

# Residential Aged Care Consumer Advisory Committee (CAC) Terms of Reference

(August 2022)

## 1. Purpose

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

## 2. Role of the CAC

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

Treatment of residents

The safety of residents

Whether staff follow up matters raised with them

Whether staff explain matters sufficiently

Where food is provided, the quality of the food and food experience

The quality of the provision of services by staff

How services are provided

Events and activities

Clinical care and healthcare needs

The service's environment, for example, the gardens, cleanliness and accessibility

Feedback on specific individual issues should be provided to the specific site

The CAC will provide a report to the VMCH board on the quality of the service provided through VMCH's services.

The 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 CAC shall consist of a minimum of four members (resident/end user care recipients and their representatives) representing all aged care site.

## **3.2 Appointment**

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

## **3.3 CAC Chair**

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

# **4. Operation of the CAC**

## **4.1 Frequency of meetings**

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

The CAC may hold separate meetings with care recipient representatives

## **4.2 Zone meetings**

Given the number of residential aged care sites, the CAC may meet with representatives of VMCH residential aged care sites from a particular geographical area separate from representatives of VMCH residential aged care sites in other geographical areas. This will be determined at the discretion of the CAC Chair.

## **4.3 Notice of meeting**

The CAC Chair may call a meeting of the 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.

## **4.4 Members and Attendees**

The members of the CAC will be:

Person appointed by the Board (Chair)

Four care recipients and/or their representatives representing all VMCH residential aged care sites

One Director

VMCH Chief Executive Officer

Company Secretary

VMCH Chief Operating Officer

Other General Managers and/or manager as required.

Residential Services Managers will not be in attendance at meetings.

## **4.5 Quorum for meetings**

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

## **4.6 Formal mechanism for reporting feedback**

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