

Parallel Session: 3

11:15am – 12:45pm Wednesday 24 April 2024

Governing bodies working with older people in the design of their care (Residential services)

Louise Macleod

Complaints Commissioner



Australian Government

Aged Care Quality and Safety Commission

Welcome

Jim Carey

Member, Council of Elders

Tracey Burton

Chief Executive Officer, Uniting NSW/ACT



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**Why governing bodies
should work with older
people in the design of
their care.**



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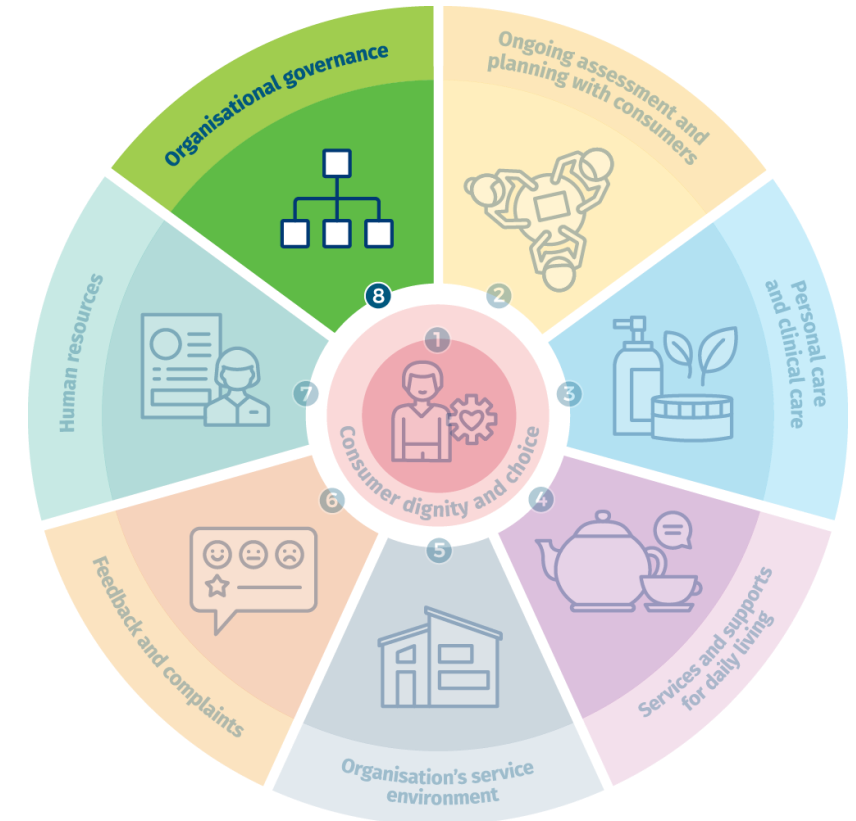
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Standard 8: Organisational Governance

Outcomes

- for the governing body to be accountable for the delivery of safe and quality care and services, and
- for older people, to be confident their organisation is well run, and they can partner in improving the delivery of the care and services they receive.



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What we expect from providers all the time

- **Genuine partnership with older people that respects their rights**
- **Reaching for high quality care**
- **Improving all the time**



Consumer Advisory Body requirements

All providers must offer older people in their care the opportunity to set up a Consumer Advisory Body.



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Providers must:

- ✓ offer to start a consumer advisory body at least every 12 months – even if you already have
- ✓ make the offer in writing – for example, an email, letter, poster or pamphlets around the service
- ✓ think about feedback the consumer advisory body gives about care and services when making decisions
- ✓ write to the consumer advisory body to explain how the feedback is used.



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Q&A

Louise Macleod

Complaints Commissioner, ACQSC

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Further information



**Consumer Advisory Bodies
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www.agedcarequality.gov.au/older-australians/consumer-advisory-bodies



**Strengthening governance
Aged Care Quality and
Safety Commission**

www.agedcarequality.gov.au/for-providers/strengthening-governance

Thank you



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