



Home Instead is committed to the continuous improvement of its services. The lived experience of client's and their representatives is an invaluable source of feedback for the organisation. From December 1, 2023, Home Instead will establish a Consumer Advisory Body as a mechanism for clients to deliver feedback on the quality of services delivered by Home Instead which is directly reported to Home Instead's Governing Body and Senior Leadership.

### **How do I join the Home Instead's Consumer Advisory Body?**

Annually Home Instead will formally invite all clients to join the Consumer Advisory Body. Client's will receive a formal invite via their preferred method of communication. An expression of interest form will accompany the formal invitation, this should be completed by those clients/authorised representatives interested in joining the Consumer Advisory Body.

Home Instead is committed to ensuring members of the Consumer Advisory Body are reflective of the diversity of our client base. Unfortunately, for the Consumer Advisory Body to remain an effective tool for client feedback which is reflective of the Home Instead's diversity not all clients will be selected as formal members. There will be other opportunities for engagement with the Consumer Advisory Body across the year including interviews and surveys, these activities will be extended to a larger group of clients.

### **There are issues I wish to provide feedback on. How can I influence the agenda of the Consumer Advisory Body?**

The Consumer Advisory Body is concerned with trends and macro issues which affect groups of clients. The Expression of Interest form provides the opportunity for you to list any topics or issues you wish to have discussed by the Body. Home Instead will collate a list of topics raised by clients and present it to the Consumer Advisory Body in the initial meeting.

If there is a specific issue regarding your services and care with Home Instead, the Consumer Advisory Body may not be the most appropriate forum to raise these issues. Membership of Home Instead's Consumer Advisory will not affect the way Home Instead responds to individual pieces feedback or complaints. To provide feedback or a complaint regarding a specific issue please contact your local Home Instead office.



### **What personal information do I need to provide to register?**

To join the Consumer Advisory Body, Home Instead will require certain contact information to ensure we can effectively communicate any necessary information and resources. You will need to provide Home Instead with your full name, phone number, email, and your address.

In addition to your contact details the expression of interest form will ask you to disclose some sensitive information regarding how you identify and any assistance you may need to participate in the Consumer Advisory Body. You are under no obligation to disclose this information.

### **How will my information be used?**

All personal and sensitive information collected by Home Instead in the Expression of Interest form will be used for the purposes of facilitating participation in the Consumer Advisory Body. Information provided by clients on how they identify themselves will be used to ensure the membership of the Consumer Advisory Body is reflective of the diversity of clients supported by Home Instead. No client or authorised representative is under any obligation to disclose sensitive information.

All information collected will be stored securely and protected in accordance with the *Privacy Act 1988* and the *Australian Privacy Principles*. No information collected by Home Instead will be disclosed to another party without the consent of the client or their authorised representative. If you would like to view a copy of Home Instead's *Privacy and Confidentiality Policy* or discuss any concerns, please contact your Home Instead office.

### **What is expected of me as a member of the Consumer Advisory Body?**

Members will join the Home Instead Consumer Advisory Body for a one-year term with the possibility of an extension. All participation in the Consumer Advisory Body is entirely voluntary, no remuneration will be offered to participants.

Members of the Consumer Advisory Body will be expected to actively participate in the following:

- Semi-annual meetings, for which members will need to do some preparation including reviewing materials.
- Members will be involved in the reviewing, drafting, and providing comment on materials with administrative support from Home Instead.

There will be additional opportunities for engagement with the Consumer Advisory Body, including surveys and interviews which will include a larger group of clients.

Home Instead expects all members of the Consumer Advisory Body to interact with the fellow clients and Home Instead employees in a respectful and considerate manner. Valuing the input and opinions of others even when they differ from your own.



### **If I don't have access to a computer or I am unable to attend face-to-face meetings, can I still participate in the Consumer Advisory Body?**

All clients of Home Instead are encouraged to participate in the Consumer Advisory Body. Home Instead will take steps to facilitate participation in the body through a variety of means. If you have a preferred method of participation or require some assistance, please let us know when completing the expression of interest form.

### **To protect clients of Home Instead and ensure the integrity of the Consumer Advisory Body, we ask members to agree to the following:**

- Disclose and conflicts of interest which may impact their membership or participation in Consumer Advisory Body
- Interact with other members of the Body in a kind and respectful manner, actively listening and engaging with others' views even if you do not agree with them.
- Create a constructive environment in which matters concerning consumers are discussed in an effective and productive manner.
- Respect the privacy of other members, not disclosing any personal information during your participation in Consumer Advisory Body activities.
- Keep confidential sensitive information pertaining to Home Instead shared with you in the course of being a member of the Consumer Advisory Body.
- Treat all Home Instead staff and clients with respect, kindness, and dignity.

**For further information on the Consumer Advisory Body or support completing the Expression of Interest form, please contact your Home Instead office.**