

## Quality Care Consumer Advisory Group Information Sheet

### Why does UCWB have a Quality Care Consumer Advisory Group?

The Quality Care Consumer Advisory Group provides an additional meaningful 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 Quality Care Consumer Advisory Group?

Anyone who is receiving 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 six 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 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 consumers 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 to people who receive home care.

### How does it work?

The Group will meet six times in 2025 on the following dates:

- Wednesday, 19th February 2025
- Wednesday, 16th April 2025
- Wednesday, 18th June 2025
- Wednesday, 20th August 2025
- Wednesday, 15th October 2025
- Wednesday, 10th December 2025

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 current 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 Terms of Reference will be reviewed at the first meeting in February 2025 to ensure the Consumer Advisory 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 having representation across the diverse communities we support.

Members will be appointed for a 12-month period after which we will again invite all customers and their representatives to express interest to be involved in 2026.

### **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. Afternoon tea and tea and coffee will be provided at all meetings.

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

### **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 Consumer Advisory 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 Quality 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 early January 2025.

### **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 at <https://ucwb.org.au/feedback/> or calling our Contact Centre on 8245 7196.