

Executive Sponsor:	Chief Strategy, Marketing and Experience Officer
Chairperson:	Consumer Advisor member of the Committee
Secretariat:	Head of Client Experience
Frequency:	Quarterly (every third month)
Time Limit:	Two and half hours (2.5) hours – includes 30 minutes of consumer member networking time
Venue:	Central Office - 15 Rowe Avenue, Rivervale and/or Microsoft Teams; or SCC(WA) community based locations

1 Purpose

The Consumer Advisory Committee (CAC) is a key governance committee that provides oversight and strategic direction for Southern Cross Care (WA) Inc.'s (SCC(WA)) community (resident, client, tenant, carer, family and community member) engagement in planning, design, measurement and evaluation, inclusive of aged care, home care, retirement living, mental health services and affordable housing.

The purpose of the CAC is to:

1. Represent and advocate for our community.
2. Provide the Quality Care and Advisory Committee feedback about the quality of aged care, services and accommodation provided.
3. Provide advice to the Board and SCC(WA) on opportunities to support the integration of community views into all levels of operations, delivery, special projects and evaluation of services, planning and policy development.
4. Engage with the community to understand their needs, including residents, clients, their families and carers who use SCC(WA).
5. Provide advice on community expectations of SCC(WA) and to provide insight into the experience of residents, clients, tenants, carers and their families.

2 Regulatory Objectives

The CAC fulfils SCC(WA)'s legislative and standards requirements for consumer participation:

1. The Aged Care Quality Standards require consumer involvement in developing, delivering, and evaluating care and services. Effective December 2023, all Aged Care providers are required to offer at least one consumer advisory body per annum and provide feedback to the governing body, the Quality Care Advisory Committee.
2. The Mental Health Act, including the mental health engagement framework requires establishment of reference groups and steering committees that are involved in designing services, policies, systems and evaluation and measurement of consumer experiences to improve the Mental Health System.
3. As an NDIS provider, we comply with the NDIS Act. We want to know if consumers are happy with our services, or if they have had a problem. We want to know if we are achieving our goals of creating an inclusive community with equitable access to supports services that best meet their needs and be a leader in the engagement of people with lived experiences at all levels of our organisation.
4. SCC(WA) provides transparent feedback and complaints processes for residents in our villages and promotes and protect the interests of current and future residents. As a village operator, SCC(WA) complies with the Retirement Villages Act and promotes the voluntary Retirement Living Code to its residents and the broader community. We aim to deliver operating standards beyond statutory obligations, as to build trust and confidence in our offerings.

5. Southern Cross Housing Ltd. complies with Community Housing regulations to ensure our tenants can provide feedback and complaints, facilitating engagement activities to further develop access and communication pathways to foster positive relationships. We ensure meaningful feedback and participation is achieved, to continually improve tenant outcomes by providing affordable, quality, safe, tenured housing as a growth provider of the Department of Communities.

The Board's Quality Care and Advisory Committee is required to provide written advice to the CAC about how their feedback was considered. This involves addressing the issues raised and making genuine attempts to find solutions and incorporate the views and wishes of consumers into decision making.

Feedback does not always have to be implemented; however, suggestions and actions should be used to provide insight into issues and consumer perspectives of experiences at SCC(WA). Refer to legislation and standards documents in this document.

3 Functions

The CAC is responsible for advocating on behalf of our consumers and community and to provide written reports to the SCC(WA) Quality Care Advisory Committee on issues and items relevant to consumer wellbeing, participation, and experience. The CAC may request information to be provided by the Quality Care Advisory Committee.

The CAC supports the delivery of quality care and services in alignment with SCC(WA)'s values of respect, integrity, compassion, and excellence.

The main functions of this committee are:

1. Person Centred Care
 - a. Assist SCC(WA) with its communication to consumers and the community to encourage feedback and make complaints about their care and services;
 - b. Develop an annual Community Engagement Plan for approval by the SCC(WA) Quality and Care Advisory Committee, and monitor the implementation and effectiveness of the approved plan;
 - c. Advise the organisation in relation to its consumer and community engagement within the communities it serves to ensure consumers have access to providing feedback and resolving issues;
 - d. Participate in the development and review of information which is used by the community;
 - e. Provide input and feedback in key documents such as SCC(WA)'s Community Partnerships Framework and Consumer Feedback Framework;
 - f. Review trends in consumer feedback data and where appropriate make suggestions to improve the quality and safety of care and services.
2. Integrated Care
 - a. Advise the organisation on opportunities to support the integration of consumer, carer and community views into all levels of SCC(WA)'s operations, service development, planning and quality improvement.
3. Safe Care
 - a. Review trends in quality and safety performance indicator data and provide advice on how to communicate this information to consumers and our community in a transparent and accessible way.
4. Effective and Appropriate Care
 - a. Consider matters referred to the committee by the SCC(WA) Quality Care Advisory Committee or other SCC(WA) committees;
 - b. In performing their functions, consult relevant consumer advocates or experts and expert clinicians;
 - c. Participate in the organisation's strategic planning process.

4 Membership

Membership will comprise a majority of current consumers, with representation across the different types of aged care, retirement living, and other social services provided. It will be

representative of the demographics and diversity of our consumers ensuring a wide range of perspectives are considered.

The members of the Committee will collectively have the lived experiences, skills and qualifications to meet the responsibilities of the Committee.

The SCC(WA) Quality Care Advisory Committee shall approve all community member nominations to the CAC.

4.1 Community Membership of the CAC:

- A community (Community Advisor) member of the CAC will act as Chairperson and will be elected by the Committee.
- Where possible there will be eight to twelve (12) community members including Knights of the Southern Cross representation and representatives from vulnerable groups / third parties - dementia specialists, CALD, ATSI etc.
- Community members represent a broad range of experiences and demographics from our current residents, clients, carers, tenants, families and community perspectives on the CAC; they are selected to represent and advocate for the community regardless of their professional, career or personal affiliations or experience.
- Community members should be able to represent the diversity of the community serviced.

4.2 Staff Membership of the CAC:

By invitation of the Chairperson, staff may attend for all or part of one or more meetings of the CAC as a resource or in an advisory capacity.

- Chief Experience Officer, SCC(WA) – Inaugural Chair (Upon establishment, the Chair of the Committee will be a consumer participant elected by the members)
- Head of Client Experience - Secretariat

5 Terms

Community members will have a term of twelve months (12), with the option of renewal for two additional twelve month terms.

6 Decision making, quorum, agendas and frequency of meetings

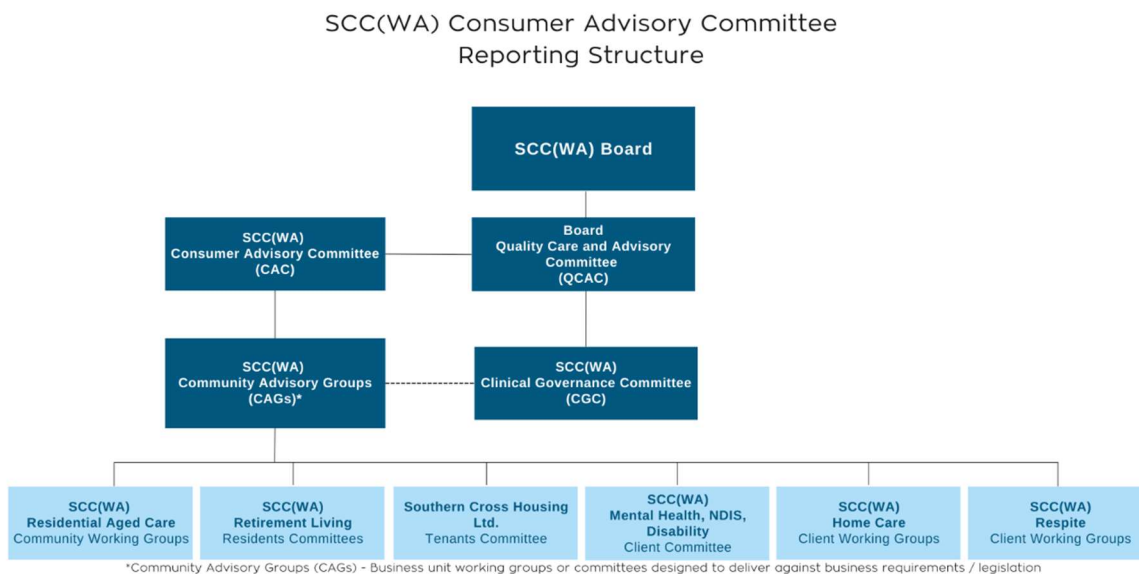
- The meeting frequency is quarterly (every third month) with agendas circulated one week prior to each meeting.
- An agenda will be co-developed with the CAC, which includes appropriate briefings or attachments or to inform the Committee.
- Any member can propose matters for consideration by notifying the Chair and copying in the Secretariat.
- A quorum shall comprise no less than half the membership plus one.
- The absence of a quorum shall not invalidate the proceedings of a meeting.
- A meeting without a quorum may not decide without that decision being ratified by the next meeting with a quorum or by circulation of the members who were absent.
- Minutes of each meeting will be prepared, circulated and retained as the complete and formal record of each meeting of the Committee by the Secretariat.
- Minutes of each meeting will be confirmed, with or without amendment at the next ordinary meeting of the Committee.
- Minutes will be tabled at the Clinical Governance & Services Committee and Board's Quality Care & Advisory Committee.
- Documents and correspondence relating to the CAC are confidential. Communication of decision making is an important component of management however the basic principles of confidentiality apply to documents relating to the CAC.
- Meetings may be held in person, by teleconference, by videoconference or by any other electronic means of audio or visual communication. Interstate or regional members are

not required to attend the meetings in person and will be supported to attend via videoconference or teleconference.

- In the event of their absence, the Chairperson will nominate another community (Consumer Advisor) member to chair the meeting.

7 Reporting and Record Keeping

The CAC reports to the SCC(WA) Quality and Care Advisory Committee:



Consumer Advisory Committee Organisational Structure - 16022023

Under the Accountability Principles:

- A register of consumer advisory committee membership is to be maintained including names of each member, date of commencement, ceased/resigned.
- A copy of the dates and each written offer made to consumers and representatives where SCC(WA) has made the opportunity available.
- The minutes and a summary of each meeting are tabled at the Clinical Governance Committee and Board’s Quality Care and Advisory Committee as they become available.
- Copy of written advice given to the consumer advisory body by the Quality Care Advisory Body advising how any feedback has been considered.
- The CAC is responsible for communicating information to the business, site-based CACs and escalating information to the Quality Care Advisory Committee.
- The Board Quality Care and Advisory Committee will approve the Terms of Reference.
- The CAC reports against the progress of the Community Engagement Plan on an annual basis.
- Minutes from the SCC(WA) Consumer Advisory Groups (CAGs) will be tabled at the CAC for review as they become available.

8 Committees/ working parties that report to this committee

Community Advisory Groups (CAGs)

9 Remuneration and Benefits

Consumers contribute to the work of SCC(WA) through the Consumer Advisory Committee. A tiered payment approach acknowledges the variety of knowledge, skills and experiences required for genuine and meaningful participation within these levels and the insight and benefits gained by however consumers with lived experience provide their opinions and feedback.

Payment information is provided in the Consumer Advisory Committee Paid Participation Policy.

Participants should check with Centrelink regarding tax implications for payments received.

10 Methods of Engagement

The CAC will meet face to face at least once per quarter.

Where CAC engagement is state wide or regionally targeted, the CAC will endeavour to facilitate face to face engagement activities and participation in partnership with local stakeholders and communities.

Where face to face engagement is not feasible, alternative methods of engagement may include:

- Video and conference calls;
- Web casting or webinars (streaming an event through the internet);
- and online platforms such as forums and surveys.

These alternative methods also attract the offer of a participation payment. Where people have specific knowledge and skills that would greatly assist the work of SCC(WA), we will meet costs associated with their participation as per out of pocket expenses outlined in this Policy.

11 Key Performance Indicators

- Members attend a minimum of 75 per cent of meetings held each year. Where this is not possible an apology must be forwarded to the Committee Chair and Secretariat.
- All action items and minutes are submitted to the Board's Quality Care and Advisory Committee for feedback.
- Undertake annual evaluation of performance of the community Engagement Plan and communicate results to the Board Quality Care and Advisory Committee.
- Undertake an annual review of the Terms of Reference and performance of the Committee.
- All minutes must be verified as correct by the Chairperson at the next meeting.
- All feedback from the Board's Quality Care and Advisory Committee is noted by the CAC at the next meeting.

12 Legislation and Standards

[Aged Care Act 1997 – Section 63-1D](#)

[Aged Care Quality Standards 2019](#)

[Aged Care Provider Responsibilities Relating to Governance – Guidance for Approved Providers Carers Recognition Act 2010](#)

[Licensing Standards Private Psychiatric Hostels Oct 2017](#)

[Mental Health Act 2014 \(WA\)](#)

[Health and Disability Services Complaints Office \(WA\)](#)

[WA Disability Health Framework Companion Resource](#)

[National Standards for Mental Health Services 2010 \(Cth\)](#)

[Mental Health Commission Consumer, Family and Carer Participation](#)

- [Retirement Living Code of Conduct](#)
- [Community Housing Regulatory Framework](#)
- [Department of Communities - Tenants](#)

1.1 Related SCCWA Policy and Procedures

- [SCC Feedback Policy](#)
- [Quality and Clinical Governance Framework](#)
- [Code of Conduct Policy](#)
- [Participation and Inclusion Policy](#)
- [Privacy Policy](#)
- [Volunteers Policy](#)
- [Consumer Advisor Recruitment and Selection Policy \(new\)](#)
- [Consumer Engagement Policy \(to be developed\)](#)

1.2 Related SCCWA Forms and Tools

- [SCC Feedback Form – Staff Use](#)
- [Client Form – SCC\(WA\) Website](#)
- Consumer Participation Payments Letter Template (New)
- Consumer Advisor Job Description (New)
- Consumer Participation Remittance Request Form (New)

13 [Supporting Documents](#)

- [Aged Care Diversity Framework](#)
- [Health Issues Centre – Getting Started, Involving Consumers on Committees](#)
- [Consumer Health Forum of Australia – ‘Information for committee organisers’](#)

14 Definitions

Term	Meaning for the purposes of this policy document
Carer	A person who provides care to another person with whom they are in a care relationship.
Consumer/s	Are members of the public who use, or are potential users, of healthcare, aged care and community care services. When referring to consumers in this document, we are referring to residents, clients, families, carers, and other support people in our community.
Consumer Advisor	Consumer Advisors bring views based on their experience of a condition or care or their knowledge of a population group. In this case, rather than being a representative of a group, they are committee members who act as individuals or advocates (Health Issues Centre, 2014, Getting Started, Involving Consumers on Committees)
Consumer Advisor Register	A Register of Consumer Advisors that partner with SCC(WA) in a range of ways; either face to face or remotely. Consumer Advisors have had direct or indirect experiences with the care or services the organisation provides. The Register is managed by the Client

Term	Meaning for the purposes of this policy document
	Experience team.
Consumer engagement	Involves informed dialogue between an organisation and consumers, carers and the community. Consumer engagement encourages participants to share ideas or options and undertake collaborative decision making, sometimes as partners.
Community / Community Member	A group of people with something in common. For example, any individual or group of individuals that have an interest in the development of an accessible, effective and efficient health, aged care or community care service that best meets their needs.
Volunteers	A core body of people who give their time “free of charge” to assist in the day-to-day business of SCC(WA).

15 Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	Board Quality Care and Advisory Committee	New Terms of Reference	February 2023	February 2024

Prepared by:	Head of Client Experience
Sponsored by:	Chief Strategy, Marketing and Experience Officer
Authorised by:	Board Quality Care and Advisory Committee
Date:	February 2023
Due for Review:	February 2024