation or department which established it
advisory council	see “ advisory committee ”
advisory board	see “ advisory committee ”
agenda	a list of things or items that will be discussed during a meeting
analytical skills	the process of breaking a problem down into smaller parts to work out a solution
annual	once a year
any other business	an agenda item that allows members to add new things to the meeting’s discussion
apologies	board or committee members offer an apology when they are unable to attend a meeting. This means that, although they cannot attend the meeting, they are still an active member
appointment (length of)	the amount of time committee member(s) serve on a committee. Often it is set at 1 year, 2 years or 4 years. After this period new members are chosen
board	a group of people who direct how an organisation works
Chair	is the member whose main role is to lead meetings of the board or committee, manage how meetings run and keep discussions on track. The Chair is also a member of the board or committee in their own right.

confidentiality	sensitive information shared with board or committee members which must be kept private, and only shared with those who need to know. Confidentiality agreements may be used to make sure that members understand and follow the rules around confidentiality.
conflict of interest	when someone has competing professional and/or personal interests. This could be an issue where you think you might gain financially, get a gift or service if you make a particular decision. You should not vote on this issue and tell the Chair.
consumer	a consumer in healthcare is someone who uses or receives health services
consumer perspective	the common viewpoint of a group of people who use a service
consumer representative	is a person chosen to be on a board or committee to represent and speak up for the needs and viewpoints of consumers
criteria	the standards used to make a decision
director	a member of the Board of an organisation who is partly responsible for the finances of that organisation
endorsement	public support or approval
ethical	moral, honest, right, good, decent, just
expenses (“out of pocket”)	items that cost you money as a committee member that you can ask to have repaid
expression of interest (EOI)	is a way to show you are interested in doing something. It's usually a short document where you explain why you want to be involved and why you are a good fit.
flow charts	a diagram that shows the order that you do things
governance group	another name for a committee that runs an organisation
grievance procedure	a way for board or committee members to voice complaints and find solutions
incorporated entities	legally registered organisations
issues	topics, questions, problems
jargon	slang or words used by special groups (eg. Doctors)
key performance indicator (KPI)	measurements that show how well something is going. They help people see if the most important goals of a project are being met. Activities are recorded to keep track of what has been achieved.
legal authority	what a committee can do by law
legislation	a rule or law made by a government or other law-making body

management committee	a group that decides what a business or organisation does
mind maps	a diagram that shows ideas, topics or tasks linked to a central main idea and helps you understand a problem in context
minutes	an official written record of what was discussed during a meeting.
confirmation of minutes	minutes are sent to members after a meeting. In the next meeting, members check if the document is correct. If they think something is wrong, they can ask for it to be changed.
matters arising (from minutes)	this is an agenda item that gives members the chance to ask about progress on anything in the minutes from the last meeting, that are not on the agenda.
motion	is an oral or written step taken to introduce a matter for consideration by a board or committee at a meeting. Decisions should always be made through a motion, which describes what action you want to take.
model of care (MoC)	a document that explains how care is managed and organised. It covers things like: what services are provided, who receives them, where they are delivered, and how they are delivered. It also covers how the service will work, who it interacts with, and what impacts it may have on other services or departments.
model of service (MoS)	Similar to Models of Care but is a document that relates to elements of non-medical service delivery that support patient care (e.g. facility management, patient food service, environment and engineering, information and communication).
National Safety and Quality Health Service (NSQHS) Standards	The NSQHS Standards were developed by the Australian Commission on Safety and Quality in Health Care along with input from other stakeholders. The standards aim to keep the public safe and to improve the quality of health service provision. The eight NSQHS Standards tell us what level of care we should get from any health service in Australia. See also: accreditation
natural justice	rules and steps to be followed when making decisions about disputes or the rights of others. This means treating everyone fairly, being truthful, and not taking sides because of personal interests. Both sides should get a chance to talk and respond to what the other side says.
networking	involves working with and sharing information with people and/or groups that you know or have a common interest

nomination	when someone suggests or recommends a person or themselves for an opportunity, they think they would be good for
outcomes	results of the discussion and actions you take as a committee
out-of-session	anything that happens or is done outside of the regular meetings or scheduled times
performance indicators	a way of measuring of how well a program's goals are being met
policy	plan of action to be followed
procedures	the steps taken to do an action
public statements	statements made to the media by a person chosen to speak on behalf of the Committee
quorum	is the minimum number of members who must be present for a meeting to happen
recommendation	a suggestion or advice about something that needs to be done
reference group	a group that an organisation gets guiding information from
reimbursement	refund or repayment of money you spent on certain things, such as travel costs or printing
remuneration / sitting fees	payment for your attendance at a meeting – payment for services rendered
representative	a person who acts on behalf of a group or organisation
Secretariat	staff who looks after all the day-to-day actions needed to run the committee, e.g. Minutes, emails
stalemate	when a decision can't be reached
'standing orders'	a rule made as to how a meeting will be run
steering committee	a group that an organisation gets guiding information from
strategic plan	a long-term plan of action to guide the Committee
systemic advocacy	providing active support to improve and make a system work better e.g. advising a housing department on accessible features
tabled papers	documents that are made available for everyone at a meeting to read. Sometimes written reports will be tabled when the author cannot be at the meeting in person
terms of reference (TOR)	guidelines on the role, responsibilities, and operation of the Committee

workload	the work you are expected to do between meetings. This may include reading papers, looking up websites, working with other members, writing reports
working group	a subcommittee (i.e. a small group of committee members) who work on a specific issue or problem and then report back to the main committee
work plan	simple guide that outlines what a committee will do, who will do it, and when it will be done.
