

Consumer Advisory Body Terms of Reference

What is the Body for?

The Consumer Advisory Body is an important part of our organisation's structure that ensures customers are central to decision-making processes regarding the care and services they receive. Joining the Consumer Advisory Body is a way for consumers to have their concerns and suggestions heard by GCLA.

How does it do this?

The Body achieves this by:

- engaging the wider customer base and provide an opportunity to contribute to ensuring high quality care and services are maintained.
- to provide valuable feedback to and advise the Board of Directors on priority areas and issues requiring community engagement and aged care needs.
- contributing to discussion on systemic issues and gaps within the aged care sector and consultation opportunities that may arise.
- supporting education and awareness initiatives that empower customers and their families/representatives to make informed decisions about their care and services.
- provide regular information and objective advice to the GCLA Board of Directors on these activities and other topics as requested.
- Develop, monitor, and evaluate the implementation and effectiveness of the strategic plan endorsed by the Board.

How does the Body work with other bodies?

GCLA Board of Directors

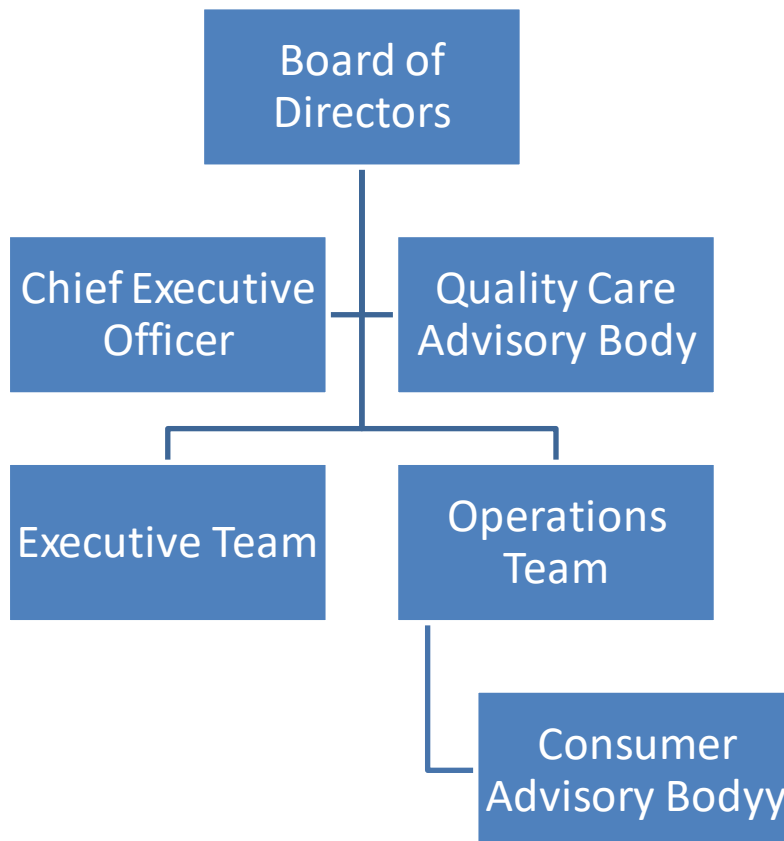
The Body is independent and not under the direction of the GCLA Board but communicates with and reports directly to it, including providing ad hoc feedback on request. The GCLA Board retains all decision-making authorities.

Quality Care Advisory Body

The Body works closely with the Quality Care Advisory Body in fulfilling its role by providing the customer representative for this body. The Bodies will share relevant information and reports arising from their activities with each other.

Management

The Body is independent of Management and does not replace or replicate their responsibilities or functions. It collaborates with Management to fulfil its role.



Who will make up the Consumer Advisory Body Body?

The Body will consist of customers or their representatives who represent the diversity of backgrounds and services applicable to GCLA.

Membership will comprise of:

Name	Body Role	Start Date
Program Performance Manager	Chairperson	May 2024
Community Engagement Manager	Management Representative	May 2024
Exercise Physiologist	Health & Wellbeing Advisor	August 2024
Registered Nurse	Clinical Advisor	August 2024
Executive Assistant	Secretariat	May 2024
<p>Customer Representatives who:</p> <ul style="list-style-type: none"> • are a current or past consumer. • are a family member or representative. • are a current or past consumer. • are Aboriginal or Torres Strait Islander • are LGBTI. • come from a culturally and linguistically diverse background • have a disability. • live with a cognitive or physical impairment. • live with mental health issues and/ or illness. • are socially or economically disadvantaged. • live in a rural or remote area. 	Customer	

Body member roles and responsibilities

Chairperson

- plan the meeting and topics for discussion.
- facilitate meetings to ensure the Body provides a strong voice for customers and operates cohesively, efficiently, and effectively.
- approve and circulate minutes, reports etc.
- function as the Body's primary contact the GCLA Board of Directors.

Secretary

- Provide secretarial support to the group.
- Take minutes of the meeting

Members

- proactively contribute to Body activities so it fulfils its role.
- Provide feedback and advise to the Board.
- respond to directions by the Chairperson.
- consider and respect other members' input and opinions.
- respect the confidentiality of personal or sensitive corporate information.
- A deep understanding of the topic/issues which may arise
- Relevant expertise or experience
- Strong communication and collaboration skills
- A willingness to actively participate and contribute
- Adequate time to both prepares and participate for meetings.

Appointment

Body members are appointed following an invitation to participate which will be issued annually.

Members are appointed for a period of 2 years and can renominate for further periods if they choose.

Members may resign at any time.

How will the meetings work?

Meetings

Meetings will be held on the 2nd Thursday of every third month at 10am or as agreed by the members.

Reporting

The Body will provide advice and feedback to the Chief Executive Officer periodically as agreed and on request and the CEO will advise how this has contributed to the organisation delivering quality care and services.

The Body will share relevant information and actions taken on its advice by the Board of Directors & CEO to the broader customer community through:

- Updates via GCLA Newsletter

- Updates at GCLA Community events

What is expected of members?

Members will join for two years and can renominate after that time. We will consult with member during their term in different ways which may include:

- Face to face or online meetings of up to 1.5 hours. Members may need to do some reading and preparation before the meeting.
- Reviewing draft documents and providing comment.

We will invite each member to participate in tasks but understand you may not be able to take part in some activities. You can choose how involved you want to be.

Participation is voluntary and does not involve any payment.

Terms of Reference review

These Terms of Reference will be reviewed by the Body and Board of Directors annually or as needed to ensure they remain consistent with organisational and regulatory requirements.

Body Membership and Composition

The Body will have a maximum of fifteen consumer representatives and a minimum of three consumers.

Nomination and Selection Process for Consumer Representatives

1. Nomination Process:

- a) Consumers interested in joining the Body must submit a nomination form, which will be available on the GCLA website or can be obtained from the GCLA office.
- b) The nomination form should include a brief statement of interest, relevant experience, and any specific skills or knowledge the nominee can contribute to the Body.
- c) Nominations will be open for a period of two weeks, after which the submissions will be reviewed.

2. Selection Process:

- a) A selection panel consisting of the Chairperson, a representative from GCLA management, and a current Body member will review the nominations.
- b) The selection panel will assess nominees based on their experience, diversity, and ability to represent the interests of various consumer groups.
- c) Selected nominees will be notified within two weeks of the closing date for nominations.

Chairperson

The Chairperson of the Body will be a representative from GCLA, appointed by the GCLA Chief Executive Officer.