

PURPOSE

Members of the Consumer Advisory Body ("Body") are to represent the needs of Resthaven's consumers, their carers and representatives.

Members of the Consumer Advisory Body are required to provide objective consumer insight and perspectives for and on behalf of all of the older people, carers and representatives receiving services from Resthaven, and to support the Body in their role in developing Resthaven's services and providing insight into the quality of care and services provided by Resthaven.

THE CONSUMER ADVISORY BODY

The scope of the Consumer Advisory Body is set out in the Consumer Advisory Body Terms of Reference.

The Group does not carry decision making responsibilities however works in an advisory capacity to the Board (via the Public and Customer Relations Board Committee) and provides input and advice with respect to the design of services and the quality of care and services provided.

Any written advice from the Consumer Advisory Body to the Board (via the Committee) is required to be supported by a written response from the Board stating how the feedback provided by the Consumer Advisory Body has been considered by the Board.

KEY RESPONSIBILITIES OF MEMBERS OF THE CONSUMER ADVISORY BODY

- Participate in meetings at least twice a year
 - Agenda and supporting papers will be sent approximately seven business days prior to meetings.
 - Members expected to be familiar with the content.
 - Meetings are led by the Chair of the Consumer Advisory Body who will be appointed by the Body.
- Represent the community
 - Contribute to the Consumer Advisory Body's purpose on behalf of aged care clients, residents and their representatives including promotion of attention and sensitivity to the needs of older people and their carers.
- Support Quality Review and Improvement
 - Advise the Board (via the Public and Customer Relations Committee) on priority areas and issues faced by older people and their carers.
- Communication
 - Maintain knowledge and understanding of issues facing aged care and the stakeholders of aged care.
 - Facilitate two-way communication between consumer, carer and community groups and the Consumer Advisory Body.
- Training, workshops & conferences
 - Attend orientation to Consumer Advisory Body, provided at the commencement of a membership term.
 - Attend relevant training conferences or workshops as deemed necessary by the Consumer Advisory Body.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE AND COMPETENCIES

Members of the Consumer Advisory Body should be able to:

- contribute consumer, carer and community perspectives
- reflect on and present widespread issues without bias to personal or individual concerns or issues
- reflect the perspectives of the communities served by Resthaven and to bring to the Advisory Body knowledge of the opinions and policies of relevant community groups.

KEY RELATIONSHIPS

Members of the Consumer Advisory Body will have relationships with the following roles and groups:

- Chair – Consumer Advisory Body
- Fellow Consumer Advisory Body Members
- Chief Executive Officer
- Manager – Service Development
- Project Officer – Service Development
- Clinical Governance and Quality Committee Consumer Advocate

PRIVACY AND CONFIDENTIALITY

Members of the Consumer Advisory Body will be required to:

- adhere to Resthaven Privacy of Information Policy and Procedure requirements at all times
- maintain a duty of confidentiality to all residents, clients, volunteers, students, and staff, including the Governing Body
- Ensure that any “Confidential Information” that becomes known through the course of performance of the roles is kept confidential, including information relating to Resthaven’s:
 - o business or operational interests;
 - o methodology and affairs;
 - o financial information; and
 - o anything else that is notified as being confidential.