

ACT Health Infrastructure Consumer Reference Group

Draft Terms of Reference 2023

Role	<p>Advise on consumer priorities for infrastructure projects including consumer and family centred design, accessibility, inclusivity, and safety, for key ACT Health Directorate Infrastructure Projects.</p> <p>The group will also serve as a platform for sharing project information and updates.</p>
Values and behaviours	<p>Participation in this group requires a strong commitment to understanding and advocating for consumers' needs and priorities in ACT Health Infrastructure Projects. Members will advise and collaborate with government, project partners and existing clinical, consumer and community groups to create welcoming and accessible health facilities which meet consumer, carer and family needs and support the delivery of high-quality healthcare.</p>
Functions	<p>The ACT Health Directorate and the Health Infrastructure Consumer Reference Group (HICRG) will collaboratively create an annual program of work for the group which includes:</p> <ul style="list-style-type: none">• regular briefings on current and upcoming projects• a program of opportunities for consumer engagement during design and construction phases of projects, including clinical and non-clinical design components• consultation on actual or anticipated consumer-facing issues or needs in infrastructure projects, including accessibility, wayfinding, design of consumer facing areas and consumer journeys• Regular briefings on the inclusion of consumer advice into infrastructure projects• Input into how models of care and medical/clinical services are reflected in the design and construction of health facilities. <p>The HICRG will provide a forum for consumers to identify and communicate priorities and ideas to ensure publicly funded health infrastructure projects in the ACT meet the needs of consumers.</p> <p>The group will:</p> <ul style="list-style-type: none">• Develop and document collective positions that define consumer needs• Reflect on experiences and raise priorities for health Infrastructure Projects

	<ul style="list-style-type: none"> • Provide advice to infrastructure project teams on aspects of health infrastructure design which impact consumers.
Membership	<ul style="list-style-type: none"> • Consumers with an interest in consumer-centred design and infrastructure • Representatives of consumer and community organisations with shared interests, and/or the ability to provide specific, infrastructure related advice.
Chair	An HCCA staff member
Secretariat	ACTHD Strategic Infrastructure Program Management Office
Reporting	The Health Infrastructure Consumer Reference Group will report to the Territory-wide Health Infrastructure Executive Steering Committee which is co-chaired by the Deputy Director General, Infrastructure and Engagement, ACTHD, and Deputy Chief Executive Officer, Canberra Health Services.
Meeting Frequency	As required but at a minimum quarterly, and ad hoc as required with some out of session input required.
TOR review frequency	Annually