

CONSUMER ADVISORY BODY CHARTER

AUSTRALIAN REGISTERED PROVIDER BOARD

1. Constitution

- 1.1. The Consumer Advisory Body (**CAB**) for the Australian Registered Provider Board (**ARPB**) of Summerset Care (Australia) Pty Limited (**Summerset**) shall be an advisory body reporting to the ARPB **through the Clinical Governance Committee (CGC)**, established to support the delivery of quality and safe funded aged care services and positive experiences of older people. The CAB functions contribute to meeting provider governance requirements of the Aged Care Act 2024 and the Aged Care Rules 2025.

2. Objectives

- 2.1. The objectives of the CAB are to provide a mechanism for Summerset to actively partner with residents and their supporters in care:
- 2.1.1. to seek and listen to feedback to help inform priorities and strategic directions in the provision of funded aged care services
 - 2.1.2. to involve consumers in the design, delivery, evaluation and improvement of quality care and service provision
 - 2.1.3. to promote individual choice for responsive care and services provision
 - 2.1.4. to ensure residents feel empowered to raise issues without reprisal in a culture of open disclosure
 - 2.1.5. to support and respect residents' rights as per the Statement of Rights under the Aged Care Act 2024; and
 - 2.1.6. to ensure decisions from the ARPB and actions when relevant post receipt of CAB feedback, are clearly communicated back to the resident community.

3. Membership

- 3.1. Members of the CAB (including the position of Chair) will be appointed and removed at the discretion of the ARPB.
- 3.2. Membership of the CAB shall comprise up to 7 members of the resident community and/or their supporters in (care, current, past or future) or other person representing the interests of residents.
- 3.3. Membership will be reviewed in consultation with individuals receiving aged care funded services at least every 12 months.
- 3.4. Potential members can submit an expression of interest to be a member, in response to a formal written call for interest, pre-meetings that provide information about how to join and what membership involves and other forms of communication to encourage membership such as posters, notices and newsletters.
- 3.5. The ARPB will determine which applicants are appointed as members of the CAB, having regard to the following considerations:
 - 3.5.1. Applicants' experience, background, motivation for applying, lived experience and location.
 - 3.5.2. Membership should be representative of consumers receiving the aged care funded services being delivered (i.e. support at home and/or residential care).

- 3.5.3. Membership should, where possible, be representative of the different locations at which Summerset provides aged care (e.g. by appointing members who are resident at Summerset communities in different locations or who are willing to seek the views or, and advocate on behalf of, residents at those locations).
- 3.5.4. Membership should reflect our consumers' diverse backgrounds, with supportive mechanisms available to ensure consumers are able to freely participate.
- 3.5.5. Applications from residents will be preferred over those from representatives.
- 3.5.6. The Chair of the CAB shall be a member of the AU Summerset Management team, selected and appointed by the ARPB.
- 3.6. Members will generally be appointed for an initial term of 12 months, after which they may reapply for appointment.
- 3.7. Records of membership offers, inclusive of dates, will be maintained by Summerset.

4. Authorities

- 4.1. The CAB's role is to act in an advisory capacity by providing reporting, feedback and recommendations to the ARPB **through the CGC**.
- 4.2. The CAB has no decision-making powers; it can only provide feedback, advice and recommendations to the ARPB.

5. Meetings & Reporting Procedures

- 5.1. The CAB will meet at least 2 times per year. The Chair, who is a member of Summerset Management, will set meeting dates and locations (which may be held in person or by audio visual means) and assist in circulating the agenda and papers ahead of the meeting.
- 5.2. The proceedings of all meetings will be minuted with support from Summerset staff and will include the location, date of the meeting and details of any feedback the CAB proposes to report to the Clinical Governance Committee of the ARPB.
- 5.3. Minutes are to be tabled at the next CAB meeting.
- 5.4. After each meeting the Chair will report the CAB's meeting outcomes, recommendations and findings to the Clinical Governance Committee of the ARPB and the wider resident community.
- 5.5. The minutes of all CAB meetings will be made available to all members of the SGHL Board, ARPB, the Chief Executive Officer, the Chief Operating Officer, the General Manager Clinical Services and to such other persons as the ARPB directs.
- 5.6. The ARPB will consider any such feedback given by the CAB when making decisions in relation to the quality the aged care services Summerset delivers and advise the CAB in writing how the ARPB considered the feedback.

6. Confidentiality

- 6.1. Each member is to keep confidential all information and matters brought before, or dealt with by, the CAB.
- 6.2. No CAB member may make any public disclosure or announcement regarding any information or matter brought before, or dealt with by, the CAB, except with the prior approval of the Chair of the ARPB.