

# Canterbury

District Health Board

Te Poari Hauora o Waitaha

Consumer Council

*'Nothing about us, without us'.*

## The Consumer Council makes sure consumers are heard.

The Canterbury DHB Consumer Council was formed in 2008 following a series of workshops with consumers, advocacy and lobby groups. The workshop attendees were asked to define how consumer participation across the Canterbury DHB could work. Through this process, the concept and key functions of a consumer council evolved. The Council has continued to meet monthly and meets with David Meates, CEO, on a regular basis. Through the CEO, reports are submitted to the Canterbury DHB twice a year.

Canterbury DHB is committed to the role of consumers in planning and changing in the way we care for our population, and as a result, improving our health outcomes. The Consumer Council aims to make sure that consumers have a strong voice in planning, designing and delivering services in the Canterbury Health System. Their slogan is *'Nothing about us, without us'*, meaning that health care should always be planned with consumer involvement, right from the beginning.

The Consumer Council:

- ensures and enables consumer participation right across the Canterbury Health System;
- actively reflects consumers' needs, with members providing input from their own experiences on how initiatives and services are planned and delivered;
- identifies and advises on strategic issues such as health policy and establishing the priorities and direction for our services;
- reviews and advises on reports relating to health care, and their outcomes, from the consumer perspective;
- ensures open and regular communication with community and consumer groups; and
- links with 'special interest' and other groups to work on issues and problems.

The role of the Consumer Council is separate from the complaints process, in which the DHB's Quality and Safety Council oversees a process to follow complaints from their receipt to resolution.

Members of the Consumer Council have diverse backgrounds, knowledge and skills, but are all passionate about consumers being able to access the best possible care from the Canterbury Health System. They are selected not as representatives of specific organisations or communities of interest, but because collectively they have a broad range of understanding and experience of how it feels to be a consumer, and what consumers need.

There are sixteen nominated members whose particular areas of interest include Māori health, Pacific health, mental health, people with long term conditions, people with physical, intellectual and sensory disabilities, older people, youth, men, women, rural communities,

refugee and migrant communities, people with visual and hearing impairment and people with alcohol and other drug addictions.

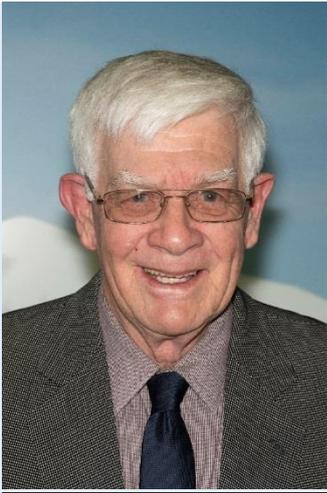


**Dr Zhiyan Basharati - Refugees, Chair**

Dr Zhiyan is a former refugee who came to New Zealand 19 years ago as part of the New Zealand refugee quota system. Zhiyan has a Doctor of Philosophy in Forensic Psychology from the University of Canterbury, BA (Hons) in Psychology from University of Canterbury and completed a double major in Psychology & Economics from the University of Otago. Zhiyan is the Chairperson and manager of the Christchurch Victims Organising Committee (CVOC).

She has served in the community under a number of roles including: Founder & Advisor of the New Zealand National Refugee Youth Council (NZNRYC); Spokesperson & Health Coordinator for Canterbury Refugee Resettlement & Resource Centre (CRRRC); Strengthening Refugee Voices (SRV) National Advisory Group - Ministry of Business, Innovation and Employment (MBIE); Policy and Advocacy Officer of the New Zealand National Refugee Association (NZNRA); Member of Culturally and Linguistically Diverse Services Advisory Committee (CALD) for Specialist Mental Health Services (SMHS) at Hillmorton Hospital Canterbury District Health Board (CDHB) just to name a few.

Zhiyan has dedicated whatever capacity she has to supporting former refugees to resettle in New Zealand through working at the grassroots level to promote equity, belonging, and inclusion in our society. Her experience and understanding of life in New Zealand as an immigrant with refugee background has given her the insight to work with both those who have always called this place their home and those who have recently arrived. She believes it is this intersection of knowledge, experience, and passion that makes her a valuable member of the CDHB Consumer Council.



**Miles Jackson – Older Person’s Health, Deputy Chair**

Miles has been a member of Grey Power (North Canterbury) since 2003, being President for the last 10 years. He held the position of Grey Power Canterbury Zone director, covering from Waimate in the south to Hurunui in the north. He was Grey Power NZ Board Director for the last 6 years, retiring earlier this year.

He has served on the following board committees, local bodies, law and order.

He chaired the Communications & Technology standing committee which included the Grey Power magazine and website, the Election Strategy National Advisory Group and the TransPacific Agreement (TPPA) Committee. He was also a member of the Federation’s core Advocacy team which made regular visits to meet Parliamentarians and government departments.

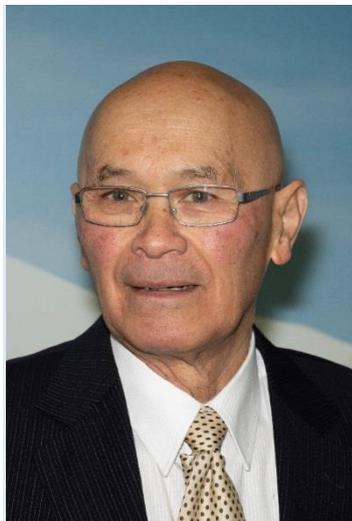


**Toe Smith - Pacific People**

Toe Smith is a partnership community worker (PCW) with the Aranui Community Trust. Toe has 6 years experience and insight into how the current health system works for Pacific communities.

This includes access to services and funding, ensuring patients receive and understand health information, navigating the health system and identifying other supports available to the patient. Toe has delivered workshops to GPs, nurses and allied health workers and across Early Childhood education providers to support them to better engage Pacific communities.

Toe has worked for 15 years at PEETO – Multi-cultural Learning Centre. She also has had a number of Governance roles on other community boards and school boards including Community Law Centre Management Committee; the Pacific Community Reference group for Ministry of Pacific Island Affairs, Waipuna (St John of God) Pacific Young Parents Reference Group and Aranui High School Board.



**Henare Edwards - Māori Health**

Chair: Te Whare O Ngapuhi Ki Te Waipounamu  
Deputy Chair: Māori District Council  
Advisor: Canterbury Police District Commander  
Advisor: Canterbury Police Area Commanders  
Advisor: Corrections Management  
Chair: Kaiwhakamana prisoner welfare Corrections  
Member: Roopu Whakaruruhau, Breast feeding authority  
Kaumatua: Rehua Marae  
Kaumatua: Te Rangimarie Marae  
Kaumatua: Kiwi Rail  
Diabetes: Canterbury Diabetes Consumer Group



**Jeanette Campbell – Maori Health – incoming August 2020**

Jeanette has worked for a Kaupapa Maori Organisation based at Nga Hau e Wha National Marae delivering social services, health and education for 15 years

Jeanette brings 13 years of governance experience.

She has experience in the educational and social services , justice, community and Maori development sectors.

Her organisation is part of a collective of Maori Health Providers in the South Island.

She has also spent the last 20 years managing sporting teams at a local, regional and national level.



**Pauline Mohi - Primary Health Organisations**

Pauline Mohi is Consumer Rep on CDHB Consumer Council, Primary Health Representative Canterbury Clinical Network Consumer Forum, Better Breathing Consumer Working Group Member, Healthinfo Advisory Group Consumer Representative, Better Breathing Consumer Community Support Group Member, CDHB Hand Hygiene Governance Group Consumer Member, Better Breathing Pulmonary Rehabilitation Working Group Consumer Representative.

Pauline also runs three Exercise and Coffee Groups for Better Breathing; one at a Phillipstown Hub, two at the rear of the Canbreathe Rooms.



**Julie Shepherd - Women's Health**

Julie trained as an Occupational Therapist (OT) (Auckland) and practiced for 30 years until retirement in 2013. Julie was a member of NZAOT and on NZAOT Council for many years. Julie initially worked at Burwood Hospital in Orthopaedics, Plastic Surgery, Medical wards and supervised OT assistants and students. After having children Julie returned to OT at Sunnyside (now Hillmorton) in PSE. She was on the Community Team and worked in setting up the PSE Day Hospital where she supervised an OT assistant and OT students. She resigned in 1996 and

moved into Private Practice with Therapy Professionals Ltd for 17 years in the community. She worked in Rest homes and Private Hospitals. Clients included people with dementia, ID clients in Templeton Hospital and their subsequent transfer into community houses. Beacon House contracted her to work with ID and Autistic clients for Housing modifications. She has experience in several Locum positions for the CDHB at CPH and TPMH in various wards. Throughout her career she has been on various committees – Hargest Crescent Kindergarten, Somerfield School BOT, Rakaia Gorge Society Inc. and GreyPower Christchurch. She is still the email co-ordinator for GreyPower ChCh with several hundred members on her emailing list.

Currently she is the consumer representative for the Endoscopy Steering Project, Restraint Approval Monitoring Group (RAMG), National Bowel Screening Steering Group and Radiology.



**Sue le Mesurier – Disability**

Sue has been a member of the Consumer Council since January 2019. She is a member of Mental Health Consumer Network. She graduated from a disability training programme, BE Leadership/ BE Accessible programme in 2018. She is on the Board of the Christchurch Hearing Association. She is also a volunteer at a Retirement Village. Sue is now working as a Community Support Worker (CSW) with Emerge Aotearoa in the mental health and addiction sector. Sue has a hearing assistance dog called Ebony and loves writing poetry.



**Joanne Gumbrell - Rural Health**

Joanne grew up in a rural town in South Canterbury and married a veterinarian in rural practice. She trained as a Karitane Nurse; after having three children she acquired further training and had a career in human relations and community development. She has worked in social service management and training positions in NZ and the UK where she lived for 18 years.

Joanne now lives with her husband on a life-style block in North Canterbury, involving herself in her community in a variety of groups. She is a retired Lay Minister in the Anglican Church, a memoir writer and a group facilitator.

Joanne's adult children and Pakeha and Māori grandchildren live in NZ and Australia.

### **Adrian Price - Men's Health**

Adrian was born in England, and came to Christchurch nearly 30 years ago. He has lived in Christchurch longer than any other place. He is a father, a husband, a cyclist, a story-teller. Has been a Scout since I was six. He has spent a lifetime seeking the fun in every learning, and has challenged himself to find the best in those around him and to nurture and support them to get the most out of every inch of life available to us. For just over six years he has been working as a Peer Support Worker with Mind and Body (an independent lived experience part of Emerge Aotearoa) working in improving mental health in our communities.

He believes that through a positive strengths-based focus on values we can find solutions to the issues we face.

### **Sarah Ferguson - Alcohol and Drugs**

Sarah has been working for the Community Withdrawal Management service through the City Mission for the past 4 years, specialising in Alcohol and Drug withdrawal and management of clients in the community and Thorpe House. Sarah also works with mental health via this role. Sarah is attached to the wider City Mission, which has access to accommodation, social services, finance and community groups for people to attend.

Sarah has completed two postgraduate papers, with a view to complete more. This is the first council Sarah has served on.

### **Debbie Savin – Mental Health**

My name is Debbie Savin, and I am a recovering alcoholic/addict.

My best thinking bought me into recovery 11 years ago and what a journey it has been! It is a privilege to hold this position and I look forward to representing the Christchurch AoD Community.

I studied Social Work at Canterbury University part time while my children were little, and I graduated with a BA in Human Services. They are now teenagers and I am currently the Consumer Advisor at The Salvation Army Addiction Services in Christchurch.

### **Shreezana Chhreti – Migrant Health**

Biography to follow

### **Jen Shields – LGBTQIA+**

Biography to follow

**Jaye Bailey - Family & child health**

Biography to follow

**Migrant - Hanan Almoghrabi**

Biography to follow

**Sarah Drummond - Chronic Conditions**

Biography to follow

**Anna Fraser –Disability**

Biography to follow

**Teen & Youth - Vacant**