

## **Team Care Coordination**

### **Consumer Advisory Body- Frequently Asked Questions**

#### **Who can be involved in the Consumer Advisory Body meetings?**

Anyone can join 😊

Whilst we may add some different engagement activities for our consumers and families, our primary activity is our Consumer Advisory Body meetings.

Our Consumer Advisory Body meetings are open for an Expression of Interest from any of our consumers, though we may need to cap the total number of participants for the meetings. We have some other ways for our consumers to contribute their valuable feedback, so we expect there will be opportunities for everyone to be involved, in one way or another.

We also want to have a number of family members or representatives involved so we ensure we have balanced views and perspectives on the range of issues we discuss.

#### **Why should I consider joining the Consumer Advisory Body?**

We recognise that all of the consumers using our service have created their own unique lifetime of experiences, knowledge and skills. We want to celebrate this by asking you to share your knowledge as a representative of our broader consumer group by joining our Consumer Advisory Body. We hope members will feel valued, involved, respected and challenged as they learn more about the aged care sector and how our organisation functions within the sector. We also hope our members will enjoy the company and camaraderie of being part of a group of like-minded people who are keen to work together and create positive changes in our organisation.

#### **How will you use the information?**

As a group, we will review the Terms of Reference every now and then, to make sure the meetings reflect what you all agreed to initially. If not, then it might be time to review the Terms or change the way our meeting's function, depending on the preference of the group and our organisation's expectations of the feedback we hope to receive.

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#### **Will I be paid (or compensated) for attending the meetings?**

We value your time and are very grateful for your participation, however participation in the Consumer Advisory Body is voluntary and members will not be paid for their time. We do however have some funding available for gift cards to show our appreciation of your attendance and contributions to meetings. If you are unwilling or unable to participate without some assistance, we will support you as much as possible. Please get in touch to discuss your needs.

#### **What information will be shared with me?**

To make the most of your participation, we will provide you with information about the topics for discussion so you can have time to think about the details and what they mean to you. We may also send some information for pre-reading if it is available and will be useful for you to have in advance.

We will not share any personal or confidential details with the group.

#### **Can I contribute to the Consumer Advisory Body meeting Agenda?**

These consumer advisory groups are all about you and your consumer peers. Having input into the types of things that will be discussed is really important and will help you to feel more ownership of the process. We will allocate some time during each meeting for a discussion about potential topics and issues you'd like to raise for consideration in future meetings.

Over time, we believe our consumer participants will become more informed and more engaged in what's happening in the health sector more broadly, so we imagine there will be increasingly more input into setting the agenda for our meetings as time goes on.

In saying that, our Terms of Reference describe some things that are not generally appropriate for discussion in this type of forum. Check our **Terms of Reference** for more information about why some topics are in and other topics are off the agenda for this group.

#### **Can my grievances be resolved by the Consumer Advisory Body?**

No, this is not a forum for grievances or complaints.

We have a process for receiving and managing complaints which we hope will support all our consumers to resolve any concerns they may have. The purpose of our Consumer Advisory Body is to gather feedback about a range of important topics and issues that are important to our consumers and families in general, as well as

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topics that relate to the running of our organisation. Our expectation is that individual concerns will continue to be managed through our complaints processes, and that will ensure our time in the Consumer Advisory Body meetings is dedicated to discussing issues that may be applicable to our broader consumer cohort/group.

If you have outstanding issues or concerns that have not been resolved, we warmly invite you to re-commence the complaints process by contacting us for a confidential discussion.

#### **How will you ensure the meeting is fair and equitable in hearing everyone's voice?**

We value and encourage diverse views and welcome any person to express their interest in joining our Consumer Advisory Body. We will have an agenda that outlines the topics that we would like to discuss in each meeting and we want to hear from all participants, so fairness, respectful behaviour, and turn-taking will be a high priority.

We will keep the meetings purposeful and structured enough to ensure that everyone has the opportunity to speak and learn from each other's perspectives.

#### **Whose views will I be representing?**

For every consumer that attends our Consumer Advisory Body meetings, there are many other consumers that are not there. We ask that you think about your role in terms of representing yourself, as well as acting as a representative for those who are not able to be present.

#### **What if I can no longer attend the meetings?**

If, for any reason, you are finding it difficult to participate or continue your role, please reach out to us and let us know how we can assist you. We will support you to take some time away from the group if you need to, or make some adjustments if you need more help to stay involved.

#### **How will you evaluate how things are going?**

We will regularly check-in with everyone involved in the Consumer Advisory Body meetings to make sure you are happy with the format, topics and feedback processes. If you have any questions or feedback along the way, we encourage you to speak to the meeting facilitator to let them know your thoughts.

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#### **How can I stay up-to-date about aged care sector issues?**

We are excited about sharing information about our organisation and the aged care sector more broadly during our meetings, but there are other ways you can learn more!

If you're interested in registering to receive email updates about the changes and reforms in the aged care sector, please ask us which publications and newsletters we would recommend for you.

#### **I am nervous about joining the group – I don't know anyone else**

Consumer Advisory groups can be very rewarding and interesting, and we hope you will enjoy the opportunity to get to know your fellow consumers and any family members involved. You will no doubt learn a lot about Team Care Coordination and know that your voice is valued and powerful in shaping the way we operate on a day-to-day basis. Hearing different perspectives and alternate views may be challenging at times, but it can also be a reminder of the diversity that exists within our communities, which is something to embrace and celebrate.