

BACKGROUND

Resthaven is committed to consulting with Resthaven service users and their carers, family members, friends, or advocates and with the wider community in the development of high quality, responsive, innovative support and services to older people and their carers, in community and residential aged care home settings.

Based on Resthaven's experience in community and consumer consultation and engagement, the organisation will promote, facilitate, and develop the opportunity for body members, who will be interested in the welfare and wellbeing of older people and their carers, to contribute to the ongoing development of Resthaven services to older people and their carers.

FUNCTION AND ROLE OF THE CONSUMER ADVISORY BODY

The body 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. The body is not a decision-making body.

PURPOSE

The purpose of the Consumer Advisory Body is to:

- represent and advocate for Resthaven's community of older people, their carers and representatives in the design and development of Resthaven's services
- contribute ideas that will assist Resthaven in planning for the future and improving service development, design and delivery
- engage with the community to understand their needs and advise Resthaven on priority areas and issues requiring consumer engagement
- act as a link between Resthaven and service users and their carers, family members or advocates and the community in which the organisation operates
- provide the Board, where deemed necessary by the Consumer Advisory Body (and via the Public and Customer Relations Committee), written feedback about the suitability and quality of care and services provided by Resthaven.

INFORMATION REQUESTS

The Advisory Body may request information in writing from Resthaven where reasonably required to support achievement of their stated purpose. Requests will be via the Senior Manager Strategy and information will be released with the approval of the Chief Executive Officer.

MEMBERSHIP

- Each of the formed Consumer Advisory Body(s) will be made up of no more than 15 members each including the Chair.
- Non-Member Participants
 - Moderator – Senior Manager Strategy – Meeting Coordinator and support to the Chair
 - Secretariat – Manager Service Development – Minute Taker

- Other Resthaven staff members may attend at the invitation of the Chair.

CHAIRPERSON

- The Senior Manager Strategy will be the Inaugural Chair.
- The Chair will be appointed by the Consumer Advisory Body through majority vote of members at the inaugural meeting.
- The Moderator will facilitate nominations for the position of Chair prior to the Inaugural meeting.

MEMBERSHIP ELIGIBILITY

- The Advisory Body will comprise interested individuals, being made up of existing or past Resthaven service users, their families, friends and advocates and interested members of the community.
- Members are expected to meet the requirements set out in the Consumer Advisory Body Member Role Description ("Role Description").
- Members will be selected and appointed by the Moderator and Secretariat based on the requirements set out in the Role Description.
- Members are required to declare any Conflicts of Interest and members with an association or affiliation with other service providers in the sector will only be permitted in a capacity that addresses the spirit of the body.

MEETINGS

Meetings will be held twice annually on a date and at a time to be advised in advance to body members.

Venues will be communicated to members well ahead of the meeting, this may be at a Resthaven service site. Resthaven will work to support all members to attend the meetings in person or virtually.

Resthaven will reimburse reasonable costs of attendance.

On occasion there may be opportunity for members to engage on specific topics outside of structured meetings via physical, electronic, or postal channels.

QUORUM

A quorum will consist of the Chair and one half of the remaining members (excluding the Secretariat).

Should a quorum not be achieved, the meeting will be rescheduled.

Should the Chair not be available for a meeting, the Chair may nominate a delegate to chair the meeting and will advise the Body in writing.

TERM

Resthaven are required under the Aged Care Act 1997, to extend the opportunity to invite all customers and their representatives to form a Consumer Advisory Body on an annual basis.

In line with this requirement members will have a term of twelve months, with the option of renewal for two additional 12-month terms (a maximum of three [3] years).

The Chair will have a term of two (2) years with the option to extend for a further two one-year terms (maximum of four (4) years) to support continuity in the business of the Body.

Extension of the term of the Chair will be determined by the outgoing Consumer Advisory Body at the end of each 12-month term (as required) of the Consumer Advisory Body.

AGENDAS AND MEETING RECORD

Records are to be maintained in accordance with the Record Principles 2014.

An agenda will be formulated for each meeting by the Moderator in conjunction with Chair and will be distributed at least seven calendar days ahead of each meeting.

Members are invited to contribute to the business for discussion at meetings and should submit any topics for consideration to the Chair, copying in the Moderator at least 28 calendar days ahead of the meeting date.

Minutes will be recorded for each meeting and will be distributed to all body members within 14 days of the meeting date and following review and approval by the Chair.

Minutes will also be distributed to the Clinical Governance and Quality Executive Committee, Clinical Governance and Quality Board Committee, and Public and Customer Relations Committee.

Any written advice to the Board will be maintained on record including the required written response from the Board in relation to that advice provided by the Community Advisory Body.

EVALUATION AND REVIEW

The Terms of Reference will be reviewed by the Consumer Advisory Body annually.

The Board (via the Public and Customer Relations Committee) will be responsible for approving amendments to the terms of reference.