

## Community Reference Group Communiqué

The third meeting of the Community Reference Group (CRG) was held at the AHPRA National office in Melbourne on 24 September 2013.

The CRG:

- welcomed its two new members; John Stubbs and Becky Hirst
- endorsed the 2014 meeting dates; Thursday 13 March, Tuesday 20 May, Thursday 17 July and Tuesday 21 October 2014.
- discussed its *Terms of reference* and adopted it with suggested further changes, including that members review the terms on a biennial basis. These will be published on the AHPRA website
- noted the term of CRG membership is up to three years with succession planning in place for gradual change of members to ensure continuity
- requested that AHPRA establish a record of any in-house professional development provided e.g. AHPRA induction session; attendance at National Conference, etc
- discussed items on its work-plan
- will provide feedback on *A guide for people raising a concern (making a notification or complaint)*
- established a sub-committee to provide feedback on the *AHPRA Customer service charter*
- agreed to trial a process that outlines how National Boards can seek input and advice from the group, and
- noted that the branding of AHPRA/Boards is not a priority/issue for CRG or the community, and that their priority is good community engagement.

### Next meeting

The next meeting of the CRG will be held at the AHPRA offices in Melbourne on 26 November 2013.

**Paul Laris**

Chair

Community Reference Group