

# Consumer Advisory Body

## Information Sheet

**Brightwater is offering its consumers and their representatives an opportunity to participate in a Consumer Advisory Body. The purpose of the Consumer Advisory Body is to provide Brightwater with feedback about the organisation's quality of care so that we can improve services.**

Members of Brightwater's Consumer Advisory Body will play an important role in ensuring that consumers' interests are promoted. Their experience with Brightwater services, their willingness to share and be part of change, and their networks are crucial to the success of representing and advocating for consumers effectively.

Consumers and their representatives (resident, client, carer, family and community member) are invited to register their expression of interest.

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

You will need to provide your name, contact details including your phone number and an email address and details of the service you or the consumer you are representing receives.

You will be invited to provide information about your experience and why you would like to join the Consumer Advisory Body.

### **I'm not happy with the care and service provided by Brightwater. If I join the Consumer Advisory Body, will you do something about it?**

Your membership will not change how we handle any feedback and complaints you have about your specific service. You can provide feedback at [brightwatergroup.com/feedback](https://brightwatergroup.com/feedback) or call 1300 223 968. We will not talk about individual issues or services at our Consumer Advisory Body meetings.

### **I want to give my views on all matters.**

#### **How can I add to the agenda?**

It may not be possible for the Consumer Advisory Body to cover every area of care. But if there are issues you are passionate about, please tell us in your Expression of Interest form and we will take this into account.

### **How will I know whether my contribution will make a difference?**

We will listen to and consider all feedback – that is our commitment to you. The objective is to collaborate, to understand the different views, and to do our best to improve our services. After each meeting we will advise on the outcomes and what we are doing with the suggestions made.

### **What is expected of members?**

Members of the consumer advisory body are expected to effectively represent the interests of Brightwater's consumers.

### **Members will join for two years with the possibility of that time being extended. We will consult with members throughout the year in different ways, which may include:**

- face to face meetings
- online meetings
- some reading and preparation before the meeting.
- reviewing draft documents and providing comment.
- completing surveys or phone interviews.

### **We ask that Consumer Advisory Body members agree to:**

- respect the privacy of other members and not disclose personal information (about you or others) during Consumer Advisory Body engagements;
- keep certain sensitive information confidential, not share this information;
- listen to the views of others, even if you do not agree with them, and allow time for others to speak. Everybody will be supported to share their opinions and experiences;
- speak to other members and our staff politely and respectfully.

### **How will you manage my personal information?**

When you submit your Expression of Interest form, we will collect and securely store your personal information. Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles. You can ask to have your details removed at any time. We will only use the information to invite you to participate in the Consumer Advisory Body. We will not use or disclose the information for any other purpose without your consent, unless required by law.

In addition to identifying information, you will be invited to provide some sensitive information, such as information about your cultural or personal identity. You do not have to provide this, but it will help us to make sure the Consumer Advisory Body has a diverse membership.