

Consumer Advisory Committee

Terms of Reference

17 November 2023



ADSSI Limited (trading as Adssi In-home Support, Beresfield Community Care, Dungog & District Neighbourcare and Maitland Community Care Services) (ADSSI) is looking for members to join their newly formed Consumer Advisory Committee.

Purpose

ADSSI is committed to providing safe, high-quality care to all consumers receiving our services. Our Consumer Advisory Committee (the Committee) plays an important role in the operation of our services by offering a consumer perspective to organisational decision-making.

Additionally, the Committee is an excellent forum for gaining feedback from members about the client experience to incorporate into future planning.

The purpose of the Committee is to:

- Seek input from a wide range of consumers about their experience and the quality of the care and services they receive from ADSSI.
- Provide ADSSI's Board of Directors (the Board) with input and feedback to inform decisions in service delivery and planning that are aligned with real care experiences and expectations.
- Involve consumers in the development and evaluation of care and services to identify opportunities for improvement.
- Inform consumers how feedback has been used to improve service management and delivery.

The purpose is not to:

- Take specific complaints from consumers and stakeholders regarding individual staff, volunteers, or clients. Regular communication will be encouraged, and time will be allocated at each meeting (outside of the official discussion) to escalate specific complaints.

Authority

The Consumer Advisory Committee's role is to provide information and feedback to the Board.

Membership

Committee members are persons currently receiving services from ADSSI (or their carer or family member) who can represent the views of the communities served by ADSSI rather than focusing on personal or individual issues or concerns. Membership in the Committee aims to reflect the diversity of consumers, carers and those in the communities served by ADSSI.

At ADSSI, we are committed to ensuring that our services are appropriate and relevant to every individual and community. We recognize the importance of representation and strive to encourage community participation and engagement. We value the contributions of Aboriginal and Torres Strait Islander communities, LGBTIQ+ communities, and culturally and linguistically diverse communities, and we seek to provide tailored services that meet their unique needs. Diversity is our strength, and we are committed to creating a safe, inclusive, and welcoming environment for all.

Appointments

A member will be appointed to the Committee for - two years.

Membership will cease when:

- A member resigns (either at the end of the appointment or prior);
- A member has not attended three consecutive meetings without notice/ apology; and
- A member breaches confidentiality/the law or is no longer an ADSSI client (or carer).

ADSSI will promote the opportunity annually to clients and stakeholders to join the Committee for the following year, with a closing date for applications. Existing members can apply for membership should sufficient new entries not be submitted.

Confidentiality & Conflicts of Interest

Committee members will disclose any conflicts of interest and acknowledge the rules in these Terms of Reference. All discussions and documentation, by their nature, must remain confidential. All printed Committee documentation will be given to the meeting Chair after the meeting (face-to-face meetings only) for secure disposal.

Meetings

The Committee is intended to meet at least three times each year for approximately two hours (depending on the agenda). Meetings will generally be held virtually over Zoom or Microsoft Teams, with the day and time for the meeting to be advised in advance. If members cannot access the virtual meeting, they are welcome to join the virtual meeting at any of our sites if they are compliant with ADSSI's COVID Vaccination Policy (see COVID-19 information below) and are willing to adhere to ADSSI's COVID protocols that apply at the time of the meeting:

- **Adssi In-home Support:** 3A Pioneer Avenue, Tuggerah NSW 2259.
- **Beresfield Community Care:** 10/16 Huntingdale Drive, Thornton NSW 2322.
- **Dungog & District Neighbourcare:** 62 Hospital Road, Dungog, NSW 2420.
- **Maitland Community Care Services:** Unit 3-6, 27 John Street, Telarah NSW 2320.

If a member is scheduled to receive ADSSI services at the same time as the meeting, ADSSI will arrange for the service to be provided at an alternate time.

If members require assistance getting to meeting venues, ADSSI can provide transport at no charge.

At least four members of the six-membered committee, one of whom must be the Chair (or their delegate), must attend for a quorum.

Remuneration

Participation in the Advisory Committee is unpaid. ADSSI appreciates the valuable time members will invest in helping improve services and plans for the business's future.

COVID-19

In line with recommendations from ATAGI (the Australian Technical Advisory Group on Immunisation) and ADSSI's COVID-19 Vaccination Policy, it is a requirement that all ADSSI staff and volunteers (including Consumer Advisory Committee members) have a minimum of 3 COVID-19 vaccinations (primary vaccination course, plus one booster).

Additionally, ADSSI strongly recommends additional COVID-19 vaccinations, beyond the initial 3, in line with ATAGI advice.

The latest ATAGI advice on COVID-19 booster vaccinations (February 2023), endorsed by the Commonwealth and NSW Governments, are outlined below.

The following recommendation applies to adults whose last COVID-19 vaccination dose or confirmed COVID-19 infection (whichever is the most recent) was six months ago or more. It does not matter how many doses the person has received before.

People 65 years or older

- *The 2023 booster dose is recommended*

People aged 18 – 64 years

- *2023 booster dose is recommended for those people who have medical condition or disability with complex health needs that increase the risk of severe COVID-19.*
- *2023 booster dose should be considered by all other adults, in this age bracket, based on an individual risk assessment.*

For more information on ATAGI's recommendations, [click here](#) or visit [health.gov.au](https://www.health.gov.au).

Operations of the Committee

ADSSI will provide administration support (agendas, minutes, follow up actions etc) for the Committee. ADSSI's Marketing & Communications Manager (or their delegate) is the Chair.

Evaluation

The Committee will perform a self-evaluation at the last meeting of the calendar year by referencing the following objectives:

- The Committee met at least three times in the year
- The meetings had a quorum at each meeting
- At least two reports were provided to the Board during the year
- The Committee was informed how their feedback had been used to improve service management and delivery.

Applications to the Committee

Applications to the committee can be submitted online at www.adssilimited.com.au