

CONSUMER COUNCIL – TERMS OF REFERENCE

Department:	Clinical Governance Support Unit
Date Issued:	June 2021
Review By Date:	June 2023
Responsibility:	Taranaki District Health Board Consumer Council
Authorised By:	Taranaki DHB Chief Executive
Version:	7 (Issued March 2021)

Introduction

The Consumer Council is a strategic governance group made up of appointed community representatives who works in true collaborative partnership with the Taranaki District Health Board's Chief Executive, senior management and staff. The Council represents the consumer voice that keeps the health system engaged and linked to the health priorities of its communities.

The inaugural Consumer Council will take a person and whanau-centred approach to the delivery of health and disability services by ensuring that the DHB embeds ways to effectively engage with consumers. This group will ensure there are well defined policies and processes for consumers and whanau to work in partnership at all levels of the organisations.

Purpose

The purpose of the Consumer Council is to be the holistic voice and objectively govern on matters that relate to best outcomes for the Taranaki communities overall health. The group aims to be responsible for consumer insights and will advise the Taranaki District Health Board as to how to engage with it's communities to determine what is important to those at the centre of services.

In scope

Taranaki District Health Board Funding and Planning
Taranaki Hospital and Specialist Services
Taranaki Community organisations and consumer groups

Consumer Council objectives:

- Ensure that equity is a priority and is being improved for high-needs populations (Māori, people living in rural communities, people living with disabilities and young people).
- Embed a person-centric approach into the Taranaki DHB
- Work in a true shared partnership model to provide a consumer perspective within the DHB, Hospital and Special Services.
- Encourage consumer engagement in service improvement by ensuring co-design methodology is used in the planning and delivery of services.
- Promote the development of strong relationships and links between Taranaki DHB teams and consumer groups/community organisations.
- Strategically discuss and influence Taranaki DHB's understanding of what community-led health outcomes are for Taranaki communities
- Ensure consumers are visible and influential at all levels of health from Direct Care, Service Delivery to Policy and Governance.

- Review and advise on strategic internal documents, policies and procedures, and patient-related information.

Chairperson

Chairperson/s to be appointed by Chief Executive.

Two interim co-chairs will be appointed for up to a one year period during the establishment of the council.

Chairperson/s may be reappointed for a maximum of two additional two year terms.

If a co-chair arrangement is implemented if one co-chair is unavailable the other co-chair will be the lead chair.

The Chairperson may be paid additional fees and allowances.

Membership

Membership comprises of up to 16 members.

The council must:

1. Have strong Maori representation from Taranaki Iwi (nga iwi o Taranaki)
2. Reflect Maori health, Rural health, Disabilities and young peoples health
3. Represent the whole demographic make-up of the Taranaki region

In Attendance

Consumer Engagement Advisor

Secretariat Support

The Consumer Council and the co-chairs will be supported in their work by allocated secretarial support.

The secretariat is responsible for:

- First point of contact for members
- Working with the co-chairs to develop the agenda
- Minute-taking
- Circulation of agenda and minutes to members 10 days prior to the meeting

Co-Opting Power

The Consumer Council membership has the power to co-opt consumers and members of staff for projects/focus groups.

Quorum

A quorum shall consist of one Chairperson and four members.

Meeting Time Frame

Monthly meetings: duration of two hours between February and November each year.

Special meetings may be called as required.

Out of session paper reviews may also be required.

Meetings dates and times will be agreed by council members.

Conflict of Interest

To be declared when a potential conflict exist.

The Consumer Council will determine the appropriate response.

Attendance

Attendance is required at 8 meetings annually

Prior approval of one co-chair is needed by members who are unable to attend 8 meetings per annum.

Regular unapproved non-attendance may result in removal from the council.

Authorisation

Final approval of Consumer Council membership will be by the Taranaki DHB Chief Executive or delegate.

Reporting

The Consumer Council will report directly to the Chief Executive and provide a six-monthly report to be presented and tabled at the Taranaki DHB Board meeting.

Standing Agenda Items

- The development of the Consumer Engagement Framework
- Purpose and core functions of the consumer council
- Hospital and Special Services and Funding and Planning project and activities.
- Presentations from community leaders and other consumer groups
- Report on activities and newly-identified consumer engagement issues
- Adult Hospital Survey results and improvement activities

Consumer Council Performance indicators *(to be finalised)*

Key priorities to be co-design and determined by the group

Term

The membership term for the Taranaki DHB Consumer Council will be 2 years with an opportunity to renew membership for a further two year term to a maximum of 4 years.

No more than 50% of the membership will stand for re-appointment at one time to ensure continuity.

Minute Circulation

- Consumer Council members
- Chief Executive