



Consumer Advisory Group Information

Southern Cross Care has two consumer advisory groups, a Community Consumer Advisory Group for clients receiving community-based services, and a Residential Consumer Advisory Group for those living in one of our Residential Care homes.

These groups are a source of meaningful engagement with residents and clients and/or their representatives, with members using their lived experience to identify ways to improve care and service delivery across the Southern Cross Care community as a whole.

The groups are involved in reviewing resources that will be presented to or used by residents and clients, and/or their representatives. For example:

- The Residential Consumer Advisory Group received a presentation relating to falls prevention and this was adapted for use at each Residential Care home based on their feedback
- The Community Consumer Advisory Group reviewed the Home Care Package Information Pack to make it simpler and more easy to understand

What does being a member involve?

Members are expected to act in the best interests of the broader Southern Cross Care community and respect other members of the group. Meetings are a safe space where everyone has the opportunity to share their experiences and perspectives.

Each group includes up to 10 members who are responsible for:

- Attending meetings (or let us know if they are unable to attend a meeting)
- Reviewing any documents provided (with support from staff as required)
- Respecting the confidentiality of meetings
- Declaring any conflicts of interest

Members cannot make public comments on behalf of Southern Cross Care.

How are members selected?

Each year, every resident and client who receives government funded aged care services (and their nominated representative), will receive a written invitation from Southern Cross Care to submit a nomination for the consumer advisory groups.

Members are appointed for one year, provided they continue to receive services from Southern Cross Care. The membership is reviewed annually to allow current members to renominate and for new members to nominate.

Our aim is to represent the diversity of people in our community, including various geographic locations, people living with dementia and people from other cultures and special interest groups. Nominations are reviewed with all of these factors in mind, in addition to the person's motivation for nominating and their understanding of our Better for life vision.

Unsuccessful nominees may be allocated to a reserve list. If during the course of the year, a successful member is not able to continue, a new member will be selected from the reserve list.

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When and where are meetings held? Who attends?

Meetings occur every three months for around two hours per meeting. All meetings are held during working hours and members can attend in person or online. If attending in person, meetings are held at 25 Conyngham Street in Glenside, South Australia.

For residents and clients, we offer support to attend if required. This may include providing assistance to join online or arranging transport for those who wish to attend in person.

Meetings are chaired by the Group Manager Engagement & Compliance. Board members and other staff may attend meetings but are not members.

Meetings are only held if at least half of the people attending are residents, clients and/or representatives. Cancelled meetings are rescheduled wherever possible.

Can I receive reimbursement for my time?

Members can opt to receive \$100 per meeting attended or elect to donate the remuneration to Southern Cross Care.

Two members of each advisory group are also nominated to attend the Quality Care Advisory Group, and can receive an additional \$100 for each of those meetings which they attended.

What is the Quality Care Advisory Group?

The Quality Care Advisory Group includes two members from each of the consumer advisory groups, staff who are involved in providing care and services, and senior managers.

This group meets every three months and reviews particular aspects of the quality of care and services provided by Southern Cross Care, as specified by government legislation. The group provides a written report about the quality of care and services to the Board at least every six months.

The Board provides written responses to explain how they have considered matters raised by the Quality Care Advisory Group and consumer advisory groups.

What if I have an individual concern to raise?

Residents who would like to raise individual concerns are encouraged to speak to our compassionate staff, or complete a feedback form. The feedback form is available on our website and printed copies are available at our service locations.