

BACKGROUND

Resthaven is committed to building strong, positive partnerships with the people who use our services. We respect their right to live the life they choose, and value the diverse experiences and perspectives they bring. Feedback and ideas from clients, residents, carers, families and their representatives (collectively, the 'Resthaven community') help us co-design services that are safe, high quality, and tailored to individual needs. Our goal is to deliver services that are collaborative, meaningful and enjoyable. We actively seek to engage and consult through the Consumer Advisory Body to ensure ongoing improvement in the quality care and services Resthaven delivers.

The Terms of Reference align with the Strengthened Aged Care Quality Standards, in particular Standard 2: The Organisation, Outcome 2.1 – Partnering with Individuals. The Consumer Advisory Body supports this standard by ensuring the Resthaven community has meaningful opportunities to share their views and actively contribute to the design, delivery and continuous improvement for the way funded aged care services are provided.

THE CONSUMER ADVISORY BODY (CAB or 'the Body')

The CAB works in an advisory capacity to the Resthaven Board (via the Public and Customer Relations Committee) and provides suggestions, feedback and advice with respect to the quality and safety of care and services provided. The Body does not carry decision making responsibility.

The purpose of the Consumer Advisory Body is to:

1. Provide a safe and open forum to share views, offer feedback, suggestions and lived experiences with the aim of continuously improving the care and services provided by Resthaven.
2. Ensure diverse voices from across the Resthaven community are heard and represented in service planning and improvement.
3. Act as a bridge between the Resthaven community and the Board (via the Board Public & Customer Relations Committee).
4. Strengthen consumer engagement by advising Resthaven on key issues and priorities, ensuring client and resident views help shape services that are responsive and person-centred.

INFORMATION REQUESTS

The Resthaven Board will consider suggestions and ideas received from the CAB. The Board will provide the outcome of this consideration in writing to the CAB, ensuring a transparent process.

The CAB may request information in writing from Resthaven, when reasonable, to support any achievement related to their contribution to service design and quality of care. Requests will be via the Executive Manager Clinical Governance and Operational Excellence. Information will be released with the approval of the Chief Executive Officer.

MEETINGS

Meetings will be held at least twice annually on a date and at a time as advised to the Body.

The venue will be communicated to the Body and may be at a Resthaven service site or Head Office. Resthaven will work to support all CAB members to attend the meetings in person or virtually (online). Resthaven will reimburse reasonable costs of travel to support members' attendance.

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

QUORUM

A quorum will consist of the Moderator and a minimum of five members (excluding the Secretariat). Should a quorum not be achieved, the meeting will be rescheduled. Should the Moderator not be available for a meeting, the Moderator may nominate a proxy.

TERM

Resthaven is required under the Aged Care Act 2024, to extend the opportunity to invite clients, residents and their representatives to join and participate as a member of 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).

AGENDAS AND MEETING RECORD

Members are invited to contribute to the agenda for meetings and should submit any topics for consideration to the Moderator, at least seven (7) working days ahead of the meeting date.

Minutes will be recorded for each meeting and will be distributed to the Body within 14 days of the meeting date.

All 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 CAB.

All feedback received from the CAB meetings, that constitute a complaint and/or an opportunity for improvement will be entered into the Complaints register by the Moderator, and

handled as per Resthaven CAA-PRO-03 Compliments, Suggestions and Complaints procedure and CAA-PRO-30 Continuous Improvement Procedure.

RESIGNATION

A CAB member can cease membership at any time by notifying their intention to the Moderator and/or Project Officer in writing. Membership of the CAB may be discontinued at the discretion of Resthaven if a member:

- fails to adhere to the responsibilities outlined in the Terms of Reference
- breaches confidentiality or behaves in a manner that is disrespectful or disruptive to the group
- is unable to participate meaningfully due to changes in circumstances.

Any decision to end a member's involvement will be made respectfully and, where possible, in consultation with the member.

EVALUATION AND REVIEW

The Terms of Reference will be reviewed by the CAB annually. The Resthaven Board (via the Board Public and Customer Relations Committee) will be responsible for approving amendments to the Terms of Reference.

CONSUMER ADVISORY BODY MEMBER RESPONSIBILITIES

MEMBERSHIP

- Each of the formed CAB(s) will be made up of no more than 15 members, and no fewer than five. There are separate Residential and Community Services CAB groups.
- Non-Member Participants
 - Moderator – Resthaven Senior Manager Governance and Quality or delegate
 - Secretariat – Resthaven Project Officer Governance and Quality
- Other Resthaven staff members may attend as needed.

MEMBER ELIGIBILITY

- The Body will comprise of interested individuals, made up of existing or past Resthaven service users, their carers, supporters, families, friends and advocates.
- Members will be chosen and appointed by the Moderator and Secretariat, using clear selection criteria. An interview may be part of the process.

- Members are required to declare any Conflicts of Interest and any association or affiliation with other service providers in the sector. Membership will be reviewed and considered on a case by case basis.

MEMBER RESPONSIBILITY

CAB members are expected to:

- participate in meetings at least twice a year
- contribute to the CAB's purpose by speaking on behalf of Resthaven's Community and raising awareness and understanding about the needs of older people and their carers
- support Quality Review and Improvement by giving feedback on priority areas and issues faced by older people and their carers
- stay informed about the issues and challenges affecting aged care and the people it serves.

MEMBER SKILLS, EXPERIENCE AND COMPETENCIES

CAB members should be able to:

- contribute perspectives through lived experiences
- reflect on and present widespread issues without bias to personal or individual concerns or issues
- reflect the perspectives of the Resthaven Community and bring to the Body knowledge and opinions from relevant community groups
- read and consider papers or discussion topics provided by Resthaven, and share their feedback, ideas or concerns to help guide decisions and improvements.