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| Title | Waikato District Health Board Consumer Council |
| | Member Position Description |
| Responsible to | Chief Executive Officer |

What the Consumer Council will do

The Consumer Council will work in partnership with leaders of the Waikato District Health Board (Waikato DHB) to make sure its services are as good as they can be and meet the needs of people in our communities. The different voices and experiences of Consumer Council members will collectively help shape what Waikato DHB does and how we do it, making sure we remain focused on the needs and experiences of people using its services.

Specifically, it will work with senior management to provide advice on:

- The direction and strategic priorities of the DHB
- How we can improve specific aspects of some DHB services

The Consumer Council will cover all services the Waikato DHB provides.

Key tasks of a Consumer Council member

- Read relevant reports and documents prior to Consumer Council meetings
- Attend Consumer Council meetings and:
 - provide advice on key strategic documents and plans from a consumer perspective
 - promote consumer engagement across Waikato DHB and make sure it remains focused on the people we deliver services to
 - focus on improving health outcomes for Māori, people living in rural communities and people living with disabilities (high-needs populations)
 - guide DHB services to engage with consumers in service design and delivery (sign-posting to appropriate consumer networks/groups and advising on best approaches)
 - identify opportunities where consumers should become involved in specific improvement projects
 - advise on people-centred care approaches to service design and delivery
 - ensure regular communication and networking with consumer groups, communities and consumers about the work of the Consumer Council (with support)
 - maintain an overview of consumer engagement activity across the Waikato
- Work constructively with other Consumer Council members and all other associated professionals and consumers
- Support the decisions of the Consumer Council
- Not approach media about any aspect of the Consumer Council's work without specific agreement from the Chair of the Consumer Council and CEO
- Maintain confidentiality. Some aspects of the work of the Consumer Council may be highly sensitive and as a member of the Consumer Council, you will be required to sign a confidentiality statement/agreement
- Declare any conflicts of interest immediately
- To avoid doubt, Consumer Council members are not employees of Waikato DHB. The appointment as a member does not alter the member's employment status prior to the appointment (e.g. self-employed, employee, not employed)

Please note that the Consumer Council will be supported in its work by a DHB staff member. This will include assistance with communication and networking, both within the DHB and externally.

Duration of term

This will vary amongst members. Initially half of the members will be appointed for a one year term, and the remaining half for two years, with all further appointments being for terms of two years. Members may be re-appointed, but for no more than two additional terms.

The CEO may at any time on written notice to the Chair and relevant member, remove a member from the Consumer Council if he considers that the member is failing to adequately perform the duties of the role.

Time commitment

- Meetings will be held monthly (except January) and typically run for two hours
- Video-conferencing facilities will be made available at each rural hospital to allow members who live in these areas to participate in meetings (please note that some meetings will need to be attended in person – to be negotiated with Chair)
- Pre-meeting and post-meeting reading will be expected
- Attendance at other meetings may be necessary. This will be negotiated between the Chair and delegated member

Qualities, skills and experience

Personal Qualities

- Passion and commitment to help improve public health services in the Waikato
- Passion and commitment to help eliminate health inequities for Māori, people in rural communities and people experiencing disabilities
- Confidence, maturity and reliability

Knowledge and skills

- Relationships and connections within your health interest area or as a result of your personal or family healthcare experiences
- Good listening and communication skills with a wide range of people
- Able to think creatively, critically and strategically
- Confidence to interact positively with senior health professionals and managers
- Some knowledge of the New Zealand health and disability sector
- Knowledge and appreciation of the Treaty of Waitangi and its application in health
- Able and willing to see “the bigger picture” and think beyond your own experience
- Good analytical skills
- Able to read and review reports
- Able to work positively and constructively in a group, share insights, thoughts and opinions
- Able to use sound and ethical judgment
- Able and committed to maintaining confidential information
- Able to conduct yourself professionally at all times

Experience

- Live in the Waikato and have experience of using health services (within the last 2-3 years), either directly, or via family or whānau OR
- Be actively engaged in a specific area of health interest in your community
- Some experience of committee work would be desirable, but not essential

Please note that we do not expect every person to have all of the above knowledge, skills and experience. We appreciate that some of these are learnt through experience and support and mentoring can be made available.

Code of Conduct

Principles

Members of the Consumer Council must abide by the following general principles of good governance in their role:

- Members must serve only the interests of the community as a whole and must never improperly confer an advantage or disadvantage on any one person, or group of persons (Mauri pai – Fair play)

- Members must not place themselves in situations where their honesty and integrity may be questioned, must not behave improperly and must on all occasions avoid the appearance of such behaviour (Whakamana – Give and earn respect)
- Members must make decisions on merit (Mauri pai – Fair play)
- Members must take account of the views of others, but should reach their own conclusions on the issues before them, and act in accordance with those conclusions (Whakarongo – Listen to me, talk to me, Kotahitanga – Stronger together)
- Members must treat people, including each other, management and the public, with respect, regardless of their race, age, religion, gender, sexual orientation, or disability, and must not unlawfully discriminate against any person or group of persons (Whakamana – Give and earn respect, Mauri pai – Fair play)
- Members must uphold the law (Mauri pai – Fair play)

Dealings with other members and staff

Members must conduct their dealings with other members and Waikato DHB staff:

- With courtesy and respect (Whakamana – Give and earn respect)
- In a way that maintains public confidence in the role (Whakarongo – Listen to me, talk to me, Kotahitanga – Stronger together)
- In a way that is open and honest (Mauri pai – Fair play, Whakarongo – Listen to me, talk to me)
- In a way that focuses on issues rather than personalities (Kotahitanga – Stronger together)
- In a way that avoids aggressive, offensive or abusive conduct. (Whakamana – Give and earn respect, Mauri pai – Fair play)
- In a way that observes any guidelines that the Chief Executive puts in place regarding contact with employees
- In a way that does not compromise, or could be seen as compromising, the impartiality of an employee
- In a way that avoids publicly criticising any employee in any way, but especially in ways that reflect on the competence and integrity of the employee (Whakamana – Give and earn respect, Mauri pai – Fair play)

Conflict of Interest

In the course of their duties members may receive information that they need to treat as confidential. Confidential information includes information that officers have judged there is good reason to withhold under the Official Information Act. Where this is the case, members must keep such information confidential (and not disclose it to any third party) and only use that information for the purpose of fulfilling their duties.

Ethics

Waikato DHB seeks to promote the highest standards of ethical conduct. Accordingly, members must:

- Claim only for legitimate expenses
- Not influence, or attempt to influence, any employee to take actions that may benefit the member, or the member's family or business interests
- Not use Waikato DHB resources for personal business
- Not abuse the advantages of their official position for personal gain, or solicit or accept gifts, entertainment, rewards or benefits that might compromise their integrity
- Make it clear in any public forum if they are representing the Consumer Council, presenting their views and lived experience as a Consumer, or acting in a professional capacity.

Support and payment to undertake the role

Orientation to the role, guidance and support will be provided to Consumer Council members, as required. This will include:

- Initial orientation meeting to Waikato DHB and the role of the Consumer Council
- Identified key contact person(s) within the DHB for the role
- Adequate and timely communication regarding meetings
- Consumer Council members will be paid at a fixed rate of \$250 per meeting for Consumer Council attendance. Mileage expenses will also be paid
- Expenses beyond core work can also be claimed (e.g. other meeting attendance, project work) in accordance with Waikato DHBs Consumer Engagement Remuneration Guidelines
- Members will be supported with accessible communications, including interpreters, as required.