

<b>Role Title:</b>	<b>Consumer Representative</b>
<b>Regis Function:</b>	Regis Consumer Advisory Body (CAB)
<b>Position Reports to:</b>	Barbara Leadbetter National Consumer Engagement Manager
<b>Time Commitment:</b>	Meetings held every three months (quarterly) and run for approximately 1.5 to 2 hours, with an opportunity for discussion with other members before and after the meeting. Meeting preparation will require approximately 1 hour.
<b>Version Date:</b>	November 2023

### Role Purpose:

Consumer Representatives at Regis are valuable partners in service planning, design and evaluation. The role of the Consumer Representative is to bring forward the interests of residents and clients and their views, ideas and suggestions in how care and services can be improved at Regis.

### Benefits:

Consumer Representatives who partner with Regis will:

- contribute to the way care is planned, designed and evaluated with a firm focus on consumer centred care
- work with a wide range of highly skilled health professionals and health experts
- learn how the broader aged care system operates and how this impacts the systems and processes within the Homes and Home Care services
- educate and guide employees on meaningful engagement and consumer centred care
- advocate for consumers who may not have a voice to improve resident outcomes

### Behavioural Standards:

Consumer representatives will adhere to the Regis values of:

- **Optimism** – we are enthusiastic about what we do.
- **Passion** – we make a positive difference every day.
- **Integrity** – we act in a professional and ethical manner at all times.
- **Respect** – we listen, we are polite and treat every person with courtesy.

### **Skills:**

- Ability to negotiate and listen to others
- Ability to raise issues and advocate on behalf of others
- Ability to evaluate and provide feedback on systems and process issues within the Homes or services
- For some Consumer Representatives in some areas an ability to work with online meetings

### **Responsibilities:**

- Provide a consumer perspective to Regis in an effort to improve services and care to residents and clients across Regis Homes and services
- Not bring individual issues or concerns to meetings – these are to be addressed via Regis' feedback processes
- Attend meetings quarterly or as specified
- Review and comment on Regis data and documentation that may be presented
- Gain an understanding of the Aged Care Quality Standards and Regis' relevant Policies and Procedures (these will be provided and explained by Regis employees where appropriate)

### **Orientation:**

Consumer Representatives will be required to complete orientation which will include the following:

- An introduction and welcome to Regis
- Consumer Representative Orientation Package
- Consumer Advisory Body documents, including Terms of Reference and Policy
- Human resources – Consumer Agreement and relevant policies and procedures

### **Support and Training for Consumer Representatives:**

Consumer Representatives will be offered ongoing support and training to effectively and efficiently perform in their role. This will be shaped by regular evaluation and feedback to identify the needs of Consumer Representatives.

Regis values the participation of Consumer Representatives. No consumer should be financially disadvantaged as a result of undertaking this role. Reimbursement of reasonable expense and a sitting fee is available as required.