



Clinical Quality & Safety Committee (CQSC) Charter

Applicable to:	Mission Australia clinical-related services
Authorised by:	CQSC Mission Australia Board
Approved date:	CQSC – 12 March 2026 Mission Australia Board – 31 March 2026
Review Date	March 2026
Charter owner:	Executive - Practice, Evidence & Impact

INTRODUCTION

Inspired by the person and work of Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God (Founding Purpose).

Mission Australia is a company limited by guarantee and registered as a charity with the Australian Charities and Non-for-profits Commission.

Mission Australia delivers **clinical-related** services, being:

- **Clinical services:** Clinical service models where Mission Australia employs clinical staff to deliver clinical interventions, which includes being a registered provider for aged care services and NDIS services;
- **Clinical adjacent services:** Non-clinical service models with formal partnerships with clinical providers in residential and community settings; and
- **Clinical component services:** Non-clinical service models that have components of practice that require clinical governance.

Mission Australia is committed to proper and effective corporate, clinical and care governance in relation to the delivery of all clinical-related services, including a commitment to holding itself to the highest standards of clinical care in delivering culturally safe and accessible services.

PURPOSE

The Clinical Quality and Safety Committee (**CQSC**) is appointed by the Mission Australia Board (**Board**) to assist the Board with carrying out its clinical and care governance responsibilities in relation to Mission Australia's clinical-related services. This includes ensuring that effective and accountable systems are in place to monitor and improve the quality and safety of such services in accordance with Mission Australia's *Clinical and Care Governance Framework* and relevant legislation, standards and other compliance requirements.

This CQSC Charter (**Charter**) sets out the authority, roles and responsibilities, structure and processes of the CQSC.

The CQSC operates in a context of other governance and legislative arrangements relating to clinical-related services within Mission Australia.

AUTHORITY

All members of the CQSC function in an advisory capacity in providing advice and recommendations to the Board and have no management role, other than the member of the CQSC who is also Mission Australia's Chief Executive Officer.

The Board has authorised the CQSC, with the scope of its duties, roles and responsibilities set out in this Charter, to:

- make recommendations to the Board;
- approve any professional advisers that the CQSC may require to assist in its duties; and
- report and provide advice to the Board on the quality of Mission Australia's clinical-related services.

ROLES AND RESPONSIBILITIES

The CQSC has the following roles and responsibilities:

General

- Oversee and monitor the quality and safety of care provided to consumers/clients of Mission Australia's clinical-related services including clinical care, personal care and services and support for daily living.
- Review accountability mechanisms for the quality and safety of care provided to consumers/clients across all its clinical-related services.
- Drive and support continuous improvement of quality and safety systems in place for Mission Australia's clinical-related services, in line with strategic objectives, consumer/client expectations and feedback and regulatory requirements.
- Report and provide advice to the Board on compliance for all clinical-related services with legislative and regulatory requirements.
- Investigate other matters relating to clinical quality and safety in Mission Australia's clinical-related services, that are brought to its attention or requested by the Board.

Clinical and Care Governance Framework

- Oversee and monitor application of the Clinical and Care Governance Framework in Mission Australia's clinical-related services, through the Five Domains: Leadership and Culture; Consumer, client and family partnerships; Workforce; Risk Management (clinical); and Best Practice.
- Oversee the application of the Quality Improvement Cycle (Plan, Do, Check, Act) as they support the Five Domains.

REPORTING

CQSC will:

- provide the Board with regular updates on the CQSC's activities, including copies of agendas, CQSC papers and minutes of its meetings.
- provide the Board with feedback on the quality of MA's clinical-related services, at any time, at its discretion or at the request of the Board.

MANAGEMENT ACCESS

The CQSC Secretary and Company Secretary shall have direct access to the CQSC on an as-needs basis.

MEMBERSHIP

The Mission Australia Board will appoint the CQSC members and the Chair of the CQSC.

The CQSC will comprise:

- a minimum of two (and preferably three) Mission Australia Board Directors;
- the Board Chair as an ex officio member;
- up to two experts who have: expertise in clinical governance; and an appreciation of Mission Australia's work, our values and founding purpose; and
- the Mission Australia Chief Executive Officer.

Membership of the CQSC will expire if the relevant person:

- is an external member and takes up a position where there is a direct conflict of interest, for example as a decision maker for funding decisions; and
- if the Board, at its discretion, chooses to end the term of office for any member.

Only CQSC members will be entitled to vote at meetings. The CQSC may invite other persons to its meetings to attend as guests (but not vote) as it considers necessary.

Any Mission Australia Director may at any time attend a CQSC meeting but will not be entitled to vote.

The CQSC Secretary will be the Executive Practice, Evidence and Impact or such other person as nominated by the Board.

Mission Australia is responsible for providing new members with an appropriate induction program and educational opportunities related to the scope of the CQSC. The skills and performance of all committee members will be reviewed annually by the Mission Australia Board.

MEETINGS

Attendance

Invited attendees to the CQSC to provide support, advice and assist the committee as required may include:

- Executive Practice, Evidence & Impact (CQSC Secretary)
- Deputy CEO
- General Manager, Enterprise Risk and Assurance
- National Manager, Practice Quality
- General Manager, Aged Care

Other invitees may include:

- Mission Australia Directors
- General Counsel & Company Secretary
- Any other person may be invited by the Chair to attend CQSC meetings.

Frequency

The CQSC shall hold at least three meetings per year and such additional meetings as the Chair shall decide in order to fulfil its duties.

An alternate member may be elected to attend the CQSC meetings in the absence of one of the CQSC members.

The Chair of the Board, any CQSC Member, the CQSC Secretary or the Company Secretary may call a meeting of the CQSC. Any of the MA Executive Committee may request the Chair or a CQSC Member to call a meeting. Under such circumstances, the five-day working day notice period may be waived if agreed by all parties.

At the discretion of the Chair, private sessions may be held with individual Executives or management.

Annual Program of Work

CQSC will establish an annual program of work which will inform each meeting agenda. It will cover matters aligning to the roles and responsibilities of the CQSC, as set out in this Charter.

Agenda

Notice of each meeting with a detailed agenda together with supporting documentation must be circulated to CQSC Members and other attendees at least five working days before each meeting.

Members must be fully prepared for CQSC meetings to be able to provide appropriate and constructive input on matters for discussion.

Quorum

Three members attending, two members to be Mission Australia Board Directors (including the Board Chair, if required) constitute a quorum.

Voting

Each CQSC member present may vote on any matter raised before the CQSC for resolution. In the event of a tied vote, the Chair has the right to a second vote as a casting vote.

Minutes

The CQSC Secretary, Company Secretary or delegate will prepare the minutes of the CQSC meeting to be circulated to the Chair to give preliminary approval. The draft minutes will be provided at the subsequent CQSC meeting for approval and may be presented to the Board.

The minutes are to accurately record the resolutions of the CQSC, key reasons for those decisions (where appropriate) and actions with accountabilities and timings noted. The minutes of the meetings are to be confirmed and signed by the Chair at the subsequent CQSC meeting.

REVIEW

The CQSC will undertake an annual self-evaluation of their performance against this Charter and report the evaluation findings to the Board.

The CQSC will undertake an annual review of the Charter and make a recommendation to the Board regarding any proposed amendments.

REFERENCE DOCUMENTS (to be reported annually to CQSC)

Aged care - key legislation, standards and guidance documents

NDIS - key legislation, standards and guidance documents

Other - key legislation

Other - standards and compliance requirements Mission Australia internal documents

* It is noted that the CQSC is not Mission Australia's Quality Care Advisory Body under the *Aged Care Act 2024*. Mission Australia's Quality Care Advisory Body is the management committee called the Aged Care Clinical & Care Committee.