

CONSUMER COUNCIL – TERMS OF REFERENCE

Department:	Clinical Governance Support Unit
Date Issued:	June 2021
Review By Date:	June 2023
Responsibility:	Te Whatu Ora Taranaki Acting District Director
Authorised By:	Te Whatu Ora Taranaki
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Introduction

The Consumer Council is a strategic governance group made up of appointed community representatives who work in true collaborative partnership with the Te Whatu Ora Taranaki's District Director. The Council represents the consumer and whānau 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 whānau-centred approach to the delivery of health and disability services by ensuring that Te Whatu Ora Taranaki embeds ways to effectively engage with whānau and consumers. This group will ensure there are well defined policies and processes for consumers and whānau to work in partnership at all levels of the organisations. These levels are, Governance, Policy, Service Delivery and Direct Care.

Purpose

Waiho i te toipoto, kaua i te toiroa - Let us keep close together, not wide apart. The kaupapa of the Taranaki Consumer Council is to ensure our patients, whānau and communities have a strong voice in planning, designing, developing and delivering effectively-evaluated health services to Taranaki, in accordance with Te Tiriti O Waitangi (guaranteeing tikanga of tino rangatiratanga, equity, protection, options, cultural safety and partnership).

He waka eke noa (A canoe which we are all in, without exception): The Council strategically advises and directs Te Whatu Ora/HNZ and Te Aka Whai Ora/ The Māori Health Authority in the Taranaki region in matters related to consumer engagement and experience.

By seeking, hearing and representing the voice of our community, the council provides guidance on service integration across the sector; promoting equity of outcomes and ensuring that services are people and whānau-centred, so that our community is supported to achieve whānau ora.

I oreā te tuatara ka patu ki waho (Those who lead give sight to those who follow;

those who

follow give life to those who lead): The Council holds Te Whatu Ora/HNZ and Te Aka Whai Ora / The Māori Health Authority accountable for ensuring and empowering appropriate consumer participation in Taranaki, to enable and improve:

- Respect
- Emotional support
- Physical comfort
- Information and communication
- Continuity and transition
- Care coordination
- Involvement of whānau and carers
- Access to care

In scope

Te Whatu Ora Taranaki Funding and Planning

Te Whatu Ora Taranaki Hospital and Specialist Services

Taranaki Community organisations and consumer groups

Consumer Council objectives:

- Ensure the primacy of Māori as a Tiriti o Waitangi obligation.
- Ensure that equity is a priority and is being improved for high-needs populations (Māori, Pasifika, people living in rural communities, people living with disabilities and young people).
- Embed a person and whānau-centric approach into Te Whatu Ora Taranaki
- Work in a true shared partnership with the in scope services to provide a consumer perspective on service provision
- Encourage consumer and whānau 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 Te Whatu Ora Taranaki teams and consumer groups/community organisations.
- Strategically discuss and influence Te Whatu Ora Taranaki 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.

Tiriti-led Co-Chaired Consumer Council

Te Whare Tangata Whenua and Te Whare Tangata Tiriti will have respective chairpersons which will provide for a co-chaired Consumer Council.

- Chairperson's are to be put forward and appointed by the District Director.
- Co-chairs will be appointed for a one-year period during the establishment of the council, and will be re-appointed annually thereafter.

- Chairperson's may be reappointed for a maximum of two additional two-year terms.
- If one co-chair is unavailable the other co-chair will be the lead chair.
- The Chairperson's may be paid additional fees and allowances.

Membership

Membership comprises two co-chairs and an additional 14 members, 7 from each whare.

The council must:

1. Have equal Māori representation from Taranaki iwi (Ngā Iwi o Taranaki)
2. Reflect Māori health, Pasifika health, rural health, disabilities and young people's health
3. Represent the whole demographic make-up of the Taranaki region

In Attendance

Consumer Engagement Advisor

Pou Haumanu – Māori and Equity Engagement and Experience Lead

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 whānau, consumers and members of staff for projects/focus groups. This will be done in a way that maintains equal voice of tangata whenua and tangata Tiriti.

Quorum

A quorum shall consist of one Chairperson and four members from each Whare

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 annually by council members.

Conflict of Interest

To be declared when a potential conflict exists

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 Te Whatu Ora Taranaki District Director.

Reporting

The Consumer Council will report directly to the District Director and a quarterly report to be tabled and presented to Te Whare Punanga Kōrero Trust.

Standing Agenda Items

- The development of the Consumer Engagement Framework
- Purpose and core functions of the Consumer Council
- Hospital and Special Services, Te Pā Harakeke – Māori Health and Equity Directorate, and Funding and Planning and Population Health projects and activities.
- Presentations from community leaders and other consumer groups
- Report on activities and newly identified consumer and whānau engagement and experience issues
- Health Quality and Safety Commission – Consumer Engagement Quality Safety Marker oversight
- Adult Hospital Survey results and improvement activities

Consumer Council Performance indicators *(to be finalised)*

Key priorities to be co-designed and co-decided by the group

Term

The membership term for the Te Whatu Ora Taranaki 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 from each whare will stand for re-appointment at one time to ensure continuity.

Minute Circulation

- Consumer Council members
- District Director - Taranaki
- Tahuu Rangapu Chief Maori Health & Equity Officer