



## Raising Standards – Protecting Patients

---

### Terms of Reference Community and Consumer Advisory Group

#### 1. Purpose

The Community and Consumer Advisory Group (CCAG) is established to ensure that the voices of consumers, patients, and the broader community are embedded in the governance, policies, and activities of the College. The Group advises on matters of public safety, cultural safety, access, communication, and consumer experience, supporting the College's role in protecting the public and maintaining community confidence in cosmetic surgery and medicine.

#### 2. Scope

The CCAG will:

- Provide input into policies, standards, and training programs from a consumer perspective.
- Advise on how the College can improve patient-centred care, informed consent, and communication practices.
- Identify emerging issues, risks, and opportunities from a consumer and public perspective.
- Promote cultural safety, health equity, and representation of diverse communities.
- Support transparent communication with the public about College standards, accreditation, and patient safety initiatives.

#### 3. Responsibilities

- Review proposed policies, codes, and guidelines for clarity and consumer relevance.
- Provide input to curriculum development, particularly in areas of patient safety, communication, ethics, and cultural safety.
- Assist with consumer-facing resources, patient information materials, and feedback systems.
- Participate in College evaluations, consultations, and strategic planning processes.
- Provide independent feedback to Council and Committees on community expectations.

#### 4. Membership

- Chair: Independent consumer representative
- One consumer representative
- One Aboriginal and/or Torres Strait Islander representative
- One trainee representative (observer, non-voting).
- One Fellow representative (observer, non-voting).
- Education Manager Ex Officio Member (non-voting):

## 5. Reporting

The CCAG reports to Council via the Patient Safety and Public Protection Committee (PSPPC) and provides advice and recommendations to the Education & Training Committee (ETC) the Board of Censors (BOC) on consumer-relevant aspects of education and training.

## 6. Meetings

Meetings will be held at least twice a year, with additional meetings convened for urgent matters. Quorum requires at least 50% of voting members, including the Chair. Extraordinary meetings may be convened at the request of the BOC or ETC.

## 7. Authority

The CCAG is authorised to:

- Request information relevant to patient safety, community communication, and consumer engagement.
- Provide recommendations to Council and committees.
- Engage with external consumer organisations and advocacy groups for consultation.

## 8. Confidentiality and Conflicts of Interest

Members must maintain confidentiality of discussions and documents. All members must declare any conflicts of interest prior to each meeting.

## 9. Review

This ToR will be reviewed every two years by Council to ensure it reflects best practice in consumer and community engagement.

This policy takes effect from:	22 Sep 2025
Approved by:	ACCSM Council
Next Review Date:	22 Sep 2027