

Anglicare Southern Queensland (ASQ) is offering aged care consumers and their representatives an opportunity to participate in a Consumer Advisory Body. The purpose of the Consumer Advisory Body is to provide ASQ with feedback about the organization's quality of care so that we can improve services. Consumers and their representatives are invited to register their expression of interest.

How will you manage my personal information?

When you submit your Expression of Interest form, we will collect and store your personal information in a secure database. Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles.

You can ask to be removed from the database at any time. We will only use the information in the database to invite you to participate in consultations as part of the Consumer Advisory Body. We will not use or disclose the information for any other purpose without your consent, unless required by law.

In addition to identifying information, you will be invited to provide some sensitive information, such as information about your cultural or personal identity. You do not have to provide this, but it will help us to make sure the Consumer Advisory Body has a diverse membership.

What information do I need to provide to register?

You will need to provide your name, contact details including your phone number and an email address and details of the aged care service you or the client you're representing receives. Our preferred contact method is email, if you do not use email, please let us know. You need to identify whether you:

- currently receive ASQ aged care services, or
- are a carer, supporter or close family member of a consumer.

You will be invited to provide information about your experience with aged care and why you would like to join the Consumer Advisory Body. You are not required to answer these questions but if you do it will help us to invite you to sessions that are relevant to you.

Will we stay in touch with members on a regular basis?

No. We will only contact you to participate in specific tasks.

I'm not happy with the aged care service provided by ASQ. If I join the Consumer Advisory Body, will you do something about it?

Your membership will not change how we handle any concerns you have about your specific service. You can contact our Customer Service Centre to lodge a concern or complaint. You can contact us via anglicaresq.org.au or call 1300 610 610. We will not talk about individual issues or services at our Consumer Advisory Body meetings.

I want to give my views on all matters. How can I add to the agenda?

It may not be possible for the Consumer Advisory Body to cover every area of care. But if there are issues you are passionate about, please tell us in your Expression of Interest form and we will take this into account.

How will I know whether my contribution will make a difference?

We will listen to and consider all feedback – that is our commitment to you. We hope to have many different people on the Consumer Advisory Body and will listen carefully to what you have to say. The objective is to collaborate, to understand the different views, and to do our best to improve our services. After each session we will give the group feedback on the outcomes and what we are doing with the suggestions made. Over time, with your assistance, we aim to improve our services.

What is expected of members?

Members will join for one year with the possibility of that time being extended. We will consult with members throughout the year in different ways, which may include:

- online meetings of up to 1.5 hours. Members may need to do some reading and preparation before the meeting.
- reviewing draft documents and providing comment.
- completing surveys or phone interviews.
- face-to-face meetings in different locations from time to time.

We will invite each member to participate in around two (2) tasks per year. We understand that you may not be able to participate in some activities.

There is no obligation to take part in a certain number. You can choose how involved you want to be.

What do I get for participating?

Participation is voluntary and does not involve any payment.

I can't come to a face-to-face meeting. Can I still be a member?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know on your Expression of Interest form which is your preferred method.

I don't have a computer. Can I still be a member?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know which is your preferred method. For some tasks we may be able to phone you or arrange for you to participate in a meeting.

We ask that Consumer Advisory Body members agree to:

- respect the privacy of other members and not disclose personal information (about you or others) during Consumer Advisory Body engagements;
- keep certain sensitive information confidential, not share this information;
- declare any conflicts of interest that may affect participation;
- listen to the views of others, even if you don't agree with them, and allow time for others to speak. Everybody will be supported to share their opinions and experiences;
- speak to other members and our staff politely and respectfully.

How do I find out more?

If you have any questions, please call us on 1300 610 610 or email cab@anglicaresq.org.au

