

Anglicare Southern Queensland (ASQ) has established a Consumer Advisory Body made up of people who use our Residential and Support at Home aged care services, their carers and family members.

The purpose of the Consumer Advisory Body is to provide valuable feedback to the Anglicare governing board about the quality of care and services, so we can use this to shape the way your care and services are run.

### **What is expected of members?**

As a member, you're expected to represent your service by sharing feedback on the quality of care you and others receive. If you can, speak with others to gather their views, and pass this on to Anglicare on their behalf. From time to time, we may also reach out for input on initiatives that affect your service.

Every 12 months, you'll be asked to review how the advisory body is working. This helps ensure it's running smoothly and that you're getting the most out of your involvement.

You're encouraged to attend the annual Consumer Advisory Body meeting (held online or in person) to share your feedback directly with Anglicare's governing body. Throughout the year, you can request additional meetings with the Client Experience team as needed. Email [cab@anglicaresq.org.au](mailto:cab@anglicaresq.org.au) for more information.

### **How much time do I need to commit?**

It's entirely up to you! All we ask is that you try engaging with other people in your service to understand a holistic view of the feedback, prepare important topics to discuss and attend the annual Consumer Advisory Body meeting. This typically amounts to a couple hours every few months.

### **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.

### **What do I get for participating?**

Participation is voluntary and does not involve any payment.

### **I won't be able to meet face-to-face.**

#### **Can I still be a member?**

Yes! We will run some meetings online. Email us your feedback ahead of the meeting, and we will ensure it is included in discussions with the rest of your service.

### **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.

### **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](http://anglicaresq.org.au) or call 1300 610 610. We will not talk about individual issues or services at our Consumer Advisory Body meetings.

## 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.

## 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.

### 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](mailto:cab@anglicaresq.org.au)

