

Consumer Care Advisory Body – Terms of Reference

1. Introduction

These Terms of Reference establish the authority, responsibility and accountability conferred on the Southern Cross Care (Tasmania) Inc.'s (SCCTas) Consumer Advisory Body to the SCCTas' Governing Body.

2. Purpose

The primary purpose of the Consumer Advisory Body is to provide feedback (at any time) to the Governing Body about the quality of the aged care that SCCTas provides to care recipients.

SCCTas must offer in writing, at least once every 12 months, care recipients and their representatives the opportunity to establish a Consumer Advisory Body. If the offer is accepted, the Governing Body will establish the Consumer Advisory Body to the Governing Body for a fixed term of 12 months. In offering the opportunity to establish a Consumer Advisory Body, SCCTas should encourage care recipients and their representatives to establish a Consumer Advisory Body by, to the extent reasonably practicable:

- sending written information (in a clear and understandable format) about the opportunity to form the body and the purpose of the body directly to consumers and their representatives, with information on how they can be involved;
- putting up notices at the residential aged care facilities about the body and how consumers and their representatives can become involved;
- holding meetings on how to join the body and what being a part of the body would involve;
- identifying consumers who may be interested in being part of the Consumer Advisory Body and personally inviting them to join;
- discussing the Consumer Advisory Body with staff and encouraging them to discuss it with care recipients;
- engaging with care recipients' representatives who may be interested in acting as a proxy for care recipients; and
- informing prospective members of the Consumer Advisory Body about the impact that their role can have on care and services delivered by SCCTas.

SCCTas may use the Consumer Advisory Body to:

- involve care recipients in developing, delivering and evaluating the quality of aged care provided to them by SCCTas and supporting them in that engagement as part of delivering consumer-centered services;
- address any issues that care recipients raise and to use the information provided by the Consumer Advisory Body to plan continuous improvements and show that improvements are being made;
- encourage and support consumers to give feedback and make complaints about the quality of aged care provided to them by SCCTas;
- ensure that care recipients are aware of and have access to methods for raising and resolving complaints; and

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- ensure feedback is provided to the Governing Body about issues and areas for improvement informed by the experience of care recipients.

3. Definitions

Term	Definition
Governing Body	The body described as the board of governance in the Rules of Southern Cross Care (Tasmania) Inc.

4. Functions

The function of the Consumer Advisory Body is to provide feedback (at any time) to the Governing Body about the quality of the aged care that SCCTas provides to care recipients.

The Governing Body must consider the feedback provided to it by the Consumer Advisory Body when making decisions in relation to the quality of aged care provided to care recipients by SCCTas.

The Governing Body must advise the Consumer Advisory Body in writing about how the Governing Body has considered its feedback, including, where relevant, how the Governing Body uses the feedback it receives from the Consumer Advisory Body to inform continuous improvements to the care and services provided by SCCTas.

The Governing Body may also inform the Consumer Advisory Body about matters and decisions that it is considering and would value the input of care recipients into, to the extent reasonably practicable.

5. Reporting

Minutes of each meeting of the Consumer Advisory Body will be provided to the next meeting of the Governing Body.

The Consumer Advisory Body will provide written feedback at any time to the Governing Body about the quality of the aged care that SCCTas provides.

The minutes of meetings may contain any items that the Consumer Advisory Body wishes the Governing Body to note or action.

6. Composition

The members of the Consumer Advisory Body will be appointed by the Governing Body for a fixed term of 12 months.

The Consumer Advisory Body shall comprise a majority of current care recipients and/or their representatives and reflect the different types of aged care services that SCCTas provides.

The Consumer Advisory Body shall also reflect the demographics and diversity of current SCCTas care recipients as far as possible.

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7. Meetings

The Consumer Advisory Body shall meet at least two times a year and otherwise as agreed.

Meetings of the Consumer Advisory Body may be called by the Chair of the Consumer Advisory Body at any time to consider any matters falling within these Terms of Reference.

The Consumer Advisory Body may invite any person to attend meetings. Invitees have no voting status and will only participate in the business of the meeting if invited to do so by the Chair.

8. Quorum and Resolutions

A meeting of 50% of attendees or proxies constitutes a quorum, provided that a minimum of 50% of attendees are residents, clients and/or their representatives. If quorum cannot be secured for a meeting, then the meeting will be cancelled, with agenda items either tabled by circular resolution or held over until the next Consumer Advisory Body meeting.

The Consumer Advisory Body shall reach decisions by a simple majority of those voting on the issue in question. If the number of votes for and against a certain proposal are equal, the Chair shall have a casting vote of votes for and against a certain proposal are equal, the Chair shall have a casting vote.

9. Confidentiality

The Consumer Advisory Body and each of its members must maintain the confidentiality of any of the information that they receive to protect the privacy and personal information of care recipients and other individuals.

10. Records Keeping

The Consumer Advisory Body must keep records of the following:

- the location of meetings;
- copies of the minutes of each meeting;
- details of any feedback provided by the Consumer Advisory Body to the Governing Body; and
- copies of any written advice given to the Consumer Advisory Body by the Governing Body about how the Governing Body has considered its feedback.