

## Consumer Advisory Groups Residential / Support at Home & Therapy and Wellness Information sheet and FAQs

Alwyndor is offering aged care residents, clients, families and representatives an opportunity to participate in a Consumer Advisory Group. There will be two groups, one for Residential and one for Support at Home & Therapy and Wellness. The purpose of the Consumer Advisory Groups is to give feedback about the quality of care and services provided by us and to identify any areas for improvement. To request an Expression of Interest form or for further information please contact Bronwyn Taylor at [btaylor@alwyndor.org.au](mailto:btaylor@alwyndor.org.au) or call 81773200.

### What information do I need to provide to register?

Please provide your name, contact details including your phone number, \*email address or postal address.

We will also need to know whether you:

- currently receive Alwyndor services
- are a carer, close family member or representative of a client or resident.

\*Our preferred contact method is email, if you do not use email, please let us know.

You will be invited to provide information about your experience with aged care and why you would like to join a Consumer Advisory Group.

### How will you manage my personal information?

When you submit your Expression of Interest we will collect and store your personal information in a secure database. Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles.

You can ask to be removed from the database at any time. We will only use the information in the database to invite you to participate in the Consumer Advisory Group. 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 or personal identity. You do not have to provide this, but it will help us to make sure the Consumer Advisory Group has a diverse membership.

### If I'm not happy with the services provided by Alwyndor and join the Consumer Advisory Group, will you do something about it?

Your membership will not change how we handle any concerns you have about your specific service. You can contact our Customer Service Centre to lodge a concern or complaint, or you can contact us at [customercare@alwyndor.org.au](mailto:customercare@alwyndor.org.au) or call 81773200.

We will not talk about individual issues or services at our Consumer Advisory Group meetings.

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

It may not be possible for the Consumer Advisory Group to cover every area of care or services. But if there are issues you are passionate about, please tell us in your Expression of Interest and we will take this into account.

### How will I know whether my contribution will make a difference?

We will listen to and consider all feedback – that is our commitment to you. We hope to have many different people on the Consumer Advisory Group and will listen carefully to what you have to say. The aim is to work together, to understand the different views people hold, and do our best to improve our services. After each session we will give the group feedback on the outcomes and what we are doing with the suggestions made.

### What is expected of members?

Members will join for one year with the possibility of that time being extended. We will consult with the group throughout the year in different ways, which may include:

- meetings of up to 1.5 hours (there will be options for online if required). Members may need to do some reading and preparation before the meeting.
- reviewing draft documents and providing comment.
- completing surveys or phone interviews.

You can choose how involved you want to be.

### What do I get for participating?

Participation is voluntary and does not involve any payment.

### I can't come to a face-to-face meeting and I don't have a computer. Can I still be a member?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know which is your preferred method. For some tasks we may be able to phone you or arrange for you to participate in a meeting.

### We ask that Consumer Advisory Group members agree to:

- respect the privacy of other members and not disclose personal information (about you or others).
- keep certain sensitive information confidential, not share this information.
- declare any conflicts of interest that may affect participation.
- listen to the views of others, even if you don't agree with them, and allow time for others to speak. Everyone will be supported to share their opinions and experiences.
- speak to other members and our staff politely and respectfully.

## How do I find out more?

If you have any questions,  
please call us on 81773200  
or email [btaylor@alwyndor.org.au](mailto:btaylor@alwyndor.org.au)