

Terms of reference

Queensland Rail Customer Reference Group

1. Purpose and scope

The aim of Queensland Rail's Customer Reference Group (CRG) program is to provide a forum for community consultation and information gathering for all relevant sections of Queensland Rail. CRG membership will be based on principles of cross-sectional representation to ensure the full spectrum of community concerns and interests are included, balanced from a social, economic and environmental perspective. CRG's will aim to include regular and irregular users of Queensland Rail's City network services.

2. Role of the CRG

The CRG will function as a reference body for Queensland Rail and its customers. Specifically its role is to:

- Identify and communicate customer concerns and ideas to Queensland Rail relating to all issues; and
- Act as a conduit to our customers by communicating information about current and future services and outcomes arising from the CRG.

3. Responsibilities of members

As a member of a Queensland Rail CRG, you will be required to:

- attend meetings and present a personal view
- comment on plans and proposals (if any) tabled by the Queensland Rail team
- suggest agenda items
- allow all CRG participants to present their views
- respect** others' opinions and not discuss representations made by other members of the CRG without their prior knowledge and consent
- provide accurate and timely information to other customers enquiring about services and any CRG-related matter, project status and direction within the guidelines of disclosure
- refer any media enquiries to the QR media team
- respect confidentiality as advised
- enable your contact details to be shared and circulated among CRG representatives; and
- abide by, and commit to, these Terms of Reference of the CRG.

4. Responsibility of Queensland Rail

Queensland Rail will be responsible for setting up the CRG and undertaking all administrative responsibilities to ensure its smooth operation such as circulating documentation in advance, minute taking and follow-up actions designated as appropriate by the CRG.

5. Membership

Each CRG will comprise representation from all Queensland Rail City network lines. Guest speakers from Queensland Rail will attend CRG meetings as required to present on a range of topics.

6. Terms of appointment

Applications to this group will be called online through the Queensland Rail website queenslandrail.com.au and through posters and nomination forms available at all Queensland Rail City network stations as well as through social media and our monthly Track Chats meetings. Following the receipt of nominations, participants will be selected at random by Queensland Rail and contacted prior to their first meeting.

Criteria for membership will include the following:

- Representation of customers across the board
- Demonstrated intention and ability to proactively represent customer interests and enhance effective operations and positive outcomes for Queensland Rail's City network
- Willingness to work cooperatively and constructively with the Queensland Rail team
- Ability to volunteer time to represent customer interests.

7. Decision making process during CRG meetings

The aim of the CRG is to represent a cross-section of viewpoints and customer concerns in achieving a balanced approach to issues associated with the Queensland Rail City network. It is not a requirement that consensus be reached among members on the issues discussed. If a member believes he or she may have a conflict of interest in relation to a particular issue or item of discussion at any time, the member should make this position clear to the facilitator of the meeting. The CRG will then make a determination on an appropriate code of conduct during that particular item of discussion.

8. Issues for discussion

Issues for discussion will be advised at each previous CRG meeting or prior to the current meeting by Queensland Rail. Additional items may be nominated by individual members of the CRG and project team in the period leading up to meetings. The agenda will be finalised one week prior to each meeting. Please note: the number of issues placed on the agenda will be limited to allow for appropriate levels of discussion.

9. Frequency of meetings

The CRG will meet four times a year at a central location and ad hoc when required. The timing and location of CRG meetings will be determined in consultation and advised by Queensland Rail. The duration of each meeting will normally be one to two hours. This process is subject to review.

10. Administrative support

- Agendas and support material will be forwarded to members at least one week before the meeting.
- A representative for the Queensland Rail team, will take a record of the issues, actions and responsibilities arising from CRG meetings. The CRG will endorse this record at the following meeting to ensure accuracy.
- Meeting minutes will be distributed to members of the CRG within two weeks of each meeting.

11. Agreement to abide by, and commit to the Terms of Reference

Nominee's name:

Signature:

Date: ____/____/____

Contact us

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