

Version: 3.0

**Document History**

Version	Description of Change	Date approved by Trust	Comments
3.0	Major revision to align with Department guidelines	26/10/22	
2.2	Amendment following Sub-committee review		
2.1	Redraft	4/12/19	Review
2.0	Minor amendments, removal of reference to Cemeteries Heritage Advisory Committee	26/08/15	Review
1.0	New Charter	15/09/10	

**Scheduled date for next review:** December 2024

**1. Establishment**

The Southern Metropolitan Cemeteries Trust (**SMCT**) Community Advisory Committee (**Committee**) is formally constituted under s.18D of the *Cemeteries and Crematoria Act 2003* and reports directly to the Trust.

The Committee has an advisory role to facilitate community engagement and the provision of advice, guidance and insights regarding the needs and preferences of the communities which SMCT serves. It has no executive authority.

The establishment of the Committee does not release the Trust from its responsibilities.

**2. Role of the Committee**

The role of the Committee is to:

- provide a process for customer and community engagement regarding SMCT’s current or proposed products or services
- provide strategic advice, from consumer and community perspectives, in relation to SMCT’s current or proposed products or services, including major initiatives and changes, and
- advise the Trust on community issues in relation to its communication with the communities it serves.

**3. Responsibilities**

The Committee will:

- advise the Trust on strategies to enhance and promote effective consumer and community engagement, assisting the Trust to carry out its responsibilities and commitments relating to consumer and community engagement and its impact on service outcomes
- advocate to the Trust on behalf of consumers and the community and advise the Trust on priority areas and issues requiring consumer and community input and involvement
- in consultation with the Trust, develop a community engagement plan for consideration by the Trust and monitor implementation and effectiveness of the approved plan

- monitor the implementation of the Trust's strategic plan as it relates to consumer engagement
- develop an annual committee workplan that reflects the requirements of the community engagement plan outcomes.

## 4. Membership

### 4.1. Composition

All members of the Committee are appointed by the Trust and shall comprise:

- a maximum of four Trust members
- a Chair, who shall not be the Chair of the Trust, and
- up to eight community representatives

The CGO will act as the Secretariat of the Committee.

As part of the appointment process, all Committee members will be required to disclose any conflicts of interest. All Committee members shall be independent of Trust management and be free of any business or other relationships which could materially interfere with the exercise of independent judgement as a Committee member.

As determined by the Trust, and in accordance with the *Community Advisory Committee Guidelines for Class A Cemetery Trusts* (issued by the Secretary of the Department of Health) the Committee shall comprise persons whose skills and experience reflect, and are complimentary to, the diversity of the communities which SMCT serves. Recruitment of members shall follow processes set out in those Guidelines.

Members may not:

- give direction to Trust staff
- make decisions in relation to Trust expenditure
- make public comments on behalf of the Trust
- enter into any contract or hold themselves out to represent the Trust in any capacity.

### 4.2. Skills and Experience

As a collective group the Committee should possess or have access to the following expertise and capabilities:

- knowledge and expertise in:
  - community relations
  - interfaith sensibility
  - community networks
  - industry knowledge
  - strategic marketing
  - cultural diversity
- consumer and community perspectives
- links to the broader community and, as such, be able to utilise existing community relationships to enhance the groups knowledge regarding particular issues
- be diverse and have links to a diverse range of community groups e.g. aged care, disability services, people from non English-speaking backgrounds, and
- be multicultural or have strong links to various cultures/religions.

All Trust members of the Committee are required to act in accordance with Section 7 of the Trust Charter: '*Conduct of Trust Members*' and Section 11.4 of the Trust Charter '*Related Party Transactions*'.

## 4.3. Terms of Appointment

All appointments to the Committee (other than Trust members) shall be for a period of between two and three years, expiring on 31 May in the year of expiry of tenure. Appointment terms may vary in term to ensure continuity.

The Trust may, upon advice from the Committee Chair, terminate the appointment of any member of the Committee.

A Committee member may resign from the Committee in writing signed by the member and addressed to the Committee Chair.

The appointment of a Trust member to the Committee ceases on the cessation of their appointment as a Trust member.

## 4.4. Committee Chair

The Committee Chair will:

- be appointed by The Trust for a term of two years and may be eligible for reappointment
- provide a leadership function to the other members of the Committee.

The Committee Chair will maintain working relationships with:

- the Trust Chair
- other members of the Committee
- the CEO
- the General Manager Customer Experience, Marketing & Communication, and
- the CGO.

## 5. Committee meetings

### 5.1. Quorum

A quorum consists of 50% of members, inclusive of at least one Trust member.

### 5.2. Frequency

The Committee will meet at least four times a year and may hold additional meetings as required to fulfil its responsibilities.

### 5.3. Agendas and Meeting Papers

The Committee Chair is responsible for the development of the agendas for meetings, in consultation with the General Manager Customer Experience, Marketing & Communication and CGO.

Committee members may request the inclusion of agenda items via the Chair.

Meeting papers shall be distributed to all Committee members at least five days prior to the meeting.

## 5.4. Attendance at Committee meetings

Members are required to attend all or, at a minimum, 75% of Committee meetings unless their absence has been approved by the Committee Chair.

The Committee permits its members to participate in a particular meeting by telephone, videoconference or any other means of communication. A member who participates in a meeting in this way is deemed to be present at the meeting.

The CEO and General Manager Customer Experience, Marketing & Communication may attend meetings by standing invitation.

Members of management and other persons may attend meetings at the discretion of the Committee Chair.

With the approval of the Committee Chair, Trust members may attend Committee meetings but shall not be considered a member for the purposes of forming a quorum.

## 5.5. Reporting to Trust

The Committee will report to the Trust on a regular basis including presenting to the Trust meeting scheduled immediately following the Committee meeting:

- papers containing recommendations for consideration by the Trust
- the minutes of the Committee meeting, and
- considerations and discussions of the Committee.

## 5.6. Minutes of Committee Meetings

The minutes of Committee meetings shall be:

- recorded by the CGO
- reviewed by the Committee Chair and distributed to all members within 21 days of the meeting
- approved by the Committee at the next Committee meeting, and
- tabled at the Trust meeting next following each Committee meeting.

## 6. Access to Information

The Committee may seek any information it requires within the scope of its responsibilities via the Committee Chair.

## 7. Conflict of Interest and Confidentiality

Committee members must disclose to the Committee any interests, actual, perceived or potential.

Members will be subject to confidentiality requirements of the Trust.

Members are responsible for ensuring that the individual confidentiality and privacy of consumers and community members and their issues, as discussed within meetings, is maintained.

## 8. Performance and Charter Review

The Committee shall review:

- its performance on an annual basis and provide recommendations to the Trust, and
- this Charter at least once every three years.