

Terms of Reference

Committee

Consumer Council

Purpose

The Wairarapa Consumer Council (Council) works collaboratively with the Wairarapa District Health Board (WrDHB), Governance and Management teams to develop effective partnerships in the design and function of an effective health system in the WrDHB to meet the needs of the people.

Through true partnership, the Council provides a strong and viable voice for the community and consumers, on health service planning and delivery. The Consumer seeks to enhance consumer experience and engagement through service integration across the sector. The Council strive for the promotion of equity by ensuring services are organised and meet the needs of all consumers.

Through effective processes and communications, the Council receives, considers and disseminates information from and to WrDHB, local Primary Health Organisations (PHO), consumer groups and communities,

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

Functions

The functions of the Council are to:

- Ensure, coordinate and enable appropriate consumer engagement across the WrDHB.
- Identify and advise within an identified timeframe ‘Partners in Care’ approach to the implementation of ‘Person and Whānau Centred Care’ into the WrDHB Health System, including relevant input into the development of health service priorities, strategic direction, reduction of inequities and the enhancement of consumer engagement, patient safety, health literacy and clinical quality.
- Participate, review and advise on reports, developments and initiatives relating to WrDHB health services and the availability and/or dissemination of health related information where applicable.
- Ensure regular communication and networking with the community and relevant consumer groups is reported through to the wider group and relevant committees and the WrDHB Board.
- Link with special interest groups, as required for specific issues and problem solving.

For the avoidance of doubt, the Council will not:

- 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 exists.
- Be involved in the WrDHB DHB contracting processes.

Level of Authority

The Council has the authority to provide advice and make recommendations to WrDHB Executive Management Team and the Board.

Document owner: Dale Oliff, Chief Executive Officer, Wairarapa District Health Board		
Issue date: 16/09/2020	Review date: 16/09/2022	Date first issued: 16/09/2020
Issued by: Chief Executive Officer, Office		Page 1 of 3

Membership

The Consumer Council will comprise six to eight members, in addition to an independent Chair. Members will have diverse backgrounds, contacts, knowledge skills, and must be passionate about consumers being able to access the best possible services and care from the Wairarapa 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

Membership composition and appointment will reflect the following areas of interest:

Women's health	Rural/high deprivation health	Family Violence
Child/Youth health	Maori health	Suicide
Older persons health	Pacific health	Specialist Care
Men's health	Primary health	Palliative Care
Chronic conditions	Mental Health, Addictions & Intellectual Disability	

The Consumer Council may co-opt specialist advisors to assist with a specific purpose and time as required.

Members will be appointed by the Wairarapa District Health Board Chief Executive Officer; with the Boards endorsement. Following consultation with the consumer and community groups as appropriate.

Members shall be appointed for terms of two years. Members may be reappointed but for no more than three terms.

If a member chooses to leave the Council, consideration will be given to maintaining the demographic balance. This appointment will be in consultation between the Council Chair and Chief Executive with the Boards endorsement.

Individual membership on the Consumer Council may be terminated by the Chief Executive for serious misconduct. Full dissolution of the Consumer Council may be undertaken by the Chief Executive with three months' notice.

Remuneration shall be paid based on the Cabinet Fees Framework applicable to WrDHB Statutory Committees.

Meetings

The Council will meet up to 10 times per annum of at the request of the Chair and agreement with the Chief Executive.

Meetings will generally be open to the public, but may move into 'public excluded' where appropriate, and shall be conducted in accordance with the Wairarapa DHB Board Standing orders as if the Consumer Council was a Board Committee.

A quorum will be half the current membership, including the Chair or their delegate.

Minutes will be circulated to all members and Chair of the 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 group, etc., on request.

Invited persons

Other individuals are able to attend and facilitate the business on hand with prior approval of the Chair and / or by invitation.

Reporting

The Council will report through a written report to the Chief Executive Officer monthly and the Board through a quarterly report on Council activities and recommendations. The reports will be available to the public through the Public WrdHB Board Reporting facilities as appropriate

Decision Making and Recommendations

Where a decision or recommendation is required, a general consensus will be sought. However, if an agreement cannot be reached, acknowledgement will be given that there has been differing views but a decision or recommendation is still being given.