

ACH Group are committed to providing the best possible service and strives for continuous improvement at every opportunity. Feedback is always welcomed 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 in community customer feedback data and where appropriate make suggestions to improve the quality and safety of care and services.
- 1.3 The Customer Advisory Body (**CAB**) is an advisory body established to provide additional insights and feedback to the ACH Group Board of Directors (**the Board**) to improve the customer experience and provision of ACH Group services.

## 2 Scope and Function

- 2.1 The CAB is an advisory body only and their role is limited to consultation. There is no decision-making capacity afforded to CAB.
- 2.2 Any recommendations from consultation with CAB will be considered by the Board, but there is no obligation or requirement to implement recommendations.
- 2.3 Members of the CAB are not representatives of ACH Group and do not have authority to represent or speak on behalf of ACH Group.
- 2.4 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.
- 2.5 The feedback from CAB will be collated in the CAB meeting template (refer to template)
- 2.6 ACH Group may seek additional consultation and input from CAB members outside of the scheduled CAB meetings with respect to ACH Group's provision of community services. There is no obligation on CAB members to provide this additional consultation if they do not want to.

## 3 Application and 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 Prospective members will apply via an electronic form, providing the following details:
  - 3.3.1 the program which funds the services they receive e.g. Support at Home, Commonwealth Home Support Program;
  - 3.3.2 whether they (or the person they represent) are a current or former customer of ACH Group;
  - 3.3.3 information about the services that ACH Group provides (or provided) for them or the person they represent;

- 3.3.4 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; and
- 3.3.5 any accessibility requirements they may have to be able to participate in an online meeting.
- 3.4 Members will be elected annually from the pool of applicants by the Customer Experience Team.
- 3.5 Data from applications will be collated to enable section of the following desired ratios of members:
  - 3.5.1 at least 40% from diverse groups such as CALD, ATSI, LGBTQI, person living with dementia;
  - 3.5.2 a gender mix of 50% male and 50% female;
  - 3.5.3 a mix of 40% Support at Home and 60% other community services (NB. customers must be receiving at least one regular service per month. Customers receiving higher numbers of services will be prioritised).
- 3.6 Customer representatives will comprise no more than 20% of the CAB.

## 4 Meetings

- 4.1 The CAB will meet at least once annually.
- 4.2 No quorum or minimum numbers are required for the CAB and no proxies are required.
- 4.3 The meeting duration will be between 1-2 hours.
- 4.4 The meeting will be chaired by the Executive Manager, Home Care and Retirement Living.
- 4.5 A notice will be sent to CAB members two weeks prior to the meeting. The notice will include an Agenda for the meeting.
- 4.6 The CAB will agree on the feedback to provide to the Board by majority vote. Where a majority vote cannot be reached, the Chairperson will make the final decision on the feedback to provide to the Board.
- 4.7 The Customer Experience Team will provide a summary of feedback from the meeting. That feedback will be formulated into a document to be reviewed at Customer Engagement Committee meeting with an endorsement to be provided to the Board.
- 4.8 An optional 30-minute check-in session will be held 1 week prior to the CAB meeting for new members. The purpose of the check-in sessions is to ensure new members are aware of the process and their role and are able to successfully partake in the meeting.
- 4.9 Members will be asked to adhere to these terms of reference and refrain from raising new or personal issues at the CAB meetings.
- 4.10 Where a member of CAB wishes to attend a meeting online, a Customer Experience Team member will provide support and training for that member to join the meeting online.

## 5 Roles and Responsibilities

- 5.1 The CAB roles include a Chairperson, Secretary and members.

- 5.2 The Chairperson is the Executive Manager, Home Care and Retirement Living.
- 5.3 The Secretary is the Customer Experience Manager.
- 5.4 The role of the Chairperson is to:
  - 5.4.1 chair meetings of the CAB;
  - 5.4.2 report on matters raised;
  - 5.4.3 rule on any queries related to the Terms of Reference;
  - 5.4.4 set the date, time and agenda for the meetings; and
  - 5.4.5 manage the scope of each meeting including the duration and time keeping.
- 5.5 The role of the Secretary is to:
  - 5.5.1 keep a register of the CAB Members;
  - 5.5.2 keep a record of the recommendations made and matters arising from any meeting;
  - 5.5.3 notify the members of the agenda, date, time and location for all meetings;
  - 5.5.4 provide all new members with a copy of these Terms of Reference; and
  - 5.5.5 provide all existing members with a copy of these Terms of Reference on request.
- 5.6 The role of the members is to:
  - 5.6.1 provide additional insights and feedback to the Board on the annual ACH Group customer feedback data; and
  - 5.6.2 comment and consult on the feedback summarised from broad consultation with community customers.
- 5.7 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.

## 6 Governance And Record Keeping

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

## 7 Roles and Responsibilities

- 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 Review

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

## Related Documents

[Clinical Governance Framework](#)

[Clinical & Customer Care Committee - TOR](#)

Document Owner	DMS Customer Experience Manager
Issue Date	30/06/2026
Review Date	30/06/2027
Translated	NA
Revision	1.0
Revision History	1.0 New