



# Consumer Advisory Group Information

As part of our response to the Australian Government's Strengthening Provider Governance reforms, Southern Cross Care is inviting nominations to establish a Consumer Advisory Group for Residential Care and Home and Community-based Care services.

## What is the purpose of the Consumer Advisory Group?

The Consumer Advisory Group will provide a source of meaningful engagement with residents and clients and/or their representatives. Members of the advisory groups will be involved in:

- › Providing a lived experience perspective about the quality of care and services
- › Finding and communicating care recipients' needs and issues
- › Identifying opportunities for improvement.

The Consumer Advisory Group will provide feedback to the Board and the Board must write back about how it considered its feedback, including, where relevant, how the feedback was used to improve care and services.

## Who will the members be?

The group will include up to 10 members who will be current residents or clients or nominated representatives of current residents or clients. Members are appointed for 12 months.

## How are members selected?

Nominations will be reviewed against set assessment criteria such as the nominee's background, motivation for nominating and understanding of our vision. Nominations from residents and clients will be preferred over those from representatives.

Our aim is to represent the diversity of people we provide services to, including various geographic locations, people living with

dementia and people who belong to cultural or special interest groups.

This means that even a strong nomination may not be successful. All nominees will be notified of the outcome of their nomination.

## What does being a member involve?

Each member will act in the best interests of the broader Southern Cross Care community by using their lived experience to identify areas for improvement that will strengthen the quality of care and services.

Members are also expected to:

- › Attend meetings or let us know if they can't attend
- › Review documents provided before the meetings (with support from staff as required)
- › Respect the confidentiality of meetings
- › Declare any conflicts of interest.

Members can suggest agenda items for the meetings and will be encouraged to provide feedback about the performance of the Consumer Advisory Group.

Advisory groups do not have decision-making authority and members cannot make public comments on behalf of Southern Cross Care.

### How often will meetings be held and how can I attend?

The Consumer Advisory Group will meet at least two times a year for around two hours per meeting. Members can attend in person or online and residents and clients can request support to attend.

Meetings will only be held if at least half of the people attending are residents, clients and/or representatives. Cancelled meetings will be rescheduled wherever possible.

### Meeting location

If attending in person, meetings will likely be held at our office located at:

**85 Creek Road in New Town**

The meeting location will be confirmed before each meeting.

Board members may attend Consumer Advisory Group meetings but are not members.

### What is the Quality Care Advisory Group?

The Consumer Advisory Group will select one or two members to represent them on the Quality Care Advisory Group. This group reviews the quality of care and services provided by Southern Cross Care and provides a written report to the Board at least every six months in relation to:

- › Better for life and clinical care outcomes
- › Performance in the National Mandatory Quality Indicator Program
- › Management of reportable incidents
- › Staff turnover and availability of registered nurses and allied health professionals

- › Feedback and complaints
- › Food and nutrition
- › Compliance with the Aged Care Quality and Safety Standards
- › Progress of the continuous improvement plan.

The Quality Care Advisory Group reports will include matters raised by the consumer advisory group and the Board will provide a written response explaining how they have considered the matters in their decision making.

### What if I have an individual concern to raise?

Any issues or concerns can be discussed with Southern Cross Care in the first instance. There are also other options available to you.

Southern Cross Care (Tasmania) Inc. Email: [feedback@scctas.org.au](mailto:feedback@scctas.org.au) or phone (03) 6164 1823.

Advocacy Tasmania, phone 1800 005 131.

Older Persons Advocacy Network (OPAN), phone 1800 700 600.

Council on the Ageing, phone (03) 6231 3265.

Guardian and Administration Board Tasmania, phone (03) 6165 3444. Free call 1800 955 772.

Aged Care Quality & Safety Commission, free call 1800 951 822.



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