



Primary Care Advisory Group (PCAG)

Terms of Reference | February 2026



Primary Care Advisory Group (PCAG) Terms of Reference

About Brisbane North Primary Health Network (PHN)

Brisbane North PHN (the PHN) is one of 31 Primary Health Networks across Australia funded by the Australian Government Department of Health, Disability and Ageing. We support clinicians and communities in Brisbane's northern suburbs, Moreton Bay city, parts of Somerset Regional Council, and Norfolk Island. Our region covers approximately 4,100 km² of urban, regional, and rural areas, with a population of over 1.1 million.

Our key objectives are to:

- increase the efficiency and effectiveness of medical services for patients particularly those at risk of poor health outcomes
- improve coordination of care to ensure patients receive the right care, in the right place, at the right time.

Purpose

The Primary Care Advisory Group (PCAG) is established to provide practical and real world, practice-based guidance to support the implementation and continuous improvement of Primary Health Network (PHN) projects and initiatives impacting primary care. The PCAG will enable genuine co-design with key general practice administration and nursing workforce and ensure initiatives are relevant, feasible and responsive to current primary care operating environments.

Scope and Function

The PCAG will operate as a non-clinical business and administrative advisory group. It will provide consultative advice in line with the PHN engagement continuum to inform decision-making and action.

The advisory group would align with the PHN's engagement continuum; *Consult: To obtain feedback in order to make decisions and take action about health service information, service delivery options, project design etc*

The PCAG may be consulted on, but is not limited to:

- Optimising PHN projects and initiatives for primary care
- Navigating general practice operational complexity and risk management
- Continuous quality improvement activities
- Implementation of reform and change initiatives
- Pandemic, disaster and recovery planning
- Usability of digital systems from an administrative perspective
- Workforce planning, training needs and succession planning
- Administrative policies, procedures and knowledge management

Objectives

The PCAG aims to:

- Improve the relevance of PHN initiatives in primary care
- Increase satisfaction with PHN projects and engagement
- Provide timely qualitative insights to complement quantitative data
- Support innovation, usability testing and continuous improvement
- Enable genuine co-design with primary care stakeholders

Membership

The PCAG will comprise of between 3-5 members who are independent of the PHN.

Membership will represent a diverse mix of primary care roles and geographic locations across North Brisbane and Moreton Bay.

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- Practice Managers / Operational Managers
- Medical Receptionists
- Medical Practice Assistants (MPAs)
- General Practice Administrative Staff
- Aboriginal and Torres Strait Islander Health Workers
- General Practice Nurses (EN, RN, NP)

Eligibility

Members must be currently employed by a general practice or Aboriginal Community Controlled Health Organisation (ACCHO) in the region, be working a minimum of three days per week, and demonstrate relevant operational or administrative experience.

Recruitment and Term

Members will be recruited via an Expression of Interest (EOI) process. The initial pilot term is 12 months and ongoing terms (if continued) will be a minimum of two years, maximum three years.

Roles and Responsibilities

Chair

The Chair is responsible for:

- facilitating effective and inclusive discussions
- Ensuring adherence to the Terms of Reference
- Managing meeting flow and encouraging diverse perspectives
- Supporting annual performance reviews of the group

Advisors

Advisors are responsible for:

- Providing role-specific insights and expertise
- Contributing constructively to discussions
- Identifying risks, opportunities and emerging trends

Secretariat (PHN)

The Secretariat is responsible for:

Coordinating EOIs, onboarding and induction

Preparing and distributing meeting invitations and materials

Managing engagement requests and approvals

Supporting annual reviews and reporting

Showcasing PCAG achievements

Management and Sponsorship

- Manager, Primary Care: Operational oversight and approval of engagement requests
- Executive Manager, Health System Improvement: Executive sponsorship and escalation pathway

Meetings

- Meetings will be held quarterly at a minimum, with out-of-session engagement as required
- Meetings will generally be held virtually
- Meetings will be approximately 90 minutes in duration
- Meetings will be held via Microsoft Teams and may use AI-enabled transcription for minute taking. Participation constitutes consent and recordings will be deleted once minutes are finalised.

Quorum

A quorum will be achieved when at least 50% of appointed members are present. Meetings may proceed without a quorum for the purpose of discussion; however, no formal decisions or recommendations may be endorsed unless a quorum is present.

Engagement Requests

All requests to engage the PCAG must:

Align with the scope and purpose of the group

Be submitted in advance using the agreed engagement request template

Be approved by the Manager, Primary Care

Decision Making

The PCAG operates in an advisory capacity only. Advice and recommendations are non-binding.

Confidentiality and Conflict of Interest

- Members must comply with PHN confidentiality requirements and must declare any actual, perceived or potential conflicts of interest.

Remuneration

Members will be remunerated in accordance with the PHN Health Professional Engagement Procedure

Performance Review

- The PCAG will be reviewed annually against agreed objectives
- Member feedback will be sought to support continuous improvement

Review of Terms of Reference

These Terms of Reference will be reviewed annually, or earlier if required, to ensure ongoing relevance and effectiveness.

Document Revision Control

Revision	Description	Author(s)	Date
1.0	Creation of PCAG Terms of Reference document	Jo-Lyn Harding Engagement Team Leader	22/01/2026