

## **2. Service Standards**

### **2.6 Consumer Engagement and Participation Policy**

#### **2.6.1 Policy Connections**

NDIS Quality and Safeguards Commission Practice Standards v3 2020 - 2 Provider Governance and Operational Management; Aged Care Quality and Safety Commission Aged Care Quality Standards 2019 – 8 Organisational Governance; Privacy Act (1988) (Commonwealth); Australian Government’s National Statement on Ethical Conduct in Human Research (2007) (Updated December 2018).

#### **2.6.2 Policy Statement**

EverAbility Group (EverAbility) acknowledges that consumer engagement improves decision making through a balanced approach that increases community satisfaction with services and allows the raising of issues relevant to consumers, both internal and external, that might not otherwise be heard.

We recognise the value of consumer experience and perspectives and demonstrate the importance of stakeholder partnerships by enabling the participation of a range of consumers in ways identified below.

#### **2.6.3 Consumer Participation in Governance**

EverAbility has a structural mechanism to ensure that its clients and their carers have a voice in service-related matters.

##### **2.6.3.1 Client and Carer Reference Groups (CCRG)**

CCRG, representing EverAbility’s distinct service areas, are independently organised and in accordance with their terms of reference, meet bi-monthly to:

- make a contribution regarding EverAbility’s services;
- lead initiatives locally on issues that they think are important;
- demonstrate good practice of client and carer inclusion within the disability services sector; and

- recommend improvements to the Board's Consumer Advisory Committee (CAC).

### **2.6.3.2 Consumer Advisory Committee (CAC)**

The CAC is a formally constituted Sub-Committee of the Board chaired by a Board Director, its members are the CCRG Chairs. Meeting bi-monthly, its objectives are to:

- comment and advise on matters referred from the CCRG;
- comment and advise on service issues referred by management;
- consider service improvements to existing services or the introduction of new;
- where appropriate, make recommendations to EverAbility's Board;
- review, on an annual basis, the use and operation of EverAbility's Complaints and Feedback Policy and recommend to the management any changes that may improve its effectiveness in resolving consumer complaints; and
- demonstrate good practice in involving consumers and carers in the disability services sector.

### **2.6.4 Friends of EverAbility**

EverAbility provides a Friends of EverAbility program for people with an interest in supporting the organisations mission and purpose. It is administered by and at the sole discretion of EverAbility management with oversight by Manager Centre Based Services.

An eligible person, on completion of the application process and payment of the annual fee will become a Friend. Friends receive entitlements such as a regular newsletter, discounts in the EverAbility Shop, participation in networking opportunities and any other partner discounts offered.

## 2.7 Policy Management and Review History

<b>Owner</b>	CEO
<b>Approver</b>	Board
<b>Frequency</b>	2 yearly
<b>Version</b>	v1.0
<b>Date Ratified</b>	September 2020
<b>Next Review</b>	August 2022

### Review History