



## Consumer Council Terms of Reference

### Scope

The Consumer Council makes sure consumers are heard in a formalised manner, and that consumers have a strong and viable voice in planning, designing, and delivering services in Hauora Tairāwhiti.

The Council seeks how services work collaboratively to improve the flow of information both to and from, Hauora Tairāwhiti as an intermediary for the consumers it represents.

The Consumer Council works within, and with, Hauora Tairāwhiti's vision and values.

By maintaining networks within the community, including community health organisations and non-government organisations (NGOs), the council will represent all Tairāwhiti consumers.

### Purpose

The Hauora Tairāwhiti Consumer Council (Council) works collaboratively with the Hauora Tairāwhiti Board and Clinical Board to develop effective partnerships in the design and function of an effective health system in Hauora Tairāwhiti 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 Tairāwhiti, consumer groups and communities.

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

### Te Tiriti O Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

#### Mana Whakahaere

Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

#### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

### **Mana Tangata**

Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

### **Mana Māori**

Enabling Ritenga Māori (Māori customary rituals) which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

The principles that apply to our work are:

### **Tino rangatiratanga**

The guarantee of tino rangatiratanga provides for Māori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services.

### **Equity**

The principle of equity requires the Crown to commit to achieving equitable health outcomes for Māori.

### **Active protection**

The principle of active protection requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.

### **Options**

The principle of options requires the Crown to provide for and properly resource kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of the hauora Māori models of care.

### **Partnership**

The principle of partnership requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Māori must be co-designers, with the Crown, of the primary health system for Māori

## **Functions**

The functions of the Council are to:

Ensure, coordinate, and enable appropriate consumer engagement across Te Tairāwhiti, urban and rural districts, and the national health and disability 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 Tairāwhiti 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 Tairāwhiti Consumer Council will not:

- Have access to personally 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 exist.
- Be involved in the Hauora Tairāwhiti's contracting processes

## Accountability

The Hauora Tairāwhiti Consumer Council is accountable to the Hauora Tairāwhiti 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 the 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 Tairāwhiti 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:

People with chronic conditions	Intellectual and Neurological disability
LGBTQIA	Men's Health
Māori health	Pasifika health
Mental health	Rural health
Older person 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.

Members will be appointed by the CE of Hauora Tairāwhiti (with endorsement by the Board), following consultation with the consumer and community groups in each of the areas of interest, as appropriate.

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

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

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

Chief Executive

Chief Medical Officer

Group Manager representative

Quality and Risk Systems Manager/Privacy Officer –

### **Chair**

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

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

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

Mileage expenses incurred attending monthly and external meetings are reimbursed as approved by the Chairperson.

### **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.

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

### **Reporting**

The Council will report to the CE of Hauora Tairāwhiti, and through the CE to the respective boards/or its committees

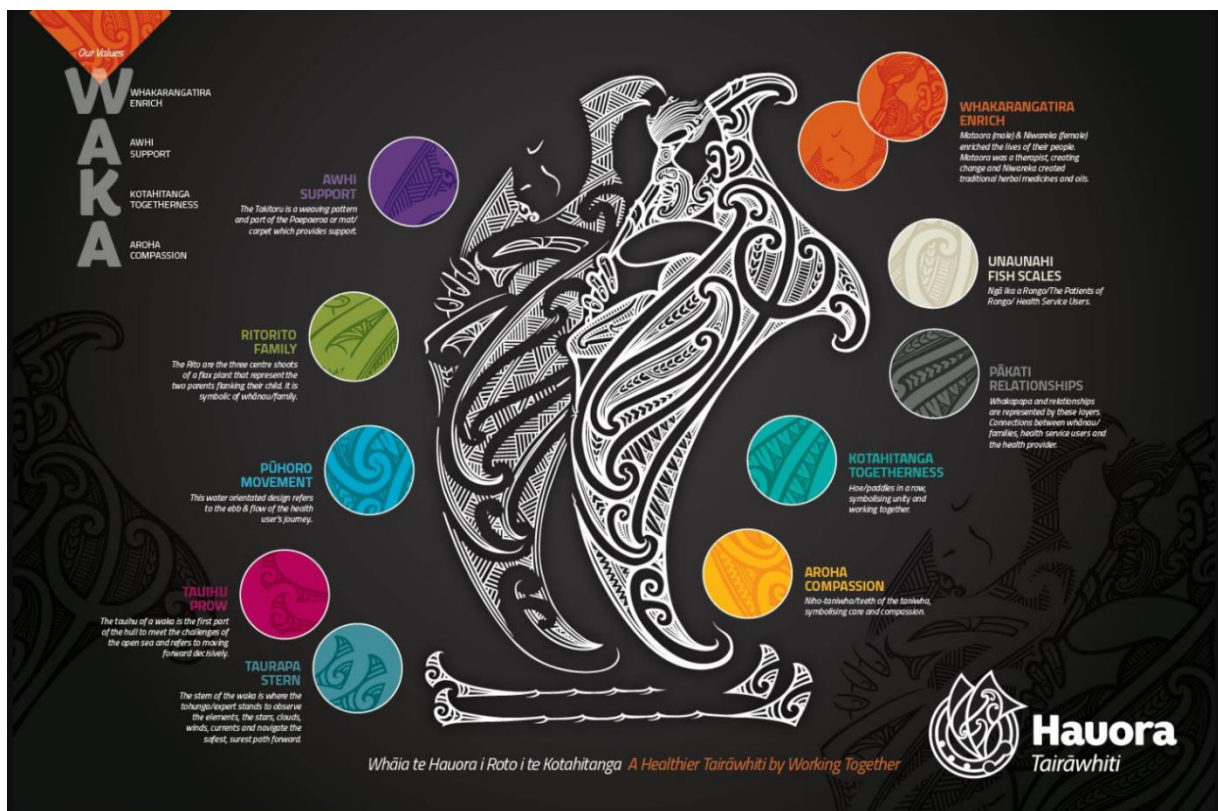
A monthly report of Council activities and recommendations will be placed on the Hauora Tairāwhiti website once approved.

## Minutes

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

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

## Hauora Tairāwhiti 's Values and Behaviours



All members of the Hauora Tairāwhiti 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 others' behaviour is inconsistent with their 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 the 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 members' 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, whanau 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.