



## Information about the Territory Health Infrastructure Consumer Reference Group

The **Territory Health Infrastructure Consumer Reference Group (HICRG)** was established to provide consumer input and advice to health infrastructure projects planned or currently underway in the Australian Capital Territory (ACT). The group provides a mechanism for the inclusion of consumer perspectives and advice in planning, designing and evaluating public health infrastructure. The HICRG includes consumer representatives, ACT Government Staff and the Health Care Consumers' Association (HCCA).

Since its establishment in November 2023, the group has contributed advice on a range of topics such as the needs of patients, carers and visitors, all-gender amenities, journey mapping, wayfinding, and other key aspects of health infrastructure design. The group currently welcomes members with diverse lived experiences and backgrounds.

### Roles and Responsibilities of Consumer Representatives:

As a member of this group, consumer representatives are invited to:

- Provide advice to infrastructure project teams on the needs of service users in planning, design and evaluation of health infrastructure facilities, including:
  - *Canberra Hospital Master Plan Project*
  - *Northside Hospital Project*
  - *Upgrades to existing health facilities*
  - *Community health infrastructures projects (e.g., Watson Precinct, Southside Hydrotherapy Pool, and Health Centres).*
- Attend scheduled online meetings, and occasionally face-to-face. There are 4-6 meetings of this group each year. Each meeting will be approximately 2 hours in duration.

### Functions:

The HICRG has an annual program which includes:

- Regular briefings on current and upcoming projects.

### Health Care Consumers' Association

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- 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 (e.g., accessibility, wayfinding, design of areas for patients and consumers and wayfinding).
- Feedback on how HICRG members' input has been considered and incorporated into project outcomes.

The HICRG will serve as a platform to:

- Identify and communicate community priorities.
- Develop and document collective positions that define consumer needs.
- Reflect on experiences and raise priorities for Health Infrastructure Projects.
- Provide ongoing advice across different infrastructure project teams on aspects of health infrastructure design which impact consumers.

### **Commitment:**

There will be four meetings scheduled throughout the remainder of 2025, with the possibility of additional meetings and some out-of-session input as needed.

**Applications Close:** 27 June

**For further information, please contact HCCA at [yelenaminasyan@hcca.org.au](mailto:yelenaminasyan@hcca.org.au) or 02 6230 7800.**

