

Consumer Advisory Body – Terms of Reference

ACH Group are committed to providing the best possible service and strive for continuous improvement at every opportunity. Feedback is always welcome by ACH Group and the members of the Board as it is a means of understanding the experiences of those receiving our services as well as their representatives.

1. PURPOSE

- 1.1. To represent the broad views and interests of community services customers of ACH Group and perform the functions set out in these terms of reference.
- 1.2. To review trends into community customer feedback data and where appropriate make suggestions to improve the quality and safety of care and services.
- 1.3. The CAB is an important part of the governance structure of ACH Group and, feedback from the CAB will be shared with ACH Group's Board of Directors. This feedback will be considered by the Board and a written response to the CAB feedback will be provided annually.

2. SCOPE and FUNCTION

- 2.1. The CAB will provide additional insights and feedback to the board on the annual ACH Group customer feedback data.
- 2.2. The consultation and feedback from CAB will be considered by the board and responded to in writing.
- 2.3. The Customer Advisory Body is an advisory body, and their role is consultation, there is no decision-making capacity.
- 2.4. Any recommendations from consultation with CAB will be considered by the board, but there is no obligation or requirement to implement recommendations.
- 2.5. Members of the CAB are not representatives of ACH Group and do not have authority to represent or speak on behalf of ACH Group.
- 2.6. The CAB's function is to comment on the feedback summarised from broad consultation with community customers, it is not a forum for new issues to be raised or personal complaints management. New issues or personal complaints must be raised through existing channels.
- 2.7. Feedback from CAB will be provided in line with the CAB meeting template (refer to template)
- 2.8. Additional and completely optional consultation may be sought from CAB members to provide input and feedback in the development and review of information which is used by ACH Group in the provision of community services.

3. MEMBERSHIP

- 3.1. The Customer Experience Team will call for CAB member nominations annually via the community customer newsletter.
- 3.2. Membership of the CAB is for a period of up to 12 months.
- 3.3. Potential members will apply through an electronic form, providing the following details:
 - The program which funds the services they receive eg. Home Care Package, Commonwealth Home Support Program
 - Whether they or the person they represent are a current or former customer of ACH Group.
 - Information about the services that ACH Group provides for them or the person they represent.
 - The option to declare any diversity information that is applicable to them or the person they represent, such as Aboriginal or Torres Strait Island origins, LGBTQI+ or culturally and linguistically diverse backgrounds.
 - Any accessibility requirements they may have to be able to participate in an online meeting.
- 3.4. Customer or representatives who are selected and indicated they require support to access the online nature of this CAB will be contacted by Customer Experience Team, to understand how they can be supported to join the online meeting.
- 3.5. Support may be provided by ACH Group in the form of training to use a technical device or a care worker to assist the person to access the meeting. If in-home access remains a barrier, the person may be assisted to attend a location of ACH Group and join the online meeting supported by the Customer Experience Team.
- 3.6. Members will be elected annually from the pool of applicants by The Customer Experience Team. Data from applications will be collated to enable section of the following desired ratios of members:
- 3.7. At least 40% from diverse groups such as CALD, ATSI, LGBTQI, Person living with dementia.
 - A gender mix of 50% male, 50% female
 - 40% Home Care Package, 60% other community services- customers must be receiving at least one regular service per month, with customers receiving higher numbers of services prioritised.
 - Customer representatives will comprise no more than 20% of the CAB.

4. MEETINGS

- 4.1. The CAB will meet once annually.
- 4.2. No quorum or minimum numbers are required for the CAB.
- 4.3. The meeting duration will be between 1-2 hours.
- 4.4. The meeting will be chaired by the General Manager of Home Care and Community services.
- 4.5. Information will be sent two weeks prior to the meeting; the notice is to include an Agenda for the meeting.
- 4.6. Summary of feedback from the meeting will be taken by The Customer Experience Team, confirmed at the meeting with CAB and then formulated into a document to be sent to the ACH Group board (refer to template) to be reviewed at Customer Engagement meeting.
- 4.7. Any decisions on feedback to be send to the board by the CAB shall be made by a majority vote with the Chairperson having the final and deciding vote where there is a tie.
- 4.8. A 30min check in session, will be held 1 week prior to the CAB meeting, to ensure members are aware of the process and their role and are able to successfully partake in an online forum.
- 4.9. An optional 30min feedback session will be held after the CAB to support evaluation of the CAB.
- 4.10. Members will be asked to adhere to these terms of reference and refrain from raising new or personal issues during the CAB meetings.

5. GOVERNANCE AND RECORD KEEPING

- 5.1. The CAB is not part of a governing or decision-making committee.
- 5.2. A summary of outcomes from meetings will be collated and accessible via the customer newsletter.

6. CAB ROLES

- 6.1. The CAB roles include a Chairperson, Secretary and members.
- 6.2. The Chairperson is the General Manager of Home Care and Community
- 6.3. The Secretary is the Customer Experience Lead
- 6.4. The role of the Chairperson is to
 - 6.4.1. Chair Meetings of the CAB.
 - 6.4.2. Report on matters raised.
 - 6.4.3. Rule on any queries related to the Terms of Reference
 - 6.4.4. Set the date, time and agenda for the meetings.
 - 6.4.5. Management of the scope of each meeting including the duration and time keeping

- 6.5. The role of the Secretary is to
 - 6.5.1. Keep a register of the CAB Members
 - 6.5.2. Keep a record of the recommendations made and matters arising from any meeting.
 - 6.5.3. Notify the members of the agenda, date, time and location for all meetings.
 - 6.5.4. Provide all new members with a copy of these Terms of Reference
 - 6.5.5. Provide all existing members with a copy of these Terms of Reference on request.
- 6.6. The role of the members is to
 - 6.6.1. Provide additional insights and feedback to the board on the annual ACH Group customer feedback data.
 - 6.6.2. Provide consultation, there is no decision-making capacity.
 - 6.6.3. Comment on the feedback summarised from broad consultation with community customers.
 - 6.6.4. Optional consultation may be sought from CAB members to provide input and feedback in the development and review of information which is used by ACH Group in the provision of community services.

7. CONFIDENTIALTY AND PRIVACY

- 7.1. The CAB will ensure that the rights and privacy of individuals and groups are not compromised.
- 7.2. Any information of a personal or confidential nature is to be dealt with in strict confidence.

8. CHANGES TO THE TERMS OF REFERENCE

- 8.1. These Terms of Reference may only be altered by ACH Group management.
- 8.2. This will ensure they remain consistent with legislative requirements and
- 8.3. ACH Group's governance structure.