



Being part of a consumer advisory body

A resource for aged care consumers

1800 951 822
agedcarequality.gov.au



Being a part of your consumer advisory body helps your voice to be heard. The information you give to your service's governing body can help shape the way your service is run.

The Aged Care Quality and Safety Commission has put together some tips to help you get the most out of your time as part of the consumer advisory body.

Tip 1 – consider what is most important for your group to discuss.

A great way to start is by talking about how things work in your service, what you enjoy and where you would like to see things improved or done differently.

You will need to decide whether one consumer advisory group is what's needed at your service or whether it would be better to have different groups focussing on different things.

Topics you discuss could include things like:

- ✔ Food and dining – do you enjoy the food that you receive, and do you get the choices you expect? Is the dining experience at your service pleasant and enjoyable?

- ✔ Staff – are the staff well trained to do their jobs, and are they nice to you and others?
- ✔ Feedback and Complaints – how does your service encourage your feedback and respond to any complaints or suggestions for improvement?
- ✔ Safety – how does your service respond if something goes wrong? Do you feel safe?
- ✔ Activities and recreation – do you enjoy the activities that are provided? Are there any activities, special events or celebrations you would like your service to provide?

Tip 2 – be the voice for all residents

Your voice as a member of the consumer advisory body is important, but you should include the voices of others too.

Have a chat with other people before your meetings to get their views about the topics that you are going to discuss. This will help make your body as representative as possible.

Tip 3 – keep organised

It might seem like a lot of work but keeping organised will help make your consumer advisory body more effective. This might include:

- ✔ Formally deciding when, where and how often you will meet
- ✔ Making an agenda of what you plan to discuss at each meeting and sharing it with members ahead of time

- ✔ Giving roles to members of your consumer advisory body – like deciding who will chair your meetings, who will prepare agendas and who will take minutes
- ✔ Inviting guest speakers to your meetings when you are discussing relevant issues
- ✔ Documenting your discussions in a set of minutes
- ✔ Ask your service how they can help with the organisation.

Tip 4 – report your findings to the governing body, and follow up

The governing body can't make changes that you suggest if they don't know about them!

Make sure you have a formal way to report back to your governing body about what you have discussed at your meetings – that could be by having a discussion with someone or putting things in writing. This should be agreed with your governing body to avoid any confusion.

Your governing body has a responsibility to let you know what they are doing with the information that you provide and how they are changing.

Also, think about how you will share the feedback that you provide and what happens with other people at your service.



Remember

Consumer advisory groups are just one way to provide feedback

– not everyone will want to participate in a group. Your service should have other ways that people can raise a problem or concerns – ask your service about how this works.

How your service can support your consumer advisory group

Your service should support your consumer advisory group by:

- ✔ Letting everyone know about the group and how to get involved
- ✔ Providing a way to meet that is accessible and comfortable, this could be a physical place or an online place

- ✔ Ensuring that there are opportunities for everyone who is interested to participate including people living with visual and hearing impairment, cognitive decline, language barriers, or mobility issues
- ✔ Making sure that meetings are held at a time that works for everyone including people receiving care and family members
- ✔ Offering to provide a service representative to come to your meetings when you want them
- ✔ Asking you how you would like the service governing body to report back to your group and everyone in the service about how they are responding to your feedback, including new decisions and changes.

December 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Consumer Advisory Body for Aged Care

Information sheet and FAQs



McLean Care is offering aged care consumers and their representatives an opportunity to participate in a Consumer Advisory Body. The purpose of the Consumer Advisory Body is to provide ASQ with feedback about the organization's quality of care so that we can improve services. Consumers and their representatives are invited to register their expression of interest.

How will you manage my personal information?

When you submit your Expression of Interest form, we will collect and store your personal information in a secure database. Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles.

You can ask to be removed from the database at any time. We will only use the information in the database to invite you to participate in consultations as part of the Consumer Advisory Body. We will not use or disclose the information for any other purpose without your consent, unless required by law.

In addition to identifying information, you will be invited to provide some sensitive information, such as information about your cultural or personal identity. You do not have to provide this, but it will help us to make sure the Consumer Advisory Body has a diverse membership.

What information do I need to provide to register?

You will need to provide your name, contact details including your phone number and an email address and details of the aged care service you or the client you're representing receives. Our preferred contact method is email, if you do not use email, please let us know. You need to identify whether you:

- currently receive McLean Care aged care services, or
- are a carer, supporter or close family member of a consumer.

You will be invited to provide information about your experience with aged care and why you would like to join the Consumer Advisory Body. You are not required to answer these questions but if you do it will help us to invite you to sessions that are relevant to you.

Will we stay in touch with members on a regular basis?

No. We will only contact you to participate in specific tasks.

I'm not happy with the aged care service provided by McLean Care. If I join the Consumer Advisory Body, will you do something about it?

Your membership will not change how we handle any concerns you have about your specific service. You can contact our Customer Service Centre to lodge a concern or complaint. You can contact us via mcleancare.org.au or call 1300 791 660. We will not talk about individual issues or services at our Consumer Advisory Body meetings.

I want to give my views on all matters. How can I add to the agenda?

It may not be possible for the Consumer Advisory Body to cover every area of care. But if there are issues you are passionate about, please tell us in your Expression of Interest form and we will take this into account.

Award winning aged care services



How will I know whether my contribution will make a difference?

We will listen to and consider all feedback – that is our commitment to you. We hope to have many different people on the Consumer Advisory Body and will listen carefully to what you have to say. The objective is to collaborate, to understand the different views, and to do our best to improve our services. After each session we will give the group feedback on the outcomes and what we are doing with the suggestions made. Over time, with your assistance, we aim to improve our services.

What is expected of members?

Members will join for one year with the possibility of that time being extended. We will consult with members throughout the year in different ways, which may include:

- online meetings of up to 1.5 hours. Members may need to do some reading and preparation before the meeting.
- reviewing draft documents and providing comment.
- completing surveys or phone interviews.
- face-to-face meetings in different locations from time to time.

We will invite each member to participate in around two (2) tasks per year. We understand that you may not be able to participate in some activities.

There is no obligation to take part in a certain number.

You can choose how involved you want to be.

What do I get for participating?

Participation is voluntary and does not involve any payment.

I can't come to a face-to-face meeting. Can I still be a member?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know on your Expression of Interest form which is your preferred method.

I don't have a computer. Can I still be a member?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know which is your preferred method. For some tasks we may be able to phone you or arrange for you to participate in a meeting.

We ask that Consumer Advisory Body members agree to:

- respect the privacy of other members and not disclose personal information (about you or others) during Consumer Advisory Body engagements;
- keep certain sensitive information confidential, not share this information;
- declare any conflicts of interest that may affect participation;
- listen to the views of others, even if you don't agree with them, and allow time for others to speak. Everybody will be supported to share their opinions and experiences;
- speak to other members and our staff politely and respectfully.

How do I find out more?

If you have any questions, please call us on
1300 791 660 or email admin@mcleancares.org.au

Information current as of 30/01/2023

GOV-RES-001



Consumer Advisory Body for Aged Care

Expression of Interest



McLean Care®

Full Name	
Address	
Email	
Phone Number	
Name of consumer who the applicant is associated with	
Service/Location of the consumer who the applicant is associated with	
Reasons for wanting to be a part of the Consumer Advisory Body	
Please outline life skills/ experience (professional and personal) that you have that will contribute to the Consumer Advisory Body	

Please attach more paper if required.



BUSINESS AWARDS
2015 STATE FINALIST



BUSINESS AWARDS
2015 REGIONAL FINALIST



Award winning aged care services

As part of our commitment to our residents, we invite consumers, family, friends and representatives of consumers to apply through an Expression of Interest to be a member of the Consumer Advisory Body at McLean Care.

The Consumer Advisory Body ‘provides valuable feedback to the governing body. They can also assist leaders to build a person-centred culture committed to providing safe and high-quality aged care,’ at McLean Care. We recognise that consumers, family, friends and representatives, their life skills and their experiences are key to how we achieve and maintain our quality of care and service.

The Consumer Advisory Body also supports the strengthening of provider governance and the government’s Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022. This legislation implements measures to improve accountability and transparency and responds to recommendations of the Royal Commission into Aged Care Quality and Safety.



How do I find out more?

If you have any questions, please call us on
1300 791 660 or email admin@mcleancare.org.au