



Consumer advisory body

A resource for aged care consumers.

1800 951 822
agedcarequality.gov.au



A new responsibility for providers is to offer aged care consumers and their representatives the opportunity to start a consumer advisory body.



‘Your voice is powerful.’




Providers need to write to you and give you the opportunity to join a consumer advisory body at least once a year.

Providers approved before 1 December 2022 need to do this from 1 December 2023.

Consumer advisory bodies

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider’s governing board.

Consumer advisory bodies are important because they:

-  look at the quality of care and services you and others receive
-  find and communicate consumers’ needs and issues
-  provide opportunities for improvement.

If your aged care service is a state or territory authority or a local government authority, it doesn't have to offer to start a consumer advisory body. You can still share your thoughts, ideas and give feedback about your care and the services you receive - talk to your provider today.

Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all consumers are represented. This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

Provider obligations

Your provider must:



offer to start a consumer advisory body at least every 12 months – even if you already have one



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.



Start date

This responsibility commences from 1 December 2023 for existing approved providers or on the day new providers are approved. You should get more information and an offer to start a consumer advisory body before this date.

If you don't get an offer to form a consumer advisory body or one isn't started, find out why. Maybe this is because other consumers don't have enough information, or they aren't interested in joining. If you want to start or join a consumer advisory body, talk to your family/representatives and other consumers to see if they do too. Then, talk to your provider.

Quality care advisory body

Providers also need to start a quality care advisory body. This must have at least one member that represents consumer interests (for example, a consumer/representative, a member of the consumer advisory body (if established) or a consumer advocate).

More information

- **Talk to your aged care provider.**
- Phone the Older Person's Advocacy Network (OPAN) Support Line.
1800 700 600
8am – 8pm Monday to Friday
10am – 4pm Saturdays
OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.
- Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) to give feedback on your provider or make a complaint.

June 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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