

### What is the purpose of the Consumer Advisory Body?

The Regis Consumer Advisory Bodies will provide a source of meaningful engagement with residents and clients and their representatives.

Members will be involved in:

- Providing a lived experience perspective about the quality of care and services
- Providing advice on opportunities for improvement and changes that may need to be made to how care and services are delivered
- Reviewing resources that will be used by residents, clients and/or their representatives

Importantly, the Consumer Advisory Body will give feedback to the Regis Executive and Board that will be considered in organisational decision-making.

### Who can apply?

The following people can apply to be on a Regis Consumer Advisory Body:

- a current Regis resident or client
- a representative, family member or carer of a current Regis resident or client

To limit conflicts of interest, it is preferable that members are not health practitioners or people currently or recently employed or engaged in the provision of Aged Care or Home Care services.

### Who will the members be?

Regis will establish one Consumer Advisory Body for each state and territory that it operates services in, as well as a dedicated Home Care Consumer Advisory Body. Each Consumer Advisory Body will have up to 14 members who will be current residents or clients, or a representative, family member or carer of a current resident or client.

A number of Regis employees will also be in attendance to assist with running the meeting, presenting information and agenda items and taking minutes. The Chair will be a very senior Regis employee. Executive members may also be in attendance.

### How are members selected?

Following the expressions of interest process, members will be selected based on several factors relevant to their experience, background, motivation for nominating, lived experience, location and to ensure that there is diversity in age, gender and culture. Nominations from residents and clients will be preferenced over those from representatives. We will also ensure that there is a mix of members from different Homes within that state.

Our aim is to represent the diversity of people we provide services to, including various geographic locations, people living with dementia and people who belong to particular cultural or special interest groups. This means that even a strong nomination may not be successful. All nominees will be notified of the outcome of their nomination.

### **What is expected of members?**

Each member will act in the best interests of the broader Regis community by using their lived experience to identify improvement that will strengthen quality of care and services at Regis.

Members will join for 12 months with the possibility of that time being extended. Meetings will be held quarterly (four times per year – February, May, August and November) for around two hours per meeting. One hour of preparation time may be required for each meeting to review the agenda papers and some documents.

Members are also expected to:

- Let us know if they can't attend a meeting
- Always act in a professional manner and in accordance with the Regis Values of optimism, passion, integrity and respect
- Respect the privacy and confidentiality of the agenda papers, meetings and other members
- Declare any conflicts of interest

### **What authority do members have?**

The authority of the Consumer Advisory Body and its members shall be in an advisory capacity and not in a decision making authority. The Committee's formal reporting and feedback to the Regis Executive and Board is through a direct channel with the senior leader chairing the meeting. The Committee will also refer any significant issues and recommendations that they would like to the Executive and Board. While not all suggested actions may be implemented by the Executive and Board, all feedback will be recognised, considered, valued and used to enrich our understanding of the resident and client experience. Members cannot make public comments on behalf of Regis.

### **How often will meetings be held and how can I attend?**

Consumer Advisory Bodies will meet quarterly (four times per year – February, May, August and November) for around two hours per meeting. Members can attend in person or online and residents and clients can request support to attend. If required, there is reimbursement of reasonable expenses associated with attending the meeting. If you do not have access to a computer or internet, we will assist you.

Meetings will only be held if at least half of the people attending are residents, clients and/or representatives. Cancelled meetings will be rescheduled wherever possible. The exact meeting location will be confirmed before each meeting.

### **How long are members on the Consumer Advisory Body for?**

All appointments are for a period of 12 months. At the end of the 12 months, Regis will write to all residents, clients and their representatives to seek nominations again. Members are more than welcome to express interest in being reappointed for a second term.

### **What will be discussed at the meetings?**

Each meeting will have a structure centred on the following:

1. Welcome and introduction
2. Board and Executive update
3. Matters referred by the Regis Board/Executive for Consumer Advisory Body advice and input
4. Matters raised by Consumer Advisory Body members
5. Close

We will provide information about the topics on the agenda to give you time to think about the details and what they mean to you. This may include some pre-reading. Members are most welcome to suggest agenda items for the meetings. It may not be possible to cover every suggested agenda item however we will always take it into account.

### **How will meetings be fair and equitable in hearing everyone's voice?**

We will encourage diverse views at the meeting and will welcome everyone to express their voice. We will have an agenda that outlines topics for discussion. The person Chairing the meeting will ensure that fairness, respectful behaviour and turn-taking occurs. Meetings will be structured and purposeful to ensure that everyone has the opportunity to speak and learn from other perspectives.

### **How will a small group represent the views of many different residents and clients?**

For every consumer that attends the meetings, there are many other consumers that are not there. While each person will bring unique insights that are highly valued and that can make a significant impact, we ask that you think about how you can represent those who are not able to be present.

For example, prior to the meeting, you may want to seek the viewpoint of other residents or clients about the topics being discussed and bring their thoughts and suggestions to the meeting as well.

### **I am nervous about joining the group because I don't know anyone else?**

Being a member on the Consumer Advisory Body can be very rewarding and interesting. Every member will be in the same situation where they may not know anyone else. It is an opportunity for you to get to know other consumers.

### **Can my grievance or issue be resolved by the Consumer Advisory Body?**

The Consumer Advisory Body is not a forum for complaints or resolution of individual grievances or issues. Regis has a complaints management process to resolving any concerns that you may have. We want to ensure that time in the meeting is dedicated to discussing ideas and issues that may be applicable to our broader community.

### **What will I get for participating?**

Participation is voluntary and does not involve a payment. We will support you as much as possible to attend and participate. If required, reasonable expenses associated with attending the meeting will be reimbursed, which may include a sitting fee. Any members who needs assistance is encouraged to discuss this directly with the Chair so that supportive arrangements can be made.

### **What if I can no longer attend the meetings?**

If for any reason you are finding it difficult to participate, including attending the meetings, please let us know how we can assist you. We can work with you to ensure you are supported as much as possible. If you no longer want to be involved, you can also let us know.

### **How can I get involved in a Consumer Advisory Body?**

Interested consumers are encouraged to submit an expression of interest form. This can be done by completing a paper copy or by the electronic submission form, both available on this website. Paper copies can be emailed to [feedback@regis.com.au](mailto:feedback@regis.com.au) or handed in to your Home or Service Manager.

### **How will you manage my personal information?**

When you submit your expression of interest form, we will collect and store your personal information securely. Your personal information is protected by law including the Privacy Act 1988 and the Australia Privacy Principles. We will not use or disclose the information for any other purpose without your consent unless required by law.

In addition to identifying information, you will be invited to provide some sensitive information, such as information about your cultural and personal identity. You do not have to provide this.

### **How can I find out further information?**

Please don't hesitate to speak with the Manager at your Home or Service. Alternatively, please email [feedback@regis.com.au](mailto:feedback@regis.com.au) and a member of our team will email you back or call you.