

Terms of Reference of the Consumer Reference Group

The Consumer Reference Group is a sub committee of the Board of the Nepean Division of General Practice.

Guidelines for Operation of the Consumer Reference Group:

1. The secretary of the Board of the Nepean Division of General Practice chairs each meeting of the Consumer Reference Group. In the absence of the Secretary then the CEO will chair the meeting
2. The Board of the Nepean Division of General Practice will refer all relevant matters related to health policy and any other relevant strategic programs and other information to the Consumer Reference Group for comment and advice
3. Development of programs may be referred to the Consumer Reference Group seeking their comment and ideas for consumer involvement in the programs
4. Issues taken to the Board by the Consumer Reference Group need to be substantiated with appropriate background information
5. There is to be no release of information to the media by the Consumer Reference Group unless previously approved by the CEO

Membership:

The Consumer Reference Group will consist of five to seven consumer representatives.

Membership will also include at least one local GP who is a member of the Division Board, the CEO and a Division Program Officer.

When seeking to recruit new members, the Division will consider the diversity within the community to be reflected in the make-up of this group, ie. age, gender, ethnicity, etc.

Committee membership will be for a period of one year. Membership can be renewed annually up to a maximum of 5 years. Consumers may become members of another Program Advisory Group or the Consumer Reference Group.

Regular non-attendance at meetings - with or without an apology - will be reviewed by the Division and Consumer Reference Group. The member in question will then be contacted by the Division to discuss time commitment and priorities, which may result in the forfeiture of their membership.

Membership Criteria:

- Consumer of local health services and / or live in the Nepean Division region
- Able to commit 1.5 hour per quarter to attend meetings, as well as travel and pre-meeting reading time
- Have a broad understanding of health issues
- Should not be paid workers from the health service
- Able to listen to the views of others and operate effectively in a group setting
- Will exercise discretion and maintain confidentiality with respect to sensitive issues that may arise during the course of duty as consumer representative. If in doubt about the sensitiveness of any issues contact the CEO.