



# Engaging Effectively with Communities

## REFERENCE GROUP

### *TERMS OF REFERENCE*

#### **Background and Context**

Community engagement is vital in comprehensive primary health care. While representation is one approach, divisions also use other effective strategies to connect with their local consumers and community. If we are to achieve a greater focus on wellness within our community, consumers of health care need to know that general practice services are designed to empower them to take an active role in their care, and not be merely recipients of care.

The ADGP-SBO Coalition, through negotiations with the Department of Health and Ageing, has provided funding via the 2006 Performance and Development funding pool to enable the implementation of a Divisional Network training program for engaging with their local communities. This will be completed via internationally acknowledged professional development training and skills enhancement developed by the International Association for Public Participation (IAP2) <http://www.iap2.org/> will form the basis of training and research materials that will be adapted for the needs of Divisional personnel.

There is evidence which identifies the linkage with better health care and effective community engagement. The ADGP-SBO Coalition has identified that skill development in this key area would be a core capacity builder for the divisions network, and thus the rationale for this project. In addition, this approach will assist the Network with mechanisms, skills and tools for not only working with their communities, but provide improved and enhanced divisional responsiveness to their members needs.

The program aim is as follows:

*To assist the Divisional Network in building and sustaining the community engagement skills within divisions to be able to engage effectively with key stakeholders and more specifically, their local communities.*

In order to assist the ADGP-SBO Coalition with the implementation of this project ensuring its relevance to the work and focus of the Divisional Network, ADGP is seeking advice from Divisions who are known for their work in this key area.

#### **Role and Function**

The Engaging with Communities Reference Group will be formed to provide advice and expertise to the ADGP, the consultants engaged to deliver the training, and the

evaluator of the project. In addition to the training program, ADGP proposes to deliver a 'tool kit' of resources/ policies and procedures from within the Divisions Network on community and consumer engagement. The tool kit will form part of the training package as an added resource for the Divisional Network, and will be web based.

The broad purpose of the Reference Group is to provide advice on:

- Workbook format;
- Training day format;
- Scenarios for inclusion in the workbook;
- Development of the web-based tool kit;
- appropriate measures for evaluation; and
- the development of a strategy for sustainability post project implementation.

### **Membership**

The reference group will be Chaired by an ADGP Director, and include representation from key stakeholders.

It is envisaged that the Reference group will meet once face to face, and up to 4 times via teleconference, due to the project lifecycle (through to June 30 2007).

The member organisations proposed to be represented on the reference group are detailed in the table below:

<b>Member Organisation</b>	<b>Member Name</b>
ADGP (Australian Divisions of General Practice Ltd)	Russell McGowan (CHAIR)
	Liesel Wett
	Senior Project Officer
GPDV (General Practice Divisions – Victoria Ltd)	Susan Webster
QDGP (Queensland Divisions of General Practice)	Ann Maree Liddy
Adelaide Hills DGP	Brenton Chappell
Illawarra DGP	Andrew Dalley
North West Melbourne DGP	Carolyn Searle
Hornsby Ku-ring-gai Ryde DGP	Tricia Rowlinson
Southern Queensland Rural DGP	Brenda Tait
Consumers Health Forum	Diane Walsh

Consultants	Max Hardy Twyford Consulting
Evaluators	Geoff Woolcock

## Member Responsibilities

Members are responsible for:

- ❑ Attending all meetings and teleconferences of the Reference Group;
- ❑ Providing a position and view on community engagement, related to their knowledge and expertise drawn from the Divisional Network;
- ❑ Reviewing and provide feedback on meeting papers and resources;
- ❑ Providing the ADGP-SBO Coalition with materials and input into the development of resources, such as the Divisional tool kit; and
- ❑ Providing advice and feedback to ensure the project is successfully implemented nationally.

The Chair of the Reference Group will be responsible, with support from ADGP staff, for providing feedback to the ADGP Board on the project's implementation and progress.

## ADGP Responsibilities

ADGP, as fund holder for this project, are responsible for:

- ❑ Managing the relationship between the project and the funder, the Commonwealth Government Department of Health and Ageing
- ❑ Delivering on the contracted deliverables between ADGP and the Commonwealth Government Department of Health and Ageing
- ❑ Identifying appropriate resources to assist in the delivery of the project, including staff;
- ❑ Developing or sourcing the printing of resources required to ensure successful implementation of the project

In delivering on the contractual responsibilities, ADGP recognises and values the expertise of the Network and Consumers Health Forum as participants in the steering committee.

### *Administrative Support*

Administrative support responsibilities include:

- ❑ Collating and circulating meeting papers (eg meeting agenda, papers, meeting minutes/meeting record)
- ❑ Writing and circulating the meeting minutes

- Arranging a suitable meeting venue and catering/refreshments
- Providing support for travel for reference group participants.

This will be completed by ADGP.

### *Meeting Papers*

Meeting papers will be circulated electronically. ADGP will be responsible for printing and providing all reference group participants with hard copy papers for each meeting. Substantial papers will be distributed to Reference Group participants at least one week prior to the meeting date.

## **Meetings**

### *Meeting Frequency*

It is envisaged that the Reference Group will meet once face to face, to consider materials and the project's implementation plan. The majority of the input into the project will come from the first and only face to face meeting.

Once the pilot sites for implementation of the training has commenced, ADGP envisages that the reference group will meet via teleconference up to approximately 5 times over the remainder of the 2006-07 financial year.

### *Meeting Schedule*

During the first meeting, a proposed schedule of meetings will be developed for the remainder of the project.

### *Meeting Chair*

For all meetings of the reference group, the meeting Chair will be ADGP non-GP Director, Mr Russell McGowan.

## **Reference Group – Communication to the Broader Divisional Network**

An important component of the Reference Group's work will be communicating outcomes of the project to the broader Divisional Network.

The work of the project will be supported by an ADGP project officer, who will be responsible for developing all resources for the project. This will include communications on progress to the Divisional Network

National communication pathways include e-list groups and major communication mediums, such as ADGP News. ADGP maintains e-list groups for:

- Divisions;
- Divisional and SBO CEOs; and
- SBOs;

ADGP will ensure that at all times the most cost effective and widely used communication mechanisms are adopted. This includes use of the web.

This project will utilise all of the available communication mechanisms, including the ADGP-SBO Coalition and agreed communication protocols.

## **Review**

These terms of reference will be reviewed at the first meeting of the reference group.