

# Consumer Council Terms of Reference

## Scope

The Consumer Council makes sure consumers are heard by the DHB, and that consumers have a strong and viable voice in planning, designing, and delivering services in the Hauora Tairawhiti DHB system.

The council seeks to work collaboratively to improve the flow of information both to, and from, the DHB as an intermediary for the consumers it represents.

The Consumer Council works within, and with, Hauora Tairawhiti DHB vision and values. By maintaining networks within the community, including community health organisations and non-government organisations (NGOs) the council will represent all Tairawhiti Consumers.

## Purpose

The Hauora Tairawhiti Consumer Council (Council) works collaboratively with the Hauora Tairawhiti District Health Board and Clinical Governance Group to develop effective partnerships in the design and function of an effective health system in Hauora Tairawhiti DHB that meets the needs of the people.

Through true partnership, the Consumer Council provides a strong and viable voice for the community and consumers, on health service planning and delivery. The Consumer Council seeks to enhance consumer engagement and experience through service integration across the sector, the promotion of equity and ensuring that services are organised and provided to meet the needs of all consumers.

Through effective processes and communications, the Council receives, considers, and disseminates information from and to Hauora Tairawhiti DHB, consumer groups and communities.

The Consumer Council also has a quality improvement role to advise and encourage best practice and innovation.

## Functions

The functions of the Council are to:

Ensure, coordinate, and enable appropriate consumer engagement across the Tairawhiti Region, urban, rural districts and national health sectors.

Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the elimination of inequities, and the enhancement of safety and quality of services to patients and whanau.

Participate, review, and advise on reports, developments and initiatives relating to Hauora Tairawhiti health services and the availability and/or dissemination of health-related information.

Ensure regular communication and networking with the community and relevant consumer groups.

Link with special interest groups, as required for specific issues and problem solving.

For the avoidance of doubt, the Hauora Tairawhiti Consumer Council will not:

- Have access to personal identifiable information
- Provide clinical evaluation of health services
- Discuss or review issues that are (or should be) processed as formal complaints, for which full and robust processes exists.
- Be involved in the Hauora Tairawhiti's contracting processes

## Accountability

The Hauora Tairawhiti Consumer Council is accountable to the Hauora Tairawhiti Chief Executive with operational support from the Administration Team. The Consumer Council would also work closely with the Quality and Risk Team.

### Membership

There shall be a minimum of seven (7) members and up to ten (10) members on the Council, including an independent Chair. Members will have diverse backgrounds, contacts, knowledge, and skills, and must be passionate about consumers being able to access the best possible services and care from the Tairawhiti health sector. Although appointed to reflect the consumer voice in a particular area of interest, they will not be regarded as representatives of any specific organisation or community.

Members will be appointed to reflect the following areas of interest:

|                        |  |
|------------------------|--|
| Chronic conditions     | Intellectual and Neurological disability |
| LGBTQIA                | Men's Health                             |
| Maori health           | Pacific health                           |
| Mental health          | Rural health                             |
| Older persons health   | Sensory and Physical disability          |
| Primary health         | High deprivation populations             |
| Refugee/Migrant health | Alcohol & Drug Addiction                 |
| Women's health         | Child health                             |
| Youth health           |  |

When making appointments, consideration must be given to maintaining a demographic balance that generally reflects that of the population, to provide a good cross-section of age groups, health experience and geographical locations of the local community and representation from the Lesbian Gay Bisexual Transgender Transsexual Intersex (LGBTTI) community would be welcome. Although appointed to reflect the consumer voice in a particular area of interest, they will not be regarded as representatives of any specific organisation or community.

Members shall be appointed by the CEO of Hauora Tairawhiti (with endorsement by the board), following consultation with the consumer and community groups in each of the areas of interest, as appropriate.

Members shall be appointed for terms of three years. Members may be reappointed for two, one year terms, but for no more than three terms.

Remuneration shall be paid based on the Cabinet Fees Framework as applicable.

#### **Ex-Officio – Hauora Tairawhiti Staff members**

Chief Executive Officer – Jim Green

Chief Medical Officer – Anil Nair

Clinical Care Manager – Nicki Dever

Quality and Risk Systems Manager/Privacy Officer – Amelia Brown-Smith

### **Chair**

The Chair will be appointed by the CEO of Hauora Tairawhiti DHB for a three-year term. The Chair may be re-appointed, but for no more than two additional terms.

The CEO may at any time on written notice to the Chair, remove the Chair from the Consumer Council if he considers that the member is failing to adequately perform the duties of the role as outlined in this role description and within the Terms of Reference.

The Chair may be paid additional fees and allowances, depending on the level of commitment involved in addition to Council meetings.

### **Members**

The term of a Consumer Council member is three years and may be re-appointed for a further two terms of one year if appropriate.

New members will have a mentor for their benefit as long as needed.

Members failing to attend three meetings in a row may be asked to resign.

Members will gather feedback from consumers within their portfolio area to share with the DHB.

Members also show interest in and consider/comment on issues arising across the whole health system.

Parking and travel expenses incurred attending monthly and external meetings are reimbursed.

### **Meetings**

Meetings will be held monthly, excluding January, or more frequently at the request of the Chair.

Administrative support will be provided by Hauora Tairawhiti DHB.

A standing reciprocal invitation has been extended to the Hauora Tairawhiti Clinical Governance Group for a representative to be in attendance at all meetings.

### **Reporting**

The Council will report to the CEO of Hauora Tairawhiti, and through the CEO to the respective boards.

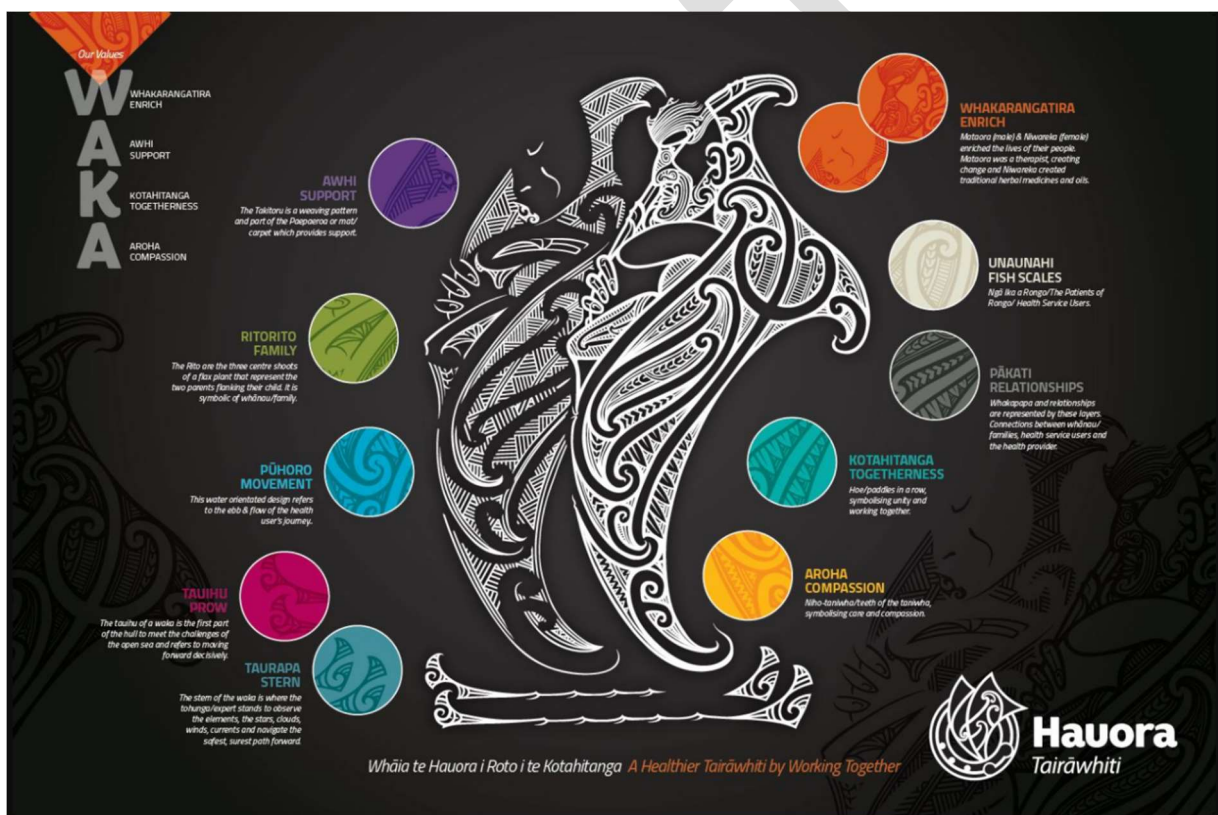
A monthly report of Council activities and recommendations will be placed on Hauora Tairawhiti websites once approved.

## Minutes

Minutes will be circulated to all members and Chair of the Council, within one week of the meeting taking place.

Minutes of those parts of any meeting held in “public” shall be made available to any member of the public, consumer group, community etc, on request

## Hauora Tairawhiti DHB’s Values and Behaviours



All members of Hauora Tairawhiti District Health Board Consumer Council will adopt the values and demonstrate the behaviours related to them of Whakarangatira, Awhi, Kotahitanga, Aroha

**WHAKARANGATIRA/Enrich** – Enriching the health of our community by doing our very best

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.

- Is committed to rapid resolution of complaints, problems, and issues

**AWHI/Support** – Supporting our turoro/patients their whanau/families, our community partners and each other.

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the DHB's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

**KOTAHITANGA/Togetherness** – Together we can achieve more.

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

**AROHA/Compassion** – Empathy, we care for people and people want to be cared for by us.

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.