

**Anchor
Excellence**



Advisory Boards in Aged Care

Do **you** have an advisory board in place for quality care and your consumers?

By late 2023 aged care approved providers will be expected to implement advisory board frameworks in two key areas; quality care and consumers. This new mandate is outlined in The Federal Government's Aged Care and Other Legislation Amendment. It is a direct response to the Royal Commission, requiring providers to reinforce how they consider and respond to the care needs, experiences and preferences of aged care consumers.

Why are advisory boards so essential in aged care?

The Royal Commission and subsequent reform agenda are focused on improving the lived experience of those living in aged care now and shaping the future of aged care. Board Advisories can be fundamental to the sustainability of your organisation and will give you additional confidence when tackling the complex nature and challenges in the sector. Having a mix of skills, competencies, and experience will add a new perspective to navigating and solving situations and a unique lens on new ideas and innovations that will enhance the quality of care for your consumers.

So what is an advisory board in the aged care context?

An advisory board is a structured and collaborative method for aged care approved providers to engage with external advisors and internal stakeholders. External advisors can act as a sounding board for Board Members, Directors, CEO and management on quality care and consumers. You can choose advisors with specific expertise such as Clinical, HR, Customer Experience, and M&A. Consumer Advisory Boards will be required to include consumers and, if you feel appropriate, family members and other key stakeholders (i.e. staff).

Having an advisory board will challenge your thinking and assist you in being strategic in your decision-making. The advisory board framework will support your organisation's best practice principles, values, and vision, ensuring your consumer is always front and centre.

Examples of this might include;

- Implementation of a new Model Of Care or realignment with the new legislation
- Recruitment and Retention
- Consumer Experience and their journey with your organisation

How Anchor can assist you in setting up and chairing an advisory board

Collectively the Anchor Leaders have over 80 years of experience working both in aged care homes and communities and supporting and assisting aged care providers in the areas of;

- Strategy and Advisory
- Leadership and Governance
- Clinical Governance
- Compliance and Policy
- Education and Workforce
- Consumer Experience and Engagement

With an in-depth understanding of the aged care landscape, regulatory obligations and consumers' needs and preferences and a passion and commitment to the aged care sector, our Certified Chairs Cynthia Payne, Founder and Managing Director, Claire Ward, Head of Marketing, Communication and Customer Experience, Dr Maggie Haertch, Aged Services, Interim & Compliance Remediation Specialist and Andy Caldwell, Specialist Consultant is poised and ready to support you in setting up an advisory board in both quality care and for your consumers.

Contact Us

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