

At Home Aged Care Consumer Advisory Committee (AHAC CAC) Terms of Reference

(December 2023)

1. Purpose

The AHAC CAC Terms of Reference sets out the membership, responsibilities, authority and operations of the AHAC CAC of Villa Maria Catholic Homes Ltd (VMCH).

2. Role of the AHAC CAC

The role of the AHAC CAC is to provide the VMCH Board with feedback about the quality of the aged care services that VMCH provides to end users/residents of at home aged care. Feedback may be provided in any aspect of the service provided and could include feedback on the following areas (where relevant):

- Treatment of consumers
- The safety of consumers
- Whether staff follow up matters raised with them
- Whether staff explain matters sufficiently
- The quality of the provision of services by VMCH or its contractors
- How services are provided
- Clinical care and healthcare needs
- Broad aged care sector issues and regulatory changes and how they affect VMCH and its services.

The AHAC CAC will provide a report to the VMCH Board (through Quality, Compliance & Risk Committee) on the quality of the service provided through VMCH's services.

The AHAC CAC will receive a report from the VMCH Board on how VMCH has considered the feedback provided in its report.

3. Structure and Composition of the CAC

3.1 Membership

The AHAC CAC shall consist of a minimum of four members (consumer and their representatives) representing all at home aged care funded services.

3.2 Appointment

At least once every 12 months, consumers and their representatives will have to opportunity to join the AHAC CAC.

3.3 AHAC CAC Chair

The AHAC CAC Chair will be appointed by the Board for a minimum term of 12 months.

4. Operation of the AHAC CAC

4.1 Frequency of meetings

The AHAC CAC will meet as frequently as is necessary to undertake its role effectively and, in any event, at least once a year.

The AHAC CAC may hold separate meetings with consumer representatives.

4.2 Notice of meeting

The AHAC CAC Chair may call a meeting of the AHAC CAC if required.

A notice of each meeting confirming the date, time, venue and agenda will be forwarded to each member of the Committee as soon as practicable prior to the meeting date.

Committee meetings are permitted to be held other than in person, by any technological means.

4.3 Members and Attendees

The members of the AHAC CAC will be:

- Person appointed by the Board (Chair)
- Four care consumers and/or their representatives representing all VMCH at home aged care services.
- VMCH Chief Executive Officer
- Company Secretary
- VMCH Chief Operating Officer
- Other General Managers and/or manager as required.

4.4 Quorum for meetings

The minimum quorum for a committee meeting is two member representatives.

4.5 Formal mechanism for reporting feedback

The AHAC CAC will provide a report to the VMCH Board on the quality of the service provided through VMCH's services at least once a year.

The AHAC CAC will receive a report from the VMCH Board on how VMCH has considered the feedback provided in its report.