



Consumers and Families panel: Information sheet

We would like to learn from consumers

The Aged Care Quality and Safety Commission is establishing a panel of people who use or are thinking of using Australian government funded aged care services, their carers and family members. We want to know what is important to you, so we can improve how we regulate aged care and make sure the information we produce for consumers is useful and easy to understand.

We will invite panel members to share their ideas and opinions about things such as:

- new flyers, video or other resources, to make sure they are clear, useful and easy to understand
- ways that consumers and the public can interact with us, such as through our 1800 number or online forms
- what issues are of most concern to you that we should know about
- how we can reach consumers better.

How the Consumers and Families panel will work

We're looking for people who are interested in helping the Commission to improve our communications with consumers, families and the wider public.

The panel will be made up of current residential and home care consumers, their carers or family members and senior Australians who are considering using aged care services in the future.

Panel members will be able to provide input in different ways depending on their preferences. You might choose to provide feedback by email or phone, or to take part in online or in-person meetings. Participation is voluntary.

Not all members of the panel will be asked to participate in all tasks. We will invite a group of people from the panel to join in a task based on the information you provide on the application form. Please respond to all the questions on your form so that we can invite you to participate in tasks that match your experience and interests.



You can join the panel if you:

- currently live in residential aged care
- receive aged care services at home or in the community
- are considering accessing aged care in the next 12 months, or
- are a carer or close family member of a person who currently receives aged care services.

We are seeking an inclusive panel including people living with dementia or disability as well as Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds and lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people.

How we will manage your personal information

When you submit your Expression of Interest form, we will collect and store your personal information in a secure database. We will only use the information in the database to invite you to participate in consultations as part of the panel. We will not use or disclose the information for any other purpose without your consent, unless this is required by law.

We need the following personal information from you, so you can participate in the panel:

- your name
- your address
- contact details, including your phone number and an email address (if you have one).

You will also be invited to provide some sensitive information, such as information about your cultural or personal identity, and about your experience of aged care. You do not have to provide this, but it will help us to make sure the panel has a diverse membership and that we invite you to participate in activities that are most relevant to you.

When you leave the panel, we will remove your personal information from our database.

You can get more information about how we will manage your personal information, including our privacy policy, at: www.agedcarequality.gov.au/about-us/legislation-and-policies/privacy-policy



What is the Aged Care Quality and Safety Commission?

The Aged Care Quality and Safety Commission is an independent government body that regulates Australian government funded aged care services. This means we:

- check aged care services to make sure they meet the Aged Care Quality Standards and other requirements
- resolve complaints about aged care services
- make sure services are managing their funds and your fees properly
- publish information about the results of our checks on services and provide education about good quality care.

Frequently asked questions

What information do I need to provide to register for the panel?

You will need to provide your name, address and contact details including your phone number and an email address (if available).

You also need to identify whether you:

- currently receive aged care, or
- are a senior Australian who is considering using aged care, or
- are a carer, supporter or close family member of a consumer.

You will also be invited to provide information about yourself, your experience with aged care and why you would like to join the panel. You are not required to answer these questions but if you do it will help us to invite you to sessions that are relevant to you.

How often will I be called and for how long will the session be?

We expect that most panel members will be invited to respond to a task at least three (3) times a year. It may be more or less often than this depending on your areas of interest and availability.

If you are invited to an online or face-to-face meeting, the meeting will last for up to 1.5 hours. You may also need to spend some time reading papers and preparing for the meeting.



Will you stay in touch with members on a regular basis?

Yes, we will. We will update you at least once every three (3) months and more frequently if you are asked to participate in a task. We will let you know how we have used consumer feedback and what improvements we have made.

Also, the Aged Care Quality and Safety Commissioner, Janet Anderson, is keen to hear from you directly, so you will receive an invitation to attend a couple of online meetings with her during the year.

I'm not happy with my aged care service. If I join the panel, will you do something about it?

Your membership of the panel will not change how we handle any concerns you have about your service. Anyone can contact our complaints service to lodge a concern or complaint. The contact details are: www.agedcarequality.gov.au/making-complaint/lodge-complaint or call 1800 951 822.

If you would like support to talk to your provider about your concerns or to lodge your complaint with us, you can call the Older Persons Advocacy Network on 1800 700 600.

We will not talk about individual issues or services at our panel meetings. The panel meetings will be used to get your input on a specific topic.

I want to attend all sessions, so I can give my views on all matters.

It may not be possible for a person on the panel to be involved in every session. But if there are issues you are passionate about please tell us in your Expression of Interest form and we will take this into account.

How will I know whether my contribution to the panel 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 panel and will listen carefully to what you have to say. The objective of the panel is to collaborate, to understand the different views, and to do our best to incorporate consumer preferences into our work. After each session we will give the group feedback on the outcomes and what we are doing with the suggestions made.

Over time, with your assistance, we aim to improve how we communicate with consumers and the information we provide about aged care services. In addition, we will report on what we are hearing from consumers, and how we are acting on it.



I can't come to a face-to-face meeting. Can I still be a member of the panel?

Yes, you can. We offer a range of methods for you to engage with us. Just let us know on your Expression of Interest form which is your preferred method.

I don't have a computer. Can I still be a member of the panel?

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

What is expected of panel members?

Panel members will join the panel for one year with the possibility of that time being extended.

We will consult with the panel throughout the year in different ways, which may include:

- online meetings of up to 1.5 hours. Panel members may need to do some reading and preparation before the meeting.
- reviewing draft documents and providing comment
- completing surveys or phone interviews.
- face-to-face meetings in different locations from time to time.

We will invite each panel members to participate in around three (3) tasks per year.

We understand that you may not be able to participate in some activities. There is no obligation to take part in a certain number. You can choose how involved you want to be. Participation is voluntary and does not involve any payment.

We ask that panel members agree to:

- respect the privacy of other panel members and not disclose personal information about any other consumers during panel engagements
- if we ask you keep certain sensitive information confidential, not share this information outside of panel engagements
- listen to the views of others on the panel even if you don't agree with them and allow time for others to speak. All people will be supported to share their opinions and experiences.
- speak to other panel members our staff politely and respectfully.



How will you help panel members understand their role?

When you join as a panel member, we will invite you to a short introductory online meeting where we will explain the aims of the panel, how it will operate and what is expected of members. You will also be able to ask us questions.

If you are not able to attend the meeting, a member of our Consumer Engagement team will contact you to answer any questions you may have.

What happens to my information when I leave the panel?

Once you leave the panel, the information you have provided will be removed from our database and you will receive an e-mail confirming this. We may retain your contact details with your permission if you would like to remain on our email distribution list.

How do I find out more?

If you have any questions, please email us at info@agedcarequality.gov.au or phone us on 1800 951 822.