

Aged Care Consumer Advisory Group

Why is UCWB setting up an Aged Care Consumer Advisory Group?

As part of reforms across the aged care sector, The Aged Care Quality and Safety Commission has introduced a requirement for providers to give people receiving aged care the opportunity to join a consumer advisory body. The Aged Care Consumer Advisory Group (the Group) will provide an additional opportunity for people receiving aged care services and their representatives to provide feedback on various aspects of home care and suggest opportunities for improvement.

Who can be involved in the Aged Care Consumer Advisory Group?

Anyone who is receiving or has previously received aged care services from UCWB can express their interest in joining. Family members and/or representatives are also encouraged to join however expressions of interest from customers will be considered as a priority.

We will write every 12 months to our aged care customers to again seek their interest in participating. Members of the group need to:

- Attend up to four meetings in one calendar year
- Agree to the Group Code of Conduct and provide input on its development, including declaration of any conflicts of interest
- Be willing to actively contribute to discussion topics at Group meetings by sharing ideas, thoughts, experiences, and perspectives in a group setting.

Why should I get involved?

It's important to us that we hear your voice, and we recognise that everyone using our services have their own unique experiences. Your involvement will give us insight into your diverse needs, preferences and perspectives, so you can make a significant contribution to how we improve services.

You will also get the opportunity to meet and connect with other like-minded people in a supportive and consultative environment to discuss matters that are important in aged care.

How will it work?

The Group will meet four times a year with the first meeting planned to be held in February 2024. Meetings will take place at our offices at 77 Gibson Street, Bowden with an option to attend online for those who cannot attend in person. Members will comprise mostly of currently home care customers, however, carers, family members and other customer representatives may be involved.

The Group will be chaired by UCWB's Manager, Community Programs, with representatives of UCWB in attendance at each meeting. Agendas will be developed collaboratively with members of the Group. The initial Terms of Reference will be prepared together and reviewed annually to ensure the Group continues to be effective and meaningful.

How will members be selected?

Group members will be selected following an expression of interest process, with the aim of representation across the diverse communities we serve.

Members will be appointed for a 12-month period after which we will again invite all aged care customers and their representatives to attend.

What authority will the Consumer Advisory Group have?

Guidance provided by the Consumer Advisory Group will be considered in organisational decisions in relation to aged care services delivered by UCWB.

What do I get for participating?

Participation in the Consumer Advisory Group is voluntary, and as a member you will not be paid for your time. Lunch will be provided at all meetings.

If you need assistance to attend meetings, we will support you as much as possible. Please let us know your needs when you call our Contact Centre.

How will you manage my personal information?

UCWB acts in accordance with the Privacy Act 1988 and the Australian Privacy Principles. When you express your interest in participating in the Group, any information you provide will be kept confidential and used only for the specific purpose of the Group.

How do I express my interest?

Call our Contact Centre on 8245 7196 and tell them you are interested in participating in the Aged Care Consumer Advisory Group. They will ask you to provide your name, phone number, email address, and details of the services you are receiving/received or the person you are representing receives. You will hear back from our Aged Care team who will discuss the next steps with you in mid-January.

What if I have an individual concern to raise about my service?

If you have a specific issue about your services you wish to raise with us, we encourage you to either contact us by either completing a feedback form on our website www.ucwb.org.au/contact-us or calling our Contact Centre on 8245 7196.