



Terms of Reference
CONSUMER ADVISORY BODY
Developed/Updated: November 2023

Purpose

Glenview Community Services Inc. Consumer Advisory Body (CAB) consists of a diverse group of consumers who provide feedback on the quality of our care and services which include Residential Aged Care, Home Care, Commonwealth Home Support and NDIS.

Scope & Function

The CAB provides feedback on the quality of our care and services to our governing body to assist them in their decision-making and to help with our continuous improvement.

As part of our governance responsibilities, we ensure that our governing body:

1. considers any feedback from the CAB when it is making decisions in relation to the quality of our care and services, and
2. will inform the CAB in writing about the role their feedback played in any decisions.

Source of Obligation

Section 63-1D(9) of the Aged Care Act 1997 requires Glenview Community Services Inc. to make an offer at least once every 12 months to give consumers and their representatives the opportunity to establish a CAB. This responsibility also responds to our obligations under Standard 8(3)(a) to seek input in developing and delivering care and services and broadly under Standard 6 to support feedback and complaints.

Administration

Glenview Community Services Inc. will support the CAB to meet at a place and on a schedule that accords with our [Consumer Advisory Body](#) policy (located in our PolicyConnect-Corporate Governance Program) and best allows the CAB to provide us with meaningful feedback. This includes how discussions with the CAB are captured and recorded, in line with the preferences of the members.

Refer to our Consumer Advisory Body policy for details on:

- Making the offer and providing instructions to the CAB
- How the CAB may submit feedback
- Responding to feedback from the CAB
- Record keeping

Responsibilities and Terms of Reference

The Terms of Reference of the CAB include:

1. Providing the governing body with feedback on matters relating quality of care.

Our responsibilities towards the CAB include:

1. Providing a written offer to and their representatives at least once every 12 months to establish a CAB.
2. Supporting the CAB in its operations by facilitating meetings on a suitable schedule and at a suitable venue, providing information and collating feedback to be presented to our governing body.
3. Keeping the CAB informed of all matters relevant to the provision of feedback around quality of care, including any matters or decisions being contemplated by the governing body.
4. Considering any feedback from the CAB when making decisions about quality of care and informing the CAB in writing about how its feedback was used.

Reports To

Glenview Board

Reports From

N/A

Term

12 months – see above – Source of Obligation.

Record Keeping

Minutes of the meeting will be recorded and distributed to the Committee members by the assigned minute taker within 10 days following the meeting.

Courtesy copies will be distributed as appropriate.

The Quality & Risk Manager will be responsible for the management and storage of documentation relating to the Committee.

Membership

Glenview Community Services Inc. will make a written offer to all consumers and their representatives to establish or join a CAB. There are no strict membership requirements of a CAB. Whenever possible, the composition of the CAB would ideally be:

- include a majority (5) of current consumers and/or their representatives;
- be representative of the different types of care and services we provide;
- be representative of the demographics of consumers who access our services and have a diversity of membership.
- Include two board members. One position as chair and the other position shared by board members (ideally rotating)

- One other member / manager eg Quality and Risk Manager

All appointments are for a period of 12 months, and the Board will appoint, replace, or remove members to and from the Committee and review the composition of the Committee every 12 months.

At completion of their first term, members will be asked to express interest in being reappointed for a second term. The Chair will make a recommendation to the Board for reappointment of interested members. If members do not wish to be reappointed the vacancy will be advertised in the community.

Chairperson

Appointed by the board who must be a board member

Quorum

A minimum of 7 members, comprising of Board member (chair) & representatives.

Meeting Frequency

To be determined by Body, minimum annually.

Meeting Agenda

The Agenda is to be prepared for meetings, including relevant documents attached and distributed to members at least three days prior to the meeting.

Members will be responsible for the review of agenda items and minutes to ensure items are completed in the designated timeframe and/or provide updates to the meeting on progress for recording in the minutes.

Agenda items may be tabled at the meeting.