

St Basil's Consumer Advisory Bodies

At St Basil's we strive for all our residents to 'live well, their way'. Making this happen, means working in partnership with our residents and families to continually improve the services we offer.

One of the ways we do this is through our Consumer Advisory Bodies. These bodies are important because they:

- look at the quality of care and services residents receive
- find and communicate resident needs and issues
- provide opportunities for improvement.

We have two Consumer Advisory Bodies, a Southern for Aegean Village and a Northern for Croydon Park and St Peters. Each group includes the home's General Manager, at least one resident and at least one family member with a loved one currently living at the home.



Our Consumer Advisory Bodies report key themes and issues from their home to the St Basil's Resident Experience Committee.

This information informs decision making by the Committee and Board to improve services across all of our homes.

Each Consumer Advisory Body meets three to four times a year, with meetings generally taking an hour. So, for a small amount of time you can really make a difference and help ensure all our residents are 'living well, their way' at St Basil's.

Would you like get involved?

To learn more, chat to your home's General Manager, Living Well House Manager, or email us at info@stbasils.com.au.