

**BUILT
FOR
CBR**



Northside Hospital Project

Consumer Reference Group Subplan

This Consumer Reference Group (CRG) subplan supports the overarching Northside Hospital Project C&E Strategy and outlines the structure and purpose of working with consumers and consumer organisations to provide insights, feedback, and advice on the project design and delivery.

Objectives

- Providing consumer insights to improve project outcomes by recognising that key user groups will provide a balanced view of consumer experience.
- Ensuring the voice of consumers is represented in decision-making, in particular, in the design of the new hospital by providing ample planned opportunities throughout the design process to be the voice of change.
- Develop effective two-way communication and solid relationships with consumers or their representatives for the delivery of the new hospital and into the future.

Membership

Due to the scale of the project and the timeframe for delivery there will be several opportunities for consumer engagement, as part of the formal consumer reference group established with the HCCA and through planned consultation and community sessions.

There are two types of consumers, carer and community representatives who may be engaged to participate:

- Consumer, carer and community representatives that are nominated by a consumer, carer and community organisation. These representatives are representing their organisations and/or the views of their organisation's constituents.
- Independent community members, carers or consumers who are recent users of a service who are recruited to provide a specific viewpoint, lived experience or expertise. They are generally not affiliated to any of the formal representative organisations.

Formal Consumer Reference Group

HICRG – This group is facilitated by ACTHD and includes a dedicated group from the Health Care Consumers Association (HCCA). This group meets quarterly to provide consumer feedback on projects across the Territory and the Northside Hospital Project will be a standing item on this agenda. In addition to these standard meetings at each key design milestones we will undertake formal consumer engagement with this group. The members of this group will be recruited, inducted and endorsed by the HCCA.

Other consumer groups

Canberra Health Services
Consumer Engagement
Reference Forum

Special Interest and Advocacy
Groups - Focus Groups

Community Consumer Engagement

Milestones and meeting frequency

The Consumer Reference Group (CRG) will meet aligned to project milestones and when input is required into each design phase. Dates for these milestones to be finalised but opportunities will include:

Milestone	CRG opportunity
Project induction workshop	Learn about the project and roles
CHE lessons learnt and key themes workshop	Provide initial feedback and themes
Masterplan	Where the new infrastructure is located
Concept design	Size, scale of the project and where services are located
Detailed design	Patient flows, floor plans
Construction	Changes onsite, construction milestones, art and landscaping
Completion and handover	Evaluation and outcomes

The CRG will need to be in place in early 2025 and established ready for each of these milestones. It is expected the first design milestone will occur in mid to late 2025.

Recruitment

The Northside Hospital Project team will work in partnership with ACTHD and HCCA to support recruitment for the CRG ensuring we have members with recency and relevancy at the table with lived experience specifically at North Canberra Hospital.

The project team can support HCCA and promote this opportunity for consumer uptake including:

- Media opportunities
- Posters and postcards in hospital wards
- Emails to special interest groups
- Promotional material at community pop ups
- Social media and Our Canberra

Individual consumers or consumer representative from established groups can self-nominate by completing an expression of interest application.

Recognising the length of the project there will be ongoing review and recruitment of participants as needed and flexibility to change members to ensure a good number of voices and cross representation.

Governance

A Terms of Reference will be developed and tabled as part of the first meeting and will include:

- Facilitation requirements
- Meeting frequency
- Capture, action and reporting of feedback
- Feedback close out process
- Recommendations process
- Decision making process

Roles and responsibilities

This plan is specific to Northside Hospital Project consumer consultation yet recognises other ongoing consultation into Territory wide health will be ongoing simultaneously.

Consumer Reference Groups for the Northside Hospital Project will be led by Infrastructure Canberra (iCBR). Roles and responsibilities are noted below:

iCBR	CRG Members:	iCBR Support Facilitator
• Lead the consumer consultation for the project • Support HCCA to recruit, induct and manage the CRG • Capture, record and close out all CRG feedback • Provide agendas, meetings, notes and actions from CRG meetings • Provide effective close out of any feedback provided by the CRG	• Provided a completed expression of interest • Accept position on CRG with attendance at meetings throughout the project phase • Review agendas, minutes and actions from each meeting • Project introduction and induction meeting to discuss roles, governance and next steps	• Provide support and resources. • Ensure effective communication and coordination. • Ensure share of voice for participants • Capture and record all notes and actions • Provide adequate timing to participants of meeting times

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| <ul style="list-style-type: none">• Report CRG feedback to project team, CEWG, PCG and Board• Demonstrate how feedback will be used in the project• Report any non-project feedback to partner directorates• Invite additional members and partners to join or host the group as needed• Ensure SME are available to present to this group• Ensure confidentiality and privacy needs are maintained• Process stipend payments for the CRG. | <ul style="list-style-type: none">• Attend workshops and CRG meeting wherever possible and contribute actively.• Capture feedback from special interest group or members within your community and provide feedback from the meetings back to them.• Provide input and feedback to the hospital designs and plans• Mutual two-way communication• Sharing of project information with the community | <ul style="list-style-type: none">• Source assessable venues and or meeting formats• Reporting |
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Resources and Support

Payments

Consumer, carer and community representatives are entitled to be reimbursed for any out of pocket expenses incurred as a result of their role as a representative. This is not reimbursement of consumer time. Consumers will be reimbursed as per the Canberra Health Service Reimbursement Policy. Reasonable costs include:

- Travel costs including parking fees and public transport
- Childcare
- Paper, toner/ink and photocopying
- Phone calls, Internet Service Provider (ISP) charges

Reimbursement of \$75.00 per meeting of two hours or less. The consumer, carer and/or community representative can choose to accept or decline reimbursement and if the representative is apology to the meeting, they do not receive reimbursement. See full CHS Procedure for details.

Training

All members of the CRG will be supported throughout the process which will include project inductions, training on the feedback process and support to communicate about the project. This environment is an excellent training and upskilling opportunity for members to see how feedback provided can become part of construction and eventually operational within the hospital.

Logistics

iCBR will allocate and book meeting venues ensuring accessibility considerations are met and provide all the necessary administrative support of invites, directions to venues and next steps. Meetings may be held in person or online depending on the group requirements and stage of the process. Members will provide their accessibility requirements as part of the application process.

Confidentiality

Privacy and confidentiality will be of the utmost importance within the group and as part of the reporting. There will be processes in place to provide discreet feedback outside of the group should this be necessary.

Transition of members

Given the length of the design phase there may be a need to transition members in the group to ensure ongoing participation and high levels of feedback. Members can transition out by request at anytime and iCBR can invite new members at any time as considered necessary to the process.

Evaluation

Members will be provided the opportunity to provide feedback at all meetings as a standard agenda item to consistently track how the group is progressing. Formal evaluation via confidential survey

will be completed at least three time per year with this evaluation driving changes as needed. Evaluation metrics will be developed and approved by iCBR and members.

CRG Action Plan – February 2025

Action	Description/Outcome	Responsibility	Timing	Notes
Approvals of CRG subplan for implementation	NHP team	iCBR	Mid March 2025	
	CEWG	CEWG		
	Partner directorates	ACTHD, CHS		
Develop Consumer Reference Group Expression on interest	EOI process and timing	iCBR	End of March	
	Promotion/launch collateral			
	Stakeholder engagement			
	Application – online and offline			
Develop Consumer Reference Group assessment criteria and panel	Evaluation process and timing	iCBR	End of March	
	Liaise with team on key area			
Launch CRG EOI - Media - Posters - Social media - HCCA - Direct mailout - CEWG partners	Develop promotional material	iCBR	April	
	Launch with key stakeholders			
	Send out via HCCA and CERF			
	GO Live on surveys and email			
	Enquiry process			
6 week EOI and recruitment drive	Multiple send outs	iCBR	Closes May	
	Partner social media			

Assessment of membership	iCBR HCCA Independent	iCBR Partners	Mid May
Formal invites to members	iCBR to issue invite Follow up Qs	iCBR	End of May
Induction Workshop - TOR - Governance - Meet and greet	Project overview Group overview Governance and Terms of Reference Meet the team	iCBR	June
First Workshop co facilitated by HCCA -	Presentation of lessons learnt from CHE (HCCA) Presentation of key themes (HCCA)		June/July