Caring Hands Advisory Group

Join the Caring Hands Advisory Group to share your lived experience, ideas and opinions to help Southcare to improve our Community Home Care services and guide the approach to future services.

Expression of Interest

Expression of Interest is your opportunity to tell us about yourself and help us understand how you would like us to communicate with you and any issues of interest to you.

We aim to have a broad representation of the people we care for and a balance of experience, opinions and diverse backgrounds. Knowing a little about you helps us with this, however, you are not obliged to provide personal information if you would prefer not to.

Participation in the Caring Hands Advisory Group is an important task and gives you the opportunity to provide feedback on aged care services, network with others, and contribute to improving aged care services.

Privacy

Southcare's Privacy Policy documents how we manage information. This complies with the Privacy Act 1988 and the Australian Privacy Principles. Any information you provide in the Expression of Interest will only be used for the purpose of the Caring Hands Advisory Group.

Eligibility

All participants, family members, carers and representatives who want to use their voice to represent the views of our Southcare Stars who receive our services can submit an Expression of Interest to join our Caring Hands Advisory Group.

A selection process will be applied, if a higher volume of expression of interests are received than Caring Hands Advisory Group meeting positions are available.

If you are unhappy about your care

Participation in our Caring Hands Advisory Group does not impact the care and support you receive from us. If you have a concern or issue related to your care this can be raised using our usual feedback process. The advisory group is not designed to deal with individual issues and will not be discussed; its focus is on the overall quality of our service.

Raising an issue

The Caring Hands Advisory Group represents all participants, and it may not be possible to cover every issue. You will have the opportunity to raise an item for discussion during other business by informing the Chair of the Caring Hands Advisory Group or if there is a particular issue you want to be covered, please contact Kathleen Sutherland, Executive Manager, Integrated Care Services on 9450 6233 or kathleen.s@southcare.org.au.

Feedback about the impact of the Caring Hands Advisory Group

We are committed to the ongoing improvement of our care and services, and the comments, feedback and recommendations of the Caring Hands Advisory Group will be respected and genuinely considered.

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Feedback about the impact of the Caring Hands Advisory Group

The Chair of the Caring Hands Advisory Group will provide written feedback to the Governing body and leadership team. This feedback will be listened to, considered and responded to.

By having a range of views in the Caring Hands Advisory Group we will understand the different views of our participants. We will give the Caring Hands Advisory Group feedback on how the information, feedback and suggestions from the Caring Hands Advisory Group are being used, and we will also share important information with all of our participants where there are outcomes that may interest or affect them in some way.

Expectations of Caring Hands Advisory Group members

We will consult with members throughout the year, which could include a face-to-face meeting with some reading and preparation before the meeting.

We may also ask you for input into reviewing documents and providing comments on these; completing surveys and interviews to assist with improving our services; and other meetings as issues arise.

We understand that you may not be able to participate in some activities and you can withdraw at any time.

Participation is voluntary

Participation is voluntary and does not involve any payment. We can arrange assistance for you to attend or participate in a meeting and will recognise your time with a thank you gift.

Caring Hands Advisory Group interaction

By participating in the Caring Hands Advisory Group members agree to:

- respect the privacy of other members and not disclose personal information (about you or others) during Caring Hands Advisory Group engagements;
- keep certain sensitive information confidential, and not share this information;
- declare any conflicts of interest that may affect participation;
- listen to the views of others, even if you don't agree with them, and allow time for others to speak.
- support everyone to share their opinions and experiences;
- speak to other members and our staff politely and respectfully.

More Information

If you have questions or would like more information, reach out to the caring hands of Kathleen Sutherland Executive Manager, Integrated Care Services on 9450 6233 or kathleen.s@southcare.org.au.

www.southcare.org.au

Southcare