

# EASTERN METROPOLITAN REGION ASM ALLIANCE

## Process and Implementation Working Group

### TERMS OF REFERENCE



#### The EMR ASM Alliance

The *EMR ASM Alliance* has been created to support the implementation of the Active Service Model (ASM) across Melbourne's Eastern Metropolitan Region (EMR). The Alliance brings together the expertise, knowledge and experience (individual, agency, sector and partnership) of all EMR HACC funded agencies, of service delivery partners and of other key stakeholders. The Alliance is a forum that seeks to promote a strong partnership approach through effective information sharing and collaborative problem solving.

While the EMR Department of Health is committed to providing ongoing support, expertise and resources, ownership of the Alliance remains with its members. Success is therefore dependent on a strong commitment from local agencies in both setting the strategic agenda of the group and operationalising its vision.

#### Vision

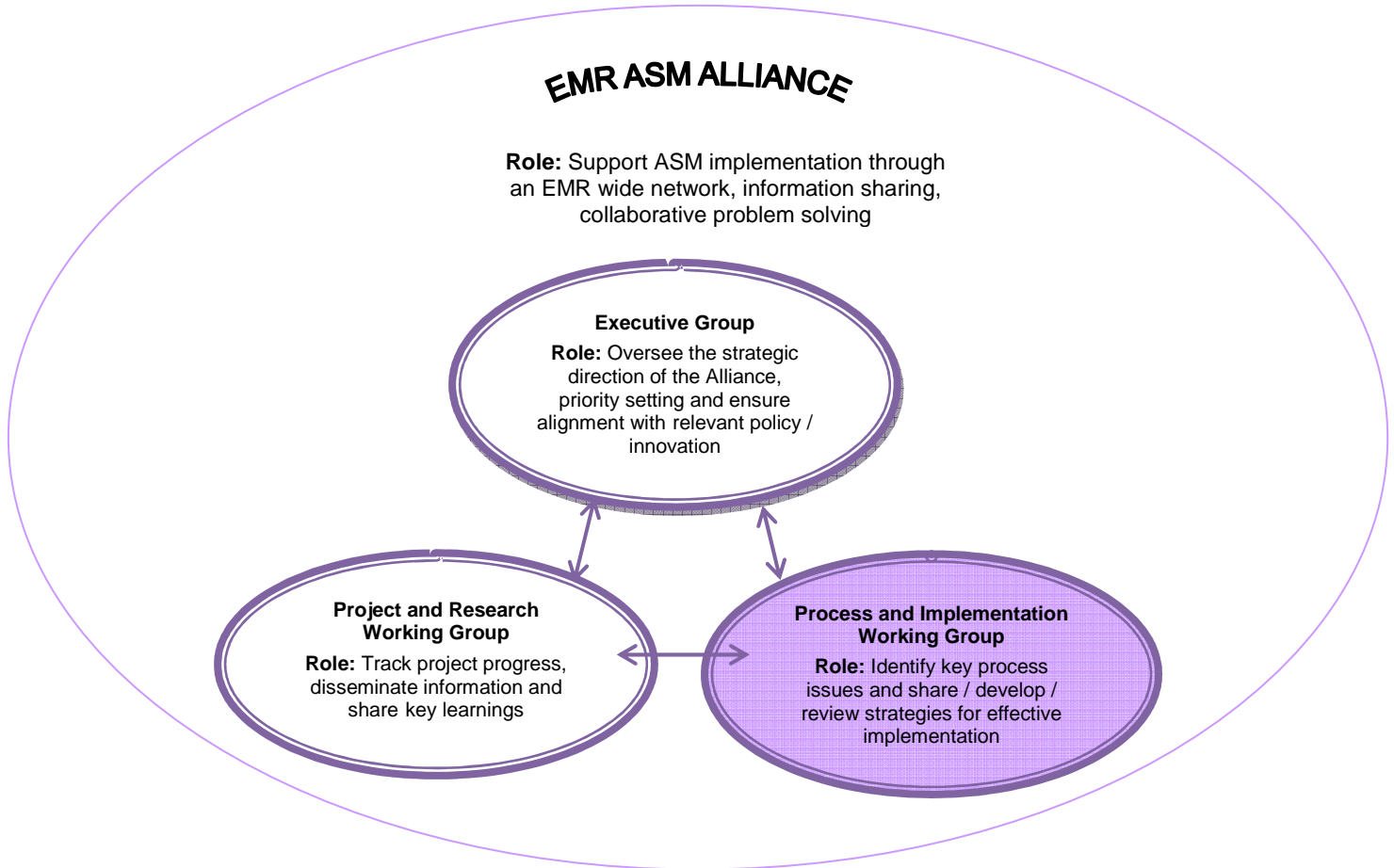
*The EMR ASM Alliance will provide a forum in which all HACC funded agencies, service delivery partners and key stakeholders can come together to support the implementation of the ASM. The Alliance will facilitate timely and effective information sharing between agencies, promote collaborative problem solving and seek opportunities to strengthen and/or create new partnerships to address common issues.*

#### Purpose of the ASM Alliance Process and Implementation Working Group

The *ASM Alliance Process and Implementation Working Group* has been established to identify and work through common issues that affect the implementation of the ASM in the EMR. The objectives and functions of the working group include to:

- Identify and discuss common issues affecting the implementation of the ASM across the EMR (including issues related to organisational approach, knowledge and confidence of staff and the impact of ASM on client service delivery)
- Collaboratively develop strategies to manage shared challenges and identify opportunities to share knowledge, resources and expertise to effectively implement positive change
- Share and celebrate effective implementation strategies and identify key learnings to assist other agencies
- Review ASM related tools and resources and discuss opportunities to support the implementation of these in the EMR
- Facilitate productive working relationships and networking opportunities
- Act as a conduit between the ASM Alliance and staff across their organisations and support timely and effective information sharing with staff and key stakeholders

## Structure of the EMR ASM Alliance



## Membership

Nominations for membership of the *Process and Implementation Working Group* are open to all ASM Alliance members. The group aims to be representative of HACC services across the region, therefore broad membership is sought from multiple sectors including (but not limited to) local government, community health, aged and disability services and nursing. Non HACC funded agencies, with relevant experience and expertise, are also identified as valuable members of the working group.

Nominations for new working group members will be tabled for discussion by the working group and accepted in writing. Each member's tenure on the Working Group will be reviewed after twelve months.

## Secretariat

The Department of Health will provide strategic support to the working group, including provision of expert advice, consultation and direction from the EMR ASM Industry Consultant.

The ASM Alliance Project Officer will be responsible for preparing and distributing agendas (a minimum of 5 days before each meeting), recording and circulating minutes and communicating with members on relevant matters relating to the business and conduct of meetings.

Secretariat members will remain non-voting members of the *Process and Implementation Working Group*.

## Chair

The *ASM Alliance Process and Implementation Working Group* will be led by two Co-Chairs. The Co-Chairs will be members of the working group and will be elected by majority vote by members of the group.

The Co-Chairpersons will attend and run monthly meetings, review meeting agendas and minutes prior to distribution; be responsible for signing off on recommendations to the ASM Alliance Executive group; review items relating to the working group contained in the e-bulletin; provide a 5-10 update at Alliance meetings; and

where necessary, facilitate the dispute resolution process. The breakdown of responsibilities between the co-chairpersons will be negotiated between each chairperson and the Secretariat.

The position of Co-Chair will be held for six-months, after which new co-chair's will be nominated by majority vote by the group.

## Meeting Frequency

During the establishment phase (October 2010 – April 2011), 90 minute meetings will be held monthly at a local venue. A timetable for meetings will be established at the commencement of the group. In April 2011, the timing and frequency of meetings will be reviewed by the group.

## Meeting Minutes

The Secretariat will record, compile and distribute to members of the group minutes that reflect the content of meetings. Minutes will be accepted at the beginning of each meeting following feedback and relevant clarification from members of the group.

## Reporting Mechanisms

The relationship between the Executive and Working groups of the ASM Alliance will be a two-way strategic relationship. The *Process and Implementation Working Group* will provide progress reports and recommendations to the ASM Executive Group for review and approval via a number of pathways:

- Minutes of working group meetings will be submitted to the ASM Alliance Executive Group monthly
- Secretariat members will provide verbal handover reports as an ongoing agenda item of each group's meetings
- Formal recommendations will be submitted in writing by the Chair of the working group for review by the Executive
- Working group work plans will be developed and submitted annually for approval by the Executive group

The relationship between the *Process and Implementation Working Group* and the *Project and Research Working Group* will be an information sharing relationship that will occur through a number of pathways:

- Secretariat members will provide verbal updates at each group's meeting
- Formal working group updates will be presented at each Alliance meeting by the respective group's Chairperson

## Confidentiality

The proceedings and records of the *Process and Implementation working group* are not considered confidential. Where the group identifies information that is of a confidential nature, the issues will be documented without disclosing confidential information.

## Dispute Resolution

In the event there is disagreement between members of the *Process and Implementation Working Group*, which prevents the agreed objectives being reached, the following will apply:

- terms of reference will be considered the guiding document
- issues should be referred to the Chair of the working group for discussion and review
- as appropriate, issues will be tabled for discussion at the working group with the aim of resolving the issue or developing a process through which resolution should be achieved. If appropriate, additional people representing different interests may be invited to the meeting
- if the matter cannot be resolved through open discussion with the working group, issues may be raised with the *ASM Alliance Executive Group* and/or referred directly to the EMR Department of Health's Manager, Primary Health & Aged Care.

## Review of Terms of Reference

The membership, roles and Terms of Reference of the *ASM Alliance Process and Implementation Working Group* will be reviewed annually.