

Application Form

Advisory Council



June 2022

Thank you for your Expression of Interest in being a part of our Advisory Council.

Over the past few years, Neighbourcare's Advisory Council was suspended due to the COVID-19 restrictions. After a prolonged pause, it's now opportune to re-introduce the Council and invite new and previous members to submit Expressions of Interest.

Purpose

Engaging with clients, NDIS participants, carers and stakeholders in a group setting is a valuable way of identifying areas of improvement for Neighbourcare's service delivery, policies and procedures.

Additionally, Advisory Councils are an excellent tool for gaining feedback from members about the client experience to incorporate into future planning.

The purpose of Neighbourcare's Advisory Council is to:

- Act as a conduit or "channel", bringing the perspective of the clientele/community to Neighbourcare through the business of the Advisory Council.
- Review policies to reflect the client experience and gain feedback from clients and key stakeholders.
- Review information, policies and practices to identify and reduce barriers that prevent fair and equal access to services.
- Allow aged care clients and NDIS participants to participate in developing and reviewing organisational policies and procedures that promote strategies for equality and upholding human rights.
- Inform clients and key stakeholders how feedback has been used to improve service management and delivery.
- A stakeholder perspective on the kinds of services each site offers and how these are delivered.
- Provide a forum whereby the Council can bring issues of concern, ideas for improvement, or innovation that could improve/add value to Neighbourcare's direction and service development.

The purpose is not to:

- Take specific feedback from clients and stakeholders regarding individual staff, services or incidents.
- Expressly set Neighbourcare's policies and procedures.
- Discuss individual Neighbourcare staff, volunteers or clients in detail.

Membership

In applying to become a member of the Neighbourcare Advisory Council, applicants are to be involved with Neighbourcare or reflect the diversity of the community by representing the following groups:

- Have an expressed interest in providing constructive input to the Advisory Council.
- People receiving services (In-home Aged Care or NDIS Supports) from Neighbourcare, including all funding programs:
 - Home Care Packages
 - Commonwealth Home Support Programs
 - NDIS Supports
 - Short Term Restorative Care
 - Clinical Services (Nursing and Allied Health)
 - Home Modifications and Home Maintenance
 - Out of Hospital Care (ComPacks, SASH and EOL)
 - Veteran's Home Care
 - Meals on Wheels
 - Community Transport
 - Privately funded clients
- Families and carers of people receiving services from Neighbourcare.
- Represent Aboriginal and Torres Strait Islander peoples.
- Represent the LGBTIQ+ community.
- Represent culturally and linguistically diverse communities.
- General practitioners / allied health professionals.
- Peak bodies.
- Have links/memberships with other community-based organisations/groups that could overlap with Neighbourcare's target groups.

Appointments

A member will be appointed to the Advisory Council for twelve months.

Membership will cease when:

- A member resigns
- A member has not attended three consecutive meetings without notice or apology
- The maximum term has been reached (five years)
- A member breaches confidentiality or the law
- A member does not adequately declare conflicts of interest
- A member is no longer affiliated with Neighbourcare

COVID-19

ADSSI Limited (trading as Adssi In-home Support, Beresfield Community Care, Dungog & District Neighbourcare and Maitland Community Care Services) takes the health and safety of its clients, staff, volunteers and stakeholders very seriously. The organisation ensures operational requirements while adhering to relevant government and health guidelines. COVID Safety Plans will be created for each meeting. Virtual (Zoom) meetings, mask-wearing, and Rapid Antigen Tests may be required (members will be advised closer to the meeting dates).

It is a requirement that all staff, volunteers, Board Members and Advisory Council members have had their first and second COVID-19 vaccination dose and any booster as it falls due (in line with government recommendations).

Confidentiality & Conflicts of Interest

Neighbourcare's Advisory Council members will disclose any conflicts of interest and acknowledge the rules in this application form.

Meetings

The Advisory Councils are intended to meet six times in a financial year (every second month) for approximately two hours (depending on the agenda). They will include a morning or afternoon tea. COVID-19 restrictions permitting, the meetings will be held at each site's main office. **Dungog & District Neighbourcare:** 62 Hospital Road, Dungog NSW 2420.

1. August
2. October
3. December
4. February
5. April
6. June

Precise days and times will be advised for individual site Advisory Councils.

If a member is a client and receives services during a scheduled meeting, Neighbourcare will arrange a service delivery change for them to attend the meeting.

If members require assistance getting to the meeting venues, Neighbourcare can provide transport at no charge.

Members of the Advisory Council are expected to attend no less than four meetings annually. At least six members, one of whom must be the Chair (or a delegate), must attend for a quorum.

Remuneration

Participation in the Advisory Councils is unpaid. Neighbourcare is most appreciative of the valuable time members will invest in helping plan for its businesses' future.

Operations of the Council

ADSSI Limited will host the Neighbourcare Advisory Councils' secretariat. The secretariat will be responsible for the following actions of the meetings:

- Preparing and distributing the agendas and any supporting documentation for meetings.
- Recording discussions during meetings.
- Preparing and distributing minutes.
- Following up on matters arising from meetings.
- Communication with members on matters relating to the business and conduct of the meetings.

ADSSI Limited's Marketing & Communications Manager is the Chair of the Advisory Councils.

The Chair of the Councils will report to the CEO after each meeting. Minutes from all Advisory Council meetings will be made available to members following the meetings.

Application



I [name]

of [residential address],

Wish to apply to be a member of Neighbourcare's Advisory Council for a minimum of twelve months.

1. In applying for membership, I acknowledge that I represent one or more of the below affiliations with Neighbourcare.

a. I receive services from Neighbourcare through the following client funding streams:
[Please tick]

Home Care Packages

Commonwealth Home Support Programs

NDIS Supports

Short-Term Restorative Care

Clinical Services (Nursing and Allied Health)

Home Modifications and Home Maintenance

Community Transport

Meals on Wheels

Out of Hospital Care (ComPacks, SASH and EOL)

Veteran's Home Care

Privately funded clients

b. Or, I am a member of one of the below stakeholder groups: [Please tick]

Families and carers of people receiving services from Neighbourcare.

Represent Aboriginal and Torres Strait Islander peoples.

Represent the LGBTIQ+ community.

Represent culturally and linguistically diverse communities.

General practitioners / allied health professionals.

Please specify:

Peak bodies.

Please specify:

Have links/memberships with other community-based organisations/groups that could overlap with Neighbourcare's target groups.

Please specify:

2. Conflicts of Interest

I do have a perceived conflict of interest. [Please outline below]

I have no conflicts that may prevent me from participating in the Advisory Council.

3. Confidentiality and Operations of the Advisory Council

I, [name],

acknowledge that some items discussed within the Advisory Council will be sensitive and only be discussed at council meetings [such things will be advised accordingly]. I also understand the purpose of the Council (as set out on page one).

Signed: _____

Print name: _____

Date: _____

**My contact
details are:**

Name:

Address:

Phone number:

Email address:

I permit Neighbourcare to contact me via email. I can opt-out at any time.

Please complete and return by 30 July 2022 via:

Post: Alexandra Andrews, 3A Pioneer Avenue, Tuggerah NSW 2259

Email: Alexandra.Andrews@adssilimited.com.au