

Information and FAQ sheet

What is the purpose of the Consumer Advisory Body?

OneCare understands that the people we support are best placed to determine how they want to be cared for. The Consumer Advisory Body's purpose is to provide the Executive, CEO and Board with feedback and a level of understanding about the organisation's quality of care based on their own lived experiences. This information will play an important role in improving services and ensuring we are always striving to exceed expectations and deliver the very best quality service possible.

How will the Consumer Advisory Body be set up?

If there is sufficient interest (a minimum of six participants), we will set up a Consumer Advisory Body at the facility. For home care consumers, OneCare will support and set up virtual meetings. Selected members will be notified of an inaugural meeting where the objectives of the body will be discussed. Each group will also decide who will hold the role of chairperson and how they would like meetings to proceed. A staff representative at each site or service will be present at meetings for support.

How will the members be selected?

This will depend on the number of people who express interest. However, we are aiming to ensure the membership is as diverse as possible. Members will serve a 12-month term but can re-apply for further terms.

How will I know if I am selected?

Members will be notified by return post or email of their acceptance into the body and their responsibilities after the expression of interest period closes.

Is Consumer Advisory Body the same as the current Resident Meetings held at our facility?

No. Consumer advisory bodies serve a different purpose to resident meetings. Resident meetings are designed to provide you with information and to discuss the day-to-day operation of the facility, whereas a Consumer Advisory Body will take a more strategic approach to advise OneCare on how it can provide the best possible service to its residents, consumers and representatives. Fundamentally, the Consumer Advisory Bodies will be driven by their members, and any advice or recommendations will be made directly to the OneCare Board through the consumer and marketing subcommittee.

How often will the Consumer Advisory Body meet?

If established, the Consumer Advisory Body will meet at least once a year but as often as determined by the group at the first meeting.

I want to give my views on all matters. How can I add to the agenda?

If you are passionate about a particular subject, please tell us in your Expression of Interest form.

What is expected of members?

Members of the Consumer Advisory Body are invited to discuss issues that concern quality of life, consumer experience, opportunities for OneCare to improve services, and are of strategic importance in nature. Any advice or recommendations that the group would like to be brought to the attention of the Executive, CEO or Board must be solution-focused. Individual issues or services will not be discussed.

Members must be able to reflect the perspectives of one or more of the communities served by OneCare and to bring to the Consumer Advisory Body knowledge of these opinions of service users. We ask that members be respectful of others and not disruptive to the group.

What do I get for participating?

Participation is voluntary and does not involve any compensation.

How do I find out more?

You can find out more by emailing CAB@onecare.org.au.