**Planned Care Consumer Reference Group**

**Terms of Reference, March – December 2025**

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| **Role** | The Consumer Reference Group will provide consumer advice to HCCAS to inform input into the ACT Planned Care Program. |
| **Functions** | Group members will provide diverse consumer perspectives on the issues affecting people in accessing public specialist care in the ACT. The specific functions of the group are to: * Advise on the design, implementation, and evaluation of the Planned Care project at Canberra Health Services
* Advise on patient information and communication that CHS will provide to individuals being referred to/are on waitlists for public healthcare services at CHS – including letters/messaging about referral/waitlist progress
* Provide advice for the consumer representative on the Planned Care Steering Committee
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| **Term** | * The term of appointment is to December 2025
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| **Membership** | * There will be up to 8 members of the group.
* Members will have experience of using public outpatient services or elective surgeries at Canberra Health Services.
* HCCA staff
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| **Secretariat** | * Yelena Minasyan (HCCA Program Support Officer)
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| **Chair** | * Shivana Chandra (HCCA Research Officer)
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| **Reporting**  | The Reference Group has no formal reporting requirements. The advice and information provided in the group will be channelled into the care steering committee.  |
| **Meeting Process** | **Frequency** | Meetings will be held every 3 weeks from March 2025 to December 2025.Meetings will be for one hour or 90 minutes as agreed by group members.Members are encouraged to participate to the level they are able to and want to, recognising that ability to participate may change over time and as family circumstances allow.  |
| **Venue** | HCCA offices in Chifley or online using “Zoom”  |
| **Meeting Schedule**  | To be confirmed  |
| **Out of session work** | There is going to be some out-of-session work. The Group may be invited to read and comment on draft documents out of session. Group members may also be invited to discuss matters by email or phone from time to time. Group members may be invited to participate in additional co-design activities outside of Reference Group meetings.  |
| **Reimbursement** | Consumers and carers will be reimbursed $75.00 per meeting of two hours or less. Costs for accessibility accommodations will be covered by HCCA, including transport, if needed. |

**Indicative timeframes**

An indicative project timeframe and key milestones are provided below.

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| **Timeframe**  | **Anticipated meeting focus** |
| Meeting 1(approx. 90 minutes) | * Review Terms of Reference
	+ Confirm meeting schedule
* Understanding planned care and the planned care procedure
	+ Purpose and scope
* What is already happening within planned care
* What are the potential risks of planned care (ongoing)
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| Meeting 2 | * What is working well/not well in the current system
* What are the potential risks of planned care procedure
* Review of planned care procedure
	+ Roles and responsibilities
	+ Communication
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| Meeting 3 – 5  | * Review of planned care procedure
	+ Waitlist management
	+ Outpatient services
	+ Planned surgery and procedures
	+ Discharge & transfer of care
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| Meeting 6 | * Review of planned care procedure
	+ Evaluation
	+ Implementation
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