

Amana Living Consumer Advisory Group

Terms of Reference

1. PURPOSE

Amana Living values consumer participation, inviting people external to the organisation with an interest in the sector to have a say on how our services are developed and provided, and how they can be improved.

The Consumer Advisory Group is the peak consumer engagement governance committee at Amana Living and provides a structured and collaborative method for Amana Living to engage with consumers, family members and other key stakeholders.

Consumers include people who have used or may potentially use Amana Living's services or are an informal carer or representative for a client or resident who is using our services.

The group's purpose is to provide advice and guidance to Amana Living's Board and Leadership Team in relation to consumer and community views and to provide input to the continued development, implementation and review of Amana Living's consumer experience across the business.

The group is made up of clients, residents and carers/representatives from a range of backgrounds and life experiences.

2. ROLES AND RESPONSIBILITIES

The role of the Consumer Advisory Group members is to:

- Represent and advocate for the consumer community;
- Engage with the community to understand their needs, including the consumers who use aged care services and their representatives; and
- Advise the Board and the Leadership Team on consumer, carer and community views on aged care services development, planning and quality improvement.

Group members are responsible for:

- Contributing their knowledge and expertise by providing consumer, carer and community perspectives, whether through lived, personal or professional experience outside the aged care sector.
- Using their strong community networks and/or their understanding of local issues to inform service planning and delivery.
- Reflecting on and presenting community issues (rather than focusing on personal concerns or individual issues).
- Disclosing potential conflicts of interest to the group's Chairperson prior to each meeting.
- Signing a confidentiality agreement at commencement of group membership.
- Attempting to commit to a 2-year term with the group.

3. MEMBERSHIP

The Consumer Advisory Group is chaired by an external person who is independent of the Amana Living Board and organisation. The group consists of approximately 15 members who:

- Are voluntary, representative members of all services provided by Amana Living.
- Are people who have used, are using or may use Amana Living's services or who are a carer or representative of someone who is using Amana Living's services.
- Represent the interests of a diverse range of backgrounds and life experiences.
- Includes at least one carer, advocate, family member or representative of a client or resident.

Membership may be amended on occasion in order to maintain group numbers over time.

4. MEETINGS

Meetings are facilitated by the independent Consumer Advisory Group Chairperson, and attended by a Senior Manager of Amana Living to provide support to the Chairperson, and for the purpose of documenting meeting agendas and minutes. Minutes will be distributed to group members following the meeting. Other Amana Living staff may be invited by the Chair to attend specific meetings as required.

The group meets at least four times per year (and up to 6 times per year) for approximately 2 hours. Meeting preparation is required and participation can be through attendance in person, or via a suitable videoconference technology.

Of the 15 group members each member will attend at least two meetings per year.

Each member is compensated \$100 per meeting for their expenses related to participation.

5. REPORTING

A report to the Amana Living Board will be submitted every six months and will include the group's feedback, queries and input to the quality of care and the consumer experience at Amana Living. Any urgent issues or concerns arising from the group's meeting will be immediately communicated by the Chairperson to the Chief Executive Officer and Chief Operating Officer (COO) of Amana Living.

The COO of Amana Living may request additional meetings with the group, outside of the established four meetings per year in order to seek input and feedback on a particular project or initiative. These requests must go through the group's Chairperson for approval.

6. REVIEW OF TERMS OF REFERENCE

The terms of reference of the Consumer Advisory Group will be reviewed in May 2025.

