



29 November 2022

Dear CAC members and NMHS staff,

Thank you for your hard work in co-creating the NMHS CAC model.

The purpose of this document is to introduce you to the CAC resources and share the next steps in moving toward implementation.

Background

As part of the project to transform how NMHS, Consumers and Carers work together to improve patient experience at NMHS sites (Partnership Model Project), the role of CACs emerged as a priority for development.

The CAC Re-Design Project brought together NMHS staff and CACs to design:

- The overall purpose of CACs and core functions (what CACs do) to achieve their purpose
- Roles within the CAC and their responsibilities including Chair, Deputy Chair, Members, Executive Sponsor
- What CACs need to be successful
- Tools and resources to support CACs to work achieve their purpose

About the documents

Through the CAC re-design workshops, feedback loops and virtual discussions, a series of documents have been developed (described below). Of these documents, those in blue text have been through feedback loops from CACs and NMHS staff. They are provided in pdf to reflect this agreement. Other documents are provided in Word so that you can use them in ways that are suitable to the goals and needs of your CAC.

What's next

We are now moving into the **Planning for Implementation Phase** of our work together.

We are sharing the resources with you to give you time as a CAC and NMHS staff member working with CACs, to explore them and consider what is needed for successful implementation and where the resources apply to the work of your CAC.

Planning for implementation

Shortly, you will receive a link to a survey to provide information about implementation. To get you started, here are some of the questions that will be included.

1. Which implementation option (from the Implementation Roadmap) most suits your needs and aspirations?
2. What is the timeframe that you believe is reasonable and practical to implement the purpose and functions of CACs, roles and use the resources?
3. What is the process you want to undertake for to transition people to new roles and ways of working?





4. What questions do you have about the documents, so that you can plan for implementation?
5. What you want to know about implementation?
6. What else would you like NMHS to know about moving forward together to implement the new CAC model?

Timeframe

The survey will be conducted before the end of the year, with implementation of the CAC model elements and resources beginning early in the new year.

CAC Resources

The documents below have been developed to guide CACs in the design and delivery of your work. This list contains the first group of core resources to use with your CAC. Resources will continue to be adapted based on feedback.

Documents are numbered so that you can find them easily.

Implementation Roadmap

The Implementation Roadmap is a tool to support your CAC to plan the implementation of the new model and resources. It provides three different options for implementation based on the unique contexts of new existing CACs.

About What CACs Do

1. **CAC Purpose and Functions** (Infographic and Detailed Description): describes the purpose, priorities and functions of CACs with detailed examples provided by CACs. Each CAC will identify priorities to focus on (and how this will be done) based on information provided by members and the CAC site/catchment area.
2. **CAC Ingredients for Success**: created during the CAC design workshops to support the continued development and resourcing of CACs.
3. **Acronym Guide**: a list of acronyms to support building a shared language.

CAC Role Descriptions

4. **Role Descriptions for CAC Chairperson, Deputy Chairperson, Members, Executive Sponsor, Secretariat**

About CAC Membership

5. **CAC Membership Priorities**: the agreed priorities for membership composition
6. **CAC Membership Information**: information about membership including CAC composition, support, meetings etc

Recruitment of Members and Roles



7. **CAC Recruitment Processes:** describes the requirement process for members and other roles.
8. **CAC Membership Application Kit Information:** Content for an application kit for potential members.
9. **CAC Membership Application Form:** Draft application form – to be a digital form.

Organising and Facilitating CAC Meetings

10. **Meeting Agenda:** an agenda to facilitate discussion and shared work towards the purpose of CACs
11. **Meeting Minute Taking Template:** to record minutes in meetings aligned with the agenda
12. **Meeting Actions and Decisions Register:** to note agreed actions and decisions (For actions not part of your Action Plan to achieve your purpose e.g. organising a guest speaker)
13. **Issue and Opportunity Notification:** to notify other committees of issues and opportunities
14. **Agenda Item Request Form:** a virtual form for a health service provider to apply to raise an issue at a CAC meeting
15. **Action Planning Tool:** a facilitation guide to exploring opportunities and issues with CAC members

Planning and Reporting

16. **6 Month Action Plan:** a simple planning template to plan the work of your CAC aligned to your purpose, priorities and functions
17. **Action Plan Progress Update:** a template to report on progress delivering your 6-month Action Plan
18. **Annual Report:** a template to report on the achievements and key learnings from the work of your CAC over the past 12 months.
19. **Action Plan Development Guide:** A guide to developing your 6-month Action Plan