

Waikato District Health Board Consumer Council - Terms of Reference

*“Mehemea ka moemoeā ahau
Ko au anake
Mehemea ka moemoeā e tātou, Ka taea e tātou”*

*“If I am to dream
I dream alone
If we all dream together
Then we will achieve”*

Te Puea Herangi

Purpose and scope

The Consumer Council works in partnership with the Chief Executive Officer (CEO) and senior management at Waikato DHB to ensure the planning and delivery of health services is people centred and responsive to the needs of consumers and communities. In other words keep People at heart – *Te iwi Ngakaunui*, which encompasses the DHBs values.

The Consumer Council works with senior management to provide advice:

- On the direction and strategic priorities of the DHB from a consumer perspective
- At an operational level on service design and delivery from a consumer perspective (Note: The Consumer Council may guide the DHB on whom to engage with for specific pieces of work. It will not be an expectation that the Consumer Council will become involved in all operational improvement projects).

The Consumer Council has an over-arching role to promote and have oversight of consumer involvement in the planning and delivery of Waikato DHB services. In doing so, it supports the achievement of the Waikato DHBs strategic imperatives, specifically:

- Health equity for high-needs populations
- Safe, quality health services for all
- People-centred services
- Effective and efficient care and services
- A centre of excellence in learning, training, research and innovation
- Productive partnerships

The Consumer Council supports improved consumer engagement, consumer experience, patient safety, health literacy and clinical quality.

The Consumer Council encompasses all services the Waikato DHB provides. It also includes Primary Health Organisations (PHOs).

Functions

The Consumer Council will:

- Provide advice on key strategic documents and plans
- Promote consumer engagement across the Waikato DHB and ensure the organisation remains focused on the delivery of people-centred care
- Ensure a focus on improving health equity for high-needs populations (Māori, people living in rural communities and people living with disabilities)

- Guide DHB services to engage with consumers in service design and delivery (sign-posting to appropriate consumer networks/groups and advising on best approaches)
- Advise on people-centred care approaches to service design and delivery
- Identify opportunities where consumers should become involved in specific improvement projects
- 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

The Consumer Council will not:

- Discuss or review issues that are (or should be) processed as formal complaints, for which full and robust processes exist
- Be involved in Waikato DHB contracting processes
- Provide clinical evaluation of health services from a purely clinical perspective. It may provide evaluation of services from a consumer experience perspective

Responsible to

The Consumer Council will be responsible to and report to the Chief Executive Officer. The Consumer Council has a relationship with the Board and Iwi Māori Council, and will report to the Board through the CEO.

Membership

There will be 14 members on the Consumer Council, plus a Chair. A Co-Chair arrangement is possible.

Members will have diverse backgrounds, knowledge, skills and contacts. All will be committed to ensuring that consumers are able to access the best possible services and care from Waikato DHB.

Members or those close to them will:

- Have lived experience of health services either personally or as whānau OR
- Have recently accessed health services directly or for whanau (ideally within the previous 2-3 years) OR
- Be actively engaged in a specific area of health interest in your community

Although appointed to reflect the consumer voice in a particular area of health interest, members will not be regarded as representatives of any specific organisation or community.

Membership must broadly reflect the demographics of the priority populations as outlined in Waikato DHBs Strategy, that is Māori, people in rural communities and people living with disabilities. This will support the strategic imperative of achieving health-equity for high-needs populations and means that membership of the Consumer Council will include as a priority, members who have particular experience, interest, understanding and knowledge in at least one of the following areas:

- Māori health
- Rural communities health
- Disabilities

To ensure diversity there will be a mixed approach to membership, which in addition to the above will seek to include members who each have a particular experience, interest, understanding and knowledge in at least one of the following areas*:

- One of the rural Community Health Forum areas
- Pasifika peoples
- Mental Health and Addictions
- Youth health
- Older persons health
- Refugee and migrant health
- Patient support (by carers/family members/loved ones)

*This is not a full list and we will try to ensure a diverse group with interests in other disability and health areas.

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 as defined in position descriptions and Code of Conduct.

In addition, if a member fails to attend three meetings in a row without an apology, they will be asked by the Chair to step down as a Consumer Council member.

Consumer Council Members will be appointed by the CEO or their delegate.

Consumer Council members will be recruited via an open Expression of Interest process.

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).

Chair

An interim Chair of the Consumer Council will be appointed by the CEO. The initial term will be for one year, with further terms being for two years. The Chair may be re-appointed, but for no more than two additional terms. A Co-Chair arrangement is possible.

Quorum

A quorum will be half of the membership plus one.

Meetings

Meetings will be held monthly, excluding January or more frequently at the request of the Chair. Meetings will generally be open to the public however, on occasion meetings may be closed in full or part due to issues of risk, confidentiality or the needs of the Consumer Council, as determined by the Chair.

DHB staff members are encouraged and welcomed to be "in attendance" for meetings or parts of meeting which are open to the public.

Meetings will be scheduled to ensure that members who work are able to attend.

Video-conferencing facilities will be made available where possible to support virtual participation for people living in rural areas. Video-conferencing should always be considered as an option for any meeting to provide choice for members and ensure maximum use of the financial investment in the Consumer Council.

Reporting

The Consumer Council will provide a regular report to a range of internal and external stakeholders, including:

- CEO
- The Board and its committees
- Relevant Quality Governance Forums
- Executive Group
- Iwi Māori Council
- Community Health Forums

A regular report of Consumer Council activities will be placed on Waikato DHB websites once approved by the Chair.

Key relationships

The Consumer Council will maintain relationships with the following, as illustrated in the Key Relationships Diagram:

- CEO
- Board and its committees
- Iwi Māori Council
- Board of Clinical Governance
- Executive Group
- DHB Services
- Consumers and groups
- Community Health Forums
- NGOs
- Interested individuals
- The public

Agendas and minutes

Agendas and minutes will be circulated to all members and the Chair of the Consumer 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., only on request. Summaries will be published on the Waikato DHB website.

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)
- 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)
- Must make decisions on merit.
- 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)
- 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)
- 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

All members will be required to declare potential or actual conflicts 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.

Remuneration

Consumer Council members will be remunerated at a fixed rate for Consumer Council meeting attendance, additional reading, and any community engagement not otherwise categorised in the Remuneration Guidelines. This will be at a rate of \$250 per Consumer Council month. The Chair will receive a stipend as per the Consumer Engagement Remuneration Guidelines. Mileage expenses will also be paid. Remuneration for work associated with Consumer Council activities which is in addition to Consumer Council preparation and attendance, can also be made, for example other meeting attendance, project work etc.

This remuneration will be made in accordance with Waikato DHBs Consumer Engagement Remuneration Guidelines which states:

All requests for payment for meeting attendance other than for attendance at Consumer Council Meetings (and other DHB agreed committees/groups) must be approved by the Chair and signed off by the Director, Quality and Patient Safety (or delegate) in advance. Chair's attendance requires sign off in advance by the Director, Quality and Patient Safety (or delegate). This will ensure equity of access, appropriate engagement of consumers, and for monitoring purposes.

Consumer Council members who attend within their work capacity and time and with the support of their employer shall not be remunerated.

Orientation, training and support for Consumer Council Members

Consumer Council members will be provided with orientation and support by a DHB staff member to undertake their role, including assistance with communication and networking, both within the DHB and externally.

Members will be supported with accessible communications, including interpreters, as required.