

## **Would you like to be a part of our new Consumer Advisory Committee?**

Seasons is excited to announce we are establishing a Consumer Advisory Committee in keeping with our approved provider obligations, commitment to aged care and continuous improvement.

Under new Government requirements from 1 December 2023 all approved aged care must offer to establish a Consumer Advisory Committee annually.

This will provide our care clients (Home Care and Residential Aged Care) and/or their appointed representatives greater opportunity to share feedback about the quality of care and services provided by us. Your valuable insights and lived experiences will help identify areas for improvement and will be used to shape our care and services moving forward.

If you are a care client or care client representative and would like to be involved, you can nominate to become a member of a Consumer Advisory Committee.

Nominations open on 1 December 2023. [Consumer Advisory Committee Nomination Form](#)

## **Who will the members of the Consumer Advisory Committee be?**

Ideally the Consumer Advisory Committee will comprise of up to 10 residents, clients, or nominated representatives of a current resident or client, with representation across the different types of aged care services our organisation provides (Home Care and Residential Aged Care) and will be reflective of the demographics and diversity of consumers.

## **How does member selection occur?**

Nominations will be reviewed against set assessment criteria such as the nominee's background, motivation for nominating and understanding of our values of Integrity, Collaboration, Accountability, Respect and Empathy.

Nominations from residents and clients will be preference over those from representatives. Our aim is to represent the diversity of people we provide services to, including various geographic locations, people with varying needs and abilities and people who belong to cultural or special interest groups. This means that even a strong nomination may not be successful. All nominees will be notified of the outcome of their nomination.

## **What is involved and how will it work?**

The Consumer Advisory Committee will meet three times a year (February, June, November) for around two hours per meeting. Residents and clients can also request support with transport to attend meetings, with refreshments provided or can attend online.

The location for most meetings is likely to be Mango Hill community, located at 28 Akuna Way, Mango Hill 4905, however this may change periodically to allow members to visit other communities within our organisation. Meeting locations will be confirmed before each meeting.

## **What does being a member of the Consumer Advisory Committee involve?**

Each member will act in the best interests of the broader Seasons community by using their lived experience to identify areas for improvement that will strengthen the quality of care and services. Members are also expected to:

- Attend meetings or let us know if they cannot attend.
- Review documents provided before the meetings (with support from staff as required).
- Respect the confidentiality of meetings.
- Declare any conflicts of interest.

Members can suggest agenda items for the meetings and will be encouraged to provide feedback. The Consumer Advisory Committee does not have decision-making authority and members cannot make public comments on behalf of Seasons.

Seasons Governing Committee will co-develop how the Committee will work with members once appointed to make sure the Consumer Advisory Committee is effective in its purpose and addresses matters that are important to consumers and issues on which they would like to focus.

**Please note:** The purpose of the Consumer Advisory Committee is to collaborate, seek feedback and input into the design and delivery of care and services. It is not a platform to resolve individual concerns. If you do have a concern, we would like to hear from you. You can raise your concerns directly with management or by completing a [Consumer Advisory Committee Nomination Form](#)

## Quality Care Advisory Committee

Seasons is also establishing a Quality Care Advisory Committee in keeping with new Government requirements from 1 December 2023.

### What is the Quality Care Advisory Committee?

The Quality Care Advisory Committee's role is to review the quality of care and services provided by Seasons and provide a written report to Governing Committee every six months in relation to:

- Clinical care outcomes.
- Performance in the National Mandatory Quality Indicator Program.
- Management of reportable incidents.
- Staff turnover and availability of registered nurses and allied health professionals.
- Feedback and complaints.
- Food and nutrition (relating to residential aged care).
- Compliance with the Aged Care Quality and Safety Standards.
- Progress of the continuous improvement plan.

The Quality Care Advisory reports will include matters raised by the Consumer Advisory Committee. Seasons Governing Body will provide a written response explaining how they have considered the matters in their decision-making.

### Who will the members of the Quality Care Advisory Committee be?

Membership of this Committee will consist of the following:

- A member who is one of the key personnel of the approved provider and who has appropriate experience in the provision of aged care.
- A member who is directly involved in the delivery of aged care (e.g., quality manager, care coordinator, personal care worker etc.) and will include a member directly involved in providing clinical care (e.g., registered nurse etc).
- The Consumer Advisory Committee will select one or two members to represent them on the Quality Care Advisory Committee.

### When will the Committees be established?

Consumer Advisory Committee: Nominations to be part of the Consumer Advisory Committee will open on 1 December 2023. Member selection will commence and aim to be finalised in January 2024. All nominees will be advised of the outcome of their nomination.

Quality Care Advisory Committee: Initial planning has commenced for the Quality Care Advisory Committee. A further Expression of Interest will be circulated to appropriately experienced staff during the month of December 2023. Applications and interviews will be arranged, and membership finalised early in the new year.

If you have any questions or would like further information, please call Shannon Phillips (Executive Manager Care) on 1300 732 766 or email [governance@seasonsliving.com.au](mailto:governance@seasonsliving.com.au)