Consumer Advisory Committee – FAQs

VMCH

What Consumer Advisory Committees does VMCH have for Aged Care?

VMCH currently has two Consumer Advisory Committees dedicated to Aged Care. They are the Consumer Advisory Committees for Residential Aged Care and At Home Aged Care.

What is the role of the Consumer Advisory Committees?

The role of the Committees is to provide the VMCH Board with feedback about the quality of the aged care services that VMCH provides. We are seeking feedback on any aspect of our services, including for example:

- How clients/residents are treated

- Any safety matters or concerns

- Whether staff follow up on matters raised with them

- Whether staff explain matters sufficiently

- The quality of the services provided

- 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 Committee then reports to the VMCH Board on the quality of the services provided. The Board provides a report back to the Committee on how VMCH has considered the feedback.

Who can apply to be a member of a Consumer Advisory Committee?

Current residents or clients of a VMCH Residential Aged Care centre or At Home Aged Care service, and representatives of a current resident or client are invited to apply.

How and when are new members selected?

VMCH formally invites residents, clients and their representatives once a year to join our Consumer Advisory Committees. Following the close of the formal invitation period, VMCH will extend a formal invitation to selected participants.

Members are selected based on their ability to participate in Committee meetings. VMCH will also select members based on diversity characteristics, to ensure that we achieve a diverse membership base.

Outside the formal invitation period, we welcome Expressions of Interest to be submitted at any time. VMCH will hold your Expressions of Interest form on file and will contact you if you have been selected to fill a vacant position on the Committee.

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What will be expected of me as a Committee member?

As a Committee member, your role is to participate in discussions, and provide VMCH with feedback about the quality of the aged care services that VMCH provides. You can talk about your own experience or the experience of others who receive VMCH's services.

How will my feedback be considered?

The feedback that you provide to the Committee will help shape the services that VMCH provides to you and other users of our services.

Members of VMCH Management will be present at the Committee meetings to listen to your feedback.

The Committee Chair will provide a report to the VMCH Board on the quality of the services VMCH provides, based on the feedback received. The VMCH Board will then provide a report to the Committee on how VMCH has considered the feedback.

Where and when will the meetings be held?

Committee meetings are held generally 4 times a year, both in person and online.

Will I get any compensation for being on the Committee?

Committee membership is voluntary.

How long will I be on the Committee for?

If you are appointed to a Committee, your term is for 12 months. At the end of 12 months, you will be invited to extend your membership for a further 12 months.

What if I can no longer attend the Committee meetings?

If you cannot or no longer wish to attend Committee meetings, please let us know by emailing us at cosec@vmch.com.au, or let your Residential Care Manager or Care Manager know.

How will you manage my personal information?

Any information that you provide to us via the Expression of Interest form, will be kept confidential and be treated in accordance with our Privacy Policy.

Information you share during Committee meetings may be used for the purposes of addressing your feedback and providing your feedback to the VMCH Board.

What if I have further questions?

If you have any further questions, please contact us at cosec@vmch.com.au, or speak with your Residential Services Manager or Care Manager.