



Consumer advisory body

Discussion card user guide



This guide is for members of a consumer advisory body. It explains what discussion cards are, where to find them and how to use them.

What are discussion cards

Discussion cards help you talk about important topics affecting your service. Each card has a topic and questions relevant to your care and services. You can choose which cards to use and which questions to ask in your meetings.

The cards are labelled, so you can find the topic most important to you and to the people in your service: for example, 'Seeing family, friends and carers'.



Think about how many people are in the meeting and how long the meeting is for. This will help you choose the number of topics and questions to talk about.

You can go back to topics and questions as many times as you need. If you want to discuss a topic that isn't covered by the discussion cards, you can use the discussion card template to add your own topics and questions.

Where to find the discussion cards

Consumer advisory body discussion cards are in the [Consumer advisory body toolkit](#) on our website. Your provider can help you find and use them.

How to use the discussion cards

1. Before your meeting, decide which topics and questions you want to talk about.
2. Include the selected discussion card and questions in your meeting agenda.
3. Share your agenda and discussion cards with members before your meeting to help them come with ideas.
4. Bring the discussion cards to the meeting and discuss the questions.
5. Write down the topic and questions discussed and the responses in your minutes or write your responses directly on the card.
6. Check all responses to the questions and record your recommendations, suggestions and feedback.
7. Give your recommendations, suggestions and feedback to your provider for the governing body to consider and respond to.

Further support

It's okay to raise a concern or make a complaint about aged care and it's important you tell someone you trust. If you would like some more support, you can:

- raise it with your provider
- contact the Aged Care Quality and Safety Commission for support - or to make a complaint
- share your experience through an existing consumer advisory body
- talk to an aged care advocate
- give feedback during an audit.

Make a complaint

To make a complaint, go to [our website](https://www.agedcarequality.gov.au/contact-us/complaints-concerns).

Or contact us using the details at the bottom of this page.



www.agedcarequality.gov.au/contact-us/complaints-concerns

Speak to an advocate

You can speak to an aged care advocate for free and confidential advice. Contact the **Older Persons Advocacy Network** by:

Phone 1800 700 600

Website open.org.au



Phone
1800 951 822



Web
[agedcarequality.gov.au](https://www.agedcarequality.gov.au)



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

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