



HCCA

HCCA Recruitment Pack

ACT Health Infrastructure Consumer Reference Group

ACTHD & HCCA

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Health Care Consumers' Association

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About HICRG

In 2023, The ACT Government established a new consumer reference group, led by the Health Care Consumers Association (HCCA), to provide input into all health infrastructure projects across the Territory.

This group provides expert advice and guidance to ensure that the needs of healthcare consumers and carers are at the forefront of health infrastructure planning and design. This group will have a key role in co-designing the new Northside Hospital, along with other health infrastructure projects, in close collaboration with clinicians and the wider community.

This group will oversee consumer and carer engagement, providing invaluable advice on matters such as design, accessibility, safety and amenities. It will work collaboratively with existing clinical, consumer and community groups to achieve the best outcomes for our community.

The Consumer Reference Group was established in late 2019 to ensure the voices of patients, carers and families were heard through the planning process, with the group finalising its work in late 2022. Some of the design elements influenced by the group include:

- Better patient rooms (the inclusion of carer zones and beds, dimmable lighting, and dedicated consumer power points in practical places)
- New family spaces (the inclusion of a private family respite lounge with kitchenette, meeting room and showers, as well as a patient and carer lounge)
- New Aboriginal and Torres Strait Islander lounge (enabling access to support in a centrally located position, with an outdoor space and yarnning circle)
- Improved accessibility (a more accessible design in patient ensuites, service counters at wheelchair level, and more intuitive wayfinding and signage)
- Emergency Department improvements (a new reception centre for better patient flow and improved patient experience with a kid's play zone and a sensory room)
- Other amenities (the inclusion of outdoor gardens, improved public spaces and personal storage areas)
- This successful consumer consultation process will be replicated in the early planning and ongoing design of the new northside hospital.

Recruitment Timeline



23 April

HCCA to send recruitment pack to ACTHD

7 May - 9 June

Advertise Role

HCCA will advertise this opportunity through our fortnightly newsletter, and website. We will also submit the opportunity to CDNet to be published to their consumer networks. During the advertisement period, HCCA will contact current members to confirm their participation this year.

10 - 13 June

Select Participants

HCCA and ACTHD will review all applications and shortlist suitable consumers for interviews.

18 - 27 June

Interviews

HCCA will hold interviews with eligible consumers to determine whether they will be inducted into the HICRG.

30 June - 14 July

Induction & Training

Successful applicants will complete the necessary ACT Health paperwork and participate in HCCA's Consumer Participation Training to prepare for their role in the group.

7 August

First meeting for new members

HICRG EOI

Health Infrastructure Consumer Reference Group - Expressions of Interest

The ACT Health Directorate and the Health Care Consumers' Association are seeking consumer representatives to join the *ACT Health Infrastructure Consumer Reference Group (HICRG)*.

The HICRG provides an opportunity for people who use health care in the ACT and region to contribute a consumer perspective and advice to health infrastructure projects.

Health infrastructure refers to the buildings themselves used by patients and their families, health care consumers, clinicians (doctors, nurses, allied health professionals), including the design of these buildings, the look and feel of the buildings and the location.

Projects may include

- Acute Palliative Care Ward
- The Canberra Hospital Master Plan

Roles and Responsibilities of Members

- Participate in the development of health infrastructure projects in the ACT in a spirit of positive collaboration.
- Advocate for the needs of consumers, in regard to health infrastructure projects.
- Reflect on healthcare experiences and raise priorities for health infrastructure projects.
- Provide advice to infrastructure project teams on aspects of health infrastructure design which may impact consumers.
- Monitor how consumer needs/feedback, and the advice of this group is incorporated into project design work.

For more information, download the [ACT Health Infrastructure Consumer Reference Group \(HICRG\) Terms of Reference](#).

About You

You don't need to have formal qualifications or training in project or program design, infrastructure design or architecture. More important is your ability to reflect on the needs of a diverse range of health care consumers and provide advice on how those needs may be met in the design and development of health infrastructure.

We are looking for:

- People with an interest in consumer-centred design and health infrastructure, and the way design can affect people's experience and the outcome of health care.
- Representatives of consumer and community organisations with the ability to provide infrastructure related advice which reflects the needs of specific communities or people with particular health needs.
- People who have a broad understanding of (and a willingness to learn more about) the needs of people using health care in the ACT.
- People who have an interest in, and/or experience of community advocacy
- People who are well connected with a range of community groups and formal or informal networks.

The nomination and endorsement process

Interested people can nominate for this opportunity by completing the nomination form. If you need support to complete your nomination, please contact HCCA on yelenaminasyan@hcca.org.au or 6230 7800.

Nominees may then be invited to interview to complete the selection process. You can expect to hear about the outcome of your nomination in early June 2025. Following the successful completion of the nomination and interview, applicants will also need to complete consumer representative training (if they haven't already) and receive an induction to the work of the committee before the first meeting. Training is free and will be arranged if necessary.

It is expected that the first meeting for new members will be in August 2025. Consumer members of the ACT Health Infrastructure Consumer Reference Group will be reimbursed.

For more information about this opportunity, please contact HCCA on yelenaminasyan@hcca.org.au or 6230 7800.

To nominate for this opportunity, please [complete the nomination form](#).

Applications close: 9 June 2025

HICRG Questions

Questions for nomination form:

1. Full Name
2. Email address
3. Phone number
4. Have you had any experience as a consumer representative or advocate (in any field)? Please tell us about it.
5. Tell us about your interest in health infrastructure and the work of this group.
6. Thinking about health infrastructure, what do you consider to be important considerations for health care users?
7. Can you tell us about the communities or networks you belong to? How do they influence and inform your perspective on consumer needs in health infrastructure?
8. It is a requirement of this role that consumer representatives complete training. If you have already done consumer representation training, please tell us when and with whom you have completed this. If not, are you willing to complete training in order to be endorsed?
9. Please tell us about any specialist skills or experience (at your discretion) that you may bring to the group?

HICRG Interview Invite Template

Dear [Applicant's Name],

I hope this email finds you well. Thank you for your interest in the Health Infrastructure Consumer Reference Group. We appreciate you taking the time to submit your nomination.

We were excited to read about your skills and experience and would like to invite you to the next stage of our selection process, which is the interview stage. During the interview, you will have the opportunity to discuss your priorities for health infrastructure in the ACT and learn more about plans for the group. Our interview panel is excited to meet with you and learn more about your potential contributions.

Interview Details:

The interview will run for 20 minutes and be held online via Microsoft Teams. Once you have confirmed a time, we will send out a meeting link.

Possible times for interviews are:

Date: Times interviewer is available.

Date: Times interviewer is available.

Date: Times interviewer is available.

Please note that that these times have been offered to all nominees. To confirm your preferred time slot, please reply to this email or call the HCCA office on 6230 7800 by **Date**.

If you require any accommodations during the interview process or have any specific preferences regarding the interview format, please do not hesitate to contact us. We encourage you to bring any questions you may have about the Consumer Reference Group to the interview. We are looking forward to meeting with you to discuss how your skills and experience could provide better consumer, carer and community perspectives to ACT Infrastructure.

Congratulations on reaching this stage of the selection process. Please do not hesitate to reach out to us before the interviews with any questions.

Kind regards,

HICRG Interview Questions Guide

1. Tell us about yourself, and your interest in being part of this group. What has motivated you to become part of a community advisory group about health infrastructure?
2. What knowledge, perspectives and/or skills do you hope to be able to contribute to the group? What would you like to learn from it?
3. What is your approach to working in a collaborative group with other people who may have different views and come from different backgrounds?
4. Do you have any questions for us?

What happens next:

We hope to let people know next week whether they have been appointed as a member of this group. You will receive an email letting you know.

If you are successful:

1. Accept the appointment by return email
2. Complete reimbursement and confidentiality paperwork
3. Can you attend consumer representative training on **DATES**? (if you haven't already completed this kind of training)
4. Can you attend the upcoming meeting on **7 August**?
5. Will you have any accessibility requirements to be able to participate in this group?

HICRG Application Successful

Letter text:

Dear [Name],

We are pleased to advise you that your nomination for the Health Infrastructure Consumer Reference Group has been successful. We are delighted to invite you to the first meeting of the group to be held **7 August from 10:30am – 12:30pm online via Webex.**

The term of your advisory role will run until the end of **2027**. Your responsibilities as a consumer representative on the Health Infrastructure Consumer Reference Group include:

- Participate in the development of health infrastructure projects in the ACT in a spirit of positive collaboration;
- Advocate for the needs of consumers in health infrastructure projects;
- Reflect on health care experiences, and raise priorities for health infrastructure projects;
- Provide advice to infrastructure project teams on aspects of health infrastructure design which may impact consumers;
- Monitor how consumer needs/feedback, and the advice of this group, is incorporated into project design work.

To accept this offer, please respond directly to this email and return the attached confidentiality and reimbursement forms.

We are looking forward to collaborating with you and we are eager to hear your thoughts on how to improve health infrastructure for the ACT community.

Email text:

We are delighted to advise you that your nomination for the Health Infrastructure Consumer Reference Group has been successful. Please see attached your letter of offer.

The first meeting will be held on **7 August from 10:30am – 12:30pm online via Webex.** We will send through the agenda and papers closer to the date.

If you have not yet attended any consumer representation/ advocacy training, you can reserve a place in the free online training here: **Need to organise training for new members.** It is recommended that you complete this training as it provides an understanding of your role in this group.

We have attached the **Terms of Reference**, a confidentiality agreement and information about reimbursement for your participation in the group. Please return a signed confidentiality agreement before the first meeting.

If you have any questions or require further information, please do not hesitate to contact Yelena Minasyan, Infrastructure Project Officer, Health Care Consumers Association.

We look forward to seeing you!

Kind regards,