



## **‘Our Consumer Experience’ - Project Steering Group Terms of Reference:**

### **Purpose:**

The role of the Project Steering Group is to provide strategic direction and leadership and to oversee this project to assist in achieving its objectives.

### **Membership:**

The Project Steering Group members include:

Shawn Lee	Director of Allied and Community Health, Ballan District Health & Care (BDHC)
Tanya Gradolf	Practice Manager, BDHC
Shahida Bano	Quality & Risk Coordinator, BDHC
Matt Romania	Communications & Marketing Officer, BDHC
Tor Roxburgh	Communications Manager, BDHC
Katherine Gillespie	Executive Officer, Central Highlands Primary Care Partnership (CHPCP)
Cathy Bushell	Project Manager, CHPCP

### **Roles and Responsibilities:**

Project Steering Group members will be required to:

- Provide guidance, strategic direction and advice on key elements of the project;
- Review and contribute to the development of key documents including the project management plan, survey instruments etc and approve the final versions of these documents;
- Support the project manager by making decisions and providing recommendations to assist to deliver the project successfully according to the project objectives, scope and timeframes as well as identifying and managing risks throughout the life of the project;
- Commit any resources, as required, to deliver a successful project outcome;
- Review & contribute to key documents & make decisions via email (outside of the face to face meeting structure) to ensure the project times frames are well managed;
- Meet on a regular basis throughout the life of the project (approximately monthly or as required); and
- Communicate appropriate project information back to key stakeholders (Board members, Project sponsors, staff, community members) as required.

The Project Manager will be responsible for the day to day operations of the project.

This is a joint project between Ballan District Health & Care and Central Highlands Primary Care Partnership



### **Meetings**

- Face to face meetings will be held on a regular basis throughout the life of the project, approximately monthly, or as required.
- Meetings will be held at Ballan District Health & Care offices.
- Meetings will be chaired by Katherine Gillespie, CHPCP.
- The Project manager will send agendas and relevant papers to members prior to the meeting. A Record of Agreement and Actions will be taken at each meeting and circulated to all members.
- If required, subgroup meetings will be arranged outside of the face to face meeting times at a time convenient to subgroup members.

### **Amendment, Modification or Variation**

These Terms of Reference were adopted on 26 April 2018

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the Project Steering Group Members.