Consumer Advisory Body

At Helping Hand we Ask. Listen. Respond.

The Consumer Advisory Body plays an essential role to ensure the voice of consumers is at the heart of all we do.



Helping Hand

Helping Hand's Consumer Advisory Body (CAB) has 11 members appointed each year, who can re-apply for up to three consecutive years. This balances continuity with fresh perspectives.

The CAB includes home care clients, care home and retirement village residents, and family members. Members meet four times a year, provide feedback directly to the Board, and support projects linked to Helping Hand's Strategic Plan.

Supported by the Consumer Engagement team, CAB members also host focus groups to bring broader consumer views into Helping Hand's decisions.



Val, CAB member in 2025 and 2026



Members of the CAB and Helping Hand staff at a CAB meeting in Whyalla

"The CAB meetings were always handled with great skill, open-mindedness, and a non-judgemental acceptance of a variety of perspectives and levels of commitment, with the result that I have felt valued and appreciated for my contributions."
– CAB member

"My expectations were exceeded - having this passionate group of people able to gather wide feedback for the project was very valuable."
– Staff member

"A highlight is receiving reports from Helping Hand Management and the Board about how the concerns raised by the CAB members were being addressed. I am of the impression that the CAB is not merely tokenistic, but that its contributions are valued and taken seriously."
– CAB member

Impact of the Consumer Advisory Body

The contribution of the CAB can be seen all across the organisation. Some examples of its influence are:

- Listening to what person centred care means for home care clients, residents, and families. Created Helping Hand's Principles of Care and informed the Model of Care.
- Views around content, language and goals in the Strategic Plan. Influenced the final Strategic Plan.
- Listening and observing of the pilot of a new technology system within residential care. Key learnings used in training and communications for the roll out of the system across all care homes.
- Engagement on perspectives around bequests and fundraising. Shaped the Helping Hand Philanthropy strategy.
- Engagement on the needs and wishes of residents, home care clients and families regarding palliative care. Informed the Palliative Care Framework.
- Deep engagement on the food and dining experience in care homes. Led to a number of changes and significant improvement in the way food and dining is enjoyed by residents.

Could you help shape what comes next?

You don't need qualifications or committee experience to join the CAB. Your lived experience, ideas and willingness to help make Helping Hand better are what matter.

As a CAB member, you can:

- Share your experiences and ideas
- Represent consumer views
- Help shape engagement activities
- Give feedback to Board members and teams
- Ensure consumer voices are heard

Expressions of Interest open at the end of each year. Your voice can shape the future of Helping Hand.

For more information, please visit our website www.helpinghand.org.au/consumer-engagement

Contact us

If you have any questions, please contact us at engagement@helpinghand.org.au

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