

Fact Sheet: Consumer Advisory Body

Resthaven highly values contributions and feedback from consumers.

To ensure that the voices and concerns of Resthaven residents and clients are heard, we are establishing a Consumer Advisory Body.

Under the new requirements, all accredited aged care providers are required to establish a Consumer Advisory Body at least once every 12 months.

Although Resthaven has previously had a Consumer Advisory Group, we have taken this opportunity to review our process in alignment with the new guidelines set by the Aged Care Quality and Safety Commission.

The Consumer Advisory Body will serve as a bridge between consumers, care recipients, their representatives, and Resthaven.

The primary purpose of the Consumer Advisory Body will be to represent Resthaven's community in the design and development of

Resthaven's services and to offer insight into the quality of care and services offered by Resthaven..

This will ensure that the voices and concerns of all residents and clients are heard.

We are seeking expressions of interest from Resthaven clients, residents, and their representatives, to join the Consumer Advisory Body.

For more details, and to nominate:

- Visit any of our Resthaven sites for an information pack
- Reach out by phone on **8373 9065**
- Email the Service Development team servicedevelopment@resthaven.asn.au
- Visit www.resthaven.asn.au/consumer-advisory-body/
- Scan the **QR code >>>**

We look forward to working closely with our Consumer Advisory Body and encourage you, or your representative, to nominate.

Nominations close
30 November 2023

